

Decision

To introduce an automated immigration registry system specially tailored to operational needs.

Action

- i. the new system could not only do "name search", but also automated other functions of the registry.
- ii. Training was provided to staff who would be using the system.
- iii. A long distance HELP line was made available to staff.

Results

Positive:

- i. LES clerical staff responded well to their upgrading of skills and to the extra respect they received.
- ii. The office was able to eliminate piles of files of pending work, duplicate files, and the "lost" file problem.
- iii. As boxes disappeared from the Registry, it became a more spacious, brighter, and cleaner working environment.
- iv. Time lost by staff in the physical moving-around involved in personally searching for mislaid documentation was reduced.
- v. Management was able to use the system to obtain workload indicators. Staff could thus be swiftly redirected to bottle-necks, so that molehills were dealt with before they became mountains.
- vi. The statistics generated by the system were instrumental in obtaining more Person-years as the office workload increased.
- vii. Some LES were reclassified at a higher level as they took on more responsibility.

Scenario 13

There was a perceived need for Immigration Sections overseas to have automated processing that would use electronically stored data to eliminate double entry of data and produce visas, telexes, and other case correspondence automatically. For improved enforcement, an automated link with CEIC was also essential.

Decision

To build on earlier Registry automation to develop CAIPS, the Computer Assisted Immigration Processing System network as a pilot project.