



Respect

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# Web Planning and Standards Services

## Service Metrics

**Fiscal Year: 2007/2008**

**Period 1: April 1<sup>st</sup>, 2007 to September 30<sup>th</sup>, 2007**

**Period 2: October 1<sup>st</sup>, 2007 to January 31<sup>st</sup>, 2008**

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Canada

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Services gouvernementaux  
Canada

**Canada**

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## WEB PLANNING AND STANDARDS SERVICES (WPSS) METRICS

### Introduction

The mandate of the Web Planning and Standards Services team/KIM/Office of the CIO is to provide Web standards development and Web Planning on Emerging Technologies in support of departmental and Treasury Board Secretariat Web policies, standards and guidelines. This includes topics such as Web site Search Optimization, Statistics on the PWGSC Web Presence, Web Accessibility, Web Usability and Common Look and Feel 2.0 (CLF 2.0). We are the Subject Matter Experts (SMEs) for CLF, Search and Web tools conception to assist the Web developer communities in achieving compliance with various Web policies and standards. We represent the Department at various Government of Canada Web committees and working groups.

### Executive Summary

#### Scope /Audiences

This document contains statistical data covering the 2007/2008 fiscal year. It covers these three (3) [audience](#) categories:

Audience	Domain Name
Internet:	<a href="http://www.tpsgc-pwgsc.gc.ca">www.tpsgc-pwgsc.gc.ca</a>
GC Intranet:	<a href="http://publiservice.tpsgc-pwgsc.gc.ca">publiservice.tpsgc-pwgsc.gc.ca</a>
PWGSC Intranet:	<a href="http://source.tpsgc-pwgsc.gc.ca">source.tpsgc-pwgsc.gc.ca</a>

### Highlights

#### Web sites owned by PWGSC

PWGSC owns a **total** of **458** Web sites among the Internet, GC Intranet and PWGSC Intranet audiences. The sites consist of 53 Web sites, 315 sub sites and 90 Web applications.

#### E-mail and Phone Requests

Answering e-mails and phone inquiries required **2.84 WPSS resources per week** since February 2008. This increase from 2.09 resources, recorded in last fiscal year, is mostly due to the TBS CLF 2.0 initiative.

#### Training and Awareness Sessions

As of September 2007, WPSS has **trained 150 Web developers** in 25 sessions using one (1) resource.

#### Quality Assurance (QA) Reviews

QA Reviews increased 51% in this fiscal year, compared to the last fiscal year. 2007/2008 required **4.79 resources per week**, compared to 3.17 during the same period of the last fiscal year. This was anticipated with the progress of the CLF 2.0 initiative.

## WPSS Service Definitions

1. Web standards development: develop departmental Web policies, standards, guidelines and sustainability mechanisms in support of these policies, standards and guidelines; provide expertise on common look and feel (CLF), offering a central mailbox for queries; represent the department at various tbs and departmental committees and working groups; standardize reporting tools for the pwgsc Web presence and provide QA testing for Web sites and Web applications.
2. Web multimedia: define multimedia for the Web at pwgsc and develop Web multimedia standards; provide training in support of the standards; participate in a gc approach for Web multimedia development and monitor Web multimedia activities.
3. Web planning on emerging technologies: research new technologies and develop departmental direction based on findings; evaluate services and products to ensure compliance and make recommendations; offer expertise help on interpretation of Web policies and standards.
4. Web statistics: evaluate tools; develop requirement document, (*functional*) specifications and standards for Web statistics;
5. Web site information search optimization: optimize search capabilities; configure tool and guidelines for Web content writers to produce readily usable search results to improve finding of information on Web sites.
6. Web accessibility: participate in the goc Web accessibility working group while researching accessibility solutions; develop Web accessibility standards (was) and provide Web toolbox; give expert advice on the it procurement processes.
7. Web usability: provide expert usability advice, training and user needs (*requirement*) analysis to Web developers to enhance user experience for our clients through friendly search and information architecture.

# 1 PWGSC WEB PRESENCE

This document presents the statistics of the PWGSC Web presence, covering the Internet, GC Intranet and PWGSC Intranet [audiences](#).

## 1.1 Definitions

### Web site:

A group of Web pages that collectively represent an institution or initiative

### Sub site:

A collection of Web pages with either a local structure or a distinct information space within a larger and more general site; the collection of Web pages is intended for a particular [audience](#), whose specific purpose is to feature a prominent program or service.

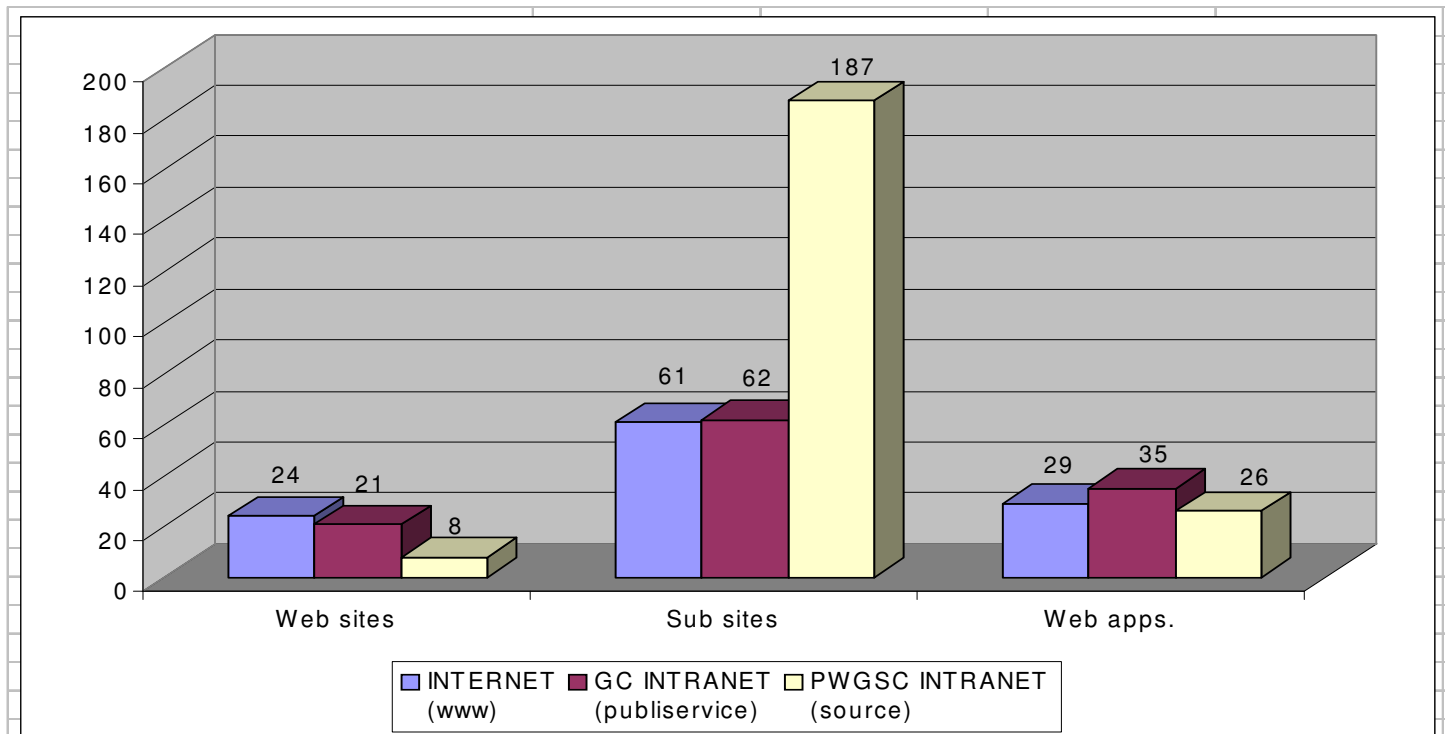
### Web application:

A Web application is a site that allows users to either login with a username and password to interact and perform specific transactions, or it can enable users to interact directly by allowing them to input specific, detailed information in order to perform a transaction.

