



**THE
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The Power of e-Government:

A Canadian Government Perspective

Michael Turner, Assistant Deputy Minister

IT Services Branch, Public Works and Government Services Canada

June PD Meeting Presentation, reported by Dave Edmunds

PD Presentation Report

Mr. Turner commenced his presentation by stating that the inauguration of e-government by the Canadian Government marks an important success story. Drawing on data from Statistics Canada and Ekos, he stated Canadians are among the most connected in the world. Of our households: 98½% have a telephone, 74.0% have cable, and 72% have internet access. 78% of Canadians overall used internet in the last three months, while 43% of Canadians do their banking online, 63% of home internet is now high-speed, 44% of Canadians make purchases on-line, 71% of Internet users access the Internet almost daily, and 100% of large, 90% of medium and 77% of small businesses use the Internet. Canadians want their governments to be on-line: 76% agree the Internet makes it easier to find information about government programs and services, 60% of Canadians think that, in five years, their main method of contact with governments will be by Internet, including email, and 64% of Internet users feel comfortable submitting personal taxpayer information on-line. Telephone call counts are dropping as services go on-line.

Canada's e-Government On-Line (GOL) vision is to use information and communication technology (ICT), enhancing Canadians' access to improved citizen-centred, integrated services anytime, anywhere, and in the official language of their choice. The targets were to have service delivery of the most frequently used services on-line by 2005, and to have service improvement achieving a 10% increase in citizen satisfaction by 2005. Mr. Turner said that the Internet is reversing the Government Services IT role hierarchy of resource allocation descending from service delivery, then (continued on page 5)

Upcoming Events

Luncheons:

September 13th, 2005, Army Officers' Mess Mariette Fyfe-Fortin, DND

October 4th, 2005

AFCEA Canada Executive Breakfast:

September 22nd – details at www.afcea.ca

Chapter website: www.afceaottawa.ca

Web Services by:



AFCEA CANADA EXECUTIVE BREAKFAST

On 25 Aug 05, AFCEA Canada was privileged to have Dr. Bob Walker as the speaker at our Executive Breakfast to approximately 65 members at the Rideau Club. It was even a greater pleasure when we heard that Bob was to relinquish his job as Director General Research & Development Programs to become the newly appointed Assistant Deputy Minister (Science and Technology) (ADM(S&T)) and Chief Executive Officer of Defence Research & Development Canada (DRDC). This would be his first presentation in his new position.

Dr. Walker spoke to the group about his thoughts on the future of Science and Technology as they relate to Defence and Security. He discussed some of the formidable changes such as the emergence of an asymmetric threat, the globalization of science and technology and the growing complexity in the spectrum of military operations and how Science & Technology (DRDC in particular) should address these changes. He also shared with us his ideas on how DRDC would meet their obligations under the new National Security Policy and the new foreign policy; and in particular the vision and priorities that he has for DRDC.



From left to right: BGen (Retired) Robert Martineau, Chair, AFCEA Canada Program Management Committee; Dr. Robert Walker, ADM(S&T) and CEO DRDC; MGen(Retired) John Leech, AFCEA Canada Secretary/Treasurer

We thank Dr. Walker for taking the time out of his hectic schedule to speak with us and congratulate him on his new position. As a token of our appreciation, Dr. Walker will receive a one-year membership in AFCEA. Dr Walker's complete presentation is available on our site www.afcea.ca as part of our new e-services offering.

AFCEA Ottawa Chapter Executive Committee 2005-06

Past President	Debbie Wolfenden	President	Kelly Stewart-Belisle
VP Ops and Plans	Pierre Gauthier	VP Support	Michael Degagne
Secretary	Angello Lellina	Treasurer	Michel Tremblay
VP Membership	JP Loiselle	Editor " <i>The AFCEAN</i> "	Bill Hawken
VP Comms & Relations	Blair Campbell	Ways and Means	Judy Martel
IT Security Course	Jean-Francois Sauriol (Content), Marv Sywyk (Mktg/Mgt), Rob Mazzolin (Program Liaison)		
Pres. AFCEA Educ Fund	Aaron Guimond		
Golf Chair	Spencer Mandy	Golf Co-Chair	Gavin Lemoine
Chapter Admin	Janet Rivers		

AFCEA/ C&E Museum Foundation Annual Golf Tournament 17 – 18 August 2005

The tournament this year was once again a great success. The weather was fantastic, the links were in excellent shape and participation was superb with 168 golfers, and some great sponsors. We raised about \$6,800 for the C&E Museum Foundation and AFCEA Canada.

The C&E Museum Foundation was created as the all-volunteer agency to generate financial support for the C&E Museum and is committed to assisting the Museum in fulfilling its mission of receiving, preserving and displaying artifacts and documents pertaining to military communications and electronics. The Foundation was incorporated in 1985 as a federal non-share charitable corporation and is a non-DND organization with a separate legal entity.

Also many thanks to the Commandant of the Host Station and the Communications & Electronics School (CFSCE), LCol Sylvain Bouffard. He was a great host and we wish him all the success in his new job. LCol Bouffard is also the Commandant of the C&E Museum.

