

SSC: The Past, The Present..... and Into The Future!



Jason and Gary
BOOM



Present







The Creation of SSC

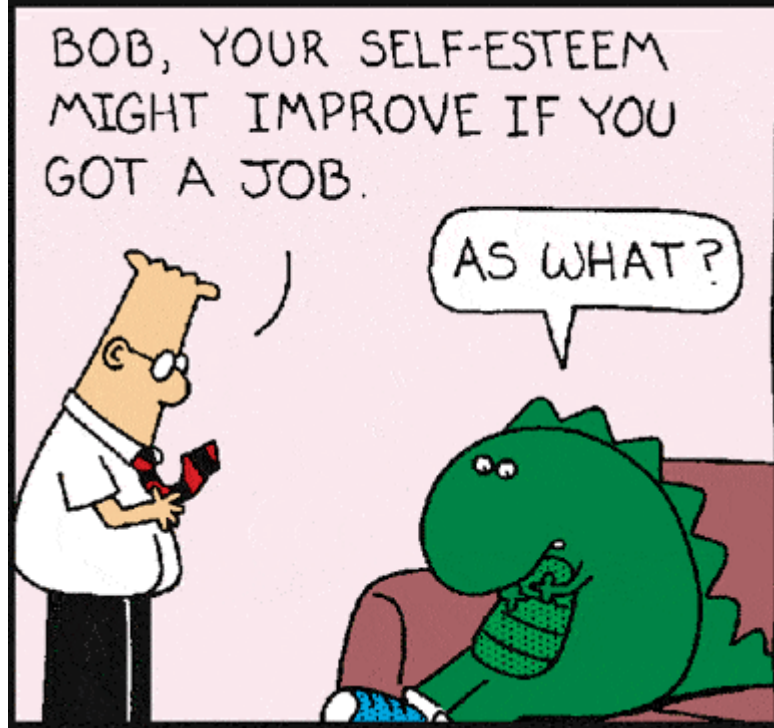
- Shared Services Canada (SSC) was created in 2011, to transform how the government manages and secures its information technology (IT) infrastructure.
- SSC had the mandate and enabling-procurement authorities to provide services related to email, data centres and networks to its 43 partner organizations, and optionally to other departments and Crown corporations.
- On September 1, 2015, Order-in-Council (OIC) 2015-1071 came into force, reaffirming and expanding the mandate of Shared Services Canada (SSC).
 - The intent of this OIC was to ensure that SSC is the sole provider of services relating to its mandate to a critical mass of departments and agencies in order to assure the integrity of the government's information technology (IT) infrastructure. The OIC established 41 departments and agencies as mandatory clients for a sub-set of services related to email, networks, data centres and end-user information technologies (e.g. desktop computers, laptops, office software and printers).



SSC Objectives from 2018-2019 Departmental Plan

1. Customer organizations receive modern and reliable **email services**
2. Customers receive high-quality, timely and efficient **software and hardware provisioning services** that meet their needs
3. Programs and services to Canadians are supported by modern and **reliable data centre services**
4. **Cloud services** meet the needs and reliability expectations of customer organizations
5. Customer organizations receive modern and **reliable network and telecommunications services**
6. Government of Canada data and technology assets are protected by **secure IT infrastructure**
7. **Customers are satisfied** with SSC's delivery of services
8. Customers are provided with **effective service management**
9. IT infrastructure services relied upon by customer organizations are supported by **strong project management and efficient procurement**

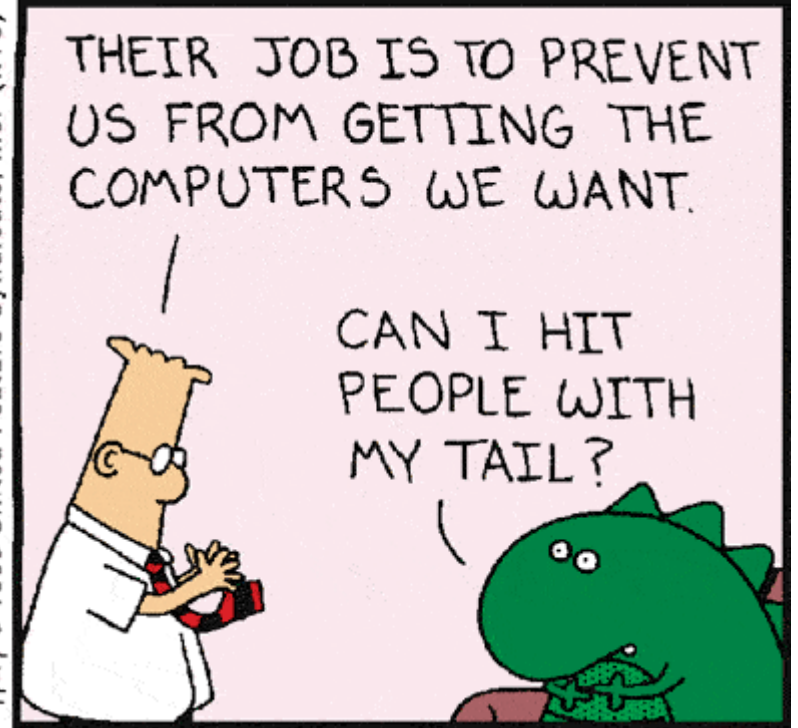
At SSC, Procurement is not provided 'as a service', but rather as an 'Enabling Function' to our clients and customers



