

Follow-up Response to the House of Commons Standing Committee on Government Operations and Estimates (OGGO)

Appearance on ArriveCAN

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1. Would Shared Services Canada (SSC) be open to the recommendation to remove the requirement for bilingual staff to increase the pool of potential IT staff? (Julie Vignola – BQ)

Response:

SSC views bilingualism as an important asset as part of its workforce, not as an impediment to talent recruiting.

SSC's Official Languages program encourages all employees to begin second language training as early as possible in their career, as most SSC leadership and client service positions require high proficiency in both official languages.

SSC offers a number of training and language practice resources according to the departmental Official Languages Action Plan. In fact, SSC invested \$13.6 million in language training over the last 4 fiscal years, with \$4 million in fiscal year 2021-22 alone to provide training to over 1,700 employees.

2. What portion of services provided to other departments are done with in-house resources compared to outsourced contracts? (Gord Johns – NDP)

Response:

Rather than contracting-out specific services on a department-by-department basis, SSC makes use of temporary professional services to support programs and projects that have defined time periods and require surge capacity for delivery. As such, it is not possible to offer a specific breakdown by service and department.

SSC prioritizes the use of internal capacity at all times and has built in its business lines permanent capacity to assist with variable demand. By employing these strategies, SSC has been able to control dependency on contracted resources.

SSC is using additional resources from industry, on an as-and-when-required basis, to complement its current program and project staff to support the planning and execution of these programs and projects. Where possible SSC also works to transition professional IT resources to the public service.

During the development of projects, options are assessed, with an emphasis on best practices, lessons learned, internal capacity and existing solutions to determine if the

solution can be built and operated in-house or if it is best achieved through a managed service.