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# UXID

## Enterprise Digital Workspace Launch Pad

Progress done so far, documentation (problem statement, assumptions, questions, content), designs, navigation hub and next steps.

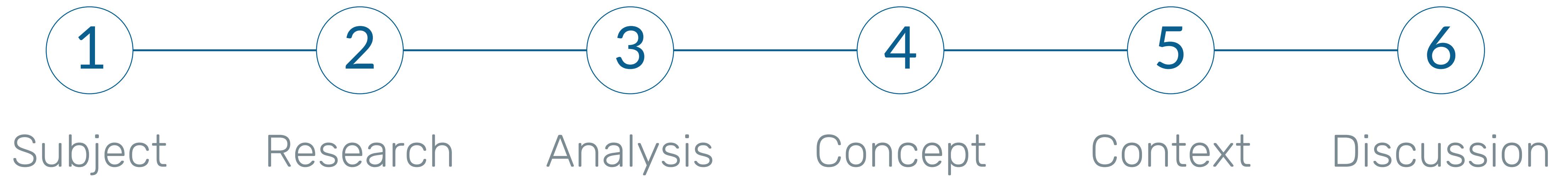
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2019-06-05

[\[4862\] OADW Hub Presentation](#)

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Treasury Board of Canada Secretariat / Government of Canada

Division de la collaboration numérique, Direction du dirigeant principal de l'information  
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# Summary



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# Subject



# Context

- The Digital Enablement (DE) Team at TBS is currently working on the Open and Accessible Digital Workspace (OADW), the next iteration of the GCTools.
- The OADW is an ecosystem of applications, that work together to offer the tools and services required for GC employees to be productive and collaborate with others, within and outside the GC.
- Each application can be used on its own, allowing users to choose the apps that they need to get their work done, based on their individual needs.
- While DE has been working on the OADW, the GC has purchased licences for Microsoft O365, to be rolled-out across GC departments to offer federal public servants a suite of productivity and collaboration tools.
- Work is currently underway to better understand the scope and roll out of Microsoft O365 across the enterprise, as well as to determine how it will affect the work of the OADW.

# Problem

Across the multitude of digital tools and services available to federal public servants (OADW and O365), there is currently no common space where users can go to and get a high level overview of the activities, easy access to important links and information, in one central location, personalized based on who they are and the apps they use.

# Solution

**A landing page (Launch Pad) that brings all the user's apps, activity feed and other relevant content together, in one central location.**

