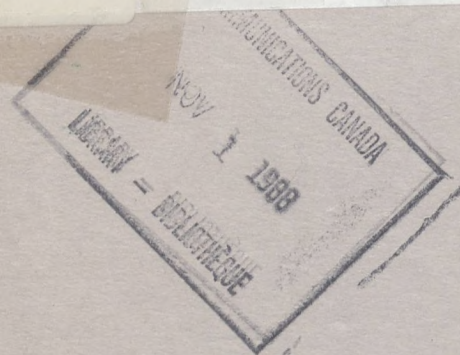


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ANNUAL REPORT
OF THE
TELECOMMUNICATIONS ADVISORY COMMITTEE
FOR
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Telecommunications Advisory Committee

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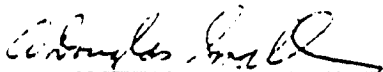
July 1983

Mr. K.T. Hepburn
Assistant Deputy Minister
Spectrum Management and
Government Telecommunications
Department of Communications
Ottawa, Ontario
K1A 0C8

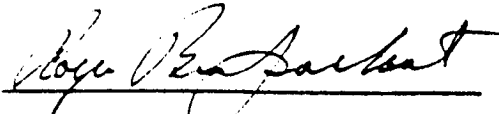
Sir:

We are pleased to submit to you the third report on the activities of the Telecommunications Advisory Committee. This Annual Report describes the accomplishments of the Committee during the fiscal year ending March 31, 1983.

During the year, the Committee continued to fulfill its primary responsibility of "advising and assisting the Department of Communications in the long-range planning and co-ordination of the use of telecommunications on a government-wide basis". The attached document outlines the various spheres of activity in which the Committee has been involved and reports on the studies carried out by the working groups.



A. Douglas Small
Chairman



Roger Beauparlant
Secretary

Attach.

ANNUAL REPORT
OF THE
TELECOMMUNICATIONS ADVISORY COMMITTEE
FOR
1982/83

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1. INTRODUCTION

The purpose of this report is to describe the activities and accomplishments of the Telecommunications Advisory Committee (TAC) and its subsidiary working groups for fiscal year 1982/83.

2. BACKGROUND

The TAC was established in 1977 to advise and assist the Department of Communications (DOC) in the long-range planning and coordination of the use of telecommunications on a government-wide basis. It also serves as a forum for telecommunications users to discuss mutual problems and to provide advice to the Government Telecommunications Agency (GTA) on such matters as: long-range planning needs, demand for new services, development of new systems and means for satisfying user requirements. Terms of reference of the committee are attached (Annex A).

Membership on the committee is at a senior level and, in 1982/83, with the addition of Revenue Canada, Taxation, included the following departments:

- Department of Communications
- Employment & Immigration Canada
- Energy, Mines & Resources Canada
- Environment Canada
- External Affairs Canada
- Health & Welfare Canada
- Indian & Northern Affairs Canada
- National Defence
- National Research Council Canada
- Public Works Canada
- Revenue Canada, Customs & Excise
- Revenue Canada, Taxation
- Royal Canadian Mounted Police
- Supply and Services Canada
- Transport Canada
- Treasury Board of Canada

In March 1982, Mr. A. Douglas Small (External Affairs Canada) succeeded Colonel B.J. Bennett (National Defence) as Chairman of the TAC.

The Committee held six meetings during the year.

3. ACTIVITIES

1) Coordinated Procurement of Telecommunications Services

The transfer of common carrier billings from users to the GTA account became effective April 1, 1982. Investigation initiated

by the TAC showed that savings could be achieved in leased telecommunications expenditures by having the government act as a single customer instead of a number of independent organizations.

This significant achievement is expected to result in savings of more than \$1.8 million per annum for the federal government.

ii) Departmental Telecommunications Plans and the Annual Review
The Annual Review of Telecommunications in the Government of Canada was developed as a planning tool which government organizations can use to shape their telecommunications needs for the future. The Annual Review is based partly on the annual telecommunications reports and plans submitted to Treasury Board (TB).