## 1.2 Web sites owned by PWGSC

### 1.2.1 Total Web sites, sub sites and Web applications for all audiences

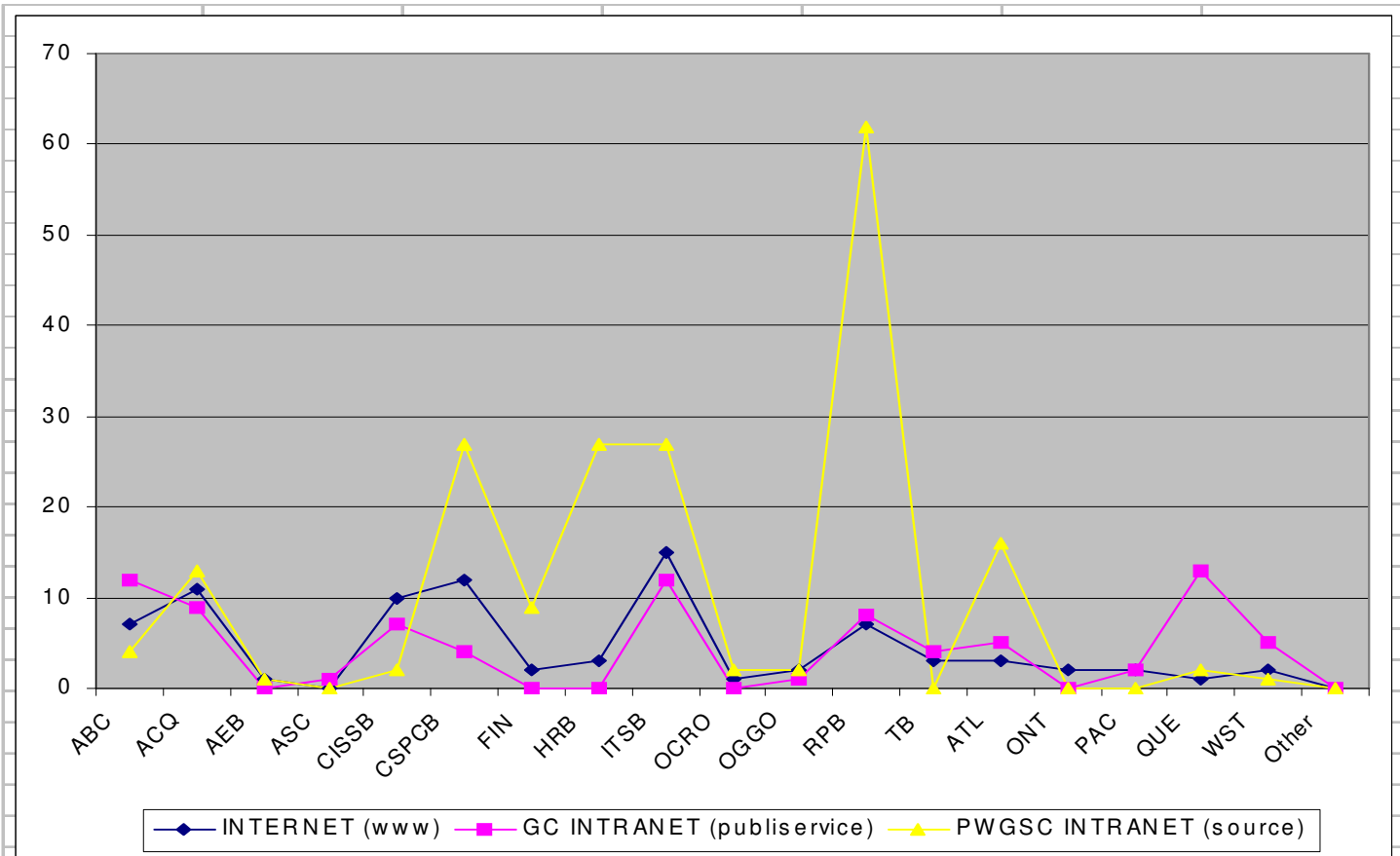
View complete list of Web sites at <http://source-app.tpsgc-pwgsc.gc.ca/nsi2-clf2/index.html>



Audiences	Web sites	Sub sites	Web apps.	Total
INTERNET (www)	24	60	29	113
GC INTRANET (publiservice)	21	62	35	118
PWGSC INTRANET (source)	8	193	26	227
<b>Total</b>	<b>53</b>	<b>315</b>	<b>90</b>	<b>458</b>

### 1.2.2 Total Web sites and sub sites available on Internet, GC Intranet and PWGSC Intranet

Represents the regions

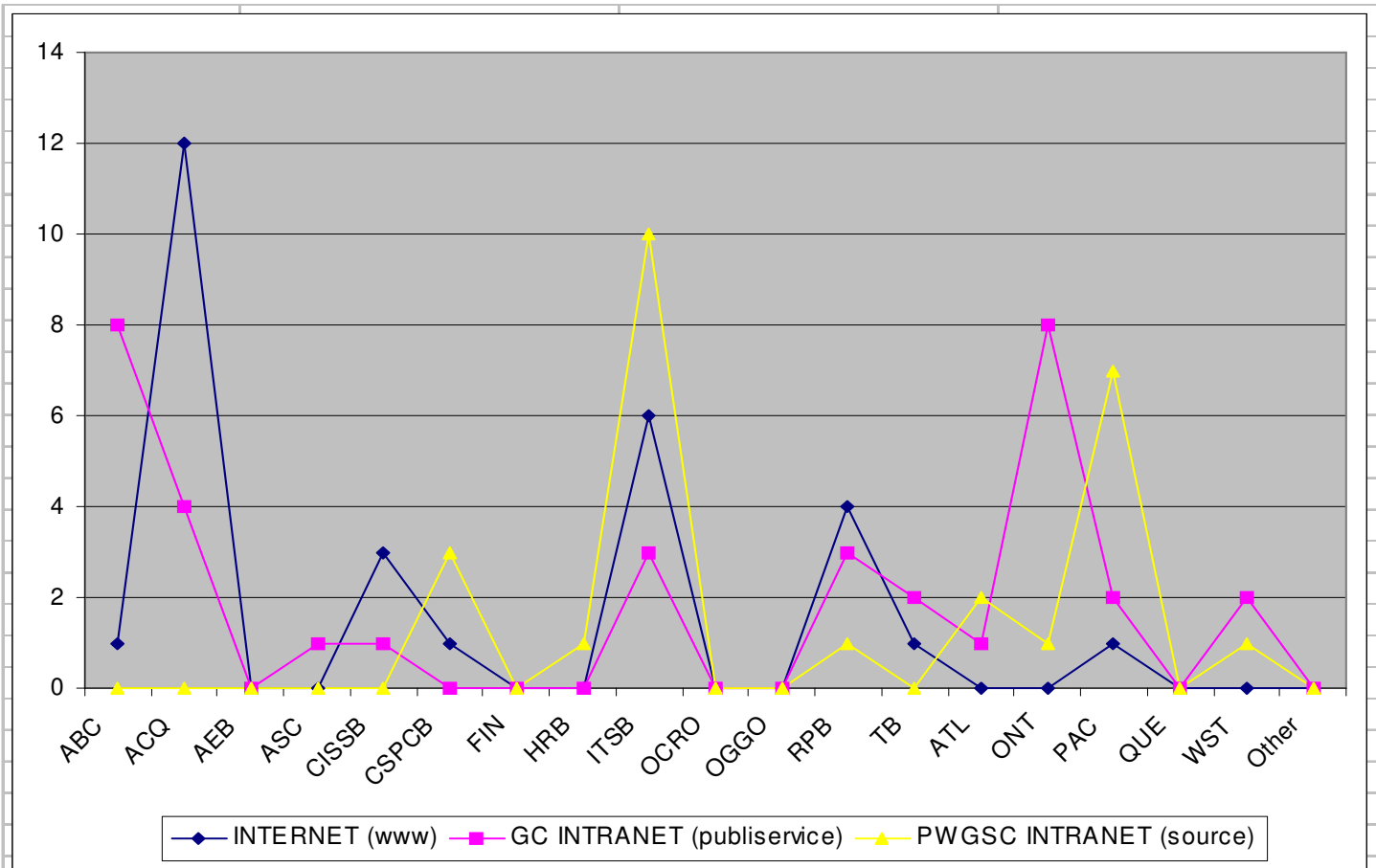


Branch	INTERNET (www)		GC INTRANET (publiservice)		PWGSC INTRANET (source)	
	Web sites	Sub sites	Web sites	Sub sites	Web sites	Sub sites
ABC	1	6	1	11	1	3
ACQ	4	7	3	6	0	13
AEB	0	1	0	0	0	1
ASC	0	0	0	1	0	0
CISSB	6	4	3	4	0	2
CSPCB	5	7	1	3	1	26
FIN	0	2	0	0	0	9
HRB	0	3	0	0	0	27
ITSB	5	10	2	10	2	25
OCRO	0	1	0	0	0	2
OGGO	0	2	0	1	0	2
RPB	0	7	3	5	1	61
TB	2	1	4	0	0	0
ATL	1	2	0	5	1	15
ONT	0	2	0	0	0	0
PAC	0	2	1	1	0	0
QUE	0	1	0	13	1	1
WST	0	2	3	2	1	0
Other	0	0	0	0	0	0
<b>Sub total</b>	<b>24</b>	<b>60</b>	<b>21</b>	<b>62</b>	<b>8</b>	<b>187</b>
<b>Total</b>	<b>84</b>		<b>83</b>		<b>195</b>	

