

Future of Work: Enabling Technology

For Discussion

Public Sector Chief Information Officer Council (PSCIOC)

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Shared Services
Canada

Services partagés
Canada

Canada



Powering world-class technology for Government

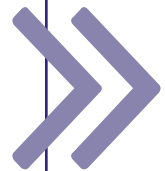
Purpose



Outline Shared Services Canada (SSC)'s role in delivering information technology (IT) services for the federal government



Describe SSC's Future of Work vision to create a modern, agile and fully digitally enabled public service that will demonstrate value for Canadians



Identify how SSC can collaborate with Provincial and Territorial partners to support Future of Work outcomes for Canadians

SSC Operations at a Glance

SSC has a mandate to modernize and consolidate the federal government’s information technology infrastructure, including email, data centres, network and end-user devices – these are the foundational services upon which SSC’s Future of Work vision has been developed.

SSC is mandated to provide services to 147 GC organizations



SSC can also provide services to the government of a province or municipality in Canada, a Canadian aid agency, a public health organization, an intergovernmental organization or a foreign government.

Services

SSC provides a full range of shared information management and IT services to 45 mandated partner departments/agencies (including SSC itself), and a subset of those services to all other customer Government of Canada (GC) departments and agencies.

Cyber Security Tripartite

SSC integrates information management and IT security into the services it delivers and is a member of the Cyber Security Tripartite, along with Treasury Board Secretariat’s Office of the Chief Information Officer and the Communications Security Establishment’s Canadian Centre for Cyber Security.

The Future of Work vision will direct SSC’s efforts within its current portfolio to create IT improvements that will greatly benefit Federal Public Servants, clients departments, and Canadians.

SSC Development and the Creation of Future of Work Priorities

Throughout its existence SSC has worked to address the ‘technical debt’ within government IT systems and modernize the GC IT ecosystem. SSC is now developing plans to support modern working methods through IT by collaborating with partners and applying lessons learned from supporting the GC through the COVID-19 pandemic.

2011

- SSC was created to integrate the GC IT infrastructure and some IT support services (email, telecommunications).
- SSC took over an aging patchwork of IT systems that lacked interoperability.

2019

- GC supported significant investments in digital services.
- SSC has made progress repairing and replacing critical hardware infrastructure, including:
 - ☒ decommissioning costly legacy data centres; and
 - ☒ implementing modern cross-government information technology solutions.

2023

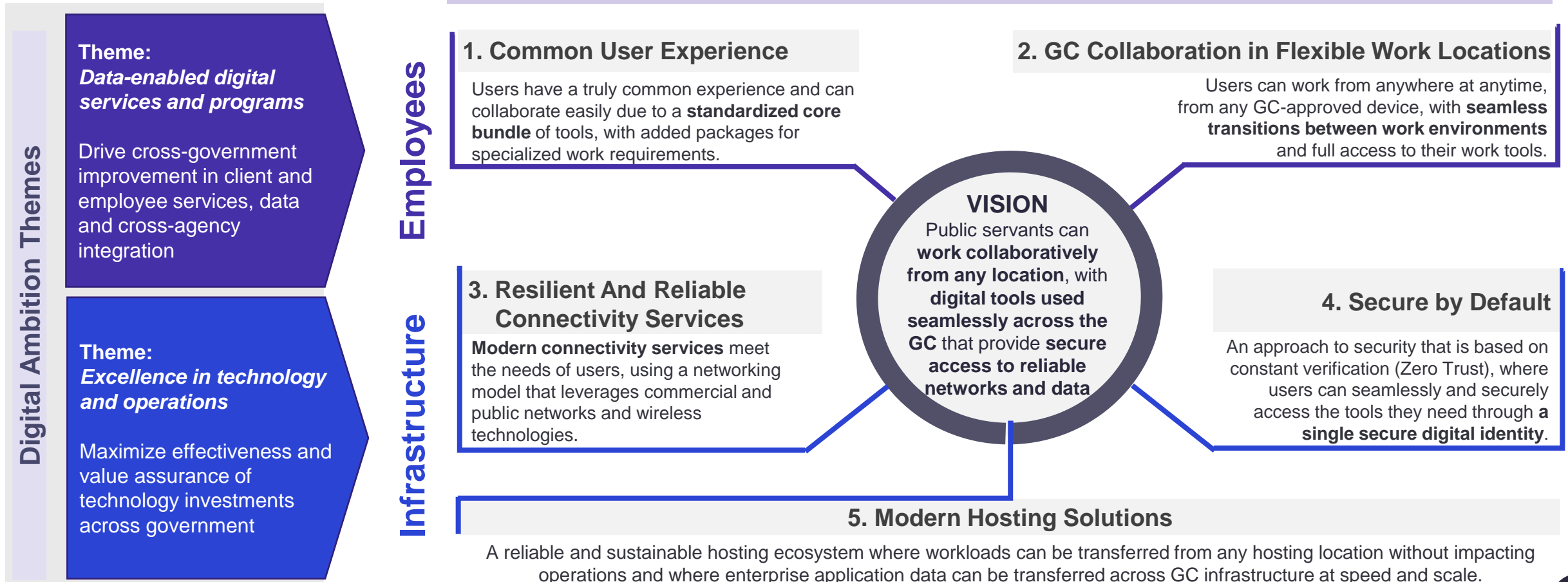
- SSC is working to build on successes achieved during the COVID transition to telework.
- SSC is advancing the use of state-of-the-art technologies to improve client and employee services that support Canadians.

The department has continued to build its capacity and is now taking the next step to support the Future of Work.

