**INFORMATION SESSION FOR PERSONS RESPONSIBLE FOR OFFICIAL LANGUAGES (PROL) IN FEDERAL INSTITUTIONS**

**Transcript**

**HOME PAGE (Slide 1)**

Welcome. The Official Languages of Center of Excellence (OLCE) is pleased to be able to share with you your new System on Official Languages Obligations, SOLO. We appreciate the time you took to join this information session.

**OBJECTIVES (Slide 2)**

Here are the objectives for this session. We're going to start with an introduction to SOLO, why and how are you going to be using SOLO during the next coming weeks. So, the first step you'll need to do as a PROL is obviously create an account. Furthermore, you'll need to review your offices in this new system. We'll see how to manage office registrations and how to register an office if need be. In certain circumstances, tasks will be associated with an office registrations.

With SOLO we can produce or generate quite a few reports. They are auto generated from the data found in SOLO and these can also be customized to suit your institution’s reporting needs. So basically, SOLO reports always 2 reports and their report on an annual review.

We'll talk briefly about the Official Languages Regulations Reapplication Exercise (OLRRE). So basically, reviewing and editing your office information in SOLO is to prepare for this exercise. After reviewing this training session, we'll talk about the next steps, what we need from you as a PROL when accessing SOLO, and we'll finish this session with a short demo on how to navigate in this system, specifically what to do when reviewing or updating information, how to register an office and finish off with a quick look at preparing your reports.

**INTRODUCTION TO SOLO (Slide 3)**

SOLO stands for System for Official Languages Obligations. It replaces the old Regulations Management System, the RMS. SOLO is a user-friendly, modern, and integrated system, allowing you increased reporting and analysis possibilities. Additional office information can be added from the list of offices migrated from the old system, the RMS.

We'll see that there might be tasks associated when registering new offices such as a need for a service area or measure of demand. What's nice about the SOLO is that it will provide the user notifications on what task needs to be done. There will also be an automation of the administrative aspects of the Annual review, the OLISS II Report and the monitoring of the OLRRE exercise.

SOLO also allows the integration of the new regulatory obligations as well as decennial census linguistic data provided by Statistics Canada last August 2022. It is important to note that with SOLO, Burolis has also been revamped to include some additional information entered in the new system.

**2 DIFFERENT ENVIRONMENTS FOR SOLO (Slide 4)**

So there's two main environments in SOLO. You have the production environment, and you also have the simulator. There’s a key distinction between the two. The simulator is used as a sandbox, so what you do in the simulator won't be directly reflected in Burolis. In the production environment, on the other hand, every action that you save will be shown in Burolis. Let's see more clearly the difference between the two environments.

First, you can see the production environment here to your left. Right next to it, you can see the simulator environment. Now for the main distinction between the two environments is, first, you'll see the watermark here on the sides of the simulator environment, which is clearly not shown in the production environment.

Also in the simulator you will see, a warning sign that tells you that you are not in the production environment and everything you do here will not be visible in production SOLO or Burolis. The next indication is in the web address here. You'll clearly see that in the web address it is indicated, Sim for simulator SOLO. On the other hand, here in the production environment, you will not see the simulator in the web address. There, we’ll slide back these out of the screen for now.

**LAUNCHING SOLO (Slide 5)**

So the first step you have to do is to register an account by indicating either your own personal work address or your generic e-mail address for your Official languages group. Second, you will need to create a password linked to your account. The nice thing about SOLO is that if you forget your password, you can go ahead and reset your password without contacting us here at TBS.

**LAUNCHING SOLO (continued) (Slide 6)**

So it's important to use your work e-mail address or your generic inbox e-mail address for your group, but most important, ensure that you indicate the name of the PROL were indicated in case we here at we at TBS have to get a hold of you (the PROL)

Your password will need to be at least 12 characters with at least one lower case, one upper case, one number and one non-alphanumeric character.

**LAUNCHING SOLO (continued) (Slide 7)**

Once you have created your account an e-mail will be sent to you. You will have to activate your account by clicking on the link here. This e-mail will either found in your own personal work e-mail or in your generic official languages e-mail. Once you click on this link, you will be brought back to this page in SOLO, in which you will be able to sign in.

