**Office of the Auditor General (OAG) Audit of Modernization of Information Technology Systems – Shared Services Canada (SSC) Management Action Plan**

| Recommendation | Management Action Plan | Position Responsible | Completion Date |
|---|---|---|---|
| Shared Services Canada (SSC) should:<br><br>• analyze the financial and non-financial impact of continuing to operate legacy applications and infrastructure instead of migrating modernized applications to new or modernized infrastructure | 1. Develop a proof of concept/preliminary FINOPS model and data collection process<br>  a. Develop methodology for data collection process and/or access to consumption data<br>  b. Determine measures for reporting on utilization and other metrics per department | Chief Financial Officer Branch (CFOB) | December 31, 2024 |
| | 2. Strategic Reporting<br>  a. Report on cost of hosting services by partner including non-financial reporting such as risk, evergreening, etc. | CFOB | April 30, 2024 |
| | 3. Regular Updates and Progress Reporting<br>  a. Align with the annual Departmental Plans on Service and Digital (DPSD) updates | CFOB | April 30, 2024 |

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|---|---|---|---|
| • in coordination with the Treasury Board of Canada Secretariat and partner departments and agencies, undertake a review and prioritization exercise (including estimated timelines and budget), to modernize and migrate legacy applications to new supporting infrastructure and close the remaining legacy data centres | 1. Develop and implement an evidence-based decision framework for the prioritization and execution of legacy workload migration projects for:<br><br>  a. Large and complex legacy data centres<br><br>  b. Small and medium legacy data centres | <br><br><br><br>Workload Migration Program – Project Management and Delivery Branch (PMDB)<br><br>Data Centre Facilities Management – Hosting Services Branch (HSB) | <br><br><br><br>Completed<br><br><br>August 31, 2024 |
| | 2. Develop and implement a comprehensive costing model for legacy workload migration projects | Workload Migration Program – PMDB | Completed |
| | 3. Work with TBS and partner organizations to prioritize, plan and cost the migration of the remaining GC applications in legacy data centres to optimal hosting solutions | Workload Migration Program – PMDB, in collaboration with HSB | September 30, 2024 |
| | 4. Develop a decision framework to prioritize closures of legacy data centres | Data Centre Facilities Management – HSB | March 31, 2024 |

Notes on Context
- SSC is responsible for the 'infrastructure', as referenced in the recommendation; but partners and clients are responsible for the applications that run on SSC infrastructure.
- Some legacy applications and/or legacy infrastructure will have to be retained to meet the operational and program requirements of some departments. The recommended analysis would need to exclude these cases or the results could be misleading. The challenge is that these 'cases' would not be identified until SSC is working with a department to plan its migration.