

information technology (information, computing and telecommunications) as a way to deliver better service to the public at less cost, and to put a more human face on government service.

In its *Blueprint for Renewing Government Services Using Information Technology (1994)*, it offers a vision of affordable, accessible and responsive government services. It envisions:

- ▶ bringing services to clients through electronic access, and "single-window" access to multiple services;
- ▶ providing transparent, seamless service across functional and organizational lines;
- ▶ providing value-added service;
- ▶ continuously enhancing the skills of employees;
- ▶ developing standardized, interconnected system tools;
- ▶ sharing solutions and resources for common functions and processes;
- ▶ sharing information and computing resources; and
- ▶ reducing paper.

To achieve this vision, it proposes several interrelated ways of re-engineering government services using information technology. The approach requires that special attention be paid to human resource issues.

Program Review

Beginning early in 1994, the Government reviewed all departmental programs according to the following criteria:

- ▶ whether they serve the public interest;
- ▶ the necessity of government involvement;
- ▶ the appropriateness of the federal role;
- ▶ the scope for public sector-private sector partnership;
- ▶ the scope for increased efficiency; and
- ▶ affordability.

The main objective was to determine the most effective and efficient way to deliver programs and services to Canadians. As a