



Fact Sheet

Fact Sheet – Progress on Transformation

Shared Services Canada's progress in delivering modern and transformed information technology infrastructure to better serve Canadians

Canadians expect cost-effective and secure information technology (IT) systems when dealing with the Government of Canada for citizen-centered services.

Shared Services Canada (SSC) was created in 2011, with the objective of putting in place a modern, cost-effective, secure and reliable IT system to support government operations and services to Canadians.

A government-wide IT Infrastructure Transformation Plan is in place to deliver one email system, consolidated data centres, more efficient and effective workplace technology devices, secure and reliable telecommunications networks and greater protection of government systems against cyber and other security threats.

Since 2011, SSC has made progress in modernizing government-wide IT systems. This progress includes:

- a steady reduction in the number of critical IT incidents and the time it takes to resolve such incidents;
- establishing a 24/7/365 Security Operations Centre, which allows the Government to monitor and deal quickly and efficiently with cyber-security incidents;
- migrating over 90,000 traditional telephones to the more secure and reliable Voice-over Internet Protocol (VoIP);
- closing 60 legacy data centres and consolidating them into three enterprise-class data centres, thereby reducing costs, increasing data security and improving service to partner and client organizations;
- transitioning 39 partner organizations to the enterprise videoconferencing system, which is reducing travel costs and improving work-life balance;
- consolidating goods and services contracts, leveraging better pricing and reducing duplication resulting in \$209 million in cost avoidance.

SSC's daily work to modernize the Government's information technology infrastructure allows departments and agencies to deliver programs, initiatives and benefits to more than 35 million Canadians.

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