

QUEEN
TK
5101
.C3
1983/84

IC

COMMUNICATIONS CANADA
NOV 2 1983
LIBRARY - OTTAWA

**ANNUAL REPORT
OF THE
TELECOMMUNICATIONS ADVISORY COMMITTEE
FOR
1983/84**

Canada



Government of Canada
Gouvernement du Canada

Queen

TK

5101

1C3

1983/84

ANNUAL REPORT
OF THE
TELECOMMUNICATIONS ADVISORY COMMITTEE
FOR
1983/84

Canada

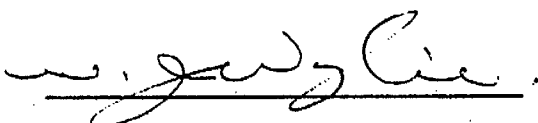
Telecommunications Advisory Committee

May 1984

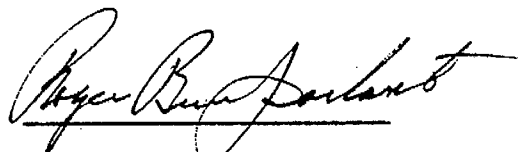
Mr. K.T. Hepburn
Assistant Deputy Minister
Technology and Industry
Department of Communications
Ottawa, Ontario

Sir:

We are pleased to submit the Annual Report of the
Telecommunications Advisory Committee for fiscal year 1983/84.



A/Commr. W.J. Wylie
Chairman



Roger Beuparlant
Secretary

ANNUAL REPORT
OF THE
TELECOMMUNICATIONS ADVISORY COMMITTEE
FOR
1983/84

CONTENTS

INTRODUCTION	1
BACKGROUND	1
ACTIVITIES	2
WORKING GROUP ACTIVITIES	
Working Group on Telecommunications Planning	3
Working Group on Telecommunications Definition and Expenditure Coding	7
Working Group on Telecommunications Personnel	8
CONCLUSION	8
ANNEX A: Terms of Reference of the Telecommunications Advisory Committee	
ANNEX B: Rules of Procedure for the Operation of the Telecommunications Advisory Committee	

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 1983/84.

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. The Committee's terms of reference are attached (Annex A).

Membership on the Committee is at a senior level and in 1983/84 included representatives of the following departments:

- Department of Communications
- Government Telecommunications Agency
- 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 April 1983 Chief Superintendent W.J. Wylie (RCMP) was elected to succeed Mr. A. Douglas Small (External Affairs Canada) as Chairman of the TAC.

The Committee met six times during the year.

ACTIVITIES

Enhanced Exchange Wide Dial (EEWD)

Planning for the modernization of the government's telephone service in the National Capital Region continued through 1983/84. As was the case in the preliminary stages of the project, the TAC played an important role in ensuring a coordinated approach to the implementation of the new service. By agreement, EEWD was included as a standing item on the TAC agenda throughout the year, and presentations were made to the Committee on each step in the implementation process.

To obtain a more favourable rate structure, the TAC supported the approach recommended by the Working Group on Telecommunications Planning by which a certain number of lines would be committed for an Initial Service Period.

Insofar as the data aspects of EEWD are concerned, the Committee was informed that technical development is on schedule to permit Bell to honour its commitment.

By the end of the fiscal year, cutover to EEWD of approximately half of the existing lines had been completed and reconfiguration had started in some areas; the Government Operator Service had been reduced in the required staff and relocated; and the affected technical service officers and users had been trained.

The smooth transition to EEWD can be attributed in large part to the opportunity for cooperative planning between the Government Telecommunications Agency (GTA) and departments provided by the TAC.

Administrative Practices

Discussion continued on the proposal tabled by Treasury Board (TB) in December 1982 that the Telecommunications Management Manual (TMM) be recognized as the vehicle for the promulgation of telecommunications administrative policies and practices. Progress in this area will be pursued in conjunction with the Task Force on Informatics, which will also be examining policy issues. The status of the TMM should be able to be addressed once the plans of the Task Force have been approved by TB.

In the meantime, proposed interim administrative practices on consolidated services have been endorsed by TAC and forwarded to TB for promulgation. In these administrative practices, the impact resulting from regulatory changes and from the use of state-of-the-art technology is addressed. New directives emphasize the need for seeking the most cost-effective means of providing telecommunications requirements in support of departmental programs. Modified standards for telephone service are specified reflecting the new equipment and the new features

now available through the intelligent programmable switches. In addition, the potential for using the new consolidations to support data communications requirements is discussed. While the interim status of these practices will provide immediate guidance for dealing with new consolidations, the longer term challenge for the TAC will be to ensure that suitable recommendations are made for incorporating these practices in the appropriate Administrative Policy Manual and the Telecommunications Management Manual.

