

some knowledge of the date. Consideration could be given to isolating the type of case by subject (Drug, Death, Repatriation) to reduce the time spend gathering background data. An alternative would be to cross-index by subject and country against subject only. This would serve to provide a ready reference of disposition of similar cases, thus ensuring some degree of uniformity and also provide historical data on the subject. Another form of cross-indexing that could be implemented is cases and names associated with these cases. Names would be filed alphabetically with reference to a specific country or file.

There is some suggestion that many of the Desk Officers are keeping their own files as a hedge against the weaknesses of the current system. This is time consuming and does not provide sufficient detail.

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*The above commentary represents a composite of employee views and inputs as well as observations made by the authors.*

*The format is consistent with the discussion paper approach often used by the Bureau of Management Consulting. There are no final conclusions and the implied recommendations are designed to present alternate approaches that can be used to induce further internal deliberation.*