

CLIENT RELATIONS AND MISSION OPERATIONS

The Client Relations and Mission Operations Bureau (AFD) is comprised of two divisions and two Regional Service Centres (Thames Valley, London, U.K.; Washington, D.C., United States) which work together closely to meet the business needs of International Platform clients and operations at missions.

In addition to providing client service in the area of common services, the Bureau's mandate includes:

- Developing and implementing the regionalization of common services abroad;
- Managing the cost-recovery framework;
- Designing and implementing cost-effective business models and service-delivery mechanisms to enhance client service, value and efficiency;
- Supporting the governance and management structures needed to deliver common services abroad and operate the mission network.

Key achievements during 2012-2013:

- The Bureau successfully implemented initiatives related to the Budget 2012 Economic Action Plan, including vehicle-fleet reductions and converting Management Consular Officers (MCO) to Mission Administrative Officers (MAO) positions. It also supported the implementation of other Budget 2012-related financial initiatives, such as rent ceilings, expansion of private-leasing of Western European missions during summer 2012, and right-sizing of Official Residences.
- AFD helped DFATD programs, partner departments and co-locators achieve their efficiency initiatives by managing position deletions and redeployments. Regional Service Centres played a key role in managing HR-staffing actions during this process; in the United States, an extranet was developed, enabling affected employees to access the latest information about policy changes and support functions.

- Regional Service Centres (RSC), in collaboration with the Locally Engaged Staff Bureau, also provided support to employees and managers during the closure of six offices in the United States and of missions in Niamey and Tehran, as well as during the suspension of operations in Damascus.
- The Client Relations Division (AFR) assumed the secretariat role for the Memorandum of Understanding with the United Kingdom (U.K.) on Enhancing Common Service Delivery at Missions Abroad, which was signed by the Minister in September 2012. The first formal co-location of the U.K. in a Canadian mission took place in June 2013 in Port-au-Prince, Haiti. Other new client organizations included the Canadian Nuclear Safety Commission and the province of British Columbia.
- In collaboration with the Corporate Finance and Operations Branch, the Regional Service Centres' model was used to map and consolidate the financial services function for Europe, Middle East and Africa. The Regional Financial Model was fully implemented across Canada's Network in the U.S.; four common service delivery points now process financial transactions for all U.S. missions. The Mission Clients Services Division (AFO) has begun the regionalization process for Latin America and the Caribbean, and for Asia-Pacific.
- The Treasury Board submission on cost recovery was completed and subsequently approved in April 2013.
- The Regional Service Centre for the U.S. (RSCEUS) implemented InfoBank for the Los Angeles, San Francisco, Seattle and Denver missions (West Quadrant) to facilitate the continued regionalization of financial processing.