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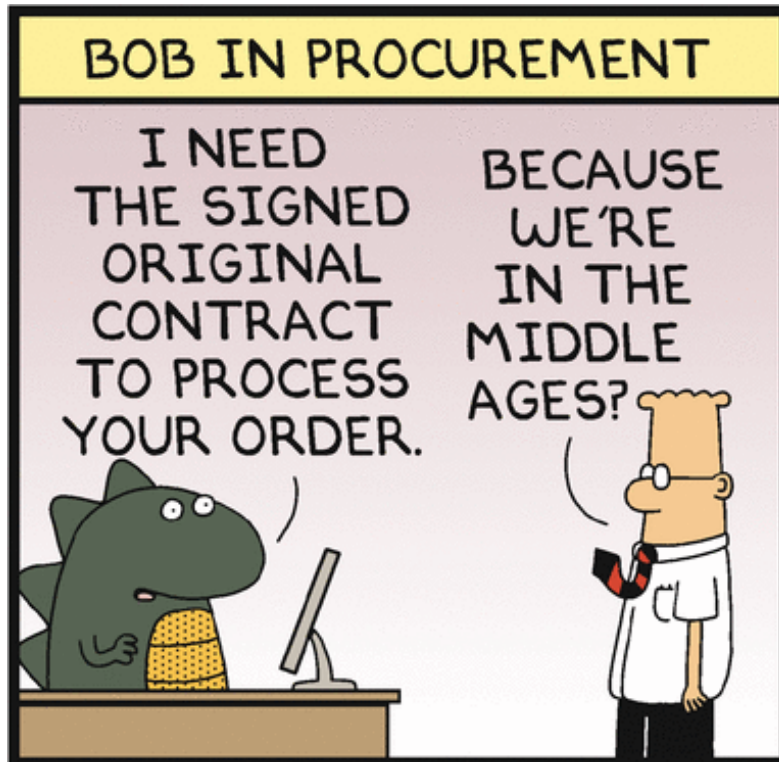
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Procurement: Past and Present

Past (Procurement as an <u>Administrative Burden</u>)	Present (Procurement as a <u>Strategic Enabler</u>)
Working in Silos	Working Together
Centralized	Embedded
Large-scale Standing Offers	Hybrid/Master Contracting Vehicles
Complex, Multi-year RFPs	Agile Procurement
Paper Bids submitted/faxed to the Bid Receiving Unit	Electronic Bid Submissions (P2P and Email)



Dilbert.com DilbertCartoonist@gmail.com



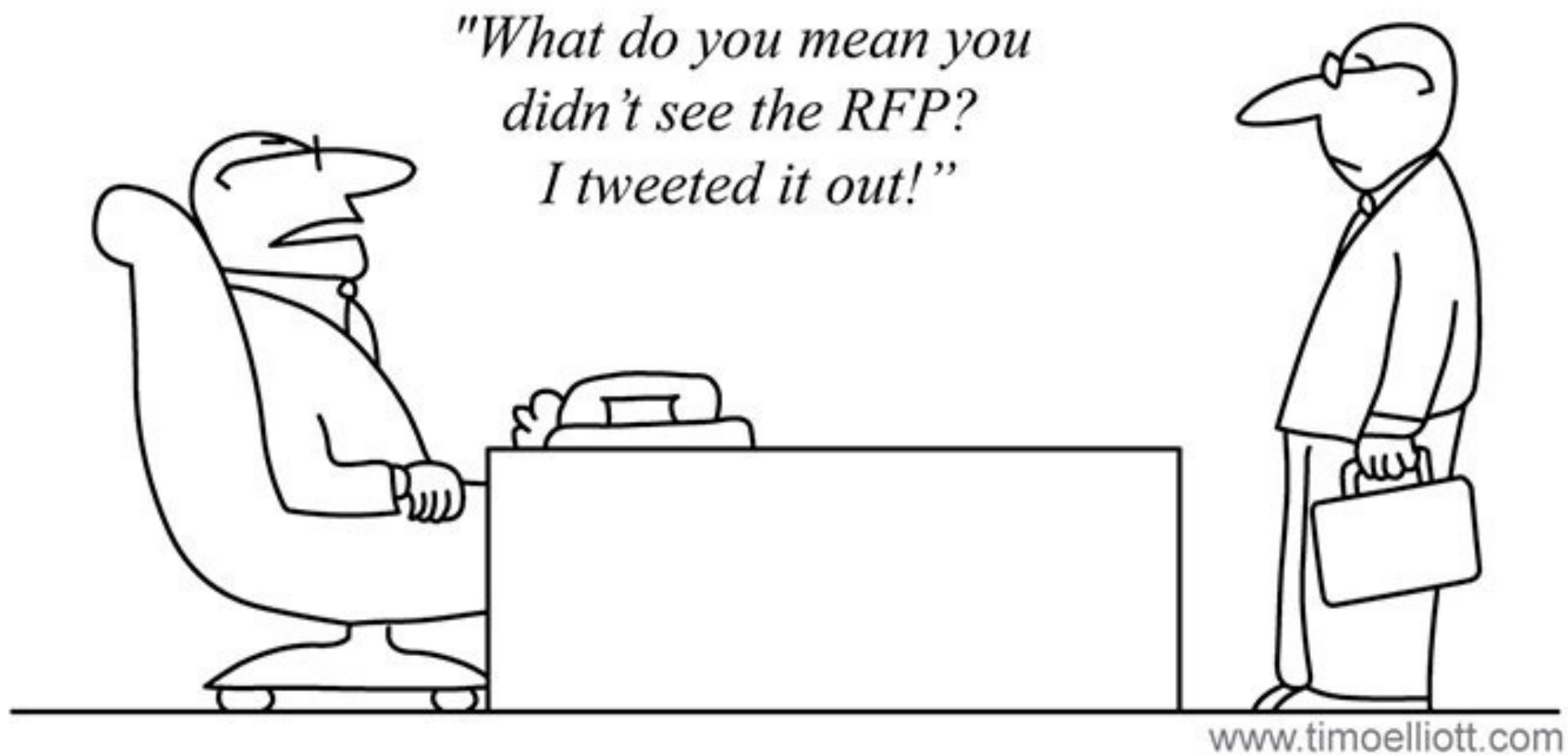
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The Microcomputer: Then and Now





Past

To

Present





SSC Successes



Vendor
Engagement



Collaborative
Procurement
Process (CPP)



