



USCIS Transformation Overview



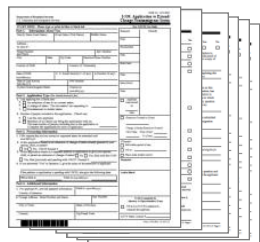
U.S. Citizenship
and Immigration
Services

August 2011

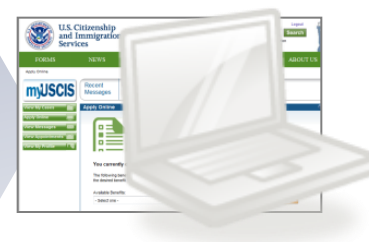
What is USCIS Transformation?



USCIS Transformation will deliver a simplified, online electronic system for applicants and their legal representatives to submit and track benefit requests.



USCIS Transformation is an **agency-wide effort** to move immigration services from a **paper-based model** to an **electronic environment**



USCIS Transformation will:

- ▶ Provide applicants more **up-to-date and detailed case information**
- ▶ Provide applicants, attorneys and accredited representatives the **ability to submit benefit requests electronically**, including evidence and payment
- ▶ Allow users to **reuse some data from their online accounts** when submitting future applications
- ▶ **Reduce our reliance on paper**, making it more efficient to access information to adjudicate benefit requests

What is Changing?



USCIS is moving from manual, paper-based processes to an electronic system to deliver a better customer experience in the future

TODAY

- Most benefit requests are submitted by paper
- Instructions on how to complete and submit a benefit request are lengthy
- Attorneys/accredited representatives and their clients establish a relationship by completing a paper G-28 and sending it by mail
- Applicants and attorneys/accredited representatives submit most payment by mail
- Applicants and attorneys/accredited representatives give biographic information and evidence each time they submit a benefit request
- Case status information is not real time
- Paper files are physically delivered to USCIS employees for processing

TOMORROW

- ✓ Select benefit requests can be **submitted electronically and can be stored online**
- ✓ An **online wizard** guides customers through a benefit request step by step
- ✓ Attorneys/accredited representatives and their clients **establish a relationship electronically**
- ✓ Applicants and attorneys/accredited representatives **submit payment electronically**
- ✓ Applicants and attorneys/accredited representatives' **biographic information and evidence are given once** and can be used for most future filings
- ✓ More specific and **timely case status** information can be accessed online
- ✓ USCIS accesses case information through a **central electronic location**

What Will Stay the Same?



For the near term, much of the customer experience will stay the same

Benefit Request Submission

- Benefit requests not yet available in the new system will be submitted and processed through paper and current e-filing channels

Customer Service

- Applicants can call the National Customer Service Center for assistance
- Applicants can schedule an INFOPASS appointment to speak with a USCIS officer in person

Benefit Request Processing

- Customers can view case status online and receive text updates by entering a receipt number for those benefit requests not submitted in the new system
- Customers can continue to receive receipt notices by postal mail

In the initial release of the system, a USCIS Adjudications Officer will also review all cases and determine a final eligibility decision. Benefit requests will also continue to be available for paper submission.

What Are the Benefits of the System?



In the initial release of the new system, Transformation will provide an easy-to-use electronic system for submitting and tracking benefit requests

Deliver an
Improved
Customer
Experience

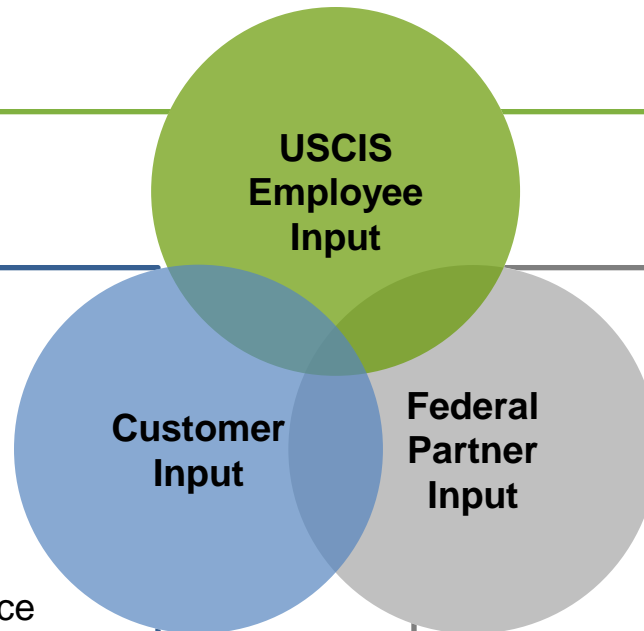
- ✓ Secure process to **initiate and submit select benefit requests electronically**
- ✓ Electronic **upload of evidence and online payment capabilities**
- ✓ **Automatically generated receipts and notifications** from USCIS
- ✓ **Up-to-date and complete applicant information** provided to USCIS Adjudications Officers when adjudicating cases
- ✓ **Up-to-date case status information** accessed through online account
- ✓ Easy-to-use, electronic process to **update personal information and contact preferences**
- ✓ Ability to **reuse some information** for future applications
- ✓ **Single online account** to access history of online interactions with USCIS

Who is Helping to Shape Transformation?



