

# Technology Use in Canada's Immigration System

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## Introduction

- The widening use of technologies like artificial intelligence, automation and online service delivery is changing how countries manage migration.
- Canada's use of technology continues to alter how it administers its immigration programs and delivers services to its clients.
  - Key drivers for the adoption of technology include the need to improve the efficiency and effectiveness of the immigration system, while meeting the expectations of clients in terms of client experience.
- Experimentation is underway in every part of Canada's immigration system to test the use of new tools to attract global talent and investment while protecting the safety and security of Canadians.

## Ministerial Priorities

- Increased annual immigration levels.
- Working with the provinces and territories to deliver high-quality settlement services.
- Welcome refugees and work with provinces, territories, and communities to ensure successful integration.
- Work on reducing application processing times, on improving the department's service delivery and client services to make it timelier and less complicated, and on enhancing system efficiency including the asylum system.
- Work with the Minister of Employment, Workforce Development and Labour to improve the temporary foreign worker program so it meets the needs of Canadian workers and employers.

## Growth in Business Volumes

In 2017, Canada processed:

- 260,000 Work Permit applications
- 310,000 Study Permit applications
- 350,000 Permanent Resident applications
- 2 million Visitor Visa applications
- 4 million Electronic Travel Authorization (eTA) applications
- 93 million Border Crossings

Innovation in ICT is key to the ability of our global immigration processing network to deliver our programs as we move into the future.

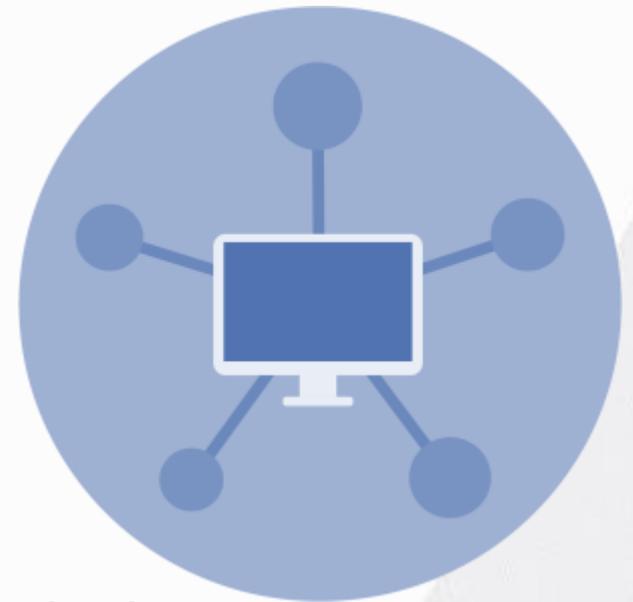
# Service Excellence

Four Guiding Principles for immigration program delivery:

- **Innovation**: new ideas and approaches for a smart and simple process.
- **Risk Management**: streamlining processing steps based on risk assessments grounded in data from quality assurance and data analytics.
- **Client Service**: designing processes that are easy to use and make sense for our clients; reducing application processing times, improving our service delivery and enhancing system efficiency.
- **Public Confidence**: Maintaining public confidence in the integrity and efficiency of our programs.

# Global Case Management System (GCMS)

- Immigration, Refugees and Citizenship Canada's (IRCC's) single, integrated and worldwide case management system, used to process immigration and citizenship applications.
- Replaced four legacy systems.
- Enables a more centralized and virtual business model:
  - staff can access more complete applicant information in one place;
  - improved file tracking;
  - better reporting and fraud detection;
  - capacity to move work and files around the globe electronically.
- GCMS underpins many of IRCC's other uses of technology.



## Express Entry

- Launched in January 2015 to quickly and efficiently welcome economic immigrants with high human capital using an electronically-based application management system.
  - Modeled after similar systems pioneered in Australia and New Zealand.
- Replaced a paper-based and first-come-first-served model that led to slow processing and large backlogs, and did not guarantee that Canada accepted the best possible candidates.
- With Express Entry:
  - Potential candidates submit an online profile to determine if they meet the minimum entry requirements.
  - Qualifying candidates are placed into a pool and are automatically ranked against other profiles in the pool.
  - Top candidates are invited to apply electronically for permanent residence.
- IRCC processes most applications solicited via Express Entry in six months.



**EXPRESS ENTRY**

# Electronic Travel Authorization (eTA)

- An entry requirement for visa-exempt foreign nationals flying to (or transiting through) Canada, introduced in several phases over 2015-2016.
- Prevents higher-risk travellers from travelling to Canada while facilitating travel for low-risk travellers, providing a new tool to manage travel in addition to traditional visas.
- Applications are made via a simple, inexpensive online process that takes clients just minutes to complete.
- Since May 1, 2017, eligible citizens from Brazil have been able to apply for an eTA, instead of a visa to fly to (or transit through) Canada.
- Together, Canada's visa and eTA requirements ensure that foreign nationals requiring one of these documents to enter Canada are identified and screened for admissibility before travel to Canada.



## CAN GO Mobile

- Prototype of a native mobile application (app) for eTA or passport renewal applications.
- Developed over the past year with partners in government, private sector and academia.
- The app:
  - Reads the ePassport's electronic chip.
  - Allows the client to take a photo and collects required client information.
  - Securely packages client information and sends it to IRCC for processing.
- Once approved, a client can create an electronic or digital token linked to their biometric profile to use at self-serve border clearance kiosks to prove their authorization to travel.
- Developed using Privacy by Design Principles (i.e. no personal information is stored on the phone; application data is transmitted to IRCC using advanced encryption algorithms).



## Text from the Mailroom

- A pilot undertaken in 2017 which invited permanent residence applications to subscribe for an SMS notification service that informed them once their application was received by IRCC.
- Goals:
  - Eliminate the period of anxiety while clients wait for acknowledgement .
  - Reduce calls to the call centre.
  - Establish a positive relationship with clients from the beginning of the application process.
- 4,000 people subscribed for the service during the pilot.
- Client feedback indicated that the service was easy to subscribe to, helpful, and made clients feel confident that their package arrived safely.



## Artificial Intelligence (AI) Immigration Law Tool

- IRCC and the Department of Justice are partnering to develop a pilot for AI/machine learning-powered tools to assist in immigration litigation.
- Would be used to generate new insights and efficiencies to manage immigration litigation (e.g. predicting court decisions based on case history and providing detailed trend analysis).
- Work that previously would have taken hours could be performed in minutes, and would be more detailed and comprehensive due to the added power of the technology (e.g. ability to review hundreds or thousands of cases).
- Current pilot is an important step for the Government of Canada to innovate and test the promise of this technology to see how it should be leveraged.



## Conclusion

- The adoption of technology in various parts of Canada's immigration programs is at different stages of development, testing and implementation.
- Some of the greatest advantages associated with use of technology in migration management will hinge on international information sharing and cooperation with other governments, industry and non-governmental actors.
- Canada is interested to learn from the experiences of other countries with respect to the adoption of new technologies in the immigration context.

## Contact Details

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