

Government On-Line

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In the 1999 Speech from the Throne, the government committed itself to making Canada the most connected country in the world, providing Canadians with on-line access to government services at the time and place of their choosing. Government On-Line (GOL) is the government-wide initiative to put all key programs and services on-line by the end of 2004 and to organise Internet access to these services around citizens and clients rather than the departments which provide them. With strategic guidance from Treasury Board, federal departments and agencies are now working to transform services, develop the technical infrastructure and provide the training required to deliver on GOL.

The Department of Foreign Affairs and International Trade (DFAIT) is responsible for championing the international component of GOL. In the first instance, DFAIT is focussed on delivering its programs and services on-line, notably for Canadians doing business and/or travelling abroad. New electronic services will include Passport On-Line and the Export-Import Controls System. Enhancements to the Department's technical infrastructure will also improve the Department's ability to provide international business and consular services to Canadians abroad, which can be accessed now on the DFAIT website (www.dfait-maeci.gc.ca) and also on InfoExport (www.infoexport.gc.ca), the website for Canada's Trade Commissioner Service. Another international service is the e-Client Application Status Query for visa applicants and their sponsors in Canada, being developed by the Department of Citizenship and Immigration, one of our Partners in Missions.

A key component of GOL is the redesign of the Canada Site to improve access to services, with its three new sub-portals for Canadians, Canadian Business and Non-Canadians. The

new site will be launched in January 2001 with some 34 clusters of services that organise information and services in meaningful ways to clients. DFAIT plays a prominent role in this process, with Mr. Rob Wright, Deputy Minister for International Trade (DMT) the designated Champion of the Non-Canadians Sub-portal which contains four clusters: Going to Canada (led by CIC), Doing Business with Canada (led by DFAIT), Arts and Culture (led by PCH) and Canada and the World (led by DFAIT). DFAIT also leads inter-departmental working groups for the 'Travel at Home and Abroad' cluster (Canadians Sub-portal) and the 'Exporting/Importing' cluster (Canadian Business Sub-portal). A first step toward service integration will be IPC's Single Window for Investment Services, building on the existing Invest in Canada website (www.investincanada.gc.ca) which can be accessed now from Doing Business with Canada.

The Trade Commissioner Service, through InfoExport and its contribution to Team Canada Inc's ExportSource web-based search engine, already sets the pace with its innovative applications of Internet technology. A recent development is the marketing of international business services at our missions abroad in at least three foreign languages (Spanish, German, Portuguese). Louis Marcotte (TCW) is the GOL lead for the Trade Group of Bureaus, responsible for developing the Exporting/Importing and Doing Business with Canada clusters of services. The Marketing (TCW), Overseas Operations (TCS), Export Development (TCE) and Market Support (TCM) Divisions are working with the GOL Project Office (SXG) and the Department's Vision Internet Team (SXIA) to improve electronic service delivery of personalized core services and actionable, specific market information.