# Research

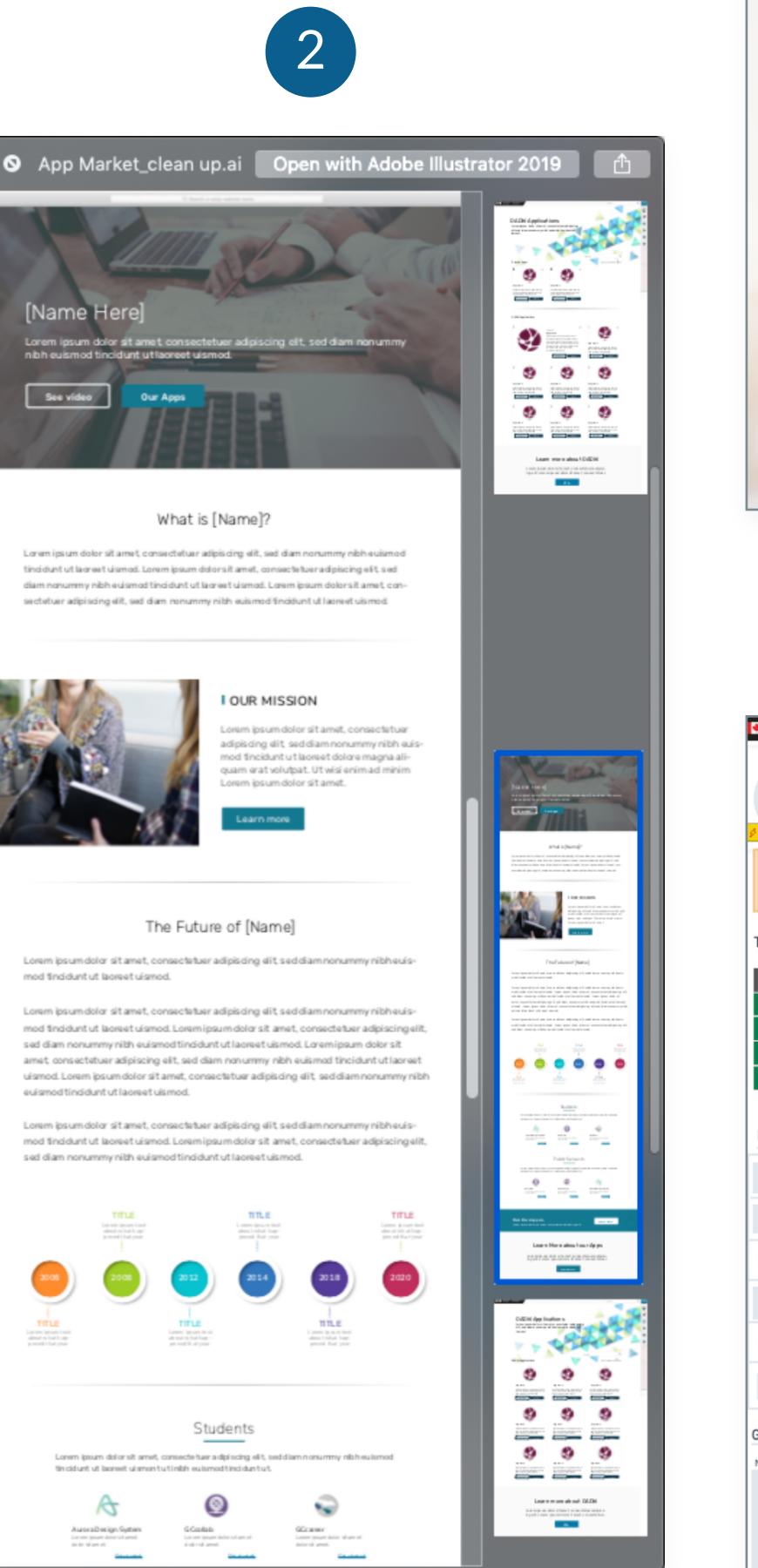


# Based on References

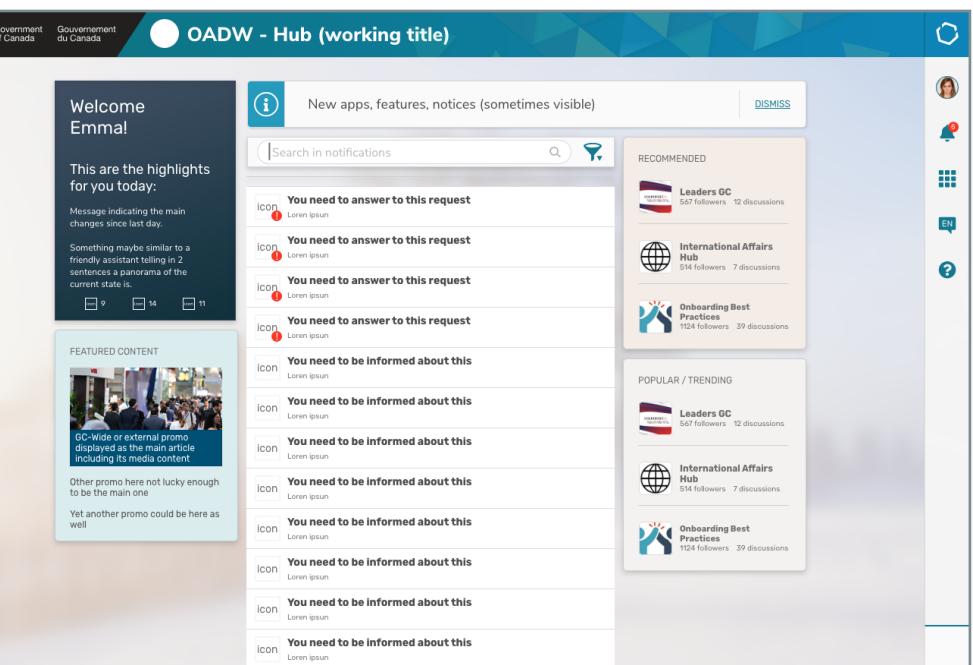
1.- 2018 mock-up



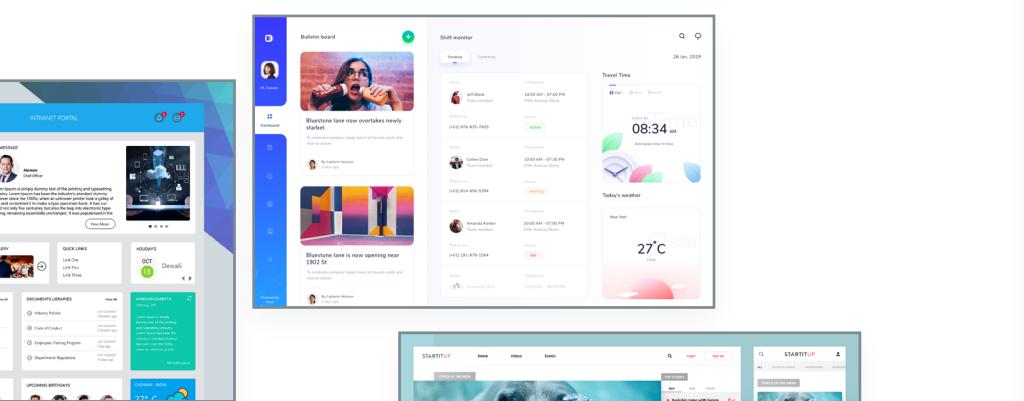
