

Digital Transformation

Shared Services Canada

June 15, 2022

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Shared Services
Canada

Services partagés
Canada

Canada



SSC
celebrating
10 years

SPC
célèbre ses
10 ans

Powering world-class technology for Government





Shared Services Canada

Powering world-class technology for Government

- 50 Networks
- 21 email systems
- 500+ data centers
- 12 000 applications

SSC 2.0

SSC 3.0
An Enterprise Approach



Focus:

1. Enhanced Service Delivery
2. Customer Satisfaction
3. Define an Enterprise Approach

Focus:

1. The future is Digital
2. A plan for all of government
3. Relentless focus on the user experience

2011

Operate

2015

Improve and Measure

2022

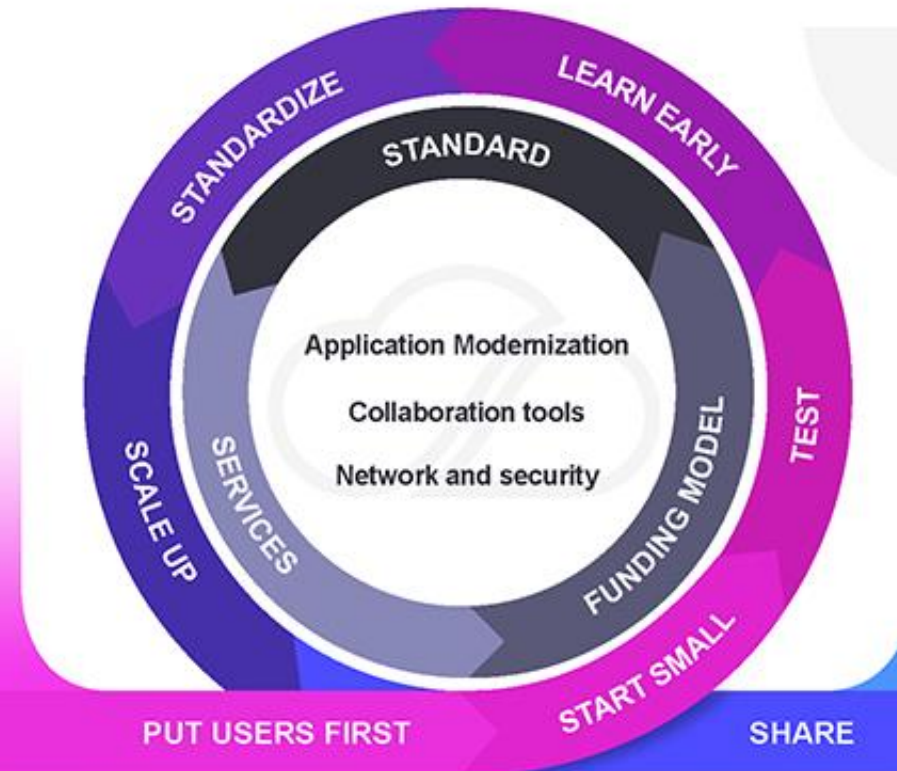
Transform



Shared Services Canada 3.0

AN ENTERPRISE APPROACH

- Overly Complex 
- Outdated Tools 
- Frequent Outages 



-  Improved User Experience
-  Increased Reliability
-  Reduced Risk
-  Playbooks
-  Pathfinders



