

SIGNET NEWS

THE INFORMATION TECHNOLOGY NEWSLETTER OF THE DEPARTMENT OF FOREIGN AFFAIRS AND INTERNATIONAL TRADE

INFORMATION MANAGEMENT LOOKING AHEAD

"JOINT EFFORTS TO ACHIEVE MUTUAL GOALS"

Dept. of External Affairs
Min. des Affaires extérieures

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To Our Clients

Our global information technology infrastructure is in place. While this is an impressive achievement, it is only the beginning. Our focus for the next three years will be on how best to capitalize on that infrastructure to deliver information management services in support of the Department's objectives and priorities. Gordon Smith, Deputy Minister

A key factor in the success of information management, *writ large*, is the ability to satisfy client requirements. As the Department re-thinks the way it does business, the success of the Information Systems (STD) and Information Resources (SKD) Bureaux is tied to their ability to understand and add value to this business. To the limit of their resources, the Bureaux must consistently identify and meet the changing needs of those who use the system.

STD/SKD's client relations philosophy is based on a commitment to developing strong partnerships with users and working cooperatively with them in identifying opportunities and resolving issues. The benefits of a cooperative approach are evident in on-going efforts to ensure that we continue to provide a high level of service to clients. This becomes of particular importance as we move the structure of financial resourcing for informatics to cost recovery by April 1, 1997. The focus of this article will be largely to identify information management applications currently being developed in response to client requirements. Subsequent articles will deal with other information management services offered by both Bureaux.

As Director General of the Information Systems Bureau, Richard Kohler fields questions from senior management and

clients, particularly the SIGNET Users Group (SNUG). To manage expectations about what services we can and cannot deliver, or what we have been resourced to do in the context of programme review and what we have not, we've taken the most frequently asked questions he receives about what services the Bureau will offer this fiscal year and beyond and put them into the context of a portfolio of services. The questions have been answered by some of the Bureau's managers who are responsible for our portfolio, and by SKD.

We hope you'll see that the list is a strong one. A word of caution is, however, in order. Simply put, we've been resourced to deliver SIGNET and to ensure its stability. We have not been resourced to provide the latest "bells and whistles." In the coming years, we believe the benefits of our activity

will reward you, our clients, with increased service.

What follows, therefore, is a list of what is planned and funded and a *partial* list of what the future will bring. We will be carefully prioritizing all the important SIGNET enhancements and applications that we believe will be required in the coming three years in the **Information Management Plan** that will be submitted to the Program Management Board (PMB) for consideration before the end of June. The PMB's flexibility, in these austere fiscal times, will determine the speed at which we will be able to deliver on the Department's needs.

Client Services

What can SIGNET Client Services do for me?

"STD is a client-oriented Bureau and the SIGNET Client Services