



Government
of Canada

Gouvernement
du Canada

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UXD

Enterprise Digital Workspace Launch Pad

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

Amable Rodríguez
2019-06-05

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

Digital Collaboration Division, Chief Information Officer Branch
Treasury Board of Canada Secretariat / Government of Canada

Division de la collaboration numérique, Direction du dirigeant principal de l'information
Secrétariat du Conseil du Trésor du Canada / Gouvernement du Canada

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

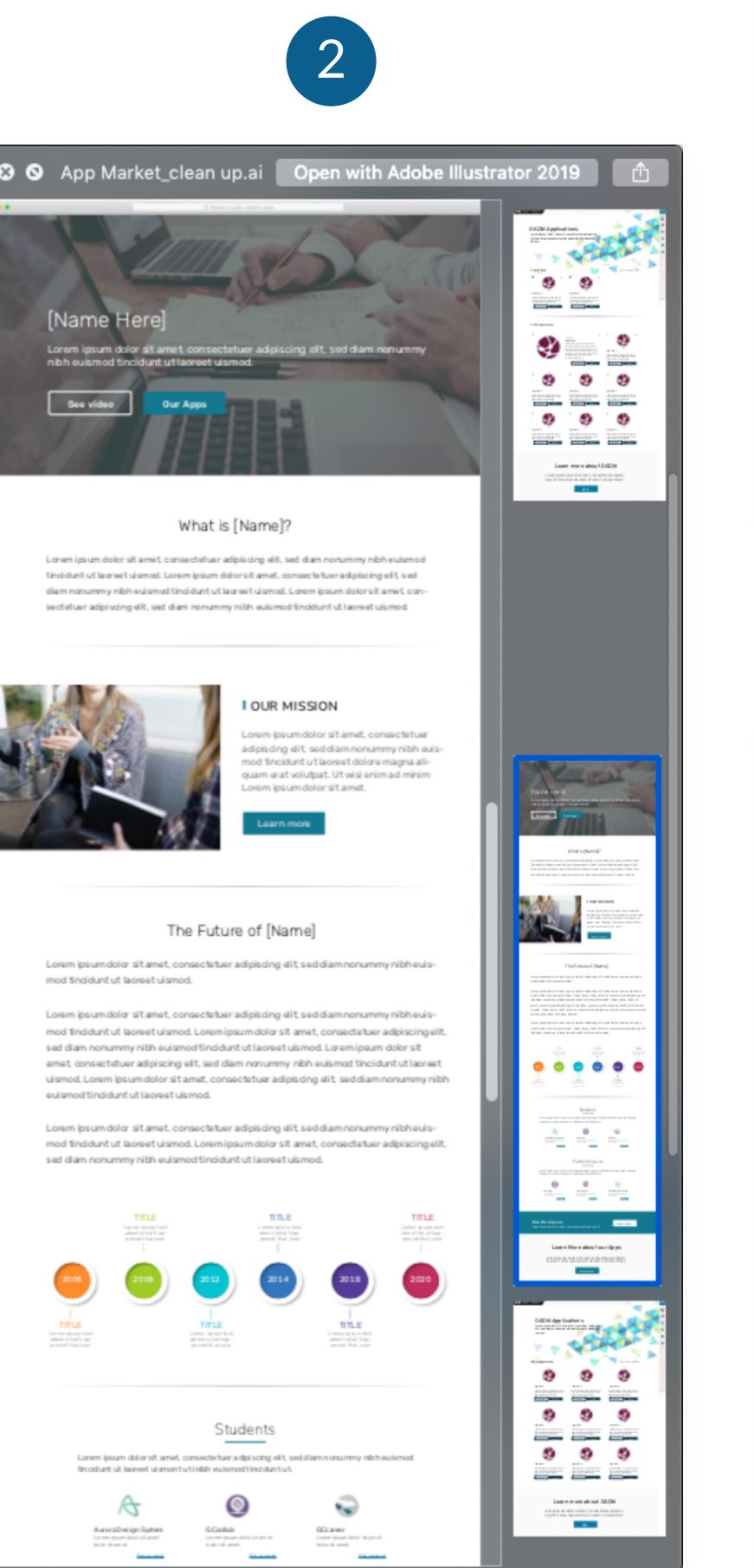


Based on References

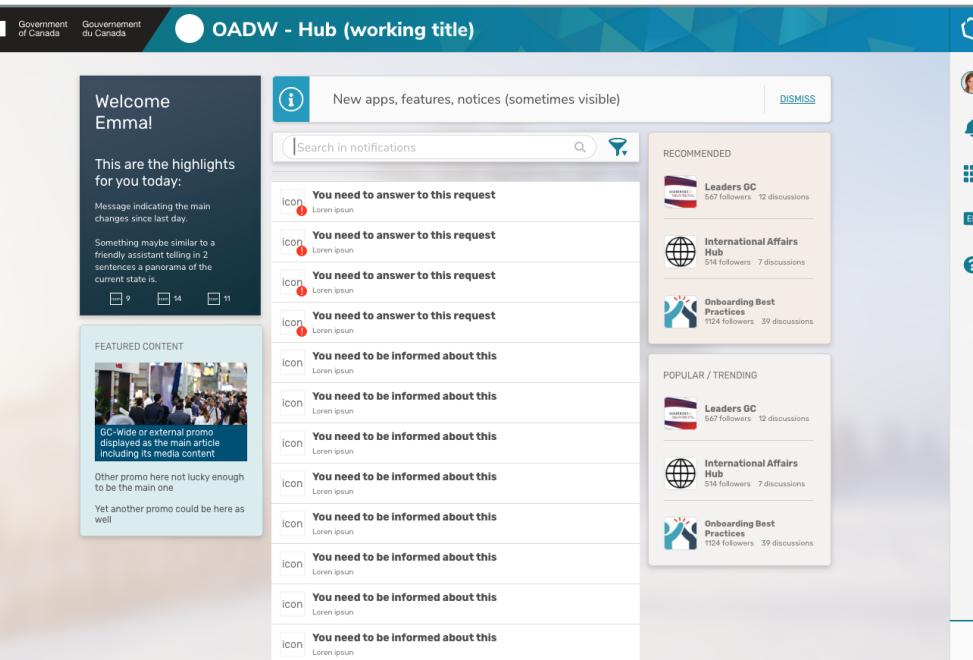
1- OADW Portal, concept presented at CIOC meeting Spring 2018



