

MESSAGE FROM THE CEO

Though the world still revolves at the same rate, its inhabitants seem to move at a faster pace. Technology has increased the speed of our lives. Fortunately, new technologies offer more than just speed. As you will see in the following pages, the Passport Office has already embarked on an ambitious process of adopting new technologies for processing images and managing information. Once complete, the application of these technologies will mean more convenient service to Canadians and enhanced integrity for Canadian travel documents. The process hasn't been easy, and it's far from complete, but we are committed to the path we have taken and there is no turning back.

Michael J. Hutton *Chief Executive Officer*



Our clients are behind this initiative. They expect the Passport Office to move ahead with all the improvements we have so far put in place and to make Canadian travel documents quickly and easily accessible without compromising integrity. When we launched our on-line passport application forms, access became easier for everyone, especially for Canadians residing in remote areas. Moving ahead, an electronic version of all our forms will soon be available on the Internet. We also continue to upgrade our automated passport issuing system (IRIS) and to investigate security enhancements that will allow complete passport services on-line.

As is often the case with new technology, the learning curve has been steeper than anticipated. Several transformations of IRIS have been necessary to tailor it to our specifications and to improve ease of use for our staff. The implementation of the IRIS system means a concerted effort on our part to move ahead. There is no doubt about the benefits that IRIS ultimately provides both our employees and the travelling public. The electronic system will enable us to produce passport booklets at central production facilities from applicant information and photographs transmitted electronically from regional offices. This will shorten turnaround time while improving passport security.