



The Technology Enhancement Plan will revamp all passport production policies and profoundly change the way the Passport Office does business. It will replace an aging production system and support expected new business opportunities

(e-mail) which has greatly enhanced corporate communications. Staff training accompanied the hardware installation.

A new mainframe computer was purchased and installed, improving communication links throughout headquarters. Better, faster service resulted. A new computer room and lab were built for the equipment.

A toll-free 1-800 telephone service was introduced in March 1993. The objective was to improve service and standardize information provided to the public on Canadian travel documents. It also removes the phone burden from regional offices. Electronic answering equipment has reduced the need for telephone operators.

A separate corporate correspondence function has been set up within the Communications Services section and revised procedures are in place. The new unit will eventually provide the Passport Office with a broad range of communications writing services.

and initiatives. Although it will use new technologies such as imaging and electronic document management, it is not a technology-driven project. Instead, it is a response to new needs in security and service efficiency.

The Request for Proposal using the new Supply and Services Canada Common Purpose Procurement approach was drafted and approved. Implementation started in the fall of 1993.

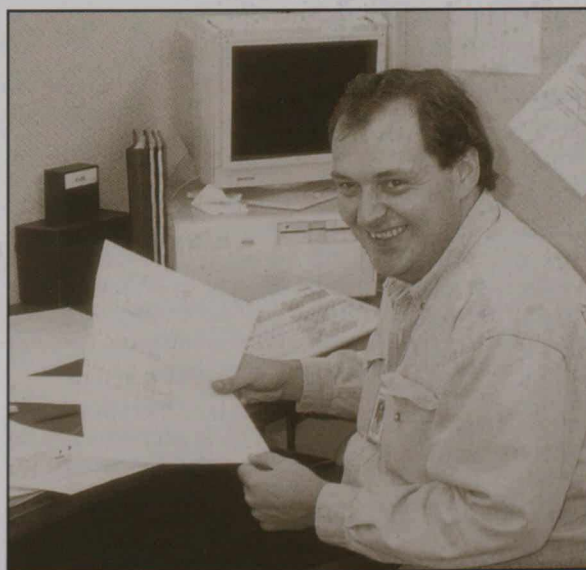
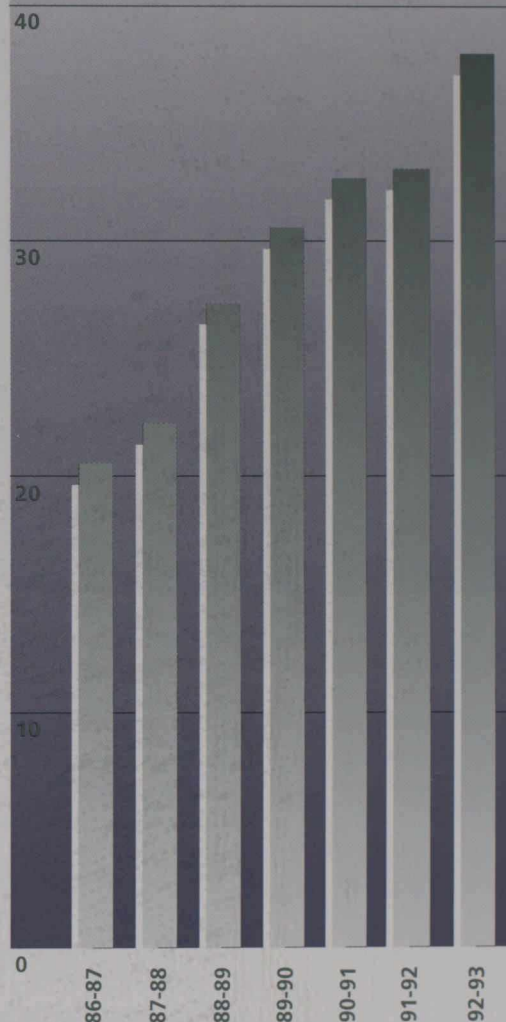
During the fiscal year, all offices across Canada were linked by a dial-up electronic mail system



Pamela Lana-Sarrate,  
Management Services.

Pamela Lana-Sarrate,  
Services de gestion.

### Expenditures / Dépenses \$ million / en millions \$



Gilbert Maurice, Computer  
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