

## Security and Foreign Operations

The Security and Foreign Operations Division has primary responsibility for ensuring the integrity of the passport issuing process. To this end, it has vigorously pursued a course of action designed to frustrate the efforts of those who wish to obtain passports by illegal means. The Division has played a prominent role in the Interdepartmental Committee on the Security of Canadian Documents.

Last year the Division took a major step towards redefining its role and responsibilities in light of the development of the Technology Enhancement Plan. It undertook a comprehensive review of its operations to ensure that its security services supported this initiative.

The new organization will have three sections. Each will have specific responsibilities for maintaining the integrity and security of Canadian travel documents. In addition to providing technical and operational support to other divisions, it will continue to be responsible for providing case management advice to consular and regional offices.

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In other initiatives, the Division pursued the audit of issuing offices and operations of the Passport Office. As in previous years, the audit teams found that both offices and operations were efficient and that they provided excellent services. Work also progressed on the development of a long-distance training package for mission personnel.

## Finance and Administration

The Finance and Administration Division provides support and advice to managers of the Passport Office in matters concerning finance, administration and records management.

During the year, the Finance Section processed 12,000 payment transactions, prepared financial statements and reports published in the *Public Accounts of Canada*, performed its regular planning, reporting and monitoring activities and participated in the development of two major Treasury Board submissions. It improved the account verification and payment requisition process by implementing a statistical sampling plan. Furthermore, the Division developed an acquisition card program to simplify the procurement of low dollar value items by regional divisions.

In carrying out its administrative responsibilities, the Facilities and Telecommunications Group was involved in many projects concurrently. In line with the Agency's corporate objectives of providing better quality of service to clients, it



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