

PROJECT NUMBER MG07.1

TITLE: Modernization of telephone services for the
Government of Canada in Ottawa-Hull
- ENHANCED EXCHANGE WIDE DIAL (EEWD) SERVICE

RESPONSIBILITY: Project Manager: A.D. Small (MGD)
Project Officer: L.G. Stewart (MGDT)

PRESENT SITUATION:

Treasury Board recently approved an agreement between the Government Telecommunications Agency (GTA) and Bell Canada to provide state-of-the-art digital telephone service for approximately 90,000 federal government users in the National Capital Region. This Department has supported the project from the development stage. In fact, the planning is complete for the implementation of the system in the Fontaine Building (Hull), the second building in the Ottawa-Hull area to be connected to the new system early in 1984.

OBJECTIVE:

To install a sophisticated Canadian developed telephone service with the latest digital technology in the Pearson building and Rideau Gate.

GOAL:

The new system will be introduced in three phases during 1984-85. The final phase involves the reconfiguration of the station equipment which will provide each telephone user with EEWD features including "touchtone". A Branch by Branch review of departmental telephone requirements must be completed well in advance before approving the final reconfiguration to ensure an orderly, efficient and cost-effective introduction of the new service. This review will respond to concerns already raised by some geographic branches for centralized answering, the need to demonstrate Canada's high-tech achievements in telephone technology to visiting trade missions and foreign visitors and at the same time contain costs within acceptable spending levels.

DESCRIPTION:

EEWD will impact on approximately 90,000 federal government users in the Ottawa-Hull region. Significant improvements will be realized in the switching, transmission quality and reliability of the inter-city services. At the departmental level, some 2500 users will experience the speed and ease of touchtone dialing, improved voice and text message transmission with the end result of better service to the public. From a management point of view, greater cost control and shorter service intervals for office moves are attractive benefits. Departmental experience with similar telephone systems at the Paris and Washington Embassies has been encouraging.

IMPLEMENTATION CONSIDERATIONS:

The modernization of the Ottawa-Hull government telephone system was approved by Treasury Board and most government departments will be subscribers to EEWD. Implementation of the project has been planned by