



**Affaires indiennes  
et du Nord Canada**

**Indian and Northern  
Affairs Canada**

# **Government On-Line Public Report**

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**Canada**

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## Preamble

The information age and the advent of the Internet has dramatically changed the way Canadians do business, communicate and find the information they need. The [Government of Canada](#) (GoC) recognizes the importance of information technology and the vast benefits of providing information and services to Canadians on-line. In the October 12, 1999 [Speech from the Throne](#), the Government committed to become a model user of information technology and the Internet. In keeping with this commitment, the Government has set a target of putting the most frequently used services on-line by 2005.

[Government On-Line](#) (GOL) is the Government's plan for service transformation, which seeks to change the way services are delivered by taking advantage of technology and the Internet. GOL will provide citizens with the unprecedented ability to interact with Government, to receive information on programs and services, and to carry out business transactions electronically.

GOL is also a key component in the federal government's plan to improve service delivery to Canadians by providing better access and seamless entry to the full range of government services and institutions. To ensure the achievement of these service improvement goals, the implementation of GOL is guided by the following basic principles:

- < Client-driven service
- < Convenient and accessible
- < Consistent
- < Responsive
- < Private and secure

[Indian and Northern Affairs Canada](#) (INAC) is committed to the GOL initiative.

The department's GOL plans are contained in the INAC [GOL Public Report](#). This report provides an overview of this initiative within the department and describes planned action for each GOL service.

## Overview

### **GOL Vision and Service Improvement**

INAC envisions GOL as a new service delivery channel that, when fully implemented, will improve connectivity and communications between the department and its partners. GOL has the potential to provide better access to departmental information and services, to promote information exchange and the use of technology in Aboriginal and Northern communities, and to foster the creation of an e-Smart INAC.

The department also views GOL as an integral part of its service improvement strategy which seeks to improve service delivery through coherent and streamlined operations. While GOL may suggest service delivery through the Internet, the GOL principles are equally valid for other channels of service delivery. The department is committed to adopting these principles to ensure that information and services provided across all service delivery channels are consistent, and that service standards are established and respected. Assisting in the integration of GOL principles with service improvement is the *Supporting Front Line Operations* initiative, an ongoing departmental change management endeavour that is aimed at improving the capacity of front line employees to effectively address critical business issues with both internal and external clients and partners.

### **Client Service Delivery Needs and Capabilities**

The department initially established a GOL Committee, with representations from Aboriginal organizations, as the venue through which client service delivery needs and capabilities were sought and incorporated into the departmental GOL Plan.

The department's GOL Plan has been developed with the recognition that First Nations (FN) are in varying stages of implementing their own on-line services, and that the majority of FN and Northern communities are rural and many are remote where telecommunications and Internet infrastructure are not well developed. Notwithstanding these infrastructure limitations, the department views GOL as a vital tool for Aboriginal self-government and a mechanism for fostering capacity building and socio-economic development, promoting accountability and, most importantly, for closing the digital divide. The department is therefore committed to work with others to improve the connectivity of Aboriginal communities, and implement on-line services with technologies that are appropriate for the local infrastructure.

For each of the services that can be transformed for on-line delivery, Aboriginal representatives have been and will be invited to participate as members of project working groups or steering committees to ensure that their views and concerns are considered and addressed.

As the on-line transaction services become fully deployed, the department plans to conduct periodic focus group surveys and user interviews to obtain feedback for future system enhancement and service improvement.

**GOL Services**

The departmental *GOL Public Report* identifies the planned action for each the following services:

- < Aboriginal Canada Portal
- < Aboriginal Employment Program
- < Environmental Management and Protection
- < First Nations and Inuit Transfer Payments
- < Indian Registry System/Certificate of Indian Status
- < Land Management
- < Northern Sustainable Development
- < Northern Natural Resource Management
- < Northern Science and Technology and Circumpolar Liaison
- < On-line Access to Corporate Information

Questions or comments on the public report are welcomed. Please contact

Mathew Chan  
Project Director, GOL  
Indian and Northern Affairs Canada  
10 Wellington Street  
Gatineau, Quebec K1A 0H4

Tel: (819) 994-6436  
e-mail: [reference@ainc-inac.gc.ca](mailto:reference@ainc-inac.gc.ca)

## Aboriginal Canada Portal

The [Aboriginal Canada Portal](#) (ACP) is an integrated gateway, or single window, to government and Aboriginal on-line resources such as information, contacts, and programs and services for Aboriginal Canadians. It also offers ease of access and navigation to listings of Aboriginal associations, businesses, organizations, First Nations, communities, groups, news and peoples.

