

The Forms Management Section was busily engaged during 1970 in designing new forms, revising existing ones, and in making departmental forms bilingual. In collaboration with the Matériel Management Division, the Section assisted in arranging for the transfer to the Department of Supply and Services of responsibility for the supply and warehousing of departmental forms.

The consultant staff was continuously engaged in carrying out a wide variety of *ad hoc* studies throughout the year.

### Communications and Information Systems Branch

The Communications and Information Systems Branch consists of three divisions -- Telecommunications, Records Management and Information Systems -- and the Library Services. Formation of the last-mentioned Division and the management of the activities of the three divisions as a branch was recommended by a consultant from the Public Service Commission. The management of the Library Services was transferred from the Historical Division to the Information Systems Division in 1970.

#### Telecommunications Division

The Telecommunications Division is responsible for the operational and technical activities of the Canadian Diplomatic Communications System, which provides for the despatch and receipt of messages by telegraph, diplomatic-courier and diplomatic-mail facilities between Ottawa and posts. It also arranges for the provision of telephone service at posts, conducts training courses for communicators, technicians and other departmental personnel and is responsible for purchasing, leasing, installing and maintaining all communications equipment and services used throughout the system. Liaison with other departments and agencies which employ these facilities is a further responsibility.

A significant program of modernization of facilities begun in 1969 has largely been completed and has improved communication with Washington, New York and major European posts. This has been accomplished within the financial limitations imposed by government economies and has permitted the absorption of personnel reductions without decreasing efficiency of operations.

Studies of means to improve the distribution, storage and retrieval of telegrams, carried out in concert with the Information Systems and Records Management Divisions, continue to receive close attention.

#### Records Management Division

The Records Management Division is responsible for the effective administration of records operations at headquarters and for the functional control over all records-management activities at posts. The Head of Division is the custodian of all official departmental files, and as such is designated Records Manager. It is the responsibility of the Records Manager to work in close liaison with the Dominion Archivist and to act as adviser to departmental officials in the matter of records management.