SHARED SERVICES CANADA

WORKPLACE TECHNOLOGY DEVICES INITIATIVE

Industry Engagement Session

Summary Report
Version 1.0

November 8, 2013

Shared Services   Services partagés
Canada   Canada

Canada

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1   Purpose

The purpose of this document is to summarize the proceedings of the Workplace Technology Devices (WTD) Initiative's Industry Engagement session held on November 8, 2013 via the Shared Services Canada (SSC) web conference and telephone service. The presentations, which were made available to Industry and Government of Canada employees via web conferencing, were sent to participants in both English and French.

2   Reference Documentation

The English and French versions of the material presented during the Industry Engagement session are attached.

3　Participants

The table below includes the list of participants who registered for the Industry Engagement session.

Company Name	
Accenture Inc.	LTO Star
ASC Software Solutions	Magor Corp
ASG	MarketWired
Bentley Systems Canada	MarketWorks Ltd.
CA Technologies	Mega Communications
CDW Canada	Microsoft Canada
CGI Information Systems and Management Consultants Inc.	Mishkumi Technologies Inc.
Chamberlain Consulting	Modis Canada Inc.
Cisco Systems Canada	Motors Canada
CITPA Canadian Information Technology Providers Association	MP Executives Inc.
CommVault Canada	Northern Micro
Compugen Inc.	Price Waterhouse Coopers
Computer Sciences Corporation	Printers Plus
Dell Canada	PureLogic IT Solutions Inc.
Deloitte and Touche	Ricoh Canada Inc.
Delsys Research Group Inc.	Route1 Inc.
Doses Research	SHI Canada
Elytra Enterprises Inc.	Sipa and the Coates Agency
Extend Networks	Softchoice Corporation
General Dynamics Information Technology	Symantec
Google	Tarmac Technologies
Hewlett Packard Canada	Telus
HHAngus	TeraMach Technologies Inc.
Hypertec Systems Inc.	The IT Broker
IBM Canada	The Print Operations Group
Integra Networks Corporation	Toshiba
Intel Canada Ltd	TPG Technology Consulting Ltd.
Itechs	Trend Micro Canada Inc.
Itex Inc.	X10 Enterprises
Lenovo Canada	Xerox Canada
Lockheed Martin Canada Inc.	

4   Presentations

The session began with moderator Greg McGillis, Manager Engagement for the WTD, presenting the agenda and outlining meeting logistics for this first WTD Initiative's Industry Engagement session.   He then introduced the first speaker, Benoit Long, Senior Assistant Deputy Minister, Transformation, Service Strategy and Design (TSSD), SSC.

4.1   SSC Transformation Agenda

Mr. Long set out the context for the day's presentations by providing background on SSC; departmental objectives (service improvements, increased cyber and IT security, cost savings) and target end states; an overview of the significant progress made to date; transformation timelines; and, what to expect in the coming year. (Please refer to slides 4 to 11.)

4.2   Workplace Technology Devices Overview

Gail Eagen, Director General, WTD, TSSD, SSC, spoke on the scope of the WTD initiative, the current state, key SSC activities, and high-level objectives for pilot projects. In doing so, she reiterated the objectives of the initiative: service, savings and security. (Please refer to slides 15 to 18.)

The following are some highlights of Ms. Eagen's presentation:

- Slide 15 – The WTD initiative affects 43 partner organizations, and 51 client departments and agencies.   All of them deliver WTD services differently;

- Slide 16 – Consolidating procurement and developing standards are key objectives in the short term. There is also a focus on office productivity tools and mobility. It is worthwhile noting that specialized hardware and software, for example scientific and R&D equipment, fall outside the initiative's scope;

- Slide 18 – A one-year consolidated contract is in place with Microsoft regarding hardware standards. We are still in the early stages. Today, we are talking about one pilot; however, we envision undertaking more pilots and engaging industry regularly in the months to come. Our focus is on pricing models, user segmentation (what tools for which users), and best practices – what have others done? (One example is PWGSC's Workplace 2.0, which features four categories of users.); and

- Slide 19 – If we look at service delivery, we need to approach regional service differently; look at how best to support users; reduce the number of devices; and investigate different models. With emerging technologies at a crossroad, some departments are testing virtualization. Mobility is a key consideration. Industry feedback on the objectives and how to achieve these objectives – and on emerging technologies (especially to meet mobility requirements) – would also be especially welcomed. Our aim is to have a business case by year-end, fiscal 2013-14.

4.3   WTD Pilot Project: Justice Canada

André Arsenault, Director, WTD, TSSD, SSC, expanded on the scope, business objectives, current parameters, and approach for the Justice Canada pilot. (Please refer to slides 22 to 36.)