2.- OADW Landing pages designs



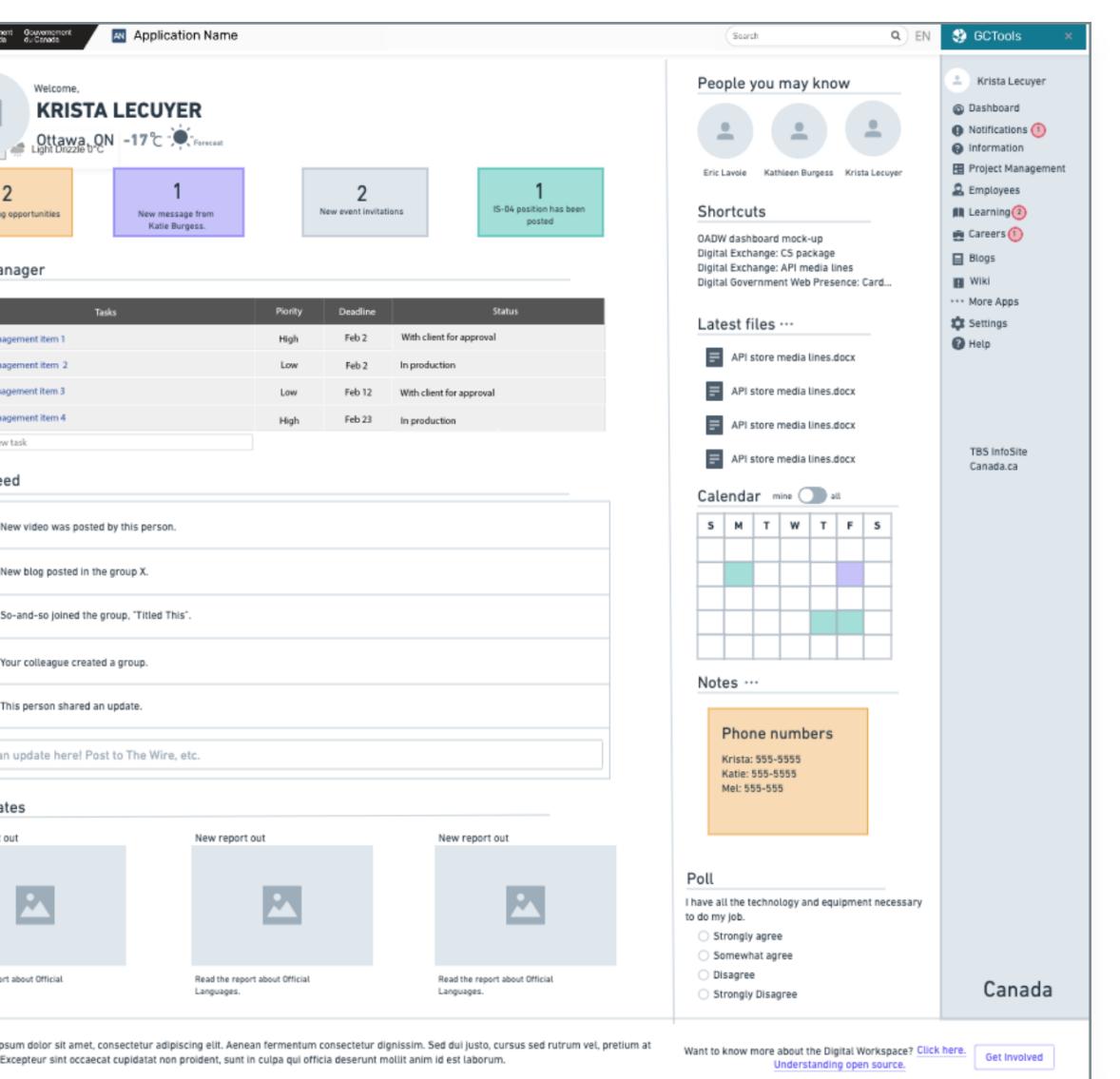
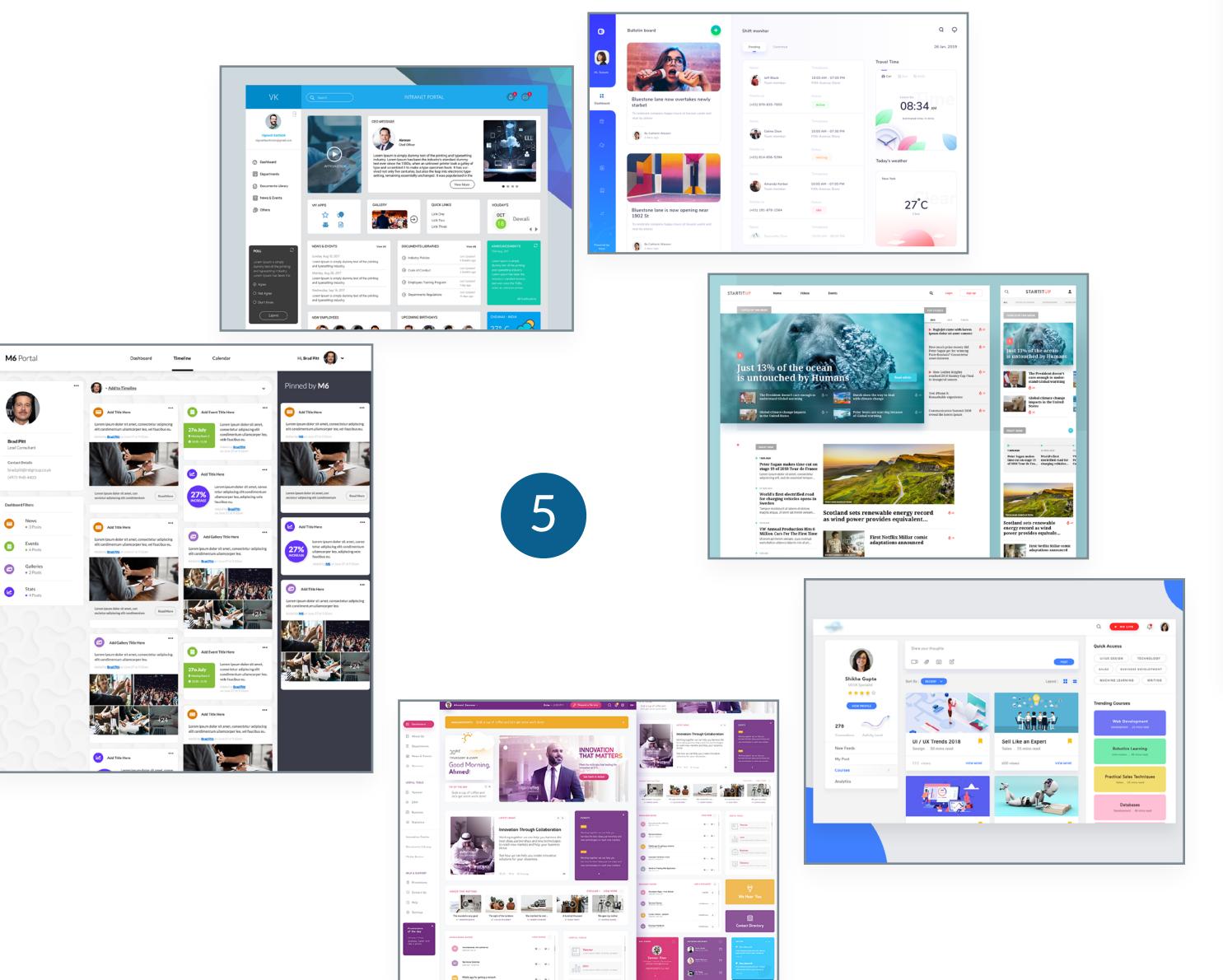
3.- 2019 portal design as a notification centre