Agile
Procurement



Procure-to-Pay
(P2P) Portal



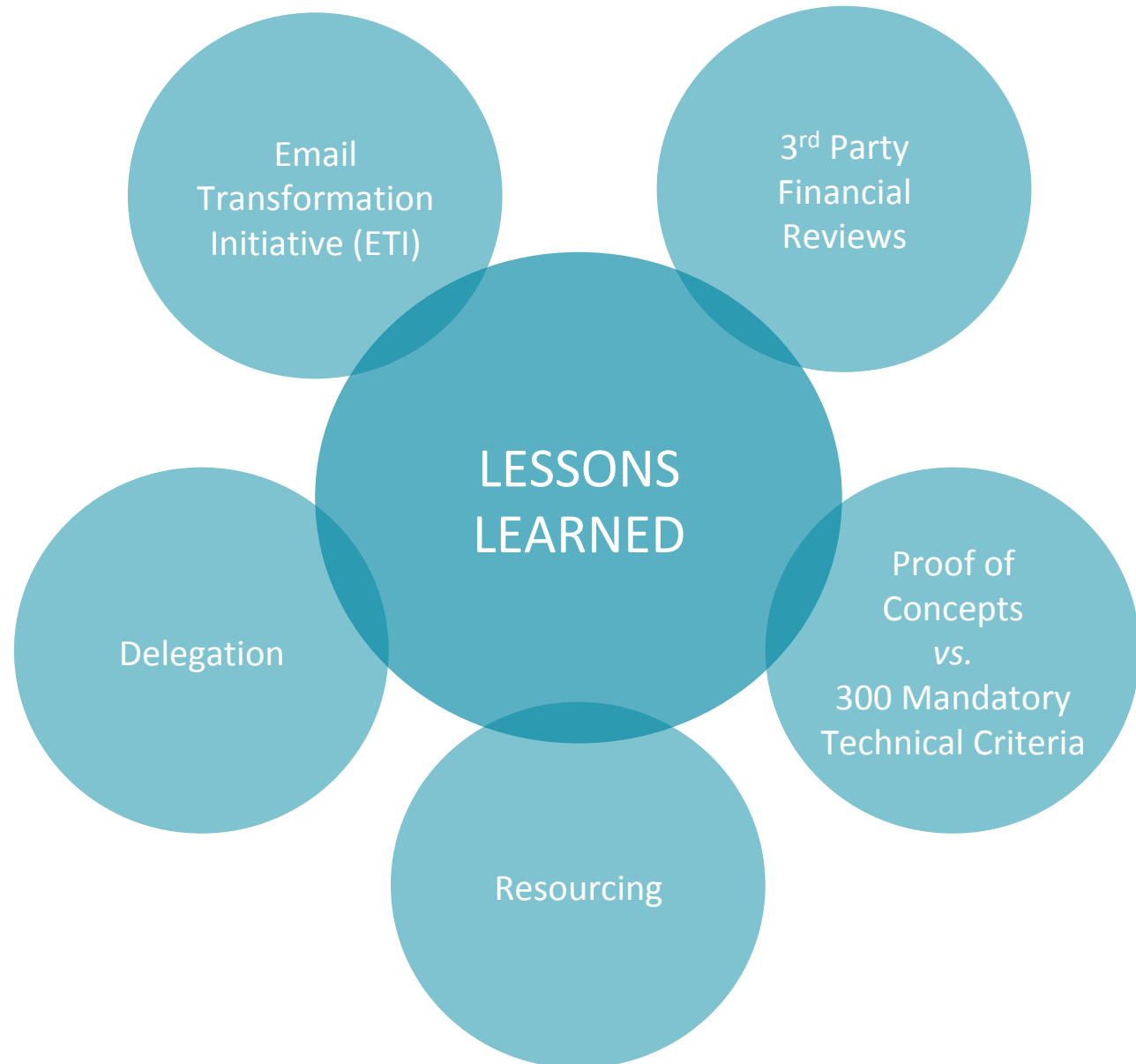
Slido.com



SSC “Lessons Learned”

“A man would do nothing if he waited until he could do it so well that no one could find fault.”

-John Henry Newman

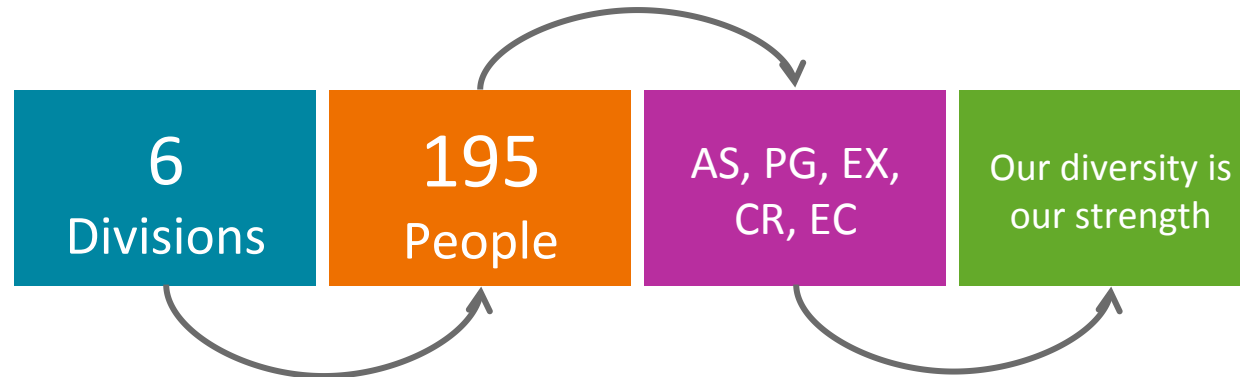




Procurement and Vendor Relations (PVR) Directorate

Overview

- One-stop shop for all SSC (Partners and Clients) IT procurement needs.
- Provide support to both the Department and the Enterprise.
- Leaders in Procurement Policy, Modernization and Vendor Engagement.

