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**COMMUNICATIONS**

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# EXPRESS

COMMUNICATIONS CANADA

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Communications Canada

## First field test set for new cordless telephones

by Michel Vachon

Communications Canada has received the first application for field trials of pocket-size cordless telephones that can be used both inside and outside the home.

The tests will be conducted in Toronto in late spring by a private sector firm to determine what technical and spectrum management problems public systems might present and how potential users will react to the new products, says Parke Davis, Director, Industry Structure and Services. The Department is

expecting a number of other field trial applications in the next few months.

The Minister invited applications for trials last fall after numerous requests from industry for permission to experiment with the new technology, Davis explains.

Several kinds of telephones are being considered. The most basic can place, but not receive, calls.

The telephone's low-power radio signal is fed into the telephone system through base stations installed in airports, shopping centres and other

public places. Users can only place calls within a 200 metre range of a station.

"The system is based on the same concept as cellular service," says Davis. "The difference is that the coverage area of each station is smaller. This allows a higher density of users, because the radio frequencies can be used many times." The units are also expected to cost less than cellular phones, he adds.

"One of the big questions is whether there's a market," says

See page 2: Telephone



Parke Davis (left), Director, Industry Structure and Services, and Paul Racine, Director General, Telecommunications Policy, examine two hand units for a cordless telephone system.

## Ideas sought for planning session

The Strategy and Plans branch is organizing a series of workshops for all employees interested in discussing key departmental policy issues expected to arise at the annual strategic planning session later this year.

"Last year people were very frank about wanting more participation, so this is how we're going to get it," says David Waung, Acting Director, Strategic Policy Planning.

All interested employees are welcome to attend the discussions

which will focus on policies and planning issues the Department will address over the next few years. "These issues affect everyone in one way or another," Waung explains. "There may be people who have put a lot more thought than we have into some of them and we would like to hear from them."

Two workshop themes have already been determined. One will focus on Canada's response to expanding international markets for telecommunication products and services and the cross-

border dissemination of cultural activities. A second will deal with policies appropriate to emerging new media. "The other three are a little hazy right now," says Waung, "but one will probably deal with how the Department can use measures such as IMAA (Increased Ministerial Authority and Accountability) to manage better. Another may look at communications in the 21st century."

To make suggestions or get more information about the sessions contact David Waung at (613) 990-4174.

## ADMs take on challenging new roles

by Susan Hajdu-Vaughn and Michel Vachon

*Major changes have occurred in senior management recently with the appointment of three assistant deputy ministers to different departmental positions. Communications Express spoke to Michael Binder, Assistant Deputy Minister, Technology, Research and Telecommunications; Richard Stursberg, Assistant Deputy Minister, Cultural Affairs and Broadcasting; and Jacques Lyrette, Assistant Deputy Minister of the newly formed Quebec sector, about their responsibilities and goals.*

### Global competition

Michael Binder, Assistant Deputy Minister, Technology, Research and Telecommunications, says his greatest challenge is to ensure Canadian technology and telecommunications remain competitive world-wide.

He says Vision 2000, a strategy for research and development aimed at building a strong, world-class and globally competitive communications industry in Canada, is a very important initiative.

"I think Vision 2000 will really help industry and government work together. It's tough to get rival companies in Canada to have a common front. Although it's important to compete in Canada, the real competition is with countries abroad," notes Binder.

"We have renowned expertise in satellites, fibre optics and telecommunications, but it's getting tough to maintain the edge."

Binder, former Assistant Deputy Minister, Corporate Management, says his new job involves a lot of work with the private sector.

"Most of my previous contacts and expertise were inside the bureaucracy. Now I have to

shift perspectives and deal outside the government with the research and telecommunications community. I'm very excited and optimistic about the possibilities."

### Canadian identity

Richard Stursberg's main objective as Assistant Deputy Minister, Cultural Affairs and Broadcasting, is to ensure that culture becomes a major priority of the Department.

"It is particularly important so that Canadians can be assured of continued coherence and identity, especially in the face of the economic pressure of globalization. As Canadians enter a new trade era, they need a reaffirmation of who they are as a people."

Stursberg admits he faces an enormous agenda that includes clarifying and strengthening book publishing policy, finalizing the restructuring of postal subsidies and the second phase of copyright

See page 8: ADMs



Members of the Iroquois and Chippewa Beaver Colonies from Ottawa visited Communications Canada's amateur radio station on March 27. Above, Andy Cobham, Station Manager, shows them how to use a microphone. Station VY9CC has temporarily closed while a new location is found for its transmitter and will likely reopen in May.

## PS 2000 to touch all areas of public service

The Public Service 2000 initiative, announced by the Prime Minister in December, will improve the operations, morale and flexibility of the public service, says Deputy Minister Alain Gourd.

Gourd says public service reform will ultimately affect everyone at Communications Canada, from the CR level up to assistant deputy ministers. The end result of the process will be a public service where all employees have more responsibility and control over their work.

Rather than insisting that each employee do their job in a particular way, the new system of management will focus on results, Gourd explains. "It's a whole

shift of philosophy; trusting employees and monitoring service to the public."

"Central agency controls will likely be defined more clearly, giving deputy ministers more control over their departments and making them more accountable for the results," says Gourd. Senior managers, in turn, will delegate the authority they acquire, he adds.

The Department of Communications is well represented in Public Service 2000 with members of senior management sitting on four of its nine task forces. Gourd is head of the Management Category Task Force, while

See page 2: PS 2000

## Letters to the editor

Would you publicize an estimate of how much (in dollars) the United Way Campaign cost the Department. Probably \$2 million to \$3 million of taxpayers' money?

**Anonymous**

*Editor's note: Jean Bélanger, Director, Sector Management and Departmental Co-ordination, ADMCM, says the Department spent an amount comparable to what other departments have spent*

*hosting United Way in recent years. Printing and other operational expenses for the campaign were \$195,000, compared to \$193,000 last year.*

*Bélanger says the United Way campaign, which raised more than \$5.8 million in 1989, enables departments to make a significant contribution to the community. "It builds team spirit and better morale within a department, which leads to better service to the public."*

*We agree.*

### Telephone continues from page 1

Davis. "The fact that this system works in England [where it has been in operation for several months] may be a reflection of how the British live — so many of them use mass transit and very few of their pay phones work."

A system combining the telephones with pagers might be more acceptable in North America, says Davis, because it would approximate two-way communication. Digital European Cordless Telephone, a system still under development that will be able to both place and

receive calls, is also under consideration, but is more expensive.

