

- 1) To determine what the information needs are of the clients of the Department of External Affairs.
- 2) To find out whether these needs are being satisfied by the Department of External Affairs or other providers of information.
- 3) To find out if there are more cost-effective ways of providing information services.

Our interviews with you will seek to focus on these issues from your perspective.

We appreciate your cooperation in taking part in this survey. We hope that the use of an hour of your time in looking over the questionnaire guide, and in being interviewed will be regarded by your Department as a step towards further effective collaboration with our Department in providing information to our domestic and foreign clients.

If you have any further questions, please call me or Doug Macdonald (990-9093). We shall in any case be calling you shortly to find a mutually convenient time in the next week to two weeks for an interview.

Yours sincerely,

Ian Dawson
Director
Evaluation and Resource
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