The Future of Work will only be possible with collaboration from partners and a sustained commitment to achieve the desired outcomes.

A Vision for a Digitally Enabled Future Public Service

The following work areas build on SSC's existing competencies and will focus SSC's efforts to modernize GC IT to deliver modern digital services.



Employee Experience in the Future of Work

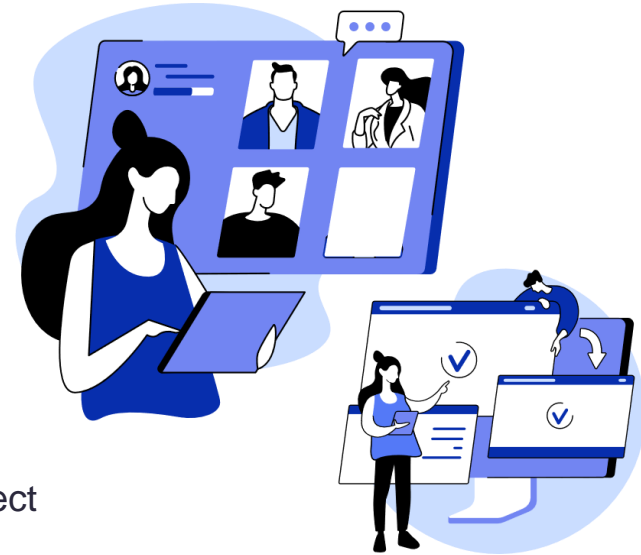
First day of work

Employees are onboarded efficiently and are able to work onsite or remotely using modern collaborative tools.



Months later

When an employee moves to a different location, they are still able to securely connect to a shared environment remotely or onsite. All of their productivity tools work seamlessly wherever they go.



Years later

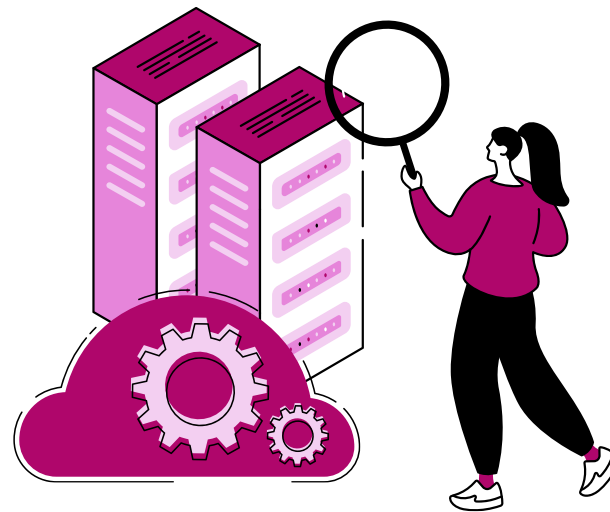
When an employee changes departments, their digital identity and hardware will be updated to reflect their new job functions and accesses. They will be able to connect to the new departments' network with their existing devices and start working from day one.

Enabling the Future of Work: IT Infrastructure and Service Evolution



Short Term

The GC IT ecosystem is driven by robust standards and supported by SSC service catalogue and service standards that deliver enterprise IT services and support to departments and agencies in their delivery of their business applications in an efficient, consistent and predictable way.



Medium Term

GC IT assets, networks and infrastructure are modernized and supported by modern cloud and on-premise hosting solutions that deliver next generation enterprise services to departments and agencies with transparent and effective integrated prioritization planning for the whole GC.



Long Term

The GC IT ecosystem is simplified, flexible, and fully interoperable, leveraging next generation hosting, security, and data sharing across a hybrid network which can evolve seamlessly without affecting operations, where GC organizations participate in integrated service delivery management.

Future of Work Vision: Other Benefits and Outcomes

Improvements in standardized tools, flexible workplaces, hybrid networks, and digital ID will provide tangible benefits for Canadians and the broader economy, and greening goals in the short and long term.



Benefits for the Government of Canada

- **Efficiency:** Increased ability to rapidly deploy services, scale solutions, and reduce total cost of ownership over IT environments while increasing reliability, security and interoperability
- **Procurement:** Increased SSC buying power to support small and medium enterprises and influence the implementation of accessibility standards within the IT community and support Canadian and Indigenous businesses as available
- **Sustainability:** Reducing the federal emissions footprint by reducing real property holdings, reduced greenhouse gases emission through reduced commuting, and reduced power consumption through moving from legacy data centres to modern energy-efficient data centres



Benefits for Canadians

- **Services:** Helping to stabilize existing services and deploy new services while improving service standards
- **Efficiency:** Reducing transaction costs and administrative burden by streamlining and rationalizing the costly and inefficient GC IT environment

Better equipped public servants will make it easier for the GC to provide modern digital services to Canadians.

It will also create opportunities to collaborate with new partners in different levels of government in the development and implementation of Digital Government best practices.

Areas for Collaboration

Implementation of the future vision provided many opportunities to collaborate with new partners who are also working on IT modernization projects.

Best Practices

- Sharing information on best practices in IT modernization will support digital government across the country and create a stronger national network of expertise.

Lessons Learned

- Discussions with partners can also help identify risks and setbacks early, mitigate them, and learn from them to make strategic improvements in the future.

Digital Governance Capacity

- Collaboration with partners supports a broader effort to improve digital governance capacity in Canada that can be leveraged Collaboration with partners supports a broader effort to improve digital government capacity in Canada that can be leveraged for larger collaborative projects, improve digital services and create value for Canadians larger cooperative projects

Discussion

Questions?