4.- Comms portal mock-up



5.- Research on modern design approaches to portals and information hubs



# Elements breakdown

The screenshot shows the Indigenous and Northern Affairs Canada digital workspace launch pad. The page is titled "Indigenous and Northern Affairs Canada" and features a large Canadian flag icon. The interface includes several sections and components:

- Top Navigation:** Open Accessible Digital Workspace, Rocket Chat.
- Header:** Government of Canada / Gouvernement du Canada logo, Canada.ca | Departments | Services | Français, Welcome, Susan, Logout.
- Left Sidebar:** Departmental Identity (Government of Canada logo), GC News and announcements, Content widgets, App tray.
- Content Widgets:** GoC News and Announcements (Major Announcement One, Major Announcement Two), Project Progress (Project: Twenty Seven, Tasks Left: 3), Department BLOG! (Jonthan Sommerville, Nicole Martel, Annik Ste. Pierre, Thomas Patrick Grandville), Build Your Team (Phillipe profile, Add button), Collaboration Apps and Tools (Collab, Workflow, Sharepoint, Wiki, Survey).
- Right Sidebar:** User id (Welcome, Susan, Logout), Weather (Snow, High, Low, -7°C), Recent content (Shared Travel Services, The WIRE, Shared Travel Services, Create post, Your Network Wires, Post by Jonathan Sommerville, Post by Nicole Martel, Post by Annik Ste. Pierre, Post by Thomas Patrick Grandville), Important Notices.
- Bottom:** Date Modified: 2018-04-12, Top of Page, Important Notices.

# Elements breakdown

The screenshot displays the OADW - Hub (working title) interface with several labeled components:

- Welcome message**: A dark blue box containing "Welcome Emma!" and a message about highlights for the day.
- GC News and announcements**: A section featuring a featured content article with a thumbnail image of people at an event.
- System alerts**: A banner at the top right with the text "New apps, features, notices (sometimes visible)" and a "DISMISS" button.
- Activity feed**: A list of items under the heading "RECOMMENDED", each with a small icon, the text "You need to answer to this request", and the placeholder "Loren ipsum".
- Content widgets**: A list under the heading "POPULAR / TRENDING" with similar items to the activity feed.
- User id**: A vertical column on the right showing a user profile picture, a notification bell icon with a red "6", a grid icon, an EN icon, and a question mark icon.
- OADW Common Navigation**: A vertical column on the far right containing icons for a user profile, notifications, a grid, language selection, and help.

# Elements breakdown

User Id

The screenshot displays a digital workspace interface with the following sections:

- User Id:** Shows "Welcome, KRISTA LECUYER" and "Ottawa, ON -17°C Forecast".
- Content stats:** Four cards: "2 New learning opportunities", "1 New message from Katie Burgess.", "2 New event invitations", and "1 IS-04 position has been posted".
- Content widgets:** A "Task Manager" table with four items and a "Newsfeed" section listing recent activity.
- Activity feed:** A list of recent activity items.
- GC News and announcements:** Three "New report out" cards with placeholder images and text: "Read the report about Official Languages.".
- Navigation sidebar (GCTools):** Includes "People you may know" (Eric Lavoie, Kathleen Burgess, Krista Lecuyer), "Shortcuts" (DADW dashboard mock-up, Digital Exchange: CS package, Digital Exchange: API media lines, Digital Government Web Presence: Card...), "Latest files" (API store media lines.docx, API store media lines.docx, API store media lines.docx, API store media lines.docx), "Calendar" (a grid showing event locations), "Notes" (Phone numbers: Krista: 555-5555, Katie: 555-5555, Mel: 555-555), "Poll" (a question with four response options: Strongly agree, Somewhat agree, Disagree, Strongly Disagree), and "Canada".

