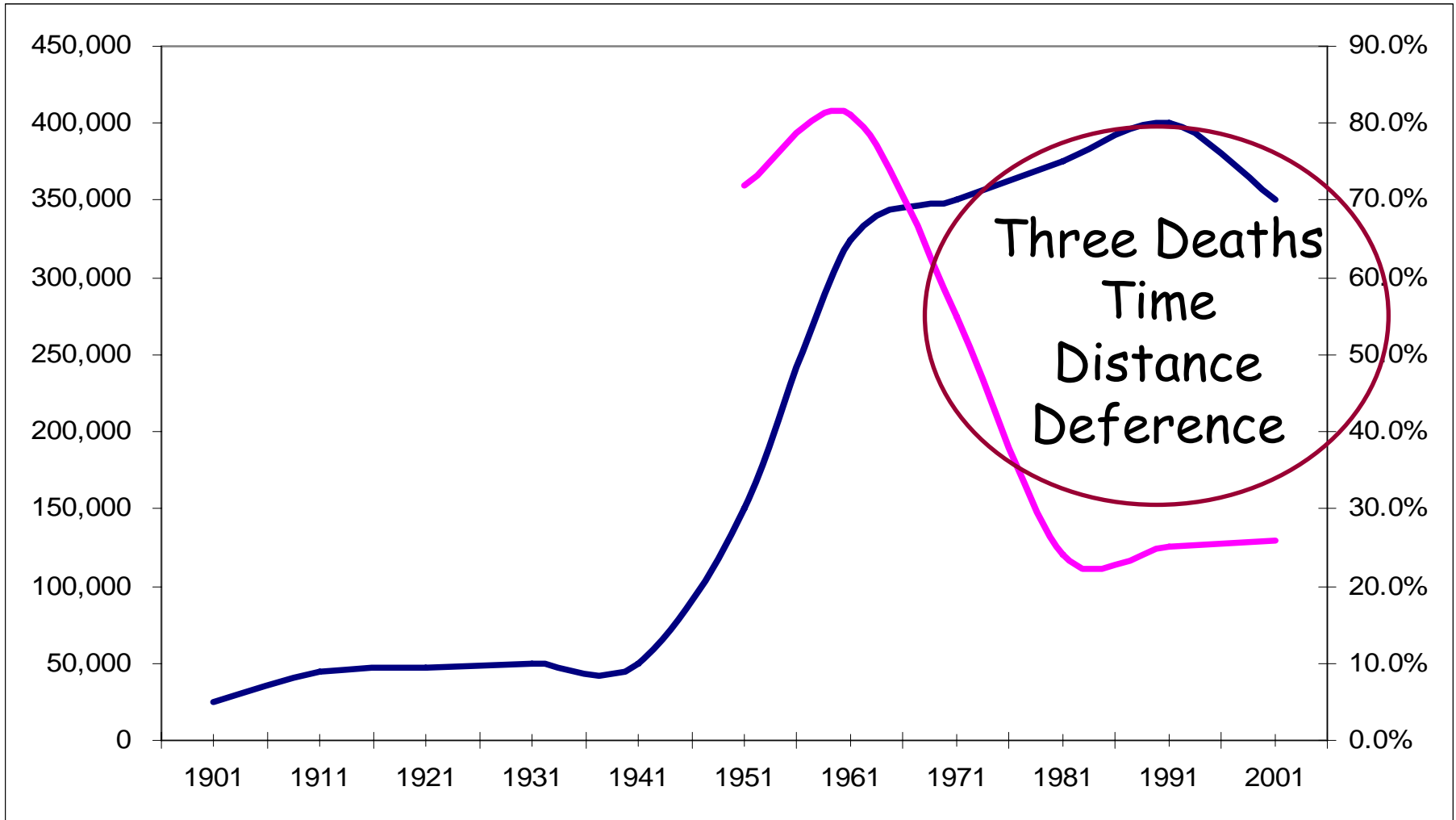


**Yours, Mine and Ours
Shared Service Solutions
and the State
“The view from Canada”
or
“and now for something
completely different”**