**Note:** Work is underway to review the sites on GC Intranet and PWGSC Intranet.

### 1.2.3 Total Web applications available on Internet, GC Intranet and PWGSC Intranet

Represents the regions



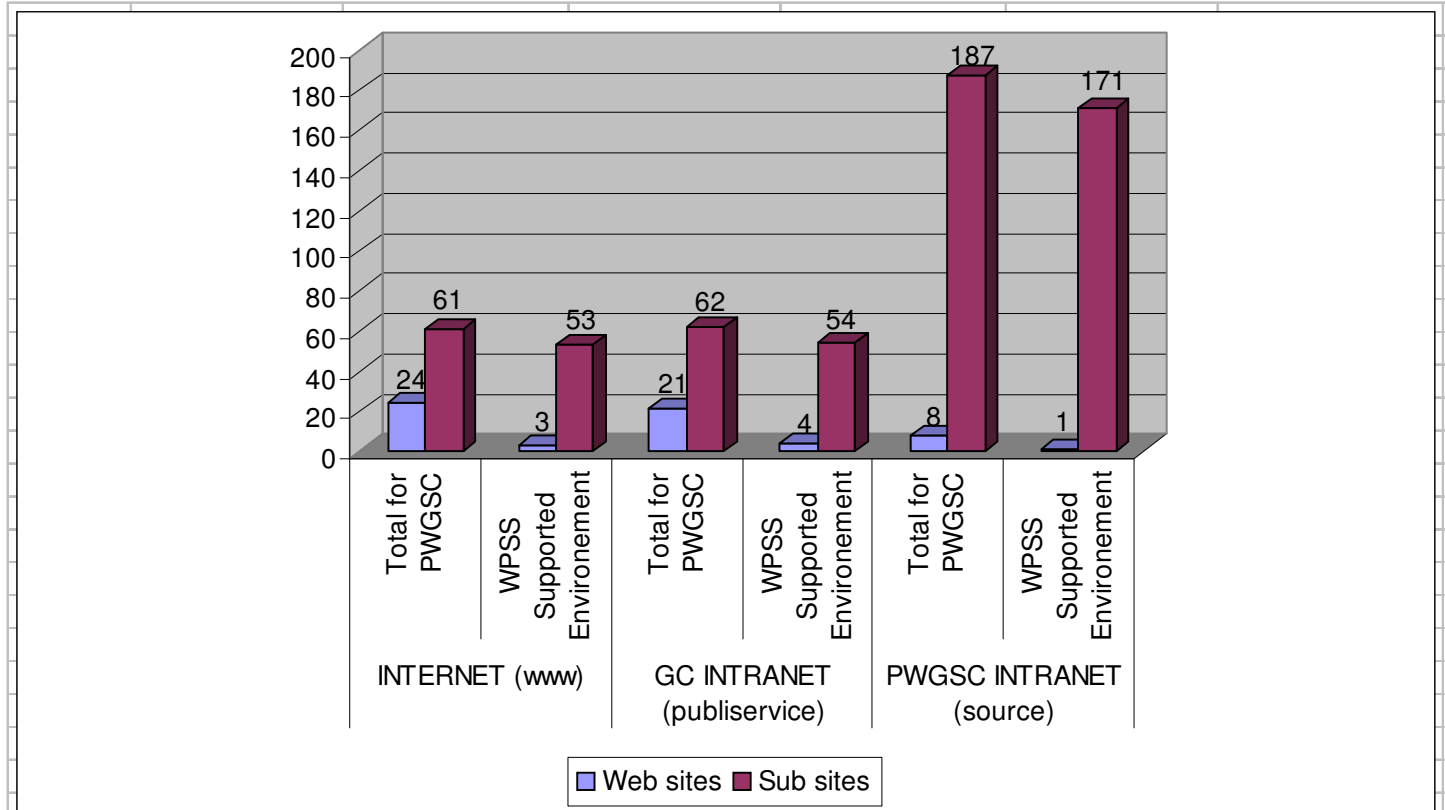
Branch	INTERNET (www)	GC INTRANET (publiservice)	PWGSC INTRANET (source)
ABC	1	8	0
ACQ	12	4	0
AEB	0	0	0
ASC	0	1	0
CISSB	3	1	0
CSPOCB	1	0	3
FIN	0	0	0
HRB	0	0	1
ITSB	6	3	10
OCRO	0	0	0
OGGO	0	0	0
RPB	4	3	1
TB	1	2	0
ATL	0	1	2
ONT	0	8	1
PAC	1	2	7
QUE	0	0	0
WST	0	2	1
Other	0	0	0
<b>Total</b>	<b>29</b>	<b>35</b>	<b>26</b>

**Note:** Work is underway to review the sites on GC Intranet and PWGSC Intranet.

### 1.3 WPSS supported environments statistic

#### 1.3.1 Total Web sites and sub sites (Static and Dynamic)

The following table shows a comparison for each [audience](#) between the total Web sites and sub sites for PWGSC and WPSS supported environments for Static and Dynamic Web sites.



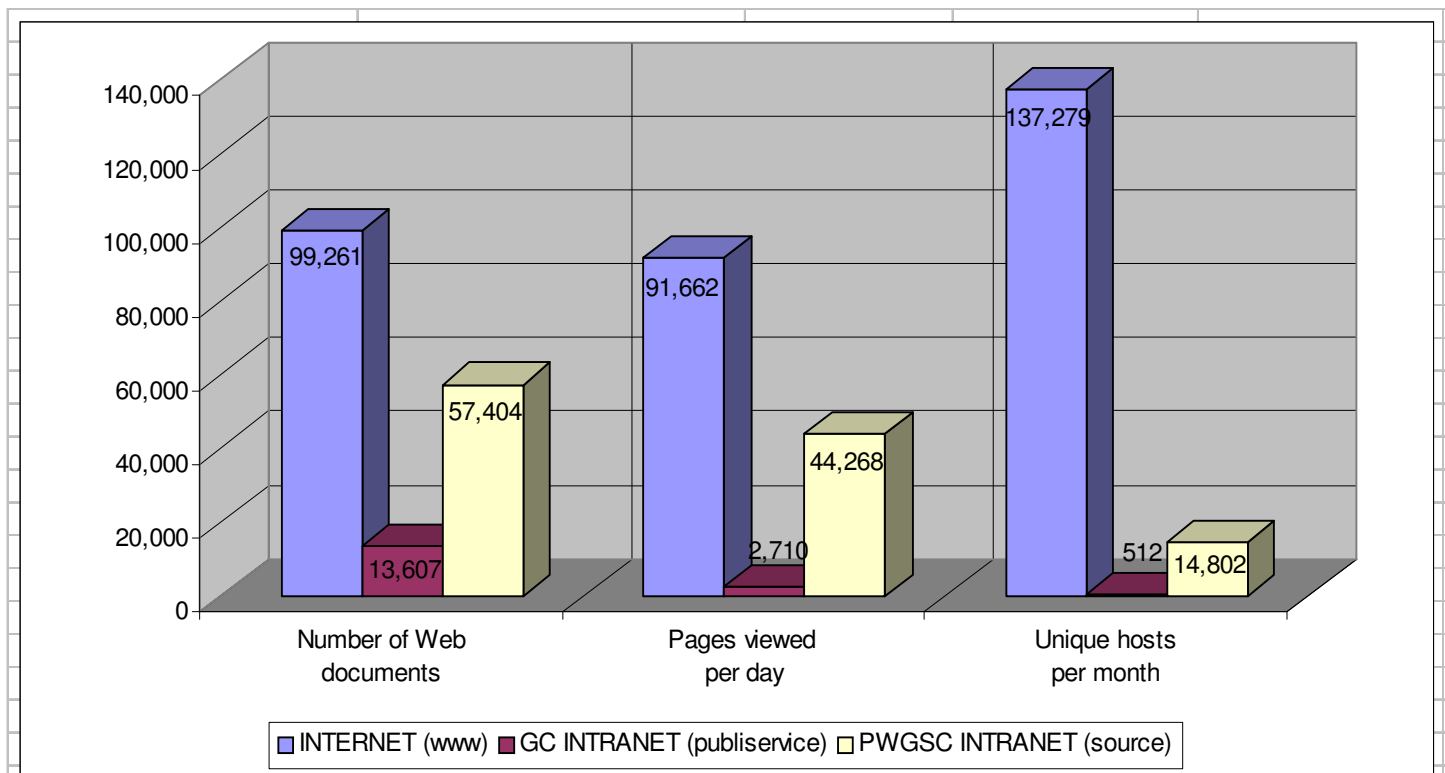
	INTERNET (www)		GC INTRANET (publiservice)		PWGSC INTRANET (source)	
	Total for PWGSC	WPSS Supported Environment	Total for PWGSC	WPSS Supported Environment	Total for PWGSC	WPSS Supported Environment
Web sites	24	3	21	4	8	1
Sub sites	61	53	62	54	187	171
<b>Total</b>	<b>85</b>	<b>56</b>	<b>83</b>	<b>58</b>	<b>195</b>	<b>172</b>
<b>Ratio %</b>		<b>66%</b>		<b>70%</b>		<b>88%</b>