The Portal is accessed through the [Canadians](#) gateway and is also linked to the [INAC](#) web site.

The client groups benefiting from this on-line service include: Aboriginal people, researchers, public policy makers, government employees, teachers, students, and the general public.

Through the application of new information technologies, Aboriginal people can bridge the information and knowledge divide to help improve their quality of life. The sharing of information within and between Aboriginal and non-Aboriginal Canadians can facilitate a greater understanding of one another and strengthen relationships.

For more information about this service, please contact Ian MacArthur at (819) 953-7597 or via e-mail at [reference@ainc-inac.gc.ca](mailto:reference@ainc-inac.gc.ca).

### Achievements

The Portal was officially launched in March 2001 through a growing partnership that currently includes the key national Aboriginal organizations.

### Future Plans

Enhancements to the Portal could include the following, but the details, timing and resourcing are uncertain at this time:

- < On-line surveys.
- < Multimedia capabilities (video, web-casting).
- < Aboriginal languages choice options.

## Aboriginal Employment

The Aboriginal Employment Program (AEP) was developed by INAC, in consultation with the Committee for the Advancement of Native Employment (CANE) and the Public Service Commission (PSC). The goal of the program is to increase representation of Aboriginal peoples at all levels in INAC and foster a climate which will provide opportunities for development, while promoting retention through the creation of an Aboriginal inventory.

The Aboriginal inventory is a recruitment tool which will enable Aboriginal candidates to register on-line. The information will improve INAC's ability to recruit in support of the departmental Aboriginal employment objectives. As well, the inventory will provide recruitment support to other interested partners. In order to protect the privacy of inventory participants, access to the data will be limited to authorized individuals.

The client group benefiting from this on-line service is Aboriginal peoples seeking employment at INAC.

The service can be accessed via the [Aboriginal Peoples](#) cluster under the [Canadians](#) gateway, or through the [INAC](#) web site.

Benefits to the client include convenient access to the service (i.e., clients can register at their preferred time and location), and on-line and immediate acknowledgement to client of registration.

For more information about this service, please contact Kim Brant at (819) 994-6472 or via e-mail at [reference@inac.gc.ca](mailto:reference@inac.gc.ca).

## Achievements

Description of and information on Aboriginal Employment Programs including contacts are posted on the INAC web site, [http://www.ainc-inac.gc.ca/ai/aw/index\\_e.html](http://www.ainc-inac.gc.ca/ai/aw/index_e.html).

## Future Plans

Basic interactive on-line forms will be available by the third-quarter of 2003 to capture competencies and job skills for positions within INAC.

Other improvements may be possible but the details, timing and resourcing are uncertain at this time.

## Environmental Management and Protection

Environmental Management and Protection is the service through which INAC manages and protects the natural environment of reserve lands in accordance with the *Indian Act*. This service comprises the following four key sub-components:

- < Administration of fuel storage tanks including registration, assessment and decommissioning.
- < Administration of waste sites including regulation, assessment and decommissioning.
- < Maintenance of an environmental assessment registry.
- < Management of contaminated sites including tracking environmental issues and remediation plans.

The client groups benefiting from this service will include, First Nation communities, departmental staff, other government departments and provincial governments.

When deployed, this service can be accessed via the [Aboriginal Peoples](#) cluster under the [Canadians](#) gateway, or through the [INAC](#) web site.

This service will provide clients the convenience of filing various environmental registrations on-line. Because the information collected is shared and easily accessible, it is anticipated that there will be improvement in data quality as well as savings in time for both the department and clients.

For more information about this service, please contact Steve Varrette at (819) 997-0773 or via e-mail at [reference@inac.gc.ca](mailto:reference@inac.gc.ca).

### Future Plans

In support of the delivery of this service, the department is developing the Environmental Stewardship Strategy Information Management System (ESSIMS) which will provide timely, accurate, integrated, and comprehensive environmental information to First Nations. Presently, the following two sub-components of the system are under development with planned completion by the end of 2003:

- < Fuel storage tank registration.
- < Contaminated site management.