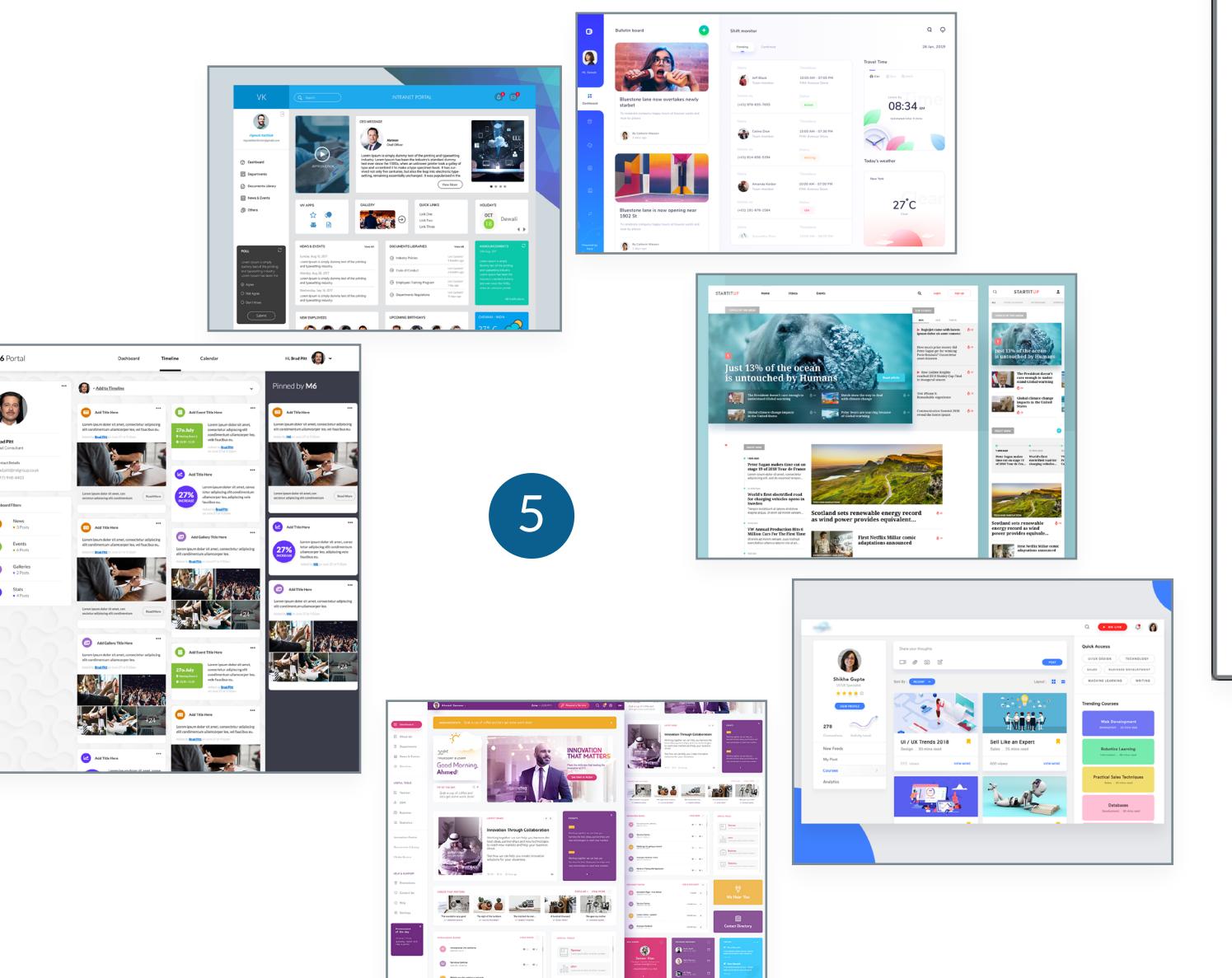
2- OADW product pages designs



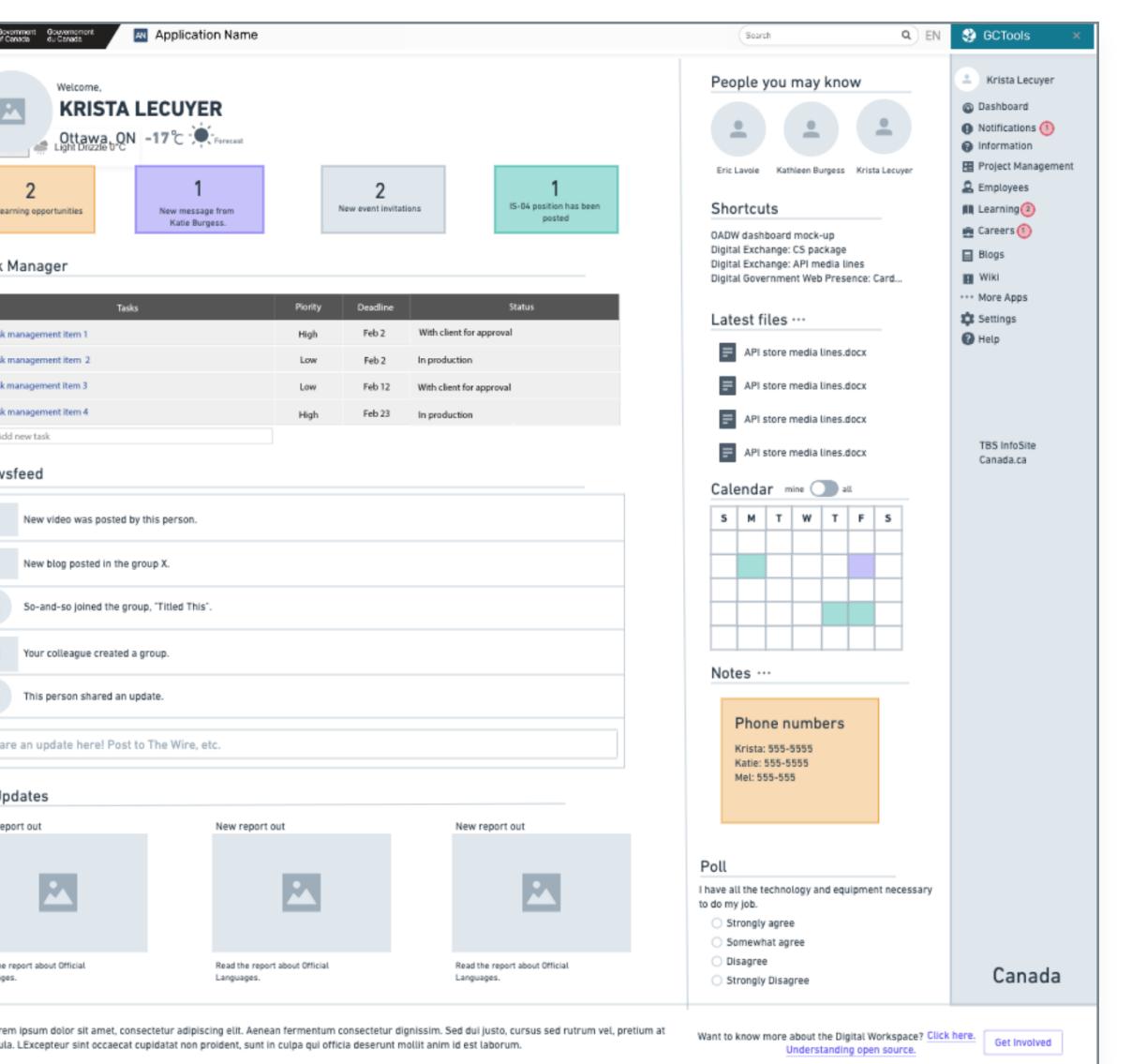
3- OADW Hub concept for notification service



4- Generic portal design concept



5- Findings from research on modern design approaches to portals and information hubs.



