

new phenomenon for the Department and raises a number of new issues that must be addressed. Many of these were set out in Circular Document Admin 31/83 of August 8, 1983.

Comprehensive policy directives and guidelines have been issued by the Treasury Board and these are contained in the Treasury Board's Administrative Policy Manual (Chapter 440 Section 8). Present Departmental practices need to be reviewed against them. Moreover they should be incorporated into the Department's Manual of Security Instructions in order that they can be given the same weight as other instructions in the Manual. Some work has already been done to this end but it needs to be given higher priority and new emphasis.

A review should be carried out of the operating procedures for all of the Department's systems including micro-computers. The team given this assignment should not confine its activities to assessing each system but should also be ready to assist in implementing new procedures, should any be required. This review could require additional but temporary personnel resources if it is to be carried out quickly.

In the rest of this document there are other references to security issues. Chapter Six brings the discussion on security together in one place.

It is also important that as the Department moves ahead in developing Informatics systems, procedures be introduced to ensure the Department continues to comply with provisions of appropriate Acts of Parliament and relevant regulations of central agencies. One example is the Official Languages Act. A study is underway by the Official Languages Division which will contain recommendations about the use of the two official languages in departmental systems. Another example is the Access to Information Act. This requires that departments organize their information holdings in a manner which will facilitate right of access by Canadian citizens. The Act also prescribes that institutions retain and dispose of personal information in accordance with schedules approved by the National Library and Public Archives. This law together with other legislation including the Financial Administration Act, the Canada Evidence Act, the Copyright Act, the Archives Act, the Criminal Code and the Official Secrets Act have an impact on the creation, use, indexing, retrieval, transmission, retention, protection, and disposal of all recorded information including that in electronic form. The Department will need to take steps to ensure the same kind of control is exercised over its EDP data as over hardcopy records.

New technology enables the user to have access to external data bases, which is important for a department which relies heavily on data collected from a large number of sources. However, there are also potential problems, as the use of many of these data bases can be difficult, time-consuming and expensive. The query languages for many are complicated, subject to frequent changes and can only be used effectively by a trained and experienced operator. The charges for using data bases vary. Some are available free of charge while for others, such as INFO GLOBE, the hourly access rate is high.

At the present time the Library Services Division will assist those wishing to query outside data bases. This arrangement works well since the Division has personnel who have the necessary training and experience, and it also means that control can be exercised over costs. As Departmental personnel become more familiar with the usefulness of outside data bases the number of enquiries handled by the Library Services Division will grow and the Division may not have sufficient resources to continue to provide the current high level of service.

#### 4.2.9 WORD PROCESSING

A consulting firm has been retained to recommend a policy and an organizational framework designed to lead to the provision of more efficient and effective word processing services in Headquarters. The study has been prompted by a number of questions that have arisen from the expansion of the Department's word