Finally, a tournament like this is not a success without a team of enthusiastic and hard working volunteers. Many thanks to all of the volunteers and especially the work and effort by Jan Race and to the organizing committee under the leadership of Chris Rickett, Col (Ret'd).

Thanks to our sole Corporate Sponsor - Ivan Wawryk and Nassituq Corporation. Nassituq also sponsored one hole.

NorthWind Systems sponsored the Meet & Greet. Thanks to Brenda Peever for her support this year and for many of the past years of this tournament.

Hole Sponsors included:

General Dynamics C4 Systems – 4 holes

General Dynamics Canada – 2 Holes

Bell Canada – 2 holes

Cedar Island – 2 holes

CFN – 2 holes

Co Tal Co Inc – 2 holes

EMCON – 2 holes

InfoStream (Bell) – 2 holes

Thales Systems – 2 holes

ADGA – 1 hole

Calian – 1 hole

Hetra Secure Solutions – 1 hole

Nassituq Corp – 1 hole

BGen George Simpson and his team – 1 hole in honour of Col (Ret'd) Ed Belliveau. Ed is recently deceased.

In addition, the following made donations or gave prizes towards the tournament: AFCEA Canada, Col (Ret'd) Jeff Holt, Maj Eric Charron, Col (Ret'd) Chris Rickett, Unity Savings, Ahern & Soper, L-3 Communications, Elytra, Hetra Systems Solutions, the C&E Museum.



From left to right: Gilles Dupont – CEO and Chair of AFCEA Canada; LCol Sylvain Bouffard, Commandant Canadian Forces School of Communications and Electronics; BGen (Ret'd) Pep Fraser, Colonel Commandant, Communications and Electronics Branch; BGen (Ret'd) George Simpson, Chairman Communications and Electronics Museum Foundation



Hole #18 was sponsored by (left to right) Col (Ret'd) Don Pruner, BGen (Ret'd) George Simpson and Col (Ret'd) George Gauthier in honour of recently deceased Col WE (Ed) Belliveau their longtime compatriot and teammate. Ed was also a strong and long standing supporter of AFCEA and the C&E Branch. He will be greatly missed by all.

The winning team from CFB Kingston was Maj Bruno Chagnon, MWO Dan Gagnon, Mr Tim Aldridge, Mr Dan Gagnon, Col Trophies were presented by Glen Beaton, Ahern & Soper, and (Ret'd) Chris Rickett, Chair of the Organizing Committee.

Tying for 1st place, the team from the Joint Signals Regiment in Kingston came in second after the tie-breaking putt-off. Members were MCpl Colin Peters, Cpl Reg MacLeod, Pte Chris Paradice, Pte Adam Savard.

September PD Meeting:

Tuesday, September 13th, 2005 at 12:00 noon

Army Officers' Mess, 149 Somerset Street, Ottawa

Speaker: Mariette Fyfe-Fortin, DND

Topic: **Common IT Transformation**

Meeting Sponsor: *Computer Sciences Corporation*

Spurred by Expenditure Review Committee recommendations and the new vision for the Canadian Forces, the Information Management Services Transformation (IMST) project is examining the current delivery of IT infrastructure in order to make it more efficient and cost effective across DND/CF. The project will analyze various options including participation in a centralized governmental shared services organization, outsourcing to the private sector and internal realignment. An IT Service Delivery Assessment (ITSDA) was launched to gather both quantitative and qualitative data on the current state of the IM/IT environment. This presentation will provide an overview of the IMST project including timeframes and potential outcomes.

Booking Arrangements:

Please check the Chapter website www.afceaottawa.ca 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 9th

The Power of e-Government

(continued from page 1) program management, through transactional processes to achieve the required ICT Systems and Networks. Instead, the new vision sees Web self service on the Systems and Networks ICT controlled by automated workflow; in accordance with program management directed by experts in policy and analysis. The business drivers for GOL are: accessibility to government programs; security, authentication and authorisation; government as an integrated enterprise; client-centric service delivery; and efficient and effective service and information delivery. The three dimensions of e-government are technology, people government programs, and coordination by GOL project teams directed by the Government of Canada. He pointed out that there are a great many government requirements to ensure effective provision for citizen needs, privacy and security, political leadership, governance and accountability, information management, ICT infrastructure, and a great many other considerations. The role of the Chief Information Officer (CIO) in e-government is changing radically from just operating and managing technology, to aligning program and technology plans, managing relationships and strategies, solving program problems, and program planning.

In order to implement the strategic elements for federal e-government, each departmental CIO filed a “GOL Plan” for e-Government with the federal CIO’s office, outlining how they would meet challenge and direction from the Prime Minister and Cabinet, and establish a governance structure with a Committee of Major Ministry Heads at the top and the Federal CIO chairing the Senior Management Board for e-Government. Central funds provided \$880 million during six years, and each ministry & program invested their own funds. The money is used to develop policies, standards, architecture, monitoring and reporting systems; to encourage horizontal cooperation among departments to develop the Canada Site and on-line “service clusters”; to support program managers putting programs on-line, focussing on greatest impact services; and to build the common, strategic infrastructure for all departments. Central funding is not sufficient for the overall program; each department and program manager is responsible for reallocation of existing funding to ensure that targets are met. A common infrastructure replaces the current costly infrastructures.