Two-way access could also lead to personal communications numbers, Davis points out. "Currently we think of telephone numbers as our own, but they are really connected with a place, not a person," he says. "Personal communications numbers would make it possible to call people without having to know where they are."

Davis says the potential to call anyone, anywhere, means

personal cordless telephones could be a tangible step towards Vision 2000, a commitment by the Department and Canadian industry to develop the world's best personal communications network.

Wireless offices are another possible application of the technology. With the ability to receive and place calls, the units could enhance communications in office buildings, by making it possible to reach people whether or not they are at their desks.

### PS 2000 continues from page 1

Michael Binder, Assistant Deputy Minister, Technology, Research and Telecommunications, is on the Occupational and Classification Structure Task Force. Rob Gordon, Assistant Deputy Minister, Spectrum Management and Regional Operations, is a

member of the Task Force dealing with Work Force Adaptation, and Richard Stursberg, Assistant Deputy Minister, Cultural Affairs and Broadcasting, is part of the Task Force on Administrative Policies and Common Services. In addition, Phillip Kinsman,

Director General, Information Services, is helping to establish a communications plan for the project.

The other task forces focus on compensation and benefits, staffing, staff relations and service to the public.

## Workforce adjustment update

About 150 departmental employees have been affected by workforce adjustment since its inception in 1985.

So far, 62 employees have found different jobs within the Department and 28 are now employed in other departments. Thirty-four employees have chosen to leave the public service and accept a lump sum payment because their positions have been declared surplus and 12 employees have resigned.

Workforce adjustment was created to phase

15,000 person years out of the federal public service by 1991, including 208 at the Department.

The Department established the Workforce Adjustment Program, which offers counselling and career orientation services to affected employees.

For more information about the Workforce Adjustment Program, contact Rudy Dubois, Chief, Human Resources Planning, Human Resources Branch or your regional personnel manager.

## Daycare survey planned

A survey of Department employees in the National Capital Region will be distributed soon to help determine the need for on-site daycare in Ottawa.

All employees are encouraged to complete the survey whether or not they have pre-school-aged children. An accurate picture of the need for this service is essential before plans for daycare can proceed.

The Parents Committee, which is administering the survey, was formed in January to examine the daycare issue. Over 60 people turned up for the initial meeting and a core group of six people is continuing the work.

Employees are urged to help make daycare a reality in the workplace. For more information, contact Jeffrey Rose at 993-6121.

## YOU ASKED US

**Q:** Wouldn't it be cheaper, and better for the environment, to print *Communications Express* on newsprint or recycled paper?

**A:** Although newsprint costs less than the recyclable paper currently being used, printers with sheet-fed presses (the type used to print *Communications Express*) are reluctant to print on it because the process is very messy. Ink used for newsprint is different from ink used on other paper, and cleaning the lint out of a sheet-fed press after printing on newsprint can take up to a day. Printers with web presses do print on newsprint, but normally do not handle jobs with as small a press run (3,500 copies) as *Communications Express*.

As for recycled paper, there is no 100 per cent recycled paper comparable to what is currently being used. However, we are looking into a 20 to 40 per cent recycled paper of equal quality, which costs about the same.

**Q:** When should I apply to collect disability insurance benefits?

**A:** Disability benefits are payable after 13 weeks of continuous disability or after paid sick leave runs out, whichever comes later. Employees should file an application for compensation as soon as they suspect their illness may extend beyond 13 weeks, to avoid late payments and interrupted income.

Employees may also be entitled to Unemployment Insurance benefits during the 13-week waiting period, as well as Canada Pension Plan benefits while regular disability insurance payments are being received. It is the employee's responsibility to apply for these benefits. For more information about the Disability Insurance Plan, contact Pay and Benefits or your Regional Personnel Office.

## FROM THE SUGGESTION BOX

### Speeding up correspondence

*Can we reduce the amount of time it takes to approve official correspondence? Letters are changed and updated too frequently, leading to inefficiency and administrative headaches. I suggest we authorize directors general to respond directly on behalf of the Minister and Deputy Minister, which is done by the Province of Ontario and the United States government. We could also examine the efficiency of the Executive Correspondence Unit at Transport Canada.*

In June 1987, following a consultant's study, new procedures were adopted by the Correspondence Secretariat to shorten delays and minimize aggravation. Correspondence with minor corrections is no longer returned. Only letters with major content changes must be reapproved.

Your suggestion to allow directors general to respond directly to incoming ministerial correspondence was also considered in the 1987 study. However, the Senior Management Committee did not adopt this recommendation.

As for approvals, each sector is responsible for determining who should be part of the approval process. Contact your ADM's office to obtain more information and offer suggestions.

As you suggested, we contacted Transport Canada for information on their ministerial correspondence process. We found major differences in the roles of the two units. For example, Transport Canada's Correspondence Secretariat drafts correspondence, while ours tracks replies prepared throughout the Department and checks them for accuracy and style.

At Transport Canada, the sectors are consulted for input to any replies. The Secretariat writes all the letters, but only non-routine correspondence is returned to sectors for approval. We were also told that all replies to ministerial correspondence are signed by the Minister.

## COMMUNICATIONS EXPRESS

*Communications Express* is published for the employees of the Department of Communications by Information Services. The opinions expressed are not necessarily those of the Department.

*Communications Express* welcomes letters to the editor, story suggestions, pictures and articles from all readers. Please call for guidelines.

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## LAN increases computer power

Employees at the Central Regional Office in Winnipeg discovered that their new Local Area Network (LAN) made microcomputers so powerful they have become essential work tools.

"If it was taken away, everyone would jump up and holler — all of a sudden it has become the heart of the organization," says Jean Makeiff, Chief, Information Systems.

The LAN, installed last June, was one of the first of 160 placed in departmental offices across the country.

It consists of a base station, called a corporate server, and a network of coaxial cables which connects all the other computers to it. All the software used is resident in the corporate server, explains Makeiff. "A program

like WordPerfect exists only once, although everyone on the network can use it." The server controls "traffic" along the network, sends messages to the appropriate computers and controls access to files.

Applications software is written so that only one person at a time can make changes to the same record. "Obviously you don't want everyone updating a record at the same time," says Battista Foderaro, Computer Systems Analyst. "Otherwise, you would not know which version to keep."

The LAN increases efficiency because employees have access to all the office's software and databases from their own desks, says Makeiff. Previously, each computer had its own database, so all machines had to

be updated separately. "Now, instead of having 10 different databases, we have one single base with 10 people updating from their own computers, so it's always current," she explains.

