

In April, External Affairs assumed responsibility for the administrative support services of most Government departments at posts abroad and the Division prepared a new *Manual of Financial Management* to govern the integrated financial operations, including the provision of necessary budget information for program expenditures of other Government departments.

The Division provides advice and assistance to other divisions and to posts abroad on accounting and reporting requirements and the interpretation of Government authorities and regulations, arranges payments of assessments to international organizations, administers two working-capital advances to finance post operations and provide loans to government employees posted abroad, prepares and reviews submissions to Treasury Board having financial implications, performs a complete accounts-receivable function and prepares forecasts and special statements as required

#### Foreign Travel and Removal Service

With the integration of support services in April, the Department assumed responsibility for making travel and removal arrangements for the foreign operations personnel of the Department of Industry, Trade and Commerce and the Department of Manpower and Immigration. To provide appropriate service to these client departments, in addition to personnel of the Department, the Foreign Travel and Removal Service Division was formed and began operations in August.

The first objective of the new Division has been to implement organizational and procedural improvements to provide efficient, "personalized" travel and removal arrangements for present clients. A second important objective is to ensure that standards and entitlements are specified and exercised in an equitable and consistent manner.

#### Management Services Division

The Management Services Division acts, in general, as an internal management and systems consultant for the Department, carrying out assigned projects with its own resources or, when appropriate, in co-operation with selected outside consultants. It studies particular situations or problems at headquarters or posts when requested by the manager concerned. It also does special studies on its own initiative from time to time with the approval of the manager or supervisor in charge. It reports its findings and recommendations to the manager, who decides whether to accept and implement the recommendations. If requested, assistance is provided during the implementation phase as well.

A particular objective assigned to the Management Services Division is the gradual development of an integrated management information system to serve all the needs of the Department other than in the substantive information area. To attain this goal, the Division is responsible to review and assess, before they are implemented, all new computer applications proposed anywhere in the Department.