not be able to obtain quickly the information they need. Moreover, they will not be able to have complete confidence in its reliability. To reduce the resources required, it is suggested that much of the work be done by consultants. However, some additional personnel resources will be required to supervise them.

2.8.2 TRAINING

In order to ensure that the full benefits of Informatics (and, in particular, EDP) accrue to the Department and in view of the "rotational" nature of management at Posts and in Headquarters it is recommended that a training plan be put in place that addresses three categories of "clients" in the Department. The first category is the one managing the technology. Training must be more than an introduction to computers; it must include the aspects of EDP essential to management of EDP. The second category is the technical specialist - Systems Analysts, Programmers, Micro-Computer users, etc. The training will be provided by vendors but the Micro-Centre could also be of assistance. Training in this category will be of an ad hoc nature and will be authorized on a "need to know" basis. The third category includes the rest of the personnel in the Department who must be introduced to the concepts of automation and the way it will affect them. Besides teaching them the basics of computing, concerns about possible loss of jobs and environmental and ergonomic factors related to working in front of visual display terminals must also be addressed. For rotational employees, an additional element must be guidance in the role of supervisors in managing Informatics functions at a Post. Many employees will be expected to supervise LES at Posts abroad who have become expert operators of various systems. A separate plan is being developed in the Personnel Branch for the Department's training program which will particularly focus on Informatics.

2.8.3 NEW OTTAWA COMCENTRE AUTOMATIC MESSAGE SWITCH (NOCAMS)

The NOCAMS is a store and forward system used to control the flow and distribution of messages between the Department of External Affairs in Ottawa, Canadian Government missions throughout the world, various other government departments and agencies in Canada and commercial addressees (telex and word processing). In FY 1985/86 the system memory will be expanded but additional development is required to make use of this increased facility which should lead to fewer maintenance problems, provide the storage capacity needed and increase the throughput of the system. To handle efficiently the traffic volume expected in 1986/87 and beyond, the network will need to be enhanced and for this a major redesign is necessary. Modernization of the system is necessary to enable faster transfer of data between Post and Headquarters in order to provide the various activities with faster returns and/or access to information available because of automation. Funds are being requested in 1985/86 in a separate submission to the Treasury Board so that preliminary work can get underway although the redesigned system will not come into operation until later in the decade.

2.8.4 PASSPORT SYSTEM

The Passport system is being redesigned to take advantage of technological developments. The results will be more efficient passport issuing operations at offices across Canada and at certain Posts handling a large volume of passport applications, the replacement of a ten-year-old computer for which maintenance is a problem, and the introduction of a new machine-readable passport for Canadians permitting them to benefit from more efficient entry formalities in a number of countries. It is expected that in addition to providing better service to Canadians there will be some financial savings for the Passport office. These projects will be financed from the Passport Office Revolving Fund.