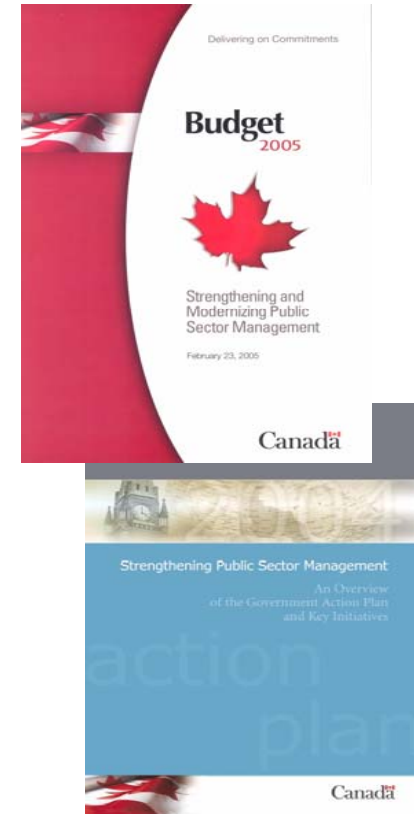
**Hon. Reg Alcock
Executive in Residence
I. H. Asper School of Business
October 1st 2007**



Creating the Conditions for Change

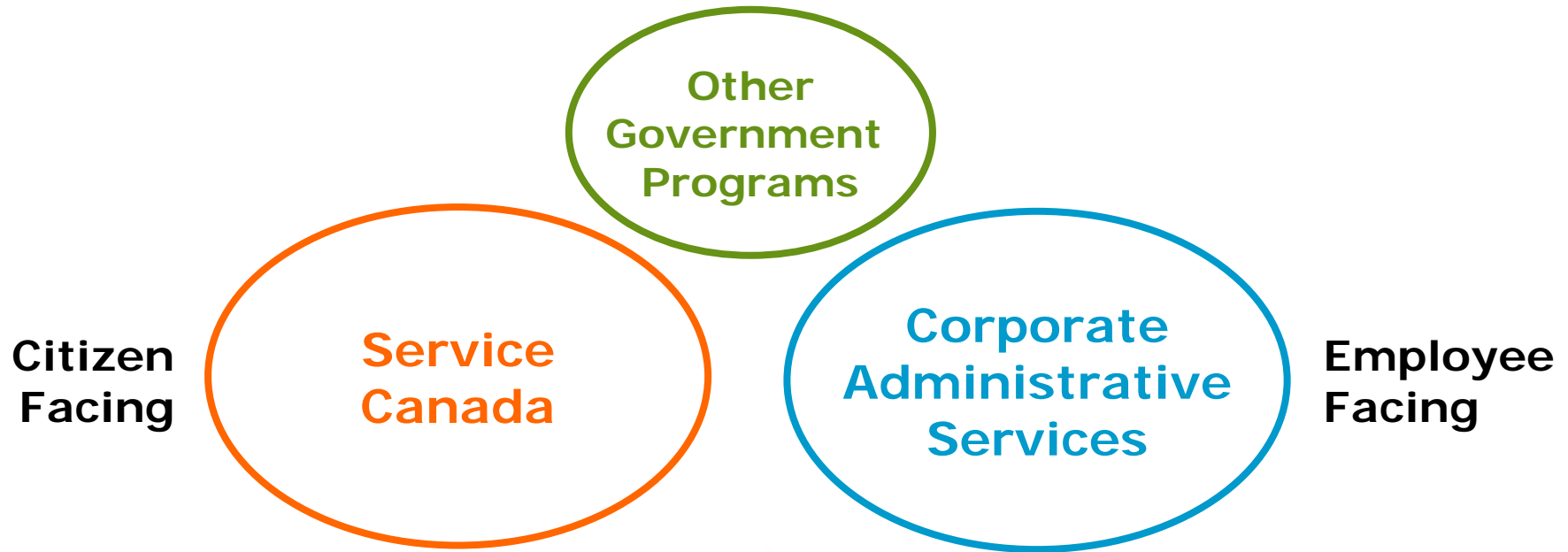
Nine Initiatives

- ✓ *capital asset management;*
- ✓ *public sector compensation and comparability;*
- ✓ *procurement and contracting;*
- ✓ *corporate and administrative services;*
 - *Inward Facing*
- ✓ *professional services;*
- ✓ *use of information technology and its management;*
- ✓ *service delivery infrastructure;*
 - *Outward facing*
- ✓ *federal institutional governance; and*
- ✓ *legal services.*



A New Model of Governance

- CIO coordinate IT aspects
- Committee of DM's review and propose IT enabled initiatives
- Treasury Board Committee of Cabinet Members from the affected agencies review and approve initiatives
- Treasury Board sets benchmarks and monitors delivery



Shared IT Services

- Data Centres
- Distributed Computing
- Telecommunications
- Application Hosting
- Infrastructure Protection
- Network Management
- Asset Management
- Help Desk Services
- Secure Channel
- RDMIS

