

2019 | 20

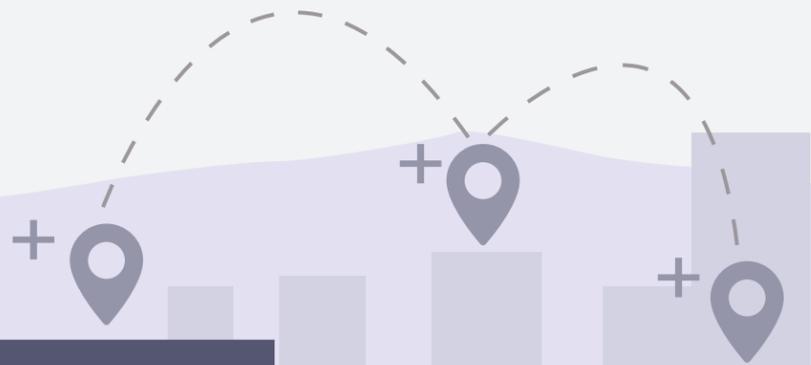
SHARED SERVICES CANADA DEPARTMENTAL RESULTS REPORT

Using a whole-of-government approach, Shared Services Canada (SSC) plays a key role implementing the Government of Canada's digital vision.



Support for High Performance Computing

Supported Environment and Climate Change Canada to further upgrade work on its High Performance Computing environment to produce more timely and accurate modelling of the Earth's atmosphere to improve weather models. SSC's supercomputers were also used by Natural Resources Canada to produce flood maps, which helped federal and provincial efforts to coordinate spring flood relief efforts in Ontario and Quebec.



Delivering Digital Services To Canadians

In November 2019, our first Minister of Digital Government was named, recognizing the key role SSC plays in the government's digital vision. In 2019-20 SSC worked with federal partners to update and upgrade IT to meet the digital requirements needed to deliver federal programs and services to Canadians.



Improving IT Infrastructure

Strengthened IT networks, rapidly deployed Microsoft 365 to increase remote work capacity, and modernized call centres. Established a secure public cloud services supply and created and delivered cloud foundational services.

Emergency COVID-19 Response

SSC worked with organizations, including Employment and Social Development Canada and the Canada Revenue Agency, to strengthen infrastructure and ensure the Canadian Emergency Response Benefit (CERB) was secure and reliable and accessible to Canadians both online or by telephone.

SSC also helped set-up new toll-free numbers for Global Affairs Canada and the Canada Border Services Agency, which were vital for Canadians overseas trying to get back home to Canada and for responding to travel related inquiries.



Cloud brokering portal

In August 2019, Shared Services Canada launched its cloud brokering portal to help federal departments and agencies access cloud services online by managing accounts and to provide efficient and secure customer service.

The cloud brokering portal allows customer departments and agencies to experience a streamlined approval process and to securely submit online cloud requests for classified services.

