

# GCworkplace Transformation Playbook

# Our future starts now.

*If you're reading this, you're part of something truly special. You're a key player in our GCworkplace transformation. And that's something we're all excited about. We hope you are too.*

As you saw in *Destination 2020*, the Government of Canada is taking important steps to create a confident and high-performing workforce that embraces new ways of working — mobilizing the diversity of talent we have to serve the country's evolving needs. GCworkplace is a big part of making that vision a reality.

We hope you're not thinking GCworkplace is about downsizing, cutting costs, or reducing the number of workspaces. We also hope you don't think it begins *and* ends with implementing a type of Activity Based Workplace. You'd be incorrect.

GCworkplace fundamentally changes how we work. It's about fostering a culture of innovation, improving how we leverage **digital** technology to encourage government-wide **collaboration, flexibility, and efficiency**. It's also about putting into place actions that integrate **sustainability** and improve the overall **health** and wellbeing of employees and ensuring **inclusivity** for all.

The ultimate goal? To enhance your working life today and tomorrow so you can better deliver services that impact the lives of all Canadians.

You're likely wondering who created this vision.

A cross-section of teams from PSPC, SSC, TBS, CRA, IRCC, GAC and PwC united over a 12-week period at PwC Digital's Experience Centre in Gatineau. IM, IT, HR, Security, and Facilities and Change Management were also crucial to the process. In other words, the vision was created by GC employees, for GC employees.

Together we looked at best practices from the GC and private workplaces around the world. We brainstormed, planned and created a way forward.

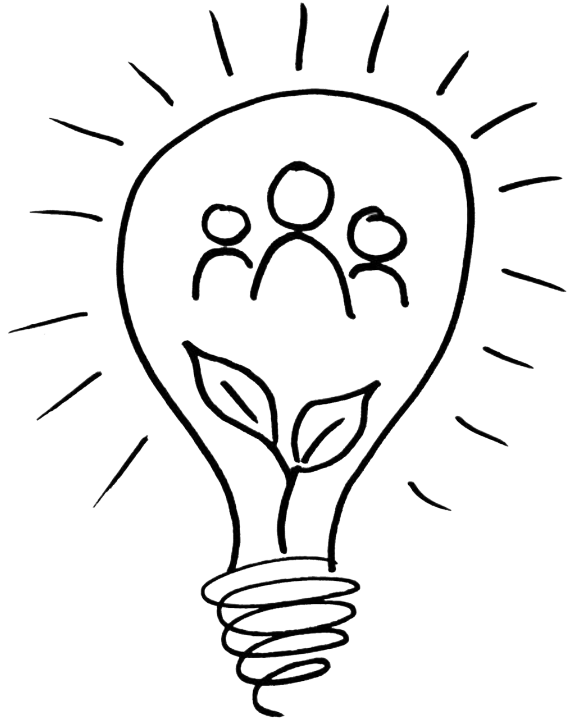
The result of our efforts is this Playbook — the very thing you are reading now. But this document isn't just something to "read". You are a key part in making this transformation happen so you're being asked to take action. And that action is outlined below.

You'll find activities and tools to help you get from where we are today to where we want to be tomorrow and beyond. These resources have been created by our diverse teams, tested and revised, then painstakingly validated numerous times. Now it's ready for you to prepare for the changes ahead — the physical, technological and behavioral changes you'll need to adopt to be successful.

Change can be exciting. And being at the leading edge is our collective responsibility. Just think about the amazing opportunity that lays before us. We are spearheading a transformation that will positively impact us now and into the future.

Enjoy the journey.





## Sustainability in the new GCworkplace.

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Sustainability is a key priority for the Government of Canada and GCworkplace plays an important role in delivering on the Government's sustainability objectives. So we want you to incorporate sustainability into all your initiatives as you move to the new GCworkplace.

There's more to sustainability than just the caring for our physical environment. We're all familiar with how environmental sustainability focuses on promoting behaviors that do no harm to our environment and inhabitants. But you may not realize that social sustainability is just as important to the Government of Canada.

That's why the new GCworkplace emphasizes equality, inclusivity and diversity so we can create a healthy work culture for everyone. After all, this transformation is about the people and the way we do our work — not just the workplace.

As you work through this document and put into action your plans to modernize the workplace, we urge you to keep sustainability top of mind as you explore new ideas and challenge yourselves.

To be truly powerful, sustainability needs to become the way things are done; not an add-on. All client departments are encouraged to think holistically and feel empowered to make the best decisions to create lasting and long-term change.

*For further strategic guidance around sustainability on your project, please contact PSPC Workplace Solutions, Sustainability Lead.*



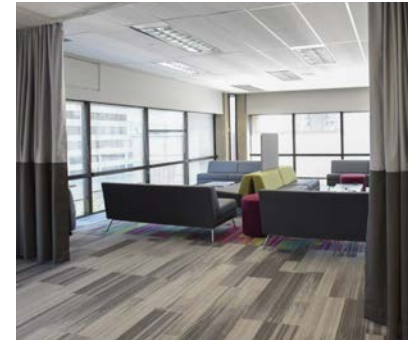
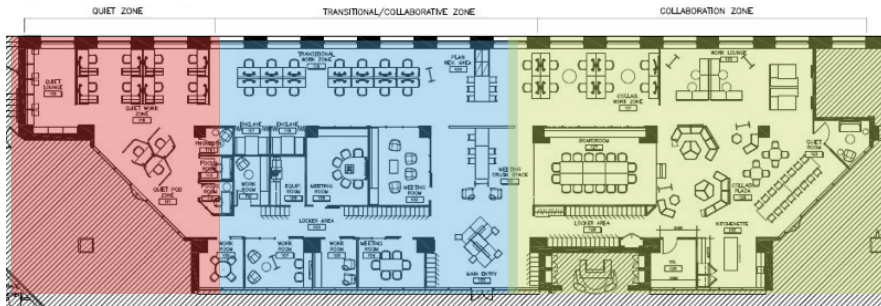
# The journey to GCworkplace has begun.

More than a vision.  
More than a plan.  
More than a document.  
Some departments have already started implementing the new GCworkplace.

As you can see here, our space in Place du Portage Phase II exemplifies our new, open and modern workspace. With sustainable furnishings and natural light, it's just the beginning of our transformation.

Part of the focus is on creating a variety of workspaces that address diversity of workstyles and needs and offers both open and closed environments. Some features include: team rooms; reflection rooms; lounges; enclaves; phone rooms; chat points; huddle areas; and dynamic project rooms. We also have a few pilots in the works. The first at Lisgar will be ready in 2018.

*Want more information?*  
*Contact Serge Legault:*  
*Serge.Legault@tpsgc-pwgsc.gc.ca*



Place du Portage, Phase II, 5<sup>th</sup> floor, 165 Hôtel-de-Ville, Gatineau

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# What's a Playbook?



## What's a Playbook?

# It's a user manual and a call-to-action all-in-one.

*Having a future vision is important. But we also have the actions to transform our workplace today.*

This playbook is the “go-to” document for everyone involved in making GCworkplace a reality. It should be an evolving document and be updated as we make progress.

In the following pages you'll see how we are approaching the new GCworkplace, the steps we're taking to get there, and ways you can implement the near and far-term transformations.

Specifically, this Playbook is designed to help you pinpoint where you are today and what to prioritize to get you to where you want to be. To that end, you'll find:

### 1. Four Behavioral Personas + Day in the Life Journeys

We've created a portrait of Government of Canada employees based on their common needs, wants and how they work. While you may not see yourself in just one persona, they are useful because they represent the real people we are designing GCworkplace for. These are supported by their future state Day in the Life Journeys which illustrate how we can use our physical spaces and tools to suit their working styles.

### 2. Five Core Employee Experiences

Based on common experiences across all the future state Day in the Life journeys, we have identified Five Core Experiences that all departments need to enable in order to achieve the future vision of GCworkplace.

### 3. Assessment + Strategic Action Plans

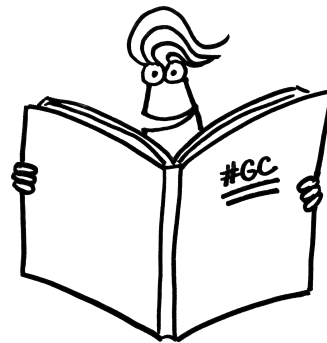
We've created a tool that generates personalized and prioritized action plans. It helps you understand where you are in relation to GCworkplace and provides you with priorities that you should focus on, based on the 5 core experiences.

### 4. Tactical Checklists

Need help right now? Perhaps you're moving into a new workplace and need some practical guidance now. We've created checklists that will help you on your way to GCworkplace

### 5. Tactical Accelerators

We searched cross-government provide you with tools, policies and capabilities that support your move towards a GCworkplace. And functional experts have also provided links to relevant sites and templates!



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# Four Behavioural Personas





## Introducing the four personas.

# GCworkplace is designed for people first.



ALEX



SAM



PAT



KRIS

These portraits are compositions of Government of Canada employees based on their common needs, wants, and how they like to work regardless of job title. We call them “personas.”

They were developed through 14 workshops with over 200 employees from over 12 Departments from the Government of Canada. Which means we had plenty of input and representation.

While you may not fit neatly into just one persona, they collectively represent the **real people** we’re designing the new GCworkplace for. That’s why they are so important to this process.

Get familiar with them. And as you work through your specific action plans, it’s important to remember what people want/need from their GCworkplace experience so you can prioritize your efforts accordingly.

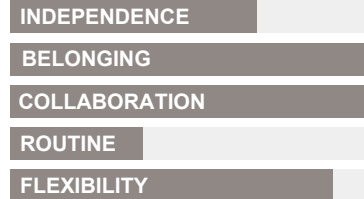
# Meet Alex



**Alex**  
The Collaborator

“I’m at my best when I’m collaborating with my team”

## DRIVERS



## KEY VALUES

Adaptable  
Values Creativity  
Values Facetime  
Values Inclusion



1

On my way to work, I can add some notes to a document in real-time right from my mobile.



2

I receive notifications about a training session. I'm interested so I sign up.



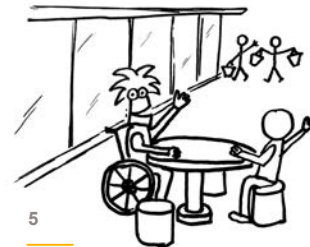
3

The whiteboards, chairs and equipment are all adjustable to suit my needs.



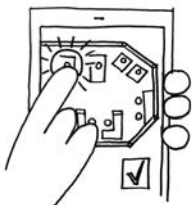
4

Even other Government Departments and external stakeholders can connect via instant messenger, voice and video seamlessly.



