

DFATD provides a broad range of common services to Canada's Network abroad, including:

- HR policy framework, compensation and benefits determination as well as services for LES
- administration of the FSDs
- diplomatic mail services and distribution of goods and equipment
- stewardship of financial resources required to deliver common services abroad and operate the mission network
- contracting, procurement and material management services
- information management and technology management services
- security and emergency management
- real-property service management and accommodation planning (chanceries, official residences and staff quarters)
- operational and physical security support

The key capacity of the IPB⁴ is providing a single point of service to all partners and co-locators. The advantages of a consolidated structure allow for:

- decision-making processes that fully integrate partners' considerations regarding all services
- more efficient and equitable common service delivery to partners abroad
- efficient, sound and consistent management of facilities and resources at all locations

The operation of a network of infrastructure and services in and for missions abroad plays a crucial role in achieving the Government of Canada's international priorities.

CLIENT RELATIONS AND MISSION OPERATIONS

The Client Relations and Mission Operations Bureau is composed of two divisions and two RSCs, which work closely together to meet the business needs of the IPB clients and operations at missions.

In addition to providing client service in the area of common services, the Bureau's mandate includes:

- developing and implementing the regionalization of common services abroad
- managing the cost-recovery framework
- designing and implementing cost-effective business models and service-delivery mechanisms to enhance client service, value and efficiency
- supporting the governance and management structures needed to deliver common services abroad and operate the mission network

Key achievements during 2013–2014:

- In coordination with the Physical Resources Bureau, implemented Budget 2012 Economic Action Plan initiatives and supported the implementation of Budget 2012-related financial initiatives, such as rent ceilings, expansion of private-leasing of Western European missions and right-sizing of official residences.
- Served as the secretariat for the Memorandum of Understanding (MOU) with the United Kingdom of Great Britain and Northern Ireland for Enhancing Mutual Support at Missions Abroad, which was signed by the Minister in September 2012. Co-location of the U.K. in a Canadian mission officially took place in June 2013 in Port-au-Prince, and Canada established a co-location with the U.K. mission in Baghdad, and another on a temporary basis in Yangon.

⁴ The IPB at headquarters (HQ) is responsible for common services delivered abroad, with the exception of IM/IT, audit, evaluation and inspections, and security and emergency management, which are managed by other sectors of DFATD HQ.