

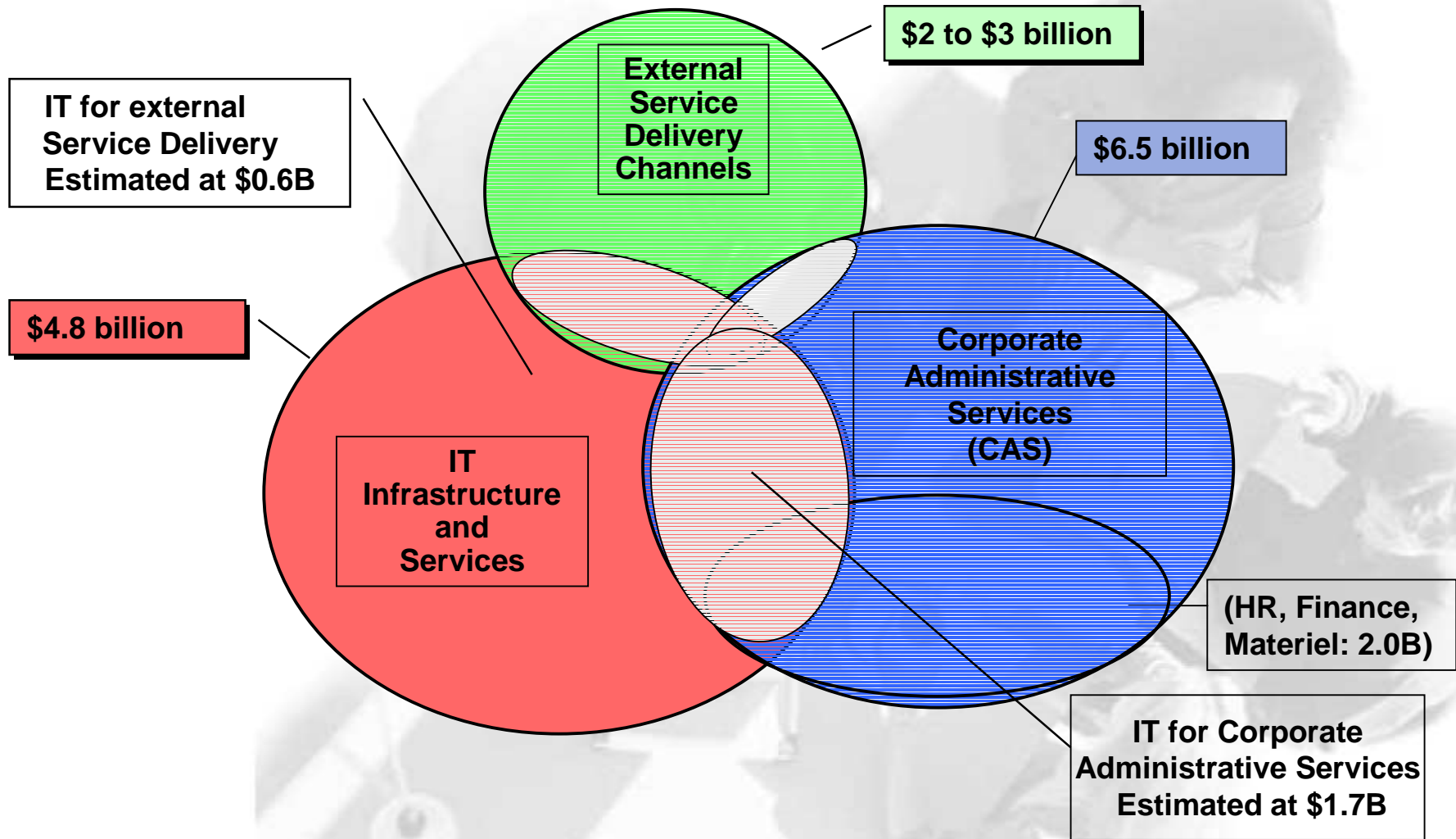


Moving to a Shared Services Environment Presentation to MGI

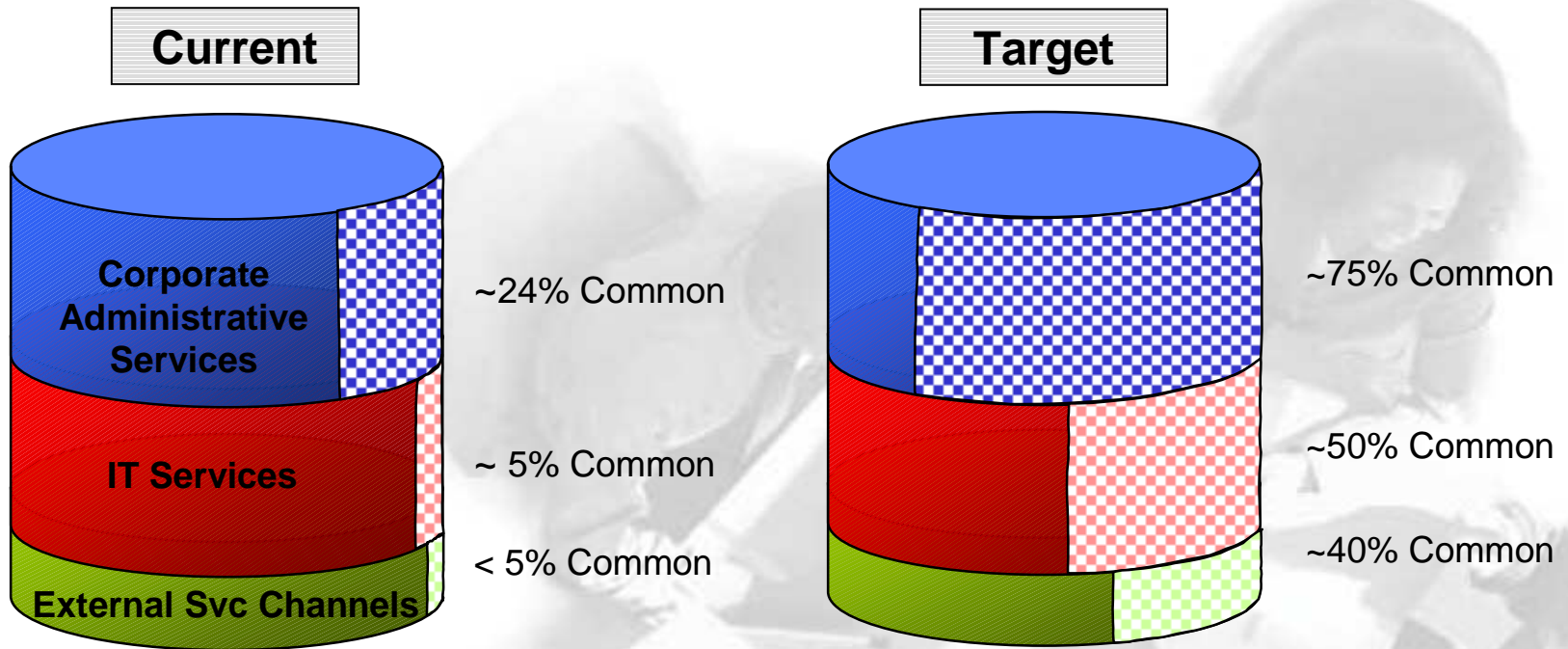
November 25, 2004

Gale Blank
Information Technology Services Branch

Common Infrastructure and Service Delivery Expenditure Scope ~\$13B FY 2002/03 (Est.)



