



**LETTER NO. L-104-07**

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**VIA E-MAIL**

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December 21, 2007

Mr. Donnie Wing, CA  
Senior Vice President  
Insurance, Marketing and Underwriting  
Insurance Corporation of British Columbia  
151 W. Esplanade  
North Vancouver, B.C. V7M 3H9

Dear Mr. Wing:

**Re: Insurance Corporation of British Columbia ("ICBC")  
Submission of Confidential Filing of the 2007/2008 Enterprise Content Management IT Capital Report**

ICBC filed its confidential 2007/2008 Enterprise Content Management ("ECM") IT Capital Report dated December 11, 2007 ("the Submission") pursuant to the Commission's July 13, 2006 Decision, Order No. G-86-06 and Letter No. L-82-06. By this letter, the Commission acknowledges receipt of the Submission and accepts the filing as meeting the Decision directive. The Commission has reviewed the Submission and provides the following comment on the report.

The Commission acknowledges ICBC's statement in its Submission that content management provides a capability from which benefits will be achieved through future business projects that deliver improvements to operations, customer service, and risk mitigation. ICBC explains that potential applications must be individually business cased before decisions are made to develop them or upgrade them to use the ECM infrastructure.

The Commission is concerned that ICBC has not fully quantified the operating and financial benefits arising from the significant capital expenditure required for ECM. The expected long-term benefits have not been translated into quantified savings and/or tangible operating benefits. The Commission requests that when ICBC does implement and utilize the ECM technology in its first application that ICBC then file a report with the Commission that shows the quantified content management infrastructure benefits that result from the first application.

Yours truly,

*Original signed by*

*Constance M. Smith*

for: Erica M. Hamilton

DC/cms