

Table of Contents

1.	Introduction and Summary	1
2.	The Present Passport Office	6
3.	Mandate and Objectives	10
4.	Business and Social Trends of the 90's	14
5.	Government Policy Shifts	17
6.	Emerging technologies	19
7.	Special Passport Security	32
8.	The Strategic Relevance of Passport Office Data Resources	38
9.	Conclusions and Comments	40
10.	Present Passport Office Systems	46
11.	The Passport Office of the Future - A Scenario	47
12.	Getting There - A Strategic Planning Framework	65
13.	The Informatics Organization	80
Appendix A	Current Systems	86
Appendix B	Technologies Investigated	102