



# Information Technology Services

## The Government of Canada Shared Mobile Wireless Service

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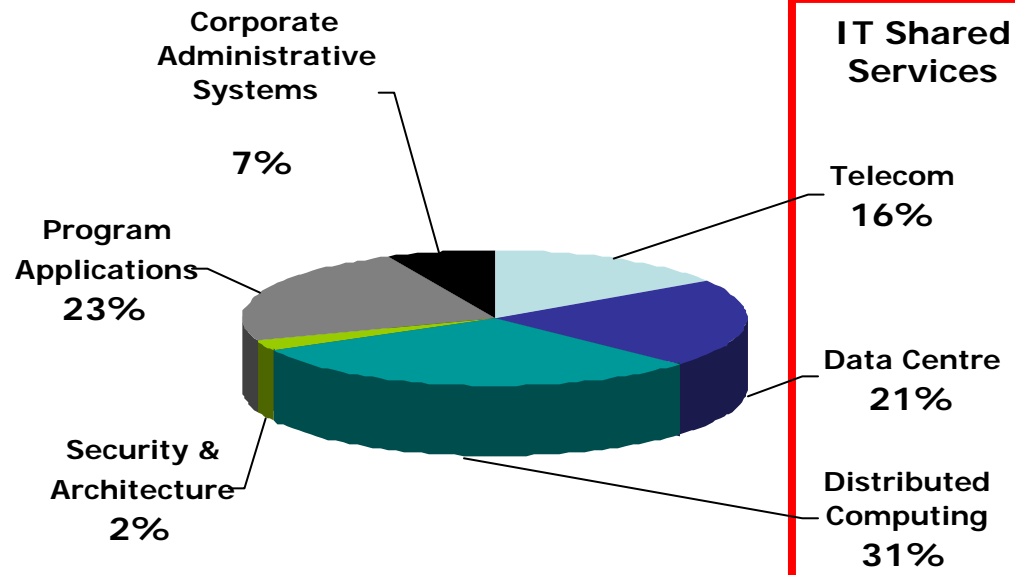
**Wireless & Mobile Expo and Conference**  
**July 16, 2008**



# Scope of IT Infrastructure in the GC

## *IT is big business*

**FY 2003-04 \$4.95B**



Source: Expenditure Review Committee

**PWGSC/ITSB providing IT Services to other GC departments – annually now \$480M**

**\$3B IT Infrastructure – “Utility”**

***IT Infrastructure is pervasive and critical to GC Operations***



# Current Health of GC IT Infrastructure

***Status quo is not sustainable!***

- ◆ Aging workforce, shrinking IT labour pool
  - 89K short in Canada, of 600K total, in five years
- ◆ Aging infrastructure, too little re-capitalization, not “Green”
  - Rust-out occurring, year end buy process not viable
- ◆ Not fully leveraging Industry, inefficient, supply not consolidated
- ◆ Stove-piped duplication, inefficiency - \$300-500M/year
  - 124 separate networks GC-wide
  - 315,000 non-standardized desktops >120 helpdesks
  - 144 data centres, 120,000 servers
- ◆ GC and personal information may be at risk - Security measures are not standardized across departments