POWERED BY



**IT
Shared
Services**



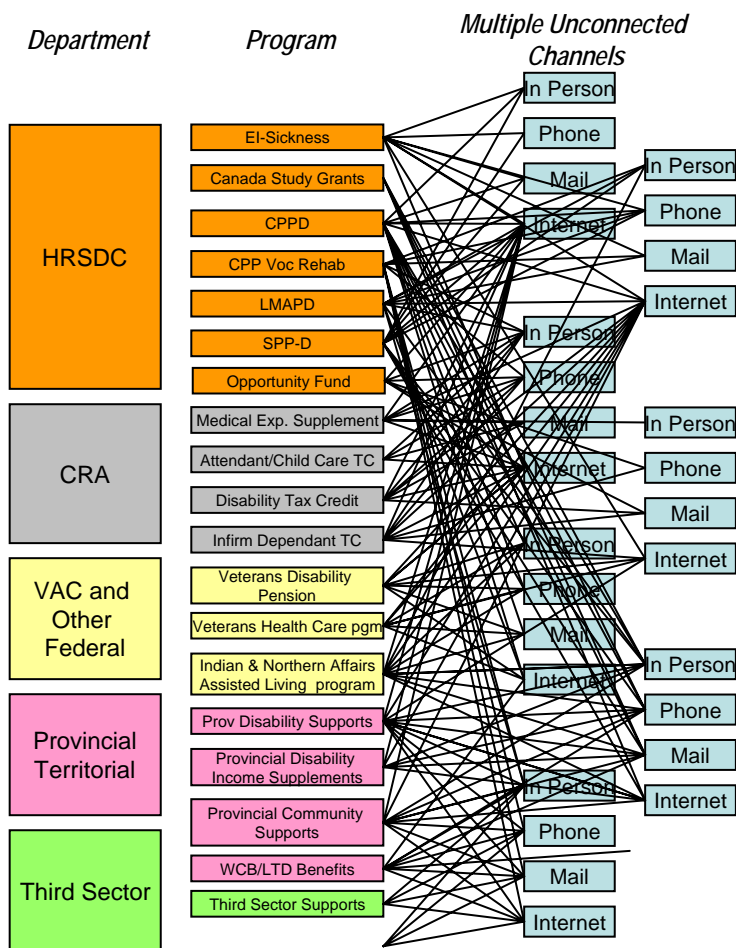
Service Canada



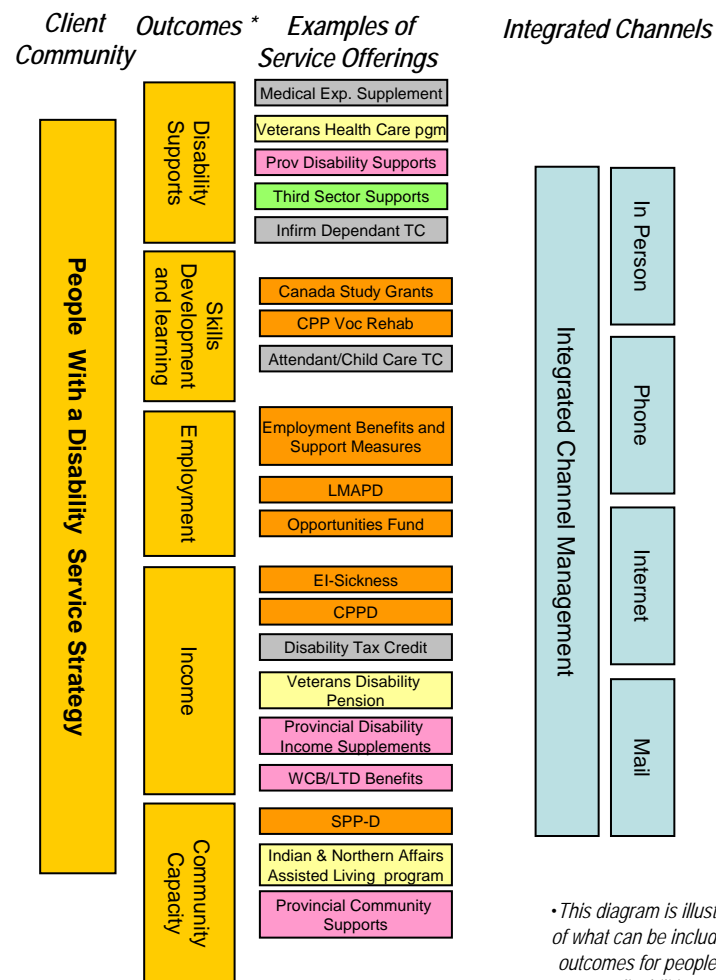
Service Canada -- Towards Citizen Centered Service

A Citizen Centered Service Strategy for People with Disabilities

Today



Future



* This diagram is illustrative of what can be included as outcomes for people with disabilities