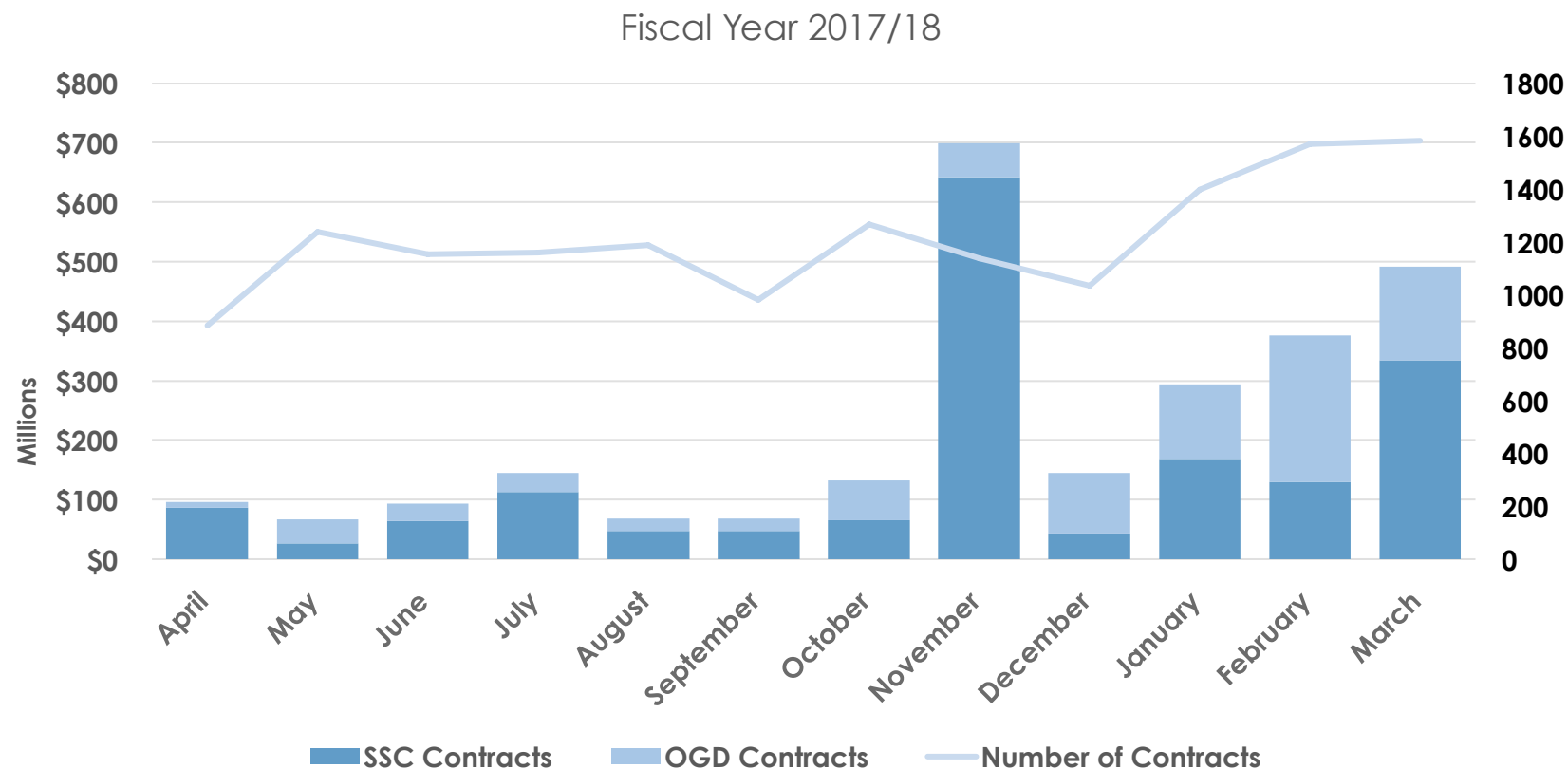


PVR is organized into six business lines:

1. Business Systems Transformation (BST)
2. Data Center and Internal Services (DCIS)
3. Networks, End Users and Cyber Security (NEUCS)
4. Policy, Governance, Engagement and Training (PGET)
5. Procurement Modernization Execution (PME)
6. Strategic Procurement Planning (SPP)



SSC's Procurement Volume



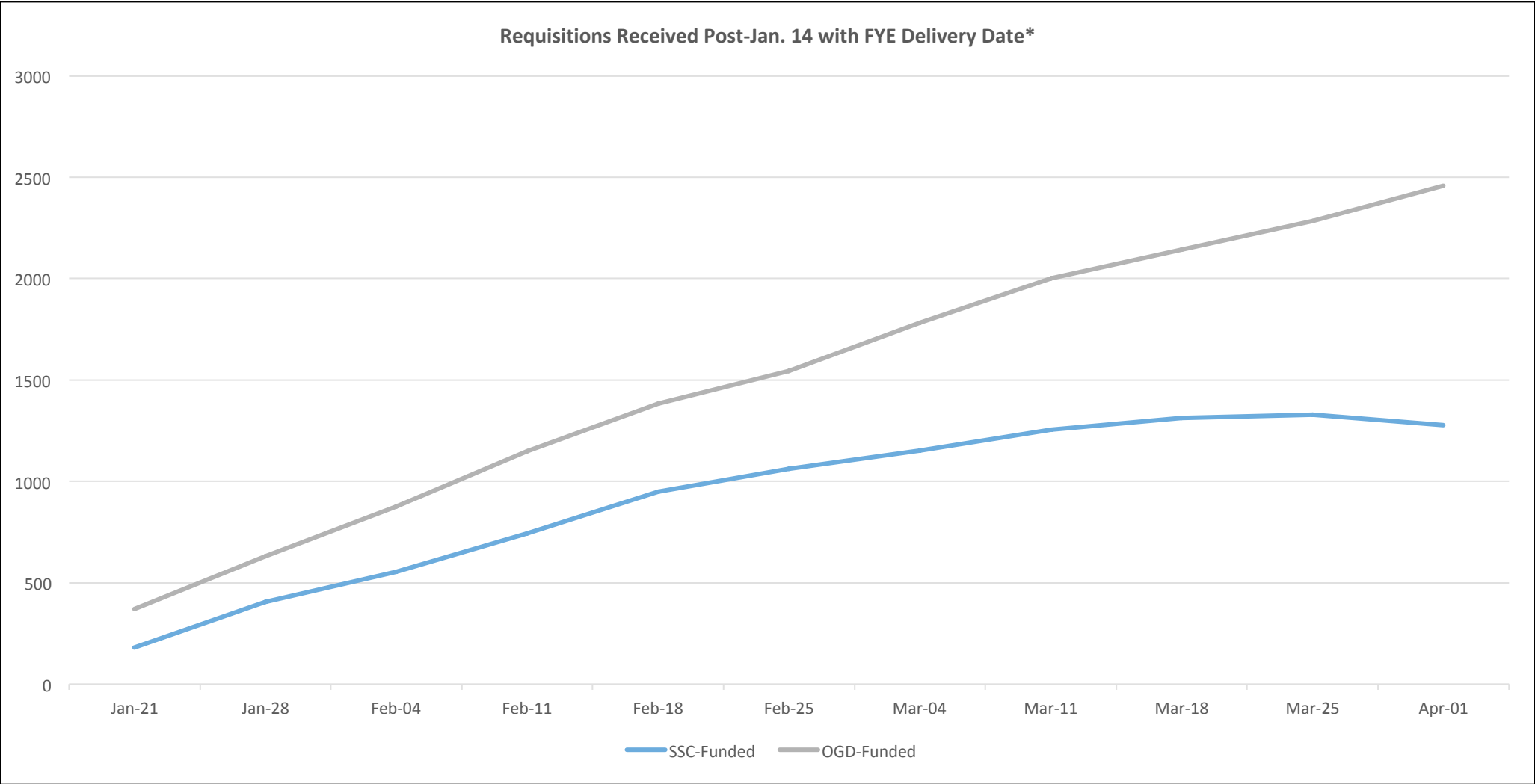
SSC Funded Awards – 3,280 contracts valued at \$1.8B