Elements breakdown

OADW Portal, concept presented at CIOC meeting Spring 2018

The screenshot illustrates the OADW Portal concept with several labeled components:

- Departmental Identity:** Located at the top left, it includes the Government of Canada/Gouvernement du Canada logo, a search bar, and navigation links for Canada.ca, Departments, Services, and Français.
- User id:** Located at the top right, it shows a welcome message for Susan and a logout link.
- GC News and announcements:** A section titled "GoC News and Announcements" featuring two major announcements and a "Previous announcements..." link.
- Content widgets:** A section containing three cards: "Project Progress" (Project: Twenty Seven, Tasks Left: 3), "Department BLOG!" (listing Jonthan Sommerville, Nicole Martel, Annik Ste. Pierre, Thomas Patrick Grandville), and "Build Your Team" (listing Phillippe and a "Do you know Phillippe?" button).
- App tray:** A section titled "Collaboration Apps and Tools" featuring icons for Collab, Workflow, Sharepoint, Wiki, and Survey.
- Recent content:** A section titled "Important Notices" listing recent posts from users like Jonathan, Nicole, and Phillippe, each with a profile picture, name, post content, likes, comments, and shares.
- Useful links:** A section titled "Important Notices" located at the bottom right, listing recent posts from users like Jonathan, Nicole, and Phillippe, each with a profile picture, name, post content, likes, comments, and shares.

Elements breakdown

User interface design concept for OADW notification service

The diagram illustrates the user interface design concept for the OADW notification service, broken down into several key components:

- Welcome message**: A dark blue box containing a welcome message for the user, "Welcome Emma!", followed by a text block about highlights for the day.
- GC News and announcements**: A section featuring a "FEATURED CONTENT" card with a thumbnail image of a group of people and a brief description of a GC-wide or external promo.
- System alerts**: A horizontal bar at the top displaying a system alert: "New apps, features, notices (sometimes visible)" with a "DISMISS" button.
- Activity feed**: A vertical column on the right side listing activity items under "RECOMMENDED" and "POPULAR / TRENDING" sections. Each item includes a small icon, a title, and a subtitle indicating the number of followers and discussions.
- Content widgets**: A vertical column on the right side showing content from various hubs: "Leaders GC", "International Affairs Hub", and "Onboarding Best Practices".
- User id**: A vertical column on the right side showing the user's profile picture and a notification bell icon with a red badge.
- OADW Common Navigation**: A vertical column on the right side with icons for search, filter, language (EN), and help.

Elements breakdown

Generic portal design, concept designed by comms.

User Id

Content stats

Content widgets

Activity feed

GC News and announcements

Content widgets

Digital Workspace Launch Pad

9

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 provided 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).
- 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: Updates from OADW and O365 that require the user's attention
- ✓ Calendar / Upcoming events
- ✓ Public announcements / Crisis communications (temporary)
- ✓ System alerts (temporary)
- ✓ Apps tray: OADW apps, O365 apps
- ✓ OADW apps activity feed
- ✓ My files in OneDrive
- ✓ OADW specific communications (ex: new features, updates, etc.)
- ✓ GC-wide communications (ex: GCintranet)
TBD
- ✓ Featured/popular content
- ✓ Useful links

The screenshot displays the Digital Workspace Launch Pad interface, which is a dashboard designed to keep users informed about important updates, upcoming events, and recent activity across various government applications.

Top Navigation: The top bar features the Government of Canada/Gouvernement du Canada logo and the title "Digital Workspace Launch Pad".

Welcome Area: This section greets the user with "Welcome Emma!" and provides a summary of their day: "Busy day today! You have: 3 meetings, 7 new emails". It also includes a motivational message: "Cheer up! It is almost Friday!" followed by a calendar for May 2019.

Recent Activity: This section lists recent notifications, sorted chronologically. The first three are marked as "Very important" and the last one as "Other less important".

Productivity apps: A tray containing icons for OneDrive, SharePoint, Microsoft Teams, and Outlook, with a link to "More apps".

OADW Apps: A tray containing icons for Discussions, Consultation, Career Marketplace, and Directory, with a link to "More apps".

