



working life of our employees and to fulfilling the mandate and mission of the Passport Office.

- ▶ To enhance service to our clients.

Anticipated Benefits

- ▶ Enhanced efficiency of the Passport Office as a whole and of individual employees; and faster communication and movement of documents;
- ▶ improved productivity;
- ▶ improved client service;
- ▶ enhanced security: the new infrastructure will ensure that documents are moved with greater regard for security;
- ▶ a better working environment for employees;
- ▶ more technically-skilled employees, greatly facilitating the move towards the Optimized System for Capture, Archival and Retrieval (OSCAR) being introduced as part of the TEP;
- ▶ the possibility of greater movement and processing of imaged information.

1995-96 Activities

- ▶ Completion of the upgrade of all personal computers.
- ▶ Acquisition of office automation software necessary to develop a new framework for office communication including E-mail, calendaring, tasking and notes.
- ▶ Acquisition of WordPerfect PerfectOffice software including WordPerfect (word processor), Quattro Pro (spreadsheet), Paradox (database), Envoy (electronic publisher and viewer), InfoCentral (personal information manager), and Presentations (presentation graphics).
- ▶ Acquisition of electronic forms software.