

Shared Services Canada (SSC) – Industry Day

Evolving the Government of Canada's (GC) Hosting Strategy

November 29, 2023



Shared Services
Canada

Services partagés
Canada

Canada

Powering world-class technology for Government

Welcome to Shared Services Canada's Industry Day!

TODAY'S SESSION IS CO-HOSTED BY
SHARED SERVICES CANADA'S:



Daniel Mills

Assistant Deputy Minister
Enterprise IT Procurement and
Corporate Services



Shannon Archibald

Assistant Deputy Minister
Hosting Services Branch

AGENDA

11:00 – 11:05

Opening Remarks
Co-Hosts

11:05 – 11:20

Hosting Strategy
Shannon Archibald

11:20 – 11:35

Hosting Procurement
Patrick Comtois
Guylaine Carriere

11:35 – 11:55

Interactive Q&A
Facilitated

11:55 – 12:00

Closing Remarks
Co-Hosts

Hosting Strategy

Shannon Archibald, SSC Hosting Services Branch



Hosting Strategy | Context

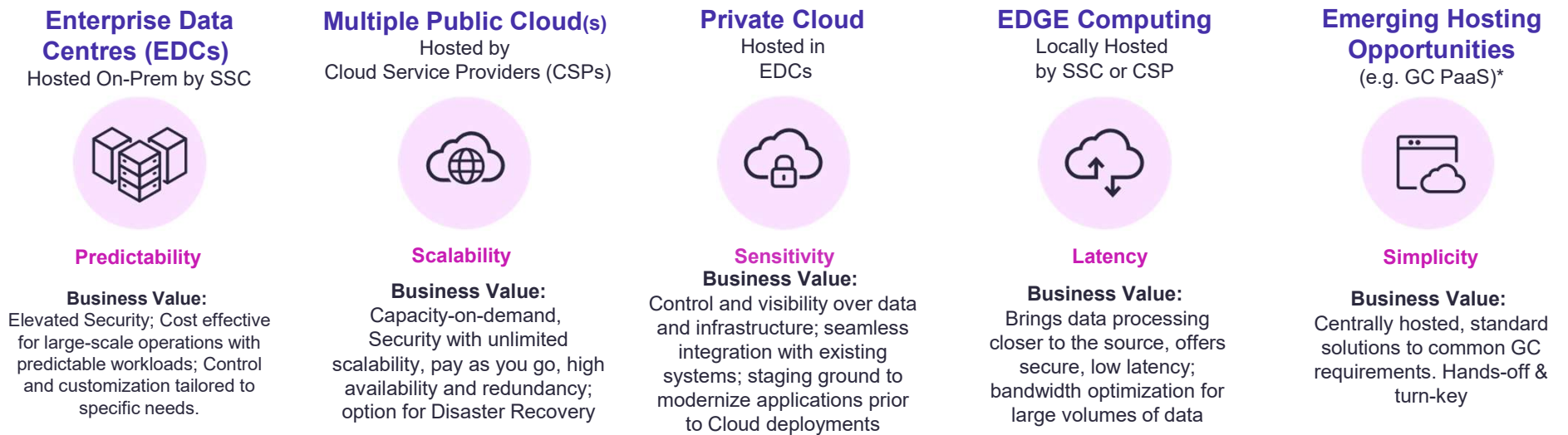
The GC is modernizing its hosting strategy to **enhance scalability, optimize performance, and adapt to new technologies.**

- As part of SSC's vision for "Delivering Digital Together", SSC is evolving its hosting services from a traditional Data Centre Organization to a Hybrid Hosting Services Organization. The shift emphasizes our dedication to maximizing the value of our Enterprise Data Centres (EDC), while offering Cloud Computing options, and integrating industry best practices.
- Over the last number of years, the emergence of commercially available cloud services provided the GC with greater velocity and flexibility to the deploy applications that federal departments and agencies use to deliver programs and services to Canadians.
- Lessons learned through this cloud adoption are also informing this evolution.
 - We need to be better, we need to be faster, we need to be more efficient
 - Agile in a whole other way
 - Our ambition needs to be as effective as the CSPs are
- By rationalizing and optimizing hosting services, we will achieve efficiencies to drive further transformation of our digital services.