Featured content: This section highlights several government working groups and initiatives:

- Digital ID:** Describes the working group bringing together partners to share information and work together to advance digital identity.
- National Capital Region Young Professionals Network (CRYPN - RJPRC):** Describes the volunteer regional organization representing young professionals in the National Capital Region.
- Health Products Inspections and Licensing:** Working group for the Health Products Inspections and Licensing team.
- Open Source Software:** A network of supporters and users of open source software within the Government of Canada.
- TBS TAP portal:** Vivamus massa dolor, aliquet a ullamcorper eget, sagittis ac neque.
- Phoenix:** Nullam pretium purus ac odio tincidunt volutpat.
- GCcampus:** Sed consequat arcu dui, vitae pulvinar eros lobortis ut. Vivamus pharetra.
- myGCHR:** Integer orci dui, malesuada ut dolor id, convallis commodo arcu. Phasellus posuere hendrerit.

Elements (external user)

- Welcome area: Updates from OADW ~~and O365~~ that require the user's attention

- ~~Calendar / Upcoming events~~

- Public announcements / Crisis communications (temporary)

- System alerts (temporary)

- Apps tray: OADW apps, ~~O365 apps~~

- OADW apps activity feed

- ~~My files in OneDrive~~

- OADW specific communications (ex: new features, updates, etc.)

- ~~GC-wide communications (ex: GCintranet)~~
TBD

- Featured/popular content

- ~~Useful links~~

The screenshot displays the Digital Workspace Launch Pad 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 "Digital Workspace Launch Pad".

The main content area includes:

- Welcome Area:** A circular profile picture of a woman with the text "Welcome Emma!" and "Busy day today!".
- Important public announcement:** A banner with a night cityscape background containing text and a link "Link to external site here".
- Information Alert:** A blue box with an info icon and the text "New apps, features, notices (sometimes visible)" with a "DISMISS" button.
- Recent Activity:** A list of notifications:
 - Icon with exclamation mark: "A very important notification about something you need to answer and it is shown first" (chronologically sorted by default).
 - Icon with exclamation mark: "A very important notification about something you need to answer and it is shown first" (chronologically sorted by default).
 - Icon with exclamation mark: "A very important notification about something you need to answer and it is shown first" (chronologically sorted by default).
 - Icon with exclamation mark: "Other less important notification chronologically sorted by default" (chronologically sorted by default).
- OADW Apps:** A section titled "OADW Apps" featuring icons for Discussions, Consultation, Career Marketplace, and Directory, along with a "More apps" link.
- Featured Content:** A grid of cards:
 - Digital ID:** A card with a fingerprint icon, text about the working group, and a "To know more" link.
 - National Capital Region Young Professionals Network (CRYPN - RJPRC):** A card with a stylized leaf icon, text about the network, and a "To know more" link.
 - Health Products Inspections and Licensing:** A card with a Canadian flag icon, text about the working group, and a "To know more" link.
 - Open Source Software:** A card with a green gear icon, text about the network, and a "To know more" link.

At the bottom left is the footer "Digital Workspace Launch Pad". At the bottom right is the Canadian government logo.

Elements (external user)

- ✓ Welcome area: Updates from OADW that require the user's attention
- ✓ Public announcements / Crisis communications (temporary)
- ✓ System alerts (temporary)
- ✓ Apps tray: OADW apps
- ✓ OADW apps activity feed
- ✓ OADW specific communications (ex: new features, updates, etc.)
- ✓ Featured/popular content

The screenshot displays the Digital Workspace Launch Pad interface. At the top, there's a header with the Canadian Government logo and the text "Digital Workspace Launch Pad". Below the header, a "Welcome" section shows a profile picture of a woman named Emma and a message: "A very productive day awaits for you today!". It also indicates "You have 3 important notifications." and "Cheer up! It is almost Friday!". A prominent "Important public announcement" banner at the top right contains placeholder text: "Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris nec cursus lorem, ut scelerisque enim." with a link "Link to external site here". A notification bar below it says "New apps, features, notices (sometimes visible)" with a "DISMISS" button. The "Recent activity" section lists three notifications, each with an exclamation mark icon and a timestamp: "2019-05-24 18:51", "2019-05-24 14:20", and "2019-05-24 12:44". The notifications are described as "A very important notification about something you need to answer and it is shown first". Below the notifications is a blurred image of a person speaking at a podium. To the right, there's a sidebar titled "OADW Apps" with icons for Discussions, Pools, Career Marketplace, and Directory, and a "More apps" link. The "Featured content" section shows four items with small images and titles: "Donec rutrum facilisis ipsum pulvinar posuere.", "CRYPN - RJPNC", "Canada", and "Donec rutrum facilisis ipsum pulvinar posuere.".

