assurance steps. Its service orientation is very much in evidence, and the character of the operation is one of efficiency, awareness of customer
needs, and a quality product.

3.2 Strategic Evaluation for the Future.

In addressing the strategic directions appropriate to the Passport Office in its use of computer technology, it was necessary to consider the overall history and current objectives and profile of the PPO, since so much of its fundamental operation revolves around the computer system facilities. An evaluation of objectives is essential to determine where weaknesses exist; for example, increases in demand might result in untenable cost increases due to the incapacity of the computer system to accomodate growth. Similarly, a wider distribution of Passport office locations will complicate the computer system operation and increase the demand for larger networks. An increased focus on security concerns, for example the validation of guarantors or more detailed verification of application documentation, will also have a large potential impact on future computerization directions.

These legitimate influences exist within the present mandate and focus of the PPO. It was also necessary, however, to consider other influences, ones that may well arise out of expected or possible developments in society and technology in the 90's. These factors will exert their own influence on the operation of the PPO, either directly or as a result of social and/or political pressure. Some of these developments have the potential to alter and increase the focus and strategic relevance of the PPO in overall government programs.

The following are the main areas of consideration for strategic evaluation:

o   Business and social trends in the 90's.

o   Possible government policy shifts

o   The nature and impact of emerging technologies