5

I order food on my mobile device, a friend picks it up, and we all meet in the kitchen.



6

After lunch, the "space finding tool" notifies me of seats available that meet my accessibility needs.



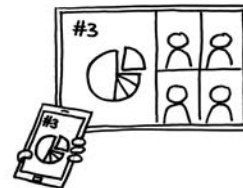
7

I'm not sure how to use one of the new apps. So I login to our expert support tool and ask for help in real-time via chat.



8

What's better than spontaneous collaboration over coffee? Maybe this digital wall that uploads are ideas to the cloud! Cool!



9

Yikes! Forgot my laptop. Luckily I can still project using my phone and everyone can still access my document.



10

I'd like to finish a few things tonight so I pack up my laptop and take it home.

# Meet Sam

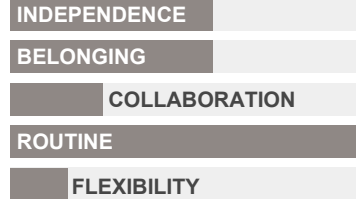


**Sam**

**The Routine Enthusiast**

“My routine suits me well -  
why change it?”

## DRIVERS



## KEY VALUES

Habitual  
Organized  
Detail Oriented  
Values Personalization



Sam



1

I'm training for a triathlon. But I am able to balance my work and fitness easily.



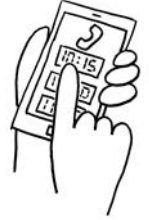
2

I'm working on a data heavy report, so I choose to work in the quiet zone.



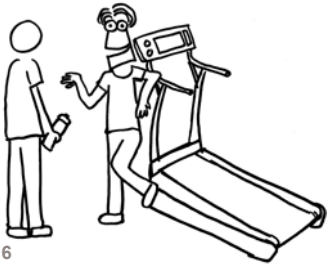
4

My laptop automatically connects to the wifi and the three screens.



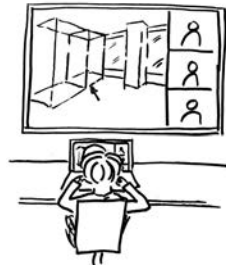
5

I need some tech support. Since I am so busy, I use the "call me later" feature and choose a callback time.



6

I head to the Health & Wellbeing Centre for a run during my lunch break. A triathlon waits for no one.



7

After lunch, I host a virtual conference and my colleagues can make live edits on these smart boards.



8

MyGC dashboard lets me see how I am tracking against my goals and KPI's.



9

I meet meet with my manager in a quiet spot where we review my metrics.



10

At the end of the day I am automatically checked out of my desk. I'm ready for swim practice.





Pat



1

I'm just back from parental leave. I kept the same passcard, laptop, email, login credentials, and files.



2

Loving this digital news wall. Articles are based on my role and my personal GC profile.



4

I find my work space on the occupancy management tool. I head to my permanent locker to grab my things.



5

Using single sign-on, I have access to all key applications and documents.



6

I'm working on secret documents this afternoon. Secret zones vary based on demand and need for space.



7

The system automatically tags documents according to security classification. No need to worry about accidentally sharing.



8

The fire alarm goes off! Everyone gets an automatic notification of the emergency process



9

I ask GCri (gee-cee-ri) to connect me to the latest policies around health and wellbeing. Hey, there's daycare in the building!!



10

Quitting time! I lock up my things and go to the daycare to pick up my kids.

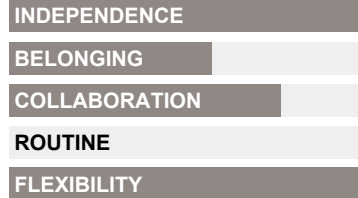
# Meet Kris



**Kris**  
The Traveller

“I need my team to trust that I will get my job done in my own way”

## DRIVERS



## KEY VALUES

Dynamic  
Flexible  
Early Adopter  
Autonomous



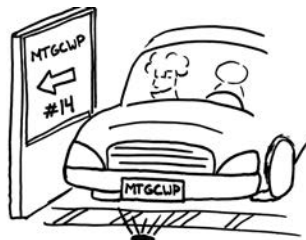


Kris



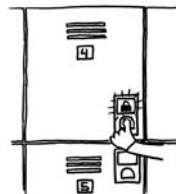
1

Morning is for checking email. My first meeting is canceled so I can carpool with my colleagues



2

Parking is prioritized for carpools! The parking garage even scans the license plate and directs us to available parking space.



4

I head to the locker zone. I'm in and out a lot so I didn't choose permanent one. I lock it with my thumb print!



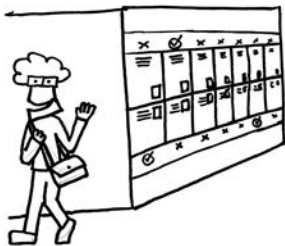
5

I head to the focus pods where I can prep for a meeting. I turn the "do not disturb" sign.



6

On my way to the meeting, I need to approve a document. I stop and review it on my mobile, apply my digital signature, and send.



7

I take my things out of my locker. Cool! It knows when it has been emptied and is now available for the next user.



8

I head home to work for the rest of the day. I turn on my computer and it automatically connects me to the network. I pick up where I left off on my last document.



9

My team knows I'm reachable even when I'm not physically in the office. I receive a video call from one of my superiors to discuss an urgent matter.



10

I quickly check my tablet to see if there are any changes to my day tomorrow. Now I don't need to worry overnight!

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# Five Core Employee Experiences



# Five Core Employee Experiences.

You've met our four key personas. You've read what their fundamental needs are. And you've even had a glimpse into how their future GCworkplace journeys set the standard for the Government of Canada.

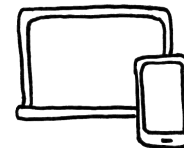
Based on our workshops, research and design thinking approaches – as well as key experiences that consistently came up in the *Day in the Life* journeys – we've created five core experiences. Best part is, these five core experiences will help you understand how they impact GC employees and how they enable the future GCworkplace transformation.



**#1.**  
**I work for one GC**  
One government experience for everyone



**#2.**  
**I work anywhere, anytime**  
Flexibility no matter what I'm working on



**#3.**  
**I work digitally on any device**  
I have the right tools to work smarter not harder



**#4.**  
**I work collaboratively**  
My teams and colleagues work together across the government



**#5.**  
**I am supported in my work and wellbeing**  
My workplace is built around me and is enjoyable to do my job

# #1. I work for one GC

One government experience for everyone



83% of employees want to work for a single Government of Canada.<sup>1</sup> One that has no unnecessary silos, encourages government-wide collaboration, provides seamless access, and standardizes tools and employee experiences – regardless of department or function.

Imagine one GC. One security passcard. One email address. One wifi password. One computer. One team. We can get there. Sooner than you think.

This “core experience” is a major step in that direction. If all GC employees onboarded in the same way, if there was a seamless

transition when taking new opportunities at a different government department, if you can save time by not having to learn new processes or core values, then *all civil servants* can focus on the work and strive to make a difference for all Canadians.

The result? GC maximizes precious time and resources. Same people, bigger impact.

<sup>1</sup> GCworkplace UX Questionnaire 2017

The one GC positively changes the future employee experience for all:



**For Pat** (The Efficient One)

Working for one GC makes my life so much easier. I have seamless and real-time access to a single calendar so I can plan meetings and teams efficiently. Gone are the days of wasting time.



**For Alex** (The Collaborator)

What a difference! I can now work with people across the GC without any inter-departmental technical barriers. I really feel part of a team and the work is so much better, too.



**For Sam** (The Routine Enthusiast) I thought I liked the old ways. But I can't believe how amazing this is. I really appreciate the standards we all use. With access to other buildings, I can meet face-to-face with people when it makes sense or I can use the video conferencing system. Easy!



**For Kris** (The Traveller) I work at multiple GC locations every day. Now I have one security pass and my computer can connect from anywhere! No matter where I am, my stuff just works. I know it's not magic, but it sure feels like it.

## #2. I work anywhere, anytime

Flexibility no matter what I'm working on



Work from a coffee shop? Sure! Prefer an outdoor space? Why not! Take a morning meeting from home so you can attend your child's mid-day school performance? Absolutely.

Over 50% of those we surveyed want tools and technology that gives the ability to choose when and how you work.<sup>1</sup> Without supervision or loss to productivity. You want to feel trusted, independent, and empowered. And who can blame you? *Fact is, 82% of you – the GC workforce – want the flexibility to make spontaneous changes to your workday schedule.*<sup>2</sup> And studies show that productivity increases when people can choose the location that best suits their tasks at any given time.

But being able to work remotely, doesn't mean you have to or that you're even expected to. Our new office spaces are more welcoming and collaborative than they've ever been – and we want you here.

By not having to commute everyday, you can save time and reduce greenhouse gas emissions. Constant connectivity doesn't mean you are suddenly obligated to be always working either. We want you to find a happy balance between work and life.

The new GCWorkplace is all about providing you with options to enhance your work experience. You are **trusted**. You get to **choose**. You are **accountable**.

<sup>1</sup> GCworkplace UX Questionnaire 2017

Working anywhere, anytime changes the future experience for all:



**For Pat** (The Efficient One)

This new initiative is a game-changer for me. I have the ability to work where it makes the most sense for me. On busy days, I love not wasting time commuting and better yet not emitting greenhouse gases.



**For Alex** (The Collaborator)

I'm loving this. It's so easy to work collaboratively with everyone. It doesn't matter where they are or where I am. We get so much done.



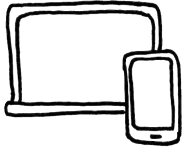
**For Sam** (The Routine Enthusiast) I'll be honest, I usually prefer working at my own desk. But on the rare occasion I can't make it in, I do appreciate being able to work away from the office. The tools sure do make it easy.



**For Kris** (The Traveller) It's one thing to work wherever I want, depending on my schedule or location. But it's another knowing my team trusts I will always get my work done.

## #3. I work digitally on any device

I have the right tools to work smarter not harder



You already know the world is digital. And as you have experienced first-hand, the best companies let you interact with them on your device of choice. Laptop. Desktop. Tablet. And smartphone.

*It's no surprise then that 87% of you prefer to use the latest technology at work, even if that means learning how to use it.<sup>1</sup> We heard you say it in *Destination 2020* and we're taking further steps to make it real.*

The new GCworkplace strives to integrate and streamline your technology by providing you with current devices as well as reducing the amount you may currently have. We're pretty sure you'd prefer not to carry two mobile phone and several laptops.

And we're positive you want to connect to projectors, wifi and the VPN with whatever device you're using. It just makes sense. So we'll be offering you a choice of device.

Beyond having more advanced tools, we'll be working greener and smarter, printing less and using fewer electronic devices. That means saving paper and electronic waste.

