Check Against Delivery

Opening Statement

Kristina Casey
ADM, Citizen and Business Branch

Shared Services Canada

Standing Committee on Government Operations and Estimates

The ArriveCAN Application

November 14, 2022

Thank you, Mr./Madame Chair and members of the committee, for your invitation today.

I am pleased to be here today to address any questions the committee may have with respect to SSC's involvement in the ArriveCan app.

Mr/Madame. Chair, I am Kristina Casey, the Assistant Deputy Minister, Citizen and Business Branch at Shared Services Canada. SSC provides core IT services to Government of Canada departments and agencies using an enterprise approach. This foundational work enables departments to deliver digital programs and services that meet the needs of Canadians.

SSC is the Enterprise Services Providers for Network and telecommunication services, data and application hostings services and provisioning on enterprise level communication and collaborations tools.

SSC hosting services includes providing cloud services across the Government of Canada. We administer brokering services, technical expertise, and tools to guide customer departments and simplify cloud adoption. SSC has established a list of pre-qualified cloud vendors that meet security requirements who could be leveraged by departments to run their applications.

Through our data centres, networks, and cloud service providers, we operate an IT infrastructure that powers the thousands of departmental applications required for government operations, that in turn allow the delivery of essential digital services to Canadians.

As the cloud broker, SSC liaises between qualified external cloud service providers and departments to provide departments with access to cloud solutions and secure service delivery.

We also work with security partners to mitigate threats to the confidentiality, integrity and availability of data and business processes.

SSC's role in regards to the ArriveCAN App has been to enable the cloud connectivity and the monitoring of the supporting infrastructure. It was about providing the foundational platform for an application to operate.

Throughout the Public Health Agency of Canada and the Canada Border Services Agency design, development and deployment process of the app, SSC supported the implementation of a number of networking changes to enable the application to securely exchange information between the cloud solution and Government of Canada data centres.

Specifically this was done by securely housing the App in the cloud and routing network traffic through a secure infrastructure to protect the sensitive data of Canadians and visitors.

The ArriveCAN App leverages the Secure Cloud Enablement and Defence, or SCED infrastructure – a secured network that facilitates cloud to GC Data Centre connectivity – the operation and maintenance of which is supported by SSC.

SCED provides accessibility to the cloud, but also implements more comprehensive and robust security measures to prevent, detect, respond to, and recover from cyber threats.

After the launch of the app, SSC provided ongoing improvement of the secure cloud to ground connectivity solution. We provided monitoring of performance availability and usage to ensure the service continues to perform as required. This includes ensuring that the data required at the border point of entries is available to the agents via network connectivity.

Mr./Madame Chair, I hope this information is useful to the committee in the conduct of this study.

Thank you. I will be happy to answer your questions.