In 1982, on the recommendation of the TAC, TB replaced the annual Telecommunication Report and Plan with the Information Technology and System and Plan (ITSP), thereby merging the collection of data from both the telecommunication and EDP disciplines. Reports were received from 56 departments representing 89.7% of the total telecommunications expenditures of the federal government.

The sixth edition of the Annual Review, which focusses on reducing telecommunications costs, is scheduled for release in August 1983. Copies will be sent to departmental telecommunication personnel. This year an executive summary will be published separately, and will be sent to deputy heads of departments.

iii) Administrative Practices

As a result of the interim decision by the Canadian Radio-Television and Telecommunications Commission (CRTC) allowing for the attachment of subscriber-provided terminal equipment to Bell Canada's and B.C. Tel's facilities, the TAC endorsed and submitted to TB a letter to be sent to deputy heads of departments and heads of agencies explaining the possible impact of the decision. It was followed by a GTA circular letter issued to telecommunications coordinators to provide specific guidance on terminal attachment pending a final decision by the CRTC.

A revised Administrative Practice on Facsimile was also endorsed by the TAC and forwarded to TB for promulgation. Due to concern on the part of TB that telecommunications administrative practices are often too detailed for inclusion in the Administrative Policy Manual (APM), it was recognized by TAC members that there was a need for an appropriate procedure for promulgating such documents. TB indicated that they would provide direction on this matter through the issuance of a TB circular letter. The revised Administrative Practice on Facsimile will then be the first to be issued under the new procedure.

iv) Standard Telecommunication Terminology and Definitions

The problem of a lack of standard technical product terminology and definitions was raised in the TAC. It was pointed out that there exists within the Department of the Secretary of State an Electronics and Telecommunication Terminology Committee. The committee's objective, however, is to produce a lexicon for translators based on translations of existing English definitions. TAC members felt that many areas require both technical and operating definitions, and that the lexicon should contain the full range of commonly-used definitions. The issue was therefore referred to the Government EDP Standards Committee for their consideration in the development of a glossary on Telecommunications.

v) Ottawa-Hull Consolidation Enhancement

A presentation was made to TAC members in June 1982 on the planned modernization of federal government telephone service in Ottawa-Hull. GTA received the support of the TAC to proceed with a submission to TB.

Following TB approval, GTA entered into an agreement with Bell Canada for the provision of Enhanced Exchange Wide Dial Service (EEWD) in the National Capital Region.

A further presentation, covering such topics as system features, implementation schedule, coordination activities and training, was given in February 1983. Taking into account comments and advice from TAC members, GTA has prepared a comprehensive implementation plan to ensure the orderly introduction of EEWD, and has attached primary importance to the area of training. The new service, incorporating state-of-the-art technological features, will assist departmental management to control telephone expenditures. It will enable the federal government to provide better service to the public as well as improving internal communications.

TAC members were invited to participate in the nine EEWD working groups which have been set up to examine specific implementation issues.

4. ACTIVITIES OF THE TAC WORKING GROUPS

i) Working Group on Telecommunication Definition and Expenditure Coding

The Working Group was set up in November 1979 with the objective of identifying:

- functions and resources that must be considered in complying with the provisions of policies on telecommunications administration;

- the expenditure coding needed to permit all expenditures to be accounted for and made easily visible for departmental and central authority accounting and budget control purposes;
- telecommunications statistics that will facilitate planning, monitoring, evaluating, auditing and reporting activities with respect to the use of telecommunications services, equipment and personnel;

and recommending appropriate revisions to regulations, policies, directives, guidelines and administrative practices.

During the past year the Working Group focussed its attention on three major areas:

- expenditure coding structure;
- telecommunications inventory;
- telecommunications management.

a) Expenditure Coding Structure

Two major discrepancies were identified in comparing departments' annual Information Technology and Systems Plans (ITSPs) with the public accounts:

- the exclusion by several major departments of operational expenditures; and
- deficiencies in economic object definitions and hence, departments' definition of line objects.

