



Foreign Business Travel

Pre-Travel and Post-Travel Instructions



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Developed in partnership between:

Integrity Services Branch
and
Innovation, Information and Technology Branch

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Introduction

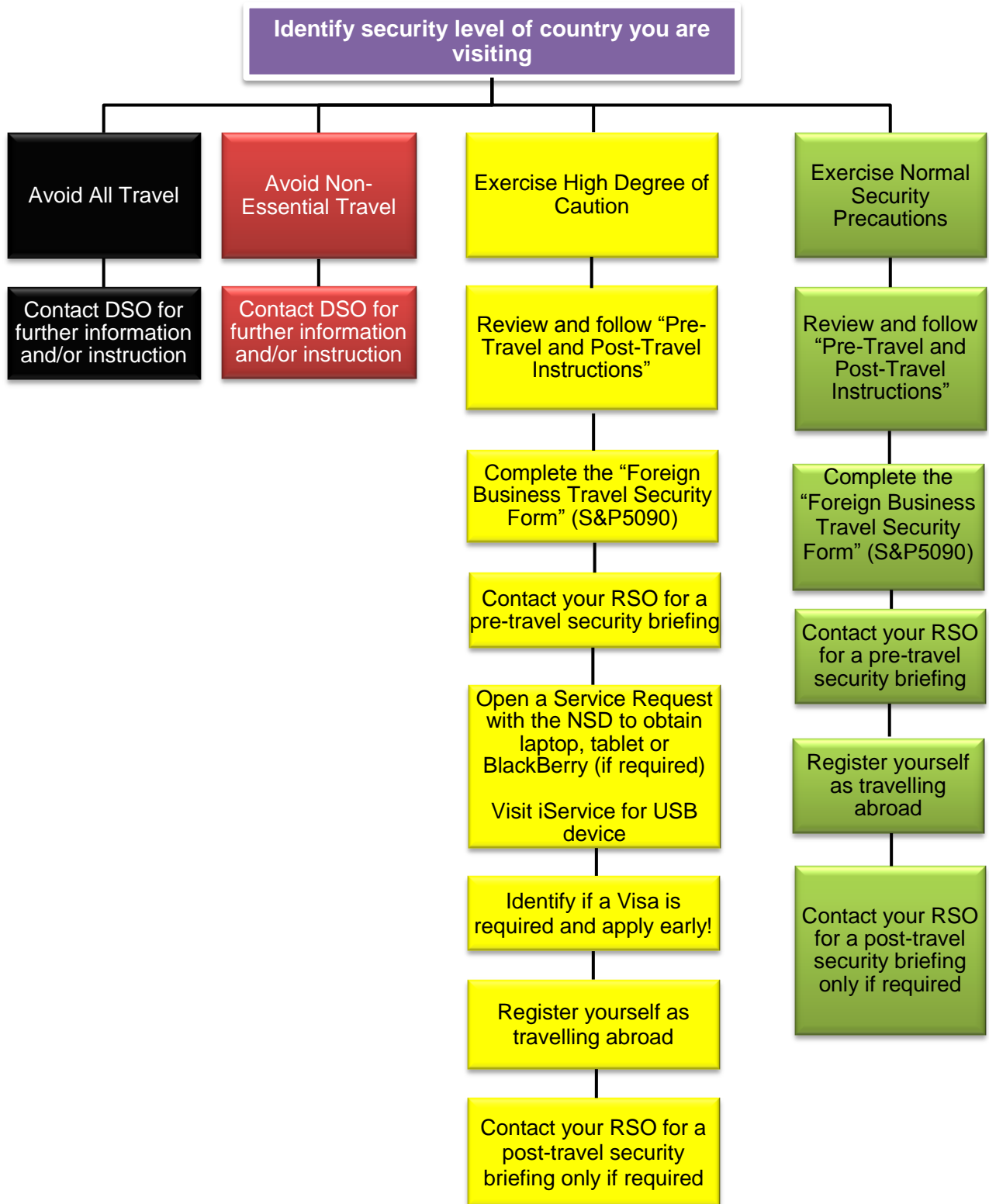
This Guide is addressed to employees of Employment and Social Development Canada (ESDC) who travel to foreign countries for business purposes.

Identify the safety and security status of the country you are travelling to by visiting: <https://travel.gc.ca/travelling/advisories>.

