

**2.3.4 TO PROVIDE FUNCTIONAL DIRECTION, MATERIEL AND OPERATIONAL INFORMATION SUPPORT SERVICES TO DEPARTMENT OF EXTERNAL AFFAIRS OFFICERS WHO ARE RESPONSIBLE FOR THE PROVISION OF PASSPORT SERVICES ABROAD;**

**2.3.5 TO RECOVER OVER TIME THE FULL COST OF ALL SERVICES;**

**2.3.6 TO MAINTAIN AND REVIEW ITS EQUIPMENT, DOMESTIC ACCOMMODATION AND OTHER ASSETS IN THE LIGHT OF OPERATIONAL NEEDS AND TECHNOLOGICAL ADVANCEMENTS, USING APPROPRIATE METHODS OF INVESTMENT APPRAISAL, AND TO IMPROVE UTILIZATION OF THOSE ASSETS WHEREVER PRACTICABLE;**

**2.3.7 TO MAINTAIN A COMPETENT AND EFFICIENT WORKFORCE AND TO PROVIDE SUCH TRAINING PROGRAMMES AND FACILITIES AS WILL BEST MEET ITS AIM AND OBJECTIVES;**

**2.3.8 TO FOLLOW THE BEST PUBLIC SECTOR EMPLOYMENT PRACTICES AND TO PROMOTE STAFF INVOLVEMENT, TO THE GREATEST DEGREE PRACTICABLE, IN ALL ASPECTS OF THE PASSPORT OFFICE'S OPERATIONS;**

**2.3.9 TO RESPOND TO INTERNATIONAL REQUESTS FOR ADVICE ON MATTERS OF EFFECTIVE AND EFFICIENT DELIVERY OF A SECURE PASSPORT; AND**