The principal approach to mitigating the problem is standardization of expenditure coding. It was expected that many of the problems identified would be corrected when the dictionary of economic object definitions is developed by the Office of the Controller General (OCG) and TB and adopted by departments. It was agreed that the following action would be taken:

- OCG would seek Statistics Canada's endorsement of the revised coding;
- TB would solicit responses to the revised transportation and communications economic objects from the EDP and office equipment communities;
- APM Chapter 435 would be amended and the implementation date of the revised telecommunication expenditure coding would be April 1, 1984.

A draft report prepared by the RCMP on associated expenditures not identified by telecommunication economic objects was also reviewed. The report stressed the need to develop a system that

would reveal the telecommunication expenditure element of directly associated activities e.g. salaries, travel, accommodation, etc. TB is looking into the matter and working with OCG to develop a solution. In the meantime, it was agreed that the RCMP's complete list and TB's abbreviated list of objects of expenditure would be considered by TB for the next ITSP instructions.

b) Telecommunications Inventory

A presentation on the Telecommunication Information Reporting System (TIRS) developed by Supply and Services was given by the department's representative on the Working Group. A presentation on TIRS and the Inventory of Telecommunications Applications (IOTA) developed by GTA was subsequently given to the TAC.

The need for an inventory of telecommunications applications was recognized by the TAC. Following review of the need identification study, a feasibility study was initiated, and is expected to be completed in the fall of 1983. The objective of IOTA is to streamline the reporting requirements, provide a government-wide standard system for developing and maintaining telecommunication inventories and improve planning for central agencies as well as departments.

c) Telecommunications Management

Under the guidance of the Working Group, the GTA developed the Telecommunications Management Manual (TMM) to foster improved telecommunication administration by departments. It supplies departments with up-to-date information on such matters as administrative restraint and regulatory changes, and assists departments in complying with the requirements of Chapters 435/436 of the TB APM. It gives guidance on the services managed by GTA, includes a section for individual departmental telecommunication management, and provides for a more streamlined process for dissemination of TB guidelines/administrative practices.

ii) Working Group on Telecommunications Planning

The Working Group was formed in December 1982 to provide support to the TAC in telecommunications planning. Membership is drawn from the members of the TAC and at present includes representation from National Defence, Health & Welfare Canada, Employment & Immigration Canada, Revenue Canada - Taxation, Public Works Canada, RCMP and DOC/GTA. The Working Group is chaired by the DOC/GTA member.

The Working Group's mandate includes:

- consideration of items having potential interdepartmental impact;
- exchange of information, cooperative planning and consultation among departments and agencies;

- interpretation of technology application and analysis of factors influencing the telecommunications environment;
- dealing with specific matters referred by the TAC.

The following order of priorities was established:

- i) Telephone network
 - consolidation enhancement
 - voice/data integration
 - interconnect, terminal attachment, building wiring
 - PBX applications
- ii) Satellite Communications
- iii) Data Networks
- iv) Information Technology and Systems Plan (ITSP)
- v) Office communication systems
- vi) Survivability

Survivability was elevated as a priority consideration with respect to all systems and networks. It was also decided to treat building wiring as a separate issue.

Building Wiring

The ownership/certification of building wiring in the recently deregulated environment is a good example of the type of issue which may arise. A sub-group was formed under the chairmanship of Public Works Canada to deal with this issue. It was recommended that GTA issue some form of guidance to advise departments to discuss plans for building wiring during the initial planning stages for accommodation to ensure that all aspects of wiring are set out and covered in the lease. It was established that Public Works will include building wiring in the fit-up financial allotment as long as it is within the TB parameters of the per-metre cost.

Telephone Network - Modernization Plans

A presentation was given on GTA's plans for modernization of the government telephone network. Areas of concern which must be resolved in order to implement the plans were identified.

The Working Group concluded that the plans meet users' needs and provide an appropriate framework within which departments can establish their requirements. Departments will be responsible for identifying to GTA any special requirements.