Elements (logged out)

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

The screenshot displays the Digital Workspace Launch Pad interface. At the top left is the Government of Canada logo. The top right features a blue header bar with the text "Digital Workspace Launch Pad". Below the header, the main content area is divided into several sections:

- Welcome to OADW!**: A dark sidebar section containing placeholder text and a call-to-action button: "Sign in or Create an account to take full advantage of the digital workspace!"
- Important public announcement**: A banner with placeholder text and a link: "Link to external site here".
- What is OADW?**: A section with placeholder text and a photograph of a person sitting at a desk.
- Sed fringilla turpis**: A section with placeholder text and a photograph of a person working on a laptop.
- Digital Workspaces**: A large image of a city street at night.
- OADW Apps**: A section featuring four icons: Discussions (blue), Pools (orange), Career Marketplace (green), and Directory (purple).
- See all apps available**: A link to view more applications.
- Canada**: The Canadian government logo at the bottom right.

At the very bottom of the page, there are links for "About" and "Terms and conditions".

Proposed solution

- ✓ Simple
- ✓ Consistent
- ✓ Useful

Logged off

Digital Workspace Launch Pad

Welcome to OADW!

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?
Nam tempor neque est, eu maximus erat fermentum eu.

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

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. Nullam ultrices tellus eu tincidunt dapibus. Integer ultrices pulvinar sapien vel lobortis. Donec quis justo lacinia, tempus neque non, auctor leo. Donec vitae finibus lectus.

[See all apps available](#)

Canada

Logged on as GC-Employee

Digital Workspace Launch Pad

Welcome Emma!

A very productive day awaits for you today!

You have 3 important notifications.

Cheer up! It is almost Friday!

Recent activity

New apps, features, notices (sometimes visible)

OADW Apps

Discussions Pools Career Marketplace Directory More apps

Featured content

Productivity apps

OneDrive SharePoint Microsoft Teams Outlook More apps

Canada

Logged on as external user

Digital Workspace Launch Pad

Welcome Emma!

Busy day today! You have:

3 meetings 7 new emails

Cheer up! It is almost Friday!

Recent activity

New apps, features, notices (sometimes visible)

Productivity apps

OneDrive SharePoint Microsoft Teams Outlook More apps

OADW Apps

Discussions Consultation Career Marketplace Directory More apps

Featured content

National Capital Region Young Professionals Network

The Digital ID working group brings together interested partners from across jurisdictions to share information and work together to advance this important fusce sed dolor imperdiet.

Health Products Inspections and Licensing

Working group for the Health Products Inspections and Licensing team.

Open Source Software

A network of supporters and users of open source software within the Government of Canada.

TBS TAP portal

Vivamus massa dolor, aliquet a ullamcorper eget, sagittis ac neque.

Phoenix

Nullam pretium purus ac odio tincidunt volutpat.

GCampus

Sed consequat arcu dui, malesuada ut dolor id, convallis commodo arcu. Phasellus posuere hendrerit.

