

1995-96 Activities

- ▶ Setting up an Advisory Group on Security Documents whose mandate is linked to the physical composition and the manufacturing process in the making of Canadian passports, in preparation for designing the next generation of passports or new products.
- ▶ Replacing the Foreign Operations Section, a case management service for foreign posts, with a new Case Management Section, making this expertise available to all local offices in Canada.
- ▶ Supporting our organization, which is entrusted with the discretionary authority conferred by the Canadian Passport Order, in deciding on the eligibility of clients by staffing appropriate positions in the Enforcement and Security Section.

Resources required: \$30,000.

4.10 Office Automation

Background

In the *Passport Office Strategic Plan 1992-93 to 1996-97*, we recognized that our most important asset in providing improved service to the public is our employees. In light of this, we undertook to provide employees with the information technology and training necessary to facilitate decision-making and ensure improved service to the public.

The Passport Office also recognizes the technological changes taking place in the marketplace. To ensure that the organization and its employees meet the technological and communications requirements of the future, we are committed to developing the necessary technological infrastructure (LAN system, personal computers, hardware and software), to providing employees with the necessary training, and to supporting the new infrastructure. This will enable the Passport Office to take a firm step towards the implementation of image-based technology.

Objectives

- ▶ To develop and implement an automated window-based infrastructure that is conducive to improving the