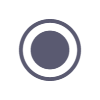
**ICS 106428 Machine learning - creation of payment schedule-20250710\_113641-Meeting Recording**

July 10, 2025, 3:36PM

16m 22s

 **Tek Ang** started transcription

 **Tek Ang** 0:03  
OK, so I'm setting up this meeting. I know just been moved quite a bit because of the labor disruption. So the objective really is initial steps to talk about this request and then we can talk about then is what the next step from here, OK.  
OK. Jeff, do you want to take from this or? Yeah, no.

 **Jeff Hennessy** 0:22  
Yeah, yeah, I can. I just to give you some background on how this came up, the we have a process where we create the payment holiday tables year over year. Jeff, you may, you should be very familiar.

 **Mytreyi Bharadwaj** 0:24  
2.

 **Jeff Hennessy** 0:42  
With these particular, I don't know, Jeff, you sign on. I think Treasury is the one that signs off on these.

 **Jeff Hall** 0:47  
I think it's Treasury because there's a disbursement piece, but we're always in the loop on, you know, the tables and when checks are going out and stuff. Yeah, we were, yeah.

 **Jeff Hennessy** 0:49  
Yeah.  
Yeah, yeah.  
Yes, so. So every year, right when the indexation project starts up as a part of this whole year-end process, there are four holiday tables, tables 107108109 and 122.  
The most important ones are 107 which cover off Bill 101 pre Bill 101 and Bill 162 claims and then Bill Table 109 covers off the the holiday schedule table for Bill 99 claims.  
And what these tables do is that when the batch run the the daily payment batch runs, it checks these tables to understand which cycle dates for the claims that are already pre-approved sitting in the system.  
That have a cycle date of payments waiting to be released, so these particular tables. So when the batch runs the the batch job itself will check these tables to understand which payment transactions that it's extracting from WBS.  
To be loaded through the batch to be then sent out as either check or direct deposit. So that's that's its full purpose. These tables are very important because if those entries are not even there, it's not even the batch, the online systems.  
We'll also check these tables and then determine, yes, OK, it's it's set in there the the table set for this particular transaction that you're creating. So it's not just the batch, but it's also online.  
And so every year we have to have these tables ready to go and to be loaded into our test environment ACP kicks starting in October because that's that's when we start to go through the process of of all of our all of our testing.  
So these tables are one of the first things to get created in there because some of the testing that we do is online testing where we advance the the date into the the new coming year so we can process benefits so we can see.  
That yes, it's properly being indexed if the claim payment period is passing January 1. So in order to create these particular tables, it's a very manual process. It it's it's it takes an analyst.  
I would say at least a week, probably two to three weeks, probably not working full time, but they have to sit down with a calendar like a physical calendar and count out the days and where the days of the week meet the weekend and where a holiday day comes up because then the.  
The the dates get adjusted so we can in order to accommodate the holiday, we pull in usually one to two extra days of cycle dates to be processed so that we can compensate for the delay in the the mainly the checks getting out.  
Via Canada Post. So this is all a very manual process and we're we're looking at as as a part of this whole process around repeatables in that because we first of all the analyst, the business analyst that does this every year they're.  
Very close to retirement and as well we're we're in the process of transitioning some of these items to the business in terms of T5, but we want to look at all the processes and we determine this is a, this is one that is so highly manual and so very specified from a.  
From a understanding of the business and the calculation of of benefit payments and cycle dates that although we have requirements, there's very few people that actually know how to do this.  
So we're in the process of of doing knowledge transfer and such, but we we took this as an opportunity and I think that what had happened is that Irina had had a demo of various AI.  
Functions that were being explored in CBIA and thought that you know what if we is there an opportunity to feed an AI engine?  
What the business rules are and that it could take all of the information into account knowing what the the calendar days to were for the upcoming year and taking those business rules and.  
Automatically generate, well, somewhat automatically generating these values that we could then take and load into the system related tables. So that's where all of this came from. We are exploring other options.  
One of the other options we're exploring is that take for example coming up is 2026. So we have to have the 2026 tables loaded into the system by October.  
Provided that the calendar for 2026 is the same calendar that was used back in 2015. So if the values are the same, if the calendar is the same and we attach the same business rules in 2015.  
That calendar, those calendars and those table entries are already sitting there for 2015. Is there a way to write a write some program code to copy those tables from 2015?  
Into 2026 tables. So we're also exploring that option. Now keep in mind we didn't have certain holidays back in 2015, such as Family Day and and the the the Day for Truth and Reconciliation.  
So we would have to go back in manually anyway and adjust for those particular holidays that didn't exist back in in 2015, but it still would be a heck of a lot easier if we could develop a program to copy those values in and just go back and make a few adjustments for those particular days.  
Of course, we would still take those and and print them all off and provide them to Treasury for sign off like we do every year, as well as keeping payment services in the loop. Treasury always has, depending on where the holiday falls.  
And in this case, Canada Day was on a Tuesday, but it was on a Monday. Sometimes, you know, Treasury likes to bump up just in case to include one extra day as cycle dates. So they take this into consideration and when you have dates like.  
Thanksgiving and Easter, where there may be two particular holiday days involved. They may want to include another extra holiday day that wasn't, you know, exactly in the initial requirements.  
So they're always coming up with some exceptions and things around Christmas. I know Treasury came back last year and asked us to pick up to change the holidays date and also push up the the the monthly run for December.  
This past year because the the holiday days fell on for Christmas and Boxing Day fell on a sort of some odd days within the middle of the week. So we wanted to they wanted to make some adjustments there. So anyway, does anybody have any questions?  
I think we're just kind of scoping this out to see kind of what's in the realm of the possible. We're we're not certainly, you know what, here you go, AI, here's the business rules and here's a previous calendar from 2015 and here's the here's the calendar for 20/20.