OGD Funded Awards – 11,314 contracts valued at \$900M

Total Funded Awards - 14,594 contracts valued at \$2.7B

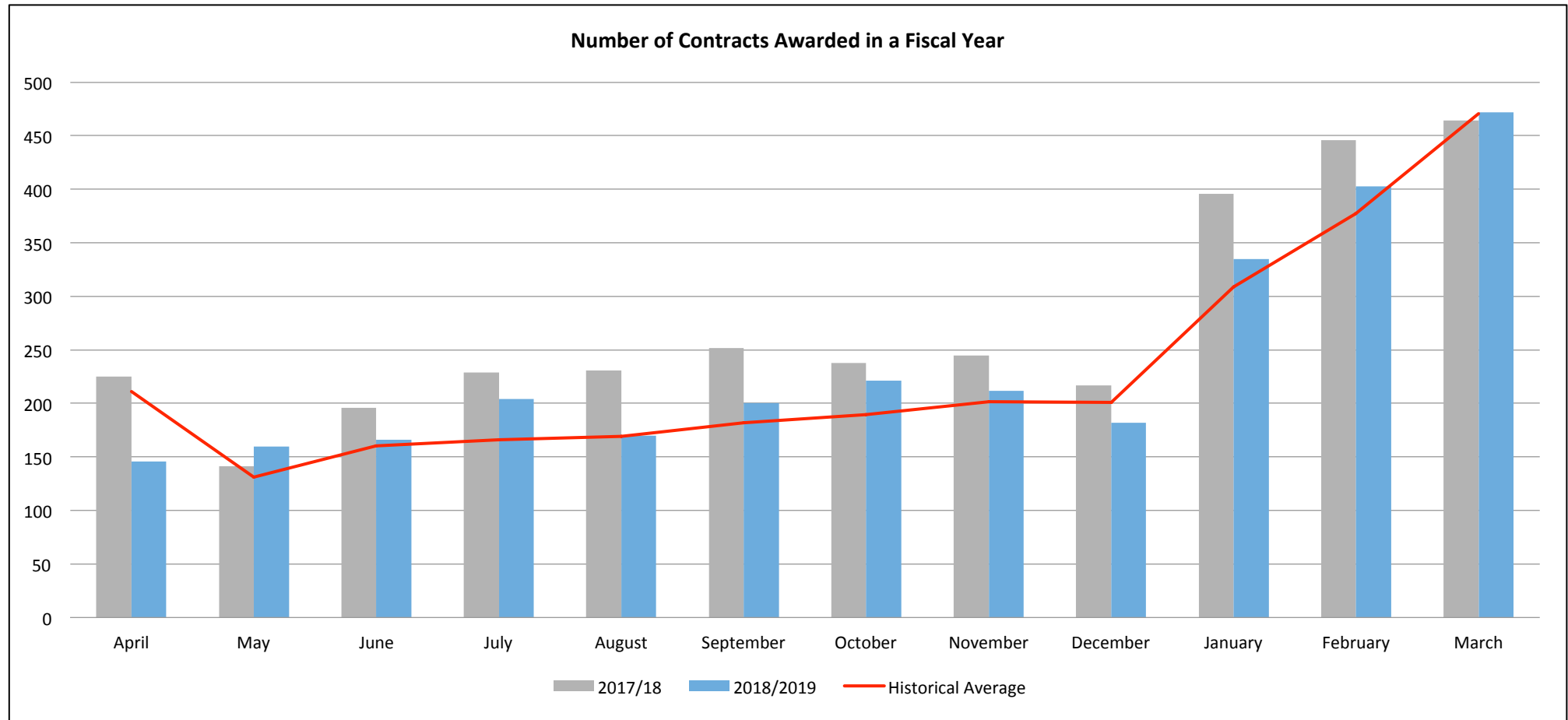


2018-19 FYE Orders Received Post-January 14 Cut-Off





2018-19 SSC-Funded Contract Awards





New SSC Procurement Vehicles



> Government Cellular Services



> Commercial WiFi Vehicle



> Managed Print Services



> Cloud Vehicle



> Cyber Security Procurement Vehicle

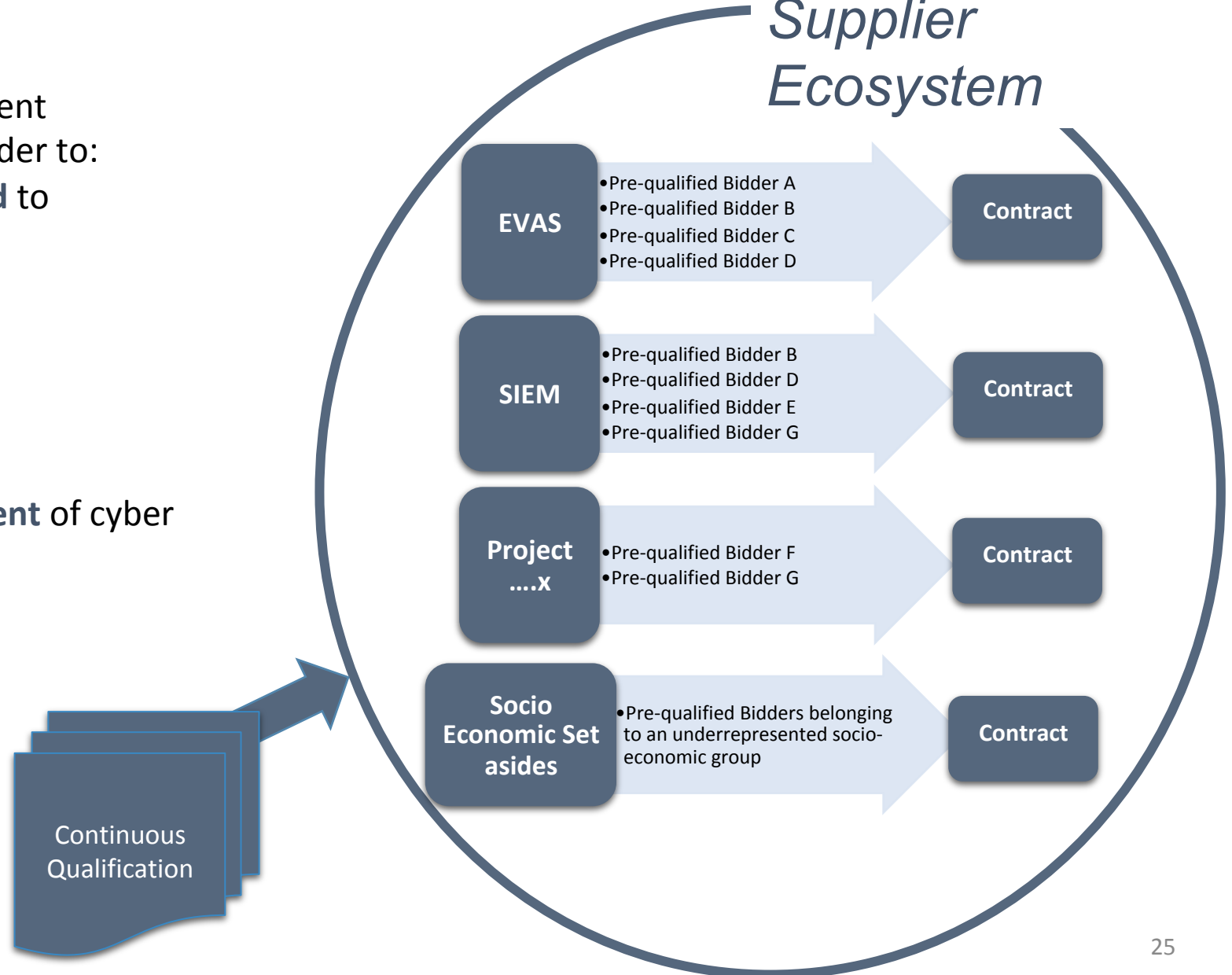


Cyber Security Procurement Vehicle

*Secure
Supplier
Ecosystem*

Create a secure, collaborative environment between government and industry in order to:

- provide the ability to **quickly respond** to emerging cyber threats;
- facilitate **open dialogue** on Canada's requirements in order to improve **interoperability** and **integration of technologies**;