USCIS actively seeks feedback from internal and external stakeholders to build a system that fits their needs

- Technical working groups composed of over 150 employees
- 171 employee Transformation Liaisons in local offices
- Transformation Information Gathering (TIG) sessions held with 1,768 employees and 67 USCIS leaders; TIG online survey results collected from 1,176 employees



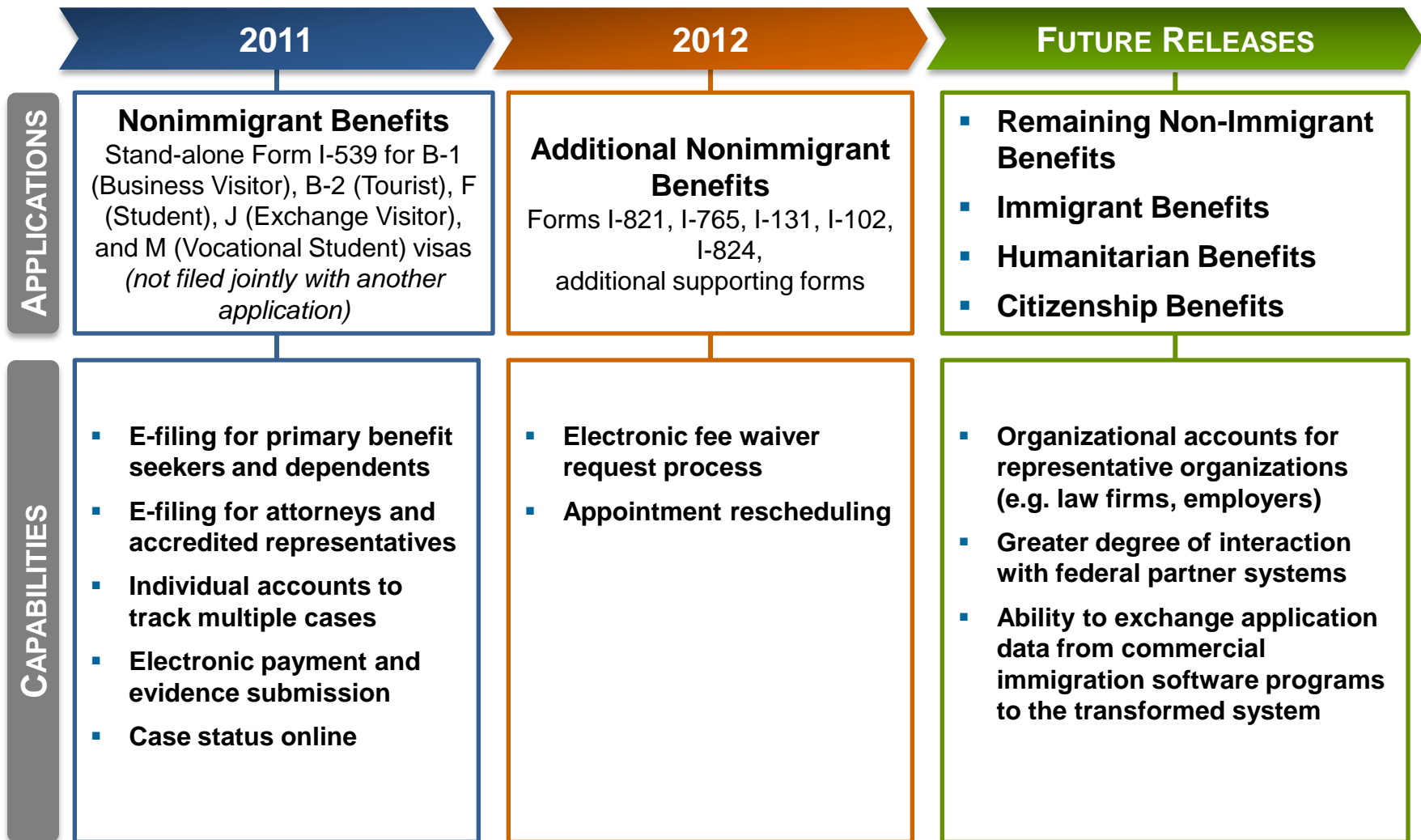
- 33 customer and advocate listening sessions and webinars: 750+ stakeholders
- Telephone survey of 301 customers
- Quarterly External Data Interface Standards (EDIS) distributions

- Regular working meetings
- First Executive Roundtable: 40 federal partner executives
- 4 Federal Stakeholder Exchange meetings with federal partner agencies
- Annual conference with congressional staff

When Will Transformation Take Place?