 **Jeff Hall** 9:05  
Yeah.

 **Jeff Hennessy** 9:12  
Six. Go ahead, give us the numbers. Yeah. So we just kind of like what's within the realm of possible and is there an opportunity to do sort of a little, maybe small POC?

 **Jeff Hall** 9:14  
Mhm.  
Yeah.  
I think like in tech, feel free to chime in, but I think Jeff, you gave a good explanation of like what you're looking for there. I feel like it's really around you identified, you know that three-week period where those BAS have to manually do this work. How can we?

 **Jeff Hennessy** 9:32  
Yeah, yeah.  
Listen.

 **Jeff Hall** 9:42  
Could we build it like could AI do that for us and with that Jeff, I would say probably not now that like this recording tech really gives a good understanding of what they're looking for, what they want to do now that that we have that.

 **Jeff Hennessy** 9:45  
That's right. That's right.  
Yeah.

 **Jeff Hall** 10:13  
Like see like from a prioritized like under like I can't speak for the AI branch, Jeff around what how they would approach it. But I think now that we know what you're looking for, I think we triage it there for them to get to.

 **Jeff Hennessy** 10:20  
Yeah.  
Right.

 **Jeff Hall** 10:29  
'Cause are you looking to like when they do the, when they build it to automatically upload into WBS? Or is it just that manual work? It's just the manual work around the calculate like that calculation and stuff, OK.

 **Jeff Hennessy** 10:34  
Yeah.  
No, no, no, no, no. I think it went, yeah.  
I think exactly, exactly at this point, at this point, yeah. So, so maybe in the future though we could then the the AI could generate a file that we could maybe upload or something like that. But at this point we're just looking to sort of automate the process.

 **Jeff Hall** 10:51  
Yeah.  
Mhm.

 **Jeff Hennessy** 10:55  
Of generating the the calendar values themselves to kind of try and eliminate the the manual effort involved in in in doing this because it does take a lot of time and it's in during a time period where you know there's a lot of annual repeatable activities going on.

 **Jeff Hall** 10:59  
Yeah.  
Yeah.  
Mm-hmm.  
Yeah.

 **Jeff Hennessy** 11:15  
Hang on so.

 **Jeff Hall** 11:15  
And are you looking to see if this can be done prior to the like October like when you said that that work or is that what you're you're looking?

