



# SHARED SERVICES CANADA

## SCIENCE PROGRAM

<Pathfinder Name>

<SPIR #>

## Pathfinder Lessons Learned

Version <#>

Prepared by: \_\_\_\_\_

GCDOCS <#> Version <#>

<yyyy-mm-dd>

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## 1. Executive Summary

<Summarize the report, what major issues were dealt with; highlight the pathfinder's mandate, the key issues and the final output. Includes what to look for concerning future pathfinders.>

Pathfinder Background
<ul style="list-style-type: none"> <li>- Pathfinder title</li> <li>- Pathfinder Description</li> </ul>
Learning Highlights
<ul style="list-style-type: none"> <li>- Demonstrate a benefit of using our environment (a feel good story)</li> <li>-</li> </ul>
Recommendations Summary
<ul style="list-style-type: none"> <li>- Formulate recommendations on processes and lessons learn to management for improved SSC Science Cloud services in general</li> </ul>

## 2. Introduction

### a) Background, Objectives and Scope

<Pathfinder information: What, when, where, why, and who. Explain what you are doing, how did we help? speed, functionality, knowledge?>

- <Insert background and objectives from Intake form>
- ?

### b) Desired Outcomes (From Intake form)

<The following are the desired outcomes as listed on the initial intake form>

- <Insert all desired outcomes from Intake form>
- ?

### c) Actual Outcomes

<This section describes the actual outcomes. If the desired outcomes were not achieved, pls explain why? If desired outcomes were achieved, please elaborate?>

- ?

### d) Affected Stakeholders

<List all key contributions for this pathfinder. Example SSC-SP, Client Group, External Collaborators>

- <Insert Pathfinder Team info from Intake form>

### 3. Observations and Findings

#### Item #1:

##### Major problems/issues/challenges

<Identify and describe the major problems or issues or challenges encountered during the course of the pathfinder. Any milestone or objectives changed along the way, or any new opportunity realised?>

- ?

##### Actions taken/not taken

<Identify and assess the actions taken or not taken to address these problems/issues/challenges. Include both what went well and worked, and what did not go well and did not work.>?

- ?

##### Lessons for another Pathfinder

<Based on the pathfinder experience, identify, and describe from any aspect of the pathfinder specific, concrete lessons to be learned for possible use by other pathfinders or by SSC in its management of pathfinders. E.g. Gather a list of known future requirements such as Repeatable model for other pathfinders? Does the results impact LC pathfinder or other SSC pathfinders?>

- ?

#### Item #2:

- Major problems/issues/challenges
- Actions taken/not taken
- Lessons for other Pathfinder

Select	Value of the Sandbox	Cloud Response	Cloud Response
<input checked="" type="checkbox"/>	Number of times researcher requires SSC assistance, and time lapsed for requests	e.g. - 1 to 5 Times - 6 to 10 Times - 11 to 20 Times - 21+ Times  - Response times: - Less 24 Hours - 1 to 3 days - 4 to 5 days	- Tracking from the project inception - Range is ok - Ticketing system to track - Cluster based on important pieces what the result will be
<input checked="" type="checkbox"/>	Time it takes for SCC to onboard researchers	e.g. - 1 to 5 days - 10 Business Days (Standard) - 10+ Days	

Select	Value of the Sandbox	Cloud Response	Cloud Response
<input type="checkbox"/>	What benefit did you get from this pathfinder?	e.g. - <i>Deliver a solution</i> - <i>Quickly evaluated a product?</i> - <i>Cost subsidy</i> - <i>SME Support and advisory services</i> - <i>Environment flexibility</i>	
<input type="checkbox"/>	How can we improve your experience with the science community?	- <i>Higher subsidy</i> - <i>Better Service</i> - <i>Quicker support</i> -	
<input type="checkbox"/>	Where do you expect your target production to be?	- <i>Partner Tenant</i> - <i>SSC Enterprise Tenant</i> - <i>On Premise</i> - <i>Other (please sepcify)</i>	
<input type="checkbox"/>	Do you have any additional comments or feedback for us?		
	<Add as required>		

#### 4. Key Performance Indicator (KPI) for reporting

##### a) What do you like?

<Select all that applies from the picklist below>

1. ☐ Easy of access to regular scientist on-site and users
2. ☐ Short response Time
3. ☐ External users are allowed
4. ☐ Cloud Profile 1 (not lock down, can deploy)
5. ☐ Onboarding experience
6. ☐ Pathfinder leads provide guidance throughout the process
7. ☐ Less restrictive access to Market Place products
8. ☐ Access to Science Program expertise
9. ☐ Access to vendor or professional service
10. ☐
11. ☐
12. ☐ <Add as required>

##### b) What don't you like?

<Select all that applies from the picklist below>

1. ☐ Need an offramp to production
2. ☐ No long term support
3. ☐ After the pilot, the way forward is unclear
4. ☐ <Add as required>

ID	Question	Yes or No
1	Are you likely to become a pathfinder in the future?	
2	Would you appreciate more of this type of service?	
3	If we were to update SSC Science Program service, could we reach back out to talk about these changes?	
4		
5		
6	<Add as required>	

ID	Question	On a scale from 1 to 10 (Where 1 is least satisfied and 10 is most satisfied)
1	How likely are you to recommend SSC- Science Program to others?	
2	How helpful was it having dedicated technical resources assigned to the experimentation activity?	
3	How would you rate the overall experience?	
4	How easy did SSC Science Program make it for you to solve your issue?	
5	How knowledgeable would you say the Science Program service team members are of the chosen Cloud Service Provider (CSP)?	
6	How clear was your offramp (next steps)?	
7		
8		
9		
10	<Add as required>	

## 5. Conclusions

<The project conclusion describes the successful achievement of the project goal. It includes the final phases of a project: product acceptance, a final analysis, experience assurance and the final project resolution>

- ?

<\*\* Denotes all items to be completed by the SSC-SP Pathfinder team>

<Please identify a date and time for the formal closeout, once submitted, we will close environment>