Annual Review of Telecommunications in the Government of Canada for 1981/82

The Annual Review was reviewed and endorsed by the Committee subject to certain modifications. Alternatives to the present procedure for producing the report were discussed, and the matter was referred to the Working Group on Telecommunications Planning.

Definition of Telematics

This matter was raised as a result of the fact that there is at present no clear definition of electronic office equipment, leading to problems in completing the Information Technology and Systems Plan (ITSP). In relation to the problem with ITSPs, it was agreed that there was a need to re-examine expenditure coding, and the problem was therefore referred to the Working Group on Telecommunications Definition and Expenditure Coding.

WORKING GROUP ACTIVITIES

The work of the TAC is carried out primarily by working groups selected and tasked with specific objectives by the Committee.

WORKING GROUP ON TELECOMMUNICATIONS PLANNING

The Working Group was formed in December 1982 to provide support to the TAC in telecommunications planning. More specifically, its areas of activity include:

- consideration of items having potential interdepartmental impact;
- provision of a working forum for the exchange of information, cooperative planning and consultation among departments and agencies;
- coordinated planning of major GTA planned projects;
- interpretation of technology application and analysis of factors influencing the telecommunications environment; assessment of users' requirements and investigation of areas concerning service performance; and

- dealing with specific matters referred by TAC.

The Working Group is chaired by DOC/GTA; with the addition during the year of Transport Canada, its membership includes representatives of the following departments:

DOC/GTA
Employment & Immigration Canada
Health & Welfare Canada
National Defence
Public Works Canada
Revenue Canada, Taxation
RCMP
Transport Canada

The Working Group held seven meetings in the course of the year.

Annual Review and Planning Process

As a result of discussion in the TAC on the present procedure for producing the Review and the associated planning process, the Working Group was requested to examine possible alternatives. Working Group members felt that a thorough examination of the overall planning process was required, and agreed that this would be the top priority for the year.

A paper entitled "Government Telecommunications Planning Concept" was presented by GTA. The paper proposed the addition of a planning instrument, namely a GTA Planning Document, to provide departments with more elaborate and timely information than is now available for the preparation of MYOPs and ITSPs. The group endorsed GTA's approach, with certain modifications, and the GTA Planning Document was issued on February 12, 1984. The group also recognized the need to better harmonize departmental and GTA plans, and asked GTA to draw up recommendations for further discussion.

At a meeting of the TAC, concern was expressed that the report of the ACIS/TAC sub-group on reporting requirements had not been considered. In view of the relevance of this report to the Working Group's study of the planning process, the group undertook to consider the report and concluded that the main issue was how to develop a better system for the exchange of planning information between GTA and departments. Recognizing that a fundamental problem was that of expenditure coding, it was suggested that the TAC Working Group on Telecommunications Definition and Expenditure Coding be reactivated. At the same time, the Working Group agreed to embark on a study of a formal channel of communication to enhance or replace the existing ITSP.

It was agreed that there were two issues involved:

- the 1985 ITSP instructions; and
- the longer term planning process.

Led by TB, the Working Group reviewed the 1985 ITSP instructions and suggested a number of changes to make the document more useful to users as well as to TB and DOC.

The longer term planning process will be taken up in future meetings.

Survivability

This issue having been elevated as a priority, the Working Group decided to focus initially on the administrative and practical aspects. As a first step, a statement of the Working Group's concerns with respect to survivability was drawn up by GTA in consultation with DND and RCMP to provide a basis for proposals for appropriate administrative measures.

The paper recommended that further work should focus on the need to ensure that survivability is taken into consideration during the planning and implementation phases of new systems. In this connection, GTA was asked to create some basic guidelines for consideration in the installation of new communication systems. These will go forward through TAC to TB for policy consideration.

Telecommunications Security

A topic closely related to survivability is that of security. The subject was brought to the attention of the Working Group as a result of an exchange of letters between the Communications Security Establishment (CSE) and TAC concerning the potential security problems presented by new PABX remote control features.

A representative of the CSE was invited to a meeting of the Working Group and explained that the CSE was concerned about both security of information and the possibility of disruption of service through the penetration of remote diagnostic centres. He recommended that some form of guidance be given to departmental telecommunications and security officials.

Accordingly, the Working Group requested that GTA prepare a circular letter alerting departmental telecommunications officers to the problems raised by the CSE, and suggesting that they contact the appropriate security authorities for guidance on the protection of remote control features. The letter will be issued once guidelines to security officers have been issued by the Security Advisory Committee.

At the Working Group's request, GTA will also examine the implications of the broader technical/economic issues of security on government networks managed by GTA.