**SOLO – DASHBOARD (Slide 8)**

Once you've signed in, you will be brought to the dashboard, the main page of SOLO.

The dashboard is mainly composed of three sections. You have the top ribbon here. And also here to the right the most requested links or tasks in SOLO.

Also, here you'll have helpful links, web links for Official Languages. So you can see here the Official Languages Act, the Regulations and if you need to contact us at OLCE you can do so by clicking here and there you will have our generic e-mail that will be shown in which you will be able to contact us by e-mail and last but not least you'll see that you have also a link to Burolis.

When you're at the center, here are the main functions within SOLO. So let's go back here (top ribbon). So once you click on home, this will automatically bring you back to the dashboard here. Once you click on the annual review, this is where you'll be able to enter the information required for the annual review. Now for this year, (the completion of) the annual review is optional (in SOLO). But if you request to use SOLO to administer your annual review, please contact us at the address shown in this link here.

Right next to this is the registration (tab). So by clicking on this tab, you will see the list of all the offices that have been migrated from the old system into SOLO. Right next to it, you'll see the tasks. So as mentioned earlier, once you create an office task(s) may be associated with the office creation.

Right next to the task tab, you can find the reports. So, there's a variety of reports that SOLO can produce either autogenerated or customized. Last but not least, you’ll see here that this is where you’ll be going to enter all information on your OLISS II Reports.

Right at the center, here, is where you'll mainly be navigating into SOLO. So, if you need to register an office, this is where you'll go to proceed with that task. Right next to it is (where) if you want to manage your offices. So, if you want to view, edit or delete registered offices you can do so by clicking on this link. Right below is where he can generate reports. Will see that there are quite a few reports that can be generated into SOLO. Right below, here is where you're going to find information on your institution.

So you'll see that institution is spelled with an S. This is because for most well …, a few, a few PROLs have been assigned to this position for more than one institution. Right here is where you can manage the information found for your institution.

**SOLO – MANAGE OFFICES (Slide 9)**

So the first thing you’re going to do when you enter SOLO is (to) manage your office registrations. If you do not know how to register an office, you can always click on the instructions here. Right below here will be the list for your institution. So if you're the PROL for only one institution, this will automatically apply.

If you are the PROL for more than one institution, you can click on the drop-down menu here and select the institution you request to be shown in the SOLO. Right here is where you see a list of offices into SOLO and if you see that one office is missing, you can go ahead here and register a new office.

Right next to it is this service groups. So, if you're working at Employment and Social Development Canada ESDC, you might have service groups that are associated with more than one office. We'll see that a little further in the presentation. So once you've clicked on the institution, all you have to do is click on search.

**SOLO – MANAGE OFFICES (continued) (Slide 10)**

Once you do so, you'll see the list of offices registered. In this case here, we're showing the list of offices registered for the Treasury Board (Secretariat).

So here you'll see what (is) the status. This indicates that these two offices are active in SOLO. Right next to it is the institution acronym. Under the office name is obviously the office name for the office registered in SOLO.

You can see here that we have a head office and also a toll-free long-distance telephone service. Right next to it is the address of the of the office registered in the SOLO. You'll see here, particularly in the case of the toll-free long-distance telephone service, that you have a list of provinces. This indicates the provinces and territories that are served by this, this particular office.

Right next to it are the group. So, we talked about the same service group. If you'd have a same service group within these offices, a check mark would appear here. But in this case, TBS does not have any same service groups. Last but not least, is it linguistic designation for each office. Here you see that the head office and a toll-free phone number are both bilingual due to, 1st part, the fact that the all head offices are automatically designated bilingual and for toll free, for free long distance telephone services, they are also bilingual due to their vocation (as per the Regulations).

**SOLO – MANAGE OFFICES (continued) (Slide 11)**

So the first thing you want to do is review information and edit what is found for that office. Here you have the choice of editing the toll-free long-distance number only or edit all the information for the office. If you choose to edit all information for this office, all you have to do is click on edit office.