### 1.3.2 Web documents and Web site traffic

The following graph and table provide metrics on the number of Web documents, the number of pages viewed per day and the number of unique hosts from which pages are requested for the PWGSC main Web sites. The information is grouped by [audience](#).

- **Web documents:** A Web document is any file that can be retrieved from the Web server and viewed in a browser (i.e. HTML files, PDF files and any word-processing files). Image files are stored in a different location.
- **PWGSC main Web site traffic**
  - **Pages viewed per day:** The number of Web pages or documents viewed per day
  - **Unique hosts per month:** The number of unique hosts or computers from which pages are requested

Please note that the number of unique hosts for *GC Intranet* is significantly smaller than for *Internet* or *PWGSC Intranet*, due in part to the structure of the network. Most departments have a firewall between their Intranet and the *GC Intranet*. This firewall causes all document requests to appear as if they are coming from a single host within that department.



Audience	Domain Name	Number of Web documents	PWGSC main Web site traffic	
			Pages viewed per day	Unique hosts per month
INTERNET (www)	<a href="http://www.tpsgc-pwgsc.gc.ca/">www.tpsgc-pwgsc.gc.ca/</a>	99,261	91,662	137,279
GC INTRANET (publiservice)	<a href="http://publiservice.tpsgc-pwgsc.gc.ca/">publiservice.tpsgc-pwgsc.gc.ca/</a>	13,607	2,710	512
PWGSC INTRANET (source)	<a href="http://source.tpsgc-pwgsc.gc.ca/">source.tpsgc-pwgsc.gc.ca/</a>	57,404	44,268	14,802
<b>Total</b>		<b>170,272</b>	<b>138,640</b>	<b>152,593</b>

### 1.3.3 Number of PWGSC Web site mailing lists or subscription-based e-mails

To further enhance communication with the public, PWGSC site owners can provide regular updates to clients through subscription-based e-mails. Subscription-based e-mails are available in both, plain text and multipart e-mail formats to maximize support for e-mail clients and to incorporate the look and feel of the associated Web site. A consistent look and feel for these subscription-based e-mails enhances recognition of Government of Canada communications and increases general confidence in the information Canadians receive from their government through email.

#### 1.3.3.1 PWGSC Mailing Lists

Branch	Audience	Site URLs	Number of PWGSC Website mailing lists
ABC	Internet Internet GC Intranet	<a href="http://www.pwgsc.gc.ca/compensation">http://www.pwgsc.gc.ca/compensation</a> <a href="http://www.pwgsc.gc.ca/recgen/">http://www.pwgsc.gc.ca/recgen/</a> <a href="http://publiservice.pwgsc.gc.ca/crcd/">http://publiservice.pwgsc.gc.ca/crcd/</a>	40
CISSB	Internet	<a href="http://dsp-psd.pwgsc.gc.ca/">http://dsp-psd.pwgsc.gc.ca/</a>	9
ITSB	PWGSC Intranet	<a href="http://source.pwgsc.gc.ca/internetservices/">http://source.pwgsc.gc.ca/internetservices/</a>	1
PAC	Internet	<a href="http://pfc.gc.ca/commits/mmc/">http://pfc.gc.ca/commits/mmc/</a>	1
<b>Total</b>			<b>51</b>

## 2 WPSS SERVICES METRICS

At WPSS we answer all types of questions through the [PlanificationWeb-WebPlanning@pwgsc.gc.ca](mailto:PlanificationWeb-WebPlanning@pwgsc.gc.ca) main mailbox. Questions and support range from basic QA requests to accessibility issues, to technical questions, to template setup. We provide support for Common Look and Feel and W3C guidelines.

### 2.1 Monitoring and support to our services

To support our service definition, WPSS has to monitor different projects to ensure that we stay aligned with our service definition.

We are currently building tools to empower the PWGSC community (Management, Communication group, Web Publishing and the end user) to monitor and audit the quality of PWGSC Web sites. To that end, we have created a tool for (CLF 2.0 Reporting Module) to manage, monitor and track Internet Web sites for the CLF 2.0 Treasury Board initiative.

We have created a the QA Report Builder tool for Management and Web developers to perform a series of QA reviews of their Web sites, based on pre-determined checkpoints and various Web standards and guidelines created by WPSS. The QA Report Builder can provide statistics to management showing the items that failed a QA Review and why. The report also shows which sites have not completed a Communication and Technical QA Review. *Help* and *how to check* is provided for each checkpoint to facilitate the use of the tool for neophytes.

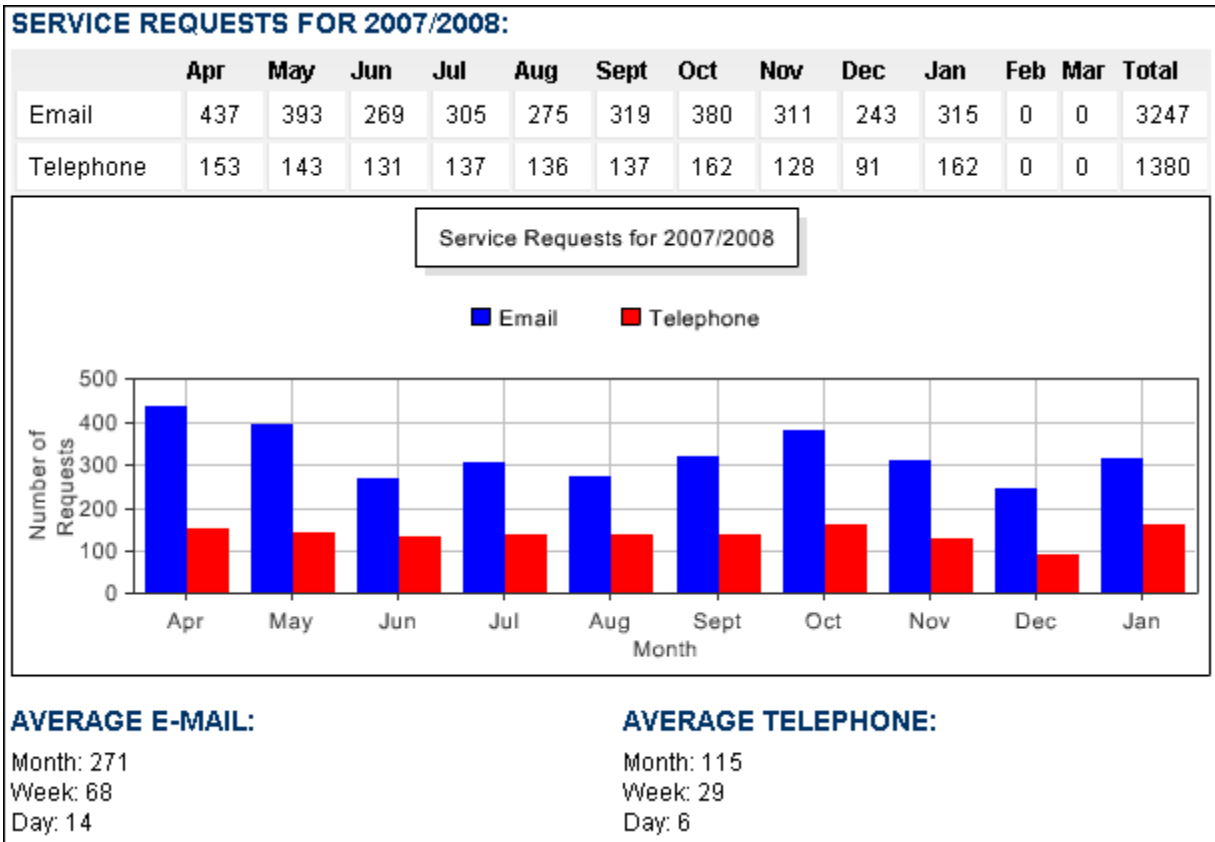
Both the CLF 2.0 Reporting Module and the QA Report Builder support the Treasury Board Management Accountability Framework (MAF). WPSS is a centre of expertise for Common Look and Feel (CLF) and has built these tools to empower the PWGSC community to create better and more manageable Web sites, accessible and compliant with the Treasury Board Policy and Guidelines.