In addition, the development and launch of the Environment and Natural Resources Directorate (ENRD) website is expected to be completed in 2003-2004. This site will offer client groups current information regarding environmental policies and directives. Other enhancements to this service could include the following, but the details, timing and resourcing are uncertain at this time.

- < On-line registry of on-reserve environmental assessments.
- < Tracking of on-reserve waste sites.
- < Inventory of on-reserve natural resources.
- < On-line interactive training material on environmental management and protection of reserve lands.

## First Nations and Inuit Transfer Payments

This service involves the transfer, in an emerging government-to-government relationship, of grants and contributions for the delivery of essential services to First Nations and Inuit governments and their community members, and the corresponding accountability and performance reporting and evaluation. Combined with the Canada / First Nation Funding Arrangement, this service can become a multi-jurisdictional, single window web access to authorized users for on-line processing of business transactions, both financial and non-financial.

Key transactions that can be conducted through an on-line transfer payment service will include the application for and approval of funding, electronic scheduling and adjustment of cash requirements, transfer of funds, and filing of financial and non-financial reports to meet performance and accountability requirements. Financial reports will include audit statements that are consistent with National Accounts schedules; non-financial reports, which are currently required at varying times and frequencies, will consist of administrative data and performance indicators for programs such as education, social development and support, capital and housing, economic development, land and environment management, etc.

The client groups benefiting from this on-line service include First Nations and Inuit governments and organizations.

Components of this service can be accessed via the [Aboriginal Peoples](#) cluster under the [Canadians](#) gateway, or through the [INAC](#) web site.

The on-line transfer payment process would enhance the entire Government of Canada (GoC) transfer of resources to First Nations and Inuit communities, increase transparency and accountability to the community members and the GoC, and reduce processing time and duplication through a single window service.

The ability to report on-line and retrieve financial and non-financial data will help to promote service standards and make the business processes more responsive to community needs.

Reporting results through a consolidated on-line system will also improve the quality and consistency of the data collected. In addition, a whole-of-government approach to reporting will allow for a more coordinated and coherent gathering of information which should lessen the reporting burden. Equally important, experience with this core business on-line will contribute to building the capacity in First Nation and Inuit communities to bridge the digital divide.

For more information about this service, please contact Holly Robinson at (819) 994-6673 or via e-mail at [reference@inac.gc.ca](mailto:reference@inac.gc.ca).

## Achievements

- < The Non-Registered On-Reserve Population (NRORP) system, [https://esd.inac.gc.ca/census\\_english/census\\_onstage\\_frame.asp](https://esd.inac.gc.ca/census_english/census_onstage_frame.asp), which allows First Nation administrators to file annual statistics of on-reserve non-registered population on-line, was launched in April 1999.
- < The Housing and Infrastructure Assets (H&IA) system, [http://esd.inac.gc.ca/cam\\_english/cam\\_onstage\\_frame.asp](http://esd.inac.gc.ca/cam_english/cam_onstage_frame.asp), an on-line system for First Nation administrators to file annual reports on conditions of housing and water and sewer servicing on reserves, was deployed in June 1999.
- < A high level review and mapping of the "AS IS" and "TO BE" transfer payment business functions was completed in March 2002.
- < The development of an on-line reporting system for National Post-Secondary Education (PSE) Program data was completed in March 2002.
- < An electronic fund transfer pilot project using Electronic Data Interchange (EDI) and involving three First Nations communities in the Yukon, was successfully completed in October 2002.

## Future Plans

- < Implement electronic fund transfer nationally using a phased approach beginning in the first quarter of 2003.
- < Conduct user training and the deploy National PSE Program data reporting system in the third quarter of 2003.

The following development work is required to provide an end-to-end on-line transfer payment service, but the details, timing and resourcing are uncertain at this time:

- < Application for and approval of Transfer Payment funding, including the review and approval of funding agreements.
- < Reporting of program data for education and enhanced population statistics.
- < Monitoring and tracking of the funding process, including agreement amendments and scheduling and adjustment of cash requirements.
- < Reporting of program data for capital and housing, Indian government support services, environment and land management, and economic development.
- < Capturing year-end financial statements in a format that is consistent with National Account schedules and on-line monitoring of Remedial Management Plans.
- < Reporting of program data for social development and support services.

