

Canada's Consular Affairs Bureau COSMOS Consular Database System



About Canada

Population: 33,098,932

[World Factbook July 2006]

Official Name:

Canada

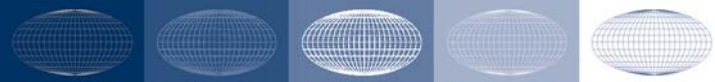
Over seven million Canadians have passports and make more than 80 million trips outside Canada annually. Canada's Department of Foreign Affairs and International Trade (DFAIT) Consular Affairs Bureau helps people prepare for foreign travel and provides a variety of services abroad.

In the early 1990's DFAIT established an international communications network linking its larger offices with the goal of eventually including all missions. The Canadian government also mandated significant operational resource reductions, while challenging departments to find new ways of delivering improved service.

The Consular Affairs Bureau identified significant opportunities to leverage DFAIT's communications network investment. It realized that it could address the lack of cohesion and planning in program delivery, provide standard tools and processes, meet the increasing demands for service improvements, and achieve more efficient use of existing resources.

DFAIT and WorldReach Software Corporation designed and implemented a new set of software tools, called COSMOS in Canada, to meet the requirements for management and operational improvements. Starting with a prototype in 1993 and a first release in early 1994, WorldReach continues to work closely with headquarters and consulate staff to include their suggestions for software and process innovations. COSMOS is considered by consular staff to be an indispensable tool and has been classified by the Canadian government as mission-critical.

On September 11th, Canada was in a unique position to handle the emerging crisis situation with the aid of COSMOS and its crisis management module called EMSERV (Emergency Services). EMSERV was able to aid in this emergency by supporting headquarters consular staff working in the operations centre by logging service requests received via telephone as well as recording actions taken and initiating follow-up cases where needed. This helped reduce the administrative workload at the consulate in New York and the embassy in Washington. Automatic entry of dates, assignment of cases and messages are just a few of the features of COSMOS that helped to ensure the speedy, consistent handling of calls from the public. A log of all entries in EMSERV as well as other information can be used to produce statis-



CANADA

Industry Sector

Government of Canada

Technology Development

.NET
C#
JavaScript
SQL Server 2000
Windows 2000/2003
IIS 5/6

Operates on

Windows NT workstations
Windows 2000
Global WAN
IE 5.5 or higher

Modules

Case Management
Registration
Communicator
Contingency Planning
Emergency Services & Crisis
Management System
Gen Search
Consular Information
Management Program
Travel Information Program
Overseas Passport
System Administration

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tical reports on the number and type of assistance required regarding the crisis. During a 13-hour period on September 11th, sixteen officers (an increase from the normal level of two staff) at the DFAIT Watch Office handled over 5,500 telephone calls. From September 11 – 28th, HQ consular officers logged a staggering total of 24,000 calls – approximately three times the average number of calls within one month.

"I can confidently say that without the use of COSMOS-EMSERV and the associated global case management modules, we would not have been able to provide the same level of service to our citizens in those crucial hours and days after the September 11th tragedy. WorldReach Software demonstrated their responsiveness to DFAIT's needs by rushing into production some previously planned enhancements so they could be used during this crisis."

H.G. Pardy
Former Director General
Consular Affairs Bureau

On October 2 2000 the Consular Affairs Bureau and COSMOS were honored by receiving the Gold medal at the prestigious Government Technology Exhibition Conference (GTEC) "Distinction Awards of Excellence" in the category of "Serving Canadians Better through IM/IT innovations – Improving Service Delivery to Citizens and Business"

For more information on this project, please contact us.

About WorldReach Software Corporation

WorldReach Software offers solutions to extend a government's reach of assistance across geographic borders and time zones to citizens in need. For almost 15 years, WorldReach products have been used by national governments for consular assistance, consular crises and passports abroad. Our solutions are licensed to Ministries of Foreign Affairs in Canada, United Kingdom, New Zealand, Netherlands and Spain, covering 700 sites in approximately 200 countries.