

line formal and informal messages to any other employee having a COSICS terminal, and it will interface with the present telecommunications network to link with non-COSICS missions and individuals. COSICS will also provide for interactive access to existing departmental databases, such as the Computer-Assisted Information Processing System, WIN Exports and the departmental automated financial system, FINEX.

COSICS will utilize existing "off-the-shelf" technology modified to meet the needs of the Department of External Affairs. The COSICS Project Office has been working with Fenco on the planning and installation of the system, including the training package required for both the technical personnel and the users. The Canadian Consulate General in New York and Canada's Permanent Mission to the United Nations will be the first missions "on-line," with a target date during the summer of 1989. The remaining missions in the U.S. and related divisions at headquarters are expected to be operational later in 1989. Preparatory work is under way in Europe for the next phase of the project, which ultimately will link all Canada's diplomatic and consular missions around the world.

Information resource management

The Information Resource Management Bureau is responsible for the Department's information management services, including global telecommunications, communications and technical security, computer systems design and development, records information services (including the new COSICS Automated Text Storage System — CATS), office automation, word processing, administrative printing and diplomatic courier, and messenger and vehicle services.

During the year automated and conventional records units processed approximately one million documents and responded to over 26 000 file retrieval requests.

By the end of the fiscal year the number of microcomputers in use at headquarters and missions abroad totalled 1 817. Development of the Computer-Assisted Immigration Processing System (CAIPS) proceeded on schedule, with the London High Commission system being installed early in the year. Word processing services produced over 430 000 pages of documents and the departmental printing plant produced over 60 million pages, and a further 20.8 million copies were produced on headquarters photocopiers. Some 600 departmental forms were originated or revised and three new manuals and five other publications produced, including 5 000 copies of two booklets (*Canadian Representatives Abroad and Diplomatic and Consular and Other Representatives in Canada*), 10 000 copies of *Treaties In Force* and 600 000 copies of *Bon Voyage, but...*, which is included with each new passport.

Preparations were made for the introduction of a broadband communication service to Europe to provide higher speed circuits with better quality results. Extensive liaison has been conducted with telecommunications authorities throughout the world in preparation for the COSICS project and the ODA and immigration programs. The Department's diplomatic communications system carried more than 71.5 million words in the past calendar year.

Physical resources

The Physical Resources Bureau provides all Crown-owned office and residential accommodation abroad, through

purchase or design and construction and all Crown-leased official residences and chanceries for the Department. Related services include provision of materiel assets, interior design and supervision of facilities maintenance for the Department's properties overseas and administration of the Department's collection of Canadian artworks for display at missions.

The estimated value of the Department's real property inventory in 1988/89 was approximately \$4 billion. Expenditures for the year totalled \$78.7 million, of which \$52.7 million was for construction and acquisition of real property under the Long Range Capital Program.

Work on several major capital projects continued, including construction of the Embassy complex in Beijing. Construction of new chancery facilities in Tokyo, where a temporary chancery was erected in 1988, began in early 1989, and design work continued for its staff quarters and a recreational facility. The new chancery in Washington, designed by Arthur Ericksen, was completed during 1988 and was opened in March 1989. It contains a gallery featuring a major collection of Canadian art.

Design and construction documents were completed for new chanceries in Buenos Aires and Dar-es-Salaam and for a new official residence in Singapore. Design also began for newly approved projects including an embassy complex in Algiers and a chancery in Dakar. Land acquisition proposals are proceeding for chancery projects in Port of Spain and San José and 27 staff quarters in Warsaw. Among 40 lease or purchase projects in various stages of implementation were the opening of a visa office in Sao Paulo and staff quarter purchases in New York, Hong Kong, Boston and Bridgetown. Disposal of six Crown properties returned \$1.1 million to the Consolidated Revenue Fund.

Major maintenance and renovation projects were completed at official residences in New York (Permanent Mission), Vienna, Paris, Madrid, Cairo and Washington and at chanceries in Georgetown, Rabat, New Delhi and Yaoundé and, in addition, in Kingston to repair the severe damage caused by Hurricane Gilbert.

An inventory of the Department's fine and antique furnishings, valued at some \$25 million, was completed during the year.

Furniture, furnishings, office materiel (etc.), valued at over \$40 million, was provided at headquarters and missions. The Department's vehicle fleet increased to 776 during the year.

Personnel

The Department of External Affairs has 8 226 employees, of whom 2 942 are in the rotational Foreign Service, 1 228 are staff serving permanently in Canada and 4 056 are staff hired locally at 125 missions abroad. A total of 1 031 transfers of persons to, from and between posts were affected during the year. Despite the worldwide nature of the Department's operations, responsibility for staff recruiting, training, assignments and administration is for the most part centralized in the 245-member Personnel Branch at headquarters.

A main challenge for Personnel Branch during the past year arose from the Winegard Report's recommendations that Canada's international development assistance operations be decentralized. A memorandum of understanding was signed with CIDA and arrangements were concluded to shift positions to missions abroad from headquarters over