

Anticipated Benefits

The conclusion of an agreement will ensure that Canadians who require travel documents while abroad receive the most effective and efficient service.

1995-96 Activities

To develop a formal agreement between the Consular Program and the Passport Office.

Resources required: \$50,000.

4.5 Review of the Strategic Plan

Background

The Passport Office put in place a Strategic Plan covering the period 1992-93 to 1996-97. The Strategic Plan has been the foundation for the annual Business Plans, providing long-term direction to the Agency's management team to ensure that the organization has the flexibility to adapt to change and the resources required to reach its objectives. The strategic objectives identified in the document were based on an examination of the environmental forces affecting the organization at that time.

Since the Strategic Plan was developed, there has been a significant shift in the environmental forces. In particular, recent developments such as the government-wide Program Review, the *Blueprint for Renewing Government Services Using Information Technology*, and the February 1995 budget demand of government departments and agencies a new vision.

Objective

- ▶ To review the 1992-93 to 1996-97 Strategic Plan and to realign it with the current vision of government service.

Anticipated Benefits

A review of the Strategic Plan will enable Passport Office management to measure the Agency's performance and ensure that the Passport Office stays abreast of recent developments.