## Indian Registry System (IRS) / Certificate of Indian Status (CIS)

This service supports the following business functions:

- < Register eligible First Nations (FN) individuals as Registered Indians under the *Indian Act* in the Indian Registry;
- < Record life events (e.g., birth, death, marriage, adoption, etc.) in the Indian Registry;
- < Issue Certificates of Indian Status (Status Cards) to identify FN persons as eligible for services and benefits that are specifically designed for Registered Indians;
- < Renew or replace Certificates of Indian Status.

The department has initiated a project to modernize the existing Indian Registry System and re-engineer the associated business process to enable on-line access to, and update of, Registry information.

The department will also be developing and issuing a more secure identification card to minimize the misuse of the existing CIS. The enhanced identification card will improve access by First Nations individuals to programs and services that require identity authentication.

The client groups benefiting from this on-line service include First Nations people, other government departments, provincial / territorial governments, and private sector service providers.

This service will provide improved access for First Nations people to services and benefits provided by other government departments, provincial / territorial governments, and Canadian businesses. Currently, some clients are denied access to services and benefits because their status identity cannot be easily determined and authenticated. Primary transactions include uninsured healthcare and provincial sales tax exemption.

The registration of life events and the update of identify information will also be improved through authorized secure on-line access to the Indian Registry System by other government departments and Indian Registration Administrators (IRAs) in First Nation membership offices.

When deployed, access to the on-line Indian Registry will be restricted to authorized users because of privacy and security requirements. Information on registration and CIS, however, can be access via the [Aboriginal Peoples](#) cluster under the [Canadians](#) gateway, or through the [INAC](#) web site.

For more information about this service, please contact Terry Sewell at (819) 994-0951 or via e-mail at [reference@inac.gc.ca](mailto:reference@inac.gc.ca).

### **Achievements**

As part of Stage 1, a pilot was conducted in partnership with the Treaty 7 First Nations in Alberta to evaluate the new on-line CIS issuance process available to IRAs in First Nation membership offices.

### **Future Plans**

The following development work is required to complete this on-line service, but the details, timing and resourcing are uncertain at this time:

- < Modernize the IRS and re-engineer the business process to enable on-line access to, and update of, Registry information by IRAs in First Nation membership offices.
- < Develop and issue a more dignified and secure identification card to minimize the misuse of the existing CIS.
- < National deployment of IRS in regional offices and First Nation membership offices.
- < Phased national deployment of the enhanced CIS.

## Land Management

This service relates to the management of reserve lands in accordance with the *Indian Act*.

Three sub-components of this service are currently delivered on-line. Land transactions are recorded and maintained in the Indian Land Registry System (ILRS); land leases and permits are tracked using the NetLands system; and land information is displayed graphically as First Nation Community Maps using Geographic Information System (GIS).

The client groups benefiting from this on-line service include Aboriginal land administrators, solicitors, departmental staff, researchers, and claims negotiators.

The benefits to the client include faster and more cost effective service by eliminating the need of an individual to travel to a regional office or the Registry Office to obtain the necessary information.

This service can be accessed via the [Aboriginal Peoples](#) cluster under the [Canadians](#) gateway, or through the [INAC](#) web site.

For more information about this service, please contact Jacques Desrochers at (819) 994-6743 or via e-mail at [reference@inac.gc.ca](mailto:reference@inac.gc.ca).

## Achievements

- < NetLands, <http://esd4.inac.gc.ca/netlands/>, a restricted access, on-line system that tracks land transactions including leases and permits, was implemented in June 1999.
- < The restricted access on-line ILRS, <http://esd2.inac.gc.ca/ilrs/default.htm>, provides users with records of transactions of all on-reserve land parcels. The system was implemented in February 2001 and upgraded in November 2002.

## Future Plans

Enhancement of the First Nation community maps database, including digitization of additional maps and translation of subject field names, is scheduled for completion by the first quarter of 2003.

Other improvements to this service could include the following, but the details, timing, and resourcing are uncertain at this time:

- < Enhance the NetLands system to track and report on Additions to Reserves.
- < Enhance the Indian Land Registry System by adding a GIS component. For more effective service delivery, this enhancement will need to be developed jointly with the Legal Surveys Division of Natural Resources Canada.