Content widgets

# Analysis



# Assumptions

## OADW

- The Open and Accessible Digital Workspace (OADW) will be available to GC employees as well as to members of the public (2 types of users - external and GC employee)
- When members of the public are invited, they get access to the OADW on a global scale (public view, unclassified)
- OADW applications are Web apps, not native apps.

## O365

- Members of the public cannot create an account with O365 - they need to be invited to join either Teams, SharePoint or OneDrive.
- Microsoft O365 will use the B-2-B hub to connect departmental tenants, allowing the ability for departments to open up their applications to other GC departments.
- In O365, SharePoint and OneDrive are the only apps that can be accessed without being logged in.
- Microsoft does not allow for linking of accounts. While it can use third party providers authentication services, B2B hub does not allow for the linking of user accounts.

## Enterprise Digital Workspace Launch Pad

- The Launch Pad will serve as an entry point (link) to GCintranet and other key GC services and apps (for GC-employees only). It will not show content from these services and apps, or allow for interaction with the content.
- The Launch Pad is not meant to replace the GCintranet or departmental intranets.
- There will be two (2) levels of content:
  1. External (viewable by the public for non-GC employees)
  2. GC-wide (viewable to GC employees)
- The Launch Pad is hosted in the Cloud, not GC-network.
- The Launch Pad will not use the OADW Global Navigation (a common navigation menu that will be applied to all OADW applications).
- The Launch Pad is not meant to replace the GCintranet or departmental intranets.
- Push communications on the Launch Pad will be related to OADW-specific content only.
- The Launch Pad will not host communications related to other initiatives, such as GCintranet, Canada.ca, departmental sites, etc.

# Dependencies

- Authentication systems are in place
  1. GCaccount - to login the user in the OADW
  2. SSC active directory system, which will be feeding into MS Azure's Active Directory.
- User accounts from GCaccount are linked to MS O365 (required to allow info from O365 to display in the OADW).
- The Digital Enablement team needs access to the O365 TBS pilot to investigate and recommend a possible solution for a Digital Workspace Launch Pad built in SharePoint.

# Outstanding questions

- O365 is on a Protected B network, but is the application certified to Protected B?
- Do crisis communications need to be included as part of the Launch Pad? If so, which audience should have access to the crisis communications (public, GC-only)?

# Concept



# Elements

- ✓ Welcome area: O365 app updates, OADW app updates
- ✓ Calendar / tasks
- ✓ Public announcements / Crisis communications (temporary)
- ✓ System alerts (temporary)
- ✓ Apps tray: OADW apps, O365 apps
- ✓ OADW Apps activity feed
- ✓ My Files in OneDrive
- ✓ OADW Specific (Ex: new features, updates, etc)
- ✓ GC-Wide communications (Ex: GC-Intranet)  
TBD
- ✓ Featured/popular content
- ✓ Useful links

The screenshot displays the OADW - Hub (working title) interface. At the top left is the Government of Canada logo. The top right features a blue header bar with the title "OADW - Hub (working title)". Below the header, there's a "Welcome Emma!" section with a profile picture, a "Busy day today!" message, and notifications for "3 meetings" and "7 new emails". A calendar for May 2019 shows several events. A "Cheer up! It is almost Friday!" message is present. The "Recent activity" section lists four notifications: three from "icon" (a red exclamation mark) and one from "icon" (a blue info icon). The notifications are: "A very important notification about something you need to answer and it is shown first" (May 24, 2019), "A very important notification about something you need to answer and it is shown first" (May 24, 2019), "A very important notification about something you need to answer and it is shown first" (May 24, 2019), and "Other less important notification chronologically sorted by default" (May 24, 2019). To the right of the activity feed is a "Productivity apps" section with icons for OneDrive, SharePoint, Microsoft Teams, and Outlook, along with a "More apps" link. Below that is an "OADW Apps" section with icons for Discussions, Consultation, Career Marketplace, and Directory, also with a "More apps" link. The main content area features a "Featured content" section with cards for "OADW" (showing a person at a computer), "GC-Wide" (showing a red train), "TBS TAP portal", "Phoenix", "GCcampus", and "myGCHR". Each card includes a "To know more" link.

# Elements (external user)

- Welcome area: ~~Office 365 app updates~~, OADW app updates

## ~~- Calendar / tasks~~

- Public announcements / Crisis communications (temporary)

- System alerts (temporary)

- Apps tray: OADW apps, ~~Office 365 apps~~

- OADW Apps activity feed

## ~~- My Files in OneDrive~~

- OADW Specific (Ex: new features, updates, etc)

## ~~- GC-Wide communications (Ex: GC-Intranet)~~ TBD

- Featured/popular content

## ~~- Useful links~~

The screenshot displays the OADW - Hub (working title) interface. At the top left is the Government of Canada/Gouvernement du Canada logo. The top right features a blue header bar with the title "OADW - Hub (working title)". On the left side, there's a dark sidebar with a user profile picture of Emma, a "Welcome Emma!" message, and a "Busy day today!" status indicator. A "Cheer up! It is almost Friday!" message is also present. The main content area includes a "Important public announcement" banner with a link to an external site. A notification box at the top says "New apps, features, notices (sometimes visible)" with a "DISMISS" button. Below it is a "Recent activity" section showing four notifications: three from May 24th (all marked as "Very important") and one from May 24th (marked as "Other less important"). To the right of the activity feed is a "Featured content" section with cards for "Digital ID", "National Capital Region Young Professionals Network", "Health Products Inspections and Licensing", and "Open Source Software". The bottom of the page has a footer with links for "About" and "Terms and conditions", and the Canadian government logo.

