

STRATEGIC IMPERATIVE	PROJECT AND DESCRIPTION	RESULT
SI-1 ALTERNATIVE SERVICE DELIVERY	Encourage innovation at the Passport Office. Receiving Agents.	Partnership with Canada Post, on a trial basis, is still on-going and to be evaluated in 1999-2000 fiscal year.
SI-2 MANAGEMENT DECISION-MAKING	Integrated Financial and Materiel Management System. Competency profile of management team. Activity-based costing system. Application of Universal Classification Standard (UCS). To develop and maintain a process for ensuring that the Passport Office is a quality organization as defined by the National Quality Institute and Canada Award for Excellence (CAE). Build Executive Calendar System.	On-going. Planned for completion in 1999-2000. On hold due to implementation of IRIS and UCS. All activities have been completed. Will convert to UCS in late 2000. Most of CAE-related initiatives are under evaluation in light of internal governance study. Many activities were postponed while others, previously dormant, have been reactivated. These included Performance Indicators and key measures etc. System design and delivery structure under review.
SI-3 INFORMATION TECHNOLOGY	Technology Enhancement Program (IRIS), an automated passport issuing system. Super Server project. Implement a more fault-tolerant and easily upgradable server environment that could handle remote messaging, Intranet and administrative database services. Desktop Pilot: new hardware and software. Implement a more stable and robust desktop computer system, and standardized application software throughout the Passport Office. Computer Telephony Integration (CTI) system. Replace and standardize our telephone call center equipment and software. Automated Records Management System. Passport cards. Eventually, the standard passport booklet will be replaced by a machine-readable wallet-sized laminated card with embedded security features.	Completed all pilot projects. Planned for a nation-wide roll-out to be completed in March 2000. Migrated server to full production environment. Completed this project in 1998-1999. Implemented in all our call centres in September 1999. Will be fully operational by December. ForeMost successfully implemented at Headquarters and half of the Regional Offices. The remaining work will be completed by the end of 1999-2000 fiscal year. On-going. This project requires extensive cooperation among several federal departments and international organizations.
SI-4 RE-ENGINEERING APPLICATION PROCESS	Debit/Credit card Project. Review and simplified application form. Express, Urgent and mail-back. These delivery service options are offered on a trial basis with an additional service charge.	Completed. In 1998-1999, 35% of annual receipts were collected using debit or credit cards. Completed and to be implemented in 1999-2000. Projects started, on-going and evaluation to be conducted in the foreseeable future.