

SIGNET NEWS

THE INFORMATION TECHNOLOGY NEWSLETTER OF THE DEPARTMENT OF FOREIGN AFFAIRS AND INTERNATIONAL TRADE

Dep. of Foreign Affairs
Min. des Affaires extérieures
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Editor's Comment

Welcome to the first issue of the *SIGNET Newsletter*.

The *SIGNET Newsletter* exists to serve you, our clients. We've asked you through a survey and personally what you'd like to read about SIGNET — and how you would like to receive it. As you requested more information on SIGNET than the *SIGNET News* column in *Panorama* could accommodate on a regular basis, we have developed the *SIGNET Newsletter*.

Like *SIGNET News*, the *Newsletter* will focus on the close working relationship between SIGNET and its clients — but in a new, expanded format. In short, the redesign reflects your thinking and has the full support of the

SIGNET Users Group (SNUG). An expanded format also enables us to include articles on information technology of general interest to all employees of the Department.

The *Newsletter* will be distributed with *Panorama* in the hope that the information will reach a wider audience, particularly at posts.

We hope that the information contained in the *SIGNET Newsletter* will lead to a better understanding of SIGNET, so that you can use the system more effectively and enjoyably.

Douglas A. Rosenthal
Director
SIGNET Client Services
Division (STC)

Comments

What do you think about the new look and expanded format? What would you like to read about?

Let us know. Keep us informed.
E-mail your comments to STC.

Coming in the *SIGNET Newsletter*

- Gordon S. Smith on Information Technology in DFAIT
- All about ICONDESK 4.4
- Profile of the SIGNET Client Services Division

Reflections on How Technology has Changed the Workplace: An Interview with Richard Kohler

Richard Kohler is the newly appointed Director General of the Information Systems Bureau (STD). He was interviewed by the *SIGNET Newsletter* shortly after the SIGNET/MITNET Team was honoured by its peers in the Government for exceptional achievement in globalized communication.

Q. The introduction of new technology changes the workplace, the way people work and the culture of an organization. How do you think the Department

has responded to these challenges, and what role do you see STD playing in the future with respect to supporting such changes?

R.K. We are in the process of a tremendous transition from old to new. We've moved from what has been characterized as "the Quill to the Satellite" in a very short space of time. I think that the Department and the Bureau have responded with vigour to the challenges technology has brought, but we have a long

way to go yet. For example, by enhancing the mandate of the SIGNET Client Services Division (STC), we've brought a new focus to the client interface with the Bureau. The SIGNET Users Group (SNUG) has also been revitalized to serve client interests and needs more effectively.

Now that SIGNET has been implemented at most sites, our future priorities are to focus on how the technology can be used and how it impacts on our work.