# Elements (external user)

- ✓ Welcome area: OADW app updates
- ✓ Public announcements / Crisis communications (temporary)
- ✓ System alerts (temporary)
- ✓ Apps tray: OADW apps
- ✓ OADW Apps activity feed
- ✓ OADW Specific (Ex: new features, updates, etc)
- ✓ Featured/popular content

The screenshot displays the OADW - Hub (working title) interface. At the top, there's a banner for an 'Important public announcement' with a link to an external site. Below it, a notification bar shows 'New apps, features, notices (sometimes visible)' with a 'DISMISS' button. The main content area includes a 'Recent activity' feed with several notifications, each with a timestamp and a brief description. To the right, there's a sidebar for 'OADW Apps' featuring icons for Discussions, Pools, Career Marketplace, and Directory, with a 'More apps' link. Below the apps section is a 'Featured content' area with four cards, each containing a logo, a title, and a short description. At the bottom of the page, there are links for 'About' and 'Terms and conditions'.

# Elements (logged out)

- ✓ Welcome area: login/register invitation
- ✓ Public announcements / Crisis communications (temporary)
- ✓ Apps tray: OADW apps
- ✓ OADW Generic Messaging

 Government of Canada Gouvernement du Canada

**OADW - Hub (working title)**

**Welcome to OADW!**

Integer nisl mi, blandit et dui ac, fermentum congue eros.

Nam tempor neque est, eu maximus erat fermentum eu.

[Sign in or Create an account](#) to take full advantage of the digital workspace!

**Important public announcement**

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris nec cursus lorem, ut scelerisque enim.

[Link to external site here](#)

**What is OADW?**

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Morbi in vulputate nulla. Maecenas suscipit tincidunt ligula, id aliquet mauris tempus at. Quisque nec maximus enim. Nullam pellentesque cursus magna in cursus. Ut quis egestas eros. Lorem ipsum dolor sit amet, consectetur adipiscing elit.





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Mauris tempor sagittis enim quis condimentum. Sed maximus faucibus purus, eget volutpat est semper vel. Integer ultrices felis vel tortor vehicula fermentum. Pellentesque augue nunc, posuere sit amet sapien at, ultrices ullamcorper tellus. Mauris efficitur mattis nibh, non porta nisl. Donec sed scelerisque mi. Curabitur aliquet volutpat ipsum ac vestibulum. Nullam sollicitudin dolor ut purus sollicitudin, et porttitor leo gravida.

Sed id erat magna. Cras pellentesque consequat euismod. Nulla facilisi.

**OADW Apps**

 Discussions
 Pools
 Career Marketplace
 Directory

Sed fringilla turpis pellentesque massa accumsan, id vehicula leo suscipit. Cras bibendum pretium est, id ultrices lacus posuere quis. Pellentesque aliquam faucibus semper.

[See all apps available](#)



[About](#) | [Terms and conditions](#)



