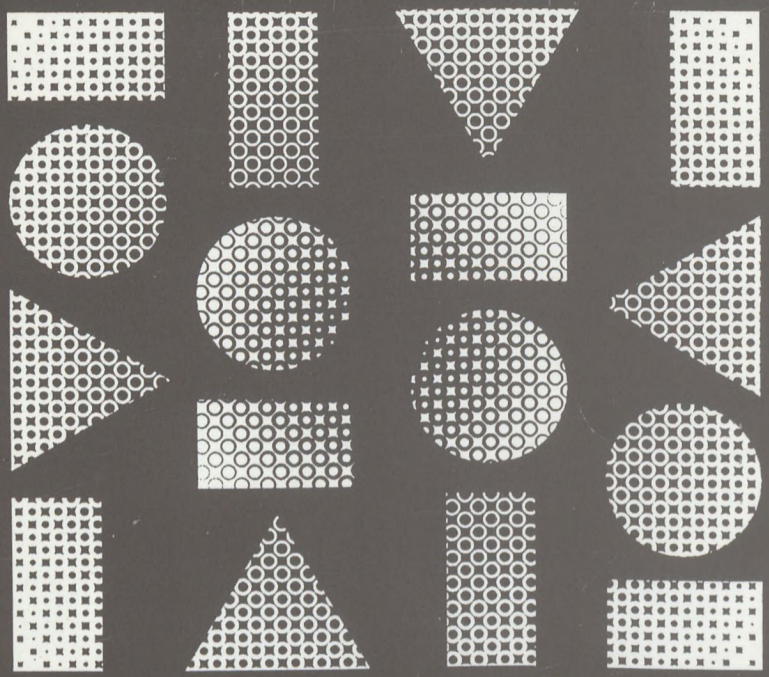
QUEEN
TK
5101
.C3
1988/89
IC

Telecommunications Advisory Committee
1988/89
Annual Report



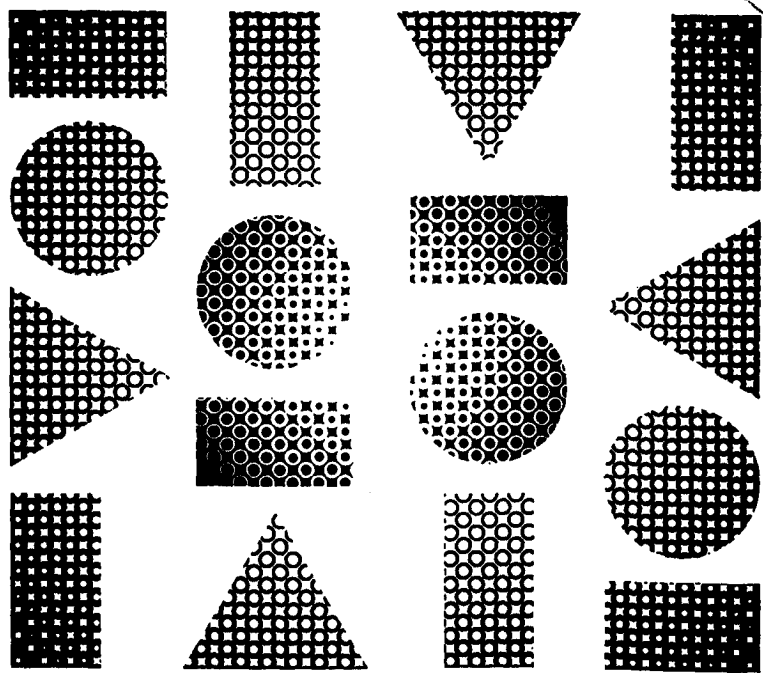
Government of Canada
Gouvernement du Canada

Canada

Queen
TK
5101
.C3
1988/89

Telecommunications Advisory Committee
1988/89
Annual Report

JAN 12 990
LIBRARY – BIBLIOTHÈQUE



Telecommunications Advisory Committee

July 1989

Mr. R. Stursberg
Assistant Deputy Minister
Technology, Research and Telecommunications
Communications Canada
Ottawa, Ontario
K1A 0C8

Sir:

On behalf of the members of the Telecommunications Advisory Committee, we are pleased to submit the *Annual Report* of the Committee for fiscal year 1988/89.