 **Jeff Hennessy** 11:21  
I I mean, I mean, ideally, yes. But I mean, again, we're just looking to see what's in the realm of the possible at this point. So understanding, you know what Annika may not be around forever and trying to train and it's manual, right? What is the there's there's a.

 **Jeff Hall** 11:24  
Yeah, yeah.

 **Tek Ang** 11:28  
Yeah.

 **Jeff Hall** 11:29  
Yeah, OK.  
Sure, yep.

 **Jeff Hennessy** 11:41  
There's a complete opportunity. Yeah, there. I mean it's manual. I mean mistakes happen and mistakes have happened in the past and and it's and and these these tables are critical for for for for generating payments.

 **Jeff Hall** 11:42  
If there's a way to, yeah, yeah.  
Yep.  
Oh.

 **Jeff Hennessy** 11:57  
So yeah.  
Mm.  
So we're just looking at this point to reduce the manual effort required to generate these tables and looking to discern to implement some level of automation.

 **Tek Ang** 12:02  
Yep.

 **Jeff Hall** 12:12  
Yeah.  
Yeah.

 **Mytreyi Bharadwaj** 12:14  
And the document that Irina shared, she's she captured some screenshots, I believe, right, of those kicks tables. You've had a chance to see them.

 **Tek Ang** 12:14  
Yeah.

 **Jeff Hennessy** 12:14  
Yeah.  
Yeah.

 **Kay Yuen** 12:24  
It was there an attachment on this request.

 **Jeff Hall** 12:27  
Uh, is there one in there? Tech. Have a look. Scroll down.

 **Tek Ang** 12:28  
E.

 **Jeff Hennessy** 12:28  
No, not sure.

 **Tek Ang** 12:30  
I don't. I don't think I see any.

 **Kay Yuen** 12:30  
OK.  
Oh.

 **Jeff Hennessy** 12:34  
I mean, but anyway I can provide we have, we have like the business rules that the the BA uses to to generate. They're kind of very high level rules, but they are specific enough. I think that you know it gives a framework on how the the actual numbers are generated as well as we can provide copies.

 **Kay Yuen** 12:34  
It it.

 **Tek Ang** 12:35  
Yeah.  
Yeah.

 **Jeff Hall** 12:42  
Yeah.  
Yeah.

 **Jeff Hennessy** 12:54  
Previous months of tables to to sort of assist with this as well.

 **Jeff Hall** 12:57  
Yeah.  
I yeah, yeah, no, no.

 **Kay Yuen** 12:59  
Yeah, I also have, oh, sorry, I just want to mention Jeff in addition to that cause I know Irina, she did also create a document. I think my treat is what you're referring to that just summarizes and also gives some of the background that Jeff had mentioned as well. Um, so we can also share that for background for.

 **Jeff Hall** 13:14  
Mhm.  
Yeah, if you share it, if you share tech, are you able to add that documentation to this request so that when we triage it to the analytics team, they could have this video, the documentation, they can look at it and then connect with.

 **Jeff Hennessy** 13:17  
Hmm.

 **Kay Yuen** 13:19  
Yeah.

 **Jeff Hall** 13:33  
Irina's the point of contact right for this this work 'cause she submitted the request. I'm assuming like that's who we could we could, you know, start with what like that team could start with.

 **Kay Yuen** 13:41  
E.  
Yeah, yeah, they can. And she's she's away, but she's she'll be back on Monday. But truly, I mean if they if they reached out to Jeffrey and Petrie, they could get the information as well.

 **Jeff Hennessy** 13:44  
Yeah.

 **Jeff Hall** 13:45  
Yeah. OK. Yeah. Yeah. Yeah. OK.

 **Tek Ang** 13:45  
Yep.  
Yep.

 **Jeff Hennessy** 13:53  
Yeah, yeah, yeah, absolutely. Yeah.

 **Jeff Hall** 13:53  
Yeah, yeah. No, no, for sure. That makes sense. Yeah, yeah.

 **Tek Ang** 13:54  
Yeah.  
Yeah, yeah, yeah. My plan, yeah, my plan is actually after this meeting, I'm going to run through the transcript to get a summary on it and and so that's what I'm going to do. I'm going to attach it to this, this document and this request anyway. That way then we have the records, everybody can access it. OK, also internal solution itself.