Common Services Objectives within GoC



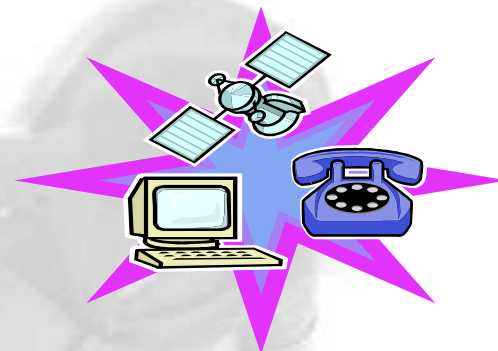
- fragmented – lack of common standards
- more expensive to operate
- difficult to pull together information from a government-wide perspective
- levels of service vary widely department to department

- cost savings through economies of scale and standardization
- GoC-wide services support citizen-centric delivery of GoC programs
- Availability of credible, consistent, timely management information for decision-making
- common levels of service and commensurate to program needs

What are Shared Services?



Products and Services that are standardized with few “flavours” that are shared by many.



Which Shared Services are We Targeting?

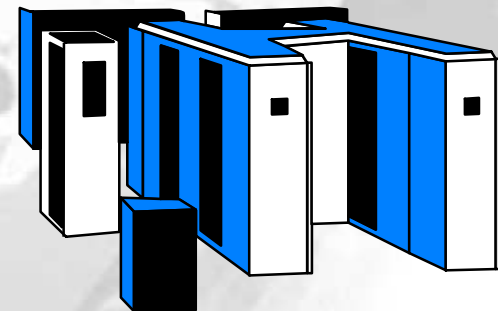
Partly or fully shared today:

- Network Services (voice & data)
- Data Centres
- Disaster Recovery
- Desktops



New shared service targets:

- Application Hosting
- Corporate Administrative Systems
 - Financial
 - Materiel
 - Human Resources



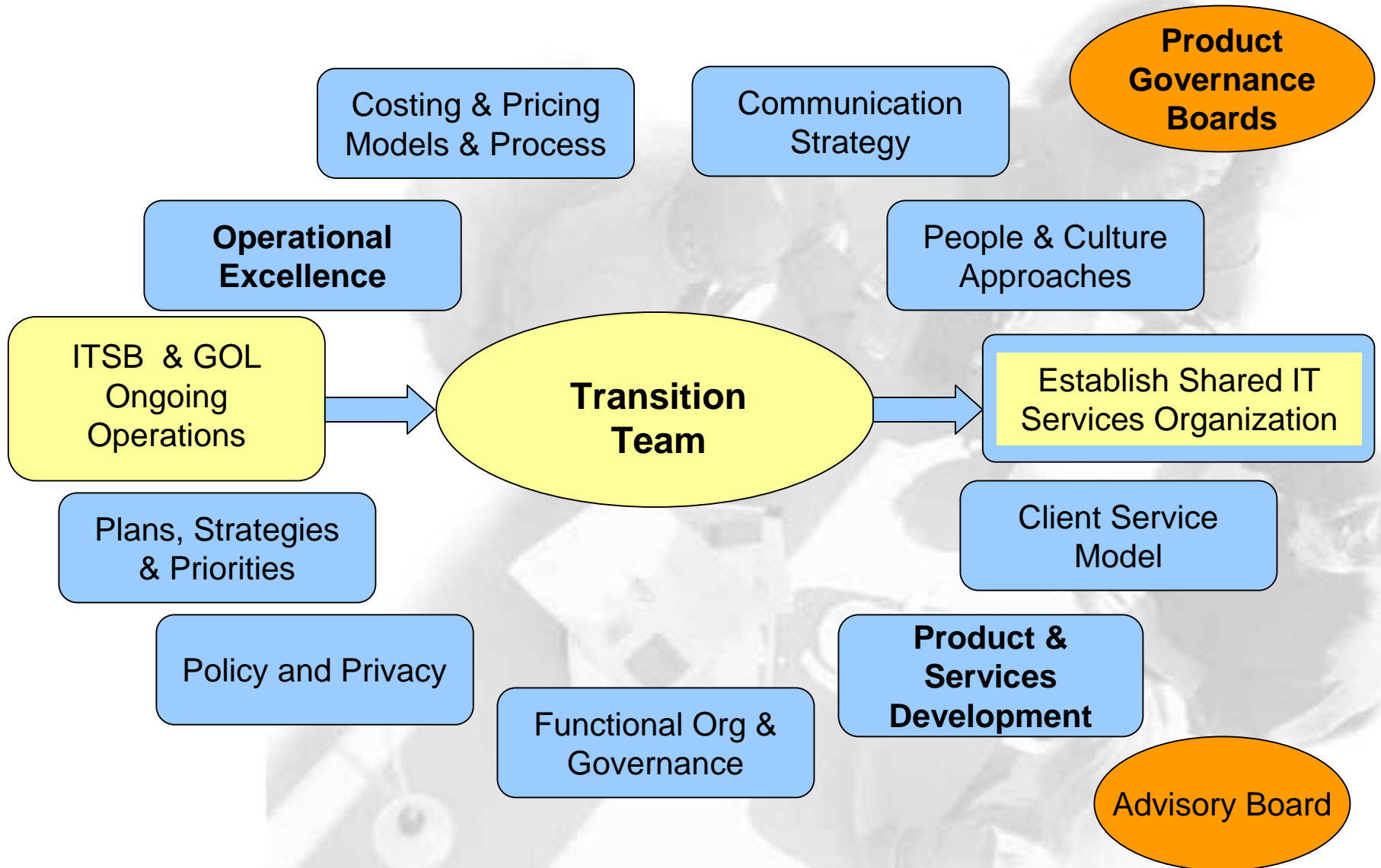
Business Drivers.....