This will require us to be

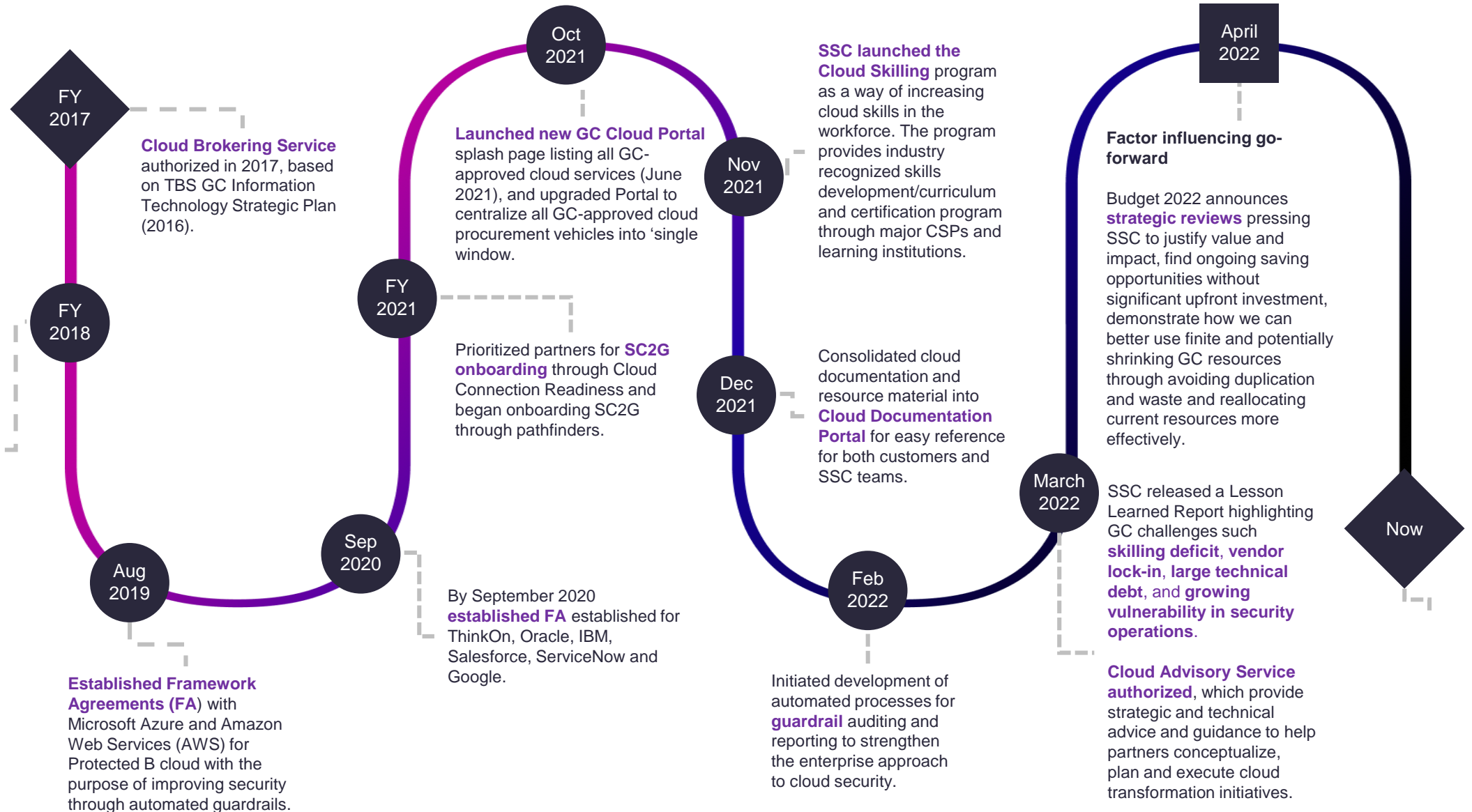
ENGAGED • ENABLED • EMPOWERED • ACCOUNTABLE

Disrupters and Motivators

Cloud First (Cloud Smart)

COVID 19

The SSC Journey



How we worked

Pre-COVID-19

In offices, boardrooms, and workshops



1.6 million
teleconference
minutes per day

Working remotely
was the exception,
not the rule



A capacity for over
137,000
employees connecting
to government
networks remotely
through secure remote
access (SRA)

Travelling and
commuting



Videoconferencing
was secondary to
in-person meetings

20,000
WebEx accounts

What has changed

Largely at home enabled by new
and upgraded digital infrastructure



300,000
GC employees able
to work from home to
support and provide
services and programs
to Canadians

5 million
teleconference
minutes per day

Videoconferencing
is now the default,
advancing the goal of
digital government



SRA capacity
of almost
284,000
advancing digital
government by more
than doubling the
number of public
servants that can work
remotely and securely

New WebEx
service with
100%
increase in capacity

40,000
WebEx accounts



50% increase of
enterprise internet
bandwidth for the entire
government allowing the
GC to stay connected
with Canadians



Enabled GC departments
to roll out services to
Canadians and businesses
that responded to urgent
economic support needs:

Over **12.3 million**
Canadians and businesses
accessed economic supports
since March 2020

Supporting collaboration
from remote locations

Enabling workspaces
anywhere, anytime

40
departments are
using MS Teams

More than **187,000**
Active MS Teams users
across the GC departments

Over **1,000**
federal First Responders
enrolled for mobile internet

183,000
mobile accounts

1,087 users
enrolled for the secure
Executive emergency
collaboration system
through M365

During COVID-19

What we are preparing for

Living with COVID-19

To support ongoing digital transformation
to evolve the way Government of Canada
employees work and deliver services



New digital products
supporting GC
policy, program and
service delivery

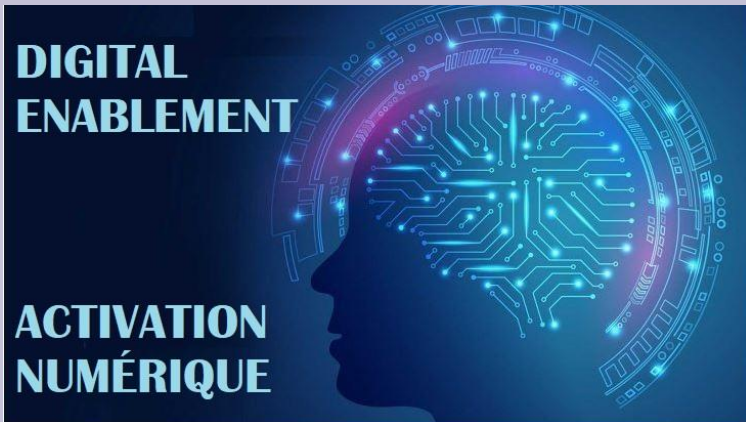
[SSC 3.0: An Enterprise Approach](#)
SSC's path to digital government

Support GC future of work



DATA AS OF OCTOBER 05, 2020

A Dedicated Innovation and Digital Enablement Program



01

We Innovate

In collaboration with SSC service lines, Government of Canada (GC) departments, academia and industry we support digital transformation of emerging technology and processes by fostering a culture of innovation across the GC.