***We are not alone - other Governments and Private Sector are taking action***

**Opportunity - Grow IT Shared Services**



## Why we are doing this... **Efficiencies + Value of IT Shared Services**

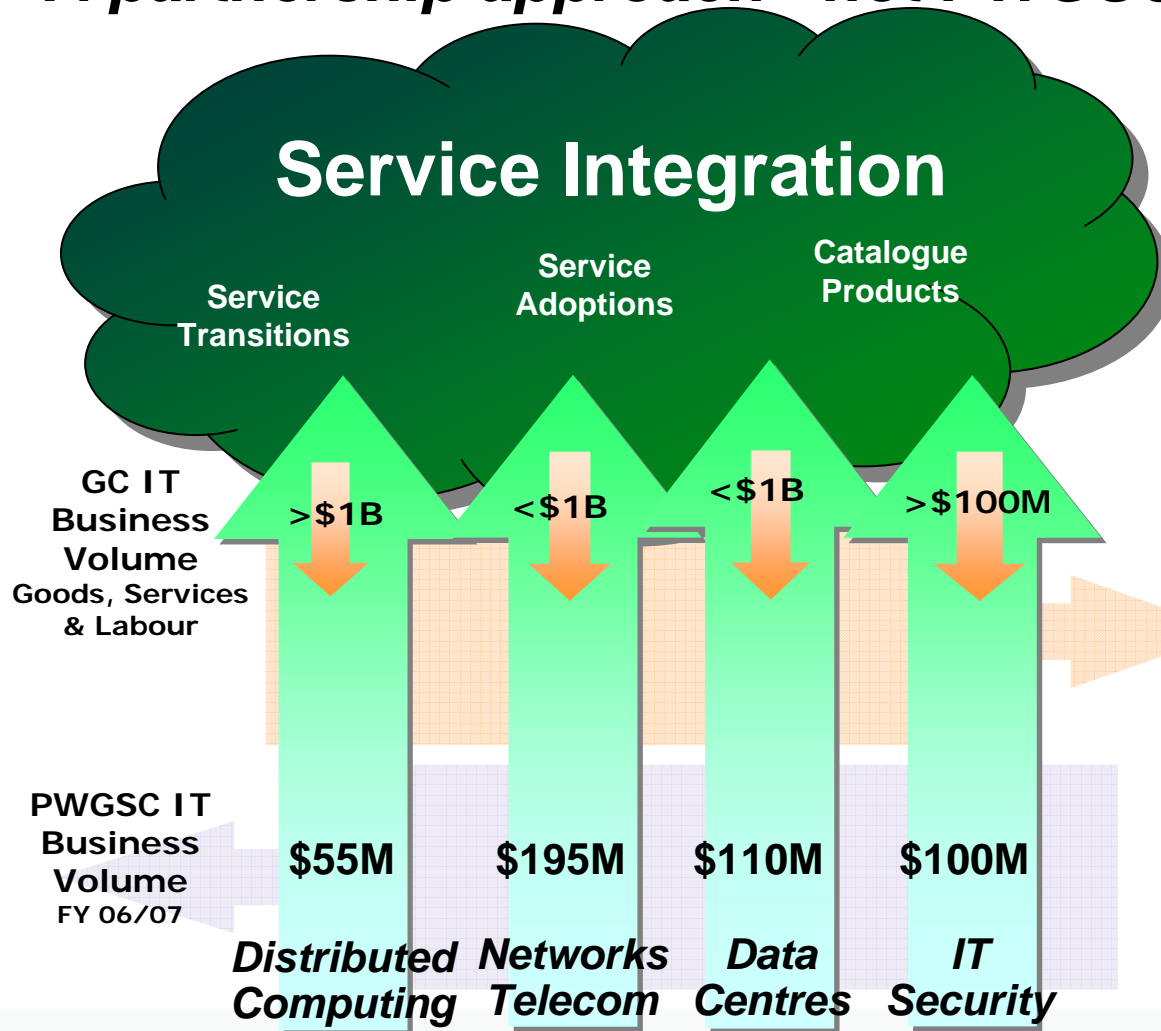
- ✓ Allows GC to focus on *business*, not technology
- ✓ Allows most effective use of shrinking *IT labour force*
- ✓ Offers consistent *service* experience across enterprise
- ✓ Provides access to leading edge *solutions* and *expertise* with minimal capital investment
- ✓ Provides *scalability* through capacity on demand, technology evolution
- ✓ Provides *simplified pricing* – predictable costs
- ✓ Provides IT Infrastructure single point of *accountability* – eg. centralized help desk and escalation procedures
- ✓ Significant *greening benefits* – eg. reduced power demands
- ✓ Increases *productivity* via efficient collaboration
- ✓ Addresses *perimeter security* at the GC enterprise level
- ✓ Provides proven *procurement solutions* – *leverages economy of scale*