Building on the Power of Networks

Partnering with 14 federal departments who deliver service to Canadians

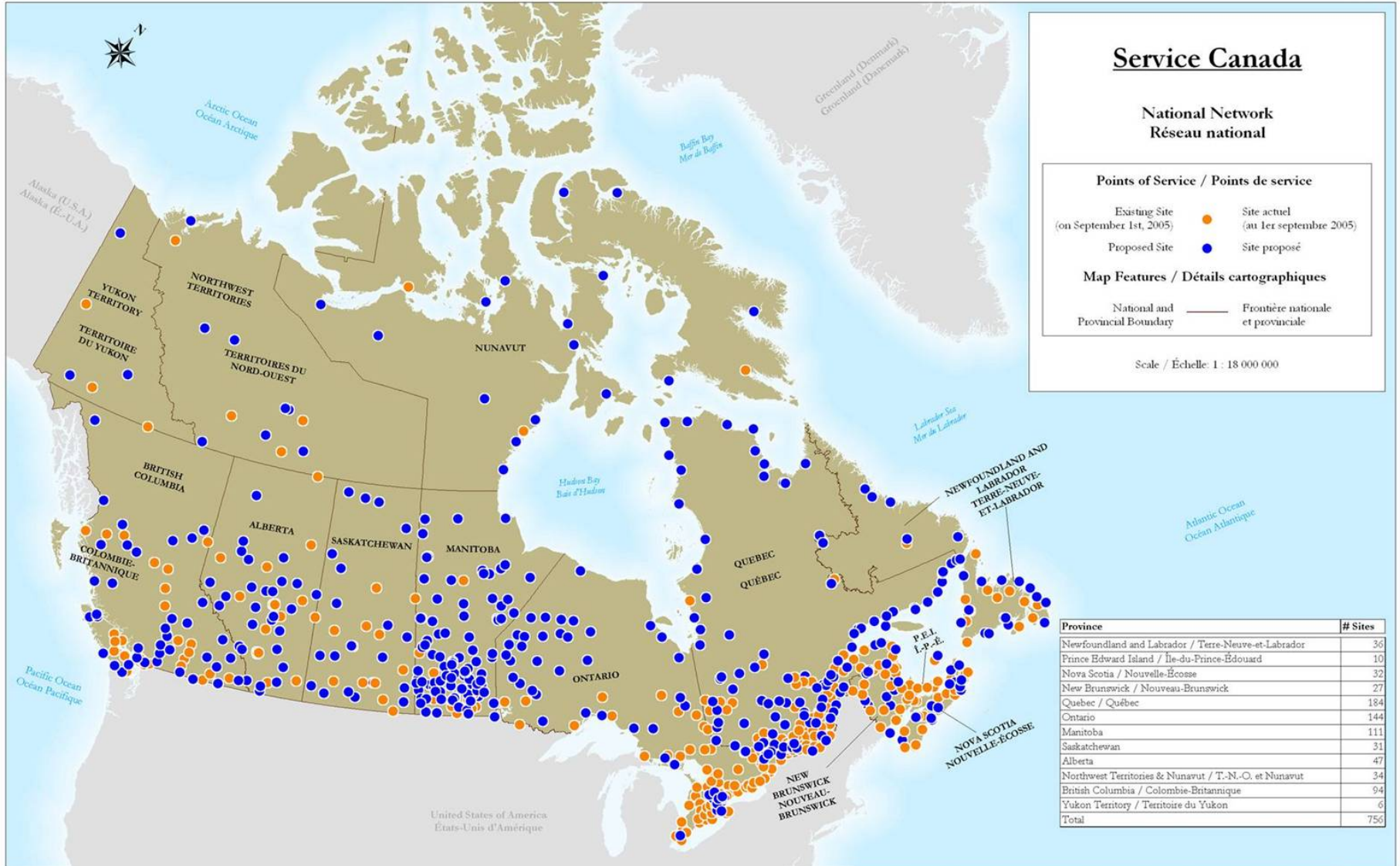
- Agriculture & Agri-Food
- Canada Revenue
- Human Resources and Social Development
- Passport
- Public Works and Government Services
- Citizenship & Immigration
- Transport
- Veterans Affairs
- Industry
- Indian and Northern Affairs
- Indian Residential Schools
- Correctional Services
- Royal Canadian Mounted Police
- National Defence

Working co-operatively with 9 provinces/territories to improve the lives of Canadians

- British Columbia
- Alberta
- Manitoba
- Ontario
- Québec
- New Brunswick
- Nova Scotia
- Prince Edward Island
- Yukon Territory

Plans to engage remaining Provinces & Territories in 2006/2007

Expanding Access



Thank you