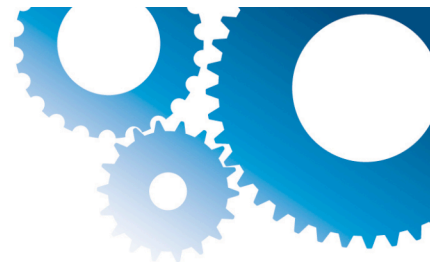# Appendix B: Online Survey

Note: for a listing of which departments responded to the survey, please see Chapter 3, pages 25, 32, 35, and 38.

Survey

Arctic Communications Infrastructure Assessment

Introduction:

The Arctic Communications Infrastructure Assessment (ACIA) project team is compiling territorial and federal departmental communication needs envisioned for the next 3-5 years.

The data provided by government departments in this survey will be used to project governmental communication needs in an aggregate form.

You are asked to provide contact information, so you can be contacted for clarification. You will not be identified in the final report produced.

The final report is intended to guide territorial and federal government policy makers, purchasers, and communications service providers to meet the increasing needs for communication services. Your input will help to develop cost-effective, innovative ways to meet not only governmental needs across the Arctic, but also business and public needs in the long term. Thank you for your time.

Who Should Respond to this Survey?

Territorial department representatives who work at a strategic level in program delivery or planning and implementing communication services.

Federal department representatives who have communication requirements in the Arctic.

*Complete this survey online at www.imaituk.ca/acia Select "Government Survey".

Please complete by **February 25th, 2011.**

Our Contact Information

Find out more about this project by visiting www.imaituk.ca/acia

If you have any questions or concerns, please contact:

Lorraine Thomas, Project Manager,
Arctic Communications Infrastructure Assessment
Lorraine.thomas@imaituk.ca (204) 231-0278 Imaituk Inc.

*If you have documents or additional information you would like to submit to this project (in addition to answering this questionnaire), please send them to documents@imaituk.ca.

Section 1: Contact Information:

Contact information is only needed for Imaituk to contact you for any follow up questions and/or requests for clarification.

1. Level of Government:
    Federal Govt: check all regions that apply: ❑ Yukon (Fed) ❑ NWT (Fed) ❑ Nunavut (Fed) OR
    Territorial Govt: Select 1: ❑ Yukon (Terr) ❑ NWT (Terr) ❑ Nunavut (Terr)

2. Department Name: _____

3. Branch/Division: _____

4. Person Completing Questionnaire: _____

5. Contact Info: Phone _____   Email: _____

Section 2: Programs and Services, Existing and Future

Please fill in questions 6 through 18 for every program offered.

6. Program or service name: _____
    (ex. Telemedicine, Distance Education, Epidemiology, Public Health, Immunizations, Recruitment Services, Procurement, Payroll, Investment Management, Student Loans, Income Security, Asset Management, Community Wellness, Child Protection, Search and Rescue, Reserves, Rangers, Income Tax, Meteorology, etc.)

7. Status of program: Existing Program ❑   OR   Future Program ❑

8. If existing, how many more years do you intend on offering this program/service?

    1 year ❑   2 years ❑   3-5 years ❑   5 years+❑

9. If future, what year do you plan to launch? _____

10. What does the program/service intend to achieve? Please list desired outcomes.

    ┌──┐
    │   │
    │   │
    │   │
    └──┘

11. People using, or expected to use, the program/service. Check all that apply.

    Government staff   ❑
    Other levels of government   ❑

General public ❑

Students ❑

Health care providers ❑

Business ❑

Other _____

Other _____

Other _____

12. Which communities/locations are served?

All territorial communities ❑

Only certain communities ❑ (Please list, and explain why others are not included):

Targeted areas outside of communities or territory ❑ (Please list key locations):

13. What communication services do you use, (or plan to use) in delivering this service? How critical are these services in the program delivery? (Check all that apply)

		Criticality		
		Low	Medium	High
Email	❑	❑	❑	❑
Webmail	❑	❑	❑	❑
Email attachments	❑	❑	❑	❑
File transfers	❑	❑	❑	❑
Collaboration/document sharing	❑	❑	❑	❑
Web browsing	❑	❑	❑	❑
Internet telephony	❑	❑	❑	❑
Cell phone	❑	❑	❑	❑
Audio streaming	❑	❑	❑	❑
Audio conferencing	❑	❑	❑	❑
Video streaming	❑	❑	❑	❑
Video conferencing	❑	❑	❑	❑
Voice via HF/VHF/UHF Radio	❑	❑	❑	❑
Positioning and/or mapping	❑	❑	❑	❑
Sensor/Telemetry	❑	❑	❑	❑
Other:	_____			

14. What are the communication challenges and constraints you currently face, or expect to face in delivering the program/service? (Check all that apply)

❑ Bandwidth — Lack of sufficient/available bandwidth (lack of throughput speed) in the communities to allow departments to efficiently perform their duties.