Some databases were restricted to one machine before the LAN was installed, making it impossible for more than one person to access a file at a time. "The network makes it possible for one person to look up information without disturbing another's work," says Foderaro.

Nancy Desmoreaux, Manager, Technology Applications, agrees that the LAN has increased the number of tasks she can do without leaving her desk. "Because I have easy access to a letter quality printer I can handle my own correspondence now."



Staff in the Corporate Policy sector cut a ribbon to inaugurate the Local Area Network (LAN) installed in their offices last December. From left to right: Mona Duquette, Administrative Assistant; Ruth Mayost, Director, Policy Sector Planning and Co-ordination; Ken Hepburn, Senior Assistant Deputy Minister and Christianne Poirier, Senior Systems Manager, Microcomputer Systems.

## Canada plays lead role in modernizing ITU operations

Two Communications Canada employees and one from Telecom Canada were recently selected to head three strategic International Telecommunication Union committees.

Gaby Warren, Director General of International Relations, was elected Chairman of the High Level Committee (HLC) January 22. The committee will recommend ways to improve the ITU's structure and functioning.

"We want to make sure the ITU remains the pre-eminent

international forum for regulating and co-ordinating communications," explains Warren.

The HLC will review the ITU's regulatory and standard setting functions, its role in assisting developing countries and ways to improve financial, personnel and information management.

Murray Hunt, Chief of the Mobile Services, Spectrum, Policy and Orbit Directorate, was selected by the International Radio Consultative Committee

(CCIR) to be Chairman of the Joint Interim Working Party (JIWP-WARC-92).

The JIWP-WARC-92 will prepare the technical basis for the World Administrative Radio Conference on Frequency Allocations in 1992 (WARC-92). This work will commence in smaller working parties in 1990 and culminate in a two-week meeting of the JIWP-WARC-92 in Geneva in May 1991.

See page 5: ITU

## Survey elicits positive response

Employees believe the stories in *Communications Express* are interesting and informative but not personally relevant, according to a survey conducted by the Program Evaluation branch.

Response to the survey, conducted in February and March, was generally favourable, says Shelley Borys, Program Evaluation Manager. 83.6 per cent of those polled had a positive or very positive overall reaction to *Communications Express*. "People have very positive things to say — most people receive it, many read half or more of the

articles and find it interesting and informative."

Only 32 per cent of those polled thought the content was personally relevant. Employees were also asked whether they thought the content was well balanced between headquarters and regional interests.

Many employees both inside and outside Ottawa said headquarters news is overemphasized. "Not surprisingly, the majority of employees in the regions and Quebec sector (SMAQ) did not think the content was well balanced," says Borys.

Employees expressed the

greatest interest in articles on personnel issues, training opportunities and personal and professional development. They also favoured coverage of specific projects, individual and group achievement awards and policy activities and programs within the Department. The least read articles are those focusing on sports and leisure activities and on charity events such as United Way funding drives.

Regular features — From the Suggestion Box, Letters to the Editor, You Asked Us, Open Forum and People and Places — were all well received.



The Local Area Network at the Central Regional Office allows employees to do many tasks without leaving their desks, but they still have to get together to pose for photographs. From left to right: Jean Makeiff, Chief, Information Systems; Nancy Desmoreaux, Manager, Technology Applications; Battista Foderaro, Computer Systems Analyst; and (seated) John Shewfelt, Radio Inspector, Manitoba District Office.

## Department acknowledges role of museum friends

The Canadian Federation of Friends of Museums (CFFM) is sending a youth delegate to the World Federation of Friends of Museums conference in Cordoba, Spain this year, thanks to assistance from the Department of Communications.

Jim Edwards, Parliamentary Secretary for Communications Minister Marcel Masse announced this contribution on February 19, Heritage Day.

On Heritage Day, Canadians are encouraged to take stock of their collective history and the vital role friends play for museums.

"The Department of Communications contribution demonstrates in a tangible way, our

acknowledgement of the invaluable work done by volunteers in making our museums live and develop," noted Edwards during his speech in the House of Commons.

Upon returning from the world conference, the delegate will report to the Department about the impact of volunteer activities on museums.

The CFFM is open to anyone interested in supporting efforts to build museums, develop collections, ensure programs function or exhibition schedules proceed. Friends play an important part in guaranteeing the continued success of museums by performing many functions, such as guides, fundraisers or donors.

## The Ottawa Food Bank needs your help all year round

The Ottawa Food Bank distributes 65 tonnes of emergency groceries every month.

A collection bin for non-perishable food donations to the food bank has been installed in the headquarters lobby.

Suggested items:

- canned meat and fish
- pork and beans
- canned vegetables and fruit
- canned juices
- spaghetti sauce • peanut butter in plastic jars • baby foods and formula
- rice • pasta etc...



For further information please call Richard Desmarais at 990-1901.



Public service managers discuss their information technology needs with representatives of the Canadian Workplace Automation Research Centre (CWARC) and the Canadian Centre for Management Development (CCMD). Leading the discussion are (from left to right): Robert Leblanc of CCMD and Jesus Vasquez (on television screen), Jocelyne Picot and Joanne Duchastel of CWARC.

## Exhibition highlights new technology

Public service managers got a glimpse of their office of the future at a recent technological exhibition in Ottawa.

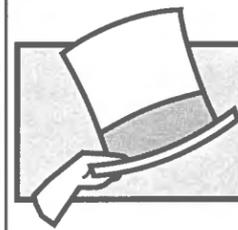
Expo-forum, held at the Ottawa Congress Centre February 13, featured displays of expert systems, computer applications for translation, graphics software and multimedia presentations.

The Canadian Centre for Management Development, a

public service management training and research facility, and the Canadian Workplace Automation Research Centre (CWARC) organized the exhibition to give managers a chance to experiment with new technology and talk to its designers.

The model offices, designed by the Ottawa interior decoration firm Design Ergo, featured furniture lent by Steelcase Canada and Capital Office Interiors.

After touring the displays, guests were invited to discuss their information technology needs at three round-table discussions. An audio-visual link allowed them to question experts in Halifax and at CWARC's Laval offices.



## TIP OF THE HAT

The Department regularly receives letters complimenting employees on a job well done. "Tip of the Hat" features a few recent examples.

Alain Gourd  
Deputy Minister  
Department of Communications  
Ottawa, Ontario

Dear Mr. Gourd:

Many thanks for your letter of November 28th which reached me yesterday. I want to congratulate you on the work which the Department has done with regard to its organizational structure, and to say how much I support the decision to relocate MAP's Regional Museum Consultants into five regional offices. I know that contact will greatly augment the program, and thank you and your staff for implementing it.