As you can see, the modern GC is digital first. One that enables efficiency and collaboration – helping you work smarter not harder.

<sup>1</sup> GCworkplace UX Questionnaire 2017

Working digitally changes the future employee experience for all:



**For Pat** (The Efficient One)

Talk about efficiency! I can work way faster and easier than before. I don't have to waste my time trying to get stuff working.



**For Alex** (The Collaborator)

With everyone using current devices, we can all connect and collaborate across departments. How did we get anything done before?



**For Sam** (The Routine Enthusiast) I have to admit, I prefer having single devices. I also appreciate how I always connect the same way. No more errors, miscommunication and I don't have to worry about missing meetings or emails.



**For Kris** (The Traveller) Being connected wherever I go is incredible.

Having new, light devices and less stuff to carry makes my life so much easier.

## #4. I work collaboratively

My teams and colleagues work together across the government



*"Coming together is a beginning, staying together is progress, and working together is success."*

— Henry Ford

When we work together amazing things happen. That's why the new GCworkplace encourages collaboration at every level.

We'll ensure you have the tools and technology. But that's just the beginning. We are fundamentally changing how we work together. Not only because it makes sense. But also because *83% of the GC workforce feels happiest when they feel like they belong to a team.*<sup>1</sup>

And we want you to be happy. Working collaboratively also improves information exchange, encourages new ideas and best of all creates the sense our work is meaningful and worthwhile. You're also free to move around more during your work day. Less sitting is proven to be good for your mental and physical health.

Fostering a collaborative culture also means leveraging best practice across departments in a way that's easy. It means getting the best out of you and your teams. And it means serving Canadians in powerful, new ways. Which, after all, is what we are all here to do.

<sup>1</sup> GCworkplace UX Questionnaire 2017

Working collaboratively positively changes the future employee experience for all:



**For Pat** (The Efficient One)

This is so no-nonsense. I can quickly and easily set up meetings to collaborate with others.



**For Alex** (The Collaborator)

It's a dream come true for me. Having access to the tools, tech, and the environment that encourages collaboration government-wide is the best way of working.



**For Sam** (The Routine Enthusiast)

I expect a lot from my teammates. So I find these news ways of collaborating helps people deliver. The ability to share best practices across the government just makes sense.



**For Kris** (The Traveller) I now have the ability to connect with my team

wherever I am. While I love being there for in-person meetings, sometimes it's better to save time and collaborate virtually.

## #5. I am supported in my work and wellbeing

My workplace makes it enjoyable to do my job



With an increased emphasis on well-being, PSPC is now adopting new standards such as Green+Productive Workplace, Fitwell and WELL building standards. This can include ergonomic office equipment, onsite gyms and showers, bike racks and access to healthy food. There may even be a few active workstations to keep you moving while you work in one spot.

The new GCworkplace also incorporates social sustainability. We are proud to offer an inclusive environment where everyone feels respected and valued. With such a diverse workforce (that includes not only varied work-related needs but also mental health and different cultural backgrounds), we are creating a workplace that's welcoming for all.

Innovative companies around the world take employee well-being as seriously as the work itself. They plan out workplace experiences in fine, exquisite detail. From office furniture to lighting, fitness to food – everything is considered with people's happiness in mind.

We all want to work in a healthy environment. So it won't surprise you that this ranked as one of the most important changes to the GCworkplace. A healthy workplace includes everything from a green building environment to progressive HR policies. But for any workplace to be truly healthy, we must put the people first.

*Being supported positively changes the future employee experience for all:*



### For Pat (The Efficient One)

I like to cycle to work. It's a great way to exercise and it supports the GC's sustainability strategy. With the new GCworkplace, I even have a place to store my bike and grab a shower! That's delivering on the promise!



### For Alex (The Collaborator)

The GCworkplace really takes my physical needs into account. There are so many places I can work and congregate now without feeling limited. I really feel part of things.



**For Sam (The Routine Maven)** I thought things were ok before. But now that the new GCworkplace is here, I realize what we've been missing. While I do like the dedicated areas and processes for working, I really like seeing the impact on others. Big difference.



**For Kris (The Traveller)** It's important to me that I can live healthy even when constantly on the move. Having the flexibility to slot in gym when suits my schedule is a huge advantage.



## Making it happen.

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# We've created plans to help you get there.



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## Tactical checklists

### Site level

Moving? These are checklists help a site coordinator when moving into a new office space. You can even use these checklists to modernise your existing space!

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## Executive actions

### Across GC

These are actions that need to be coordinated **across government** with input from Treasury board, SSC and PSPC.

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## Strategic plans

### Departmental

These are actions that the **department** needs to do to work towards GCworkplace. This involves starting departmental projects, updating policies etc.

## Instructions for leadership.

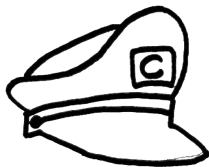
# How you can make the future vision real.

Everyone at the GC has a role to play in this GCworkplace transformation. But as senior leaders, it's your privilege to lead the way for the entire government.

Without your commitment, efforts, and leadership, this Playbook will fail to have the impact we all want. Without you, the future vision of the GCworkplace will be nothing more than that: a vision.

It's now time to take action and make it real.

To that end, we have created specific roles to help you delegate and share the responsibility.



### Functional Area Captains

Captains are functional leads. They are accountable for providing content and expertise.



### Maestro

Maestros are the department leads and responsible for driving the completeness of the assessment for the department as a whole.

Specific actions are outlined on the next page. Simply co-ordinate with the functional leads to get the assessment done. Once it's complete, departmental and tactical action plans are created!



### Champions

These are the leaders of the GCworkplace across all of government. They actively monitor the status and progress of departments as they complete the assessments on the next page.

## Getting started.

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# The future GCworkplace starts right now. And it starts with *you.*

Everything you've read so far has been an "appetizer", so to speak. Now it's time for the "main course." Which means it's time for you to build your specific prioritized action plans to make GCworkplace a reality.

But you don't have to do it alone. And we don't want you to either.

That's why we've designed an easy-to-use **Assessment Tool** that takes you step-by-step through a maturity model. Once completed, it creates an overview of the gaps and the steps you need to take to close them. You'll be able to use the output to initiate discussions about strategic priorities and budget allocations.

Remember, this is an evergreen document. Which means this assessment should be taken every quarter and reports shared to show your progress.

### TO DO:

Start here with the **GC Assessment Tool** to begin understand where you are in relation to GCworkplace and to start creating your prioritised action plans. It will be an ongoing process and will likely require collaboration from other team members.

**Use the Assessment Tool excel file**

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# Strategic Plans

These strategic actions provide your department with a great starting point to begin the GCworkplace transformation.

We've only given you five here.

You just need to complete the assessment to get your personalised, prioritized Strategic Action Plan!



# Strategic plans: What they are and how to use them.

The strategic actions provide your department a great starting point to help the implementation of GCworkplace. We have generated 386 actions which are ready for you. Sounds like a lot? You bet. Because we are here to give you a powerful leg up.

## Why are there only five actions plans? Where do I get more?

We have provided you with five priority actions for each functional area to get you started. You just need to **complete the assessment** to get your personalised, prioritized Strategic Action Plan!

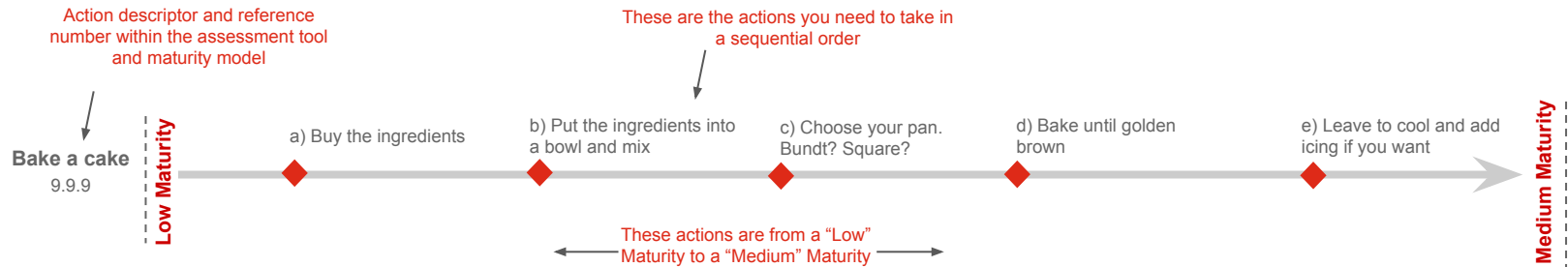
## Where can I find my complete action plans?

The complete action plans are automatically prioritized and personalized to your department as part of the assessment process.

## Where are the Medium to High actions?

Currently the Action Plans are from a Low maturity to Medium maturity level as we know that's where most people need help. As more decisions are made at an executive level, "High" level action plans will be produced.