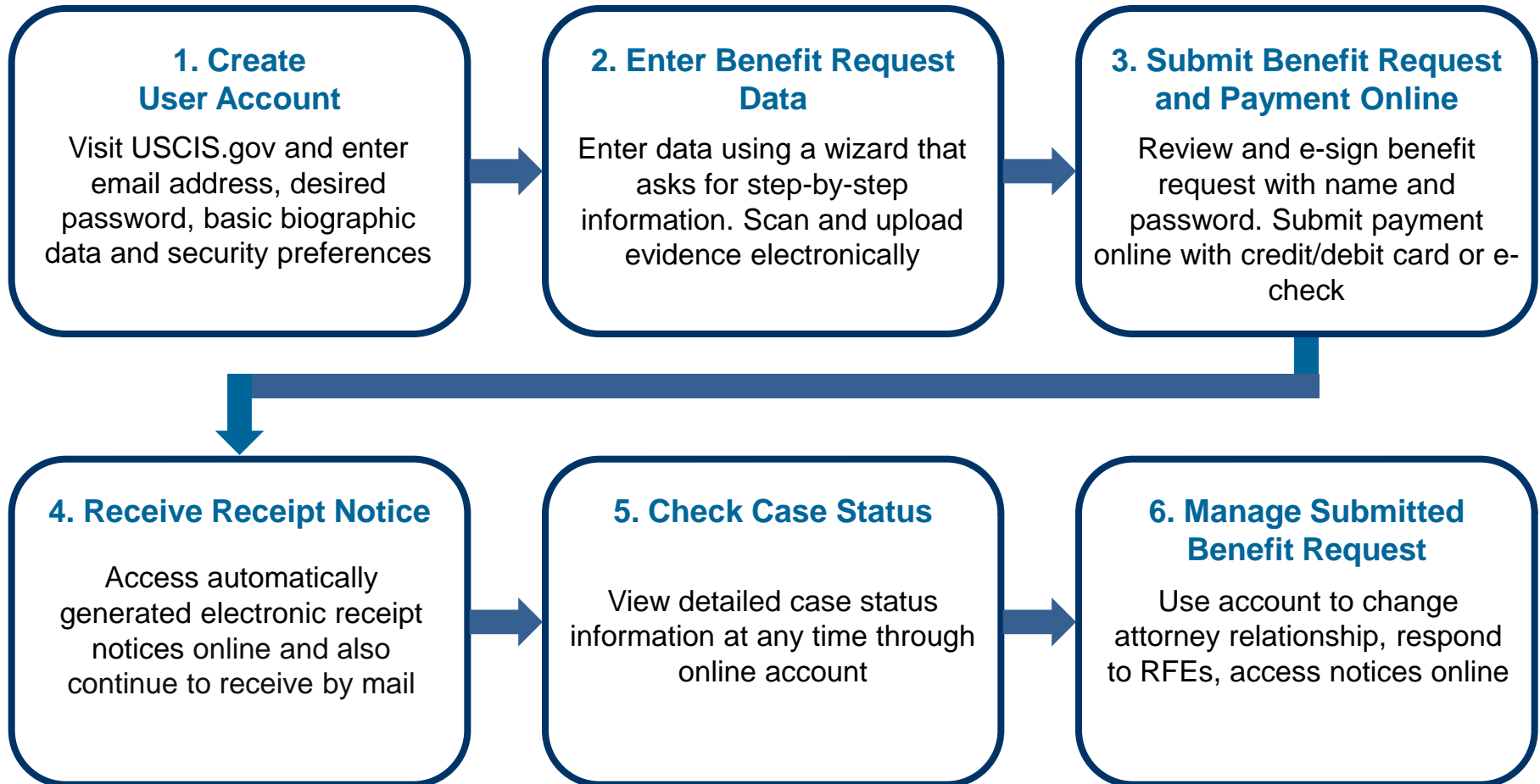
Transformation will take place in releases. Each release will enhance system capabilities and expand benefit types available for electronic filing.



