

EAMIP PROJECT NO. MR08

TITLE: Central Services Study
(Management of the IB Pearson Building)

RESPONSIBILITY: Project Managers: MRD - K. Plowman
MGT - D. Small

PRESENT SITUATION:

There are a number of administrative service functions pertaining to the Headquarters building - provision of stationery, office equipment, accommodation, telephones - that are organizationally divided between various Departmental Branches, most notably the Communications and General Services and the Physical Resource Branches, resulting in a situation which leads to a confused environment for the client, making coordination difficult. Also, it provides no clear location for managerial accountability and control.

The Headquarters building operations and administrative services activities are housed in several different Departmental Divisions; accommodations and building maintenance and the telephone service are part of the Communications and General Services Branch (MGP); publishing, administrative publications and reproduction services are in the Management Services Division (MFS); furniture and office equipment supply, maintenance and repair, material distribution and inventory, and general procurement of stationery and office supplies are found in the Physical Resources Branch (MRP); parking and building safety are in the Security Division (ZSS); and vehicle, conveyor, and messenger services are part of the Information Systems and Records Management Division (MGI).

Effective accountability for these Headquarters' administrative services is becoming more and more difficult to achieve. The recent co-location of Trade with External Affairs, and subsequent movement of staff within the Headquarters building, have produced an increased demand for Headquarters administrative services. The present organizational configurations may not be the most appropriate to respond to this demand.

OBJECTIVE:

To establish an optimal DEA Headquarters' Administrative Services organization.

GOAL:

The goal of the study is to assess the current situation, define the scope of Headquarters Central Services, develop a recommended Organizational Model, develop an implementation plan with evaluation criteria and obtain approval. Subsequent activity would be concerned with implementation of whatever is approved.

DESCRIPTION:

Phase I

A - An Assessment of the Current Situation:

This includes an analysis and review of the identified Headquarters' office administrative functions, the issues and concerns related to