- **Enables consistent on-line service delivery 24/7**
- **Improved** management
 - Peace of mind
 - Portfolio management
 - Nimbleness
 - Security posture
- **Savings**, avoidance, value creation
- **Departments can** focus on core business
- **Achievement of** efficiencies
- Improvement in quality and delivery of **service**
- Reinvest in **rust out...**



***We are taking an
Enterprise vs. Service
Bureau Approach***

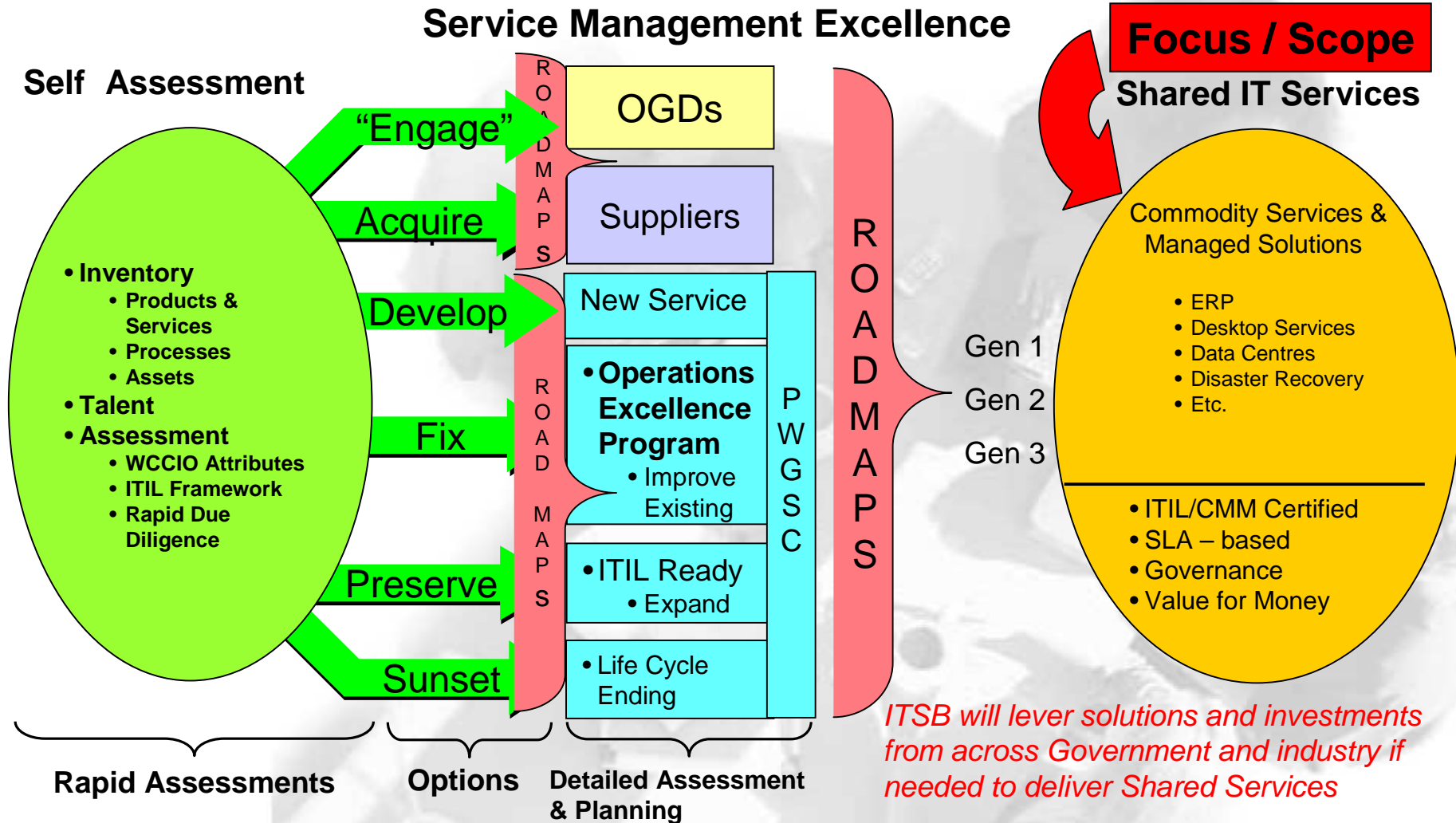
ITSB Transformation to Shared Services



Critical Success Factors

- Community Involvement/Ownership
 - CIOs, SFOs, Heads of HR
- SOA
- Central Agency alignment of work
- Incremental approach vs. “Big Bang”
- Solution Development & Migration based on Enterprise Architectures
- Strong community supported Governance
- Enterprise strategy based on sound business cases
- Agnostic on Solutions/Delivery Vehicles
- Operational Excellence Program
- Focus on change management not technology!

Operations Excellence within Shared Services Transformation ...



Service Design Methodology & Approach

- Anjura IMPACT™ Methodology tailored to fit
- 3 phases : AS-IS, Redesign and Transition
- CIO and Business Line sessions
- Main workshops with thought leaders
- Several debriefs
- Departures from the methodology
 - Larger groups
 - Transition focus on cost drivers vs. implementation

Distributed Computing – Service Scope

At a high level, the distributed computing service will provide to the whole of government an end-to-end service comprising:

1. Desktop management, including;
 - a. A common desktop (hardware),
 - b. Common operating system,
 - c. Common software (productivity suites, email & calendaring (including Blackberry), antivirus, common utilities, browser,
 - d. Common directory services,
 - e. Application of upgrades and patches.
2. Desktop provisioning and asset management tools and process that:
 - a. Will procure, test and install new desktop requests
 - b. Provide support to desktop 'adds', 'moves' and 'changes'.
3. Help desk support.
4. Management and operation of the infrastructure required for the service.
5. Management and provisioning of desktop and network file and print capability.
6. Environments for certification testing.
7. Establishment of engineering standards to enable business programs to effectively utilize the desktop as their delivery channel.
8. Product management through development of a product roadmap, and support and development of new technologies and user requirements.