GTA's plans are summarized in Section F.2 of the 1981/82 Annual Review of Telecommunications in the Government of Canada.

5. CONCLUSION

The increasing pace of technological change is nowhere more evident than in the field of telecommunications. This, together with the present environment of restraint, necessitate sound planning and coordination of telecommunications use within the federal government.

The TAC provides an essential forum for discussion of the cost effectiveness of telecommunications services and other major issues. The advice and assistance arising from discussions by the TAC and its associated working groups continue to have a significant impact on telecommunication administration in the Government of Canada.

ANNEX A

TERMS OF REFERENCE OF THE
TELECOMMUNICATIONS ADVISORY COMMITTEE

TELECOMMUNICATIONS ADVISORY COMMITTEE

TERMS OF REFERENCE

1. Overall Goal

The Telecommunications Advisory Committee advises and assists DOC in the long-range planning and co-ordination of the use of telecommunications on a government-wide basis.

2. Advisory Role

The Telecommunications Advisory Committee acts as a forum for the telecommunications users to discuss mutual problems and to provide, at a senior level, advice to GTA on such matters as:

- a) long-range planning needs;
- b) the demand for new services and the need for the development of new systems;
- c) means of satisfying user requirements.

3. Supportive Role

The Telecommunications Advisory Committee, through the individual experience of member departments, creates feedback at a senior level by:

- a) providing a forum for members to exchange information concerning the cost and effectiveness of services received from GTA and other sources;
- b) providing a forum for the discussion of major issues and problems, and for suggesting possible courses of action;

- c) encouraging the evaluation of major systems in the government and the evaluation of present co-ordinating mechanisms in government;
- d) providing a forum for the discussion of proposals for changes in administrative policy, directives and guidelines regarding the planning, co-ordination, operation, and evaluation of telecommunications systems in government.

4. Committee Membership and Meetings

Membership on the Committee is at a senior level and includes the departments of Communications, Supply and Services, National Defence, Transport, External Affairs, Environment, the Royal Canadian Mounted Police, the Treasury Board Secretariat and a number of other departments and agencies which are normally major users of telecommunications in the government and which are selected by TBC.

The Chairman of the Committee is elected by the members, while GTA provides the secretariat for the Committee on an on-going basis. The Committee meets at least once a year and additional meeting may be called by the Chairman or DOC, as required. Requests to the Chairman may originate from any member.

ANNEX B

RULES OF PROCEDURE FOR THE OPERATION OF THE

TELECOMMUNICATIONS ADVISORY COMMITTEE

RULES OF PROCEDURE
FOR THE OPERATION OF THE
TELECOMMUNICATIONS ADVISORY COMMITTEE

1. EXECUTIVE

- a) The Executive shall consist of a Chairman and a Secretary.
- b) An Annual Report shall be prepared by the Executive at the end of each fiscal year for the advisement of the Assistant Deputy Minister, Spectrum Management and Government Telecommunications, Department of Communications. Copies of this report will also be distributed to Treasury Board and departments.

2. CHAIRMAN

- a) The Committee shall select a Chairman by nomination and majority vote.
- b) The term of office for each Chairman shall normally consist of one fiscal year (i.e., April 1 - March 31).
- c) Should the Chairman resign for any reason, it is the responsibility of his/her department to provide a replacement, acceptable to the Committee, to finish the unexpired term. If for any reason this should not prove feasible, the procedure in (a) immediately above shall apply.
- d) If the Chairman is absent from a meeting the immediate past or other past Chairman should assume the Chair. If no such past Chairman is present, the Secretary should assume the Chair.

3. SECRETARIAT

- a) The Government Telecommunications Agency shall provide the Secretary and secretarial services necessary to support the Committee. The Secretary is a non-representative, non-voting member.
- b) The agenda and any supporting documentation, including proposals are to be distributed at least two weeks before each meeting. Only the Chairman may authorize the tabling of papers less than two weeks before a meeting.
- c) The minutes of the Committee will be prepared in both official languages and will normally be distributed to members and alternates within three weeks of each meeting. The minutes will also be distributed to the departmental telecommunications coordinators of all departments and agencies which are subject to the policies and guidelines of the Treasury Board Administrative Policy Manual, Chapter 435, "Telecommunications Administration".