How Will Applicants Apply Online?



Potential steps for applying online in the transformed environment:



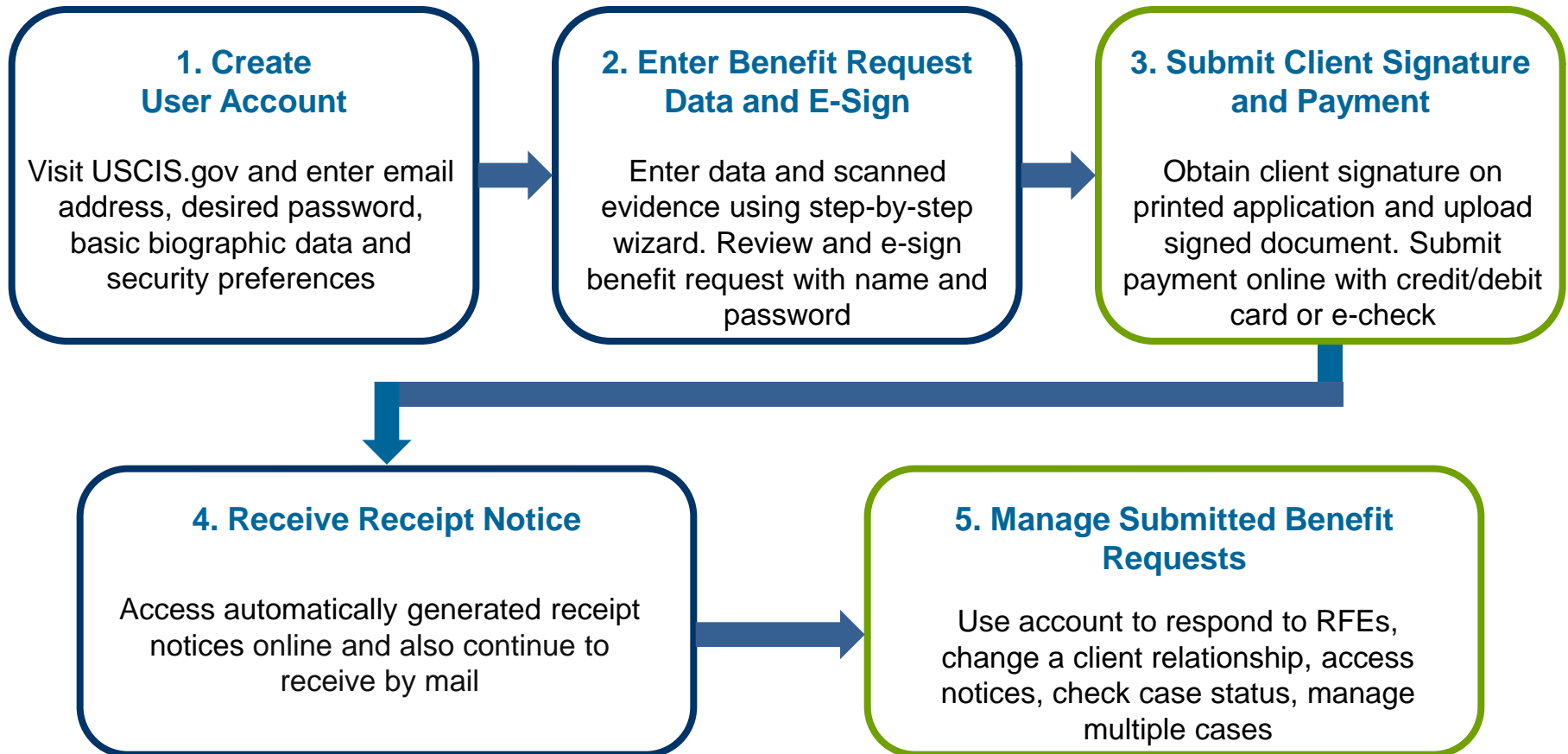
* Process for establishing and changing a Client/Attorney or Accredited Representative relationship is still being determined.

How Will Attorneys/Accredited Representatives Apply Online?



Potential steps for submitting benefit requests for clients in the transformed environment:

 = unique aspect of attorney/accredited representative process



* Process for establishing and changing a Client/Attorney or Accredited Representative relationship is still being determined.

Where Can I Receive More Information?



We welcome your questions and feedback!

Visit us on the Web:

www.uscis.gov/transformation

Contact your local Community Relations Officer (CRO):

Amy Stern

amy.stern@dhs.gov, (312) 239-5914

Questions?



USCIS Transformation

redefining how we do business
to deliver an improved
customer experience