Mr. Turner said that security on the web is an increasing concern, putting citizen confidence at risk. Citizen & business confidence is a core issue; citizens are often reluctant after hearing of high profile fraud and hacking cases, and protection of citizen privacy is a major issue in many countries. Also, how do we ensure protection of private information and defence against hackers? He reviewed the Secure Channel vision, which provides secure connections from all the ordinary access means between individuals, businesses, communities, and levels of government. The Canada Site [accessed at www.canada.gc.ca/] was built by a consortium of leading ICT companies. Its gateways and clusters address three different audiences: individual Canadians, Canadian businesses, and non-Canadians. An examination of progress indications shows that:

- 90% of Internet users expect to use Internet to deal with governments in the future,
- 83% of Canadians looking for government information relied on the Internet to some degree,
- 81% of Canadian citizens believe the government is moving in the right direction,
- 71% of users that visited a government web site found what they were looking for, and
- 46% of Canadians are now going to a government Web site *first* for information.



Ottawa Chapter President Debbie Wolfenden thanked Mr. Turner for his presentation

Mr. Turner says that e-government is evolving. Lessons learned include: success can be improved by frequently asking citizens what they need and want from government; and e-government helps improve citizen perception of service. Many independent studies provide different rankings of e-government services, with Canada in first place for citizen-centred service maturity, and we’re close to leading in many other categories. Canada’s next step—integrated customer service—is focussed on outcomes in terms of client satisfaction, cost savings and efficiencies, accountability and transparency and will require greater collaboration with other levels of government. The latest Federal Budget encourages greater use of electronics while maintaining the existing channel choices. Therefore while work is underway to achieve efficiencies in IT, efforts are focussing on the needs of citizens and Canadian business; the only way to ensure Canada maintains its global leadership in e-government

[Mr. Turner’s presentation slides will be found at www.afcea.ca, Ottawa Chapter.]

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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 AFCEANs 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

Golf tournament Results

AFCEA OTTAWA / EDUCATION FUND ANNUAL GOLF TOURNAMENT and DINNER



Thursday, May 19, 2005

The Meadows Golf and Country Club, 4335 Hawthorne Road, Gloucester, Ontario

Longest Drive: *Male S/E - Paul Garnier*
 Female S/E - Brigitte Legault
 Male N/W - Trevor Collier
 Female N/W - Elaine McIntosh

Closest to the pin: *Male S/E - Erwin Ryan*
 Female S/E - Brigitte Legault
 Male N/W - Brian Fritsch
 Female N/W - no winner

Overall winning foursomes:

South/East Course - Glen Beaton, Gerry Coady, Lance Drummond and Ted Treboubat

North/West Course - Carl Doucette, Bruce Johnston, Craig Campbell and Brian Fritsch



Chapter President Debbie Wolfenden and
Golf Chair Rob MacKinnon



Deputy Golf Chair Spencer Mandy and AEF
President Aaron Guimond with
Education Fund donation

AFCEA CANADA IT SECURITY COURSE 2005 NOVEMBER 13 – 18, 2005

NavCanada Training Institute

1950 Montreal Road, Cornwall, Ontario, Canada K6H 6L2

<http://www.navcanada.ca/NavCanada.asp>

Arrival on 13 Nov 05 for check-in & registration

Program starts: 14 Nov 05, 08:30, Wrap-up: 18 Nov 05, 11:30

Check out Friday morning

SPECIAL NOTE:

The Government of Canada information technology security community views this course as a valuable element of information technology security awareness

WHO SHOULD ATTEND?

You should attend if you are in government or the private sector and are mandated to deal with information security issues.

You should possess an introductory level of knowledge in information technology (networking, computers, or telecommunications) to truly benefit from this course.

COMMENTS FROM PREVIOUS ATTENDEES

“The AFCEA Course at NAVCAN’s Cornwall facility is one of the best value introductions to the world of IT security in North America. The range of topics, the quality of instructors & facilities combine to deliver what I found to be an excellent overview of major IT security areas as well as a great survey of the latest trends. Highly recommended as an introduction or a refresher.” Louis S., Bell Canada, IT Security (Student 2003)

“I have been surprised by the fine and complete professional way this course(and the logistic facilities around it) have been prepared and organized. I definitely will send other people over to this course!” December 3rd, LTC Gevels Robert, Belgium Army, Chief INFOSEL

“Recommend to policy people also as a good survey of security. Great intro to TRA, and a good methodology which could be a model for business risk as well.”

“ The food is out of this world and the accommodations are more than sufficient. The atmosphere is relaxed and very good to make you want to learn. Finally I have been to a lot of presentations done by people that were very well paid to do so. To see volunteers doing the same job but 10 times better is outstanding. Thank you to all of you.”

Please visit: www.afceaottawa.ca

for links to the items below:

Course Overview

Registration Form

Sponsorship Form

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.

