



*Hans von Donhoff, Director
Strategic Planning*

During the year, the Division developed the 1995-96 Business Plan and produced the 1993-94 Annual Report. These documents contribute significantly to the reinforcement of the corporate image, giving employees a sense of direction, belonging and commitment. The Division conducted research on fee structure, developed service standards, prepared a submission to Treasury Board concerning preliminary project approval for the Technology Enhancement Plan, and prepared presentations delivered by the Chief Executive Officer and other members of the senior management team.

Management Services

The Management Service Division includes: Information Systems, Computer Services, Organizations and Methods, Written Communications, Communications and Marketing, Passport Policy and the 1-800 telephone service.

During the fiscal year, Computer Services was heavily involved in upgrading the hardware and software capability of the Passport Office. Much was done in paving the way for the introduction of Windows and WordPerfect software. Successful testing was also conducted on how e-mail will be used to allow staff to communicate with other government departments. The Division was also heavily involved in developing new work standards to be used by managers in, among other things, allocating resources and devising productivity targets.

The Division took a major step last year toward joining the "Information Highway". It now provides information about passport services through the National Capital Freenet, the



*Gary K. MacDonald, Director
Management Services*