### An example action: if transformation was baking a cake

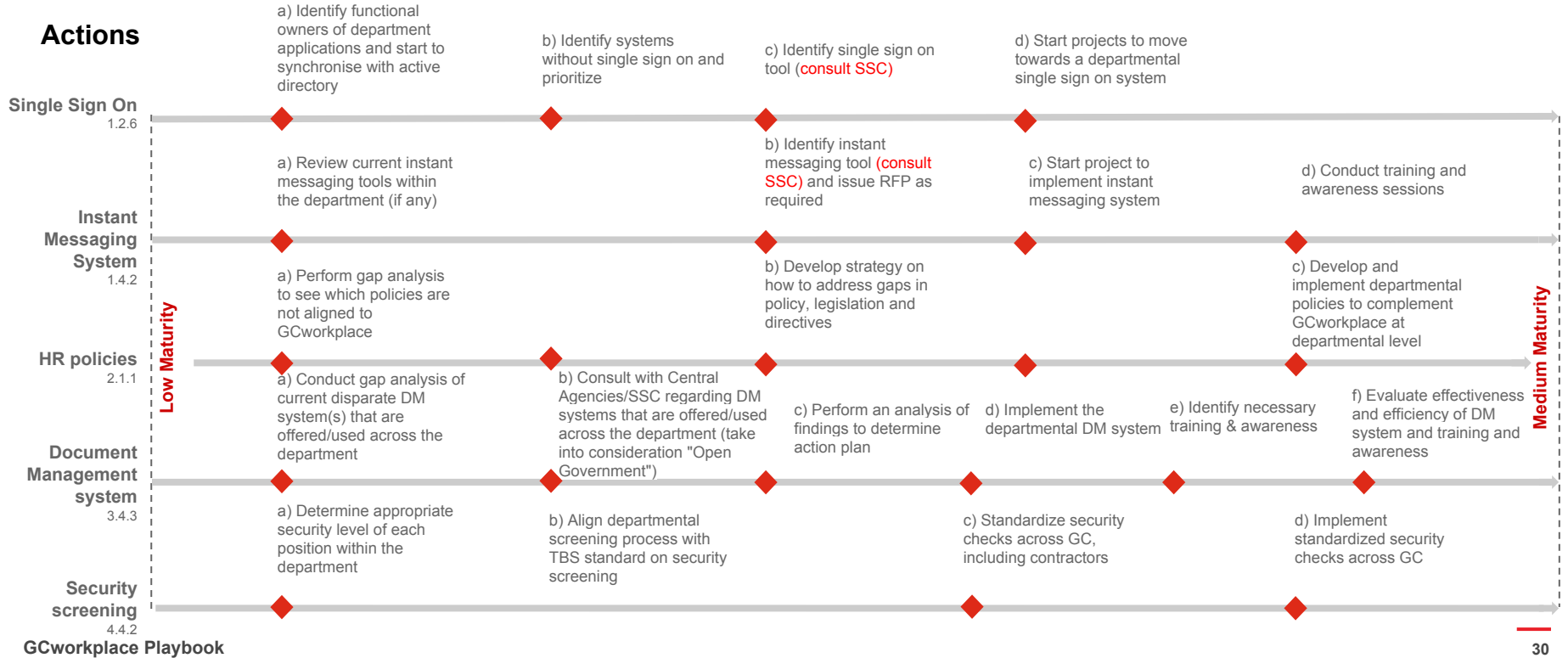


# #1. I work for one GC

One government experience for everyone

**QUICK TIP**

These are only five sneak-peek Strategic Plans. Complete the Assessment for your prioritised action plans.

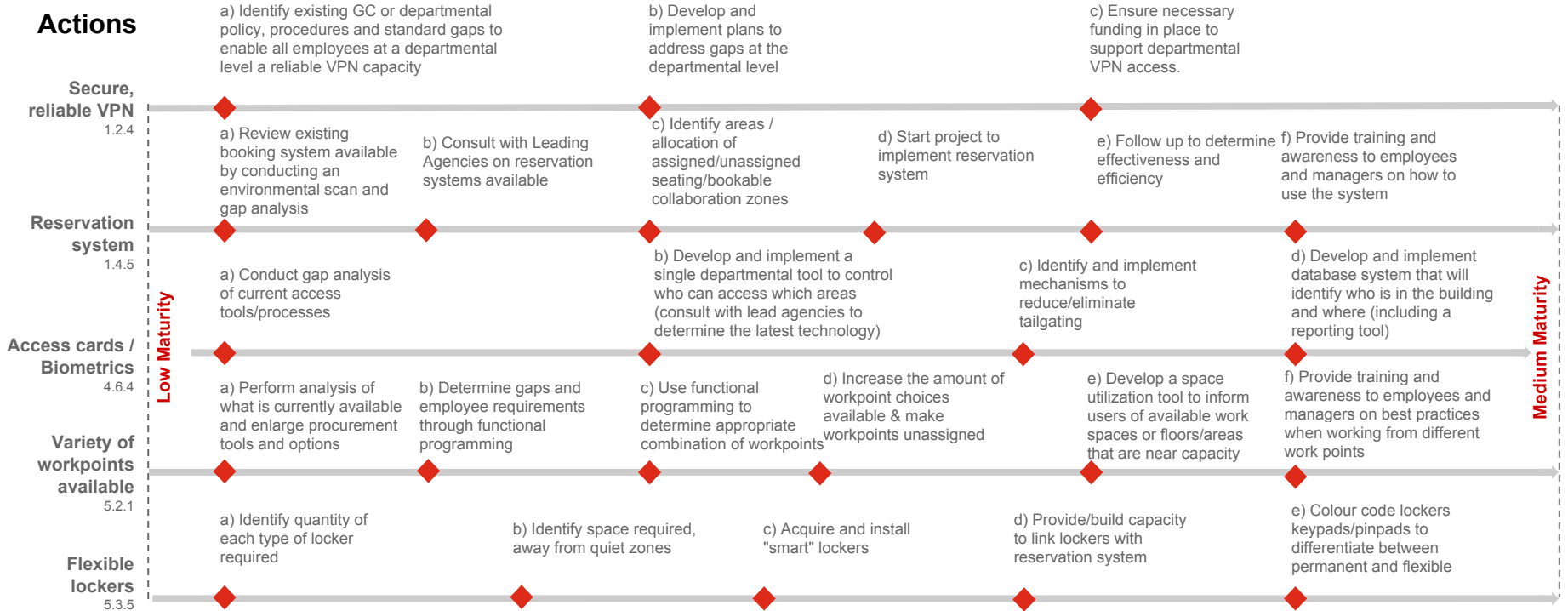


# #2. I work anywhere, anytime

Flexibility no matter what I'm working on

**QUICK TIP**

These are only five sneak-peek Strategic Plans. Complete the Assessment for your prioritised action plans.

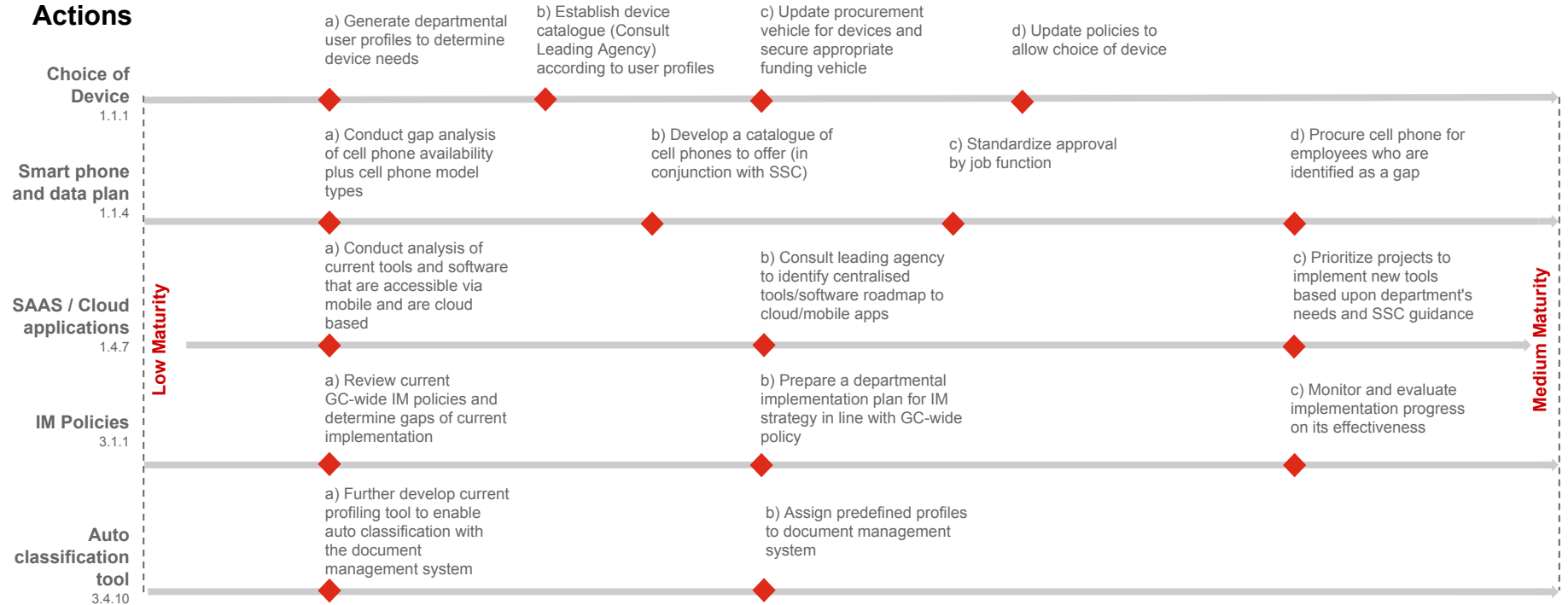


# #3. I work digitally on any device

I have the right tools to work smarter not harder

**QUICK TIP**

These are only five sneak-peek Strategic Plans. Complete the Assessment for your prioritised Action Plans.



Low Maturity

Medium Maturity

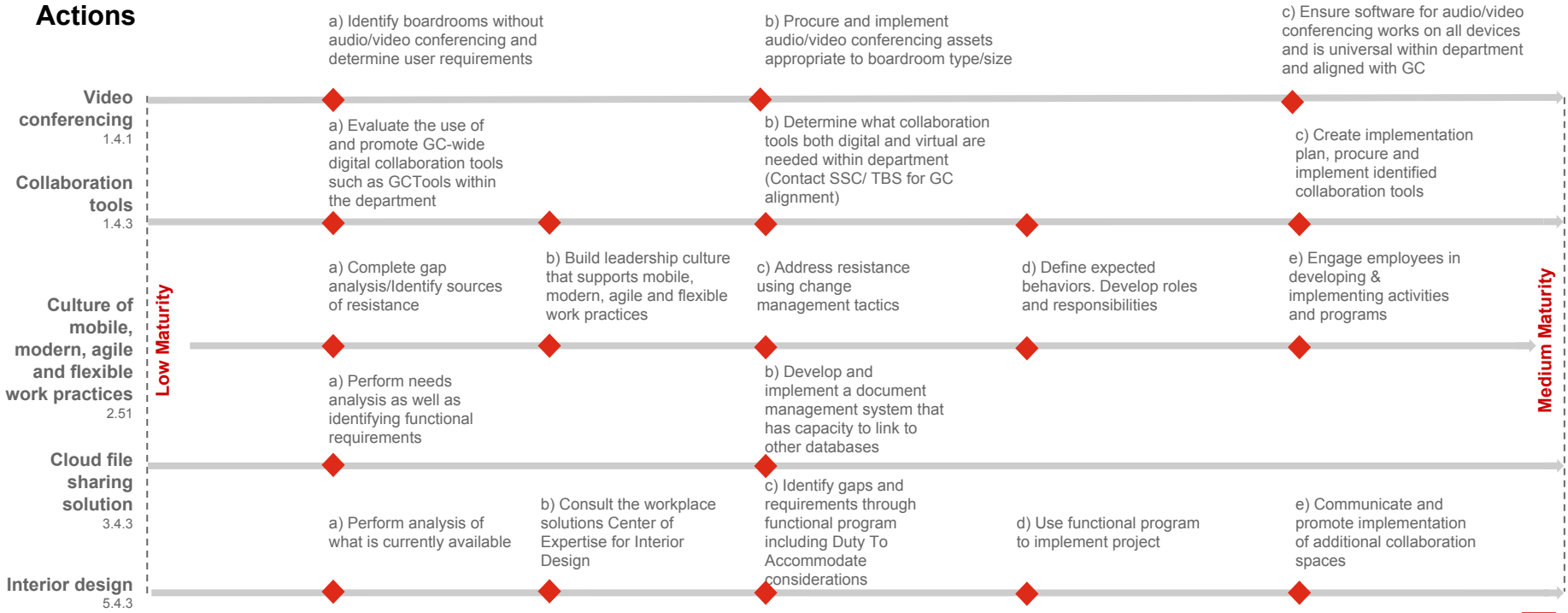


# #4. I work collaboratively with my team

My teams and colleagues work together across the government

**QUICK TIP**

These are only five sneak-peek Strategic Plans. Complete the Assessment for your prioritised Action Plans.

