

of the service. As a result the management information system, Consular Operations Management Information System (COMIS), for tracking case loads at posts was developed. Also, based on that report, a formal training program for consular officers and honorary consuls was instituted. To date over 400 officers have taken the course.

1.3 The 1988/89 Auditor-General Audit

The Auditor General of Canada commenced a "value-for-money" audit of the Consular Services Program in September 1988, as part of the review of the Consular and Immigration Affairs activity. This audit which had originally been planned to commence in the winter of 1989 was accelerated and as a consequence was carried out in parallel with the CME Evaluation. CME provided the overall coordination for the two reviews.

The findings of the Auditor General (AG) released this fall in his 1989 Report were taken into account in shaping the recommendations from this Evaluation. In summary the major conclusions of the AG's review relevant to this evaluation are:

- . The Department should specify the range and extent of consular services that it will provide for each post. In their opinion each post should determine, in response to local conditions, what amount of service is obligatory and what amount is discretionary.
- . The Department should define the target groups for its public awareness program and ensure that appropriate information is communicated well.
- . The Department should clearly define the consular responsibilities of Honorary Consuls and properly supervise the delivery of services provided by them.
- . The Department should confirm the legality of "unofficial consular representatives."

1.4 Evaluation Model

The program logic table (Table 1.1) gives a conceptualization of these elements/activities and shows the flow of the program. It consists of four key elements or activities: functional (direction), program delivery, services/assistance, and impacts/results.