

# Filippo Gagliardi New Manager InfoCentre Technical Services

Filippo (Phil) Gagliardi has recently been appointed Manager of the InfoCentre's Technical Services (SXIS). A career Foreign Affairs employee who has been on the Career Assignment Program (CAP) for the last four years, Phil came to the Department from Transport Canada, where he was Chief of Systems Support for the Personnel Informatics Group.

Mr. Gagliardi's responsibilities include managing the development and maintenance of the DFAIT WWW Internet and Intranet sites, managing the continued operation and development of DFAIT's FaxLink fax-back document and bulletin-board (IBBS) systems, and overseeing the operations of the administrative publications group.


## Team Work: the InfoCentre-Client Relationship

"Know your client" is a good rule in any business and one to which the Information Management and

Gagliardi. "We realize the value of maintaining good relations and providing a service responsive to our clients — those who contribute information to our systems and those who use these systems to access the services we offer. Developing and maintaining strategic alliances with our clients are the most important factors in the development and growth of our business."

In response to feedback from the general public, the InfoCentre is developing the next version of the DFAIT World Wide Web site. Improvements include a more graphically pleasing and intuitive interface, "delaying" the structure of the site to put more information in the hands of the users, implementing a full-text search engine to allow full searching of the site contents, and increasing the breadth of material available for online access.

The Intranet is also being revamped to make it more intuitive and graphic for users. The new Intranet interface will be launched in



**"Our goal is to ensure that our contributors continue to look to us as facilitators and sources of expertise in the marketing, dissemination, and publication of electronic information on departmental electronic systems."**

Technology Bureau (SXD) is committed. In fact, the primary focus of SXD is on clients and information. "I believe that we, on the technical side of the InfoCentre, are very cognizant of the importance of client service in our work," says Phil

Mid-November concurrently with the installation of Netscape at SIGNET missions. Look for changes to *Panorama* too. In the near future, it will become an online service, continually updated and current, and expanded to include special interest stories.

## Brown Bag Information Sessions in the Library

### Lunch and Learn

On October 17, the Library initiated the first in a bi-weekly series of "Brown Bag Sessions," the purpose of which is to demonstrate the various information products that are available either in the Library or through the Library. The sessions began on October 17 with a demonstration of the source, "Economist Intelligence Unit

country information on CD-ROM."

Because of the interest shown in the first session, Library staff are exploring the possibility of also taking a topical approach to the sessions by featuring a number of sources of related interest. "If you need to update a briefing book, for example," says Jo-Anne Valentine,

Information Services (SXCI), "we'll show you what sources could assist you in your preparation." Are you interested in seeing a particular product(s) demonstrated? Please contact Ms. Valentine at 996-4042 with your suggestions.

Watch the Link ( the WWW DFAIT Library Home Page) for the list of upcoming sessions.