

to the PPO and its strategic planning process. For example:

- (a) Advances in technology will be adopted by individuals and corporations into everyday life. This may happen slowly but it will happen inexorably. As a consequence life in the 90's will be different from life in the 80's; technology will cause changes to informatics use, and will create demand for the application of new capabilities. The federal government itself as well as the public may be a source of demand for the use of new technological capabilities from PPO operations and data resources.
- (b) The public, although concerned with privacy, can nonetheless be expected to show a high degree of acceptance of new technologies into their lives. Banking machines, computerized ticketing, and PC's in the home, school, and workplace are all examples of this trend. None of these developments are very old but are quite widespread now. The PPO should therefore not expect negative reaction to thoughtfully planned changes to its use of modern informatics and related technologies into their operations.
- (c) Dealing with the pace of change for informatics and technology is best done by a proactive and regular process of life cycle management for all technologies and systems introduced. This process should incorporate strategic planning and budgeting for upgrade and replacement. If this is not done, the PPO, like all organizations using informatics technology, will eventually be exposed to an inability to provide capacity and new services which management and the public will come to expect.

The remainder of this section describes the main technological thrusts which will have a significant impact on the PPO in the 90's.

#### 6.1 Document/Image Management.

Document/image management is potentially the most significant emerging technology that will affect the Passport Office in the next 5 to 10 years. Imaging has been