# Proposed solution

- ✓ Simple
- ✓ Consistent
- ✓ Useful

Logged off

Logged on as  
GC-Employee

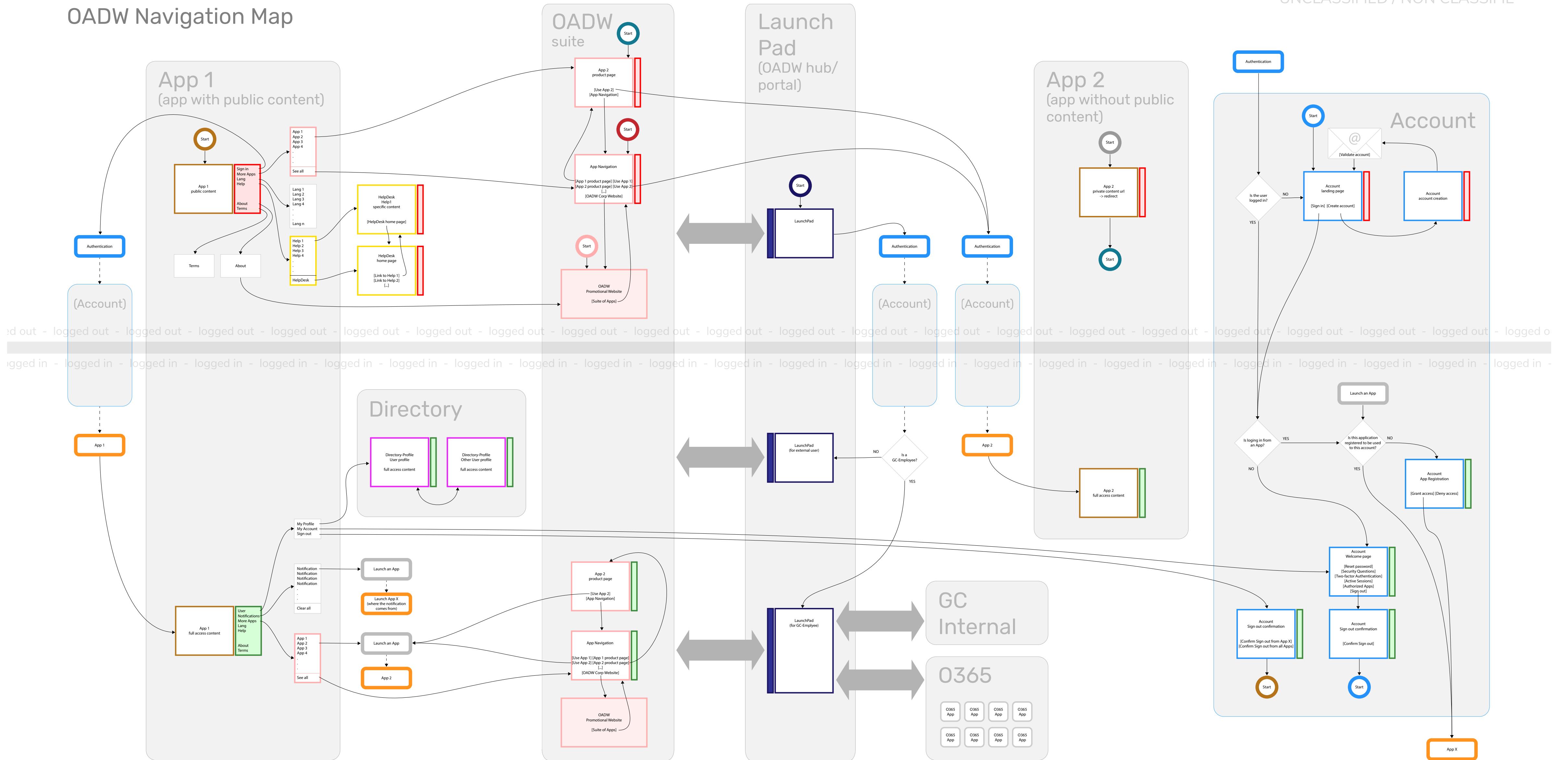
Canada

Logged on as  
external user

# Context



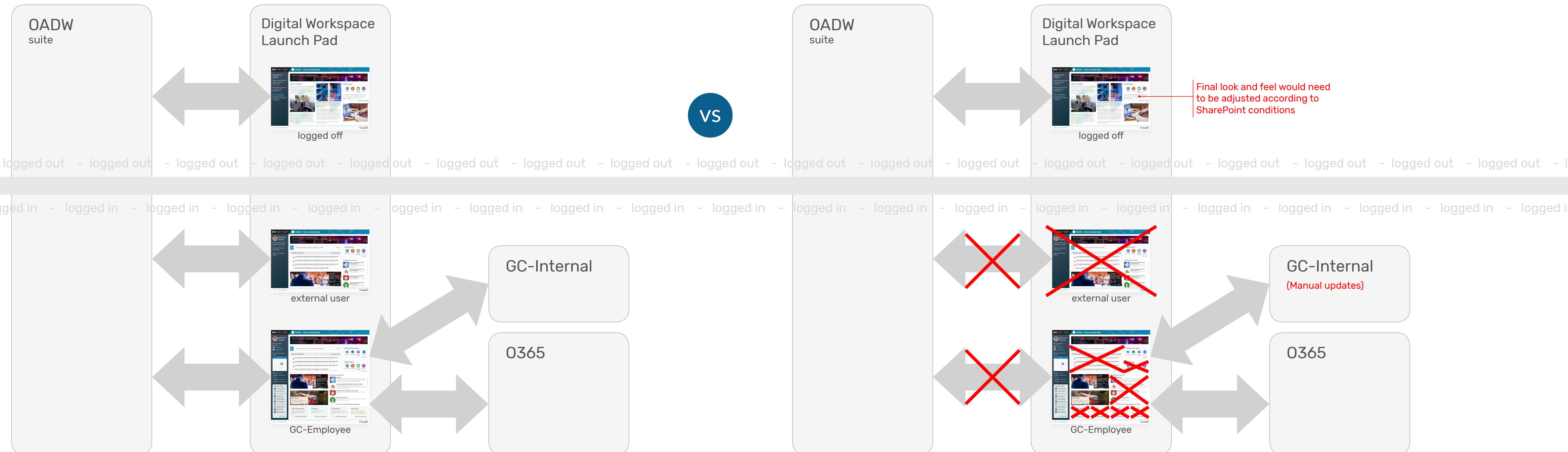
# OADW Navigation Map



# There are two (2) options available to build the Digital Workspace Launch Pad:

Option #1 (recommended) - Build the Launch Padhub as an OADW app (Web server)

