



SHARED SERVICES CANADA

Performance and Planning Exchange (PPX)

Covid-19 Impacts on Government Departments:
How Results Based Management is Helping

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CONTEXT: SSC 3.0

Shared Services Canada was established in 2011 to consolidate the core Information Technology (IT) infrastructure of 43 of the largest federal government departments under a single organization.

Pre-pandemic focus on the Enterprise

In 2019, SSC launched SSC 3.0, an enterprise approach to managing IT services:

- Sets clear departmental priorities
- Promotes accountability by reporting on progress and results
- Relies on commitment to data collection, analysis, and reporting to track progress against its plans, as well as outcomes

1 NETWORK AND SECURITY

Increased network reliability and strengthened security

2 COLLABORATION TOOLS

Modernized collaboration tools to empower employees

3 APPLICATION HEALTH

Modern hosting solutions to improve reliability and reduce risk

4 ENABLING THE ENTERPRISE

Established standards and funding model

Pandemic Response: Meeting users needs

- SSC 3.0 enabled the department to meet the extraordinary demands on IT systems and capabilities when the crisis hit.
- A wide range of data metrics collected to support SSC's operations informed evidence-based and data-driven operational decision making.

SUPPORTING GC OPERATIONS DURING COVID-19

SSC is supporting the GC's pandemic response by providing departments with the IT services that they need to deliver critical services to Canadians

Secure Remote Access (SRA) & Bandwidth

- **300,000 GC employees** able to work from home
- **50% increase of enterprise internet bandwidth**
- **SRA capacity of almost 284,000**, more than doubling the number of public servants that can work remotely and securely



Application Support for Departments and Canadians

- Enabled GC departments to roll out services to Canadians and business that responded to urgent economic support needs.
- Over **12.3 million Canadians and businesses** accessed economic supports between March 2020 and October 2020



M365 & Collaboration Tools

- **40 departments** using MS Teams
- **More than 187,000 active MS Teams** users across the GC
- Videoconferencing now the default mode for meetings

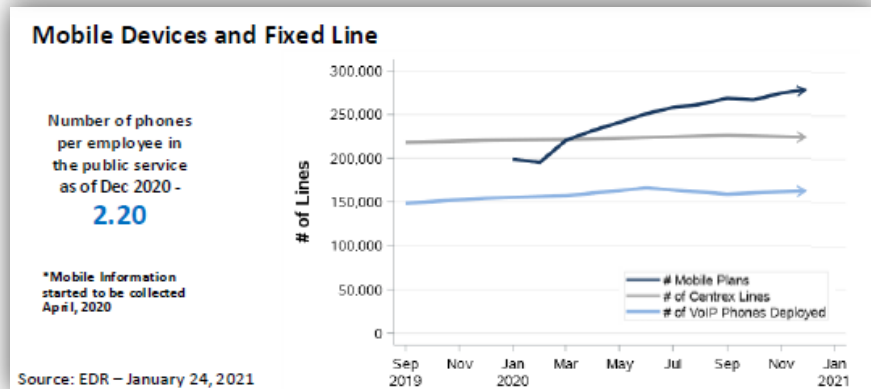
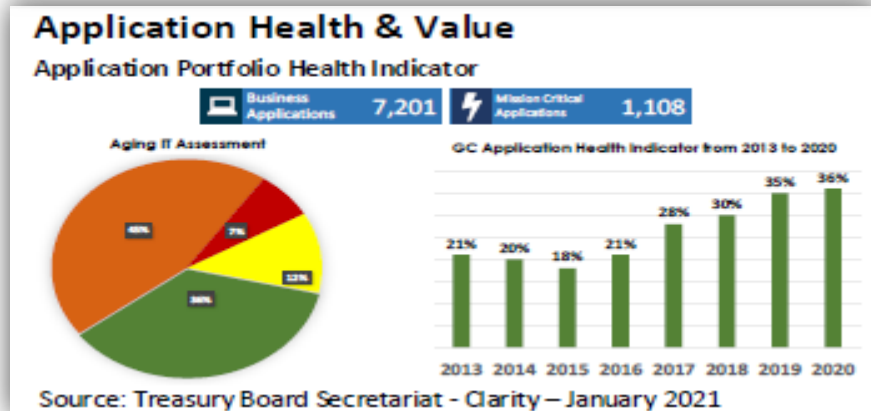


Devices and Telecommunications

- **5 million teleconference minutes per day** (up from 1.6 million per day before the pandemic)
- Over **1,000 federal First Responders** enrolled for mobile internet
- Wi-Fi calling activated for **183,000 mobile accounts**



LOOKING FORWARD



The GC response to the pandemic has proven that a strong, collaborative and enterprise-wide approach to the management of the GC IT enterprise is critical to our ongoing, shared success.

SSC continues to work to strengthen the GC IT infrastructure and services to its clients, leveraging its data and performance measures to drive transformation.

Data on our services is used to engage other government departments, providing information to our clients on the state of their IT and areas requiring their support to improve. Examples of these areas include Legacy Data Centre migrations, application health, and fixed lines.

This collaboration will continue with efforts focused on maintaining the momentum we have built.