

These "carefully targeted individuals" selected by geographic area and business lines, will be those "who need to acquire knowledge and skills from experts in Ottawa and who would benefit most from this experience," says Mr. de Hoog. An LES coordinating group of representatives of the Area Management Advisors (AMAs) and business lines is busy setting priorities and will work with missions on identifying employees for training.

Evaluation is on-going and student responses are important to further development of courses. An audit will be carried out in 2002 to determine the value of the strategy to DFAIT and to create benchmarks for the future. Funding for implementing this new strategy comes from CFSI, the geographic branches and business lines and will be \$ 1 million by FY 2000-1. CFSI continues to support the consular assistance LES training program (JPD) with \$330,000 annually.

CFSI will work with each mission to identify training needs and to develop mission training plans. A guide describing how the LES training program will operate is going out to all missions and will be on the Intranet by the end of June. A discussion paper on the new strategy can be found on Intranet at <http://intranet.lbp/cfsi/CFSS/LES/ToC.htm>.

Worst Case Scenario

A Day in the Life of Cosmos

Tuesday, April 11, 2000 - 8:37pm, Ottawa
3:37pm, Boudilawa City, Parloquarti

The phone rings at the Emergency Operations Centre (JPDE) in Ottawa. Carla Brown, a Canadian working in Boudilawa City, is crying on the phone. Her husband fell off the roof of their 2-storey house, while he was working on the chimney. While he was lying on the ground, two men showed up at the door and robbed them. The men stole the couple's money, ID cards and passports. Mr. Brown is now hospitalised at the local hospital with severe spinal injuries. The local surgeon says Mr. Brown needs surgery, but none of the hospitals in Parloquarti are equipped to perform this type of surgery. Mr. Brown needs to be medically evacuated back to Canada quickly.

And the clock starts ticking for the consular team, in Ottawa and abroad.

Consular work consists primarily of providing specific services to Canadians who have encountered some difficulty in another country. Cooperation and communication between the

Emergency Operations Centre, the consular case managers and the mission(s) is crucial in a case like this. In order to achieve this, the COSMOS system was created. Here is how the various components of COSMOS are used by the consular staff to provide the best ever assistance for Canadians in difficulty abroad. This is what happens next...

The JPDE officer registers the call into CAMANT and by doing this, opens a file for this new consular case and makes the information available to all parties that will be involved in assisting the Browns, throughout the world! From now on, all communication between the emergency operations centre, case management and the mission will be done mainly through CAMANT.

Wednesday, 10:30am in Boudilawa City. The consul, Ms. Boudance is on her way back from visiting Mr. Brown at the hospital. The situation was assessed with the Browns, and it was agreed that the consular team will provide the following assistance: arrange for medical evacuation of Mr. Brown into Montreal, where he can get proper surgery; replace the Browns' passports so they can both return to Canada; assist with the transfer of funds to pay for evacuation; and finally, contact the local police to advise them of the robbery.

Back in the office, the consul writes an update note in CAMANT. Ms. Boudance looks in ROCA to obtain details on passport, addresses and next of kin in Canada. The note will ask JPDO to make arrangements for an ambulance to meet the Browns at the airport upon their arrival and for assistance with the transfer of funds. Then, she will use the PMP* program to replace the Browns' passports. Meanwhile, Ms. Boudance has contacted the airline to arrange for medical evacuation. All is in order now, and the Browns are leaving the next morning.

Now, if on top of this, there was to be a natural disaster that day, the consular team would check in CONPLAN to find out about the contingency planning program for this country. Luckily, this is not the case today...

There are at present 136 consular points of service worldwide and 24 headquarter units that can access COSMOS to manage their cases. Training is on-going, and is done by Bonnie Hoepfner at headquarters and through the "telephone training" method for missions.

COSMOS was created in 1993. The original idea was developed by Gar Pardy, Director General, Consular Affairs Bureau, and the system is maintained and updated by a team

of computer specialists lead by Francis Robert, Director of Informatics, Management and Program Information.

Lucie Chantal
Consular Communications

COSMOS

COSMOS consists of a number of individual computer programs linked through a common database. Each program deals with a separate aspect of consular work or is a specific tool to facilitate the work of the consular staff, both at headquarters and at missions. COSMOS uses information from a common, centralized database located at Headquarters. The database is designed so that information can be entered and shared by all users. The information is collected, stored, and retrieved directly from the program. It includes:

CAMANT - a tool through which consular cases are managed by collecting appropriate information. CAMANT allows us to communicate with each other all over the world, 7 days a week, 24 hours a day. ROCA - the Registration of Canadians Abroad Program.

PMP - the Passport Management Program.

CONPLAN - the Contingency Planning Program

TIP - Travel Information Program; and

COMIP - the Consular Management Information Program.



The COSMOS Team: Katherine Scott, Bonnie Hoepfner, Patrick Lam, Denis Bérubé, Holly Younker, Francis Robert, Denis St-Denis and Gar Pardy