

EAMIP PROJECT NO. MG03

TITLE: Departmental Telecommunications Policy

RESPONSIBILITY: Project Manager: D.G. Woods (MGT)
Project Officer: to be determined (see Resources Section)

PRESENT SITUATION:

A departmental telecommunications policy does not exist. The Department of External Affairs is a lead department in the field of telecommunications - 5th amongst some 90 major departments and agencies in staff and resources. It is also the program department for representatives abroad of all other government departments. A clear, concise and approved telecommunications and security policy is required to give credence to and authority for the management of the Canadian Diplomatic Communications Services (CDCS). A departmental mandate is required by MGT so that objectives are maintained, technology is effectively employed, unnecessary duplication of effort and financial investment is avoided, and conflict of parochial interest disappears. In short, what is required is a statement on "who does what for whom, how and when it is done?".

A departmental telecommunications policy must be clearly enunciated throughout the Department. To date no clear policy or even general knowledge exists of the valuable resources currently available in MGT and amongst its 400 staff nor of MGT's multi-faceted responsibilities, which have either been assigned or assumed. These responsibilities cover everything from photographic duplication to royal visits telecommunications coordination - all without a clear senior approval. What needs to be done now, and has been needed for many years, is to put function into form, acknowledge the facets and receive official sanction for each area of endeavour within the perceived and real responsibilities of MGT. A project assignment within MGT, that is properly supported and resourced, is required to draft and present such a policy for senior management's approval.

The Departments of Communications, Supply and Services and others send messages directly to our posts without consulting appropriate parts of External Affairs. If a single responsibility centre (i.e., External Affairs Telecommunications Division) is given the mandate for international communications, thousands of dollars could be saved annually.

OBJECTIVE:

The objective is to define for MGT, other departmental central services and the customer (External Affairs and other government departments) a mandate including, the extent of responsibilities, the level of the authority of telecommunications management and the reporting relationships within and outside the Department.