❑ Network Outages — Non-power-related outages in connectivity occur at various times during operations.

❑ Power Outages — Power-related outages in connectivity occur at various times during operations.

❑ Old Equipment — Equipment is old. It needs to be upgraded or replaced.

❑ New/Additional Infrastructure — New/additional facilities and equipment are required to deliver mandated services

❑ Lack of Options — Insufficient availability of options/lack of flexibility from commercial providers; absence of competitive options

❑ Cost — High cost of acquisition, delivery, installation, and/or use

❑ Latency — Significant delay in information transmission by satellite (slow information flow)

❑ Personnel — Insufficient personnel (IT planning, or tech support) to plan and service all communication requirements/concerns

❑ Capacity Management — Lack of capacity management to allow for more efficient flow of data, video, and/or voice and better use of available communication assets

❑ Interoperability — Lack of ability for communication systems to interact and share information (lack of ability to cross-connect; lack of compatibility)

❑ Geographic Coverage — Lack of sufficient geographic area coverage.

❑ Application Not Supported by Network — Needed application requires a more robust network (ie designed for use on the Internet backbone) than currently available.

❑ Lack of User Knowledge — Users of the communication services and/or applications require more training.

❑ Security — Security protocol limits access to communication.

❑ Other _____

15. At what location do the communication challenges occur (now and in the future)?

Everywhere	❏
Within community	❏
Between communities (within a territory)	❏
Between territories and south	❏
On the land (outside of communities)	❏
Other _____	

16. What level of impact do the communication challenges have on the service delivery (now and in the future)?

Low ❏   Medium ❏   High ❏

17. Current Supporting Computer Information System/Application(s) in use **today** supporting the program/service. (Ex: People Soft, Free Balance, Elluminate, Medipatient, IEHR, SAP, etc.)

Name of Application	How many people use on a daily basis today?	How is the application delivered? *(Internet/Intranet/Extranet/Client Server/or specify other)*

18. Future Supporting Computer Information System/Application(s) planned in the next 3-5 years to support the program/service. (Ex: People Soft, Free Balance, Elluminate, Medipatient, IEHR, SAP, etc.)

Name of Application	How do you plan to deliver the new application? *(Internet/Intranet/ Extranet/Client Server/or specify other)*	What year do you plan to launch the new app?	How many people do you expect will use the new app initially?	What is the anticipated annual average change (+ or - percentage)

Section 3: Your Advice

The next set of questions seeks your advice. Please take the time to respond. If you are filling in multiple program/services, we only ask you to fill this in once for all programs/services you support.

19. What are the challenges and constraints that will need to be overcome to meet the communications requirements in delivering your programs/services for the next 5 years? Please elaborate on issues and challenges identified in question 14.

20. Some departments have identified challenges in training of users of applications. Please indicate challenges you face in training users, and ways you have met training needs or plan to meet training needs.

21. Please indicate any alternatives (options, including various innovations, collaborations, and other strategies) to meeting the communication requirements in delivering your programs/services over the next 5 years.

22. Under what conditions would you be willing to collaborate with other departments/groups in sharing communication facilities to meet the requirements of programs/services continuation, improvement, or new programs/services?

23. Will there be any new communication infrastructure funds associated with the introduction of new programs/services, application development funds, or operating funds over the next 5 years? Please explain.

24. Do you have any other information you would like to convey to us related to communications needs and/or challenges/constraints?

You are asked to fill in "Section 2, Program/Service" for each program/service you are supporting. Please use the same name you entered in Section 1. Fill Section 1 and 3 only once.

To enter the data online please go to:

www.imaituk.ca/acia and select "Government Survey due before February 25"