## Northern Environmental Management and Protection

The Northern Affairs Program of INAC develops policies, strategies and programs for sustainable development, including the management of contaminated (hazardous waste) sites, the development and implementation of environmental assessment processes, according to federal requirements under the *Canadian Environmental Assessment Act* (CEAA) and legislation resulting from claims negotiations. It also administers the Northern Contaminants Program (NCP) which involves the planning of research, and the subsequent synthesis, publication and communication of research results. The negotiation of international agreements and controls on pollutants of concern in the North is also part of the NCP, as is the formation of multi-agency partnerships including Aboriginal organizations.

The client groups benefiting from this on-line service include researchers, contractors, project proponents, First Nations, Inuit and other Northerners, regulatory boards, academics, land use planners and the general public.

Client benefits from on-line delivery include improved project planning, access to northern research data and information on environmental, social and economic conditions.

This service can be accessed via the [Aboriginal Peoples](#) cluster under the [Canadians](#) gateway, or through the [INAC](#) web site.

For more information about these services, please contact Sheilagh Murphy at (819) 997-0660 or via e-mail at [reference@inac.gc.ca](mailto:reference@inac.gc.ca).

### Achievements

- < The Northern Information Network, <http://esd.inac.gc.ca/Nin/>, went on-line in 1993. Map metadata and links to other northern sites were added to the service in January 1995.
- < Northern Contaminants Program, available on-line at [www.ainc-inac.gc.ca/NCP/index\\_e.html](http://www.ainc-inac.gc.ca/NCP/index_e.html) since January 1995, provides documents that guide the strategic directions and funding of the Program, details on the management of the program, a list of funded projects and information, forms and supporting documents for preparation of proposals. More recently, an on-line registration system is being used for a Northern Contaminants Program symposium scheduled for 2003.



- < Mines and Minerals information, [http://www.ainc-inac.gc.ca/ps/nap/minmin\\_e.html](http://www.ainc-inac.gc.ca/ps/nap/minmin_e.html), was added in June 2001.
- < Oil and Gas information, <http://www.ainc-inac.gc.ca/oil/index.html>, which includes maps, data on wells and information on rights issuance, was created in 1996.

## Future Plans

Enhancements to this service could include the following, but the details, timing and resourcing are uncertain at this time:

- < Web enable the NCP database to share research data on contaminants in the North.
- < Develop and implement an on-line system for managing submissions to the annual NCP Call for Proposals. The system will be linked to the NCP database to track the proposals and the funded projects.
- < Re-design the Northern Information Network (NIN) web site to:
  - Improve access to data through addition of a searchable map.
  - Collaborate with other government departments to expand and enhance the content to make NIN a federal site serving the North.
  - Move to the new Canadian standard (a profile of the new international standard) for description of geomatics metadata.

## Northern Natural Resource Management

This service, which includes the following component services, provides for the management of land and natural resources, both on land and off shore, in the NWT and Nunavut:

- < Issuing mineral titles; collecting royalties and fees, and monitoring and inspecting mining activities.
- < Provision of geoscience information on the geology and mineral deposits of the territories in the form of maps, studies, reports and databases.
- < Provision of oil and gas exploration activity, potential, and licencing information in the form of map, report, and databases.

The client groups benefiting from this on-line service include researchers, contractors, private companies in the oil and gas and mineral sectors, project proponents, First Nations, Inuit and other Northerners, regulatory boards, academics, land use planners and the general public.

Client benefits from on-line delivery include improved project planning, access to northern research data and information on environmental, social and economic conditions, improved access to historical data, reports, rights information, streamlined administrative processing for royalties and rights administration, and improved notification of program initiatives such as rights issuance.

This service can be accessed via the [Aboriginal Peoples](#) cluster under the [Canadians](#) gateway, or through the [INAC](#) web site.

For more information about this service, please contact Sheilagh Murphy at (819) 997-0660 or via e-mail at [reference@inac.gc.ca](mailto:reference@inac.gc.ca).

### Achievements

Interactive queries for all oil and gas licences (NOG Rights Query Tool), [http://www.ainc-inac.gc.ca/oil/qs/qrymn\\_e.html](http://www.ainc-inac.gc.ca/oil/qs/qrymn_e.html)

### Future Plans

- < Connecting Rights Query Tool to a current transactional database by mid 2003.
- < Complete an E-filing system by the end of 2004 to allow for the submission of on-line forms and financial reports including royalty submissions and reports, and calls for nominations and bids.