- **increase access** and agility; and
- **simplify** and **expedite** the **procurement** of cyber and IT security requirements.





SSC's P2P Portal

Canada

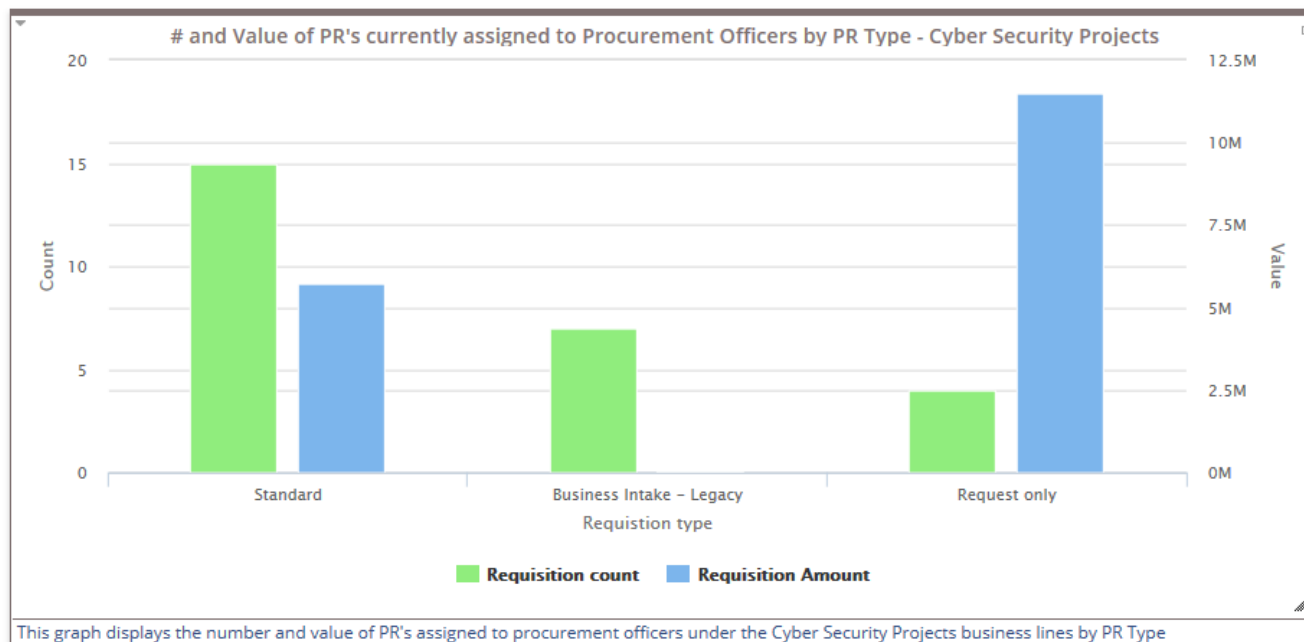
[Suppliers](#) [Sourcing](#) [Contracts](#) [Catalogues](#) [Procurement](#) [Invoices](#) [Reporting](#) [Help](#)

[Procurement home page](#)

Analysis

Infos

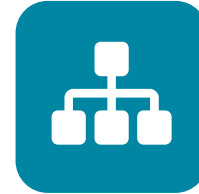
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Filters : In review / Cyber Security Projects



Analysis



SSC Procurement: Challenges and Next Steps



Governance



Workload



Staffing



Supply Chain Integrity



BOB IN SUPPLY CHAIN INTEGRITY

I'M AFRAID THE EQUIP-
MENT YOU WANT IS
NOT ON THE APPROVED
EQUIPMENT LIST.



