

## 9. Conclusions and Comments

Many suggestions have been made in the above sections regarding the increased strategic roles that may develop for the PPO and its operations during the 90's. These may arise from many factors, such as:

- o Societal pressures - there will likely be increased volumes and security demands for passports and other travel documents, highlighting the activities, data integrity, and methodologies of the Passport Office.
- o Enabling technologies - will provide many practical means for passport security enhancements, both intrinsically and extrinsically. These same technologies will unfortunately be available for fraudulent use and counterfeiting.
- o Political pressures - Criminal counterfeiting as well as the growing need to identify fraudulent passports and their carriers upon presentation can be expected to create international pressure for new security developments in passport technology.
- o Management awareness - of enabling technologies through common experience in everyday life with developments in personal computing, networks, client-server applications, and in credit card/banking systems, will create an expectation on their part for improvements and new measures for passport security and service. The PPO should be in a position to provide proposals to government managers for better security, on-line authentication, and modernized distributed facilities rather than react after the fact.
- o Strategic integration - of PPO roles, systems and networks, and data resources into overall government strategic plans and operational programs can also be expected as a result of the above. This integration, which need not be organizational but rather operational in nature, will become a stronger motivation as the PPO modernizes its application systems into the 90's, and as government leaders are made aware of the potential