Ray Laframboise
Chair

Roger Beauparlant
Secretary

Table of Contents

Background 1

1988/89 Activities and Accomplishments 3

Occupational Analysis 3

Training 3

Teleforum '88 3

Teleforum '89 4

Working Group on Telecommunications Definition and Expenditure Coding (WGTDEC) 4

Working Group on Telecommunications Planning (WGTP) 4

Information Technology 5

Advisory Committee on Information Management (ACIM) 5

Information Technology Standards 5

New or Proposed Services 5

Administrative Matters 5

Bulk Subscriptions of Commercial Newsletters 5

Role of TAC 6

Regional Consultative Committees 7

Pacific Region 7

Central Region 7

Ontario Region 7

National Capital Region 8

Quebec Region 8

Atlantic Region 8

New Brunswick/Prince Edward Island 8

Nova Scotia 8

Newfoundland 9

Atlantic Teleforum 9

Conclusion 10

Terms of Reference for the Telecommunications Advisory Committee (TAC) 11

Overall Goal 11

Advisory Role 11

Supportive Role 11

Committee Membership and Meetings 12

Background

The Telecommunications Advisory Committee (TAC) was established by Treasury Board in 1976 to advise and assist the Department of Communications (DOC) in the long-range planning and coordination of telecommunications on a government-wide basis. The Committee acts as a forum in which telecommunications users can discuss mutual problems and suggest appropriate courses of action on matters such as the need for new systems and services, the cost and effectiveness of existing services, and administrative policy changes, including telecommunications personnel issues.

Membership on the Committee comprises representatives of departments and agencies which are major users of telecommunications in the government and which are selected by the Treasury Board Secretariat (TBS). In 1988/89, member departments were:

Communications Canada
  Government Telecommunications Agency
Employment and Immigration Canada
Energy, Mines and Resources Canada
Environment Canada
External Affairs Canada
Health and Welfare Canada
Indian and Northern Affairs Canada
National Defence
National Library of Canada
National Research Council Canada
Public Works Canada
Revenue Canada – Customs and Excise
Revenue Canada – Taxation
Royal Canadian Mounted Police
Supply and Services Canada (2)
Transport Canada
Treasury Board Canada Secretariat

Mr. Ray Laframboise, Assistant Deputy Minister, Corporate Management, Health and Welfare Canada was elected Chair at the March 30, 1988 TAC meeting. The TAC Secretariat is provided by the Government Telecommunications Agency (GTA).

The bulk of TAC's work is carried out by working groups selected and tasked by the Committee.

The Working Group on Telecommunications Planning (WGTP), chaired by the Director General, Government Telecommunications (DOC/GTA), provides support to TAC in telecommunications planning. Its membership includes representatives of the following departments:

Communications Canada
  Government Telecommunications Agency
Employment and Immigration Canada
Energy, Mines and Resources Canada

Health and Welfare Canada
National Defence
National Library of Canada
Public Works Canada
Revenue Canada – Taxation
Royal Canadian Mounted Police
Transport Canada
Treasury Board Canada Secretariat

The TAC Steering Committee on Training was initially created in 1986 to look at telecommunications training requirements in the short, medium and long terms. During the past fiscal year it has focussed all of its attention on the Occupational Analysis of the telecommunications community. It draws its members from the parent committee and is headed by the Chair of TAC.

The Working Group on Telecommunications Definition and Expenditure Coding was established in November 1979 to identify: functions and resources that must be considered to comply with the provisions of policies on telecommunications administration; the expenditure coding needed to permit all expenditures to be accounted for and to be easily visible for departmental and central authority accounting and budgeting purposes; and telecommunications statistics to facilitate planning, monitoring, evaluating, auditing, and reporting activities with respect to the use of telecommunications services, equipment and personnel. It also recommends appropriate changes to regulations, policies, directives, guidelines, and administrative practices. It is composed of members from the following departments:

Communications Canada
  Government Telecommunications Agency
Employment and Immigration Canada
External Affairs Canada
Office of the Comptroller General of Canada
Revenue Canada – Taxation
Royal Canadian Mounted Police
Supply and Services Canada
Transport Canada
Treasury Board of Canada Secretariat

The Telecommunications Advisory Committee also has routine communications with regional consultative committees. These committees provide fora for interdepartmental consultation at the regional level and extend the dialogue process on issues of common concern to the regions. The regional committees refer to TAC issues that should be addressed at the national level.

1988/89 Activities and Accomplishments

TAC held three meetings in 1988/89, while the WGTP held two and the WGTDEC held three meetings. There were also three meetings of the Training Steering Committee, and the Organizing Committee for Teleforum '89 held two meetings.

Occupational Analysis

The Occupational Analysis (OA) of the telecommunications management function in the government continued to be a major activity for TAC during the period under review. This project was initiated in the fall of 1987 following consultation with the Treasury Board Secretariat (TBS) and the Public Service Commission (PSC). The TAC Steering Committee on Training continued to direct the activities of the OA team.