**SOLO – MANAGE OFFICES (continued) (Slide 12)**

Once you do so, you'll see all the information pertaining to this office. In this case, what you see here is information for the toll-free telephone number. The Office number is required here in both English and French.

This doesn't need to be the same wording here, so you can apply a wording that is familiar with your operations and also with the public.

Here you can enter the telephone number for programs. So if you're um, long distance phone number is part of a program. You can add the telephone for this distinctive program right here. Next step is to decide in which language the toll-free telephone number will be. It will be either Bilingual English or French. Next, right below you'll have to identify the type of phone number. Is it a toll-free telephone number or a local telephone number. If you choose to add a telephone number for a program, you will be required to enter the name of the program here in both English and French. To the right here you can see the list of provinces and territories that this telephone number serves. If you would decide that this telephone number will no longer serve Yukon and Nunavut, you can go ahead and uncheck these boxes here once you click on submit, your office information will be updated.

**SOLO – MANAGE OFFICES (continued) (Slide 13)**

We talked about the same service group. Here we have an example of Employment and Social Development Canada. You'll see that they have quite a few number of same service groups.

Here you have institution acronym. The service group and again here you can use the wording that is familiar for you for operations and to the public, but it's really important that you keep the number. For quick reference and quick retrieval, here you have the CMA or CSD in which the same service group is part of. You have the province and here to the right is an indication whether the same service group applies (or) offers key services or not key services.

Now to have a closer look at what offices are included in the same service group. Let's have a look at the same service group 160.

**SOLO – MANAGE OFFICES (continued) (Slide 14)**

Here you'll see that SOLO indicates the number of bilingual offices required, which in this case applies the proportionality principle.

Here SOLO will give you a quick indication of what is the proportionality principle. Right down here, you'll see the list of offices that are part of this same service group. And this case here 5 offices are required to be bilingual within this same service group. Now, if you have a look here, you'll see that there's all…there's already 5 bilingual offices indicated in within this group, so no further action is required.

If there would be a situation where no bilingual or less than five bilingual offices would be required, (or) are required for this same service group, you'll need to consult the community to have an idea which other bilingual office is required. We'll have a quick look at this further in the presentation.

**SOLO – REGISTRATIONS (3 step process) (Slide 15)**

Now, after reviewing the list of offices registered in SOLO, you see that an office is not included in SOLO, you can go ahead and register an office.

Registering an office in SOLO is made by three steps, so first step would be to indicate the office details. After that you'll be required to enter the office location and to finish it off you have to confirm all information that you have entered just to make sure that there's no typos and or that the telephone numbers are correct.

**REGISTRATIONS (continued) (Slide 16)**

Now let's have a look at the office details.

So the first thing you're required to enter is the office name. Again, here you can use this wording, or you can use the office name that is recognized by your institution and by the public. Second, you have the option of adding a program so if this office has a distinctive program within the service you can add it here. Next, you have to indicate the telephone number, including the country code. The e-mail is optional, but always a good idea to indicate the e-mail for your institution in case the public needs to get a hold of you by e-mail.

Right below here you'll see that you have to indicate the clientele for this office. Is for the general public and identifiable restricted clientele or the traveling public? Last but not least, you have to indicate if an in-person service is available. If yes, you'll be required to enter the days and business hours. If no, you can go ahead and go to the next step.

**REGISTRATIONS (continued) (Slide 17)**

The second step is to indicate the office location.

Now you'll see here that the name of the facility is optional. So, if your office is located within a building that has a name, you can enter it here. The steps that follow are mandatory.

You have to decide if you register a new address or choose an address already registered in SOLO. Now for this case here we know that 240 Sparks houses many institutions, but the important thing to remember is if you do not have an office within this…this address you cannot choose this option, you have to choose registering a new address.

So here you have to indicate the region or the province, the city and the street address, and once you enter this information, you'll see that the map here will interact and pinpoint the exact location of your office on the map. Also, you'll see that SOLO will indicate the CMA the CSD, the total minority population, the percentage and the total population for the area you've selected or entered.