GTA Service Objectives

To satisfy the Auditor General's requirement that formal service objectives be established and approved by TB, GTA reviewed the grade of service on government networks managed by GTA and tabled a discussion paper recommending a P05 grade of service. Working Group members agreed with this recommendation, and, with the approval of TAC, GTA is proceeding with a submission to TB making P05 the formal level of service.

EEWD Rates

Discussions between GTA and Bell Canada concerning a possible reduction in the monthly rate for EEWD service were brought to the attention of the Working Group. The Working Group reviewed the options open to the federal government and supported an arrangement between GTA and major departments to commit a certain number of lines for a minimum 3-year Initial Service Period in order to obtain maximum discount.

In-House Wiring

The Working Group was informed that GTA was represented on the CSA working group dealing with wiring. Action was taken to initiate discussion on the need to establish performance standards for in-house wiring, but the issue was not considered a priority. GTA is attempting to have the CSA reconsider its decision.

GTA Plans

In line with its mandate to provide a focal point for the coordinated planning of major GTA projects, the Working Group reviewed GTA's plans in the following areas:

- Telephone Network Modernization Plan: The Working Group concluded that the GTA plans provide a logical framework within which departments can establish the means to satisfy their requirements.
- Shared Data Networks: Following consultation with major departments, GTA had seen the opportunity to consolidate data networks in order to benefit from the resulting cost reductions. The Working Group agreed that GTA should proceed with the project as outlined.
- Government Text Communication Service: GTA gave two presentations to the Working Group on the proposed service. There was general support on the part of Working Group members for the plan following the initial presentation. A presentation was subsequently made to TAC. The service, which facilitates and promotes the application of communicating word processors for transmission of documents within the federal government, was officially launched on March 30, 1984.

. Government Satellite Network: GTA also gave two presentations to the Working Group and one to TAC on this project. The Working Group supported the project and concluded that the greatest opportunities exist in the area of consolidating data requirements.

The trial network project for the Time Division Multiple Access (TDMA) network having been completed, GTA is now planning to set up pilot networks in October 1984 to evaluate the feasibility of a Single Channel Per Carrier (SCPC) network using government-provided transportable earth stations.

WORKING GROUP ON TELECOMMUNICATIONS DEFINITION AND EXPENDITURE CODING

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

- (a) functions and resources that must be considered in complying with the provisions of policies on telecommunications administration;
- (b) 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;
- (c) 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.

Chaired by DOC/GTA, the Working Group's membership includes representatives from the following departments:

DOC/GTA
Employment & Immigration Canada
External Affairs Canada
Revenue Canada, Taxation
RCMP
Supply & Services Canada
Transport Canada
Treasury Board of Canada
TB/Office of the Comptroller General of Canada

The Working Group held three meetings during the year to discuss the matter of deficiencies in the definition of economic objects for telecommunications, and to bring about the necessary improvements.

A paper on proposed economic objects and definitions for informatics expenditures was tabled by TB. To develop a formal Working Group response, a study group composed of DOC, ExtAff, RCMP and SSC representatives was formed, and produced a paper. Based on this input, TB revised the document, and solicited the reaction of the EDP and automated office equipment communities. In addition, presentations were made to both TAC and the Advisory Committee on Information Systems. Discussions were also held with central agencies, and the resulting economic objects were promulgated in TB circular letter 1983-57, and became effective April 1, 1984.

The Working Group was reactivated following the summer recess when it was asked by TAC to re-examine the question of coding as a result of a comment that there is no clear definition of electronic office equipment, leading to problems in completing the ITSP.

OCG informed the Working Group that it was not possible to make changes to economic objects before June 1984, but sought the Working Group's comments on the associated definitions. A discussion led by SSC resulted in recommendations for a number of changes. The revised definitions were distributed to TAC members for comment prior to the issuance of a TB circular letter.

WORKING GROUP ON TELECOMMUNICATIONS PERSONNEL

The decision of the Professional and Technical Training Board to ask groups involved in technical training to review their activities in light of the Guidelines on Employee Certification Programs led to discussion as to whether the Working Group on Telecommunications Personnel should be reactivated and tasked with making some representation to the Board on behalf of TAC.

The Committee was informed that the Task Force on Informatics would be examining training requirements, and it was agreed that TAC should attempt to coordinate its efforts with those of the Task Force. A decision on reactivating the Working Group was therefore postponed. It was noted that the TAC is represented on the membership of the TFI advisory body which is addressing personnel-related issues.

CONCLUSION

In 1983/84 the TAC provided a forum for the discussion of a wide range of complex issues, and advised GTA on the planning of a number of major projects.

Of particular significance is the progress made in the past year towards the better harmonization of GTA and departmental plans, in both the short and longer terms.

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

ANNEX "A"

- 2 -

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 TBS.

The Chairman of the Committees 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 meetings 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

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, Technology and Industry, 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, the Treasury Board Secretariat 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 have only 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.