

10. Present Passport Office Systems

Appendix A to this review contains a detailed description of the fundamental components of the present informatics operations of the Passport Office. Special emphasis is placed on the passport production system, including a procedural flowchart which facilitated understanding of the current process. Both HQ and typical regional procedures are included.

The present usage of informatics in the PPO consists of a sound application set and computer systems base, and is typical of designs origination in the late 70's and early 80's. PC's have been built into the processes, but most of the operation is not truly on-line. In particular security update information in condensed form is often sent by floppy disk to outlying posts, with considerable delay, resulting in some passport issuance done in the absence of current check files. A much more on-line orientation for PPO operations is a basic requirement recognized by PPO systems officials.