**REGISTRATIONS (continued) (Slide 18)**

Last step is to confirm the information that you have entered into SOLO, so you can either go and edit the office information, the office location or edit the whole information here. If everything is correct and kosher, you can go ahead and click on submit.

**REGISTRATIONS (continued) (Slide 19)**

In this case here, considering that the office is located in the National Capital Region, it is automatically designated bilingual. Right below here is an explanation of as to why the office is bilingual. The details about the office linguistic designation can be found here.

**TASKS (Slide 20**)

Sometimes when you register an office, tasks might be associated to the office registration.

The first, the first example would be the service area. The second example would be a measure of demand, so the institution will be required to provide a survey to the clientele to measure the potential demand for the service offered by this office to the public.

The next step here is the, is the proportion app … proportionality application. So, for the same service group which you will also be required to consult the commu… the Community. This happens when you register more than one office in the same census area that provides the same services.

So let me repeat that again. The proportionality application applies when you register a new office within the same service area, providing the same service as an office already registered in the SOLO.

**TASKS – SERVICE AREA (Slide 21)**

Let's have a quicker look at the service area of task. Now this is determined by the institution, not by TBS.

So when you're drawing your service area SOLO will calculate the minority data based on the census regions, you can see here that the census regions are delimited in blue. Once you've selected this census regions here, you'll see that the interior of the census region will be powdered blue. Now to select your service area, we suggest that you use the polygon icon here in which (you) really can determine with precision the service area for your office. Once you've done this, you can click on finish.

The important thing to remember is that you have to wait until SOLO registers the census areas you've selected. You'll know this by the fact that these census areas will turn from a blue, powder blue to grey.

**SERVICE AREA (continued) (Slide 22)**

Now, once you've selected the service area, SOLO will also indicate all the service area demographic details.

Here you can see that it indicates the CMA this CSD number, the minority population for each census area selected, the percentage and the total population. Again here, the SOLO application or system was able to determine that this service should be designated bilingual.

**TASKS – MEASURE OF DEMANDE (Slide 23)**

If that threshold is not met SOLO will go and assign you another task which is the measure of the demand, so you'll be required to survey the clientele and indicate the methodology followed for that survey.

Now, if you're not sure about this new office or you’re not sure about the information to enter here, SOLO will give you the option of saving the office as a draft and you can go back to the office once you've collected the required information. But if you do have information, you'll have to indicate the information here.

So you'll be required to enter the methodology followed, the results of the survey, and SOLO will be able to determine if whether or not the office should be bilingual. By the details of this service, SOLO was able to determine by these numbers that the office should be bilingual.

**TASKS – PROPORTIONALITY CALCULATION (Slide 24)**

The last task is related to the proportionality calculation, so this is based on the number of offices providing the same services in the census region times the minority population percentage.

And in this case here you see that in the Winnipeg region, one office is required to be bilingual. After having a quick look here, you'll see that at least one office is bilingual. If there would be a situation where no bilingual offices would be identified, you would have to consult the Community.

As you can see here, out of five offices, one is required bilingual. Now SOLO calculates this by information that is found in the background. So fives offices, five offices times 3.9%, the minority population, gives you the number of 0.975. SOLO will always round it to the nearest number, which in this case the number is 1. Now to consult the community, you have to select this icon here or this tab.

**DETAILS ON THE COMMUNITY CONSULTATION (Slide 25)**

If you do not have the information on this community consultation, you also have the option of saving this office as a draft.

Once you have the information, you can go back and enter the required information here. Once you have done so, you'll have to click on submit. It may be a good idea to go back here and select the, which office is required to be bilingual as per the community consultation.

**REPORTS – GENERIC OR CUSTOMIZED (Slide 26)**

Once you've entered this information, you can go ahead and register your office. Now you'll see that in SOLO we have quite a list of reports that can be generated into SOLO. You first have this SOLO office registrations report. Also have the OLISS II reports. Have the Annual Review report and you'll also have a report on the OLRRE exercise, which is in development. These reports, all these reports can be customized by using filters. They can also be exported in Excel format for easier manipulation or data integration.

