

Provision of these functions would eliminate much manual work and duplication of data entry; accuracy of information would be increased; and sharing of information resources between groups would be facilitated. In addition, it was noted that basic office automation functions such as E-Mail and a forms management system are currently lacking.

In addition, communications with data bases and services outside of the department are required for effective management of the Passport Office as a truly independent Special Operating Agency:

- FINCON, to allow complete integration of all financial systems and full management control of financial systems

- Grievance System, (when available)

- OLIS (Official Languages Information System), database of positions and language requirements

- PICS (Position Information Control System)

It is noted that some of these systems (e.g. FINCON) are only available to those organizations having Ministerial status. Yet as an SOA, the Passport Office is expected to operate as a "free standing" agency. (Access to OLIS as an organization separate from External Affairs is currently being negotiated.)