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LET ME THINK... IF I
ADD THIS TO THE
APPROVED LIST, THAT'S
MORE WORK FOR ME...
BUT IF I SAY NO, IT'S
MORE WORK FOR YOU...
HMM...THINK, THINK...



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I'D LIKE
TO SEE
THIS
ALLEGED
LIST.



WELL, IT'S NOT
SO MUCH A
PHYSICAL LIST
AS IT IS A
PHILOSOPHY.





The Future...



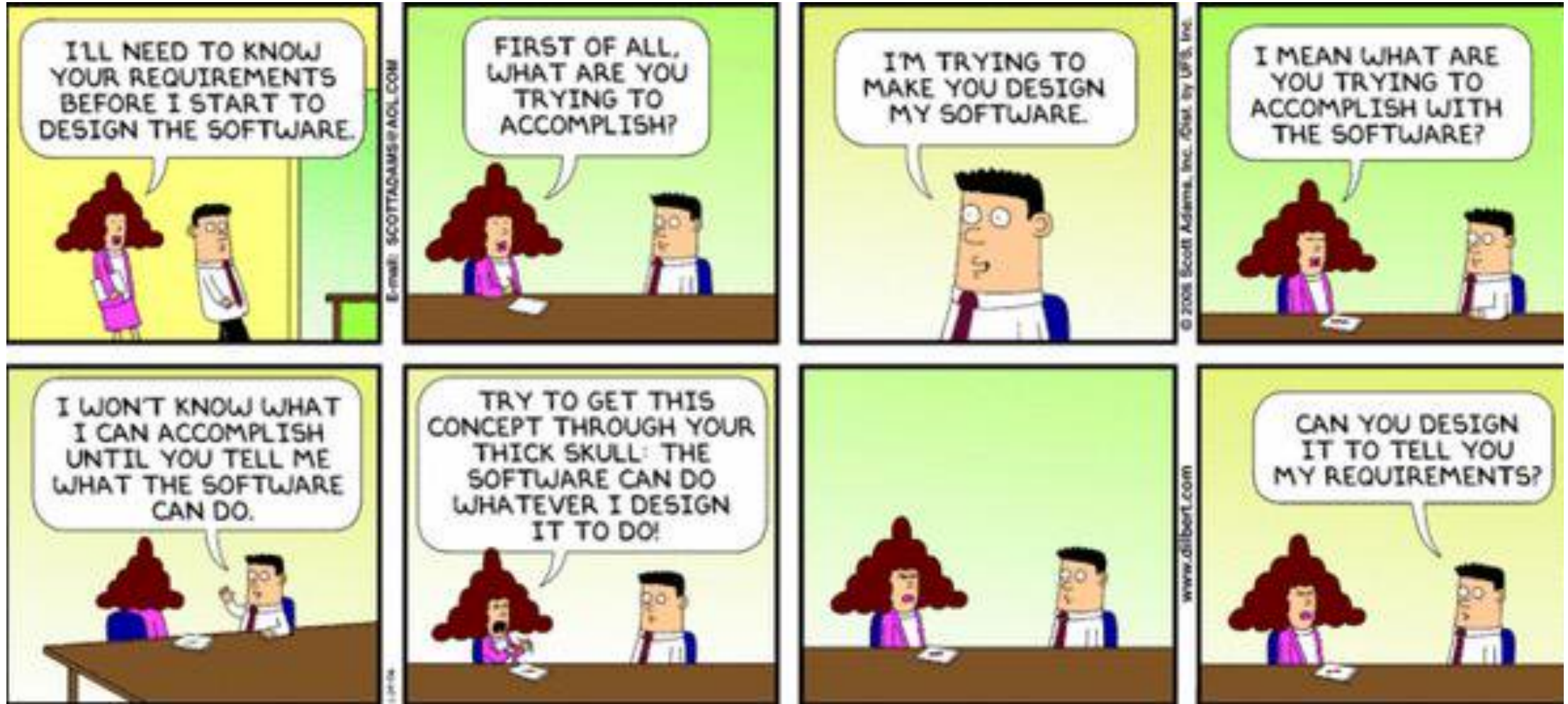


OCED Playbook for Information Communication Technology (ICT) Procurement Reform





Play 1: Start by understanding user needs





Play 2: Design procurements and contracts that meet users' needs



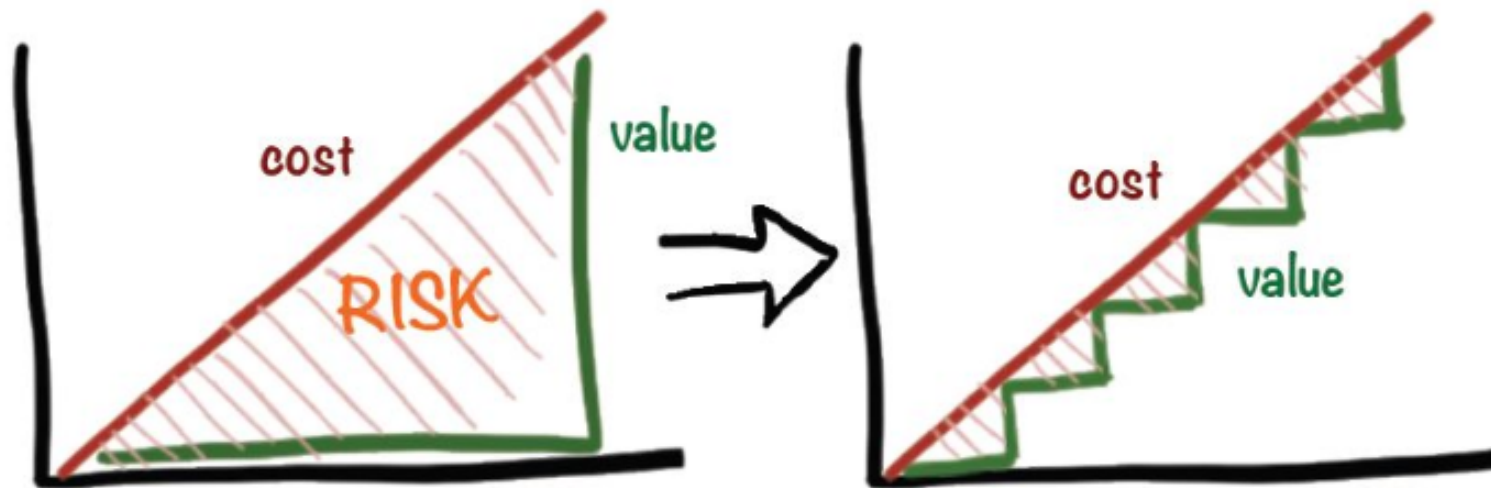