**REPORTS – SOLO (Slide 27)**

What we see here on the screen is the SOLO report. So you can see that there's quite a few number of offices registered into SOLO. This is because I'm using my own administrative access account. But in your case, you might see fewer offices here.

Now here you can see here this office, this report is divided by these tabs here. You'll see here that you within this office SOLO report, you have five different reports or four different reports. The first thing, the first report you'll see is the office details. You also have a report on the language designation by office type. You have the report on institution accounts, so accounts that are used by your institution for using SOLO.

Also here you have at the program report, so if your offices has programs, you'll be able to see the list of programs associated to these offices.

Right here to the right, you'll see that there’s filters. You can apply filters to select what information you are required for reporting purposes.

**REPORTS – OLISS II (Slide 28)**

For the OLISS II reports, this report is also divided in five different reports. What you see here is a report on internal services to employees.

You also have a bilingual supervision report. The participation by region, participation by occupational category and the service to the public in official languages. You'll see here that this report can also be filtered.

**REGULATIONS RE-APPLICATION EXERCISE (OLRRE) (Slide 29)**

For the Regulations Re-application exercise, the OLRRE, this module is currently being developed. This will enable new Census data to be incorporated into SOLO. This will also help the PROL to view office linguistic designations, whether the office becomes bilingual or the office becomes unilingual or the office keeps its linguistic designation.

In SOLO, it'll monitor the timelines for the OLRRE phases by groups, so if you have participated in previous information sessions on the Regs101 and OLRRE, you will see that the OLRRE will be conducted in phases and by groups.

**NEXT STEPS (Slide 30)**

What we need from federal institutions following the registration in SOLO is to validate/update information and if need be, register any missing offices in SOLO. This will all be required before the beginning of the OLRRE exercise. We ask PROL that they complete this action before March 31st (hum) 31st sorry, 2023. To which after that the exercise will begin during the winter or spring 2023.

**HOW ABOUT A DEMO? (Slide 31)**

Now, we're gonna have a short demo on how to navigate into SOLO. I'll be using the Simulator for this demo.

Now the first thing you want to do is to view your office registrations, so I'll go ahead here and click on “manage offices”.

That’s the first thing you're gonna see, is this page here in which you will be required to select the institution. Now for today's sessions, I’ll be acting as the PROL for Library and Archives Canada.

After selecting the institution, all I have to do is click on search. SOLO will give me a list of offices registered under this institution.

You'll see here that under Library and Archives Canada, we have quite a few number of offices. After having a quick look at the list, I noticed that this office here no longer is under 1700 Inkster Blvd. I can go ahead and edit this information.

Well, you can have either the choice of selecting or editing the office information here, the office location or edit the program. In this case, we're gonna edit the office location. Now it happens that last year the office has moved down a few blocks. It is now under 1200 Inkster Blvd.

As you can see here, SOLO will indicate a new location of the office in the map here.

All I have to do is click on next, do a final review of the office information here and … everything is kosher. Click on submit. In this case here you'll see that the office remains as bilingual.

Now if you see that within this list, you have to register a new office, all you have to do is click on “register an office”. Select the institution here and again, if you're the PROL for only one institution, you'll automatically see your institution here.

Next step would be to list the offices and the service types offered by this new office. You have to select the office to register here. SOLO will give you quite a few choices. Now, depending on your institution, you might have more selections here. But in case of Library and Archives Canada, we will select a local office or facility.

Click on next.

I'll be required to enter the information on the office name. In English and your French name of the office. I have the option of adding a program but in this case, there are no program within this office.

I'll go ahead and enter, enter the office number or telephone number for this office. Here I'm just going to use my own personal work e-mail address to identify how the public can reach me by using an e-mail.

But indeed, but in the reality, you'll be using the generic e-mail that can be used by the public to contact you.