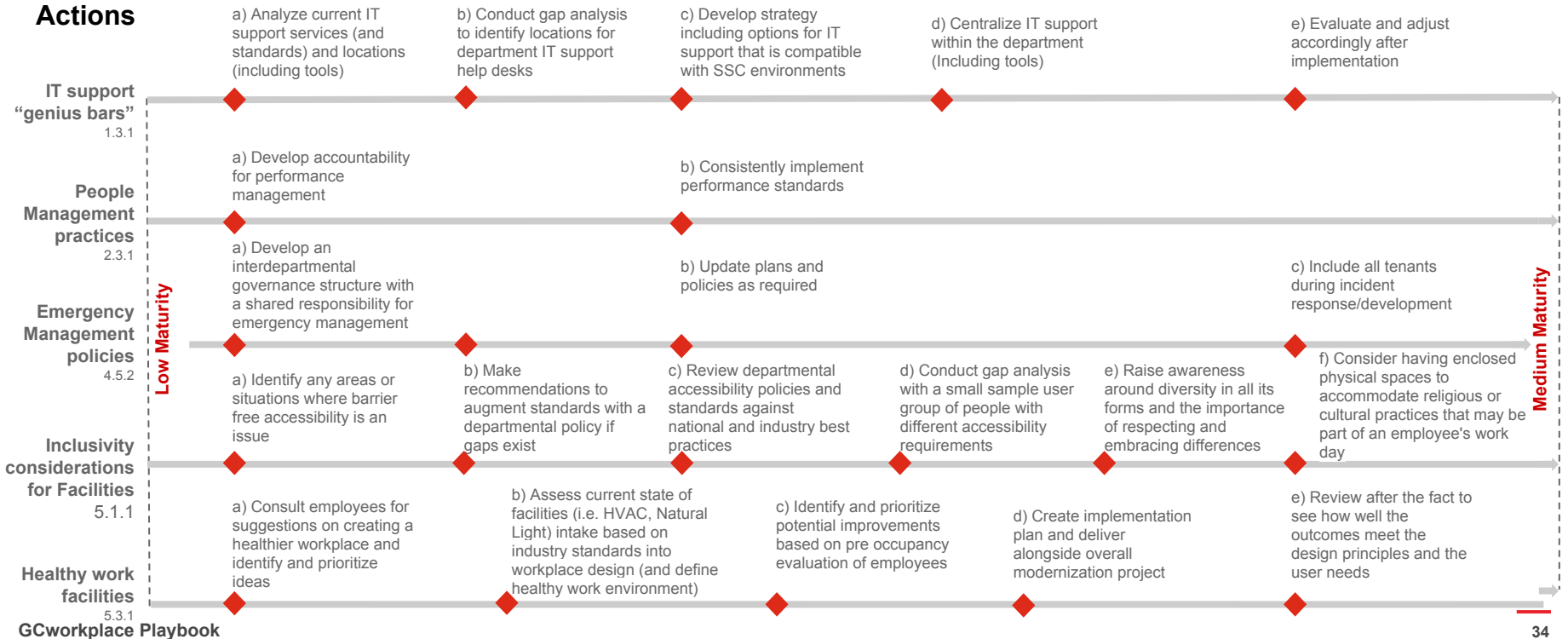


# #5. I am supported in my work and wellbeing

My workplace makes it enjoyable to do my job

**QUICK TIP**

These are only five sneak-peek Strategic Plans. Complete the Assessment for your prioritised Action Plans.

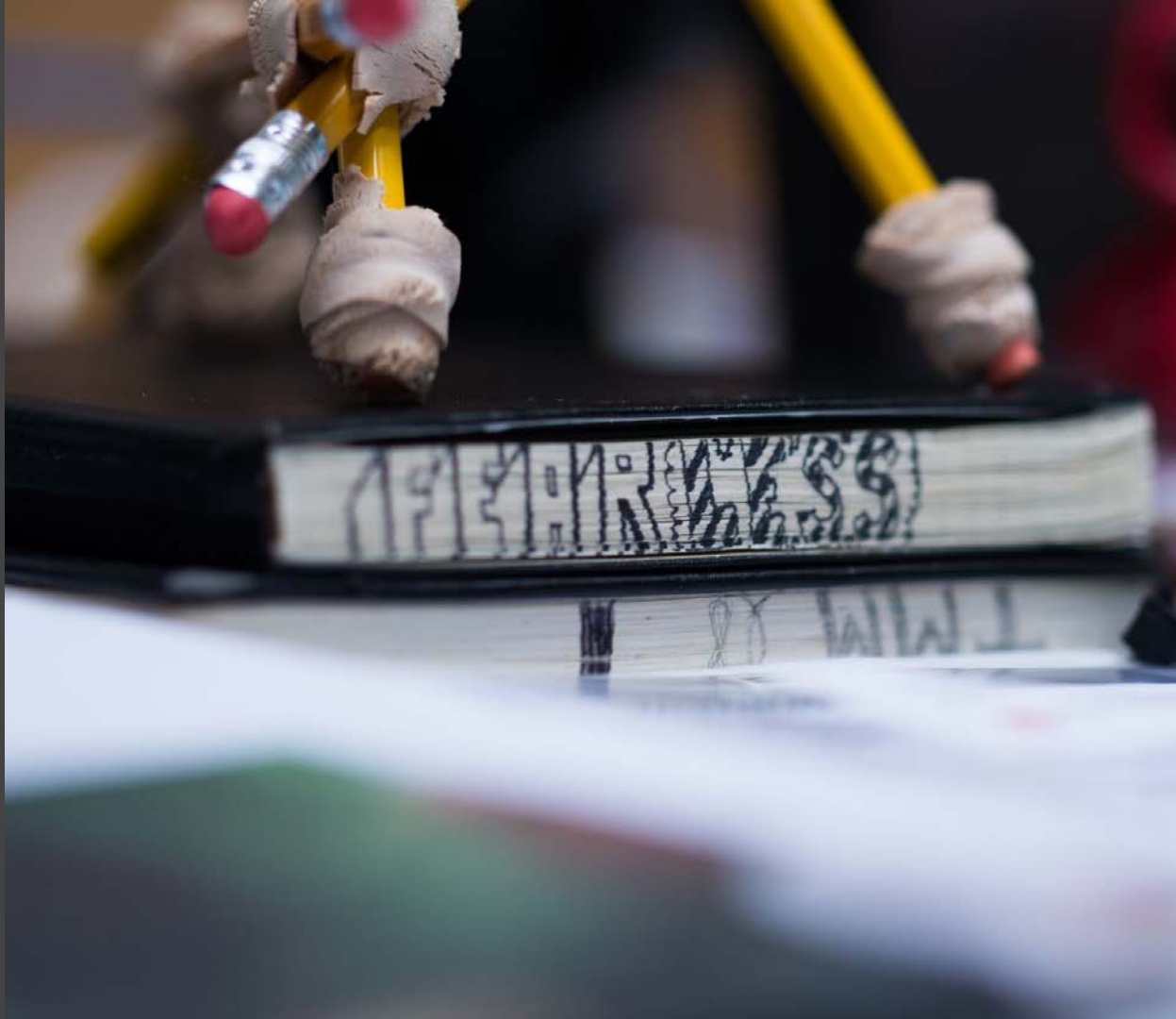


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# Tactical Checklists

Have a move coming up? These are tactical actions a site coordinator should consider now when moving into a new office space.

You can even use these checklists to modernise your existing space!



# Tactical checklists: Get started now!

What if you're moving to a new site right away? Do you know what you can do right now to begin your new GC workplace? Have you thought of everything?

While not independent from the Assessment tool, we've created a focused checklist to get you started now. We provide **110 tactical actions** that should be considered at every GCworkplace site!

It doesn't replace the need for taking the assessment. They don't duplicate efforts. Rather, they both have a role. And both require your attention.

Have a look. And start checking items off your list!

## What are the interdependencies?

A lot of the actions in the checklists will be dependent on other functional areas and progress. Assigned seating needs to be organised before a reservation system can be installed for example.

## What are Inclusivity Actions?

Accessibility and inclusivity needs are a top priority for government. Right at the start of any site move and fit-up, we want inclusivity to be at the forefront. That's why we are calling out these actions right from the get go!



# Project Management:

## Things to do right now!

You now have access to the Assessment Tool and Tactical Checklists. If you are a manager involved in a specific Real Property project, we have a few additional thoughts to give you another leg up on getting started. Why not create a GConnex page for each project to keep employees apprised of the progress and news related to their move/fit up? Use it to share pictures of your new workspace in advance.



### Tactical project management checklist:

Ensure a team lead is identified for each functional area, and they are knowledgeable of their respective Playbook activities

- Ensure Project Team Members are trained/educated on
  - Fit-Up Standards
  - Business Intake Processes at SSC and PSPC
  - Playbooks, Tools and Templates
- Develop a high level business requirements document for the site highlighting the type of activities to be performed by employees
  - What type of PSPC Workplace Solutions scenario will be installed (WP2.0, ABW, etc.)?
  - Who is moving when?
  - Are there users with accessibility needs?
  - What is the approximate breakdown of the user personas moving into the location?
  - What will be the funding model (one time and on-going) for the site?
- Complete a Project Plan for the site (based on available templates customized for the type of Workplace Solution to be installed)
- Complete a detailed Business Requirements Document (BRD) for SSC Services
- Complete required documentation as per PSPC processes
- Follow SSC and PSPC business intake and service implementation processes
- Start Change Management planning (pre and post move survey) etc.

