

- ▶ to restructure the Security and Foreign Operations Division so that it provides increased support for delivery of strategic operational services;
- ▶ to develop and implement an automated window-based computer infrastructure;
- ▶ to proceed with the renewal of our business process under the Technology Enhancement Plan, including the installation of a renewed information technology infrastructure for currently-issued machine-readable travel documents; and
- ▶ to refine our service culture via a number of initiatives including a study of the use of debit and credit cards, the development of a strategy on joint ventures and colocation, and improvements to our consular training program.

These objectives are consistent with our mission, vision and values, and reflect our commitment to improving service to the public. The extent to which we accomplish them will be reported in our Annual Report for 1995-96.