



THE OTTAWA

AFCEAN Summer 2004

Inside This Issue

<i>June Luncheon</i>	<i>p1</i>
<i>Golf Tournament</i>	<i>p3</i>
<i>Science Fair</i>	<i>p4</i>
<i>Chapter Executive</i>	<i>p4</i>
<i>Executive Breakfast</i>	<i>p5</i>
<i>Upcoming Events</i>	<i>p6</i>
<i>Your Input</i>	<i>p6</i>

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Service Transformation in the Government of Canada

**Simon Gauthier, Deputy Chief Information Officer
Government of Canada**

June PD Meeting Presentation, reported by Dave Edmunds

PD Presentation Report

Mr. Gauthier commenced with a discussion of two important trends in today's context, the use of information and communication technologies (ICTs), and of service delivery to citizens and to Canadian business. Both are accelerating. The ready availability in Canada of high capacity broadband cables, along with burgeoning high speed wireless (although security remains an issue) local networks (wi-fi) and a third generation (3G) of mobile communications technology complemented with the availability of a flexible, adaptable Internet document language (XML), enhances interoperability and enables access to anything, anytime, from anywhere. The Internet is the driving change for better and faster citizen- and business-centred services. To illustrate the context of citizen-centred service delivery, Mr. Gauthier displayed a slide showing twelve life events involving government-citizen interaction. He then connected the services related to the

(Continued on Page 2)

New Members

AFCEA Ottawa Chapter – New Members as of June 7th, 2004

Corporate

Elytra Enterprises, Inc.: Doug Bigelow, Carl Bond, Karen Branston, Doug Briden, Michel Gauthier, Jeff Gilchrist, John Linehan, Sean Redmond, Sean Seguin and Dave Sharp; Gallium Software Inc: Bernadette Vezina

Individual

JR Couture; Simon Gauthier, Treasury Board of Canada, Secretariat; Richard (Rick) Nelson, NDHQ/Maritime Ship Support

Chapter website : www.afcea.ca/ottawa.htm

life events provided by some of the Canadian government departments and agencies. Following slides illustrated what a citizen sees when accessing federal & provincial services in Ontario, what a citizen sees when accessing federal & provincial services in Québec, and what a business sees when looking at the federal government. He also showed how today, Canadians access Human Resources and Skill Development (HRSD) services through multiple “touch points” and channels that are complex, highly distributed, and not integrated.

Mr. Gauthier said that viewing the myriad of confusing connections made clear that “Single window access is the quintessential feature of the citizen-centred approach . . .” Other lessons learned from the Government on Line (GOL) and Service improvement initiatives include: citizens are increasingly using the Internet but want to keep other service options, fast evolution of ICTs is leading to service transformation and to a radical change in the way government is managed, the needs and expectations of citizens require a whole-of-government approach, linked services should be combined, and the use of existing solutions should be maximized. Service transformation in delivering information, transaction, and other services to external clients and within government, and by adopting flexible, adaptable aids for improving program management and decision-making, can result in significant improvements in quality and in cost reductions.

Based on these considerations, Mr. Gauthier said that a five-step approach to transformation is being taken. First, service vision elements are being developed based on client needs, preferences, efficiency, effectiveness, and tests of concept models. Second, cooperation is ensured by working through existing inter-jurisdictional committees and working groups on service delivery, information management, security, privacy, and legal issues. Third, public-private cooperation such as was employed in the successful Secure Channel Project, has generated great benefits for both parties and will be relied upon in future. Fourth, an entirely revised enterprise architecture involving a new way of thinking must be evolved using a Business Transformation Enablement Program (BTEP) which will adopt a common and uniform service transformation approach by developing a structured, rigorous approach for planning, design and implementation. Fifth, horizontal expenditure and management reviews will be used across the entire Common Infrastructure & Service Delivery (CISD) functional scope. Three billion dollars in savings over four years are anticipated from three major reviews (expenditures, programs and management) within and across departments as well as of spending and operations.

To summarize the scope and implications of the Service Transformation, Mr. Gauthier quoted Mr. Reg Alcock, President of the Treasury Board, who recently said “We are at a truly transformative moment in modern public sector management. The public sector needs to restructure, to speed up decision-making, respond to change, and focus on citizen-driven service delivery.”



Ottawa Chapter President Debbie Wolfenden thanks June Guest Speaker Simon Gauthier

[Mr. Gauthier’s presentation slides may be found at www.afcea.ca Ottawa Chapter]

AFCEA Golf Tournament Report

May 27th 2004 at The Meadows Golf Club.

