

Canada's Government Technology Event
Salon des gouvernements innovateurs du Canada

Be Agile! Be Mobile!

Michel Laviolette
Panel Moderator
October 19, 2011



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OCTOBER 17-20, 2011 › Ottawa Convention Centre

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17 AU 20 OCTOBRE 2011 › Centre des congrès d'Ottawa

Agenda

- *Session Overview & Introductions*
 - **Michel Laviolette**
- Panelist Members Presentations:
 - **Chris Molinski** – Transport Canada
 - **Carey Frey** – Communications Security Establishment Canada
 - **Guy Michaud** – City of Ottawa
- Question Period
- Wrap-up



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Overview :

- The entire Information Management and Information Technology (IM/IT) community needs to implement a comprehensive strategy to take advantage of rapid advancements in mobile device technology.
- In this session, we'll discuss successes, common challenges and pitfalls for departments looking to expand the use of mobile devices in their organization. Specifically:
 - Mobile industry trends;
 - Security and privacy considerations;
 - Managing costs and risk; and
 - Information management practices.



Michel Laviolette

MODERATOR

Senior Director, Digital Office, Chief Information Officer Branch
Treasury Board of Canada Secretariat
Government of Canada

BIO:

- Over 20 years working in management positions with the Canadian International Development Agency (CIDA), as well as executive positions with the Canadian Nuclear Safety Commission (CNSC) and the Treasury Board Secretariat (TBS).
- President of the Heads of Information and Technology (HoIT) community representing the IM/IT interests of over sixty small federal departments and agencies across government.
- Leading the Digital Office of the Future initiative, the federal Mobile Device Strategy, and the information management implementation of Opentext Livelink as an enterprise-wide, centrally hosted solution for electronic documents and records management



Chris Molinski

PANELIST

Chief Information Officer and Director General, Technology and Information Management Services Directorate
Transport Canada
Government of Canada

Topic - Transport Canada mobile device integration pilot

BIO:

- Over 33 years experience in the IT/IM domain with various Canadian Government Departments, including the Department of National Defence and Transport Canada.
- Held progressively senior positions, including Chief of Data Centre Operations; Director, Computer Operations and Network Services; Director General, Technology and Information Management Services Directorate and Chief Information Officer at Transport Canada (present).
- Areas of special expertise include the overall direction and management of a large scale corporate IT/IM organization.



Carey Frey

PANELIST

Director, IT Security Strategic Relationships Office
Communications Security Establishment Canada
Government of Canada

Topic - Mobile Device Enterprise Security

BIO:

- Originally joined Communications Security Establishment Canada (CSEC).CSEC as a co-op student in 1995 and has held several roles of increasing responsibility within the organization including the Industry Programs, Strategic Management, Client Relations, Operations and IM/IT systems development.
- Completed a Masters Degree in Public Policy and Public Administration at Carleton University in the Innovation,
- Science and Environment stream. Mr. Frey additionally holds a Bachelor of Science Degree in Computer Science from the University of Regina.



Guy Michaud

PANELIST

Director, Information Technology Services,
Chief Information Officer
City of Ottawa

Topic - Ottawa will be the most mobile City (Web 2.0 Municipality)

BIO:

- Over 31 years of progressive domestic and international experience in managing strategic Information Technology (IT) initiatives within both the private and public sectors.
- His diversified background spans from providing strategic advice and services to municipal, provincial, Canadian and foreign government to leading the development of all Global Corporate Information Systems portfolios for high-tech companies.
- Guy's international and domestic experience, coupled with a M. Sc. In Project Management has provided Guy with the skill-set to continuously expand his IM/IT track record.



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Chris Molinski Presentation

Transport Canada Mobile Device Management Integration Pilot

Provide a device agnostic solution that controls the entire mobile device management life cycle.

Scope:

- Initially TC infrastructure integration
- Assessment of security risk
- Executive mobility
- Desktop Support Services productivity tool
- Application mobilization

Catalyst:

Overwhelming shift to mobile devices as part of our clients daily personal and professional lives.



