
F. CANADIAN ON-LINE SECURE INFORMATION AND COMMUNICATIONS SYSTEM

During 1989/90 the implementation of COSICS continued. Sites were prepared and equipment was installed in selected branches of headquarters and in 13 missions in the United States. Over 270 users at headquarters were trained on the system and another 290 in U.S. missions in Atlanta, Boston, Buffalo, Cleveland, Dallas, Detroit, Los Angeles, Minneapolis, the Consulate General in New York, the Permanent Mission to the UN in New York, San Francisco, Seattle and Washington. By the end of Phase I, late in 1990, more than 1,000 users should be on the system. The second phase will bring COSICS to the remaining headquarters units and to missions elsewhere in the world, a total of close to 5,000 users.

COSICS has required great involvement by the user community to ensure

that the delivered system meets their needs. This was achieved through participation in subcommittees, which examined a wide variety of issues including procedures, software customization, personnel issues and ergonomics.

Effective communication of what COSICS can do was a priority, particularly in the beginning phase of implementation, when few understood the system's capabilities. This problem was addressed in headquarters by the establishment of the COSICS Demonstration Centre, which received over 1,000 visitors between June and October 1989; and abroad by a series of briefings and information bulletins sent to concerned missions.

The entire project has been dependent on the cooperative spirit displayed by employees at all levels of the Department.

G. INFORMATION RESOURCE MANAGEMENT

The Information Resource Management Bureau is responsible for the Department's information management services, including global telecommunications, communications and technical security, computer systems design and development, records information services, office automation, word processing, administrative printing,

and diplomatic courier, messenger and vehicle services.

Significant progress was made in the design of the new COSICS Automated Text Storage System. It will manage all departmental electronic documents, ultimately estimated at a total of 2.5 million annually.