

September 1980, sought the assistance of the Department in the re-equipping of Immigration offices abroad. On the basis of this request, External Affairs agreed to provide the services of organization and methods analysts to participate in a pilot study under the chairmanship of Mr. A.R. Heath, Director of the Data Analysis and Forecasts Division and co-ordinator of C.E.I.C's Task Force on Overseas Processing.

Objectives for the pilot study were summarized by Mr. Heath in a Task Force Progress Report dated October 29, 1980 (Appendix A2). These objectives were:

- 1) to improve the workflow at a selected post (Port of Spain, Trinidad) through an evaluation of new equipment and procedures,
- 2) to describe the improvements made at this "model" post in a manner which would encourage other posts to adopt and implement them,
- 3) to determine the need for new equipment at other posts by means of a survey questionnaire, and
- 4) to develop a plan for the re-equipment of Immigration posts.

Port of Spain, Trinidad was selected for the pilot study for two reasons, one workload related, the other economic. Based on statistics provided from the field, Port of Spain had been identified as one of