PoC

Evaluation Criteria

Evaluation Process

Transport Canada
Mobile Device Management
Proof of Concept



Technical/ Functional
Pilot



Cost Benefit Analysis



Mobility



Security



Productivity



Analysis Business
Requirements

Who

What



Plan and Implement Device
Configuration

Scope

MDM



Review Lessons Learned

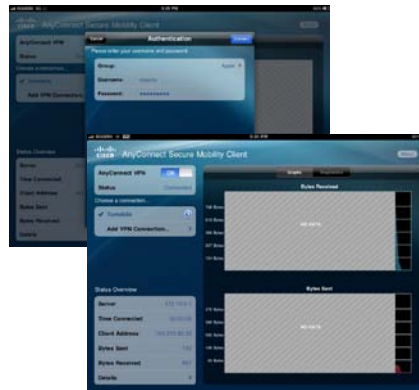
Benefits

Challenges

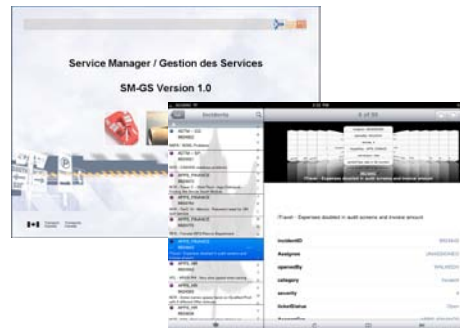
Accomplishments

- Successfully implemented the Transport Canada infrastructure for email, calendar, and contacts functionality. *Note: Migration from Exchange 2003 to 2007 was necessary.*
- Mobilized over 90 TC applications through Thin Client (ex. MS Office Suite, RDIMS, etc.) *Note: Migration to a new version of Citrix, to support IOS devices, was necessary.*
- Allowed executives to carry reference and research material all the time and eliminates a large % of paper in the office. (Good Reader)
- Successfully implemented the Transport Canada infrastructure for Wi-Fi access in Tower C, Regions to follow. *Note: Upgrade of TC Wi-Fi was necessary.*
- Custom interface development to mobilize TC applications like Service Manager 7.0 (SM-GS) *note : still in development stage*

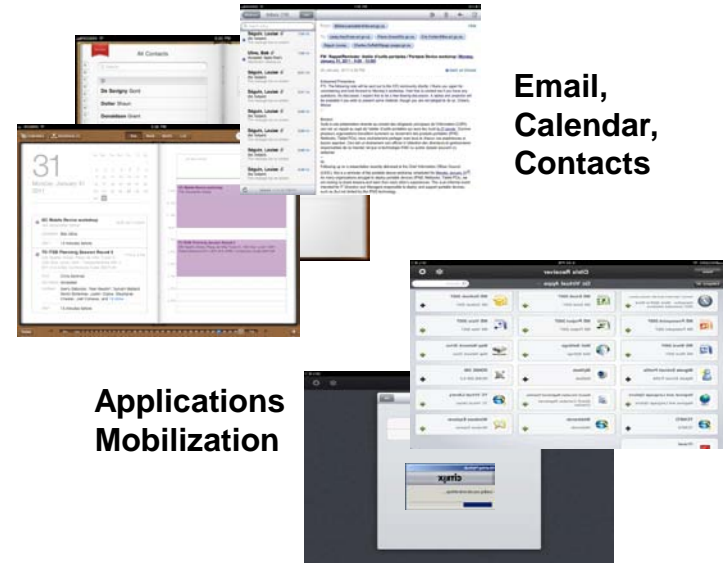
Wi-Fi Access



Service Manager 7.0

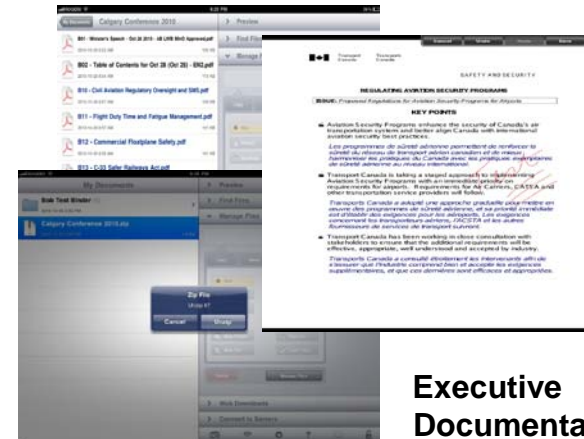


Applications Mobilization



Email, Calendar, Contacts

Executive Documentation





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Carey Frey Presentation

Mobility: Threats to Privacy & Security

Our mobile environments are attractive targets that offer vast amounts of sensitive and personal information to those that would exploit them