02

We Create

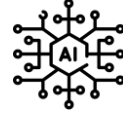
Establish and maintain key departmental strategic artifacts and create value through the development of emerging technology solutions that solve problems across the GC.

03

We Promote

Raise awareness on DE initiatives through GC outreach, communiqués, blogs, and live engagement sessions.

SSC Artificial Intelligence



- Design with users
- Iterate and improve frequently
- Work in the open by default
- Use open standards and solutions
- Address security and privacy risks

Government of Canada's Digital Operations Strategic Plan: 2021–2024

- Build in accessibility from the start
- Empower staff to deliver better services
- Be good data stewards
- Design ethical services
- Collaborate widely

2021-2022 SSC Strategic Priorities

Enable government –wide transformations

Strengthen cyber and IT security

Modernize Government of Canada digital infrastructure

Equip public servants with digital tools

SSC 3.0

Application Modernization
Migration to Cloud and Enterprise Data Centres

Network and Security
Solidify the IT foundation

Workplace Collaboration Tools
Modernize collaboration tools to enable, engage and empower employees

AI Use Case Incubation

DevSecOps
Continuous development and deployment in GC Cloud (AI use cases)

Model Operationalization
Collaborate with service lines to scale AI models and solutions

Responsible AI
Share models, solutions and code (AIA, GC Code, Canada API Store)

Incubation
Deliver value-add solutions (AIOps)

Data Science
Explore large data sets for opportunities to transform data into value

Advice and Guidance

Consultation Service
Support SSC service lines with assessment of AI/RPA technologies (automation and transformation)

Advice & Guidance
Provide expert advice to senior management and service line leads (AI/RPA)

Leadership and Direction

AI CoE
Provide leadership, expertise and set best practices in artificial intelligence

AI Governance
Maintain key departmental AI artifacts

AI Awareness and Education

AI Curriculum
Support employee digital learning objectives (culture change)

Mandate 1
Support SSC

SSC Artificial Intelligence Program

Mandate 2
Support SSC clients

Mandate 3
Deliver AI/ML services

AI/RPA
Link with industry and academia to explore AI/RPA technologies

AI Enabler
Liaison with SSC clients, service lines and client executives to improve service delivery, reliability and performance

Liaison

Intelligent Automation

RPACoE
Support GC RPA/IA requirements

RPA/IA Bots
Develop and share high-value RPA/IA solutions with GC

Leadership and Guidance

GC AI Working Group
Lead AI inter-departmental working group

AI CoE
Provide expert advice on AI and lead key industry engagements

AI Service Marketplace

AI Service Catalogue
Promote SSC AI solutions and services through SSC service catalogue

AI Product Management
Develop a sustainable model for delivery of common AI use cases/solutions for GC

Innovate and Incubate

GC AI Digital Platform
Manage GC AI collaboration platform

Deliver AI Solutions

AlaaS
Deliver consumable AI services and use cases (self-service)

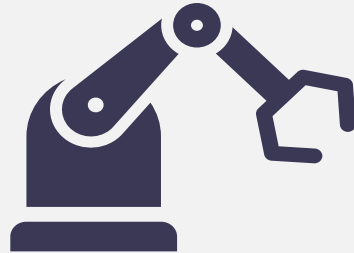
Promote and Contribute

AI Hackathons
Fuel innovation by empowering GC science and developer community to build AI solutions for the GC

Leading the Way

Digital Enablement Led by SSC

Infrastructure Research & Innovation (IRI)



SDI

Software-Defined
Infrastructure



Wireless

Wireless
(LTE/Wi-Fi/5G)



ZTA

Zero Trust Architecture



Continuous Monitoring
Ongoing end-to-end analytics



Identity
Who – Where – What – Why – When – How

Leading the Way

Digital Enablement Led by SSC

Enterprise Applications and Emerging Technologies (EAET)

SSC can create even more value for the GC by evolving its services to support large, repeatable platform and application services, focusing on areas of greatest return to increase value for the GC.

What we can do

Deliver enterprise applications as SSC Managed Services

- SSC provides current Core SSC catalogue services (e.g., Identity, Security, connectivity, user devices, infrastructure hosting) **AND** standard services to support the management of Enterprise Platforms (e.g., Cloud Provider Services, SAP, MS Dynamics, MS Teams, Salesforce, etc.)



Service Catalogue



Platforms & Applications



Business Capabilities



Strategic Integration

How we can do it

Establish a dedicated internal organization to deliver managed service offerings

- Design, empower, and implement integrated team(s) drawing on SSC's experience with Cloud Brokerage and pandemic response

Questions

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