Telecommunications Transformation Program Overview and Status Update

Public Sector Chief Information Officer Council
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Objective

- To provide an overview of and a status update on Shared Services Canada’s (SSC) Telecommunications Transformation Program

Outline

- Background
- Program Objectives
- Current State and End State Targets
- Program Initiatives
- Next Steps
Telecommunications Transformation Program

Components

**INTERNET**

**GOVERNMENT OF CANADA NETWORK**
377,000 users
3,000 or more sites

**INTRA-BUILDING NETWORK**
(Local Area Network [LAN] / Wi-Fi)

Telecom Components in a Building…

- Network switches
- Cables
- Routers
- Etc.

Partner A
Typical Floor

Partner B
“Some Secret”

Partner C
Secret Floor

Main Equipment Room

**INTER-DATA CENTRE NETWORK**

**INTRA-DATA CENTRE NETWORK**

Enhanced Enterprise Security
### Telecommunications Transformation Program
**Current State and End State Targets**

**SSC will transform Government of Canada telecommunications services to a new, enterprise-wide, centralized delivery model**

<table>
<thead>
<tr>
<th>Current State</th>
<th>End State</th>
<th>Benefits</th>
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<tbody>
<tr>
<td>• 50 siloed wide area networks (WAN) provided by 19 major contracts and 3 vendors</td>
<td>• 1 enterprise WAN provided by 4 contracts</td>
<td>• Common levels of service across the enterprise</td>
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<tr>
<td>• Fewer than 40 buildings with wireless</td>
<td>• Approximately 3,000 buildings with wireless</td>
<td>• Improved service capacity and response times, and fewer information technology service outages</td>
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<tr>
<td>• 486 multi-tenant buildings</td>
<td>• All multi-tenant buildings have a single LAN</td>
<td>• Increased availability, security, reliability and energy efficiency</td>
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<tr>
<td>• More than 350 contact centres and more than 20 technologies provided by over 30 contracts</td>
<td>• Standardized contact centre infrastructure and service contracts provided by 1 or 2 contracts</td>
<td>• Enhanced reliability for mission-critical programs and services</td>
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<td>• 277,000 Centrex lines</td>
<td>• Fewer than 1,000 Centrex lines</td>
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<td>• 140,000 wireless/cellular devices</td>
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<td>• 43,000 Voice over Internet Protocol (VoIP) phones</td>
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<td>• 152,020 private branch exchange (PBX) lines</td>
<td>• 0 PBX lines</td>
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<td>• 38 videoconferencing (VC) infrastructures</td>
<td>• 1 standard VC infrastructure</td>
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<td>• 86 VC bridges</td>
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**Benefits**

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- 38 videoconferencing (VC) infrastructures
- 86 VC bridges

**Current State**
- Fewer than 40 buildings with wireless
- 486 multi-tenant buildings
- More than 350 contact centres and more than 20 technologies provided by over 30 contracts
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- 140,000 wireless/cellular devices
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- 38 videoconferencing (VC) infrastructures
- 86 VC bridges

**End State**
- 1 enterprise WAN provided by 4 contracts
- Approximately 3,000 buildings with wireless
- All multi-tenant buildings have a single LAN
- Standardized contact centre infrastructure and service contracts provided by 1 or 2 contracts
- Fewer than 1,000 Centrex lines
- 172,914 wireless/cellular devices
- 319,266 VoIP phones
- 0 PBX lines
- 1 standard VC infrastructure
- 17 VC bridges
Telecommunications Transformation Program
Government of Canada Network Wide Area Network (GCNet WAN)

**Transformation Project Scope**
- 50 siloed WANs to a common, shared, enterprise network connecting 3,580 Government of Canada sites
- Fourfold increase in bandwidth by 2020

**Key Accomplishments**
- Completed Invitation to Qualify (ITQ) in December 2013
- Three procurement streams:
  - Stream 1: Internet Protocol (IP)–based networks
  - Stream 2: Legacy connectivity
  - Stream 3: International
- Posted the Request for Proposal (RFP) for Streams 1 and 2 in July 2014

**Next Steps**
- Finalizing the results of the RFP for Streams 1 and 2

**Current State**
- 50 siloed WANs
  - Provided by 19 major contracts and 3 vendors

**End State**
- 1 enterprise WAN
  - Provided by 4 contracts

Estimated Project Cost: $74.5M
Total Planned Procurement Cost: $700M over 10 years
**Telecommunications Transformation Program**
*Workplace Communication Services*

**Transformation Project Scope**
- Scope: VoIP, instant messaging, presence and desktop video
- Move from $31/month legacy telephony service (Centrex and PBX) to $15/month VoIP phone service and wireless/cellular devices

**Current State**
- 277,000 Centrex lines
- 140,000 wireless/cellular devices
- 43,000 VoIP phones
- 152,020 PBX lines

**End State**
- Fewer than 1,000 Centrex lines
- 172,914 wireless/cellular devices
- 319,266 VoIP phones
- 0 PBX lines

**Estimated Project Cost:** $58.8M

**Total Planned Procurement Cost:** $255M over 7 years

**Key Accomplishments**
- Held successful Industry Engagement Day on September 24, 2013
- ITQ posted in mid-April 2014

**Next Steps**
- Seeking project approval by June 2014
Telecommunications Transformation Program
Videoconferencing Initiative

**Transformation Project Scope**
- Standardized services using a streamlined, consolidated infrastructure (e.g. VC bridges) to reduce costs and provide a standardized user experience
- Will support Government of Canada travel reduction initiative

**Current State**
- 38 VC infrastructures
- 86 VC bridges

**End State**
- 1 standard VC infrastructure
- 17 VC bridges

**Key Accomplishments**
- In November 2013, published online directory of GC “shareable” VC boardrooms
- Initiated reporting of monthly usage by departments in the GC
- In 2013–2014, 14 SSC partner organizations migrated to the standard VC infrastructure (version 1.0)

**Next Steps**
- Fiscal year 2014–2015: Migrate all SSC partner organizations to the standard VC infrastructure
- After migration, SSC can begin significantly reducing the number of VC bridges (currently at 86)

**Estimated Project Cost:** $20.2M
Telecommunications Transformation Program
Other Initiatives

**Intra-Building Networks** (Wi-Fi/LAN)
- Consolidate network infrastructure inside buildings and transition from mostly wired to mostly wireless (Wi-Fi) networks to increase mobility
- **Current status**: Industry Engagement Day took place May 28, 2014

**Hosted Contact Centre Services** *(infrastructure only)*
- Standardize contact centre infrastructure services and consolidate contracts
- **Current status**: Procurement underway with the Review and Refine Requirements (RRR) phase launched in April 2014

**Toll-free Services**
- Consolidate to a single, enterprise-wide, centrally managed contract
- **Current status**: ITQ posted in August 2014

**Internet Connectivity**
- Awarded contracts for Internet Interconnection Services (or primary Internet connectivity) and Local Internet Access Services (commercial Internet services) in spring 2014
Telecommunications Transformation Program

Next Steps

• Continue procurement processes for GCNet WAN, Hosted Contact Centre Services, Integrated Communications Support Services, Cabling Services, Workplace Communication Services and Toll-free Services

• Project approval for Workplace Communication Services in June 2014

• Finalize building sequencing and implementation plan in consultation with departments and agencies

• Continue promotion and migration of partners to standard VC infrastructure and cost-effective telephony services