You will have to determine if the office, with what type of clientele the office serves, in this case, it is gonna be the general public. Last but not least, you have to identify if in-person services are available. If you click yes, you'll be required to add or indicate the office business days and the hours of operation.

After you've done that, all you have to do is click on next.

In this step you'll be required to enter the office location. Now this is a new address, so I'll go ahead and click register a new address. Now the region is Quebec. You'll see that the um the map here interacts as soon as I enter more and more information. The city is Champlain - Quebec. And the address is 45 avenue Boucher. And, we'll see that in SOLO, it indicates the actual location of the office on the map.

You will also see that it indicates the CMA, the CSD, the total minority population, the total minority language percentage and the total population for, surrounding this office.

If I click on next, you'll see that in this case, a service area is required. Now you'll have to decide the service or the area within, selected by this office. I'm going to go ahead and minimize this or zoom out just to make sure that I capture all the service areas, for this service census area.

I’m going to go ahead and draw the actual service area for this office. When I'm done, click on finish. You will see that the census areas here are now greyed. This indicates that SOLO has here registered every single census area included.

Also here you see here a list of all the service area demographic details. So if you're unsure about all the census areas, you have the option of saving this office as the draft.In case eh in this case, we are quite comfortable that we have captured every census area. So, we're gonna go and click on next.

Next step is to validate information entered into SOLO. If everything is kosher, all I have to do is click on submit.

Now you'll see here, based on the information entered in SOLO, the language designation for this office is French. But you'll see here that another task has been associated to this office. Go to view the task, all I have to do is click here to view the task.

The next step would be to identify. The institution and click on search to see which task has been assigned. In this case here, the measure of demand, has been assigned to this office. Now to enter the information about the measure of demand, all I have to do is click on the task name here. The measure of the man can be included in this portion of SOLO, so the office location.

All I have to do on once I'm in this section is to scroll down and enter the required information.

In this case, we used a telephone survey. And in this survey it is, it was shown that 400 anglophones required that this service to be given in English. This same survey demonstrated that in French, a total of over 20 French speaking, Canadians required that the service to be given in French. After entering these numbers, SOLO will then indicate the percentage. In this case, 95.2%. Of this, the percentage of respondents requesting the service in the minority language, in this case English, because we are in Quebec.

To complete the task, all I have to do is click on next. I'll be required to once again review the information entered into SOLO. Once this task is been done, all I have to do is click on submit.

And as you can see here, by the measure of demand, this office is now required or designated bilingual. If I want to read more about the language designation of this office, all I have to do click is to click on this link and SOLO will give me a reason why this office has been designated bilingual.

What we're going to see next is how to produce a report into SOLO. By clicking on the home, I can select reports. For this exercise, I'll be using the Production environment.

This might take a little time because I'm using my administrative account. As you can see here, the lettering is quite small, so I'll go ahead and click on full screen which will enable me to have a better view of the report.

Well let's say I wanna have only the information on the Canadian Space Agency, I'll use the filters right here. Here you can see the list of filters that can be applied to this report. I'm going to go ahead and select the Canadian Space Agency.

Once I’ve selected this filter, all I'll have to do is click on apply to apply this filter. We'll see now that I only see the offices registered under the Canadian Space Agency. If I choose to have an Excel format of this report, all I have to do is click on the list 3 little dots here and select export data. I'll be using the summarized data to export this report.

Once I click on export, I will be brought to this page which will show the actual report in Excel format. You'll also be seeing that these columns have filters.

Now you can modify this information by adding more information to the columns, or simply adding new information or adding a tab to this report.

**YOUR TASK FOR TODAY – PROL (Slide 32)**

Now, once you've registered an office here would be a simple exercise for you to do. By using the Simulator, we would ask you to enter the information found here. It will enable you to navigate and see how SOLO interacts when you're entering this information.

**QUESTIONS – OLCE IS HERE TO HELP (Slide 33)**

This concludes today's session. If you have any questions or need support on SOLO, please communicate with us at TBS-OLCE at [info-ollo@tbs-sct.gc.ca](mailto:info-ollo@tbs-sct.gc.ca).

Thank you for your time.