

# Shared Services Canada - Supporting Government of Canada Operations during COVID-19 and beyond

Since the outset of the COVID-19 pandemic in Canada, Shared Services Canada (SSC) responded to the increasing need for safe, secure and reliable digital services for Government of Canada employees and the people and organizations it serves. SSC quickly provided information technology (IT) solutions, increased network and call centre capacity, which enabled Government of Canada departments to serve Canadians with digital services and call centres.

SSC is continuing to work tirelessly to make sure the Government of Canada can be effective and productive and that Canadians continue to receive the critical support and services they depend on.



## How we worked

Pre-COVID-19

## What has changed

During COVID-19

## What we are preparing for

Living with COVID-19

In offices, boardrooms, and workshops



**1.6 million** teleconference minutes per day

Working remotely was the exception, not the rule

A capacity for over **137,000** employees connecting to government networks remotely through secure remote access (SRA)



Travelling and commuting



Videoconferencing was secondary to in-person meetings

**20,000** WebEx accounts

Largely at home enabled by new and upgraded digital infrastructure



**5 million** teleconference minutes per day

Videoconferencing is now the default, advancing the goal of digital government



**40,000** WebEx accounts

**300,000** GC employees able to work from home to support and provide services and programs to Canadians

SRA capacity of almost **284,000** advancing digital government by more than doubling the number of public servants that can work remotely and securely

New WebEx service with **100%** increase in capacity



**50%** increase of enterprise internet bandwidth for the entire government allowing the GC to stay connected with Canadians



Enabled GC departments to roll out services to Canadians and businesses that responded to urgent economic support needs: **Over 12.3 million** Canadians and businesses accessed economic supports since March 2020

Supporting collaboration from remote locations

Enabling workspaces anywhere, anytime

**40** departments are using MS Teams

More than **187,000** Active MS Teams users across the GC departments

Over **1,000** federal First Responders enrolled for mobile internet

Wi-Fi calling activated for all **183,000** mobile accounts

**1,087** users enrolled for the secure Executive emergency collaboration system through M365

To support ongoing digital transformation to evolve the way Government of Canada employees work and deliver services



New digital products supporting GC policy, program and service delivery

[SSC 3.0: An Enterprise Approach](#)  
SSC's path to digital government

Support GC future of work



DATA AS OF OCTOBER 05, 2020