Threat Actors

- Hacktivists
- Organized Crime
- Terrorists
- Nation States

Capabilities

- Interception of phone calls, SMS
- Interception of e-mails
- Copy or delete information
- Exploit social networks
- Use as remote bugging device
- Geo-locate using GPS
- Remotely use camera
- Exploit mobile e-commerce



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Mitigating the Risks

- Mobile security for the enterprise is being addressed by most vendors – it often comes ‘baked-in’
- Up-front infrastructure investment in combination with well planned configuration controls are required to take advantage of the available security features





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Mobile Security Best Practices

- Wi-fi Networks
 - ✓ Use encryption (eg: WPA2)
 - ✓ Require two-factor authentication
 - ✓ Monitor for rogue access points
 - ✓ Audit the network
- Laptops / Netbooks / Smartphones / Tablets
 - ✓ Procure and provision devices for your organization
 - ✓ Use a Mobile Device Management (MDM) solution
 - ✓ Deter users from circumventing vendor provided security features
 - ✓ Use VPNs to access enterprise networks
 - ✓ Ensure mail and sensitive files are encrypted on the device
 - ✓ Whitelist third-party applications



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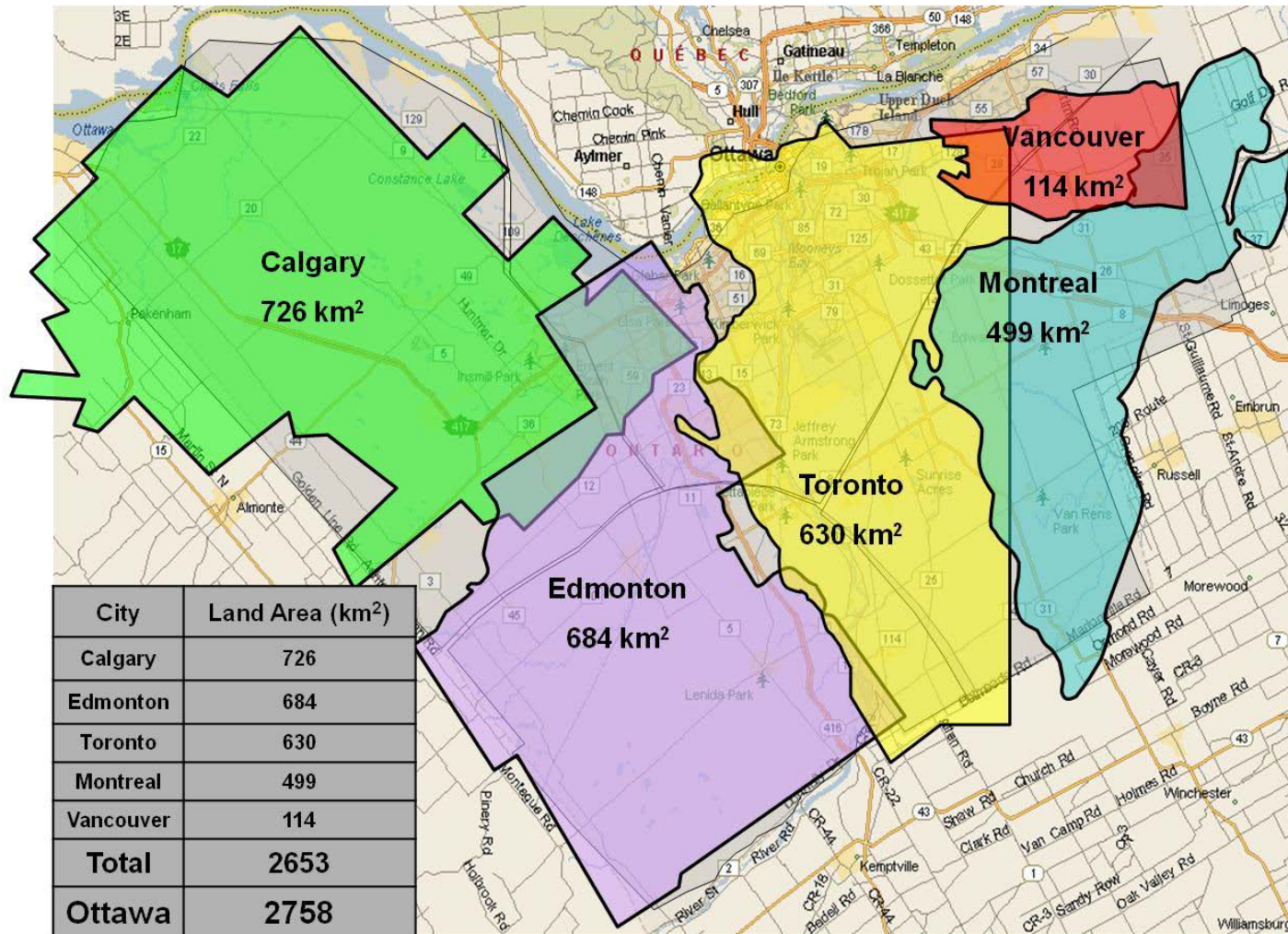
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Case Study: By-Law and Regulatory Services