PSC staff members kept the Committee and the Steering Committee briefed on the progress of the OA. The team developed the questionnaire, pre-tested it and then distributed it to the telecommunications community. Eight hundred and ninety-four questionnaires were returned (a completion rate of 64%). Seventy-eight per cent of respondents said that 50% or more of the content of their jobs had been captured.

The OA team then analysed the results of the questionnaire. The categories were identified by the clustering process, and job types were identified within functional areas.

By the end of the period under review, the OA team had completed its functional analysis and prepared a draft Occupational Analysis Report ready for presentation to the Steering Committee and TAC. The next stages will be identifying the levels of work and classifying job types, analysing human resources, and analysing training requirements. Before proceeding, the OA study team requires direction from TAC, which needs to look at the study in relation to the whole information technology community.

Training

Teleforum '88

Communications Canada sponsored the fourth annual government telecommunications study session, Teleforum '88, which was held on June 13-14, 1988. The theme of the session was "Sharing the Future". It focussed on current and future approaches to the telecommunications function. The session comprised 10 major presentations, including the first study session videoconference, and on-site demonstrations of state-of-the-art technologies in use in the government or soon to be introduced. Dr. John Meisel of Queen's University, gave the keynote address on "Communications in the 21st Century". Two hundred and sixteen people attended the session.

Teleforum '89

Due to resource shortages, no sponsor department could be found for Teleforum '89. Therefore, TAC decided that it would sponsor this and future Teleforums. GTA would be the principal organizer and different departments would be responsible for specific portions of the programme. The Organizing Committee for Teleforum '89 was established. Teleforum '89 will be held June 12-13, 1989. Its theme is: "Making Connections". The Organizing Committee is responsible for developing the content and format of the program. Work was well under way on this project by the end of the fiscal year.

Working Group on Telecommunications Definition and Expenditure Coding (WGTDEC)

The mandate of the Working Group on Telecommunications Definition and Expenditure Coding was to review and revise economic objects for telecommunications in order to reflect current, emerging and future technological and regulatory environments.

The WGTDEC was reactivated in June 1988 following recommendations made by the Advisory Committee on Information Management (ACIM) and the Working Group on Telecommunications Planning resulting from its review of the Information Technology and Systems Plan (ITSP). Included in its recommendations was the need to streamline the financial expenditure coding system in order to reduce the reporting burden on departments for ITSP and to improve the government's assessment and forecasting capabilities.

During the fiscal year, the WGTDEC completed its review and revision of economic objects. In addition, it developed a set of line objects for each economic object to be used as guidelines for departments' coding of telecommunications expenditures. The final report, entitled *Report on Economic and Line Object Coding for Telecommunications in the Federal Government* was endorsed by TAC.

The economic objects will become mandatory for fiscal year 1990/91 and will be included in the Treasury Board Secretariat – Comptroller General's Master List of Objects. Line objects are offered as guidelines by TAC and will be published in the *Telecommunications Management Manual* following approval by the Treasury Board Secretariat.

Working Group on Telecommunications Planning (WGTP)

The WGTP's activities centred on TAC's role and development of a flow chart for GTA's common services planning activities. It became clear that there is a need to differentiate between the formal and mandatory process established by Treasury Board regarding the Information Management Plan (IMP) and the method GTA would use to obtain its planning information. The Working Group also focussed on the process by which departments together with GTA would decide which common services are to be put in place. The proposed process would be complementary to and consistent with the process identified by TBS in the flow chart for the Information Management Strategic Planning Process.

Information Technology

Advisory Committee on Information Management (ACIM)

During the period under consideration, the Treasury Board Secretariat kept TAC informed of its activities in the area of information management.

Information Technology Standards

The Committee was briefed by TBS on progress in implementing the Treasury Board Information Technology Standards (TBITS). TBITS working groups had been established to look at the office document architecture and interchange format, French-English keyboard standardization, and Portable Operating Systems Interfaces (POSIX).

At the December meeting, TBS reported on the status of the Open Systems Interconnection (OSI) standards. Structural work on the message-handling system, the Local Area Network (LAN) and inter-working between LANs was completed. The government was also looking at how to introduce Electronic Data Interchange (EDI) in a coordinated way and share information on EDI deployment and coordination with international standards bodies.

New or Proposed Services

Presentations were given to the Committee on a number of new or proposed services.

GTA briefed the Committee on the status of its current and planned projects, such as GTN-2000, the Government Electronic Messaging and Document Exchange Service (GEMDES), the Government Satellite Network (GSN), Voice Messaging, and the government electronic directory.

