

- by assessing the performance of subordinates
- by monitoring user satisfaction with the services provided by the Division.

The Director, Client Services Division also attends Systems Users Group meetings at which user requirements and problems are identified, priorities are established, policies, procedures and standards affecting systems users are reviewed for appropriateness, and input is prepared for the Department's Long Term and Strategic Informatics Plans. The Director is expected to provide technical advice and guidance to Committee members in their efforts to resolve conflicting requirements and to establish priorities.

The incumbent provides the Director General, Information Systems Bureau with an evaluation of Division operations, progress against plans, and reports on any significant difficulties being encountered in attaining approved objectives, priorities or goals. The need for adjustments to resource levels (person years and dollars) or to timeframes is reported to the Director General.

The greatest challenge of the position is to provide a high level of service and professional advice to users and potential users of office productivity aids and other automated systems.