

part in the Interdepartmental Committee on the Security of Canadian Documents, which provides a forum in which to seek common solutions to such problems.

Another major activity of the past year has been the development of a new passport book based on ground-breaking technological research conducted by the Passport Office in collaboration with North American industry. The book, to be in use by the autumn of 1993, contains new security features that will resist attempts to tamper with it, and will enhance the ability of personnel at points of entry to detect counterfeit or altered documents.

At the same time, the Passport Office Examiner Training (POET) Committee has been working hard to design and deliver a new, comprehensive training plan for examiners. This initiative reflects our belief that the best way to prevent fraud is through a well-trained, vigilant corps of professional examiners.

1993-94 Activities. The Passport Office will remain dedicated to maintaining and enhancing the integrity of the Canadian passport. The Security Enhancement Plan initiatives have validated control procedures already in place while subjecting them to renewed scrutiny and security awareness. They must now be re-focused and integrated into our day-to-day operations. We will refocus these initiatives as follows:

- We will continue with the planned opening of new offices in large market areas; new offices in Surrey and Laval contributed to increased personal appearance and better levels of service. To this end, four new offices are scheduled to open in Ontario this fiscal year in the communities of Brampton, Kitchener, St. Catharines and Mississauga.
- We will re-focus guarantor verification in accordance with identified threat: threat analysis will be carried out in response to specifically identified areas of weakness.
- We will re-focus the mail-back activity in accordance with potential threat. As is the case for guarantor checks, threat analysis will be carried out and areas of concern targeted.

- The new Security and Foreign Operations Division will concentrate on the following areas:

- upgrading of the Case Management System, with an expanded watch list function, to improve capability in identifying criminal and immigration fraud in cooperation with law enforcement agencies and immigration officials;
- the offer and delivery of an improved training program for consular and immigration staff;
- expanded audit of applications processed abroad and in Canada to permit more effective identification of weaknesses in the issuing process;
- proceeding with the study of passport issuance abroad, in cooperation with Consular Operations Division.

In addition, in cooperation with the Registrar of Citizenship and pursuant to an Auditor General recommendation, the Passport Office will undertake a project to determine the extent of fraudulent use of lost or stolen citizenship certificates in passport applications. The results will enable the Passport Office to decide as to the continued viability and usefulness of this activity.

Resources Required. As Security Enhancement Plan initiatives will now be integrated into our normal activities, there will no longer be a need for separately identified resources, but rather a reallocation within the established resource base.

3.3 Technology Enhancement Plan

Background. In 1992-93, we embarked on a program to re-engineer the processes used for passport production and management to take advantage of new technologies for image processing and document management.

The program is motivated by the need to replace present aging and prior-generation computer applications and system architectures with more modern technological approaches, and to become a fully on-line operation in all processing locations.