See [Appendix C](#) for a complete list of WPSS tools to support the PWGSC community.

### 2.1.1 E-mail and phone call requests

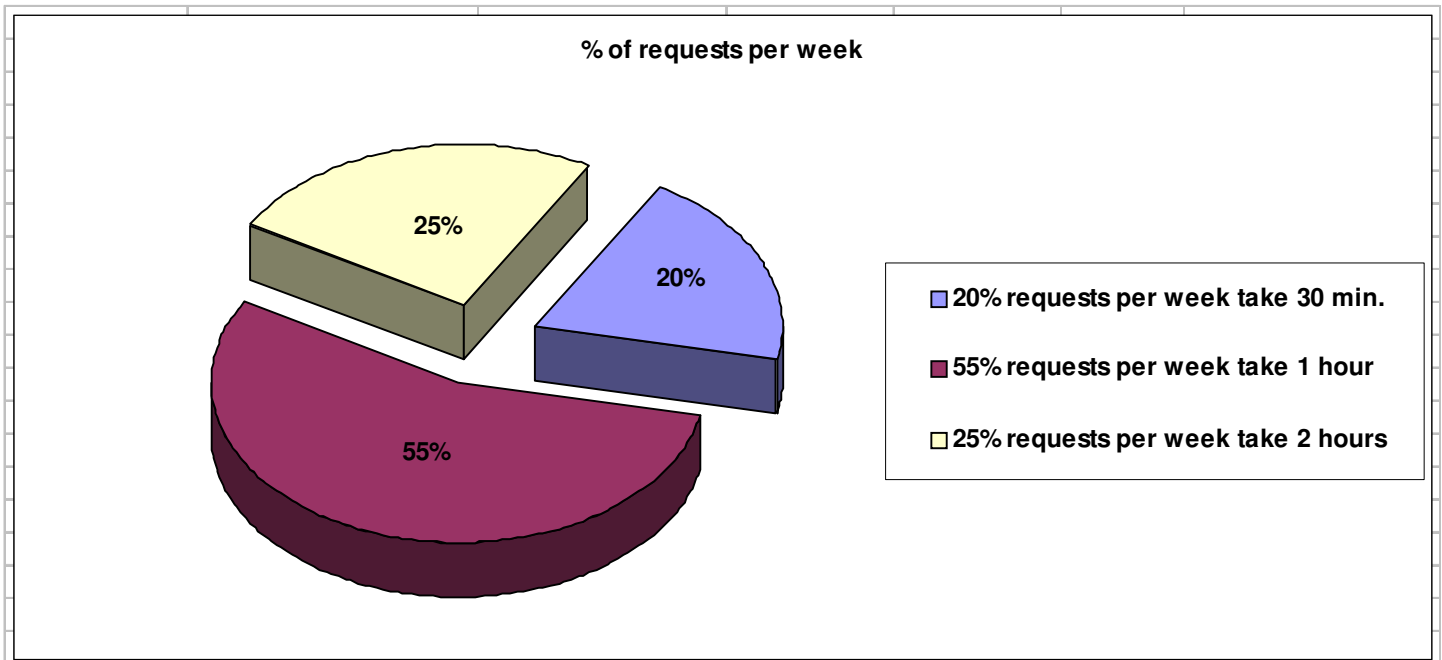
The following table shows the monthly breakdown of the number of e-mail and phone call requests since last April. We noticed an increase in requests this fiscal year due to the CLF 2.0 Treasury Board initiative, and related Web initiatives.

The increase in support requests is mostly concentrated on the Internet. Practically no development of new Web sites has been done for the GC and PWGSC Intranet. We get fewer questions for these two environments.



As of last fiscal year		As of February 1 <sup>st</sup> , 2008	
<b>E-mails:</b>	3124	<b>E-mails:</b>	3247
<b>Phone calls:</b>	1052	<b>Phone calls:</b>	1380
<b>Resources per week:</b>	<b>2.09</b>	<b>Resources per week:</b>	<b>2.84</b>

### 2.1.2 Breakdown effort of e-mail requests



#### Thirty-minute requests (20%)

From last fiscal year, the 30-minute-average-time requests have dropped from 35% to 20%.

#### One hour requests (55%)

The 1-hour-average-time requests have increased from 40% to 55%. The percentages of requests have shifted from the 30-minute-average-time to 1-hour-average-time requests. This is due to the new CLF 2.0 Treasury Board initiative, requiring to have all Internet sites redone by December 2008, has changed the nature of the requests. We now have to spend more time researching, explaining and training users to let them know what they need to do and how to make sure they are compliant with the Treasury Board policy and guidelines.

#### Two hours requests (25%)

The 2-hour requests stayed the same.

See [Appendix A](#) for a list of types of support requests.