 **Jeff Hennessy** 14:12  
OK.

 **Tek Ang** 14:16  
I've just, I don't know what other options that could be, but probably something that we can take back Jeff, because machine learning I think is one of the options, but it could be even a innovation lab. I don't know, they may have some different ideas, right? So.

 **Jeff Hennessy** 14:22  
Yeah.  
Mhm.  
OK.

 **Jeff Hall** 14:31  
Yeah.

 **Jeff Hennessy** 14:31  
Yeah, yeah, absolutely. Absolutely.

 **Tek Ang** 14:32  
So yeah, definitely we'll take this back and and share with the team to see what options are, yeah.

 **Jeff Hennessy** 14:36  
Yeah, absolutely, absolutely.

 **Kay Yuen** 14:38  
Sure. Yeah, I think we're open, honestly, to anything that could be a innovative or creative way to to help address this.

 **Jeff Hall** 14:39  
Yeah, I think, yeah.

 **Tek Ang** 14:40  
Yeah.

 **Jeff Hennessy** 14:40  
Yeah, really.

 **Jeff Hall** 14:42  
Hey.  
Yeah.

 **Tek Ang** 14:45  
Yep.

 **Jeff Hall** 14:46  
And I and I think to tech the other thing is we'll share it with the team and also from a prioritization standpoint, right like as we look through stuff to around depending because I don't know what else they have as well too. So as we like we might have to do that work.

 **Tek Ang** 14:52  
The job.  
Exactly.

 **Jeff Hall** 15:01  
With this team as well too depending on it. So I think next steps for us tech bring it back internally, share it with the AI team to review, assess and then we can loop Karen in because I know she's not here as well because she manages all the client engagement piece so.  
And then we can have them reconnect with Irina, Jeff and the team here to like any questions further from there. I think that would be next steps. But we share this video, we share any documentation plus the transcript so everybody has it so that they can understand all the info and then we go from there with.

 **Tek Ang** 15:27  
For sure.

 **Jeff Hennessy** 15:30  
OK.

 **Tek Ang** 15:30  
Yep.

 **Jeff Hall** 15:39  
That.

 **Tek Ang** 15:39  
Yeah, hello.

 **Jeff Hennessy** 15:39  
Thank you. I can share a a sample of one of the business rules that we use as a as the framework as well. I'll send that to you tech as well, yeah.

 **Tek Ang** 15:46  
Sure. Thank you.

 **Jeff Hall** 15:48  
OK, cool. OK.

 **Tek Ang** 15:51  
Otherwise, I think, yeah, it was very good. I and I can see it's good to record it and then we can get every share with everybody else. Yeah, for sure.

 **Kay Yuen** 15:51  
Great.

 **Jeff Hennessy** 15:56  
Yeah.

 **Jeff Hall** 15:57  
Yeah, but the business problem makes sense. You have a manual task that you know, like, you know, based on what you know, we want to see if we can automate it right for some of those various reasons. So I think, yeah.

 **Jeff Hennessy** 15:59  
That's good.  
Yeah, exactly.

 **Jeff Hall** 16:12  
OK.

 **Tek Ang** 16:12  
OK.

 **Kay Yuen** 16:13  
Right.

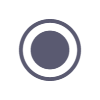
 **Jeff Hennessy** 16:15  
Hmm.

 **Jeff Hall** 16:15  
All right. Thanks everyone.

 **Tek Ang** 16:17  
Thank you. Thank you. Have a good day.

 **Kay Yuen** 16:17  
Thank you. OK, bye, bye.

 **Jeff Hall** 16:17  
Have a good day. Bye.

 **Tek Ang** stopped transcription