- 8. Provide technical training in records management to divisional and rotational staff.
- 9. Provide and maintain departmental manuals.
- 10. Administer the forms management program.
- 11. Manage reprographics at Headquarters.
- 12. Provide desktop publishing for the Department.
- 13. Manage a diplomatic courier service charged with escorting time- and subject-sensitive and classified material to all missions.
- 14. Provide comprehensive mail and messenger services, using postal and commercial courier facilities, to Headquarters, missions and other governments and government departments.