Industry Day

Web Renewal Initiative:

Web Management Solution as a Managed Service

8:30am – 11:00am
July 31st, 2013

Delta Ottawa City Centre

Pinnacle Room
101 Lyon Street

Questions and Answers

MS = Managed Service

Mathew Winstone – Coldfront Labs Inc.
Question: What types of interactions are you looking for? Comments on content or do you want to submit forms or start collecting stats?
Answer: Corinne Charette (Chief Information Officer of the Government of Canada, Treasury Board Secretariat): We are really looking for typical blogs and forums that we are able to moderate. We are not looking for moderation. We are not very experienced in Web 2.0 online we are just initiating. We welcome suggestions, we really want a two way kind of dialog, more than just a document and a reply. The ability to dialog between each other in some cases

Question: Do you envision citizens logging in or anonymous?
Answer: We prefer no logging in. Email perhaps if they wish to remain anonymous.

Stewart Mckay – HP Autonomy
Question: In terms of hosting solution what are the data sovereignty and protection requirements?
Answer: Wade Daley (chief Technological Officer, Web Renewal, Treasury Board Secretariat): In general when looking at outside the firewall we are interested in the dialog of how closely we have to control within Canada. Explore and test the boundaries, easy to say it must stay here but we want to explore what it might mean to have Web content elsewhere. When it comes to the data that is sitting inside the security perimeter, we will then have that discussion but that will most likely have to stay in Canada. The Government of Canada will remain available to citizens in all circumstances.

Ashley Lukeeram – Symantec Canada

Question: Regarding virtual private cloud, web applications, who protects it, integrity of data? Shared Services Canada's responsibility?

Answer: Wade Daley (chief Technological Officer, Web Renewal, Treasury Board Secretariat): We are interested in the dialog. For the Application, MS would be accountable for the security of the data. Expect MS will implement a service that protects the website from denial of service, etc. It is very important to us in how we push things securely through the security perimeter.

Donald Fry – Logic 2000

Question: Is the migration from the department sites to the Canada.ca site a mandated migration or up to the individual sites?

Answer: Elizabeth Douglas (Project Executive, Web Renewal, Treasury Board Secretariat):It is mandated except for Weather, Open Data…

Question: Page 28: social media account managed services in out of scope. But on page 8 it states that a common tool for managed services was indicated as a final state goal. How do those two mesh?

Answer: Wade Daley (chief Technological Officer, Web Renewal, Treasury Board Secretariat): In Coms channels perspective we see things on the web, we need to have co-ordination of these channels. Need to think of consistency of message. Integration between the web and social media we need feedback on how to do that from industries.

Elizabeth Douglas (Project Executive, Web Renewal, Treasury Board Secretariat):There has already been an RFI for the social media account management tool, RFP will be released on August 26.

Howard Stanley - Rogers

Question: Have you given any deliberation to content delivery networks?

Answer: Wade Daley (chief Technological Officer, Web Renewal, Treasury Board Secretariat): Yes it hasn't been specifically been brought out but it is an obvious thing we must consider.

Corinne Charette (Chief Information Officer of the Government of Canada, Treasury Board Secretariat): We want to have every Canadian to have the same response time; it will be up to the vendor to figure it out. A service that will quickly react to demands

Mathew Winstone – Coldfront Labs Inc.

Question: Web publishing workflow is mentioned to be out of scope, but whatever tool you will be using would have to influence the publishing process.

Answer: Corinne Charette (Chief Information Officer of the Government of Canada, Treasury Board Secretariat): It's the design that is out of scope not looking for the vendor that will tell us the process; we want to be very creative with our design because it'll be different with every department.

Michel Cesar – Deloitte
Question: content migration, responsibility of the vendor?
Answer: Corinne Charette (Chief Information Officer of the Government of Canada, Treasury Board Secretariat): No. The principal publisher will be responsible for the migration. The principal publisher will coordinate the overall sequence of migration and implementation working with individual departments

Question: Content archiving, who is responsible to interface with LAC for content archiving?
Answer: Corinne Charette (Chief Information Officer of the Government of Canada, Treasury Board Secretariat): We do not want to migrate content arched content to Canada.ca because it we wouldn't be done in 3 years. We would need strictly current information. We are looking at an archive sub-site that will not have the same look and feel, library like; we are still working through the details. Open to suggestions.

Donald Fry – Logic 2000
Question: Is the publishing process part of the standardized change management process, is the managed service going to be part of that?
Answer: Corinne Charette (Chief Information Officer of the Government of Canada, Treasury Board Secretariat): Currently, Departments control the look and feel of their own sites. In the future they will have lesser control. They will have some content in top level themes. Principle publisher will own the design and layout and with participation from departments will agree on editorial questions. Department will continue to regularly refresh content at lower levels. Guided and managed by the principal publisher. The vendor will have to support the publishing.

Howard Stanley - Rogers
Question: Has there any consideration been given to mobile rendering of content as part of this procurement?
Answer: Elizabeth Douglas (Project Executive, Web Renewal, Treasury Board Secretariat): All the content for the new site is going to be optimized for mobile and presented automatically. WET will be adapted so that the site is optimized for mobile.

Craig Mackay – Nortak Software Ltd.

Question: Can you clarify soft skills required for Principal Publisher? Who will the principle publisher be? What are the 3 themes? Will the three year migration be handled with current infrastructure?

Answer: Elizabeth Douglas (Project Executive, Web Renewal, Treasury Board Secretariat): Our launch in December 2013 will use current technology, we are going with Service Canada, the principle publisher does not sit with us, we should find out by Christmas who the principle publisher will be. The three migrations will not be under existing infrastructure, it will be handled under the managed service

Answer: Corinne Charette (Chief Information Officer of the Government of Canada, Treasury Board Secretariat): We cannot disclose the three themes. We also recognize that this is a big change and might require training and change management.

Question: Will the migration over the next 3 years be on the current platform?

Answer: Elizabeth Douglas (Project Executive, Web Renewal, Treasury Board Secretariat): No there will be a new platform on the new site.

Question: Would you consider multiple vendors for different roles?

Answer: Corinne Charette (Chief Information Officer of the Government of Canada, Treasury Board Secretariat): We want one managed service; we will leave it to vendors to see how to best deliver.

Corey Glynn - IBM

Question: Can you elaborate in view of the future state; will vendors be dealing with different departments or all brokered through principal publisher? For the non-functional day to day support of operations is the same model expected to apply?

Answer: Corinne Charette (Chief Information Officer of the Government of Canada, Treasury Board Secretariat): Managed service will support the principle publisher. We do not want to confuse our users so the principle publisher will act as a liaison.

Answer: Wade Daley (chief Technological Officer, Web Renewal, Treasury Board Secretariat): Level 1 support could remain with the government but level 2 and 3 would probably be supported by the MS.