

Escalation for Urgent Requests to Onboard to the Cloud eXchange Point (CXP)

The recent COVID-19 pandemic has made cloud an invaluable technology for delivering critical services to Canadians and supporting business continuity. It has also high-lighted the need to be nimbler in prioritizing foundational cloud services for which there is limited delivery capacity; onboarding to the cloud exchange point (CXP) is at one of those services.

For departments requiring hybrid-IT connectivity (cloud usage profiles 5 and 6), where applications must be connected between the cloud and GC managed data centres, onboarding to the CXP is required.

This document describes the process for departments to escalate a request to be prioritized for onboarding to the CXP when it is needed to support a department's response to an urgency.

1. The department must still complete the [connectivity readiness process](#)
2. In parallel, the department can start its escalation request:
 - a. Send an email to the zzciobdp@tbs-sct.gc.ca address
 - b. The email must contain the following information:
 - i. The nature of the urgency that is triggering the escalation (e.g. state of emergency, natural disaster, humanitarian response, security, etc..)
 - ii. What workloads are being served by the public cloud and why a hybrid-IT architecture is needed
 - iii. How are those workloads part of your organization's response to the urgency?
 - iv. Why API-based information exchanges over the internet are not sufficient to meet your workload's hybrid-IT connectivity needs
 - v. The status of your connectivity readiness process
 - vi. Any accompanying documents that support your request
3. Once the escalation request is received and if it is complete and well formed, the approval or denial of the escalation request will be provided by TBS/OCIO within one working day
4. When an approval is provided, the department can provide that approval to SSC to be prioritized for CXP onboarding