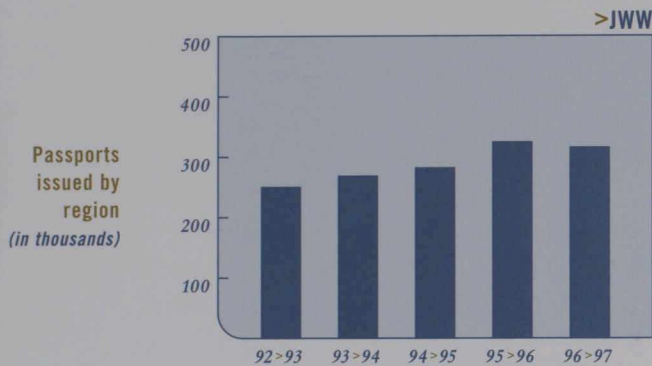


In all regional directorates, effective automated telephone services were developed and made operational this year, and were able to respond to a large number of calls 24 hours a day. The telephone services are under constant revision and improvement to enhance services: as new cases arise, the automated service expands to respond to these questions.

**Goals**> The Passport Office set out to deliver its mandate through a number of specific objectives identified in the 1996-97 business plan. The following are outlined goals, followed by the results.

*Goal 1:* To proceed with the Technology Enhancement Plan, testing and analysing new processing systems and procedures which will apply innovative information technologies to the production of machine-readable travel documents.



Phase III of the Technology Enhancement Plan was successfully completed, and many aspects of Phase IV have begun. The greatly enhanced technological developments increase the effectiveness of human resources, and improve the speed with which services can be provided.

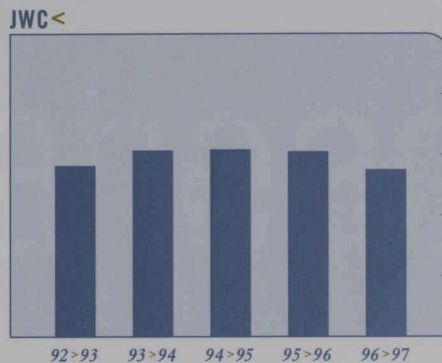
The system being developed for capturing, archiving and retrieving information was incorporated with special cases according to plan. The preliminary design for this system's architecture and complete equipment list was approved. The software was delivered for acceptance testing and the system was tested and validated, with any problems recorded and forwarded to the Contractor for correction.

For pilot implementation, all the equipment necessary to install local and wide area networks connecting the five pilot offices with main headquarters Central Index was procured, inventoried and prepared

for shipment to pilot sites. The headquarters site was installed with database equipment and related peripherals, all of which were tested, validated and inventoried.

Procedural, user and training manuals on the archiving and retrieval system were developed and produced in preparation for the training for the pilot office staff and management teams. Training schedules were prepared and approved.

*Goal 2:* To plan the introduction and seek authority to undertake pilot tests of a new passport card, which will take advantage of new technologies and offer Canadian travellers a secure, machine-readable document to expedite their travel to and from the United States and other countries not requiring passports.



The Passport Office and CIC produce a travel document and an identity document, respectively. These documents, whether issued for travel or for a person's status, are produced only after the nationality and status of the bearer have been authenticated.

In conjunction with CIC, meetings were convened to develop passport and citizenship cards. Due to the memory capacity requirements of these documents, the two government departments determined that optical card technology is required.

The objective of the Common Card Technology project team is the selection of a card technology and the design and development of actual card stock. All requirements (security, efficiency, etc.) will be addressed by co-operative efforts of both departments, resulting in lower production costs and increased operational efficiency.