

**4.11 Technology
Enhancement Plan
Phase III**

Resources required: \$375,000.

Background

The Passport Office initiated its Technology Enhancement Plan in 1993. The Plan encompasses four phases:

- ▶ definition of project and user requirements;
- ▶ research and development of alternative solutions;
- ▶ pilot installation and evaluation; and
- ▶ full operational implementation.

The first phase was completed in March 1994. Phase II was carried out in 1994-95, and Phase III was begun. Phase III involves testing the prototype system in a "dummy" environment and also installing it in a pilot site – an actual passport production environment. During this phase, Passport Office employees will be trained in the new system and procedures. In addition, a formal evaluation exercise will be carried out.

Objectives

- ▶ To redesign passport production systems and procedures, taking advantage of modern technologies for image capture, storage and retrieval, document image management and digitized image printing.
- ▶ To implement a fully on-line environment locally, in the regions and, where feasible, within the consular network.
- ▶ To facilitate secure access to, and retrieval from, the Passport Office database for both internal and external users for verification purposes.
- ▶ To build better work structures and workflows compatible with the *Blueprint for Renewing Government Services Using Information Technology*.
- ▶ To develop a system which, through increased efficiency, will repay its investment in a reasonable period of time.