

Base Service Spotlight: Base Information Services Project Management Office

How many people work in the Project Management Office?

The Base Information Services (BIS) Project Management Office (PMO) is made of up seven Project Managers and one Red Systems Designer.

What are the responsibilities of the BIS PMO?

The BIS PMO works closely with clients to ensure information technology (IT) requirements are clearly understood, properly scoped, and delivered in alignment with DND policies, standards, and processes. Projects supported by the BIS PMO can range widely in size and complexity, including:

- Staff moves, adds, and changes;
- Office and building renovations with IT impacts;
- Wireless (Wi-Fi) implementations;
- Classified (secret) network installations; and
- New IT infrastructure or capability enhancements.

The BIS PMO acts as the single point of contact throughout the project lifecycle. They help navigate the many coordination and approval requirements involved in delivering IT services within the Department of National Defence (DND), including:

- Gathering and refining business and technical requirements;
- Coordinating schedules, dependencies, and stakeholders;
- Identifying risks, constraints, and impacts early; and
- Ensuring documentation and approvals meet DND governance standards.

A key function of the BIS PMO is serving as a liaison between the client and external or supporting organizations to ensure all required parties are engaged at the right time and that responsibilities are clearly defined to avoid any additional delays. These organizations include:

- Shared Services Canada (SSC);
- Other DND or Canadian Armed Forces (CAF) stakeholders; and
- Procurement, security, and infrastructure authorities.

Comment le BIS PMO soutient-il les membres et/ou les opérations de la CAF ?

The BIS PMO supports CAF members and operational readiness by coordinating the delivery of secure, reliable IT services and infrastructure that enable day-to-day operations, training, and mission execution. The office:

- Enables operational readiness;
- Reduces administrative burden on units;
- Supports secure and classified environments;
- Minimizes disruption to operations;
- Supports moves, renovations, and new facilities; and

- Improves reliability and sustainment.

Where is the BIS PMO located and how can I contact them?

The BIS PMO is located in D155 and can be reached by emailing HFXBISProjectManagementOffice@forces.gc.ca. They can also be reached by raising an Assyst ticket – New Service Capability Ticket [assystNET - Services](#). (Services -> Other IT Services -> New Service Capability. Enter all pertinent information and select submit.)

Are there any noteworthy achievements or interesting facts to share about the BIS PMO?

- The BIS PMO supported the conversion of a critical Norfolk circuit to IP technology. This was a multi-year effort, driven by the technical complexity and the challenge of coordinating with the U.S. Department of Defense. The team's dedication and collaboration were key to keeping this important international modernization effort moving forward.
- The BIS PMO actively supports work related to the future [River-class Destroyer Land-Based Test Facility](#) (LBTF). As the project evolves, Project Managers are providing local IT project management support as required, helping to ensure smooth coordination and timely progress to this national project.
- The BIS PMO, along with the Client Liaison Office, have been supporting the implementation of Clarity within Maritime Forces Atlantic. The new Shared Services Canada (SSC) is intended to streamline how clients request work from SSC and is anticipated to represent a major step forward in improving client engagement, transparency, and consistency.
- In addition, Project Managers are supporting the rollout of AIT (Wireless DRMIS) and the ongoing implementation of Base-wide Wi-Fi, both of which are enhancing mobility, connectivity, and access to critical systems for users across the Base.