Based on the Advisory level, follow the directions below:

Avoid all Travel	Contact DSO for Guidance.
Avoid Non-Essential Travel	Contact DSO for Guidance.
Exercise a High Degree of Caution	<ul style="list-style-type: none"> • Read and follow the attached “<u>Pre-Travel and Post-Travel Instructions</u>”. • Schedule the mandatory pre-travel security briefing with the RSO. • Schedule a post-travel security briefing with the RSO only if required based on elements on page 7. <p>The Pre-Travel Briefing with the RSO will evaluate the location, timing and nature of the business travel under this advisory level.</p> <p>ESDC equipment (Blackberry and Laptop) are not permitted to be taken during travel and it may be necessary to issue temporary IT equipment for travel purposes.</p>
Exercise Normal Security Precautions	<ul style="list-style-type: none"> • Read and follow the attached “<u>Pre-Travel and Post-Travel Instructions</u>”. • Schedule the mandatory pre-travel security briefing with the RSO. • Schedule a post-travel security briefing with the RSO only if required based on elements on page 6 and 7. <p>Unless the RSO identifies unusual circumstances around your business travel, the BlackBerry and Laptop issued to you to perform your day-to-day duties are allowed for use under this advisory level.</p>

Activity Flowchart



Pre-Travel

Before departure, you must review the “**While on Travel Information Guide**”:
http://iservice.prv/eng/is/security/tools_and_resources/docs/while_on_travel.pdf

Security Briefing

- Complete the Foreign Business Travel Security Form (S&P5090):
http://forms-formulaires.prv/lc/apps/EForms/pdf/en/ESDC-S_P5090.pdf, then e-mail your Regional Security Office (RSO) to schedule a pre-travel security briefing (see Appendix A).

Equipment¹

A minimum of one (1) month before travel:

- Travel to country deemed “Exercise High Degree of Caution”:
 - You may be issued temporary equipment: BlackBerry, Tablet or Laptop.
 - Submit an online Service Request with the National Service Desk (NSD) at <http://nsd.prv>.
 - See Appendix B and Appendix C for instructions.
- Only take devices which have been department-issued and are required for you to perform your duties while on travel status.

USB Device

- Request an encrypted department-approved and issued biometric USB device for use while on travel status:
http://iservice.prv/eng/imit/catalogue/request_usb.shtml
- Store any information/files required during travel on the encrypted device.

¹ Communications Security Establishment Canada guidelines for use of mobile devices while travelling internationally are available at: [Mobile Technologies in International Travel - Guidance for Government of Canada Business Travellers](#).

Laptop

- Learn how to empty your trash and “recent” folders and, to clear your browser after each use (delete history files, caches, cookies, URL, and temporary internet files):
http://iservice.prv/eng/imit/catalogue/software_application_service.shtml#ie
- Understand what secure connectivity methods to use while on travel:
http://iservice.prv/eng/imit/catalogue/software_application_service.shtml#vpn

Sites to Visit

- Complete a Visa application if required. Start early!
- Register yourself as travelling abroad to keep you connected to Canada in case of an emergency at <http://travel.gc.ca/travelling/registration>.
- Consult <http://travel.gc.ca/assistance/embassies> for contact information for the Canadian Embassy or Consulate for the country you are visiting. Check in upon arrival if required.
- Visit the Government of Canada Travel Safety site: <http://travel.gc.ca/>.
- Consult <http://travel.gc.ca/travelling/advisories> for country specific information.
- Visit <http://www.phac-aspc.gc.ca/tmp-pmv/index-eng.php> for information on travel health notices.
- Acquaint yourself with telephoning guidelines for the country you are visiting (e.g. how to place a collect call, the country code for the destination and Canada, how to dial a 1-800 number). To assist you visit: <http://www.howtocallabroad.com/>

Post-Travel

Post-Travel Security Briefing

- A post-travel security debrief is **only** required if you have any of the following to report:
 - Unsolicited requests by foreign nationals to be introduced to government employees
 - Unusual invitations to attend private social functions alone
 - Any attempt to place you or other employees in a position of compromise and/or a situation that makes you feel uncomfortable
 - Any attempt at blackmail, or to have you participate in questionable/illegal activities
 - Any requests to bring anything back to Canada for another person.
- If required, e-mail your Regional Security Office to arrange for the debriefing (see Appendix A).

Equipment

- Return Encrypted USB Key to your Branch Custodian:
http://iservice.prv/eng/imit/catalogue/request_usb.shtml
- If your device(s) was not in your possession for any reason or if you suspect a security concern of any kind, inform your manager, complete a Security Incident Report (ADM3061) <http://forms-formulaires.prv/lc/apps/EForms/pdf/en/ESDC-ADM3061.pdf> and send the form to your RSO (see Appendix A).