### 2.1.3 Training and Awareness Sessions

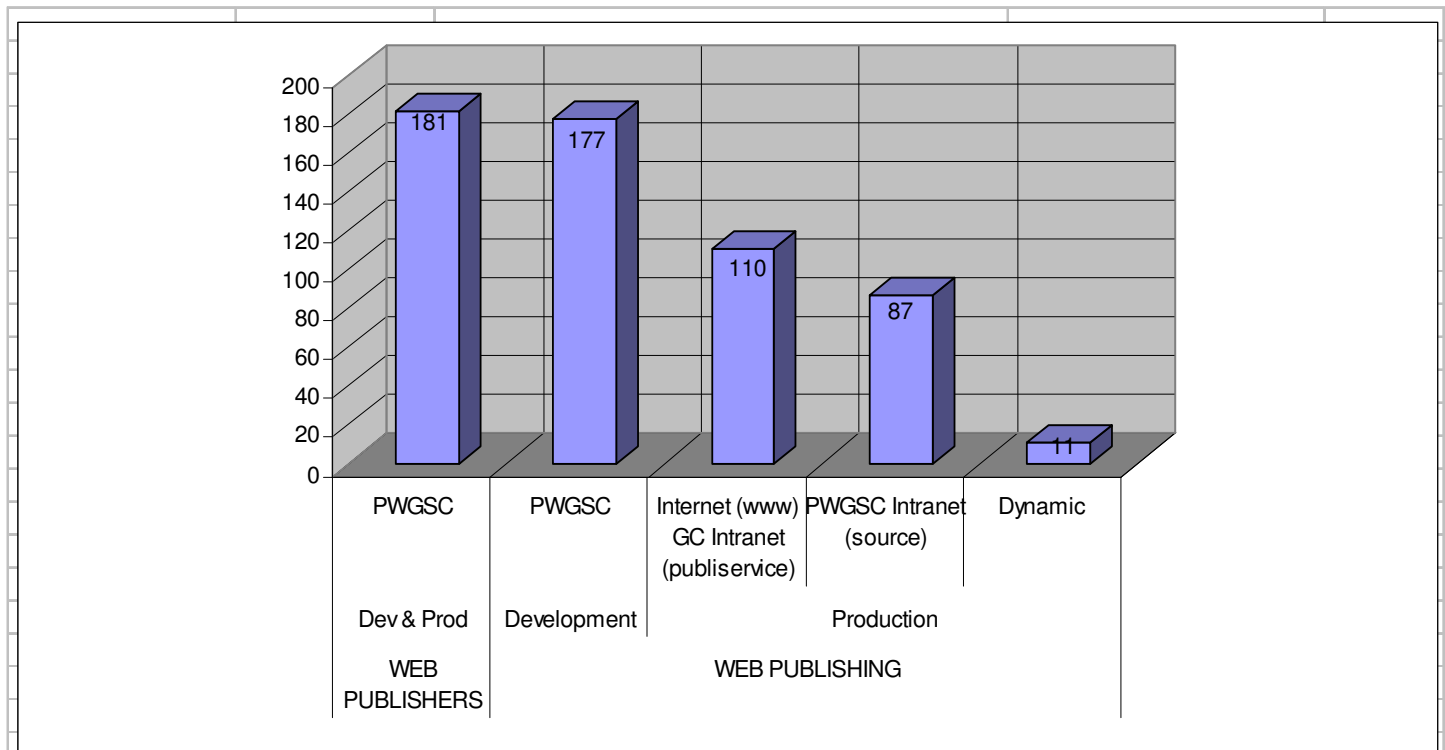
As of September 2007, WPSS has trained up to 150 Web developers in over 25 sessions. These training sessions will continue until the end of this fiscal year. A training session lasts two hours and requires 1 resource.

## 2.1.4 Web accounts

### 2.1.4.1 Web publishers and Web publishing accounts

A Web publisher creates or edits HTML/XHTML documents.

WPSS provides development and production accounts to PWGSC Web publishers. The following numbers apply to Web servers managed by WPSS only. The number of Web publishing accounts is not the same as the number of total Web publishers because each publishing environment requires a separate account. One Web publisher may have several Web publishing accounts, depending on the servers on which they need to publish.



ACCOUNTS ON WPSS SUPPORTED ENVIRONMENTS				
WEB PUBLISHERS	WEB PUBLISHING			
Dev & Prod	Development	Production		
PWGSC	PWGSC	Internet (www) GC Intranet (publiservice)	PWGSC Intranet (source)	Dynamic
181	177	110	87	11

## 2.2 Quality assurance

WPSS performs Quality Assurance (QA) reviews on Web sites, sub sites and Web applications throughout all three (3) [audiences](#).

### 2.2.1 Summary of Quality Assurance reviews between April 1<sup>st</sup>, 2007 and January 31<sup>st</sup>, 2008

<b>2007</b>											<b>2008</b>
April	May	June	July	August	September	October	November	December	January	February	March

2007/2008 Period 1 - 2	Total Preliminary QA	Hours	Total Full QA	Hours	Resources per week	Total Enhanced Services (days)	Resources per week
Web sites and sub sites	41	164	77	616	3.08	72	0.28
Web Applications	11	88	17	272	1.42		
<b>Total</b>	<b>52</b>	<b>252</b>	<b>94</b>	<b>888</b>	<b>4.51</b>	<b>72</b>	<b>0.28</b>

<b>Total resources per week</b>	<b>4.79</b>
---------------------------------	-------------

<b>2006</b>											<b>2007</b>
April	May	June	July	August	September	October	November	December	January	February	March

2006/2007 Period 1 - 2	Total Preliminary QA	Hours	Total Full QA	Hours	Resources per week	Total Enhanced Services (days)	Resources per week
Web sites and sub sites	44	176	34	272	1.77	82	0.32
Web Applications	12	96	11	176	1.08		
<b>Total</b>	<b>56</b>	<b>272</b>	<b>45</b>	<b>448</b>	<b>2.85</b>	<b>82</b>	<b>0.32</b>

<b>Total resources per week</b>	<b>3.17</b>
---------------------------------	-------------

The resources per week used for QA Reviews went from **3.17** for last fiscal year to **4.79** this fiscal year, contributing an increase of 51%. This was expected as the CLF 2.0 initiative would progress. You will notice in the “Detailed QA Reviews by Branch” section below that 90% of the work has been done on Internet sites. The newly created QA Report Builder tool allowed us to perform some of the tasks faster. At the same time it gave us the opportunity to perform more thorough reviews. This was demonstrated in the last MAF Treasury Board exercise, where we showed an excellent **83%** success rate.

**Note:** At the end of the next fiscal year, the QA Report Builder tool and the automation of more checkpoints and more training will enable us to reduce the hours spent on preliminary and full QA Reviews resulting in a decrease of resources per week (see 2.3.3 Average Time per QA). This will allow us to spend more time to support our service definitions like Web Standards Development, Web Multimedia and Web Planning on Emerging Technologies.

The next pages will provide detailed statistics for the Preliminary and Full QA Reviews as well as the enhanced services.

### 2.2.2 Quality assurance types

WPSS performs different types of quality assurance reviews ranging from standard reviews to more complex reviews.

1. **Standard QA reviews**
  - a. Preliminary QA Reviews
  - b. Full QA Reviews
2. **Enhanced services reviews**
  - a. Enhanced services for various PWGSC and GC Web Initiatives

See [Appendix B](#) for a complete description of the quality assurance types.

### 2.2.3 Average Time per QA

The following is the average amount of time required to perform a QA review. The effort includes the initial QA review, working with the site owners and a final quality assurance review.

Services for	Standard QA Reviews		Enhanced Services
	Preliminary QA	Full QA	PWGSC and GC Web Initiatives
Web sites and sub sites	4 hours	8 hours	Various <sup>1</sup>
Web Applications	8 hours	16 hours	Various <sup>1</sup>

Various <sup>1</sup>: The average estimate depends on the service requests.

### 2.2.4 QA Reviews for Web sites and Sub sites by Branch

<b>2007</b>												<b>2008</b>
April	May	June	July	August	September	October	November	December	January	February	March	

	Preliminary QA		Full QA		Work days per year		Hours per day	Days per week
<b>Web sites and sub sites</b>	4 hours		8 hours		230		5.5	5
Branch	INTERNET (www)		GC INTRANET (publiservice)		PWGSC INTRANET (source)		Production Total	
	Prel. QA	Full QA	Prel. QA	Full QA	Prel. QA	Full QA	Prel. QA	Full QA
ABC	2	3	1	1	0	0	3	4
ACQ	2	4	1	2	0	0	3	6
AEB	1	1	0	0	0	0	1	1
ASC	0	0	0	2	0	0	0	2
CISBB	0	0	2	2	0	3	2	5
CSPCB	5	6	2	1	2	2	9	9
FIN	1	1	0	0	2	4	3	5
HRB	1	4	0	0	1	1	2	5
ITSB	1	4	0	3	1	5	2	12
OCRO	0	2	0	0	1	1	1	3
OGGO	0	0	0	0	1	1	1	1
RPB	4	3	0	1	1	5	5	9
TB	0	2	2	1	0	0	2	3
ATL	0	0	2	2	1	1	3	3
ONT	0	0	0	0	0	0	0	0
PAC	0	0	0	0	0	0	0	0
QUE	1	1	2	2	0	0	3	3
WST	0	2	0	2	0	0	0	4
Other	1	2	0	0	0	0	1	2
<b>Total</b>	<b>19</b>	<b>35</b>	<b>12</b>	<b>19</b>	<b>10</b>	<b>23</b>	<b>41</b>	<b>77</b>
Avg. QA (hrs)	4	8	4	8	4	8	4	8
Effort (hrs)	76	280	48	152	40	184	164	616
Resources per week	0.30	1.11	0.19	0.60	0.16	0.73	0.65	2.43
<b>Total resources per week</b>	<b>1.41</b>		<b>0.79</b>		<b>0.89</b>		<b>3.08</b>	

### 2.2.5 QA Reviews for Web Applications by Branch

<b>2007</b>												<b>2008</b>
April	May	June	July	August	September	October	November	December	January	February	March	

