

represents a significant government program that can be expected to have increased government attention during the 90's. Recent public events would tend to lend credence to this statement. Similarly, the PPO is also not in the "computer business", but must realize that informatics represents not simply a tactical resource but rather one which is fundamentally important to the definition and performance of its mandate. Technology enables an otherwise off-line and administrative process to become a provider of essential services of considerable sophistication for the needs of the next decade.

If the PPO sees its mandate in this potentially wider scope, as predicted by the results of this review, then its informatics plan must in turn be fundamentally restructured to accomodate the new mandate. At the very least, the PPO should act to improve its preparedness level for many of the possible changes noted in this report. In fact, a good strategic direction will permit the PPO to become proactive within the government in suggesting beneficial program changes based on new technological possibilities. It is submitted that this is the responsible role of any modern organization.

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In a later section of this report, the framework for a multi-year strategic informatics plan are specified for the PPO, involving two different possibilities. A cost program for each is also incorporated given basic cost structures researched during this study. In order to give better focus to these strategies the next sections discuss the present systems operation of the Passport Office and what the PPO might be in several years' time.