Chairman's Report

It is my pleasure to write to all the members of the AFCEA Ottawa Chapter and their respective guests with a heartfelt and boastful "Thank You"

This year's AFCEA Ottawa Golf Tournament, in aid of the AFCEA Education Fund as well as the AFCEA Ottawa Chapter was a huge success. Together as a community of golfers, we were able to surpass our targeted revenue goal, which helps fund many of our local activities.

One of the most important activities that we are proud to be able to assist and partner with is the AFCEA Education Fund. This year, through your membership participation, we have been able to contribute much appreciated support to the fund. As you might not know, this money is then awarded to a number of up and coming bright minds that attend our schools, through bursaries and scholarships.

When you read through this message today I would ask that you give yourself a pat on the back and tell yourself "thank you for being part of the solution". Be comforted in knowing that keeping the Ottawa Chapter running and being able to contribute to the Education Fund is done through the generous contributions and Hole Sponsorships from our many individual local members and supporting companies. Without your support, year in year out, we would not be able to provide you with the informative luncheons and professional development days.

In closing I would like to publicly Thank on your behalf, all of the committee members and volunteers who step up each year to organize and plan this great day of golf. As golf Chair I am pleased to take credit for the fabulous weather each year, but it's the golf committee and volunteers that create the day.

Enjoy the summer,

Rob MacKinnon
Golf Chair 2004

Kelly Stewart – Belisle
Co-Chair



Wayne Teeple receives Education Fund cheque from Kelly Stewart-Belisle



Kelly Stewart-Belisle presents trophy for Longest Drive to Rob MacKinnon



AFCEA Canada GM, Marv Sywyk, winner of the Ball Contest Draw – should be good for another 18 holes or so...



"Closest to the Pin" winners Steve Riley, Donna Stone and Jeremy Wallace



Sue Fraser (IMGIS) – Longest Drive

Low Gross

North/West Course	South/East Course
Score: 65	Score: 64
Pierre Blais	John Ouellette
Chris Leonard	Len Silver
MWO Yochim	Bob Craig
Al Wetzell	Bruce Dunsmore

The Ottawa Regional Science Fair

Kelly Stewart-Belisle

On behalf of the AFCEA Ottawa Chapter Executive Committee, I once again had the honor of participating in the Ottawa Regional Science Fair, held this year at the University of Ottawa on Saturday, April 3rd, 2004.

I attended the Science Fair as a special awards program judge to provide three awards (junior, intermediate and senior) on behalf of the AFCEA Ottawa Chapter, for projects that directly relate to the communications and electronics field. This year the award recipients were:

- Andrew Tannahill from Turnbull School for his junior project on 'Infra-Red Magic? Do you know your Remote?'
- Umber Dube from Greenbank Middle School for his intermediate project on 'Transmitting Sound Over Light Waves'.
- Prashanthi Baskaran from Elmwood School for her senior presentation on 'Seeing Eyes - Technology for Blind and Visually Impaired'.

This event allows AFCEA the opportunity to actively encourage our youth in the development of scientific skills that are of interest to both our members and the community.



[ed note: The Senior award winner, Prashanthi Baskaran, attended the Ottawa Chapter June luncheon meeting to receive her prize. She is shown in the photo at left receiving her award from Kelly Stewart-Belisle.]

Ottawa Chapter Executive Committee 2004-05

President	Debbie Wolfenden
VP Ops and Plans	Kelly Stewart-Belisle
VP Support	JP Loiselle
Secretary	Angello Lellina
VP Awards	Marv Sywyk (GM AFCEA Canada)
VP Young AFCEANs	Pierre Gauthier
AFCEAN Editor	Bill Hawken
AFCEAN A/Editor	Dave Edmunds
Education Rep	Wayne Teeple
VP Comms & Award	LCol Steve Woodland
IT Security Course Chair	Jean-Francois Sauriol (Spencer Mandy will assist)
VP Membership	Gavin Lemoine
Treasurer	Rick Tingman
Golf Chair	Rob MacKinnon (Spencer Mandy will assist)
Chapter Admin	Janet Rivers

Congratulations to the members of the 2004-05 Chapter Executive elected at the June meeting. Welcome to new Executive members Angelo Lellina (Secretary and VP Young AFCEANs), JP Loiselle (VP Support, formerly Ways & Means) and Steve Woodland (VP Comms & Awards). Welcome also to Janet Rivers, Chapter Admin. President Debbie Wolfenden publicly thanked outgoing Executive members LCol Sylvain Carrier, Maj Francois Viens and Judy Martel for their outstanding work on the Executive.

