

# Donald Caldwell

## New Director of SIGNET Client Services Division

A strong supporter of information management and technology initiatives, Don Caldwell has recently been appointed Director of the Client Services Division (SXC). Don has served in a number of positions at HQ and abroad, most recently in Manila. "I will try to bring to this position the perspective of a user who appreciates the importance and potential of information management and technology (IMT) tools and services," declares Caldwell.

### Client-Centred Service

"The Information Management and Technology Bureau (SXD) is responsible for developing and delivering information management tools

to help achieve the Department's objectives," says Rick Kohler, Director General of SXD. "In setting our goals for client service, we took as our premise that a mature IMT service works in partnership with its clients. It focuses on how information and information technology can support client business processes, and accepts joint accountability with the client for the effective integration of IMT with their program, and with its success."

The Client Services Division (SXC) is the users' direct connection to the Bureau. Since the merger of Information Systems and Information Resources Bureaux in May, SXC is responsible for delivering

front-line information management and technology services, as well as SIGNET support and training across the Department. "This is great, because it means that SXC now has interaction with clients across a broad front on a daily basis. This gives us good information on their problems, concerns, interests and objectives," comments Caldwell. "We need to better translate that understanding back into SXD to ensure that we get our priorities right. We also need to better communicate progress on those priorities, and their cost, back to business managers so that they can see how we are dealing with their particular issue. This is what we mean by accountability."

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*the Walk-In Centre is there to help*

A professional-looking slide presentation enhances a well researched speech. But have you found yourself called upon to put together a slide presentation and wondering where to begin? The staff of the SIGNET Walk-In Centre on A1 at HQ are at your service. "We are happy to demonstrate slide presentation software and to advise clients about the various software products that will give them the professional result that they are looking for," says Deborah Wilson, Manager of the Centre. The Centre's wide variety of graphic applications, its scanning capabilities and colour printers are some of the tools that are available to clients to help them produce slides.

Francine Trepanier of the Investment, Science and Technology and Partnering Division (TBR) has made good use of this particular Walk-In Centre service. "The staff gave me good advice, and then helped me to prepare the slide presentations my division was called upon to give. I appreciate the excellent service the Walk-In Centre offers," comments Ms. Trepanier.