January 2009 and July 2010

		2007	2009	% Change 2009 over 2007
Number of Total Specified Complaint Files per By-law Officer	Ottawa Results	653.18	828.03	26.8%
	Average Ontario Municipal Results	357.38	345.41	
Number of Yard Maintenance Complaint Files per By-law Officer	Ottawa Results	587.14	551.09	-6.1%
	Average Ontario Municipal Results	240.22	305.29	
Number of Zoning Complaint Files per By-law Officer	Ottawa Results	451.00	525.15	16.4%
	Average Ontario Municipal Results	102.67	177.20	
Number of Property Standard Complaint Files per By-law Officer	Ottawa Results	493.44	525.34	6.5%
	Average Ontario Municipal Results	168.18	277.05	
Average Time to Resolve/Close Yard Maintenance Complaints (Days)	Ottawa Results	35.00	18.50	-47.1%
	Average Ontario Municipal Results	32.80	35.60	
Average Time to Resolve/Close Zoning By-law Complaints (Days)	Ottawa Results	46.00	19.30	-58.0%
	Average Ontario Municipal Results	38.90	74.40	
Average Time to Resolve/Close Property Standards Complaints (Days)	Ottawa Results	40.00	21.10	-47.3%
	Average Ontario Municipal Results	35.00	54.10	



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Case Study: By-Law and Regulatory Services

January 2009 and July 2010

- Productivity Gain (equivalent of 5 FTE – \$475k)
- Turn-around time for Service Delivery
- Reduced employee absenteeism (42%)
- Real estate costs decreased (68%)
- Decreased fuel consumption by 20%
- Employee Engagement



2012-2014 Target Groups

Field Based:

Service Area	Target #
PGM - Building Inspectors	43
PWS - Forestry Crew Leaders	9
PWS - Traffic Management	23
PWS - Facilities	76
EPS - Paramedics	270
Transit - Special Constable	45
ESD - Water/Waste Water Supervisors	13
PWS - Parking Operations	1
OPH - Healthy Babies	95
PWS - Traffic Operations	41
ESD - Water/Waste Water Inspectors	40
ISD - Infrastructure Inspectors	48
PWS - Roads Operations	103
PWS - Parks Operations	56
TOTAL	863

Office Based:

Service Area	Target #
Finance	108
City Managers Office	3
Real Estate Partnership and Dev	14
Communications	26
Information Technology Services	134
Public Works	76
ISCS Deputy City Manager	2
Ottawa Public Health	65
Parks, Recreation, and Culture	65
Environmental Services	40
Infrastructure Services	65
Planning and Growth Management	100
Transit	65
TOTAL	763



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Question Period



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