With all best wishes and many thanks, I am

Sincerely yours,

Patricia E. Bovey  
Director  
Art Gallery of Greater Victoria

## Groups receive new award

Two teams of departmental employees were the first to receive the newly created Deputy Minister Group Achievement Award, which recognizes groups who have worked on a major Department project.

Employees who contributed to the successful renovation of Building Two at the Communications Research Centre were recently presented with the award certificate. The project, still in progress, involves the replacement of ceilings and walls, relocating researchers to a temporary office and renovating the laboratory area.

The Increased Ministerial Authority and Accountability (IMAA) negotiation team was also recognized for its work on the Memorandum of Understanding (MOU), which was signed with Treasury Board in June 1989. The IMAA MOU, the most comprehensive agreement

ever signed between the Department and Treasury Board, has been cited as a model by many other government departments.

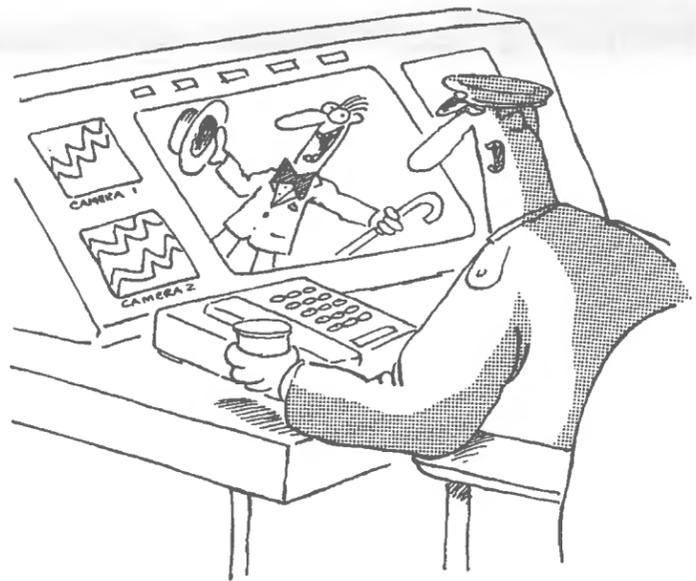


The Deputy Minister Group Achievement Award was presented to DCAT employees working on the renovation of Building Two at the Communications Research Centre. Shown, from left to right, are Jim Giovannitti, Cathy Brake, Deputy Minister Alain Gourd, Marie Lussier and Joe McKinnon.



Employees involved in the IMAA negotiations also received the award. Shown (back row, left to right) are: Michael Binder, ADMTR; Colin Taylor, DSCS; Ron Simko, DGFM; Dan Audet, DGFM; Jean Bélanger, DSC; Helen McDonald, DPE; Bernard Miquelon, DMT; Colette Landry, DSC and Gilles Rouleau, DAP. Also shown (front row, left to right) are: Ruth Mayost, DSPC; Jean-Claude Bouchard, former Director General, Human Resources; Barbara Bloor, DGFM; Alain Gourd, Deputy Minister and Wendy Pride, DMG. Absent: Sylvie Rochon, DSC; Yves Brunet, DGHR; Frank Malick, DGIM and Bryan Hepworth, DGAT

## Farcus



© 1990 Farcus Cartoons™

Nobody takes these security cameras seriously.

## Closet Rembrandts take note

Employees with hidden artistic talent are encouraged to flaunt their creativity by participating in the Minister's Painting Competition.

Only paintings, created by employees and done in watercolours, oil or acrylic are eligible. Each candidate may submit up to three works.

A board consisting of five department employees will select the winning paintings, which will be displayed for three months in the Minister and Deputy Minister's office. Winners will receive a non-monetary award.

The identity of board members and winners will be announced at a preview in the lobby of Journal Tower North, Wednesday, June 7.

Those interesting in entering should apply as soon as possible. Deadline for submissions is May 15. Paintings can be sent to:

Lise Nadeau  
The Minister's Office  
20th Floor  
Journal Tower North  
Ottawa, Ontario  
(613) 990-6886



# Employees honoured with merit awards

## Radio Inspector recognized for dedication

by Susan Hajdu-Vaughn

Ron Renneberg, Radio Inspector with the Okanagan District Office, has received a Certificate of Merit for his dedication to solving communication problems.

The certificate was presented March 1, by Wally Kozar, Director General, and Bruce Drake, Deputy Director General, Pacific Region, on behalf of the region's operations management (DROM) team.

Renneberg, who has worked for the Department since its inception, says his job is both challenging and rewarding. "There's a lot of room for initiative in this position. You have to come up with new ideas

all the time. I enjoy going the extra mile to solve communication problems."

One example of Renneberg's dedication is *The Renneberg Address*, a video he created with little experience and no budget, about the trials and tribulations of working in a British Columbia district office. Renneberg wrote, edited and narrated the video instead of preparing a written report for a 1988 DROM meeting.

"I was really impressed with his initiative and his creativity. It was an excellent video which showed a lot of original thought," commented Drake at the ceremony.

Renneberg was also praised for his work as Administrator of the region's Speak Out program, which allows employees to share their comments or complaints with senior management confidentially.

## CRC team receives award

by Beth Thompson

The Department recently honoured several employees for achievements crucial to the development of the MSAT program.

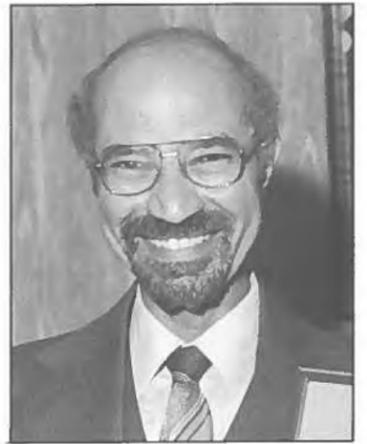
Communications processing researchers Karen Bryden, Robert Deguire, and Hisham Hassanein, of Communications Technologies Research, along with Daniel Boudreau, Communications Systems Engineer (currently on educational leave); Gordon Bree, Communications Research Technologist (retired); and John Lodge, Acting Manager, Mobile Satellite Communications, were presented with merit awards for their work on digital speech processing.

Bryden, Deguire and Hassanein developed a small circuit which converts human speech into digital information by analysing vowel and consonant sounds as a person speaks. Lodge and Boudreau successfully converted the digital information to a radio signal, which can be transmitted to MSAT using less band width and power than it takes to send a spoken message using conventional technology. These savings will allow MSAT to handle more conversations at once and keep costs down.

