

The management of **physical resources** - staff quarters and office accommodation abroad - has experienced considerable change. DEA and Public Works Canada have redefined their respective roles in the provision of architectural and engineering services. New information systems such as the Physical Resources Decision Support System provide managers with a central source of data on departmental property; the Automated Procurement Document tracking system permits more precise material procurement for Headquarters and missions. A Long-Range Capital Plan has been developed and approved by Treasury Board as has the staff quarters space guideline.

Specific programs also participated in the EAMIP process. The **Consular** program developed training courses for new consular officers, including locally-engaged staff and honorary consuls; a review of the consular fee structure has led to increased cost recovery. The **Immigration** program has benefitted from the implementation of the Computer-Assisted Immigrant Processing System (CAIPS) which has enabled significant increases in visa processing productivity and control. Computer systems have been developed in support of the **Trade** program for tracking workload and results, and for maintaining data on Canadian export supply capabilities. A major re-design of the Program for Export Market Development and of several trade publications has taken place.

Corporate Management systems have been implemented; few existed prior to 1983. The Department now has an approved Operational Plan Framework, evaluation and audit plans and capabilities; and a well-developed annual planning process which sets program objectives and allocates resources at the division and individual mission level. Part III of the Estimates was first designed and produced during this period, and now provides an annual report to Parliament on departmental performance.

A number of EAMIP projects will be continued in the context of a new DEA/Treasury Board agreement on Increased Ministerial Authority and Accountability. These are principally the large new information systems: COSICS, FINEX, and PERNET. The lasting effect of EAMIP can be seen in the proposed accountability framework itself. Many of the management systems and reports which form the foundation of IMAA were introduced as part of the EAMIP process. They now form an integral part of the on-going management practices of the Department.