Hosting Services

Objective: A reliable and sustainable hosting ecosystem where workloads can be transferred from any hosting location without impacting operations and where enterprise application data can be transferred across GC infrastructure at speed and scale.

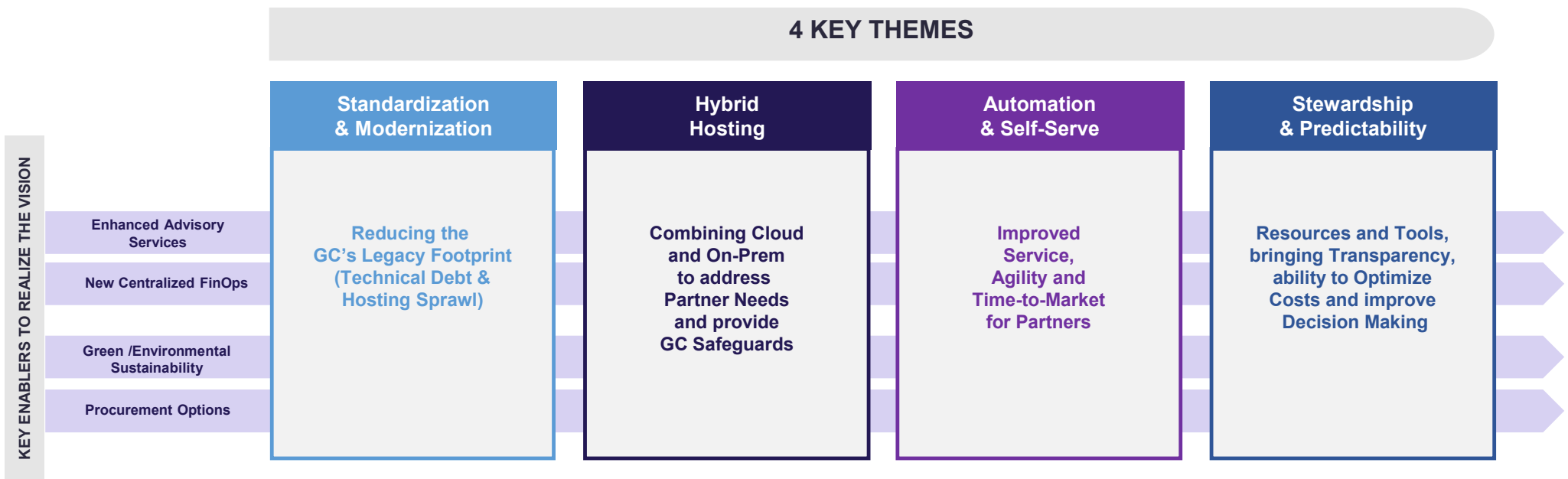
Hosting roadmaps will outline how a multi-cloud/hybrid model for hosting will allow departments to optimize where they put their applications and workloads



*Teammate+ Platform as a Service for OCG

Strategic Priorities – 4 Key Themes

The Hosting vision is realized by HSB's strategic priorities and core enablers



Hosting Procurement

Daniel Mills, SSC Enterprise IT Procurement and Corporate Services

Patrick Comtois, Director General Enterprise IT Procurement

Guylaine Carrière, Senior Director Cloud Services

Hosting Procurement | Context

To **support the needs of the modern GC Hosting Strategy**, the GC's Chief Information Officer and Shared Services Canada (SSC) are working in collaboration to **evolve procurement, in a holistic way**.

- The Cloud Framework Agreement approach confirmed the value it has brought to the speed and security of accessing cloud services but also identified some challenges and recommendations for improvement as cloud consumption grows across the GC.
- Lessons learned over the past seven years of GC cloud adoption have led the GC to evolve its procurement approach to enable the GC to extend contract duration with best fit cloud service providers and achieve favorable pricing
- A refreshed whole-of-government framework for cloud procurement is under development to ensure that the GC is able to procure cloud for the long-term, while increasing the ability of departments and agencies to be stable in one cloud environment.
- The new approach will represent a shift from the work to enhance the current Framework Agreement (FA2.0), however, many key principles remain:
 - Better value for money with discount factoring GC wide consumption
 - High-value assets (PBMM+)
 - Competitive by default
 - Long-term contracts resulting in more predictability and stability

NewGen Hosting Procurement* | A Diverse Ecosystem

**Does not include procurement for specialized cloud-based services like Cyber or Contact Center as a Service Vehicle*

Shared Services Canada will establish a **diverse** hosting procurement ecosystem that is **competitive by nature**.