Digital signal processing is not new, but as Bryden explains, "We were the first people in the world to take what was formerly a

5" by 20" by 20" unit, which drew 150 watts of power, and put it on a 2" by 4" circuit card which draws only 1.5 watts."

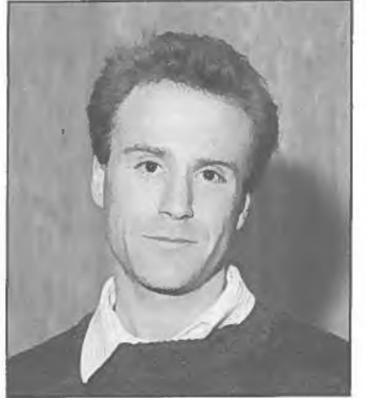
The group's work raised the Department's profile as a world leader in speech technology. Other government departments, including National Defence, now rely on the Department for solutions to their speech communications problems and for technical contributions to international organizations such as the North Atlantic Treaty Organization and the Technical Cooperation Program Organization.



Hisham Hassanein



Karen Bryden



Daniel Boudreau



Robert Deguire



John Lodge



Wally Kozar, Director General, Pacific Region (left), presents Ron Renneberg, Radio Inspector, Okanagan District Office, with a Certificate of Merit for dedication to his job.

## Code explains federal employees' privacy rights

from Public Service Newline, Treasury Board of Canada

Treasury Board's new Employee Privacy Code sets out guidelines for interpreting parts of the *Privacy Act* which specifically affect federal government employees.

Any employee who, for example, is being helped by the Employee Assistance Program, and wonders how securely notes taken by the Program Coordinator are protected, or who thinks there may be errors in his or her departmental attendance records and wants to correct them, can now consult the Employee Privacy Code for relevant information.

One of the Code's main messages is that, in most cases, federal employees don't have to make a formal request under the *Privacy Act* for information held by government institutions. A simple request to the employee's personnel organization should suffice.

Among other things, the Employee Privacy Code says processes must be in place which give employees access to documented information about themselves, and enable them to correct inaccurate records. In general, personal information collected must be directly relevant to an authorized program or activity, and be used only for purposes for which it is collected. Appropriate precautions must be taken to protect such information.

An annual listing of all federal government information holdings, the Personal Information Index, can help employees find the possible locations of information the government has gathered from them. The Department's Access to Information and Privacy Coordinator, Donald Lemieux, has a copy of this Index and can supply employees with a full text of the Employee Privacy Code. He can be reached at (613) 990-6015.

## ITU continues from page 3

"We have to make sure the allocation conference in 1992 has a consensus available on the technical aspects of providing additional frequency spectrum for new and expanding radio services such as personal mobile, mobile satellite and sound broadcasting, and HDTV by satellite. It's quite an awesome task," admits Hunt.

Keith Hoffman, Director of Standards Policy and International Affairs for Telecom Canada, was elected Chairman of an ad hoc committee that will study ways to improve the working methods and structure of the International Telegraph and Telephone Consultative Committee (CCITT).



## the anonymous editor

As "The Anonymous Editor", I am free to say whatever I please — providing it's lawful and in good taste.

In fact, anyone can submit their views (anonymously, if they wish) for print in *Communications Express*. That may not seem like much, but when I describe our "open door" editorial policy to colleagues in other departments, they usually fall off their chairs.

"What? You mean an employee can criticize management and it'll be published? And they can remain anonymous? We could never do that in our newspaper." Freedom of speech in a corporate setting, they argue, could open a Pandora's Box of rebellious and militant employees.

Employee publications in government have traditionally been the exclusive mouthpiece of management. Our department is one of the few that has adopted a more progressive interpretation of internal communications.

Last year, senior management and our editors agreed that they had little to fear from making *Communications Express* a more open and independently run newspaper. It was believed audience credibility could best be achieved by allowing reporters to present the news fairly. That means, of course, actively

encouraging readers to share their ideas and concerns. In short, the benefits of open communication outweighed the risks.

A newsletter publishing firm, Waisglass Communication Services Ltd., was hired to dispatch reporters and gather any news of interest for department employees. Their job was to make *Communications Express* look and operate like a professional newspaper.

Employees have responded favourably to this new approach. Unfortunately, few people are taking advantage of our open door editorial policy. There have been no angry letters. And only a handful of people have submitted their opinions to the all-too-infrequently published "Open Forum" column — even though the newspaper has actively solicited provocative and stimulating commentaries.

Perhaps we are simply a conservative community with a common professional interest — and *Communications Express* serves only as a news source, similar to a trade magazine or industry newsletter.

Nevertheless, our little paper has taken a small, but important step toward better employee communications in the federal public service. It may not be on the scale of *Glasnost* and *Perestroika*, but we are beginning to see signs of change.



Eric Hopper surrounded by some of the electronic devices he uses to make music.

## Hopper mixes work skills with music

New computer technology has been instrumental in Eric Hopper's quest for a part-time career in music.

As Regional Systems Advisor with the Ontario Regional Office, Hopper has an intimate knowledge of computer hardware and software. When he purchased some computer-driven musical instruments several years ago, he applied his knowledge to the instrumental music he was playing at the time.

"A synthesizer is just a computer, similar in operation to the one most people have on their desks. The difference is that it has been developed to perform a specialized function," Hopper says.

In 1987, Hopper formed "Radio Silence" with two other Toronto musicians to compose and produce electronic instrumental music.

"The addition of micro-computers has enhanced our ability to interconnect and control instrument orchestration," Hopper explains. "They are very powerful tools for music because of their software, memory and ability to store and sequence information events to create a musical composition."

The group's music varies from relaxing and atmospheric to more up-tempo pieces. Hopper says response to Radio Silence's work, which includes cassette recordings and a soundtrack for a Royal Ontario Museum documentary, has been very positive and encouraging.

This year the group plans to appear in concert in an attempt to expand its audience. "Exposure is the hardest thing to get, especially when you can only work at it part time," says Hopper.

## Employee pursues recording career

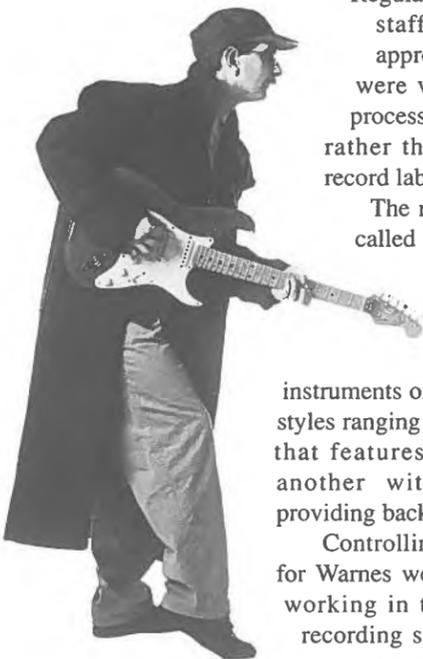
David Warnes decided a do-it-yourself approach was the best way to get his music released on record.