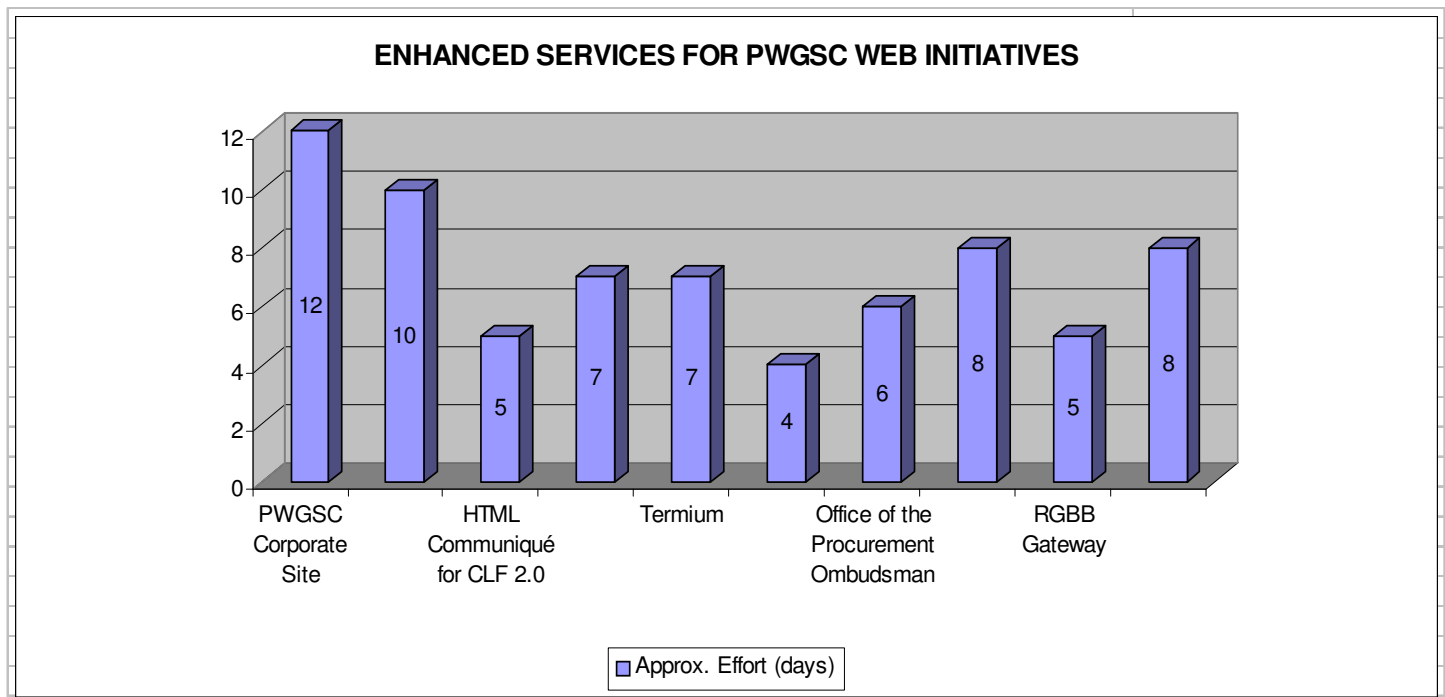
	Preliminary QA		Full QA		Work days per year		Hours per day	Days per week
<b>Web Applications</b>	8 hours		16 hours		230		5.5	5
Branch	INTERNET (www)		GC INTRANET (publiservice)		PWGSC INTRANET (source)		Production Total	
	PreI. QA	Full QA	PreI. QA	Full QA	PreI. QA	Full QA	PreI. QA	Full QA
ABC	8	8	0	1	0	0	8	9
ACQ	0	1	0	0	0	0	0	1
AEB	0	0	0	0	0	0	0	0
ASC	0	0	0	0	0	0	0	0
CISSB	0	0	0	0	0	0	0	0
CSPCB	0	0	0	0	0	0	0	0
FIN	0	0	0	0	0	0	0	0
HRB	0	0	0	0	0	0	0	0
ITSB	2	4	0	0	0	0	2	4
OCRO	0	0	0	0	0	0	0	0
OGGO	0	0	0	0	0	0	0	0
RPB	0	0	0	0	0	0	0	0
TB	1	1	0	0	0	0	1	1
ATL	0	0	0	0	0	0	0	0
ONT	0	0	0	1	0	0	0	1
PAC	0	0	0	0	0	0	0	0
QUE	0	0	0	0	0	1	0	1
WST	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	<b>11</b>	<b>14</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>11</b>	<b>17</b>
Avg. QA (hrs)	8	16	8	16	8	16	8	16
Effort (hrs)	88	224	0	32	0	16	88	272
Resources per week	0.35	0.89	0.00	0.13	0.00	0.06	0.35	1.08
<b>Total resources per week</b>	<b>1.23</b>		<b>0.13</b>		<b>0.06</b>		<b>1.42</b>	

### 2.2.6 Enhanced Services for various PWGSC Web Initiatives

This fiscal year, **72 days** of effort were spent on enhanced services including but not limited to:

- Web design and mock-up reviews for CLF compliance
- Web accessibility reviews, on-site accessibility testing, customized accessibility sessions and evaluations
- Customized training and information sessions
- Usability testing and reviews
- Meeting coordination and information sessions to ensure appropriate representation between stakeholders, business owners, Treasury Board, working groups and the Communications sector
- Representing and supporting PWGSC business owners on TBS policies

<b>2007</b>												<b>2008</b>
April	May	June	July	August	September	October	November	December	January	February	March	



PWGSC Web Initiatives	Approx. Effort (days)
PWGSC Corporate Site	12
Autonomy Search	10
HTML Communiqué for CLF 2.0	5
Human Resource new site (+ - 1200 pages)	7
Termium	7
Termium Plus	4
Office of the Procurement Ombudsman	6
Secure Channel	8
RGBB Gateway	5
STSI Travel aXcess	8
<b>Total</b>	<b>72</b>
<b>Total resources per week</b>	<b>0.28</b>

## 2.3 Incident Records

Incident Record (IR) formally known as Problem Management Records (PMR), is the process used by WPSS to request an investigation and problem resolution with our Web servers by Service management & Delivery (SM&D).

that Service Management & Delivery (SM&D) IR Report

<b>Total IRs:</b>	9 IRs
<b>Average effort per IR:</b>	15 minutes
<b>Total effort:</b>	<b>2.25 hours</b>

Compared to last the fiscal year, we went from 88 IRs to 9 IRs. This reduction can be explained with the move to our latest hosting platform where we have access to the “admin console”. The “admin console” allows us to resolve the problems ourselves thus reducing the amount of time creating and tracking these IRs.

## 2.4 Production Change Records

A Product Change Record (PCR) is the process WPSS uses to request changes to our Web servers. The changes are performed by Service Management & Delivery (SM&D). Examples of changes include creating custom 404 handlers or performing a file restore.

### 2.4.1 PCR Report

<b>Total PCRs:</b>	24 PCRs
<b>Average effort per PCR:</b>	25 minutes
<b>Total effort:</b>	<b>10 hours</b>

### 2.4.2 Total effort for IR and PCR requests

In the last fiscal year, we spent 35 hours handling IRs and PCRs. This fiscal year, we only spent 12.25 hours, a significant 65% reduction.

## APPENDIX A - TYPES OF SUPPORT REQUESTS

On a day-to-day basis, WPSS provides technical support, demystifies the standards and the guidelines, works on special PWGSC and GC initiatives and provides training and information sessions to clients in support of their static and dynamic Web sites.

