

## FOREIGN SERVICE DIRECTIVES

The Foreign Service Directives Bureau administers the FSDs, a system of allowances, benefits and conditions of employment for Government of Canada employees (and their eligible dependants) who accept assignments abroad. The 41 directives relate to matters such as relocation, education, health care and travel. The Bureau administers the directives for all DFATD employees, as well as for the majority of partners abroad.

The National Joint Council (NJC) is a forum where participating public-service employers and bargaining agents come together and take joint ownership of broad labour-relations issues. The NJC FSD Committee undertakes a cyclical review of the FSDs every three years, on average. The Committee also hears employee grievances related to the FSDs. Members of the NJC FSD Committee include representatives from TBS, DFATD and other departments, as well as bargaining agents.

### Key achievements during 2013–2014:

- Supported 1,767 Canada-based staff accompanied by 2,991 dependants.
- Received an overall client service satisfaction rating of 82 percent in the 2013 client questionnaire.
- The FSD Portal, launched in February 2012, continued to meet its key objectives in the administration of FSD 50 (Vacation Travel Assistance) requests and certifications. The subsequent release of the FSD Portal was launched in November 2013, integrating monthly allowances and shelter deductions. A total of 11 FSDs are now administered through the Portal, significantly improving client service.
- Modernized and strengthened financial management controls for FSDs, both at headquarters and at missions. The Bureau implemented a regular monitoring plan of FSD-coded expenses and provided clear guidelines to missions and FSD administrators on admissible FSD expenses.
- In close collaboration with the Security and Emergency Management and respective Geographic Bureaus, managed five emergency evacuations of CBS and dependants: in Tel Aviv, Ramallah, Cairo, Juba

and Kyiv. Support was provided by the FSD Bureau to the mission with respect to the FSD provisions that apply to CBS and their dependants during the evacuation period.

## AUDIT, EVALUATION AND INSPECTION

### Internal Audit

Internal Audit supported IPB and DFATD as a whole by reviewing the department's implementation of the Budget 2012 Economic Action Plan. Auditors recommended improvements to governance, control and status reports to ensure the achievement and sustainability of commitments made.

During 2013–2014, the Internal Audit Division completed two projects directly related to IPB operations.

- **Diplomatic Mail Service:** Two key areas for improvement were identified in the audit—physical safeguards and management monitoring.
- **Comprehensive Review of IM/IT Contracting:** This work identified specific areas for improvement in the processing of departmental contracts related to information management and technology.

In addition to the audits completed within 2013–2014, the implementation of management action plans was tracked by the Office of the Chief Audit Executive through a formal follow-up process and reported on regularly to the Departmental Audit Committee. In 2013–2014 the Office of the Chief Audit Executive worked with the IPB and the Chief Information Officer (CIO) in tracking and reporting on the implementation of management action plans related to the audits completed in previous years with actions still outstanding. These included:

- **Information Technology Security:** The completion of the management action plan was delayed by the assignment of audit recommendations to DFATD and Shared Services Canada. Status continues to be tracked and reported to the Departmental Audit Committee.