

SUMMARIES

January 1991 Departmental Action Plans

Improve Links with the Canadian Public

PROBLEM

Canadians experience a national pride arising from Canada's role in the world. Whereas overseas, Canadians report rapid and attentive service given by EAITC, domestically it is often perceived as irrelevant or elitist. Stronger domestic links will help EAITC constituencies more effectively relate to the world and may strengthen national identity.

PLAN

Reinforce EAITC's regional presence.

STEPS

Establish a network of regional offices. Regionalize important EAITC meetings. Increase exchange of personnel with the regions. Create an '800' line for all Department services.

Rapporteur: Bernard Giroux

Clearly Tie Resources to Services for Priority Clients

PROBLEM

EAITC no longer has the resources to service the large number of traditional clients both inside and outside Government. Identifying the Department's core clients will enable resources to be focused on priority services.

PLAN

Prioritize which services can/should EAITC deliver to whom.

STEPS

Determine which of non-legislated clients should continue to be served by EAITC. Determine need for and cost recoverability of services to OGDs. Reorganize Department structure and resources on basis of clients and services. Develop responsibility charts (noting responsibility for delivery of a product or service, supporting organization and client). The responsible manager to identify needed PYs for approval by ADM.

Rapporteur: Michael Fine

Create a Unified Management Board

PROBLEM

Compartmentalized leadership throughout the Department causes difficulties in conveying vision, priority setting, downward and lateral communications and producing timely decision-making. Decisions, produced by a department wide decision-making instrument and properly communicated, will help solve these problems and contribute to a coherent corporate philosophy, leadership and direction for the Department.

PLAN

Create a unified Management Board to decide on and communicate department-wide issues.

STEPS

Make PMB the new Management Board by expanding its mandate. Membership would be the USS, DMT and DMC.

Rapporteur: Ferry de Kerckhove