Other planned improvements to this service could include the following, but the details, timing and resourcing are uncertain at this time:

- < Develop and implement an on-line oil and gas management system.
- < Create an on-line system to manage and administer granular resources (i.e., quarries, construction material for roads) in the North.
- < E-financial transactions to enable payment of rents and royalties.

## Northern Science and Technology and Circumpolar Liaison

This service delivers the Northern Scientific Training Program (NSTP) and the Northern Science Award, and provides federal coordination with respect to Northern Science and Technology in Canada. The service also promotes cooperation among the eight Arctic nations through the implementation of the new Northern Dimension of Canada's foreign policy, including the engagement in Arctic Council and other international work.

The client groups benefiting from this on-line service include students and professors at Canadian universities, and the general public.

Benefits to clients include on-line registration for grants, and faster response times as a result of improvements made to the NSTP repository of applications, through which staff can more easily compare and track information.

This service can be accessed via the [Aboriginal Peoples](#) cluster under the [Canadians](#) gateway, or through the [INAC](#) web site.

For more information about this service, please contact Sheilagh Murphy at (819) 997-0660 or via e-mail at [reference@inac.gc.ca](mailto:reference@inac.gc.ca).

### Achievements

- < Grant application forms and all supporting documentation for the Northern Scientific Training Program (NSTP) have been on-line since April 1997.
- < Since September 2000, applicants are able to complete forms on-line and print them for submission through their nearest university by visiting [http://www.ainc-inac.gc.ca/nstp/electro\\_e.html](http://www.ainc-inac.gc.ca/nstp/electro_e.html).

### Future Plans

- < Northern Scientific Training Program interactive forms on the Internet by the first quarter of 2003.
- < Complete end-to-end transaction with applicants for the NSTP by the third quarter of 2003.

## On-line Access to Corporate Information

This service will provide on-line access to discussion fora, INAC's corporate data warehouse, and various departmental information holdings such as program data (i.e., education, population, capital assets, housing, etc.) and the departmental library catalogue. Via this service, citizens can find complete and accurate departmental data, including information on First Nations, Inuit and Northern communities. Providing access to on-line discussion fora will allow for interactive collaboration and consultation between the department and its First Nations, Inuit and Northern partners in policy development and other endeavours.

INAC's corporate data warehouse is an important source of information for First Nations communities, businesses, researchers, and the general public. This information is vital for various planning and policy development work at the community level (i.e., education, economic development, housing and infrastructure, etc.) It is also an effective tool for educating the public about issues and challenges facing Canada's First Nations and Aboriginal people.

The client groups benefiting from this on-line service include: Administrators, educators and staff in First Nations and Aboriginal communities; businesses and economic/community development planners; and researchers.

As the steward of the historical record of government decision-making, agreements, publications and data for Canada's Aboriginal people and Northerners, INAC must openly share this information with Aboriginal people and Northerners to build the partnership relationship and support Aboriginal goals.

On-line discussion fora will provide a structured environment through which partners and stakeholders can exchange ideas and share best practices. In much the same manner, these fora will also serve as an on-line meeting place in which consultations, surveys and collaboration among policy development partners can be carried out. Collectively, these on-line services will allow the department to respond more effectively to the information needs of clients and partners alike.

Components of this service can be accessed via the [Aboriginal Peoples](#) cluster under the [Canadians](#) gateway, or through the [INAC](#) web site.

For more information about this service, please contact Aaron Caplan at (819) 953-7062 or via e-mail at [reference@inac.gc.ca](mailto:reference@inac.gc.ca).

## Achievements

- < In September 1999, the First Nations Community Profiles went on-line at [http://esd.inac.gc.ca/FNProfiles/FNProfiles\\_home.htm](http://esd.inac.gc.ca/FNProfiles/FNProfiles_home.htm). This is a user-friendly, web-based system which allows quick and easy on-line access to current profiles of First Nation communities.
- < In April 2001, the *First Nations Governance Talking Circles*, <http://www.fng-gpn.gc.ca/index.html>, was implemented to provide an on-line discussion forum for sharing ideas and discussing issues related to First Nations Governance.

## Future Plans

- < Web enable the on-line departmental library catalogue management system by mid 2003.
- < Additional on-line discussion / collaboration fora as determined by business needs.
- < Re-design the First Nations Community Profiles system with links to more departmental databases and expand the amount of First Nations information available by the third quarter of 2005.