Distributed Computing Services

Distributed Computing services include;

- Service Desk
- Electronic Messaging and Collaboration Service
- Desktop/Office Products Service
- Security Services
- Logical Access Directory Service
- File/Print Service
- Technology Engineering Service
- Testing/Certification/Release Service
- IT Training Service

Data Center Service Scope

1. Data Center Management
 - a. Management and operation of pre-production and production services;
 - b. Consolidated, secure server, storage and facilities service (hardware);
 - c. Common operating systems (version/release level);
 - d. Common software (database, middleware, utilities);
 - e. IT Asset Management tools and practices;
 - f. Application of upgrades and patches;
 - g. Inter Data Center Network Services;
2. Help Desk for Data Center services;
3. Management and operation of the infrastructure required for the service;
4. Environments for certification testing.
5. Establishment of engineering and naming standards to enable business programs to effectively utilize the Data Center and storage services;
6. Product Management through development of a product roadmap, and support and development of new technologies to meet user requirements.

Data Center Services

Data Center services include;

- Facilities Management Service
- Inter Data Center Network.
- Service Desk
- Service Management
- Enterprise Security Administration
- Operations/Technical Support
- Standards Management and Performance Metrics Mgmt
- Business Continuity / Disaster Recovery Service
- Database Service
- Print Service
- Technology Engineering (Labs/Test environments)
- Testing/Certification/Release Management

Enterprise Services: Maturity Model

LEVEL 1	LEVEL 2	LEVEL 3
<p>Aligned</p> <p><i>This maturity level establishes and aligns on common processes and standards. Key attributes include;</i></p> <ul style="list-style-type: none">• Assets centrally owned (managed by departments)• Multiple versions / platforms exist• Harmonized service mgmt processes• Aligned security, help desk & architectural standards• Common procurement• Enterprise governance	<p>Optimized</p> <p><i>This maturity level optimizes management of disperse environments. Key attributes include;</i></p> <ul style="list-style-type: none">• Assets centrally managed• Consolidation to common flavors operating on same standards and processes.• Best of breed• Standardized pricing• Centralized Procurement• Centralized IT	<p>Enterprise</p> <p><i>This maturity level provides a single solution to the Enterprise. Key attributes include;</i></p> <ul style="list-style-type: none">• Assets owned and managed centrally• single solution government wide• Virtual operations management• Scalable & flexible environments• Help desk centrally managed• Centralized & governed arch. stds• Enterprise Governance
<ul style="list-style-type: none">• Some economies of scale• Increased efficiency• Improved policies• Information harmonization• Expertise and facilities shared	<ul style="list-style-type: none">• Improved quality of service• Optimized cost model• Efficiency + effectiveness• maximized economies of scale• Increased agility	<ul style="list-style-type: none">• Cost effective operating model• Effective program enablement• Optimized procurement• Capability (e.g.. Computing) on demand

Data Center – Service Maturity example

LEVEL 1

Aligned

- Develop/implement GoC arch. Standards for HW, SW, and data storage
- Develop/implement GoC security standards for infrastructure perimeter
- Assets owned and managed by departments
- Establish/implement business continuity and DR guidelines & Stds
- Establish/implement best practices for service mgmt (ITIL principles)
- Establish/implement Operation/Help Desk guidelines, procedures, processes & standards managed by departments.
- Establish/Implement procurement guidelines.
- Establish single IT Service point of contact for all GoC.

LEVEL 2

Optimized

- Implementation of common standard processes, procedures, practices and standards for all Data Center services
- Leverage/optimize hardware/software services
- Hardware/software on demand
- Co-location of data center infrastructure and services
- Leveraged/optimized GoC data center products and services
- Leveraged/optimized GoC help desk products and services
- Centralized IT procurement managed to GoC standards
- Business Continuity and DR implemented for 100% of Data Centers (in the common service)
- Test/Certification Environments

LEVEL 3

Enterprise

- Single GoC Data Center provider
- Consolidation to optimum number of Data Center's nationally
- Single hardware and software configurations, operating systems, platforms and product offerings
- Single virtual Data Center geographically dispersed centrally managed by one control center/organization
- Centralized security management
- Centralized and single governance of GoC architectural standards.

Working with a Wide Range of Stakeholders is Key

- Public Servants
- Vendors
- Departments
- Functional Communities