myGCHR

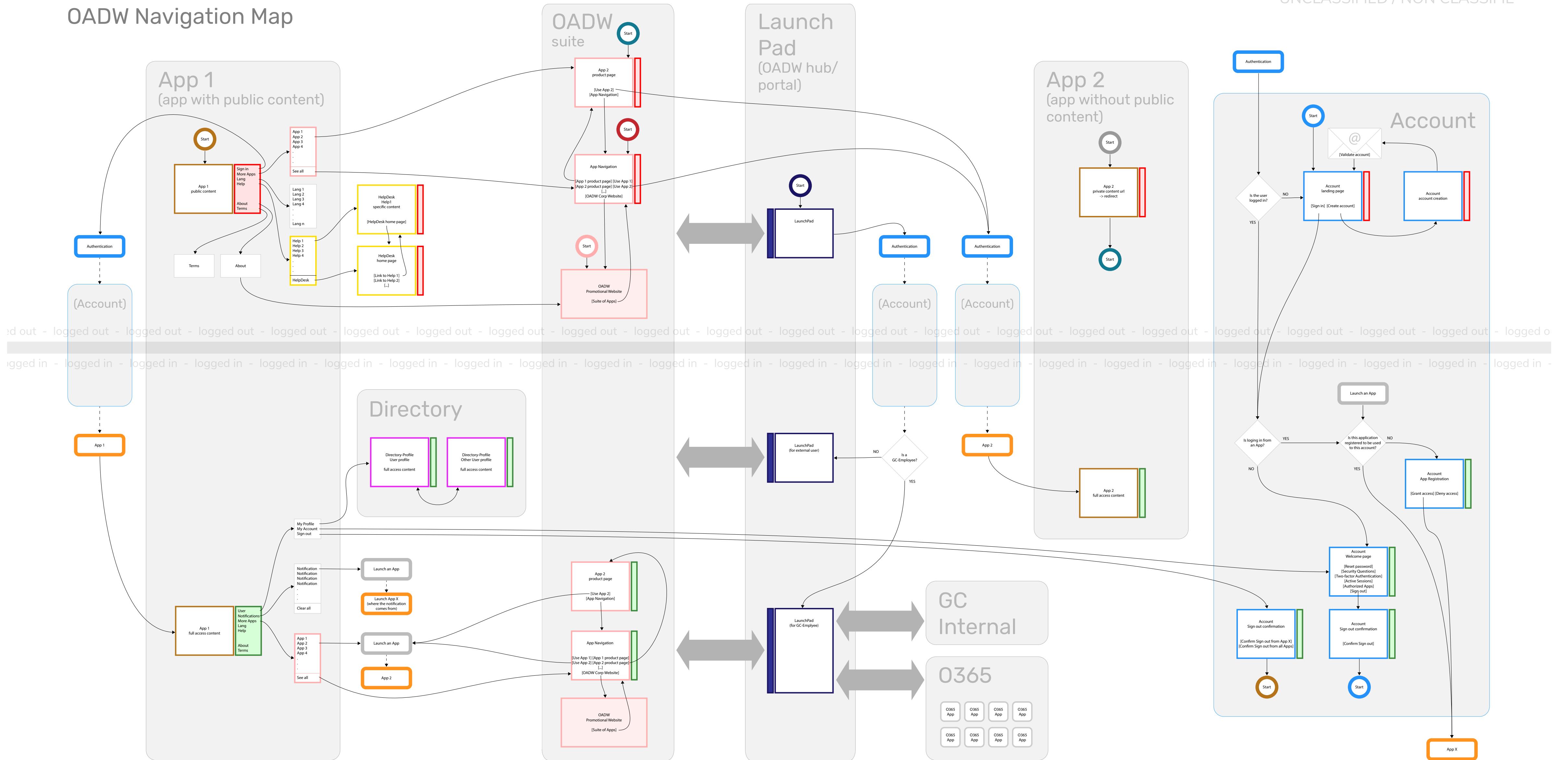
Integer orci dui, malesuada ut dolor id, convallis commodo arcu. Phasellus posuere hendrerit.

Canada

Context



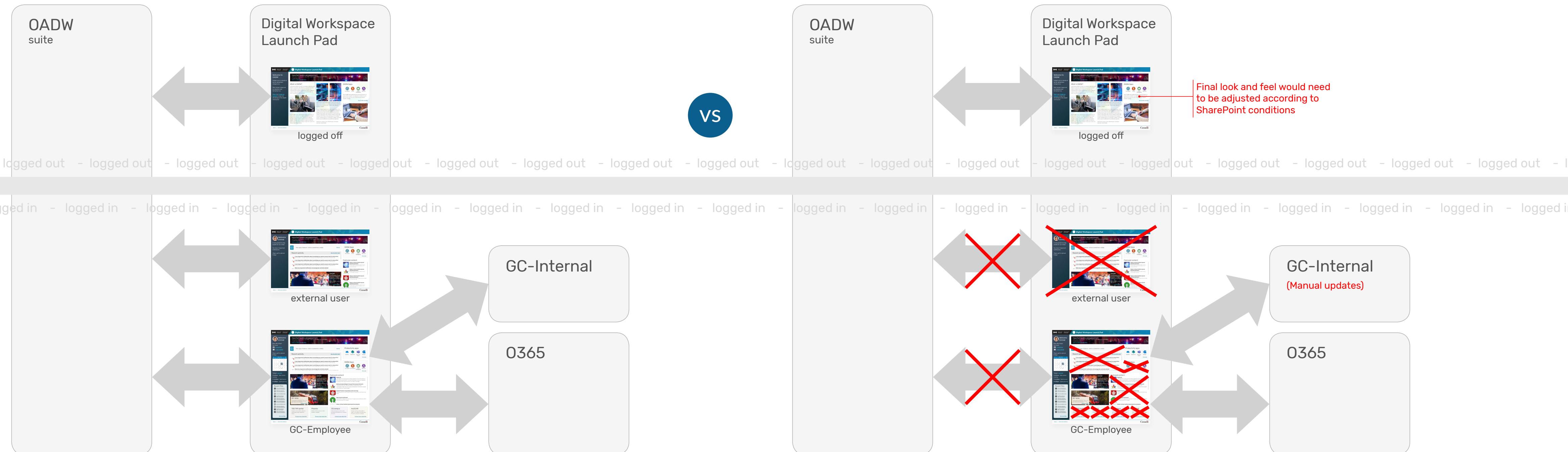
OADW Navigation Map



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)