4. MEMBERSHIP

- a) Membership on the Committee is at a senior level and includes the departments of Communications, Supply and Services, National Defence, Transport, External Affairs, Environment, the Royal Canadian Mounted Police, Treasury Board Canada and a number of other departments and agencies which are normally major users of telecommunications.
- b) Each department may be represented by one member and one alternate except in the case where a department provides and is considered as a common service agency. In the latter case one member may be appointed to represent the

common service agency with a second member representing the department as a "user" of telecommunications. The criteria per e) below shall be used to establish the "user department" membership.

- c) The department supplying the Chairman may, during his/her term of office, have an additional departmental representative who will have the right to vote.
- d) At any time any department may apply for membership to the Office of the Deputy Secretary, Administrative Policy Branch, Treasury Board Canada.
- e) At least annually the membership of the Committee is to be reviewed by Treasury Board staff with the Executive, who will consult with appropriate members. This review should normally take place before the beginning of each fiscal year.
- f) The following criteria will be evaluated when considering new membership applications and when reviewing the on-going membership:
 - i) impact of department or agency on total telecommunications expenditures of the federal government;
 - ii) impact of telecommunications on departmental program;
 - iii) level of representative - members shall normally be at the Director General or equivalent level;
 - iv) attendance record of representative.

- g) The names of each departmental representative and one alternate representative shall be transmitted by letter to the Secretary. Departmental representatives not so identified are not entitled to vote.

5. OBSERVERS

- a) Departmental representatives may be supported, as they deem necessary, by any number of observers to provide specialist advice. To be recognized by the Chair such observers must, however, address the Committee through their official representatives.
- b) Anyone wishing to attend a meeting who is from a non-represented department shall request permission to attend by notifying the Chairman at least one week prior to the date of the meeting. Non-represented observers are not qualified to address the meeting unless they specify such requirement at the time of their request to attend.

6. VOTING

- a) Each department shall only have one vote.
- b) Recommendations will be made by a majority vote of the committee; however, all recommendations that are not unanimous will include the position and identification of each dissenting department.
- c) The Chairman has voting privileges only when a tie vote is recorded, in which instance he/she shall cast the deciding vote.

7. FREQUENCY OF MEETINGS

- a) Meetings shall be called by the Chairman or DOC, as required, with a minimum attendance of a quorum (a quorum shall comprise 10 voting members).
- b) The Committee shall normally meet quarterly, as a minimum schedule.
- c) The date of the next meeting shall be decided as the last item on the agenda of each meeting and any subsequent change of this date will require three weeks notice to departmental representatives.

8. LOCATION OF MEETINGS

The location of Committee meetings will be determined by the Secretary.

9. WORKING GROUPS

The work of the Committee will be carried out by working groups selected by and tasked by the Committee. The working groups will have specific objectives with time limits to the extent feasible.

10. PRESENTATIONS

- a) Presentations given by any segment of the public sector on topics of interest to the Committee will normally be given within the forum of Committee meetings.

- b) Presentations given by any segment of the private sector will be arranged in coordination with the Secretary. Whether these presentations are given within or outside the forum of Committee meetings shall be decided upon as they arise by the Executive.

PRESENTATIONS TO THE TELECOMMUNICATIONS ADVISORY COMMITTEE

1. Electronics and Telecommunication Terminology Committee:
Department of the Secretary of State: June 16, 1982
2. Teleserv: Task Force on Service to the Public:
June 16, 1982
3. Ottawa-Hull Consolidation Enhancement: GTA: June 30, 1982
4. Government Pilot Project on DOC/CNCP TDMA Satellite Network:
GTA: September 15, 1982
5. Ottawa-Hull Consolidation Enhancement:
GTA: February 23, 1983
6. Telecommunications Inventory: GTA and Supply & Services
Canada: February 23, 1983