

The Canadian Data Centre Excellence Awards: 2020

# CDCXA20

*Celebrating excellence in the Canadian data centre/  
IT service delivery community*

The Organizing Committee for GDCS20 is proud to present a CDCXA20 award in the category of

## COVID-19 Crisis Response

To

**The Ontario Government Ministry of  
Government and Consumer Services  
(Data Centre Operations)**

## COVID-19 Crisis Response

In response to the outbreak of COVID-19 in early March 2020, the Ontario Government Ministry of Government and Consumer Services Data Centre Operations (DCO) group quickly mobilized a COVID-19 Command & Response Team. This team's objective was to develop a COVID-19 Data Centre Tiered Response for engaging collaboratively with stakeholders, ensuring staff health and safety while providing essential services for the citizens of Ontario.

Some of the many steps in this process included:

- Aiding in the infrastructure launch of an online portal designed to post COVID-19 results/information.
- Supporting the infrastructure uplift needed to accept over 1,000,000 applications for parents with children affected by COVID-19.
- Supporting a 1000% increase in the usage of VPN by over 65,000 public service staff accessing critical applications (including legacy applications and Office 365 Cloud) from home.

Canadian Data Centre Excellence Award: 2020  
*Presented on behalf of the GDCS20 organizing committee*

### COVID-19 Crisis Response



*Recognizing excellence  
in supporting  
operational responses  
to the 2020 pandemic*

**Ministry of Government  
and Consumer Services  
(Ontario)**

*Data Centre Operations*

**Ontario**



**GDCS20:**  
Better than Live!