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PSSDC Information-Sharing Template

JURISDICTION: Citizenship and Immigration Canada

DATE: February 2016

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1. Accomplishments:

Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.

1. Electronic Travel Authorization (eTA)

- Electronic Travel Authorization (eTA) is a paperless authorization that is electronically linked to a traveller's passport. Starting March 15, 2016, visa-exempt foreign nationals (except US nationals and a few others) who fly to or transit through Canada will need an eTA.
- Help documents on how to apply for an eTA were made available on its launch on August 1, 2015 in 9 languages via the eTA start page and the eTA application form. On December 16, 2015, multilingual pages were also made available on IRCC website. At present, videos on eTA in German, Chinese and Japanese are available on YouTube in addition to English and French. Videos in other languages will also be added to the appropriate language page as they become available.

2. Service Strategy

- The IRCC Service Strategy 2015-2018 was approved by its executive committee in November 2015. It outlines IRCC's vision for Service Excellence and summarizes initiatives over the next three years that will be instrumental in achieving the department's four service excellence pillars (excellent client service, managed workload, managed workforce and managed risks).

3. Client Service Improvements

- a. Continued to implement CIC's Client Service Vision to achieve the following goals: easy to use, timely services, up-to-date case status information, clear- plain language and client Feedback.

	<p>Recent accomplishments include:</p> <ul style="list-style-type: none"> • New service standard of 12 months for Citizenship Grant implemented and published online on November 2, 2015. • New processing time's calculator was launched on December 31, 2015, making it easier for clients to get relevant information about application processing times. • A contract is in place for a client satisfaction survey for clients who received a decision in 2015 (will compare satisfaction against a survey done on 2013 clients)
<p>2. Priorities: Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<p>1. Syrian Refugees</p> <p>Concerted efforts with relevant government departments and agencies, provincial and territorial governments, private organizations and third party service providers are underway to meet the commitment to settle 25,000 Syrian refugees.</p> <p>2. Continue to move services online</p> <ul style="list-style-type: none"> • Register My App, as part of the Integrated Network Project, will be implemented in 2016 which will allow those who submitted paper applications to utilize the existing functionality available to obtain information on case status in MyCIC. • Work is progressing on the replacement of the Passport Program's aging legacy passport issuance system by a Passport Module newly integrated into GCMS. The move to GCMS will support the progressive introduction of an online channel to accept and process passport applications (e-Applications), a key component of the Passport Modernization Initiative. • The Department is scoping business requirements for improving the user experience on the client-facing MyCIC portal, and for moving towards dynamic web-based applications and away from static pdf forms (IRCC currently has dynamic forms for Express Entry and eTA, but online processes for temporary residents involves up loading of pdf form). Funding for these initiatives has not been identified as of yet. <p>4. Alternative Service Delivery</p> <ul style="list-style-type: none"> • Next iteration of the Visa Application Centre (VAC) contract will enhance and modernize global services starting in 2017/18 and will be key to supporting the expansion of biometrics with up to 150 VACs.
<p>3. Issues and Needs: Briefly describe any service delivery issues</p>	<p>1. IRCC remains interested in looking at areas for potential network collaboration where IRCC clients have a need for in-person interactions but IRCC does not have a physical presence.</p>

<p>you would like to share with the Council and what assistance you might be seeking from PSSDC.</p>	<p>2. IRCC has initiated consultations with Provinces on the Identity Linkages Project (ILP), a component of the Passport Modernization Initiative. The ILP, undertaken in partnership with ESDC, and considered a pathfinder project for the Canadian Digital Interchange (CDI) will allow IRCC to verify birth certificate information automatically with the Provinces, by December 2018, leveraging existing ESDC infrastructure. Consultations with Provinces to explore business requirements, authorities and readiness, as part of the planning phase, will continue during the spring of 2016.</p>
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