### Technical support

- PWGSC and GC templates
- HTML 4.01 versus XHTML strict
- Cascading Style Sheet (CSS)
- Server support
  - FTP account
  - User ID, password and groups
- Technical search engine questions or any search-related questions

### Web Standards Development

- Develop various Web standards and guidelines
- Provide Centre of Expertise for Common Look and Feel
- Represent the department at various TBS and departmental committees and working groups
- Offer a central mailbox for all Web queries
- Standardize reporting tools for Web presence
- Provide Quality Assurance testing for Web sites and Web applications
- Develop sustainability mechanisms in support of departmental Web policies, standards and guidelines

### Training and information sessions

- How to use the PWGSC and GC templates
- On-site CLF training and information sessions
- Demystification of standards and guidelines
- Lead groups to inform various levels of management and employees
  - Web Management Working Group (WMWG) and Web Technical Working Group (WTWG)

### New Web initiatives

- Advice to clients on how to plan for new initiatives
- Act as bridge between stakeholders, business owners, Treasury Board, working groups and the Communications sector
- Represent and support PWGSC business owners on various policies, standards and guidelines such as Accessibility and Web usability
- Advice on Web design and mockup reviews for CLF compliance
- Web accessibility reviews
  - On-site accessibility testing
  - Customized accessibility sessions and evaluations
  - On-site CLF training and information sessions

## APPENDIX B - QUALITY ASSURANCE TYPES

Standard QAs reviews – Preliminary and Full

### **Preliminary QA Reviews**

Preliminary QA reviews are based on specific checkpoints taken from the Treasury Board Secretariat Standard and Guidelines on CLF to assess compliance.

Sites on our server are more likely to use our pre-tested templates. Using our templates reduces the amount of time we spend reviewing sites since a great deal of the quality assurance testing is built into the templates. This follows our vision to reduce the time spent on QA reviews by 20% over the next fiscal year.

Preliminary QA reviews are also used to help site owners estimate the amount of rework needed. Site owners use this information to estimate the amount of work and time required to modify their site and still meet the production dead line.

Preliminary QA reviews are often performed before Full QA reviews.

### **Full QA Reviews**

Full QA Reviews are based on the Treasury Board Secretariat Standards and Guidelines, found on the Treasury Board Web site.

CLF 2.0 guidelines are applied to the Internet, the GC Intranet and the PWGSC Intranet.

### **Enhanced services reviews**

#### **Enhanced services for various PWGSC and GC Web initiatives**

This evaluation is done on a case-by-case basis.

The enhanced services for various PWGSC Web initiatives provided by WPSS are different from the other two types of QA reviews. When tasked with a special initiative, site owners seek advice from WPSS on how to plan for new initiatives. Site owners ask us to act as a bridge between stakeholders, business owners, Treasury Board, Working Groups and Communications Sector. They ask us for advice on Web design and mock-up reviews for CLF compliance, and to perform Web accessibility reviews or on-site accessibility testing. These reviews are done for Web sites and Web applications.

All of this often requires research, participation in meetings and involvement in various project levels. We cannot predict the type of initiative site owners will require. It is difficult to evaluate the time spent on each of these enhanced services reviews.

## APPENDIX C - TOOLS CREATED FOR SUPPORT AND MONITORING

A lot of time and effort has been spent developing tools to improve the achievement of CLF 2.0 compliance by empowering the Web Development community to self- assess the compliance of their work with CLF 2.0 and to improve their knowledge of CLF 2.0. Having these tools at our disposal will allow us to spend more time to support our service definitions like Web Standards Development, Web Multimedia and Web Planning on Emerging Technologies.

### Resources per week allocated to tools

Four (4) resources are dedicated to the creation of this suite of tools. That number may increase to six (6) resources in order to be able to accomplish all our tasks. For example, while developing tools, we continue to support our day-to-day work like QA reviews, resolving server issues, work on the CLF 2.0 project, etc.

### Brief overview of the tools

1. **Site Management** (<http://source-appdev.tpsgc-pwgsc.gc.ca/sitemanagement> )  
This is a tool to manage all the aspects of Web sites. The Site Management Module is a central repository of sites available on Internet, GC Intranet and PWGSC Intranet. From that storage, different reports can be produced.
2. **QA Report Builder** (<http://source-appdev.tpsgc-pwgsc.gc.ca/qareportbuilder> )  
The QA Report Builder is to guide users through the evaluation of their sites following the predetermined Treasury Board checkpoints. It also generates QA Reports of Web sites and/or a Web applications. Depending on the type of evaluation, the QA Review covers Treasury Board's CLF 1.0 or CLF 2.0 requirements.
  - a. This tool automates the QA review process.
  - b. The QA Report Builder produces QA reports as per compliance checklist for Web sites form Treasury Board
  - c. The QA Report Builder generates reports with the status of the QA reviews.
3. **CLF 2.0 Reporting for the CLF 2.0 project** (<http://source-app.tpsgc-pwgsc.gc.ca/nsi2-clf2> )  
Created for the CLF 2.0 project to track the migration
4. **Web Toolbox** ([http://source-appdev.tpsgc-pwgsc.gc.ca/Web\\_Toolbox](http://source-appdev.tpsgc-pwgsc.gc.ca/Web_Toolbox) )  
The Web Toolbox contains a series of tools enabling PWGSC Web publishers to quickly verify various aspects of their Web sites. Each of the tools is accessible through the left menu and easy to use.
5. **Web Site Archive Tracking Tool (WSAT)** (<http://source-appdev.tpsgc-pwgsc.gc.ca/wsats> )  
The WSAT enables WPSS and the Communications group to manage and track archived Web sites.
6. **Quality Assurance Batch Submission Tool (QABS)** (<http://source-appdev.tpsgc-pwgsc.gc.ca/qabs> )  
The QABS tool assists WPSS in running the QA tools on an entire site. It will be used when a site has undergone major changes, is about to go live or if it (the site) is not on our servers.
7. **WPSS Portal** ([http://source-appdev.tpsgc-pwgsc.gc.ca/wscoe\\_intra\\_wscoeportal](http://source-appdev.tpsgc-pwgsc.gc.ca/wscoe_intra_wscoeportal) )  
This is the portal where the tools we have built are located for easy access to WPSS employees and management. It features a *Useful Links* section that acts as a starting point to other resources, a *Dashboard* that defines a set of key metrics used to provide a quick evaluation of a project or process status and a *Service Metrics* where you can find a complete set of metrics.

## GLOSSARY OF TERMS

### *Audience*

In the context of this document, the audience is comprised of:

Audience	Domain Name
<b>Internet:</b>	<a href="http://www.tpsgc-pwgsc.gc.ca">www.tpsgc-pwgsc.gc.ca</a>
<b>GC Intranet:</b>	<a href="http://publiservice.tpsgc-pwgsc.gc.ca">publiservice.tpsgc-pwgsc.gc.ca</a>
<b>PWGSC Intranet:</b>	<a href="http://source.tpsgc-pwgsc.gc.ca">source.tpsgc-pwgsc.gc.ca</a>

### *Collaborative Web site*

A Collaborative Web site is one in which the parties involved have shared or compatible objectives, contribute resources (financial or in-kind), share in the benefits and agree to a fair allocation of risk-taking. Such sites may be between Government of Canada institutions or may involve other levels of government, private sector, etc. and the exact nature of the arrangement will determine how CLF 2.0 is applied.

### *Internet*

The Internet is accessible to the public at large. The Internet is the term that describes the network created when computers around the world communicate with each other. Based on Transmission Control Protocol/Internet Protocol (TCP/IP), and with universal availability, the Internet is constantly growing and changing.

### *Intranet*

Extranet (extranet) - Government access-controlled electronic network that allows access by designated people inside and outside the Government of Canada institutions.

### *Pages per Day*

The number of Web pages or documents retrieved per day for all users.

### *PWGSC Intranet*

PWGSC Intranet is an in-house Web site that serves PWGSC employees. Although intranet pages may link to the Internet, the PWGSC Intranet is not a site accessed by the general public.

### *Sub site*

A collection of Web pages with either a local structure or a distinct information space within a larger and more general site, where the collection of Web pages are intended for a particular audience and whose specific purpose is to feature a prominent program or service.

### *Unique hosts per month*

The number of unique hosts or computers that request documents.

### *Web application*

A Web Application is a site that allows users to either login with a username and password to interact and perform specific transactions or it allows users to interact directly by inputting specific, detailed information in order to perform a transaction.

***Web documents***

A Web document is any file that can be retrieved from the Web server, this include HTML files as well as PDF files, Word files, etc. The image files are not included as Web documents.

**Web site:**

A group of Web pages that collectively represent an institution or initiative.

***Web site traffic***

The amount of data sent and received by visitors to a Web site. Web traffic is determined by the number of visitors and the number of pages they visit. It gives an indication about apparent trends (e.g. specific pages being viewed mostly by people in a particular group).