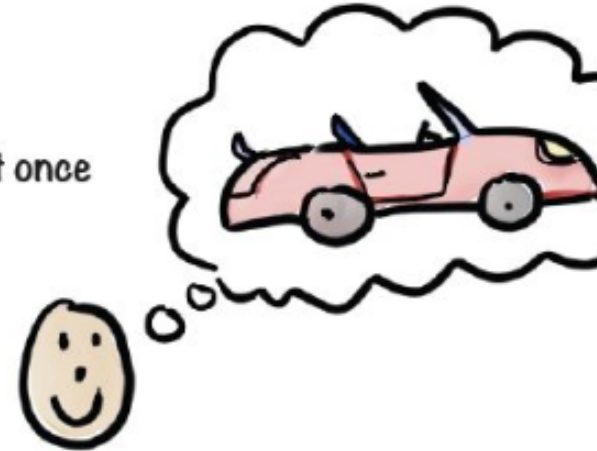


Play 3: Be agile, iterative and incremental

Agile = Iterative + Incremental

Don't try to get it all right
from the beginning

Don't build it all at once



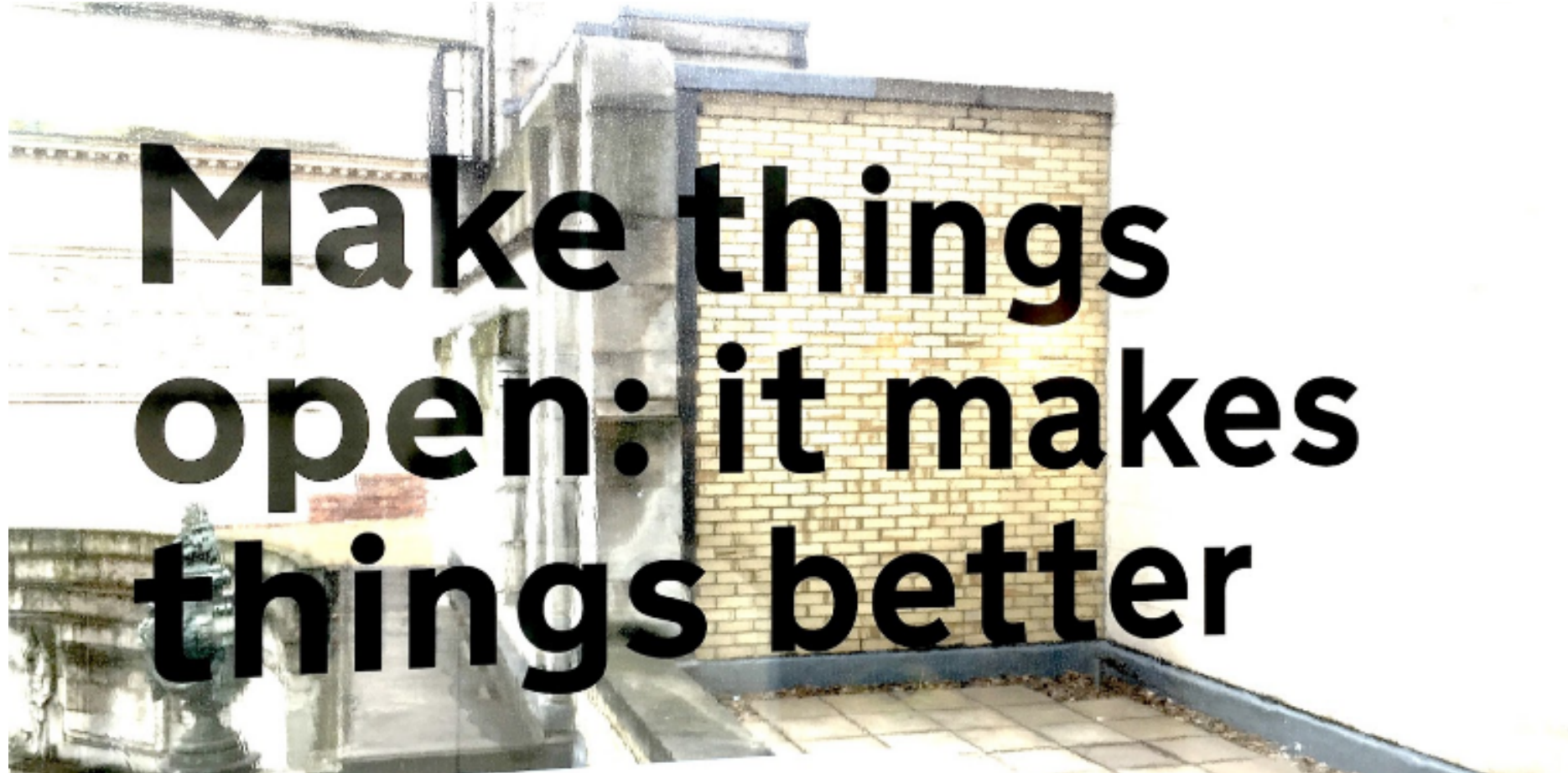


Play 4: Work as a multidisciplinary team





Play 5: Make things open





Play 6: Build trusting and collaborative relationships, internally and externally





Play 7: Share what you have with others and reuse what others have



Play 8: Move away from specifying to regulating





Play 9 - Public Procurement for Public Good





We want to hear from you!

Questions? Feedback?