# IT Checklists (1)

		Interdependencies	✓
<b>Devices</b>	T.1.1.a	Eliminate all desktop phones (with the exceptions of emergency and secure level phones which should be available as per security and OHS requirements)	T.2.6.b, T.4.5.a, T.4.6.f, T4.6.d
	T.1.1.b	Provide smartphones with or without data plans to all staff	T.2.6.b, T.4.5.a
	T.1.1.c	Provide employees with laptops/tablets with universal connectors that are compatible with furniture solutions at all workpoints	T.2.6.b
	T.1.1.d	Provide universal docking stations at most workpoints with monitors (various sizes available) with no peripherals as default	
	T.1.1.e	Provide employees with a choice of headphones and a process to procure advanced noise cancelling sets when required	T.2.6.b
<b>Connectivity</b>	T.1.2.a	Assess connectivity requirements and initiate installation of required connectivity across site with three separate networks: Public, for consultants, citizens and other dept users (Wi-Fi); unclassified to protected B (Wi-Fi); and Secret (Wired in secure zones)	T.3.2.g, T.4.7.a, T.4.7.b
	T.1.2.b	Ensure network bandwidth and speeds are consistent and are able to serve occupancy limit of facility	T.4.7.a, T.4.7.b, T.5.3.a
	T.1.2.c	Execute a Wi-Fi penetration test from all workpoints and increase access points where necessary or highlight dead zones for employees and provide wired alternative	
	T.1.2.d	Check signal strength for cell phones and install solution to ensure signal functionality throughout the entire facility	
	T.1.2.e	Initiate printer solution implementation to provide multi-function secure pool printing (print & release) for mobile and laptop printing with a sufficient printer to person ratio	T.2.6.b, T.5.3.h

# IT Checklists (2)

			Interdependencies	✓
User support	T.1.3.a	Provide a physical and manned "genius bar" style IT support help desk within the building for IT software and hardware (where possible and office size permits)	T.2.6.b	<input type="checkbox"/>
	T.1.3.b	Provide peer-to-peer capability in a form of real time chat with IT help desk and provide tools to existing best practices for IT assets	T.2.6.b	<input type="checkbox"/>
	T.1.3.c	Create and communicate troubleshooting information and tips for top five most common anticipated IT problem for new facility		<input type="checkbox"/>
	T.1.3.d	Assess and implement any changes to Executive Support Services as necessary	T.5.2.b	<input type="checkbox"/>
Tools and systems	T.1.4.a	Provide mobile accessible reservation system for meeting rooms and specialized workpoints	T.5.2.j	<input type="checkbox"/>
	T.1.4.b	Provide tool to help find colleagues and manage presence (space finding & person locator)		<input type="checkbox"/>
	T.1.4.c	Ensure the departmental instant messaging system is available and implemented to the employees in the new site	T.3.4.g	<input type="checkbox"/>
Collaboration assets	T.1.5.a	Install collaboration technologies (e.g. audio/video conferencing, displays, smart boards) in collaboration spaces (e.g. meeting room, multipurpose space) that are able to connect to all devices procured for new facility		<input type="checkbox"/>
	T.1.5.b	Create a set of guidelines for how to use collaboration assets (e.g. audio/video conferencing)	T.2.3.a, T.3.4.c	<input type="checkbox"/>

## Inclusivity considerations

- T.1.6.a Desktop phones may be required by persons with disabilities as cell phones or VOIP may not meet their requirements
- T.1.6.b Make sure that smartphones are able to support apps required by persons with disability (e.g. hearing aid)
- T.1.6.c Employees that are easily distracted will benefit from noise cancelling headsets that are comfortable to wear (e.g. ADHD)
- T.1.6.d Ensure that there are inclusive printers available at each worksite/floor (e.g. handrails)
- T.1.6.e Instant Messaging offers a way for all employees to interact with each other promoting inclusivity (e.g. some people can't use a phone)
- T.1.6.f Ensure a seamless user experience with a focus on simplicity and as few connections as possible at all workpoints
- T.1.6.g Ensure ability for employees to not use docking station provided and connect monitors directly to devices (e.g. some adaptive technologies cannot interface with USB video cards)

# HR/OHS/PM Checklist

		Interdependencies	✓
<b>People</b> <b>Management practices/ Leadership/ Managing Staff</b>	T.2.3.a	Provide managers training on managing employees in a GCworkplace environment, including virtually and on maintaining employee engagement, while respecting the existing TB policies and guidelines.	
	T.2.6.a	Implement an emergency and Occupational Health and Safety decisional tree (Building Senior Officer) per worksite	
	T.2.6.b	Provide employees with Duty to Accommodate requirements with equipment that complies with their needs in a timely manner	
	T.2.6.c	Identify first aid trained employees and notify facilities (for signage purposes)	
	T.2.6.d	Validate with project team and unions that the new workplace meets Occupational Health and Safety standards prior to the move	
<b>Occupational Health &amp; Safety</b>	T.2.6.e	Conduct project impact assessment on mental health	

## Inclusivity considerations

- T.2.7.a Train managers to communicate using multiple ways (e.g. written, voice)
- T.2.7.b Offer persons with disabilities the opportunity to tour the workspace prior to the move (to test facilities' accessibility and address concern and anxieties)
- T.2.7.c Use a proactive approach in providing tools and equipment that addresses common OHS and Duty to Accommodate concerns arising from the GC Workplace



# IM Checklists (1)

		Interdependencies	✓
<b>Policies/ Processes/ Procedures /Standards</b>	T.3.1.a	Update generic processes, procedures and standards to reduce printing encourage , sending documents links to enable going paperless	
	T.3.1.b	Consult with Departmental IM leads to negotiate with Library and Archives Canada (LAC) for fast tracking Retention and Disposition Analytics (risk based)	
	T.3.1.c	Consult with the departmental IM lead to ensure there is a process in place to store/access physical records off-site ie. Iron Mountain	T.4.6.a
	T.3.1.d	Implement existing GC procedures related to digitization ensuring individual business standards are applied. I.e. More than one imaging standard exists	
<b>Information Holdings</b>	T.3.2.a	Perform inventory for information holdings (Paper/digital) and evaluate to help to understand scope of paper holdings and enabling the decommissioning filing cabinets	T.4.6.c
	T.3.2.b	Determine if Records Disposition Authority and Retention and Disposition schedules exist for the site and apply authority/ schedules accordingly	
	T.3.2.c	Determine the security classifications of their holdings and provide options for paper storage based on operational needs	T.4.6.a, T.5.2.j
	T.3.2.d	Schedule and implement file clean-up days for both paper and electronic (including de-duplication tools)	
	T.3.2.e	Consider, if site is not already using the approved existing document management systems, moving towards implementation which includes using their sections of the departmental taxonomy (files classification structure)	
	T.3.2.f	Ensure process for document discovery is identified (i.e. litigation; exception clause, ATIP (access to information request), legislation, audits)	
	T.3.2.g	Ensure IT security accommodates the levels of information (i.e. protected/secret) on a secure network	T.1.2.a, T.4.7.a, T.4.7.b
	T.3.2.h	Ensure capability to work on "eyes only" and secret documents (i.e. supporting hardware, physical location, and physical storage)	T.4.6.a, T.4.6.c, T.4.6.d, T.4.6.e, T.4.6.f

# IM Checklists (2)

			Interdependencies	✓
<b>Content Management Tools</b>	T.3.3.a	Ensure integration of taxonomies (files classification structure) with Document Management and collaboration tools		
	T.3.3.b	Perform an Information Architecture review so that it is configured in the document management system i.e. Permissions Model		
	T.3.3.c	Migrate other electronic document management systems to centralized document management system (include document imaging)	T.4.7.b	
	T.3.3.d	Migrate relevant IRBV information within shared drives to centralized document management system	T.4.7.b	
<b>Support/Awareness, Engagement and Training</b>	T.3.4.a	Develop a knowledge base for IM fundamentals for business owner training and any new software for business owner training (e.g. IM awareness, FAQ sheets and tools, "IM: How to manual", differentiating Information Resources of Business Value (IRBV) vs Transitory records and ATIP requirements and responsibilities)		
	T.3.4.b	Identify, assign, communicate and engage IM SME who will provide support to staff involved in site activities		
	T.3.4.c	Schedule mandatory centralized document management system training for all document management tools ,including collaborative tools		
	T.3.4.d	Communicate awareness of available virtual and online training (e.g GCcampus)		

## Inclusivity considerations

- T.3.5.a Identify support requirements PWDs (Persons with Disabilities) at the site
- T.3.5.b Ensure document management training is suitable for the PWD's at the site

# Security Checklists (1)

			Interdependencies	✓
<b>Security Policy</b>	T.4.1.a	Implement a security sweep or other inspection process that aligns with departmental policy for new sites		
<b>Security Awareness</b>	T.4.2.a	Modify current training and awareness to include how to work securely and safely in GCworkplace, clean desk policy, zoning, etc. and communicate to employees	T.3.4.a, T.3.4.c, T.2.3.a, T.5.3.c	
<b>Emergency Management</b>	T.4.5.a	Ensure landlines exist for Emergency Management (EM), Business Continuity Planning (BCP), monitoring, secure equipment, etc. as required and communicate requirements with IT and other relevant stakeholders	T.1.1.a, T.1.1.b	
	T.4.5.b	Ensure a Building Emergency and Evacuation Team (BEET) is established which adapts to a flexible, mobile workforce	T.5.3.f	
	T.4.5.c	Ensure that booking/reservation system identifies/locates BEET members (and other EM team members, Persons Requiring Assistance (PRAs), etc.) and appoint responsibility owners	T.1.4.b, T.5.1.c, T.5.3.f	
	T.4.5.d	Modify existing emergency notification system to push out alerts to employees consistently - if via text ensure a process to capture phone numbers of all staff		
	T.4.5.e	Update, align and communicate emergency procedures and ensure employees are aware/trained	T.5.3.c	

## Security Checklists (2)

		Interdependencies	✓	
<b>Physical Security</b>	T.4.6.a	Identify security needs which may require specialized space/setup, access and zoning (e.g. secure video conference, open-shelf classified information storage, etc.) and define user/client security requirements and security clearance levels required for GCworkplace	T.3.2.c, T.3.2.g, T.5.2.j	
	T.4.6.b	Implement procedures to integrate secure rooms/secure discussion areas, communications security (COMSEC) and TEMPEST (shielded) equipment, etc. at new sites	T.5.2.a, T.3.2.h	
	T.4.6.c	Determine new requirements for secure storage and disposal equipment in the GCworkplace and communicate to relevant stakeholders including IM and facilities teams	T.3.3.a, T.3.2.c, T.5.2.j	
	T.4.6.d	Conduct site assessment and develop fit-up security requirements (complete Threat and Risk Assessment, Security Design Brief, etc.) respecting GCworkplace requirements and communicate to relevant stakeholders, including facilities, procurement, etc.	T.1.1.a, T.5.2.a	
	T.4.6.e	Implement security considerations into the design e.g. using a specific colour scheme to denote an area where Secret information is processed, frosted partitions, monitor screens, etc and communicate to relevant stakeholders including facilities, etc.	T.5.2.a, T.5.2.c	
	T.4.6.f	Determine security related equipment and its use in the new environment (e.g. portable storage devices, secure fax, cabinets, shredders, lockers, etc.) and install as required or communicate with the relevant team	T.1.1.a, T.5.2.a	
<b>IT Security</b>	T.4.6.g	Determine what access control and alarm system is required and install (centralized or compatible with systems in use at other buildings if possible). Include capability to monitor ins and outs/location for investigative and EM purposes.		
	T.4.7.a	Implement procedures on how to integrate secure networks e.g. GCSI, CTSN, etc. in new sites	T.1.2.a, T.1.2.b	
	T.4.7.b	Implement IT Security procedures and controls concerning the implementation of WiFi and other new IT systems/technologies	T.1.2.a, T.1.2.b	

