2. In specifying new computer application systems, the PPO should incorporate emerging technologies for digitization of images such as photographs and signatures, and also develop corresponding document image work flow and management operational systems. These technologies, already being installed in several Canadian government organizations, will become a dominant technological force in the 90's.

It is difficult to imagine a more appropriate technology for the PPO than image capture and management, since it offers, among other attributes:

- o Greatly enhanced security, through the on-line accessability of file photos and signatures, and perhaps fingerprints, that can be reproduced on a computer screen at a border point to match to the equivalent information and images on the passport itself;

- o Integrated application data capture and storage of all relevant and multi-media elements of the application (photographs, signatures, application data).

- o Document flow processing, for the fully automated control of passport work flow. Rather than circulate the paper documents to all stations, the process can be automated and made paperless, with the entire file - including data, photo, and signature as well as a readable image of the original application itself - "appearing" at the workstation of each of the control points in sequence during the approval and issuance process. These kinds of systems find their best advantage in large volume applications such as the PPO.

- o Additional service opportunities. The use of on-line multi-media data bases will permit the PPO to offer a variety of additional services regarding the authentication of passports and passport data. This possibility can greatly enhance the real contribution of the PPO to mainstream government policies and programmes, and also permit the expansion of its role to