"After thinking about it for a number of years, I finally decided to get out and do it," explains Warnes, Regulations Officer, Regulatory Policy and Planning. The staff at the record companies he approached in the U.S. and Canada were very helpful, he says, but the process took too long. "I decided that rather than wait, I'd set up my own record label."

The result, a Radar Records release called "Get This Message" by Audio Army, appeared in record stores this January. Warnes wrote all 10 songs and played all the instruments on the album, an eclectic mix of styles ranging from rock and roll to one song that features quiet classical guitar and another with two Ottawa choirboys providing background vocals.

Controlling costs was the main reason for Warnes working without a band. "I was working in two cities and three or four recording studios — it would have been very expensive to do the work with other musicians." The only other contributors to the album were background vocalists and two recording engineers.

Recording an album was a nice balance to his work at the Department, says Warnes. "I'm very interested in both sides of the Department although my work is technical," he explains. "This way, I can do regulatory work with Communications Canada and work in a cultural field on my own."



# Open Forum

by Maurice Estabrooks

Chief, Corporate and Regulatory Division, DGBT



Some 20 years ago, optimism, dynamism and vitality prevailed in Ottawa, in a younger, simpler age, when governments and civil servants had a well-defined and respected mission. Driven by a spirit of entrepreneurship, innovation and of nation-building, Canadians were busy creating the future. Among their many accomplishments was the creation of a number of new federal departments including Environment and Communications. Their foresight has since been vindicated. Today, communications and environmental issues rank among the most important to Canadians. Few countries showed such prescience as did Canada in the late sixties.

The Department of Communications has also exhibited this spirit of entrepreneurship, vision and vitality. Our scientists were among those who formed the nucleus of Canada's satellite, space, microelectronic and optical fiber industries. The federal government created Telesat Canada and institutions such as the CRTC. Canada became a pioneer and world leader in designing and operating domestic satellite communications systems and in using them in telemedicine and teleducation, broadcasting and northern development.

The views of these visionaries were published in a variety of reports including the Telecommission's *Instant World* and their visions of the future are what most of us take for granted today.

In many respects, the outside world has caught up with the Department and may have surpassed and outpaced it. Like most organizations, the Department and the federal government are going through a period of soul-searching to find meaning and mission in a world radically changed largely because of the communications, computer and microelectronics revolutions that are transforming our society and propelling it into the 21st century and a post-industrial society we can only vaguely comprehend.

The world has been radically changed by the technologies many of the early pioneers predicted and by some they did not foresee. The microelectronics, computer and com-

munications revolutions have brought us a proliferation of global broadcasting systems, VCRs, robots, supercomputers and powerful personal computers which have transformed our lives, our culture and our economic and political system. On the immediate horizon is an optical fiber-based world of intelligent telephone systems, broadband networks and multimedia systems; these will accelerate the pace of change and further transform our society.



**"It is becoming clear that communications is a force for world democracy, for world understanding, for world disarmament, for world peace, and for world sharing."**

In one way or another, the technology revolutions of the past played a major role in the overthrow of Ferdinand Marcos in the Philippines, the fall of the Berlin Wall, the recent release of Nelson Mandela, the democracy movement in China and the tragedy in Tiananmen Square. Microelectronics, computers and telecommunications eroded the economic base of Eastern European countries. They have also contributed to the rise of new economic powers in Asia.

Communications technology has flooded the people of the world with ideas which in turn have fundamentally changed their ideologies, their culture, and their political will. Communications technology has created a new world wherein no single power dominates. The Information Society is transferring power to the people everywhere.

Those who study the history of communication should have been able to predict the fall of the regimes in Eastern Europe. But none did because their predictions would have seemed too radical at the time. Yet what they did not predict is now history.

If recent events are portents of things to come, and I believe they are, there is no doubt that we will see many more spectacular changes. Dictators everywhere should beware. Not only Marxism and socialism are changing, but capitalism itself is changing. Perhaps this will be more evident in the coming decade.

It is becoming clear that communications is a force for world democracy, for world understanding, for world disarmament, for world peace, and for world sharing. Global communications is creating a global economy, a global society and a global culture.

Next to food, clothing and shelter, the populations of the world — be they developed, developing or underdeveloped — are hungry for knowledge, education, understanding and information. These are the staples of the evolving post-industrial information and communications economy. But they are also prerequisites to an adequate standard of living.

This is a time for Communications Canada as a public

policy-making organization to pause and reflect — on the direction in which it is headed, on the policies and programs which it is developing, and on how it could or should be better serving Canada and Canadians (and perhaps the rest of the world for that matter) in the future. It is also a time to renew our vision and vitality as individuals and as an organization. One of our responsibilities must surely be to find ways to ensure that all Canadians can prepare themselves socially, economically and psychologically to meet the challenges of the incredibly fast-paced, complex, automated, global society that lies ahead.

*"Open Forum" is intended to promote the exchange of opinions and ideas. All signed or anonymous submissions fit for publication will be considered for publication. Send your submissions of 200-600 words to Open Forum, Communications Express, 19th floor Journal Tower North, 300 Slater Street, Ottawa, Ontario, K1A 0C8.*

# People and Places

## MINO

**Brian Anthony**, Chief of Staff in the Minister's Office, has left the Department to pursue other career interests.

**Lucille Mercier**, Secretary, has transferred to Treasury Board.

**Andrée Simard**, Project Officer in the Minister's Office, has left the Department to pursue other interests.

## SADM

**Carmelle Desrosiers** has been appointed on an indeterminate basis to the position of Legal Secretary within the Legal Services Division.

**Anna Biolik**, Director of the Cultural Policy and Liaison Division of DGFP, has accepted a two-year secondment to the Office of the Secretary to the Governor General.

**Marie-Claire Lapointe**, formerly Administrative Assistant in DPE, was promoted to the position of Administrative Officer in the Information Services Branch (DGIS).

**Denise Couture** has been appointed on an indeterminate basis to the position of Secretary to the Director, International Cultural Affairs, in DGIR.

