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# Appendix D: Standard on Information Technology User and Workpoint Profiles

## Appendix D. Standard on Information Technology User and Workpoint Profiles

### D.1 Profiles

- D.1.1 These profiles provide details in support of requirement 4.4.1.1 of the Directive on Service and Digital.
- D.1.2 The identified user profiles are as follows:
  - D.1.2.1 GC IT User – A general IT user equipped to work at and away from a workpoint, outside of GC offices, or in telework or remote work situations.
  - D.1.2.2 Remote/Field User – A user who principally works remotely.
  - D.1.2.3 Call Centre User – A user whose role involves high telephone use.

- D.1.2.4 High-security User – A GC IT User who works in high security zone.
  - D.1.2.5 Policing/Enforcement/Intelligence User – A user who works remotely with specific rugged gear and mobile tech related to policing, enforcement, or intelligence services.
  - D.1.2.6 Scientist / Lab User – A user requiring additional resources due to responsibilities in their research field.
  - D.1.2.7 Data Scientist / Analyst – A user requiring additional resources due to the manipulation of large data sets.
  - D.1.2.8 Software Developer / Power User / Graphic Designer – A user requiring additional resources for software development, graphics design, or to support use of resource-intensive applications.
  - D.1.2.9 International User – A user who works in an international office or travels frequently internationally, requiring long-distance telephony configurations and broader secure access options. Possibly in a high-risk environment.
- D.1.3 The identified individual workpoint profiles are as follows:
- D.1.3.1 Generic Workpoint – A non-specific workpoint with basic IT requirements.

- D.1.3.2 Fixed-Line Workpoint – A workpoint that requires fixed network or telephony connectivity.
  - D.1.3.3 High-Security Workpoint – A secure workpoint in a high security zone.
  - D.1.3.4 High-Bandwidth Workpoint – A workpoint with access to high-speed networking.
  - D.1.3.5 Small Workpoint – A small shared closed or open workpoint, meant for short-term work.
  - D.1.3.6 Phone Booth – A small enclosed workpoint with a fixed telephony device for private calls.
- D.1.4 The identified collaborative workpoint profiles are as follows:
- D.1.4.1 Boardroom – A small, medium, or large room for collective work and meetings.
  - D.1.4.2 Collaborative Space – An unstructured space for collaboration.
  - D.1.4.3 Equipment Area – An area for print and communication devices
  - D.1.4.4 Lobby – The entrance area to a building
  - D.1.4.5 Public Access Zone – Any publicly available and open area on GC building premises other than the lobby.

**Telework**

An agreement between the user and the employer to work outside of a government office.

**Remote Work**

An operational requirement by the employer to work outside of a government office.

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