**IT Shared Services ... Makes Common Sense!**



# IT Shared Services Delivery Strategy

*A partnership approach - not PWGSC alone*



## Achieving Economies of Scale

- Product Roadmaps – IT Infrastructure “commodity”
- Consolidating supply & demand – convergence & capacity on demand
- Choosing service delivery partners in a balanced, competitive, consultative manner
- Expectations of client take-up – major initial client partners & Government Policy
- Adopting best practices & values
  - Government
  - Industry

**Better, Faster, Cheaper**



# GC Wireless Landscape (2004)



Invoices

**~100,000 devices**

- 100's of plans
- 1,000's of points of purchase
- 10,000's of invoices



# GC Wireless Communications Services (WCS)

## Phase 1 – Proof of Concept - *Successfully Completed!*

### Objective:

- Enterprise approach to wireless procurement
- Consolidation of GC wireless requirements
- Ubiquitous national coverage from single supplier
- Common order entry process
- Standard pricing model

### Outcome:

- 9 GC Departments / 8,000 wireless devices
- Single national supplier
  - Pay-per-use pricing plan
  - Ordering via secure web portal
  - Standardization of devices
- One GC Department reduced invoices from 48,000 to 24
- Average Cost per User reduced by 30-40%

***Government-wide efficiencies realized –  
Saving money for GC departments and Canadians***



# GC Wireless Communications Services (WCS)

## Phase 2 – Request For Proposal (RFP)

### Objectives:

- Extend benefits to all Departments
- Aggregate purchasing across GC
- Obtain ubiquitous national coverage
- Streamline management and administrative processes
- Reduce overall GC wireless costs

### Key GC Requirements:

- Pay per use model
- Secure customized portal
- Device standardization
- Enhanced repair and replacement program
- Call party pays (nationally)
- 509 points of presence
- 2 wireless suppliers



# GC Wireless Communications Services (WCS) Phase 2 – Request For Proposal (RFP)

PCS/Cellular, PDA's and Aircards



Push-to-Talk



Wireless Priority Services



Secure GSM/CDMA Services



# GC Wireless Communications Services (WCS)

## Outcomes:

✓ Single Pricing Methodology



✓ Consolidated Invoices



✓ Reduced Service costs



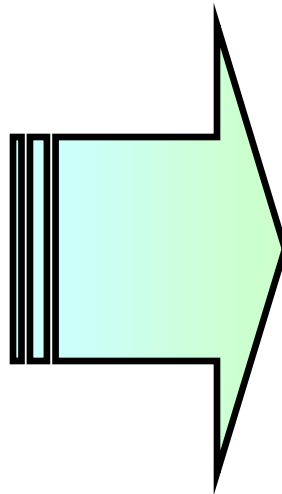
✓ Enhanced Reporting



✓ Web Portal



✓ National coverage



## Benefits:

- Cost savings
- Eliminated departmental RFPs
- Improved accountability
- Improved management of purchases
- Efficient use of resources
- Greening



# Industry Benefits

- ✓ Greater operational efficiencies
- ✓ Portal delivers a cost-effective self-serve channel
- ✓ Portal concept being considered for other enterprise customers
- ✓ Better understanding of GC enterprise approach
- ✓ Enhanced partnership
- ✓ Sustainable business



