

Division (STC) is its direct connection to users. STC works with all employees, at missions and Headquarters, to help them work efficiently and comfortably with their computers. By mid-summer, STC will have in place a small team to work with individual users and work groups to improve knowledge of how SIGNET tools can be used to enhance productivity. By mid-to-late summer, the division will have a business analyst group to assist work units in the design and implementation of computer applications to meet specific business process needs.

To better serve clients, plans are also in the offing to launch in the next few months a one-stop information management desk staffed jointly by STD and SKD. SIGNET Client Services is also responsible to ensure that the products and tools provided by STD and SKD meet client needs.

A training survey is currently being conducted to assess previous training, to identify future needs, and to provide the necessary information to put into place a Departmental training plan." Doug Rosenthal, SIGNET Client Services (STC)

## **Operations**

### **How are you going to ensure that SIGNET functions in a stable way?**

"A basic requirement of serving our clients well is operating and maintaining SIGNET reliably. STD is committed to ensuring that the system functions in a stable manner. Safeguarding the integrity of the system will be achieved through a **Stabilization Plan** that has been designed to focus rigorous attention on troublesome servers and ensure overall smooth functioning of the system.

Maintaining the system includes up-grading both hardware and software as required for optimum performance and employee productivity. In the fall of 1995, we will install a new version of Windows

(Windows 3.11) and upgrade LAN software. For the user, this means improved performance of (classic) SIGNET, enhanced network management, and more efficient delivery of new applications." Art Barrett, Operations Division (STO)

## **Services**

### **Posts not yet "SIGNETized"**

#### **How and when will SIGNET services be delivered to the remaining missions?**

"Ninety-seven point two per cent of Department users receive SIGNET services. As of April 24, there are still 58 missions that have not yet received any version of SIGNET (SIGNET-D). This includes nine classic sites, of which two are new requirements for OGDs located in the National Capital Region; 15 "small" sites, and 34 "micro" sites. By March 31, 1996, all of these posts will have received some form of SIGNET-D for communications and productivity. Development activity is underway to ensure that the capability provided is the best available within resource constraints." Brian Kirk, Designated IT Systems (STIU)

Status: Funded

### **Bandwidth**

#### **What does the term bandwidth mean?**

"Underlying all of what we can do with our computers is the amount of *bandwidth* that is available to carry messages, transfer data, and perform other functions needed to fulfil the Department's mandate. Bandwidth is the size of the electronic pipe that carries the signals; the more that we have available, the richer the services that we can offer through SIGNET. At present, the total available for SIGNET e-mail, data and applications to a typical mission is equivalent to what an Ottawa home Internet user might have in a dial-up

session. Our success in forging ahead with many of the applications will depend directly on our ability to make optimum use of what we have, and to justify and acquire more as needed." Peg Duncan (STEA).

Status: Unfunded

## **Secure SIGNET**

### **1. SIGNET-C**

#### **How can we use SIGNET to better integrate missions' operations with Headquarters, especially given security constraints?**

"SIGNET-C2 (secure workstations) have now been installed at Headquarters; by the end of the summer, installation of C2 will start at missions. SIGNET-C2 will provide an e-mail based classified messaging system which will replace the current telegraphic system for classified messages. Secure SIGNET will, therefore, permit the easy exchange of classified documents with missions.

Status: Funded

The next phase of classified SIGNET will see the implementation of Secure LANs (Local Area Networks) in specific work areas (at Headquarters and missions) where user groups require shared access to classified information. This is in the pilot stage at Headquarters.

Status: Pilot funded

### **2. Workstation Security**

#### **I need more workstation security. What provisions are you making for this?**

The Department needs encryption security for enhanced protection of sensitive information. It also needs a facility to provide the digital equivalent of a signature. As a result, we have acquired a product called **Entrust** that provides both these capabilities. With the Entrust add-on to SIGNET-D, users will be able to protect all material on