Public Works Canada briefed the WGTP on its telecommunications initiatives. They include: cellular telephones, Universal Cabling System, and MetroNet – a network of government tunnels connecting heating plants which could be used for departments' communications cables.

GTA also gave a presentation on the coordinated approach to acquisition of common services. The steps in the process were: departmental information management planning; consultation with GTA and when it should occur; the business case approach; funding; and the acquisition process. The goal is to optimize GTA's, Supply and Service Canada's and Treasury Board's role in the acquisition process.

Administrative Matters

Bulk Subscriptions of Commercial Newsletters

In order to assist members to monitor Canadian Radio-television and Telecommunications Commission (CRTC) and other regulatory decisions, GTA

negotiated bulk subscription rates with two commercial telecommunications publications: *Network Letter* and *The Clarkson, Tetrault Telecom Bulletin.*

Role of TAC

During the period under consideration, there was much discussion on what TAC's role should be in the broad area of information technology management and on its relationship to ACIM.

Regional Consultative Committees

In line with TAC's policy to develop closer links with the regional committees, the Chair of TAC attended Regional Consultative Committee events in Toronto, Vancouver, and Winnipeg, while his representative attended those held in Halifax and Montréal.

The Director General of Government Telecommunications, John Gilbert, gave talks at these regional study sessions on the evolution of government telecommunications. There were also presentations on GTA's new services.

Pacific Region

The Telecommunications Users Study Group (TUSG) in Vancouver held two meetings during the year. The main topic of discussion was service expansions. For example, Direct Access Intercity (DAIX) sites were implemented in Vernon, Chilliwack, Kelowna and Kamloops; the Victoria SL-1 was upgraded to provide city-wide centrex; and Remote Forward Intercity (RFIX) was installed for Revenue Canada – Taxation in Abbotsford and Chilliwack. Other areas of interest were GTA intercity (IX) rates in relation to the current trend of rate re-balancing in B.C. and new GTA services.

In addition, the Pacific Region organized three study sessions for TUSG members: a one-day security session which included participation in Teleforum '88 in Ottawa through a videoconference, a one-day introductory session on the Integrated Services Digital Network (ISDN) and a two-day training session on the Government Packet Network (GPN).

Central Region

The Manitoba District Telecommunications Consultative Committee (MDTCC) holds meetings quarterly or more frequently, if required, which are attended by 35 to 60 members from government departments and agencies throughout the province. Some of the subjects considered during the past year were: cellular telephones, service management programs, training, GTA rates, networks, the Canadian Business Telecommunications Alliance Conference, federal sales tax on telecommunications, voice and video teleconferences, and updates of GTA services and programs.

The Committee also sponsored Datatel '89, which was held on January 25, 1989. Participants' reaction to it was enthusiastic.

Ontario Region

The Ontario Region Telecommunications Consultative Committee (ORTCC) meets quarterly to exchange information, learn of new technologies and services and to develop procedures and practices which will meet the telecommunications needs of users in the Ontario Region. ORTCC consists of 25 members from client departments and agencies. The average attendance at meetings is 12. In 1988/89, issues included: reduction of commercial long-distance usage, CRTC filings and

decisions, new GTA service offerings, proposals for new Centrex III consolidations and briefings from industry on evolving technologies.

The highlight for ORTCC in 1988 was its one-day study session, Infotech '88 which provided members with an insight into a wide range of topics from informatics managements policies to plans for a future national government network. Due to the session's success, the ORTCC plans to hold a seminar annually.

National Capital Region (NCR)

The NCR Telecommunications Committee was established during the fiscal year. Telecommunications Coordinators from all departments were invited to its initial meeting on November 9, 1988, and over 140 individuals from government departments and agencies attended. The primary focus of the Committee is to address departmental operational issues and concerns and provide a forum where departments can assess new technology and share departmental problems and related solutions. By attending the committee's meetings, departments have an opportunity to participate in the development of new GTA systems and services which will meet their needs.

Quebec Region

The Quebec Regional Consultative Committee was being established during 1988/89. Its first meeting, to which 29 senior representatives from federal departments and agencies were invited, was scheduled for May 24.

A study session, Infotech Quebec 89, was scheduled for May 30.

Atlantic Region

New Brunswick/Prince Edward Island

The N.B./P.E.I. Telecommunications Consultative Committee met in May 1988. Items on the agenda included a presentation by New Brunswick Telephone on addition of block ads to its blue pages section, and a presentation by GTA and New Brunswick Telephone on the Consolidation Management Systems (CMS) being provided to GTA for the four N.B. consolidations. There was also an update by GTA personnel on GSN and the Voice Messaging System (VMS).

