

13. The Informatics Organization

As part of this study, the current Management Services organization was reviewed with the intent of determining where suggestions could be made to assist the Passport Office in preparing for informatics changes, particularly those envisioned in this report. The results are presented in this section as functional recommendations rather than in the form of a detailed organization chart, in order to permit the PPO to examine further and make its own decisions regarding any appropriate organizational changes.

13.1 Current Orientation

The present operation of the PPO MS EDP organization seems to be effective and traditional for the kinds of computer processing systems managed. Major organizational elements include the following:

1. Application development and maintenance. This is accommodated by a small number of analysts and programmers, with most design, development and support carried out in-house.
2. Application and system operations. These computer services are carried out by a separate section of operators, headed by the manager in charge of application development. A second aspect of this service, namely quality control of data and output, is organized as a separate group within MS.
3. Technical support. Not identified as a separate category, it is likely provided by the applications development group.
4. Technical R & D. This is provided by a separate position and individual within the MS Directorate.