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### **Progress**

We are taking an integrated approach to defining and putting in place the appropriate information technology (“eServices and Information Tools”) and operational and management (“PeopleFocus”) tools to support you in your work. We are currently developing a blueprint for the next two years, based on consultations, including the WIN Fast Forward consultations, with a representative sample of colleagues in Canada and abroad.

### **What’s Next?**

The “eServices and Information Tools” element brings together the technological and informational tools that will allow officers at posts to be more effective knowledge brokers. Over the next 18 months, supporting systems and tools will be put in place. These include:

- eCRM (eClient Relationship Management system) replacing WIN Online and Mission WIN
- InfoExport portal (for clients) [see page 13]
- Mobile computing tools (see page 15)
- Information services (sectoral content to support proactive work)

The “PeopleFocus” element will ensure that the Trade Commissioner Service has the right people in place, with the right skill sets and competencies, supported by the appropriate human resource policies and organizational environment to further develop the role of relationship builders. The specific components of this element had not yet been fully defined when this publication went to press. By the time you read this, however, the blueprint will be in circulation and we will be in the midst of putting together working groups to develop, refine, and put in place the specific components. The most up-to-date staff workshop results, consultants’ reports and the blueprint itself are available on HORIZONS for your reference.



I welcome your input and feedback, and look forward to working with you as we move ahead with the continuous improvement of the Trade Commissioner Service.

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