Nova Scotia

The Nova Scotia District Telecommunications Consultative Committee held three meetings during the fiscal year. Topics covered included Very Small Aperture Terminals (VSAT), data switching through the centrex using the Digital Multiplexer System (DMS), the service management concept, the types of equipment available from interconnect and terminal attachment companies, the communications management system, directory input by disk and Datapac. VMS was also an important topic, and a permanent location for VMS training was established.

Newfoundland

The Newfoundland Telecommunications Consultative Committee met once during the past fiscal year. Items on the agenda included the impact of the purchase of Terra Nova Telecommunications by Newfoundland Telephone and an update by GTA on GSN and VMS.

Atlantic Teleforum

A three-day Atlantic study session was held in Halifax February 28 to March 2. One hundred people representing all four Atlantic provinces attended the session.

Outside suppliers of services, the four regional carriers, and GTA gave presentations. There was also a presentation on regional progress in providing an overview of the status of Communications Network Management Services.

The second day was open to participants from outside the federal government. Representatives of the Nova Scotia Power Corporation, hospitals, universities and the four provincial governments attended. Discussions centred on procurement and operation of department-owned telephone equipment and there was a presentation by Public Works Canada on its concept of wiring for buildings.

The final day focussed on security.

Conclusion

During the fiscal year, TAC focussed on the completion of the functional stage of the Occupational Analysis of the telecommunications community within the government; on the standardization and streamlining of financial coding for economic objects; and on the review of the role that TAC should play in the near and distant future.

The review of the committee's mandate was influenced, in part, by the success of the regional and NCR telecommunications consultative committees' activities during the fiscal year. In the past few years, members have brought to the table at TAC very important concerns on operational matters. The regional and NCR committees now provide effective fora where all departments can discuss operational matters and express their views on the various aspects of telecommunications management in the government.

With the committee structure in place, there is now an excellent opportunity to reorient the focus of TAC towards what it was created for in the first place.

It is therefore recommended that the committee be restructured to encourage discussion which will help GTA meet the departments' needs for common services and act as a forum for sharing information and the plans of various departments. As the most senior interdepartmental committee in the federal government dealing with government telecommunications, TAC should have the same scope and scale as ACIM.

Therefore, it is desirable that TAC be reconstituted at the Director General level or equivalent, with no substitutes. It should be a small executive group, with the Chair being selected from among its members. Members of subcommittees should be Directors or equivalent and be chosen for their substantive knowledge.

During this last decade, the work of TAC has indeed been impressive and has met a real need. The challenge of the nineties will offer greater opportunities for the reconstituted TAC. With the merging of information, data, and telecommunications technologies, TAC should develop its relations with ACIM into a partnership in which the committees can share their expertise in areas of common concern.

Terms of Reference for the Telecommunications Advisory Committee (TAC)

Overall Goal

The Telecommunications Advisory Committee advises and assists the Department of Communications in the long-range planning and coordination of telecommunications on a government-wide basis.

Advisory Role

The Telecommunications Advisory Committee acts as a forum for telecommunications users to discuss mutual problems and to provide senior-level advice to DOC 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.

Supportive Role

Drawing on the individual experience of member departments, the Telecommunications Advisory Committee promotes feedback at a senior level by:

(a) providing a forum for members to exchange information concerning the cost and effectiveness of services received from the Government Telecommunications Agency (GTA) and other sources;

(b) providing a forum for the discussion of major issues and problems affecting telecommunications, and for suggesting possible courses of action;

(c) encouraging the evaluation of major government telecommunications systems and of present coordinating mechanisms in the government;

(d) providing a forum for the discussion of proposals for changes in administrative policy, directives and guidelines regarding the planning, coordination, acquisition, operation, and evaluation of telecommunications systems in government.

Committee Membership and Meetings

Membership on the Committee is at a senior level and includes representatives of departments and agencies which are normally major users of telecommunications in the government and which are selected by the Treasury Board Secretariat (TBS).

The Chair of the Committee is elected by the members. GTA provides the secretariat for the Committee on an ongoing basis. The Committee normally meets quarterly; additional meetings may be called by the Chair or DOC, as required. Requests to hold a meeting or place items on the agenda may originate from any member. The Committee also considers issues presented to it by the Regional Telecommunications Consultative Committees.

INDUSTRY CANADA/INDUSTRIE CANADA
112393

QUEEN TK 5101 .C3 1988/89
Canada. Telecommunications A
Annual report (Canada. Telec