

are. "Know your client" is a good rule in any business and one to which the Bureau is committed. In fact, the primary focus of SXD is on clients and information: SXD is comprised of five collaborative, client-oriented divisions. The Client Services Division (SXC) is your direct connection to the Bureau. SXC delivers front-line information management and technology (IMT) services, SIGNET support and training. Its service philosophy is based on a commitment to developing strong partnerships with clients to help ensure that SXD meets corporate objectives.

In a Bureau, with a renewed commitment to client service, the other SXD divisions are also positioned to serve clients (see *Portfolio of Services* on page 3.)

What does the merger mean to you, our client? It will mean a

single point of contact for your division's information management and technology (IMT) needs; an integrated delivery of desktop information tools and products developed with your active participation; and training that supports the work you do. It means an increased emphasis on information services such as research and information retrieval and dissemination, tailored to meet the unique requirements of each client area. It means expert assistance for the development of your business applications from someone who knows the business of the Department. Finally, it means IMT priorities developed with the Department, for the Department and visible to all. We hope that you will be pleased with the results of our efforts.

The success of the Information Management and Technology Bureau will be measured by its

ability to understand and add value to the business of the Department. Simply put, this means satisfying your information and technology requirements. To succeed, Bureau and client need to work together as partners to ensure that the work of the Department and the management of information and technology are mutually reinforcing.

My colleagues and I welcome your comments and questions about SXD and the client services we offer.

L. Richard Kohler  
Director General  
Information Management and  
Technology Bureau (SXD)

May 1996

## Corporate Profile Information Management and Technology Bureau (SXD) *Building Beyond Tomorrow*

The Information Management and Technology Bureau (SXD) is responsible for providing technology and information management services to the Department of Foreign Affairs and International Trade and information services to its clients. SXD is comprised of five divisions, Client Services (SXC), Information Resources (SXI), Infrastructure Technology (SXT), Direction and Planning (SXP), and Business Management (SXM). A portfolio of client services follows.

The mandate of the Bureau is to provide an integrated information management service to the Department of Foreign Affairs and International Trade. The front-line

service includes assistance to clients at their desktops, training,

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The key reason for merging Information Resources and Information Systems is to improve service to the sharp end of the Department. This means a new organization committed to co-ordinating its activities, expertise and points of service around the needs of the business lines of the Department.  
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Jim Judd, Assistant Deputy Minister,  
Corporate Services

and the provision of key information resources to the Department, including research in support of DFAIT programs and public information enquiries.

The Bureau is also responsible for operating and maintaining the information technology infrastructure for the Department and other government departments that depend on DFAIT for information transfer, developing Department-wide information management products and tools, and facilitating application development activities.

SXD serves more than 7,500 staff at Headquarters and at more than 100 missions around the world.