



Roadmap: Connectivity Services

Objectives

- **Improved** network speed, consistency, optimization, scalability and reliability
- **Greater** availability of GC sites/services, remote connectivity and location independence
- **Consistent** user experience and **optimized** use of cloud apps and services
- **Active** performance monitoring
- **Improved** security posture and ability to respond, including cloud connectivity
- **Reduced** operational costs
- **High** availability
- **Consolidated** network infrastructure and services

What we are doing

- **Maintaining** separated network services
- **Modernizing** legacy networks, expiring contracts and inefficient support for single tenant fit-ups
- **Expanded** the GC Networks Hubs (GCNH) to Toronto, Montreal, Vancouver, & NCR (x2)
- **Defining and providing services** for specialized use cases (e.g., Remote locations, International, Science, cloud connectivity, low-latency applications)
- **Introducing** low earth orbit satellite connectivity for under-served locations

What we are planning

- **Improving** migration to Software-Defined Network, which will bring added flexibility, efficiency and reduced operating costs
- **Fitting-up** multi-tenant buildings and making greater use of managed services and commercial networks procurement vehicles
- **Expanding** GCNHs for East/West National, International and Science
- **Centralizing** orchestration and control plane for whole of network
- **Improving** secure cloud connectivity and solutions for low latency/high bandwidth applications

Where we are going

- **Consistent** user experience and network capabilities across locations and devices
- **Service automation** (e.g., self-healing) and optimization of traffic
- **Support** for Internet of Things (IoT) and new connectivity technologies (e.g., 5G, Wi-Fi 7)
- **Adoption** of security by design, zero trust and Secure Access Service Edge (SASE)

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Roadmap: Hosting Services

Objectives

- **Standardize and modernize** enterprise hosting solutions that drive efficiency and innovation, while reducing the GC legacy footprint
- **Combine** cloud and on prem hosting options to address partner needs and provide GC safeguards
- **Improve** service delivery, agility and time-to-market for partners through automation and self-service
- **Enable** stewardship and predictability with resources and tools to optimize costs and improve decision making

What we are doing

- **Transforming** from a data centre organization to a hybrid hosting services organization
- **Expanding** the cloud stewardship function to ensure value for money across the GC
- **Implementing** a new Public Cloud Operating Model (Enterprise Cloud Hosting Services to the GC), [GC Cloud Strategy 2024 - Canada.ca](#)
- **Implementing** process improvements through automation
- **Expanding** enterprise service offerings (GCaaS)
- **Reducing** the GC legacy footprint through migration and modernization

What we are planning

- **Evolving and scaling** hybrid hosting services and enhanced advisory services
- **Developing and implementing** strategies that improve delivery through self-service
- **Maturing** the GC EDGE strategy with access to EDGE computing services
- **Ensuring** that procurement and sourcing strategies support the hosting vision
- **Expanding** FinOps capabilities

Where we are going

- **Establishing** software-defined data centres
- **Orchestrating and automating** self-service workloads
- **Transforming** IT operations with AI
- **Expanding** hosting capabilities with elasticity, resiliency, autonomy and low latency on EDGE
- **Aligning** Zero-Trust Architecture to the enterprise vision
- **Enabling** higher value enterprise services through “as a service” capabilities

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Roadmap: Digital Services

Objectives

- **Provide** a consistent user experience across the GC
- **Improve** self-service and automation
- **Enhance** communications, mobility and productivity across the enterprise
- **Improve** service delivery, agility and time-to-market
- **Provide** modern, easy to use, secure solutions
- **Support** enterprise-level interoperability and scalability of products/solutions

What we are doing

- **Integrating** services to overcome departmental barriers
- **Improving** user experiences and creating more consistency
- **Moving** away from fixed location technology
- **Addressing** rising costs by optimizing the use of in-service assets
- **Expanding** in-building mobile coverage
- **Transitioning** away from end-of-life at-risk systems and solutions
- **Expanding** security and authentication patterns
- **Connecting** citizens to critical GC services

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What we are planning

- **Integrating** enterprise services and OneGC approach
- **Providing** seamless, common user experience across work environments and devices
- **Expanding** Enterprise Service Management to improve asset utilization and forecasting
- **Evolving** fit-for-purpose service alignment (e.g., mobile v. softphone)
- **Modernizing** solutions aligned to IT and Service Standards
- **Modernizing** conferencing capabilities to enable collaboration and data sharing
- **Enabling** key AI capabilities and features within enterprises

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Where we are going

- **Providing** self-service options
- **Enabling** AI-driven services, monitoring and enhancements
- **Designing** user-centric services, such as one phone # throughout GC career and IT Toolkits that are profile-based and support mobility and accessibility needs
- **Enhancing** analytics for consumption and forecast modeling
- **Fully** integrated security

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Roadmap: Cyber Security Services

Objectives

- **Perform** a current state evaluation of existing SSC Zero Trust cyber security landscape
- **Compare** current vs. target state cyber security maturity to identify critical gaps and opportunities
- **Prioritize** initiatives and funding to achieve the target state and to strengthen cyber security resilience across SSC and the GC to prepare for, respond to and recover from cyber attacks

What we are doing

- **Transitioning** the current SSC cyber security measures towards modern cyber security concepts and GC direction (e.g., Zero Trust Architecture [ZTA] and frameworks, and GC Enterprise Cyber Security Strategy and Plan)
- **Adopting** new security technologies (e.g., Mobile Threat Defence, Multifactor Authentication [MFA], Active Directory Hardening, and Cloud Denial of Service Defence [DDoS])

What we are planning

- **Strengthening** cyber security resilience across SSC and the GC to prepare for, respond to and recover from cyber attacks
- **Enhancing** our technology to identify and assess vulnerabilities and deliver new enterprise cyber security capabilities (e.g., Attack Surface Management (ASM), Vulnerability Management Evolution (VME), Continuous Security Control Assessment (CSCA))

Where we are going

- **Continuous** evolution and strengthening of cyber security capabilities within SSC infrastructure and services
- **Prioritize** initiatives and funding for future cyber security capabilities

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