Public Cloud (IaaS / Native PaaS)

- Limited number of hyperscaler CSP's
- Mandatory Method of Supply for IaaS and Native PaaS for the GC
- Contracts with disclosed work allocation method between the Cloud providers
- Includes socio-economic measures



Enterprise Data Centres (EDCs)

- Physical Infrastructure Supply Arrangement to be recomplete to open it to new suppliers
- Physical infrastructure Goods & Services through established agreements with qualified suppliers.
- PISA 2.0 will include "As-A-Service" options (to be explored with industry)



Public Cloud (Standalone PaaS)

- Open to niche and innovative solutions
- Mandatory Method of Supply for PaaS for the GC



Private Cloud

- Limited number of CSPs.
- Exploring vendor Managed Services on vendor's premise or in SSC owned cloud
- Addresses GC wide requirements



Public Cloud (SaaS)

- Dedicated vehicle for SaaS CSPs
- Addresses GC wide requirements
- Cloud Expertise programs for niche services
- to remain open for new vendors to qualify overtime



Specialized Professional Services

- Dedicated vehicle for specialized professional services
- Mandatory Method of Supply for specialized training and advisory services for the GC

FA life support mode to ensure service continuity during the transition

Solicitation Development Strategic Drivers

Regarding the Procurement Processes

- Leverage agile procurement to expedite the development of the solicitation meaning :
 - Engage vendors in the solicitation development.
 - Undertake a Design Thinking exercise to better disclose Canada's expectations to bidders ensure end-user's needs will be satisfied under the resulting contracts.
 - Consider demonstration and the proof of concept as an evidence-based evaluation mechanism.
 - Include socio-economic measures

Regarding Resulting Contracts

- Put in place outcome driven contracts meaning :
 - long-lasting contracts that could evolve and react to changes.
 - inclusion of a cloud performance monitoring approach to be developed with the industry.
 - design of a work allocation process that maximizes flexibility while ensuring fairness.
 - inclusion of price monitoring controls and reporting.

NewGen Hosting Procurement | Business Value

Shared Services Canada's NewGen Cloud Procurement will **deliver greater opportunity, value and clarity.**

Changes:

- Establish specialized procurement vehicles that are adapted to a unique genre of cloud services
- Establish centralized vendor management for the GC
- Establish a multi-hosting approach that can support the enterprise, partner and client requirements

Outcomes:

- Improved cloud services and technology solutions
- Greater diversity of vendors
- More effective, agile and inclusive processes
- Competitive procurement by default
- Ability to implement socio-economic measures

Value to the GC:

- Long-term cloud contracts that support the full lifecycle of GC requirements
- More predictability and stability with reduced business risks for Canada
- Better pricing for the GC which will translate to better value for Canadians
- Centralized one-stop-shop for GC partners and clients

Value to Industry:

- Greater opportunities for vendors to compete within various market segments
- Better clarity and segmentation of cloud procurement vehicles
- Centralized cloud procurement regime

Supporting the Transition

As GC Cloud adoption continues to accelerate, SSC is committed to **continuously improving and evolving cloud procurement**, ensuring to provide ongoing value to the GC and address emerging challenges through its framework renewal approach.

What do we need from Industry?

- Support the development of a cloud performance monitoring approach.
- Collaborate with the GC to support the solicitations development.
- Participate in problems identification and development of resolution drivers
- Support and collaboration

Interactive Question & Answers

The background features a soft, ethereal gradient of light purple and pink. A prominent, wavy horizontal line of darker purple and pink dots and connecting lines stretches across the lower half of the image, creating a sense of depth and movement. The overall aesthetic is clean, modern, and digital.

On behalf of Shared Services Canada,

Thank you for attending Industry Day!