### Inclusivity considerations

- T.4.8.a Consider fire alarm system with visual as well as audible capabilities (visual portions could be activated on specific floors as/when required)
- T.4.8.b Work with facilities to implement policies and procedures that integrate security and privacy when audible software is in use
- T.4.8.c Conduct analysis of what specialized card readers may be required and install as required

# Facilities, Assets, & Interior Design Checklists (1)

		Interdependencies	✓	
<b>Workpoints</b>	T.5.1.a	Ensure that most work surfaces are ergonomically adjustable	T.1.4.a, T.4.5.c	<input type="checkbox"/>
	T.5.1.b	Ensure the seating in each work points is robust and ergonomic		<input type="checkbox"/>
	T.5.1.c	Identify bookable and unbookable workpoints and consult IT for the reservation system tool/application		<input type="checkbox"/>
	T.5.1.d	Install active workstations in rooms (bike desk and/or treadmill desk)		<input type="checkbox"/>
<b>Interior Design</b>	T.5.2.a	Ensure design needs are based on the type of activities performed by the employees and ensure it incorporates requirements for workers with specific needs (e.g. multiple monitors, foot rest)	T.4.6.b, T.4.6.d, T.4.6.e, T.4.6.f	<input type="checkbox"/>
	T.5.2.b	Assess requirements/considerations for senior management in workplace design	T.1.3.d, T.4.6.e	<input type="checkbox"/>
	T.5.2.c	Create and enforce zones for different types of spaces providing a variety of elements and tools such as quiet, collaborative, administrative, mixed based on employee's requirements.		<input type="checkbox"/>
	T.5.2.d	Provide an adequate sound masking system for different zoning, as required/where needed.		<input type="checkbox"/>
	T.5.2.e	Design kitchenettes as collaborative multi-purpose space		<input type="checkbox"/>
	T.5.2.f	Ensure that most furniture procured for meeting and collaborative areas are moveable to enable the creation of impromptu spaces for meetings		<input type="checkbox"/>
	T.5.2.g	Procure inclusive furniture with integrated power sockets and common connectors on the worksurfaces		<input type="checkbox"/>
	T.5.2.h	Create private meeting space without the need for walls		<input type="checkbox"/>
	T.5.2.i	Consider equipping informal collaborative spaces with surfaces that have integrated screens		<input type="checkbox"/>
	T.5.2.j	Provide centralized filing zone/area, as required	T.3.3.c, T.4.6.a, T.4.6.c	<input type="checkbox"/>
	T.5.2.k	Provide different types of lighting, within your different type of zones/area where possible		<input type="checkbox"/>
	T.5.2.l	Identify quantity of lockers (permanent and daily use) required and install them away from quiet zones. Ensure a number of them are available with additional storage for employees who have a requirements for more space.		<input type="checkbox"/>
	T.5.2.m	Implement temporary open areas that can be used to store special needs chairs		<input type="checkbox"/>

## Facilities, Assets, & Interior Design Checklists (2)

		Interdependencies	✓
Facilities	T.5.3.a	Confirm occupancy limits for the space at the start of the project	
	T.5.3.b	Create proper signage to allow for wayfinding (high contrast, raised print, braille), to identify various zones, meeting rooms and specialized workpoints including those with new technologies	T.1.2.b
	T.5.3.c	Develop a "Welcome Guide" template for the new facilities, outlining various nearby amenities, logistical information, floor plan identifying various zones, etc.	T.4.2.a, T.4.5.e
	T.5.3.d	Work with IT team to provide a centralized tool – such as an interactive or static map identifying the location of colleagues	T.1.4.b
	T.5.3.e	Identify common central locations on each floor to allow for personalization (e.g. selfie wall, common photo walls, art wall etc.)	
	T.5.3.f	Install approved Federal Identity Program (FIP) signage to help locate First Aid attendants, floor wardens, etc. (as required)	T.4.5.b, T.4.5.c
	T.5.3.g	Upon request, provide employees with options for carrying their peripherals (e.g. small tray, box or bag/backpack that fit in lockers)	
	T.5.3.h	Centralize all printing, business centre type activities and mail hub. Appoint a representative for administrative duties	T.1.2.e
	T.5.3.i	Centralize garbage and recycling per floor	
	T.5.3.j	Ensure that HVAC systems are able to handle influx in loads and duration	
	T.5.3.k	Install a lighting control system that allows zoning, presence/ absence detection and daylight linking	
T.5.3.l	Give employees the tools/products needed for cleaning, within reasonable reach – chairs, surfaces, peripherals, etc.		

## Facilities, Assets, & Interior Design Checklists (2)

### Inclusivity considerations

- T.5.4.a Create working group of employees with disabilities to better inform project team to ensure new space is inclusive.
- T.5.4.b Before furniture is installed, all persons with disabilities affected by project visit site to provide feedback on any possible issues.
- T.5.4.c Ensure that there are Automatic Door Openers (ADO) in appropriate locations exceeding the building code where necessary and explore options for door opening without touch for exit.
- T.5.4.d Create process to identify permanent locations for employees who require an assigned space (too much equipment to move, visually impaired, additional space for special furniture, other cases for management and HR to consider, etc.)
- T.5.4.e Meet needs for employees making too much or sensitive to noise / How to get them an enclosed space or higher panels
- T.5.4.f Incorporate accessible quiet rooms with ADO and prioritize them for people with reduced mobility
- T.5.4.g Ensure high contrast ratio between different surfaces finishes (e.g. walls and floors)
- T.5.4.h Incorporate water fountain that support traditional use and hand free water bottle filling that can be used by standing or seating height

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# Tactical Accelerators

These are examples of tactical solutions that are currently being used across government. These will help site coordinators to accelerate their planning process.





## Tactical accelerators: What they are and how to use them.

**Coupled with actions, these provide clear examples of the best of Government**

We have scoured across the government to find the best examples of tools, policies and capabilities that support your move towards a GCworkplace. If you are undergoing a move right now – or plan to in the near future – these are the types of tools you should consider.

We also had our functional experts search through the government archives, as well as contact SME's from other departments. The result? Useful links to relevant sites and templates wherever they are currently available.

Don't think these examples are exhaustive or that you're even required to use them. They are listed to inform you of what is available and happening across the GC.

### Who should I contact for more information?

Each functional area has a designated contact person in case you have more questions. These are people that have been directly involved in creating this playbook.



# IT - Examples from across government

Section	Examples
Devices	<ul style="list-style-type: none"> <li>- IOS, Android</li> <li>- Flexible data plan 5GB, Unlimited texts and calling</li> <li>- Universal compatible docking stations (Thunderbolt, USB 3.1/c) (e.g. SSC Targus pilot)</li> <li>- 32" curved monitors or 24" Dual monitors based on workpoint definitions</li> <li>- Laptop High end: : 16GB Ram, 512GB SSD, I7 processor</li> <li>- Laptop Low end: 8GB Ram, 128GB SSD, i5 processor</li> <li>- Tablet: HP X2 Elite</li> <li>- Wireless keyboard and mouse by demand</li> <li>- Induction headphones, (Noise-cancelling)</li> <li>- Citrix OpenSpace/Workspace - preview q1 - workpoint reservation system</li> </ul>
Connectivity	<ul style="list-style-type: none"> <li>- 75:1 Printer ratio</li> <li>- SSC Workplace Technology Devices - Print Solution RfP - DAS</li> <li>- Departmental Internal Wi-Fi</li> <li>- SSC/ PSPC public wifi pilot (11 sites nationally)</li> <li>- Multiple Input/ Multiple Output access points on 802.11acn</li> <li>- Departmental VPN Tokens</li> </ul>
User support	<ul style="list-style-type: none"> <li>- SSC internal IT Service Centre Hubs</li> <li>- ECCC offers Email and phone to create IT Service request</li> <li>- ECCC IT support can interact using Instant Messenger, voice, e-mail, ticketing system with end-user</li> </ul>
Tools and systems	<ul style="list-style-type: none"> <li>- Outlook</li> <li>- Windows 10, IE 11, TBS IT P/N</li> <li>- SSC Jabber pilot instant messaging solution,</li> <li>- SSC Skype for Business RfP</li> <li>- MiTel - MyVoice Solution in place at Global Affairs Canada</li> <li>- SSC Sharepoint pilot</li> </ul>
Collaboration assets	<ul style="list-style-type: none"> <li>- Clickshare, MX700</li> <li>- CISCO's WebEx integrated with Outlook</li> <li>- GCTools (GCconnex, GCpedia, GCIntranet, GCdirectory, GCcollab)</li> <li>- 55" + HDTV's in meeting rooms</li> </ul>

## Templates / more information

PSPC CIOB - User Profiles for IT

PSPC CIOB - Workpoint Definition

### Supply Arrangements

- PSPC AVSO - Brian Moore (PSPC)
- SSC Computer Acquisitions Guide ([computer.pwgsc.gc.ca](http://computer.pwgsc.gc.ca))
- SSC IT Pro Share

## Who do I contact for more information?

Ted Francis SSC - *GCworkplace Playbook IT functional area*

[Ted.Francis@canada.ca](mailto:Ted.Francis@canada.ca)

Michael DeKelver - *Workplace Solutions, PSPC - GC public Wi-Fi pilot*

[Michael.DeKelver@pwgsc.gc.ca](mailto:Michael.DeKelver@pwgsc.gc.ca)

Andree Arenault, SSC - *Workplace Technology Devices - GC Printing Solution pilot*

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# HR - Examples from across government

