

# SIGNET NEWS

THE INFORMATION TECHNOLOGY NEWSLETTER OF THE DEPARTMENT OF FOREIGN AFFAIRS AND INTERNATIONAL TRADE

Dept. of External Affairs  
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## COSMOS - First Departmental Work Application Developed for Use on SIGNET

*"As the first departmental work application designed to be used with SIGNET, COSMOS breaks new ground."*

H. G. Pardy  
Director  
Consular Operations and  
Emergency Services Division  
(JPO)

The Consular Program has developed a computerized system to address the needs of departmental consular staff. This computerized system is known as COSMOS, the Consular Management and Operations System. COSMOS is the first departmental work application designed to meet SIGNET technical standards and specifications. It was integrated into SIGNET at Headquarters in November 1993, and is currently in use in 50 missions world-wide.

*"The COSMOS people are to be applauded for a beautiful, well-presented program."  
Denis Martel (LIMA)*

### Objective of COSMOS

The purpose of COSMOS, and of CAMANT in particular, is to provide a tool which will aid in the efficient delivery of consular services at headquarters and abroad.

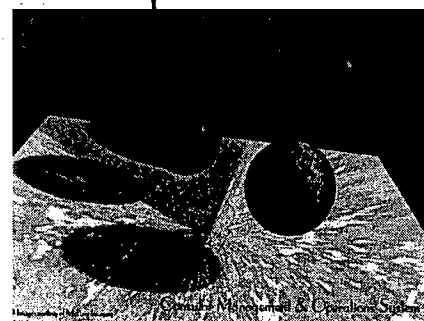
For example, while consular staff

previously exchanged lengthy and detailed messages on cases between their mission and JPO and kept two identical sets of paper files on a given case, with CAMANT, this is no longer necessary. With the introduction of CAMANT, the case information and updates are entered only once into the database and both mission and JPO staff have instant access to this information.

### Scope of COSMOS

COSMOS consists of a series of Windows-based programs linked through a common, centralized database which is located at headquarters. The database provides users with instant access to all available data within COSMOS. COSMOS programs are designed to deliver a wide range of functionality in both official languages for consular staff both at missions and headquarters. The specific programs include:

**CAMANT - Case Management Program.** The core of COSMOS is CAMANT, which represents the most integral element of COSMOS, records all details about consular cases. This information ranges from particulars about the client(s) in question, the type of service(s) provided by our staff, any press lines or Q&As issued about the case and the amount of time spent handling the case. CAMANT offers consular users



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the ability to actively monitor and control the case resolution process in a timely and efficient manner both for headquarters and mission staff. Furthermore, CAMANT provides a series of management reports to aid in the analysis of case information and consular services.

**ROCA - Registration of Canadians Abroad.** This new version of ROCA records all information collected on the Registration

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### A Friendly Reminder

If it can be sent electronically, send it electronically! Whenever possible, please send memoranda and other WordPerfect material via ICONDESK.

If you need help sending attachments, why not take the SIGNET Workshop on Managing Attachments! It will be held on Thursday, February 16 (see the attached February Workshop Schedule).