**Louisa Green**, previously Administrative Assistant in DGFP, was promoted to the position of Administrative Officer in DPE.

**Tracy Stewart** was promoted to the position of Cabinet Liaison Officer in the Priority Planning and Government Business Division of DGSP. She was previously Security Records and Inquiry Clerk in DSCS.

**Rachel Lepage** was promoted within the Legal Services Division to the position of Administrative Officer.

**Jeannette Groulx** was promoted to the position of Secretary to the Director, Communications Policy and Liaison, in DGFP.

**Joanne Temi** has been appointed on an indeterminate basis to the position of Secretary to the Director, Strategy Policy Planning, in DGSP.

**Nicole Marier**, Parliamentary Business Officer in the Priority Planning and Government Business Division of DGSP, has transferred to the Canadian Radio-Television and Telecommunications Commission.

## ADMCM

**Peter Mitchell** was appointed to the position of Manager,

Creative Visual Services, Administrative and Technical Services Branch at CRC.

**Lucie Nadeau** has transferred from Revenue Canada, Taxation to the Personnel Operations Division of DGHR as Personnel Advisor in the ADMCM sector.

**Gisèle Savage** has been appointed to the position of Chief, Compensation and Benefits in the Staff Relations and Compensation Division of DGHR.

**Lise Perron-Croteau** has transferred from the National Archives of Canada to the Financial Services, Minister's Portfolio Division of DGFM as Financial Analyst.

**Mariette Gallant** has transferred from Energy, Mines and Resources to the Staff Relations and Compensation Division of DGHR as Pay and Benefits Clerk.

**Vivian Dickinson**, Pay and Benefits Verifier in the Staff Relations and Compensation Division of DGHR, was seconded for six months to Supply and Services Canada.

**Yves Brunet** was confirmed as Staff Relations Officer in the Staff Relations and Compensation Division of DGHR.

**Patricia Jaton** has been appointed on an indeterminate basis to the position of Internal Communications Officer in the Human Resources Planning and Development Division of DGHR.

**Julie Lacasse** has transferred from the Department of Finance to the Financial Planning and Resource Utilization Division of DGFM as Secretary.

**Robert Myers**, formerly with Agriculture Canada, was appointed to the position of Head, Procurement and Inventory Control, Material Management and Contracting Services Division of DGAT.

**Louise Bourdeau MacMillan**, Assistant to the Personnel Advisor in the ADMCM Sector, has transferred to the Canadian Museum of Civilization.

**Christine Leduc** was appointed to the position of Head, Procurement Services, Material Management Services at CRC.

**Judith Farley**, previously with Environment Canada, was appointed to the position of Chief of Classification in the Personnel Operations Division of DGHR.

**Micheline Bisailon**, Assistant to the Chief, Human Resources

Planning, in the Human Resources Planning and Development Division of DGHR, has transferred to the Immigration and Refugee Board of Canada.

**Chantale Riopel-Piché**, Administrative Support Clerk in the Administrative and Technical Services Branch at CRC, has transferred to Environment Canada.

**William Townson**, Photo Technician in the Creative Visual Section of the Administrative and Technical Services Branch at CRC, has transferred to the Department of National Defence.

## ADMCM

**Patricia Young**, formerly with Environment Canada, was promoted to the position of Chief, Documentation Research in the Canadian Heritage Information Network.

**Bernard Leboeuf**, Chief of the Sectoral Correspondence Unit in the Sector Management Division (DMT), has accepted a one-year secondment to the Canadian Space Agency as Official Languages Advisor.

**Denise Perrier** was promoted to the position of Director, Film, Video and Sound Recording Policy and Programs, in DGCI.

**Danielle Boily** was promoted within the Canadian Heritage Information Network to the position of Chief, Museum Consulting.

**Nathalie Dumaine** has been appointed on an indeterminate basis to the position of Correspondence Clerk in the Sectoral Correspondence Unit of DMT.

**Terry Cheney** was promoted within the Heritage Policy and Programs Division of DGMH to the position of Chief, Policy Research and Analysis.

**Deborah Robichaud** was promoted to the position of Assistant Director, Museum Services Co-ordination Unit within the Museum Assistance Program Division of DGMH.

**Gilberte Gauthier-Héту** was appointed on an indeterminate basis to the position of Museology Documentalist and Reference Assistant within the Canadian Conversation Institute.

**Shirley Mackenzie** was promoted to the position of Senior Project Officer within the Cultural Initiatives Program Division of DGAP.

**Lyne Jetté** has transferred from DGIS to the Film, Video and

Sound Recording Policy and Programs Division of DGCI as Secretary to the Director.

**Monique Alby** has transferred from the Museum Assistance Program Division of DGMH to the Canadian Conservation Institute as Editorial and Production Assistant.

## ADMTR

**Simone Prazeres** has transferred within the Management and Plans Division into the position of Manager, Resource Management. She was previously Planning and Liaison Officer.

**Michael Bova** was appointed on an indeterminate basis to the position of Technologist in the Radio Communications Technologies Division of DGRC.

**Victor Banning** was promoted to the position of Manager, Services Analysis, in the Industry Structure and Services Division of DGTP.

**Derek Elsaesser** was appointed on an indeterminate basis to the position of Communications Engineer in the Radio Communications Technologies Division of DGRC.

**Iain Skinner**, Researcher, Optical Communications and Electrophonic Technologies Division of DGCD, has arrived from Australia on a Postdoctoral Fellowship.

**Sylvie Sample** was promoted to the position of Secretary to the Director, Radio Propagation in DGRC.

**Lisa Verch** was promoted within the Satellite Communications Division of DGRC to the position of Composing Equipment Operator.

## SMAQ

**Raymond Descout**, formerly with the private sector, has been appointed to the position of Engineer, R&D Integrated Office Systems in the Integrated Systems Division of DGRI (Office Automation Research).

**Lyne Meilleur** was promoted to the position of Administrative Assistant to the Director General, Office Automation Research (DGRI).

**Jocelyne Picot** has been appointed to the position of Director of the Organizational Research Division of DGRI.

**Sylvie Legault**, previously with the Quebec Regional Office, has accepted a one-year assignment

to CWARC as a Financial Officer.

## ADMSR

**Francine Leblanc**, Clerk in the Automated Applications Division of DGRR, has left the Department to pursue other interests.

**Robert Couture** has transferred within the Spectrum Management Operations Directorate of DGRR into the position of Chief, ITU Co-ordination Unit.

**Sylvan Zorn**, Draftsman in the Broadcast Applications Engineering Division of DGBR, has left the Department to pursue other interests.