Section	Examples
<b>People Management Practices / Leadership / Managing Staff</b>	<ul style="list-style-type: none"> <li>- Public Services and Procurement Canada, Workplace Renewal Initiative is providing its managers with a Manager's workshop on managing in a GC Workplace environment</li> <li>- Shared Services Canada has published a Manager's Toolkit (Virtual Management Toolkit)</li> </ul>
<b>Occupational Safety and Health</b>	<ul style="list-style-type: none"> <li>- A single window service (Duty to Accommodate request coordinator) was established at PSPC</li> <li>- To ensure requirements related to Duty to Accommodate are included, PSPC (Workplace Solutions) uses a Functional Programming questionnaire to gather employees requirements.</li> <li>- PSPC has emergency intervention teams in each building.</li> <li>- Best practices experienced at PSPC so far to identify first aider:</li> <li>- Used the approach of assigning a desk to the first aid function (not the individual).</li> <li>- Used the approach of using moveable signs that can travel with the first aider.</li> <li>- PSPC has an ad-hoc union-management consultation committee on</li> <li>- Workplace Renewal Initiative</li> </ul>

## Templates / more information

### Virtual Management toolkit:

<http://myssc-monspc.ssc-spc.gc.ca/en/managers-corner/managing-staff/virtual-management-toolkit>

### Business Rules for Telework:

[http://www.gcpedia.gc.ca/gcwiki/images/0/01/Business\\_Rules\\_for\\_Telework.docx](http://www.gcpedia.gc.ca/gcwiki/images/0/01/Business_Rules_for_Telework.docx)

### Practical Guide to Telework:

[http://www.gcpedia.gc.ca/gcwiki/images/5/5c/Practical\\_Guide\\_to\\_Telework.docx](http://www.gcpedia.gc.ca/gcwiki/images/5/5c/Practical_Guide_to_Telework.docx)

### Telework myths and barriers:

[http://www.gcpedia.gc.ca/gcwiki/images/c/c0/Telework\\_myths\\_and\\_barriers.docx](http://www.gcpedia.gc.ca/gcwiki/images/c/c0/Telework_myths_and_barriers.docx)

### A Day in the Life of an Unassigned Worker:

[http://www.gcpedia.gc.ca/gcwiki/images/d/d6/A\\_Day\\_in\\_the\\_Life\\_of\\_an\\_Unassigned\\_Worker.docx](http://www.gcpedia.gc.ca/gcwiki/images/d/d6/A_Day_in_the_Life_of_an_Unassigned_Worker.docx)

### Occupational Safety and Health:

<http://www.labourcanada.ca/>  
<https://www.canada.ca/en/treasury-board-secretariat/services/healthy-workplace/occupational-health-safety.html>

## Who do I contact for more information?

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# IM - Examples from across government

Section	Examples
<b>Policies / Processes / Procedures / Standards</b>	<ul style="list-style-type: none"> <li>- PSPC Government wide imaging Services RMSO</li> <li>- TBS Canada.ca Web-peg standard</li> <li>- LAC Risk based retention and disposition process</li> <li>- GC has a standing offer for records disposal with Iron Mountain</li> <li>- Health Canada has a document discovery process</li> <li>- LAC/TBS Information Management Common Core (IMCC)</li> <li>- Valuation Tool (GVT) documents are available to help build departmental taxonomies and R&amp;D Schedules</li> <li>- IM Community initiatives portal as well as these below</li> <li>- Inventory forms are used by SSC, LAC, PSPC, HC</li> <li>- SSC has an example for a straightforward RD Authority and R&amp;D schedules</li> <li>- Agriculture has R&amp;D schedule for more complicated subject matter</li> <li>- SSC,PSPC, Transport and HC have best practises for file clean up days.</li> <li>- SSC, PSPC have examples of GCDOCS implementations</li> <li>- SSC IMATIP have a process in place to identify and follow-up on privacy breaches within GCDOCS</li> <li>- SSC IM have a standard on client lead disposal of paper documents</li> </ul>
<b>Information Holdings</b>	<ul style="list-style-type: none"> <li>- TBS Analysts by Department</li> <li>- Enterprise Project Management Office for early adopters list of GCDOCS</li> </ul>
<b>Content Management</b>	<ul style="list-style-type: none"> <li>- SSC, PSPC templates already in use for information architecture</li> <li>- Use HC model on how to migrate shared drive to centralized DOC MGT - SYSTEM</li> <li>GC tools for content and collaboration, for the most part, are GCDOCS and Sharepoint</li> </ul>
<b>Support &amp; Awareness</b>	<ul style="list-style-type: none"> <li>- PSPC materials already created</li> <li>- SSC has a Training and Awareness program</li> <li>- SSC for information that is available</li> </ul>

## Templates / more information

### Directive on Recordkeeping-TBS

<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16552>

### Policy on Information Management

<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12742>

### Information Management Community - Tools

[http://www.gcpedia.gc.ca/wiki/Information\\_Management\\_Community\\_-\\_Tools#IM\\_initiatives](http://www.gcpedia.gc.ca/wiki/Information_Management_Community_-_Tools#IM_initiatives)

### Directive on Open Government

<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=28108>

### Open Government Portal

<http://open.canada.ca/en>

### The GCDOCS Centre of Excellence provides GCDOCS service to all PSPC Branches and Regions

<https://gcconnex.gc.ca/file/download/31390517>

<https://masource-mysource.spac-pspc.gc.ca/eng/services/dpi-cio/gcdocs/Pages/default.aspx>

## Who do I contact for more information?

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# Security - Examples from across government

Section	Examples
<b>Security Policy</b>	<ul style="list-style-type: none"> <li>-Security sweep program (CRA)</li> <li>-Clean desk policy</li> </ul>
<b>Security Awareness</b>	<ul style="list-style-type: none"> <li>-CSPS security awareness course (additional material provided for employees specific to GCworkplace and set-up)</li> <li>- Security in 30 suite (CRA)</li> </ul>
<b>Emergency Management</b>	<ul style="list-style-type: none"> <li>- ERMS</li> <li>- Arnika Mobile</li> <li>- Centrally located BEET equipment on each floor</li> <li>- 1 landline per floor (depending on floor size)</li> <li>- "Using a fire extinguisher" video (CRA)</li> </ul>
<b>Physical Security</b>	<ul style="list-style-type: none"> <li>- PSPC Client Security Requirements Evaluation template</li> <li>- Security equipment guide (SEG) - RCMP</li> </ul>
<b>IT Security</b>	<ul style="list-style-type: none"> <li>- Screening of IT users and administrators</li> <li>- SSC data loss prevention program (endpoint security, scans of electronic data repositories)</li> <li>- Bi-annual security audits of account holders</li> <li>- Mandatory procedures on cyber and IT Security controls</li> <li>- Security awareness training around security classification of IT systems, networks and applications (essentially what the system is rated to and what information users can use it for)</li> </ul>

## Templates / more information

Client Security Requirements Evaluation template (PSPC)

Sample fit-up security requirements (PSPC)

Security Site Assessment template (SSC)

Security Assessment Plan (CRA) Security Assurance Level (CRA)

## Who do I contact for more information?

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# Facilities - Examples from across government

Section	Examples
Accessibility	- Use contrasting colours (walls, carpet, etc.) to help employees with visual impairments
Workpoints	- Outlook (booking rooms) - Internal reservation system (CRA) - Request for Proposals (RFP) - Category 6 - Collaborative Spaces - Supply Arrangements
Facilities	- ARCHIBUS (space management) - Large print-out of floor plan - Cleaning products that are 'Green' and scent neutral - Existing examples of FIP approved signage - Involve Centre of Expertise - Sound Masking engineer - Study of building capacity - Guideline - Project GHG Options Analysis Methodology - RPS-PSPC Real Property Sustainable Development Strategy 2017 - Federal Sustainable Development Strategy - Incorporate sound attenuating fabrics in addition to sound masking
Interior Design	- Monitor arms on worksurfaces - Worksurfaces that are at minimum 30" deep

## Templates / more information

### GCworkplace Pre- and post-occupancy Surveys:

[http://www.gcpedia.gc.ca/wiki/GCWorkplace\\_Change\\_Management\\_Playbook/measure](http://www.gcpedia.gc.ca/wiki/GCWorkplace_Change_Management_Playbook/measure)

### Buying Furniture for Workplace 2.0:

[http://www.gcpedia.gc.ca/gcwiki/images/3/34/BuyingFurnitureforWP2\\_0\\_Final.pdf](http://www.gcpedia.gc.ca/gcwiki/images/3/34/BuyingFurnitureforWP2_0_Final.pdf)

### PSPC Supply Arrangements:

<http://publiservice.gc.ca/services/icpsss-spicsn/furniture/intro-e.html>

### MyWorkpoint BETA - "Welcome Guide"

<http://www.gcpedia.gc.ca/wiki/MyWorkPoint-Locations>

### Active Workstations

[http://www.gcpedia.gc.ca/wiki/Active\\_Workstations](http://www.gcpedia.gc.ca/wiki/Active_Workstations)

### GCworkplace Zoning Template

<https://gconnex.gc.ca/file/view/28556253/gcworkplace-leadership-design-concept>

### Sound Masking Factsheet

[http://www.gcpedia.gc.ca/gcwiki/images/c/ce/Sound\\_Masking\\_Fact\\_Sheet\\_WP2.pdf](http://www.gcpedia.gc.ca/gcwiki/images/c/ce/Sound_Masking_Fact_Sheet_WP2.pdf)

### Tours of GCworkplace @ PDP II

<https://www.eventbrite.ca/e/inscription-visite-guidee-place-du-portage-ii-5eme-etage-guided-tour-place-du-portage-ii-5th-floor-37843078667>

### Fit-up Standards

[http://www.gcpedia.gc.ca/gcwiki/images/8/85/WP\\_2.0\\_Fit-up\\_Standards.pdf](http://www.gcpedia.gc.ca/gcwiki/images/8/85/WP_2.0_Fit-up_Standards.pdf)

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In closing





## The way forward: one step at a time

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There's a lot of detail in this Playbook, isn't there? We've purposely done our homework and spent countless hours making it easy for you to get started. That's why this document is brimming with ideas, activities and tools to help you get from where you are today to where you want to be tomorrow – and beyond.

As you go through this Playbook and take action, you'll start seeing change. It may be small at first. But change has a wonderful way of gaining momentum.

Did you know there are also other resources, tools, and Communities of Practice for each function on GCconnex.

We encourage you to engage here. Keep the dialogue going, ask questions, challenge each other, push the boundaries. It's how we'll make the impact we all want.

Like Rome, GCworkplace won't be built in a day. It's a journey rather than a final destination. Realizing our ultimate vision is going to take time, effort, and commitment. And depending on your specific department and its overall maturity, your progress will be unique. That's ok!

You have the vision, the tools, and the support. Now's the time to take the first step. Then take another. And then another. Together we will transform the GCworkplace and positively impact our work life today and into the future.

*Need more information?*

*Contact Serge Legault:*

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## Contacts

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