Key achievements during 2013–2014:

- Supported the newly amalgamated department by:

  - upgrading the existing connectivity between the two former departments to accommodate the new, much larger capacity requirement;

  - completing the upgrade of the Secure Integrated Network (aka SIGNET Evolution);

  - completing the desktop upgrade to Windows 7 (a TBS requirement);

  - providing search capability on an "integrated DFATD business directory";

  - providing all DFATD staff access to collaboration tools such as Wiki and Agora;

  - enabling and supporting harmonization to provide key DFATD business applications such as My International, Access to Information and Privacy (ATIP), training tools;

  - making IMS (Integrated Management System) and SAP (System Applications Products) available to all of DFATD, offering access to two distinct financial systems - one dedicated to managing grants and contributions (G&Cs) and the other to managing operations and maintenance (O&M) finances, including salaries and capital; and

  - completing the HR Actions module of the Human Resource Management System (an amalgamated leave self-service and HR system) providing all DFATD managers with a tool to submit their staffing or classification requests online.

- As a major partner, DFATD has implemented the Biometrics Project for Temporary Residents (BPTR) with CIC in 52 missions in order to increase the security, reduce identity frauds within immigration as well as facilitate legitimate travels.

DISTRIBUTION AND DIPLOMATIC MAIL SERVICES

Diplomatic mail services enable the exchange of official correspondence between a government and its representative missions abroad, as defined in the *Vienna Convention on Diplomatic Relations* (ratified by Canada in 1966).

As prescribed by the Policy on Government Security, DFATD is the main carrier of diplomatic mail for all federal departments and ensures the secure transportation of information and material between Canada and missions abroad.

The Distribution and Diplomatic Mail Services Division provides various mail, transportation and distribution services to headquarters, regional and satellite offices in Canada and missions around the world. Goods and equipment that support mission operations are shipped by air, sea or land.

The Division continues to actively seek ways to be more cost effective and efficient. Over the last year, together with the international procurement team, efforts to promote just-in-time delivery (receiving goods only as they are needed in the delivery process) resulted in the consolidation of warehouse space and assisted in maintaining transportation and shipping costs as they continue to rise exponentially in this industry.

There are two categories of diplomatic mail services: classified and unclassified. Figure 26 provides details on diplomatic mail and sea shipments for the two last fiscal years.

Key achievements during 2013–2014:

- Integrated the former DFAIT Distribution Services unit with the former CIDA Mailroom to streamline mail distribution at the amalgamated DFATD.

- Introduced a new tracking module as part of Phase II of the Mail Automated Processing System, which provides missions with access and the ability to track their shipment.

- Provided logistics support to 21 foreign visits by the Prime Minister and DFATD ministers as well as Canadian delegations to major summits—G-8, G-20 and Asia-Pacific Economic Cooperation (APEC).

- Pursuant to a 2012–2013 review, realigned the diplomatic courier runs based on volumes and frequencies. The restructured diplomatic courier service aligns with departmental priorities, improves cost efficiencies and ensures future service sustainability.

- Coordinated the warehousing, delivery and distribution of more than 750 multifunction devices in collaboration with the IT Services Unit. This initiative was part of