

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 and problems at headquarters or posts when requested to do so by the manager concerned. It also carries out 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 latter. On request, assistance may be provided during the implementation phase as well.

A particular aim of this 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 for reviewing and assessing, before they are implemented, all new computer applications proposed anywhere in the Department.

The substantive information-system study undertaken by a division no longer in existence (Information Systems) is a major continuing project of the new division. At present all files containing documents bearing dates up to and including 1963 are being prepared for computer-processing. The second phase of this project concerns files dated from 1964 to the present, and the system to be adopted will be based on a complete analysis of the requirements.

The *Matériel Management Division* is responsible for ensuring the adequacy of matériel² support for those Canadian Government posts and agencies outside of Canada whose operations have been integrated for administrative support, as well as for the Department of External Affairs headquarters. This is accomplished by the development and promulgation of policies, procedures and guide-lines to assist responsibility centres in the economic use of their matériel resources and the acquisition of related services in accordance with the conception of "responsibility accounting". Detailed responsibilities include determination of requirements, cataloguing, shipment and distribution, storage, maintenance and repair, accounting for assets on hand and ultimate disposal of matériel when it is beyond further use. Of particular significance is the procurement, through selected sources, of furnishings and equipment for chanceries, official residences and staff accommodations, including the development of major interior-design schemes for furniture and furnishings, and the specifying and acquisition of special technical and domestic electrical and mechanical equipment appropriate for use under peculiar and adverse climatic conditions and in under-developed technological environments. The division co-ordinates the provision of forms, stationery and office supplies for use abroad and administers stationery supply rooms in support of headquarters divisions and bureaux. The divisional staff has developed and maintains a computerized tape file of more than 1,000 Matériel Distribution Accounts (inventories) reflecting the departmental holdings of accountable assets at

² "Matériel" is defined by the Treasury Board as all moveable public property except money obtained by a department in support of its operations; it includes manufactured items, supplies and raw materials.