Some highlights of Mr. Arsenault's presentation include:

- Slide 21 – The information presented here today should not be interpreted as final;

- Slide 23 –The current Justice Canada contract expires in March 2015. We expect to have a business case in May 2014. The aim is to move towards a higher ratio of laptops versus desktop models;

- Slide 31 – SSC is especially interested in getting feedback from industry regarding service catalogues;

- Slide 33 – SSC anticipates requirements for standard and premium support levels and

- Slide 35 – SSC and Justice Canada are working together to document the Statement of Work. SSC is seeking feedback from industry. The questions listed here are not meant to be exclusionary, but rather to launch a discussion.

4.4   Justice Canada Pilot Procurement Process

Michelle Beaton, Supply Team Leader for Procurement and Vendor Relations (PVR), SSC, outlined the procurement process that will be followed for the Justice Canada pilot. (Please refer to slides 39 to 43.)

- Slide 41 – The three-phase approach (Collaborative Procurement Solutions) will not be used for pilot procurements and

- Slide 42 – While we would appreciate receiving written submissions by November 20, 2013, comments received after that date will be taken into consideration. Clarification meetings will take place in person or by phone.

4.5   Cyber Security and Supply Chain Threats

Carey Frey, Director, Strategy Relationships Office, Communications Security Establishment Canada (CSEC), gave participants some background on CSEC's role and mandate as they relate to IT Cyber Security threats for the Government of Canada, as well as Supply Chain threats. (Please refer to slides 50 to 56.)

- Slide 52 – User experience – as opposed to security features – drives requirements. New products and new versions of products are often imported, and vulnerable to exploitation and

- Slide 54 – The Government of Canada's strategy on cyber security is available on the Public Safety website.

4.6   Supply Chain Integrity Check

Raj Thuppal, Director General, Cyber and IT Security Transformation, TSSD, SSC, presented an overview of the Supply Chain Integrity Check process that has been put in place at SSC. (Please refer to slides 46 to 48.)

5   Questions and Answers

The table below summarizes the key questions and answers. Benoît Long and Gail Eagen answered the questions.

Question	Answer
IBM 1) Can you expand on the pilot outcomes, and how they will be measured?	In terms of outcomes and how they will be measured, we're still working on finalizing an evaluation framework. We are focusing on the RFP. We would appreciate input from vendors regarding what we should be measuring – and the needed criteria for a successful pilot.
2) Why was Justice Canada selected for the pilot?	The selection of Justice Canada was predicated on a number of factors: • First, timing. The department was initiating work on an RFP. We joined forces. It was a win-win situation. • Second, size. The department has about 5 000 employees, who use a significant volume of devices. This meaningful number will allow us to get better estimates on representative pricing for input to the business case. Too small, and we wouldn't get real costs; too large, and we would be unable to put the pilot in place within the tight timelines. • Third, a regional component. Justice Canada has employees in the regions who will work with the selected vendor. It is an interesting hybrid model – services in the NCR are outsourced, while those in the regions are delivered by Justice Canada staff. The evaluation criteria for the pilot will be provided at a later time.
TELUS 1) Who is the incumbent for the current contract?	• This is a Justice Canada contract; consequently, we are not at liberty to divulge the name of the current service provider. However, Telus can get in touch with the procurement staff at Justice Canada by contacting the team using the generic WTD email address.
2) When will the draft RFP be released?	• Timing will be predicated on the procurement approach. That said, we are looking at a January 2014 timeframe.
Compugen Inc. Will the scope of the pilot	The contract will be specific to the pilot, and will therefore not include the full range of services currently supplied by the

procurement be different from that of the existing Justice Canada contract?	incumbent service provider. While the scope will be similar, we are using the pilot to address gaps and enhance service. Consequently, the following are new: • a self-service portal; and • banded pricing. In addition, some of the services covered in the existing contract are outside the scope of WTD, and will not be included in the contract. These will need to be procured in another way.
Bentley Canada *(received after the session via email)* Will SSC be using the Software Licensing Supply Arrangement (SLSA), administered by PWGSC, when purchasing software for the pilots, and/or any future requirements, or, will they be using their own purchasing arrangement?	• SSC has not yet finalized any strategy with respect to workplace technology device software procurement. SSC will be continuing to review procurement vehicles to identify opportunities for savings and consolidation. To the extent that SSC does not put in place new instruments for the acquisition of software, departments will continue to use the existing instruments, including PWGSC instruments. • With respect to the pilot, the use of Government of Canada procurement vehicles will be dependent on the scope of each individual pilot, some of which may include any combination of government furnished software and contractor furnished software. Although the final scope has not yet been established, the current thinking is that for the Justice Canada pilot, all WTD software will be government furnished.