While on Travel

Here are some top travel tips to follow:

- Avoid high crime areas.
- Travel in groups.
- Don't be showy – be discreet about who you are, what you do and what type of valuables you're carrying.
- Do not talk shop in unsecure locations and respect the “need-to-know” principle.
- Vary your routines and the routes you take to and from your hotel and place of work.
- Never leave mobile devices (i.e. laptop, BlackBerry, tablet) unattended.

ESDC Contacts

- Departmental Security Officer (DSO):
James Morrison
819-654-4669
james.morrison@servicecanada.gc.ca

Please send all inquiries for advice and guidance to [NC-CSOP-SMOP-GD](#)

- Information Technology Security Coordinator (ITSC):
Lorne Sundby
587-756-0700
lorne.sundby@hrsdc-rhdcc.gc.ca
- National Service Desk (NSD):
<http://nsd.prv>
1-800-268-0408
- Regional Security Offices (RSO):
http://iservice.prv/eng/is/security/contact_us/rso_contacts.shtml

APPENDIX A – Regional Security Offices Contact List

Region	Email Address
Atlantic	ATL-INT-SECURITY-SECURITE-GD
Quebec	Qc-sécurité-security-DIIS-IISD-GD
National Capital Region	NC-NHQ-SECURITY_SECURITE-AC-GD
Ontario	on-toronto_rhq_ar-security-securite_br-gd
Western Canada and Territories	W-T-Security-Sécurité-GD

Regional Security Offices (RSO) on iService:

http://iservice.prv/eng/is/security/contact_us/rso_contacts.shtml

The “Foreign Business Pre-Travel/Post-Travel Security Briefing Form” to be completed by the RSO can be found on iService at:

http://forms-formulaires.prv/lc/apps/EForms/pdf/en/ESDC-S_P5091.pdf

APPENDIX B – WebDirect – Laptop/Tablet

Start here by answering a few questions:

Please answer as many questions below as you can. Doing so will help you find the solutions you seek and will also greatly assist technical support in helping you.

To modify an existing service request with an assigned Reference Number, type [update](#) then choose "Update, Close, Manage or Re-open a service request".

1 What product/system/application do you need help with? Note: Only ONE item per request

*HARDWARE Laptop or Tablet [battery, locking cable/kit, docking station, lost/stolen/theft, fan] x v

2 Which of the choices below best describes your problem or request?

My request is related to a laptop. v

3 Which choice below best describes your request?

I am requesting a new laptop. v

4 Is this laptop going to be used for foreign business travel?

Yes v

Continue

Click

Additional details

Required Information

How many employees does this issue affect?

1

What is the effect on your job?

Low Medium High

Date required

2017/10/31

Service Request Details

Required: Please provide any additional information concerning your request/issue in the text box below.
Note: Sensitive, Protected B and/or C information (e.g. SIN, PRI, etc.) should not be included in this text box.

I am travelling to Argentina. The Advisory Level of the country is "Exercise a High Degree of Caution". I am requesting a laptop (or tablet) for use during travel. It will be returned following my trip.

Complete the Service Request Details area providing as much information as you can (ie country, advisory level, laptop or tablet). Ensure you specify the date required. **Please submit your request a minimum of one month before the date the equipment is required.**

Click here to submit your service request

Click

APPENDIX C – WebDirect – BlackBerry

Start here by answering a few questions:

Please answer as many questions below as you can. Doing so will help you find the solutions you seek and will also greatly assist technical support in helping you.

To modify an existing service request with an assigned Reference Number, type update then choose "Update, Close, Manage or Re-open a service request".

1	What product/system/application do you need help with? Note: Only ONE item per request
	<input type="text" value="*BLACKBERRY [rim, cell, cellular, Bluetooth, BBM]"/>
2	Which of the choices below best describes your BlackBerry request?
	<input type="text" value="*I would like a new or replacement BlackBerry."/>
3	Is this BlackBerry going to be used for Foreign Business Travel and returned upon completion of travel?
	<input type="text" value="Yes"/>

Potential Solutions

BlackBerry – Foreign Business Travel

BlackBerrys used for foreign business travel and will be returned upon completion of travel.

Director General approval is required to use a BlackBerry device while travelling to countries identified as "Exercise a High Degree of Caution". Consult [Foreign Business Travel](#) on iService and refer to the *Pre-Travel and Post-Travel Instructions*.

To request a BlackBerry for foreign business travel, complete the [Mobile Travel Phones Order Form](#) and email it to;

SSC.travelmobiledeviceservices-servicesappareilmobiledevoyage.SPC@canada.ca

Follow instructions as outlined in Potential Solutions box. **Please submit your request a minimum of one month before the date the equipment is required.**