## Pacific Region

**Hal Hickey** was promoted to the position of Section Head, Authorization/Operations in the Lower Mainland District Office.

**Roger Clary** has been appointed on an indeterminate basis to the position of Radio Inspector and has transferred from the Lower Mainland District Office to the North Central B.C. District Office.

**John Nosotti** has transferred from the Toronto District Office to the Lower Mainland District Office as Section Head, Authorization/Operations.

## Central Region

**Al Leblanc**, Regional Personnel Manager in the Winnipeg Regional Office has transferred to Revenue Canada, Customs and Excise in Halifax.

**Cécile Malo** was promoted to the position of Junior Classifier within the Finance, Administration and EDP Division of the Regional Office.

**Nancy Desormeau** was promoted to the position of Manager, Technology Applications within the Communications and Culture Division of the Regional Office.

**Cindy Stokotelný** has been appointed on an indeterminate basis to the position of Junior Classifier within the Finance, Administration and EDP Division of the Regional Office.

## Ontario Region

**Angie Ah-Nim**, Secretary in the Regional Office, has transferred to the Department of National Defence.

**Jeffrey Reid**, previously with Newfoundland and Labrador Hydro, was appointed on an

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# Retirements

**Harvey Jones**, Telecommunications Consultant with the GTA Edmonton District Office, has retired after 45 years of service.

**Anne-Marie Arsenault**, Operations Officer in the GTA Moncton Regional Office, has retired after 18 years of service.

**Ed Power**, Supervisor, Authorization, Halifax District Office, has retired after 33 years of service.

**Donald Miller**, Radio Regulations Inspector in the Halifax District Office, has retired after 30 years of service.



Leonard Hooper, Inspector-in-chief in the Fort Smith Satellite Office, Central Region, (right), has retired after 34 years of service. He is seen here receiving his retirement certificate from Jan Skora, former Deputy Director General, Central Region (left).



Marc St-Germain, Design Technologist in the Model Shop at CRC, has retired after 30 years of service. St-Germain is seen showing off a golf club, one of the gifts he received at a luncheon held in his honour. Also shown (clockwise from St-Germain) are co-workers Don Gow (retired); Bill Richmyre, Designer, DCAT; Peter Clark, Manager, Design Office, DCAT; Pat Murphy (retired), Wayne Edwards, Designer, DCAT; and Gary Payeur, Graphic Arts Section Head, DCAT.

## John Robert (Bob) McNeil

The Atlantic Region was saddened by the death February 1 of Bob McNeil, Inspector-in-charge, Corner Brook Sub-Office.

Born in Curling, Nfld., McNeil joined the public service in 1969 as an Electronics Technician for the Ministry of Transport. He moved to the Department of Communications in 1972 as a Radio Inspector and opened a new sub-office for the Department in Corner Brook, where he became Inspector-in-charge eight years ago.

"Bob always had the time to say hello, to listen to a problem, or, often as not, lend a helping hand. He had patience and a laid-back approach that defused many a situation and invited co-operation where it sometimes seemed impossible," says Ron Wilcox, Director, Halifax District Office.

McNeil is survived by his wife, Patricia, four children — Lisa, Michael, Regina, and David — and his mother, Mary McNeil.

# Long Service Awards



35 years

**Ken Gustafson**, Technologist in the Communications Devices and Components Research Branch at CRC.

25 years

**Richard Ford**, Technologist in the Chemical Lab, DCAT at CRC.

**John Shewfelt**, Radio Inspector, Manitoba District Office (right) was presented with a 35-year Long Service Award on the occasion of his retirement by Roger Collet, Director General, Central Region (left).

## People continues from page 7

indeterminate basis to the position of Radio Inspector-in-Training with the Toronto District Office.

**Mirella Reynen**, District Office Clerk in the Belleville District Office, has left the Department to join the private sector.

**Karen Laughlin**, Technical Clerk in the Toronto District Office, has transferred to Fisheries and Oceans Canada.

**Jack Holt**, formerly with Ontario Hydro, was appointed to

the position of Communications Technologist in the Regional Office, Spectrum Control.

## Quebec Region

**Jean-Claude Bergeron**, formerly Pay and Benefits Clerk in Personnel in the Regional Office, has transferred to Health and Welfare Canada.

**Marc Montour** was promoted to the position of Telecommunications Manager in the GTA Office of the Regional Office.

**Hélène St-Jean** has transferred from Health and Welfare Canada to the Regional Office, Personnel, as Pay and Benefits Clerk.

## Atlantic Region

**Wallie Burke** has transferred from the Toronto District Office to the Halifax District Office as Radio Inspector-in-Training.

## ADMs continues from page 1

legislation, as well as improving the economic health of the cultural industries.

"This agenda is at the heart of ensuring we remain a distinct country. It's of paramount importance to the government as a whole, not just this department."

Stursberg, previously Assistant Deputy Minister, Technology, Research and Telecommunications, says his background in technology should provide some valuable insight into cultural matters.



Michael Binder

"To understand how cultural markets are evolving, we need to understand technology such as satellites and fibre optics. This is one Department because of the inherent and fundamental relationship between culture and the delivery of it; between the medium and the message."

## New responsibilities

Jacques Lyrette heads a new sector responsible for all the Department's activities in Quebec.

The Quebec sector (SMAQ-Assistant Deputy Minister/Quebec), is composed of three operational units: the Regional Development branch, the Quebec Region branch, and the Canadian Workplace Automation Research Centre.

Lyrette says there are four principal challenges that face the new sector. It must consolidate and rationalize the Department's actions in Quebec; respond to the unique dynamics of Quebec's communication and cultural industries; administer national programs; and maintain a good working relationship with the provincial government.

"The priorities of the federal and provincial governments are not always the same. To make the most out of the relationship we have to be proactive and not reactive," he says.

While the Quebec Region branch is responsible for and Government Telecommunications Agency operations and spectrum

management, policy matters for the two groups continue to fall under the responsibility of Technology, Research and Telecommunications (ADMTR) and Spectrum Management and Regional Operations (ADMRS) respectively.



Jacques Lyrette

All operational activities of the Canadian Workplace Automation Research Centre (CWARC) are the responsibility of SMAQ. A contractual agreement is being negotiated with ADMTR to ensure that CWARC's scientific operations continue to coincide with the Department's other research activities.

Lyrette's immediate goals for SMAQ include restoring several heritage buildings and museums, creating new museums, supporting recording studios and audio-visual production, including research and development activities, and strengthening the burgeoning Montreal telecommunications industry.



Richard Stursberg