



Fact Sheet

Fact Sheet – Excellence in Service Delivery

Delivering more effective and efficient information technology services to Government of Canada departments and agencies

Shared Services Canada (SSC) is delivering the Information Technology (IT) Transformation Plan for government-wide IT systems in a deliberate and focused way, with an emphasis on service excellence, on reducing government-wide costs and on modernizing infrastructure.

Today, SSC is concentrating on implementation of the transformation initiatives and on bringing greater coherence and discipline to the management of the Government of Canada's IT infrastructure.

Through the consolidation of goods and services contracts, leveraging better pricing and reducing duplication, SSC is already able to return \$209 million annually in overall IT savings to the fiscal framework, thereby contributing to the overall financial management of taxpayer dollars.

SSC is also bringing centralized services support to government organizations, applying industry standards for service delivery and enabling more effective, efficient and cost-effective practices. For example:

- SSC is proceeding with an online IT Service Catalogue, which provides a central location for government departments and agencies to obtain information about, and to order, enterprise services such as email, mobile technology and workplace technology devices, thereby enabling those organizations to better deliver programs and services to Canadians;
- SSC is developing service level standards, as well as costing and pricing standards, for IT services delivered across government. These standards will ensure that reliable information is readily accessible to departments and agencies to support decision making and the delivery of programs to Canadians; and
- SSC is adopting a new electronic system to electronically manage procurement-to-payment processes, including an innovative supplier self-service portal that will help to streamline the delivery of enterprise IT services.

SSC's delivery of more modern reliable and secure IT infrastructure is a key feature of the Government of Canada's Blueprint 2020, a government-wide initiative that envisions a high-performing public service that embraces world-class standards of excellence in service and innovation.

© Her Majesty the Queen in Right of Canada, as represented by the Minister responsible for Shared Services Canada, 2015

Cat. No. P118-9/2016E-PDF

ISSN 978-0-660-04457-6



For further information:
Media Relations • SharedServices Canada
613-947-6276



Shared Services
Canada

Services partagés
Canada

Canada