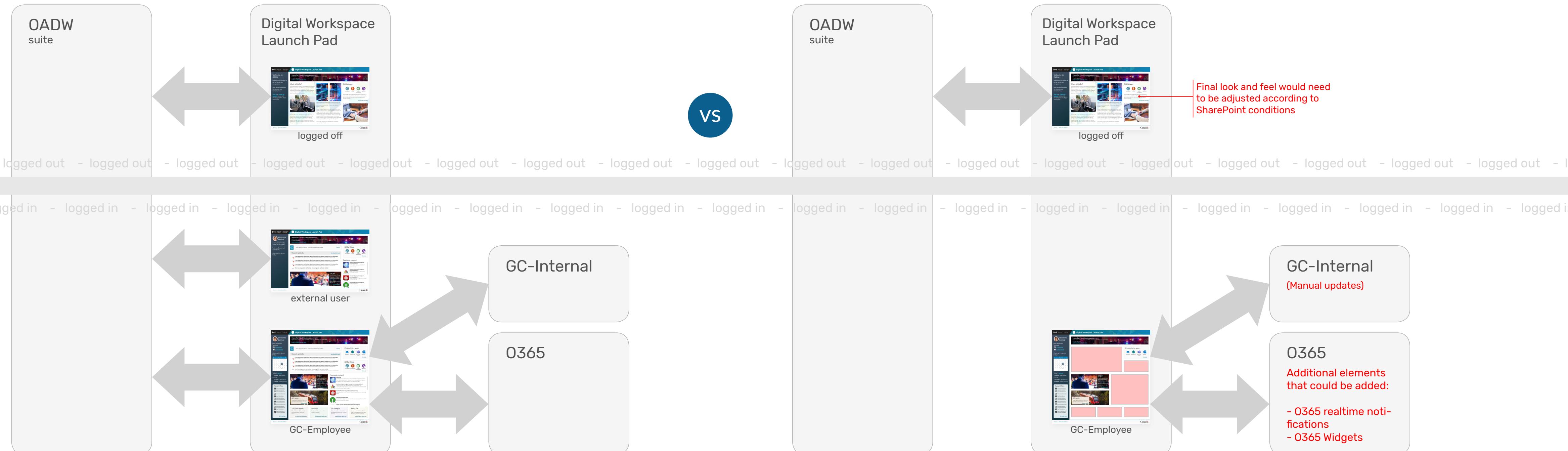
Option #2 - Build the Launch Pad in SharePoint (in O365)



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 Pad in 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 Pad in 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 Pad in 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:
 - If the user changes department, their 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

The screenshot shows the 'Digital Workspace Launch Pad' for an external user. At the top, there's a banner with the Canadian Government logo and the title 'Digital Workspace Launch Pad'. Below it, a section titled 'Welcome to OADW!' displays a placeholder image of a person at a desk. To the right, there's a 'Important public announcement' box with sample text and a link to an external site. Further down, there's a 'What is OADW?' section with another placeholder image of a person. On the right side, there's a 'OADW Apps' section featuring icons for Discussions, Pools, Career Marketplace, and Directory, along with a placeholder image of a laptop screen. At the bottom, there are sections for 'Recent activity' (with placeholder notifications), 'Featured content' (with placeholder cards for OADW, CRYPN-RJPC, and Donec rutrum facilisis ipsum pulvinar posuere), and 'Recent files' (with placeholder file lists). The footer includes links for 'About' and 'Terms and conditions'.

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Logged on as
GC-Employee

This screenshot shows the same 'Digital Workspace Launch Pad' interface but for a GC-Employee. It features a 'Welcome Emma!' message, a 'Recent activity' section with real notifications (e.g., '3 meetings', '7 new emails'), and a 'Featured content' section with cards for 'OADW', 'CRYPN-RJPC', and 'Donec rutrum facilisis ipsum pulvinar posuere'. The 'Recent files' section also contains real file names like 'Policy on Social Media in the Govt. of Canada.pdf'. The footer links are identical to the logged-off version.

Logged on as
external user

The final screenshot shows the 'Digital Workspace Launch Pad' for an external user. It has a similar layout to the GC-Employee view but with different content. The 'Recent activity' section shows notifications for '3 meetings' and '7 new emails'. The 'Featured content' section includes cards for 'OADW', 'GC-Wide', 'TBS TAP portal', 'Phoenix', 'GCcampus', and 'myGCHR'. The 'Recent files' section lists files like 'Policy on Social Media in the Govt. of Canada.pdf' and '2018 budgeted important report with graphics.docx'. The footer links are consistent with the other versions.

Thanks / Merci

