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› [Appendix F: Standard on Enterprise Information Technology Service Usage Restrictions](#)

# Appendix F: Standard on Enterprise Information Technology Service Usage Restrictions

## Appendix F. Standard on Enterprise IT Service Usage Restrictions

### F.1 Effective date

- F.1.1 This standard takes effect on May 4, 2022.
- F.1.2 This standard provides details on the requirements set out in subsection 4.4.3.10 of the *[Directive on Service and Digital](#)*.

### F.2 Standards

- F.2.1 Standards for Enterprise Application Hosting Services are as follows:
  - F.2.1.1 No new departmental application deployments are to occur in data centres that are targeted for closure within two years;

- F.2.1.2 All departmental applications must have an application health rating in the Application Portfolio Management (APM) system of at least “Minimal attention required”;
  - F.2.1.3 New departmental mainframe applications must be deployed in accordance to the GC Mainframe Strategy; and
  - F.2.1.4 Departments must map all applications hosted on Shared Services Canada (SSC) infrastructure using the Application Portfolio Management application identification within the SSC-managed Configuration Management Database (CMDB).
- F.3.1 Standards for Enterprise IT Service Delivery:
- F.3.1.1 The delivery of the following enterprise services will comply with the entitlements and limitations specified in these documents:
    - F.3.1.1.1 Application Hosting Considerations and Restrictions
- F.4.1 Standards for Networking and Cabling Services are as follows:
- F.4.1.1 Ensure that local Internet access services are obtained through SSC;
  - F.4.1.2 Departments are responsible for all costs for supplying these services to users; and

F.4.1.3 Guest Wi-Fi must be provided wherever GC Wi-Fi is available.

F.5.1 Standards for Telephony Services are as follows:

F.5.1.1 Telephony plans can be purchased for automated devices that require connectivity; and

F.5.1.2 Fixed lines are permitted for:

- Requirements specified in Appendix E: Standard on Information Technology Provisions;
- Emergency response or business continuity; and
- Where cellular coverage is prohibited or not available.

F.6.1 Standards for Printing Services are as follows:

F.6.1.1 No more than one printer for every 250 users.

F.7.1 Standards for Workplace Technology Device Services are as follows:

F.7.1.1 There is to be at least two web browsers installed on each end-user device.

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