# Wireless Communications Services — “Phase 3”

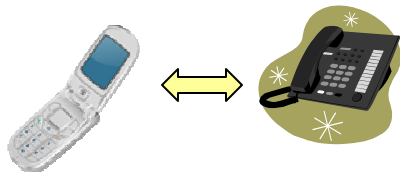
## Data-centric Services



## Green Procurement Compliance



## Wireless / Wireline Convergence



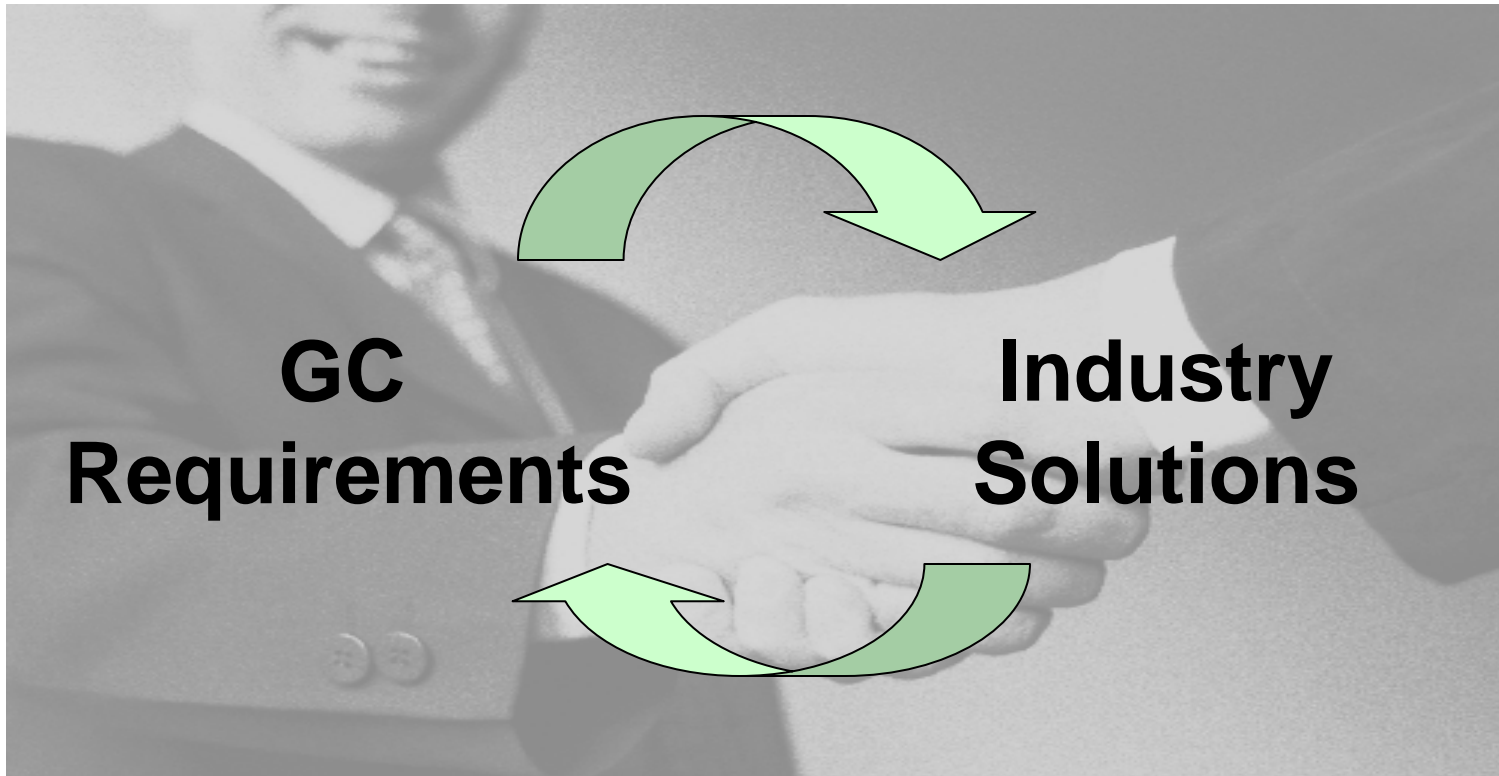
## Dual Mode (Wi-Fi/Cellular)



## Wireline Alternative



# Consultations



**Engaging Industry to help shape the future Wireless Environment for the Government of Canada**





# Information Technology Services

## The Government of Canada Shared Mobile Wireless Service



Public Works and  
Government Services  
Canada

Travaux publics et  
Services gouvernementaux  
Canada

Canada 