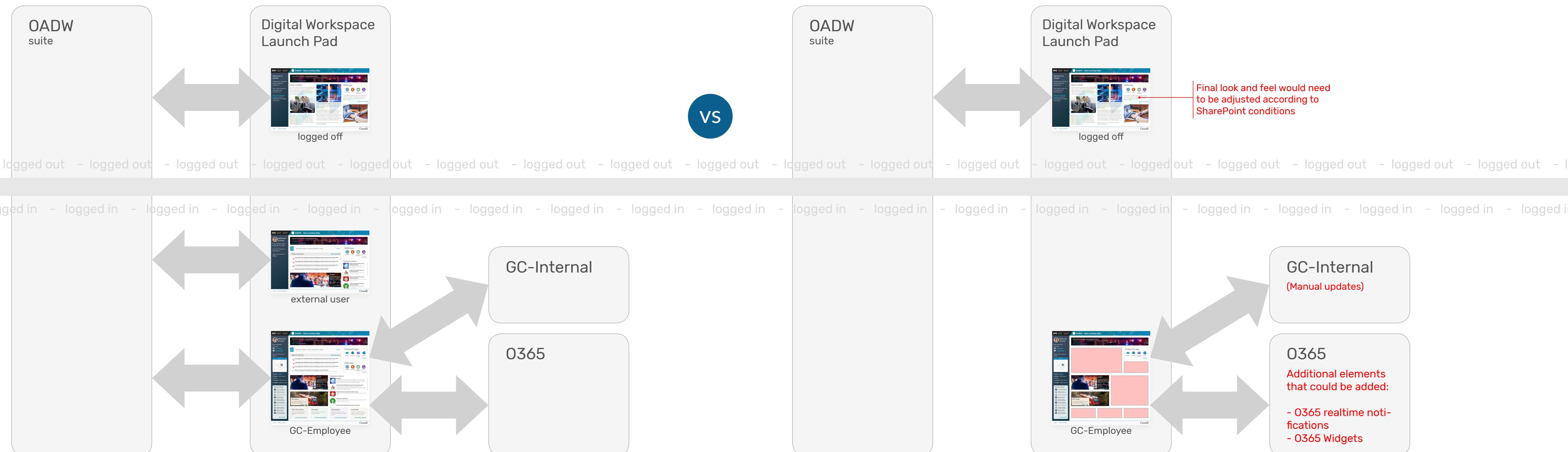
Option #2 - Build the Launch Padin SharePoint (in O365)



# There are two (2) options available to build the Digital Workspace Launch Pad:

Option #1 (recommended) - Build the Launch Padhub as an OADW app (Web server)

Option #2 - Build the Launch Padin SharePoint (in O365)



# There are two (2) options available to build the Digital Workspace Launch Pad:

## Option #1 (recommended) - Build the Launch Padhub as an OADW app (Web server)

### Pros:

- Flexible user interface design that provides users with a usable and intuitive tools and that meets both user and business needs.
- Leverages GCaccount, making it available to all levels of users, including federal public servants and members of the public.
- Personalized experience where content and data can be tailored to the user types, based on the access levels (e.g., GC employee vs external users).
- Ability to show content from **both** the OADW and O365.
- Ability to show dynamic and relevant content that provides users with the latest activities from the OADW apps, using the OADW notification service.
- Provides richer data and content, making it more useful for users and more likely to be adopted by users.
- Can be updated and enhanced continuously, following agile principles, ensuring the Launch Pad stays relevant and useful to its use base

vs

## Option #2 - Build the Launch Padin SharePoint (in O365)

### Pros:

- If the SSC active directory is used for the login, it could be possible for GC employees to be automatically logged it the Digital Workspace Launch Pad after they login to their GC device.

**Note:** This is beyond the scope of the OADW and would be SSC's decision to make and responsibility to put this into action. Possible solution: If departments give up control of their departmental active directory, it could be possible to have one GC-wide active directory that can be used to login once. This is unlikely to happen any time soon.

# There are two (2) options available to build the Digital Workspace Launch Pad:

Option #1 (recommended) - Build the Launch Padhub as an OADW app (Web server)

## Cons:

- Users will be required to use a combination of two (2) authentication service to get access to both OADW and O365 content :
  1. GCaccount - to login the user in the OADW
  2. SSC active directory system, which will be feeding into MS Azure's active directory. This is required to confirm that the user is in fact a GC employee.
- Once the user' GCaccount and MS Active Directory are linked, users would only need to relink (sign in again) when they change their active directory password (roughly every 90 days).

vs

Option #2 - Build the Launch Padin SharePoint (in O365)

## Cons:

- Users can only see static content from the O365.
- Users would not have access to view any OADW content.
- Available only for GC employees, not to users outside of the GC.
- Members (including other levels of government and academia) of the public do not have the ability to create an account on O365. They can only be invited by existing members as guest to join specific O365 applications (e.g., Sharepoint, Teams), therefore would only have access to these individual applications, and not to the launch pad itself.
- Vendor locked, if the GC decides to move away from Microsoft O365, the Launch Pad can no longer be used and needs to be rebuilt.
- Dependant on Microsoft's feature releases and schedule to update functionalities. May not be able to tailor and enhance the interface and functionalities for many years, making it a possibility that the Launch Pad becomes outdated quickly.

## Additional notes / Considerations:

- Major dilemma, we have two (2) sets of applications (OAWD and O365) in two (2) different space, and need to integrated them, while ensuring they are protected and encrypted.
- OADW would be able to talk to MS O365, however, MS O365 can't talk to OADW
- If the Launch Pad is built as an OADW app (webserver), we could link GCaccount to other accounts. OADW would be able to query O365 for all the other information, and wouldn't need to re-authenticate. Would need to link the accounts at least once with each app. Additional work and research is required to understand how best to accomplish this.
- GCaccounts could be linked to the MS Azure's Active Directory to link user accounts, which means that the user ID could follow the person when they change departments.
- Content from O365 would disappear, but GCaccount would follow the user.
- Once the user' GCaccount and MS Active Directory are linked, they would only need to relink (sign in again) when they change their active directory password (roughly every 90 days).

# Discussion



# Questions and Comments?

Logged off

UNCLASSIFIED / NON CLASSIFIÉ

Logged on as  
GC-Employee

Logged on as  
external user

# Thanks / Merci

