CRITICAL CHALLENGES AND NEW PRIORITIES

Abbreviations : EC = Executive Committee; HR = Human Resources Directorate; Mgt. Services = Management Services Directorate and TEP; Fin.& Adm. = Financial and Administrative Services Directorate; Security = Security, Policy and Eligibility Directorate; Operations = Directorate of Operations, including the regions: Central, East, Ontario and West; Secretariat = Passport Office Secretariat and relations with the agencies.

[Responsables (Resp.) : italicised directorates indicate a support function.]

PROJECTS	GOALS	EXPECTED RESULTS/BENEFITS	TARGET	RESP.
Universal Classification Standard	Strategic management of the effects of the full implementation of UCS.	• To ensure effective communication to promote understanding of the UCS • To maintain good morale	Date selected by TB	HR
Year 2000 compliance	Ensure full compliance and be prepared.	• Contingency and emergency plans • Systems up-and-running on 1 January 2000		Mgt. Services *Fin. & Adm., Security, Operations*
Fee list	Revise regulations governing fees in the light of the long-term strategic plan.	• To reduce cross-subsidization between product lines • To produce a new fee list	1999-2000: July	Fin. & Adm.
Integrity of the clearance process	Improve and monitor the clearance process to ensure the integrity of passports and travel documents.	• To facilitate passage at international borders • To reinforce passport integrity, with possible advantages to the applicant in the course of any transactions with Passport Office • To increase basic skills at Passport Office, both internally and externally • To safeguard Canada's reputation in the international community as the champion of safe travel	1999-2000: December	Security, *Operations*
Evaluation of threats and risks	Update the TRA to guarantee the physical security of vital assets.	• To reflect the participation and the commitment of Passport Office management • Comply with the evolution of Passport Office priorities and government realities • Comply with Government Security Policy	1999-2000: December	Security
Passport Office - public waiting room standards	establish standards and assess the facilities available to clients who are waiting to be served.	• To improve comfort and better meet client needs • To improve facilities and traffic flow • To increase clients' and operational managers' satisfaction.		Fin. & Adm., *Operations*