A Special Thank You: After many years of outstanding, loyal, faithful support to all aspects of Chapter activities, Marg Ritchie has retired as Chapter Admin support provider. Heartfelt thanks and best wishes to Marg, a good friend, from the Executive and all Chapter members!

AFCEA Membership Information

For information about joining AFCEA, or to make changes to your membership profile (e.g. change of address), visit the AFCEA International website at www.afcea.org - click on "Join/Renew" or check the Portal.

If you should encounter problems, call 703-631-6158 or email services@afcea.org.

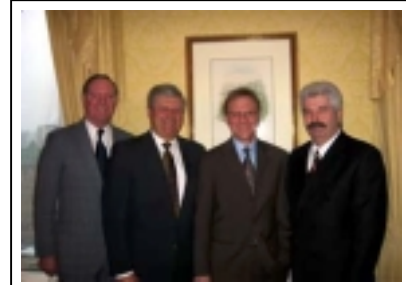
The AFCEA Ottawa Chapter would like to express its continuing gratitude to TIME ICR for providing its voice message system.



AFCEA Canada Executive Breakfast Communications Security Establishment Looks at Transformation

The second AFCEA Canada Executive Breakfast featured Keith Coulter, the chief of the Communications Security Establishment (CSE), who spoke to a group of 110 members of government and industry.

Coulter focused on the transformation in CSE since the tragic event of September 11, 2001.



Attendees at the breakfast meeting included (l to r): Maj. Gen. John Leech, CF (Ret.); Gilles Dupont; Keith Coulter; and Ray Bourret.

Since that event, CSE has had its threefold mandate enacted in legislation: collect foreign intelligence under the priorities of the Canadian Government; provide advice to all government departments on information technology security; and provide technical and operational assistance to the law enforcement agencies—mainly the RCMP and CSIS.

Coulter emphasized that these mandates are all performed in accordance with the priorities laid down by the government and that his agency has an independent oversight committee that is headed by former Chief Justice Lamer.

Some of the challenges and changes were outlined under the headings of technology, visibility to the government and the public, authorities, budget, recruitment and partnerships and management improvements. Coulter noted how CSE activities have changed concerning the public and how they have become more open to letting Canadians know what they do. He quoted an unknown source as saying: "If we expect the public to trust us, then they must know something about us."

He summed up the transformation of CSE since 9/11 as "growing, changing and delivering".

Mark your calendar!

The next AFCEA Ottawa Professional Development Luncheon Meeting will be held at noon **Tuesday September 14th** at the Army Mess. Don't miss the first chapter meeting of the new season. See page 6 for details.

September PD Meeting:

Tuesday, September 14th, 2004 at 12:00 noon

Army Officers' Mess, 149 Somerset Street, Ottawa

Speaker: Mark Deveny, CSE

Booking Arrangements:

*Please check the Chapter website www.afcea.ca/ottawa.htm or call 721-6031.
Space is limited. Cost: \$15.00/person for industry or \$5.00/person for government employees. Pay by credit card in advance, or by cash or cheque at the door.*

Registration deadline is Fri., September 10th

Upcoming Events

Luncheons:

September 14th, Army Officers' Mess

October 5th, Army Officers' Mess

November 2nd, RCAF Officers' Mess

Golf:

**August 20th - 21st Annual C&E/AFCEA Golf Tournament in Kingston
(for more info, click here: [Tournament Flyer](#))**

May 19th, 2005 - AFCEA Golf Tournament

Reader Feedback and Newsletter Submissions

In keeping with Chapter direction to bring more discussion to the areas of professional development and to broaden the scope of the AFCEAN newsletter, we would welcome your comments, articles and other contributions. All are encouraged to submit items of topical or general AFCEA interest (contracts and awards, promotions, upcoming events and courses) to the Editor for publication. Original articles which you the members may wish to submit or comment upon for publication are most welcome. Please take advantage of this opportunity to let AFCEAN's worldwide know what you and your Chapter are doing. If you have any questions concerning the appropriateness of a submission please contact the AFCEAN Editor Bill Hawken at 841-2912 or hawkenw@hotmail.com