



USCIS Transformation

December 2011 Deployment of the New Electronic System

July 27-28, 2011



**U.S. Citizenship
and Immigration
Services**

Agenda



Transformation Overview

What's Coming in 2011

Prototype Demonstration Video

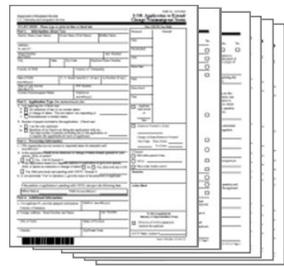
Key Stakeholder Feedback: Discussion

Closing

USCIS is Transforming



USCIS Transformation will deliver a simplified, online system for applicants and their legal representatives to submit and track applications



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



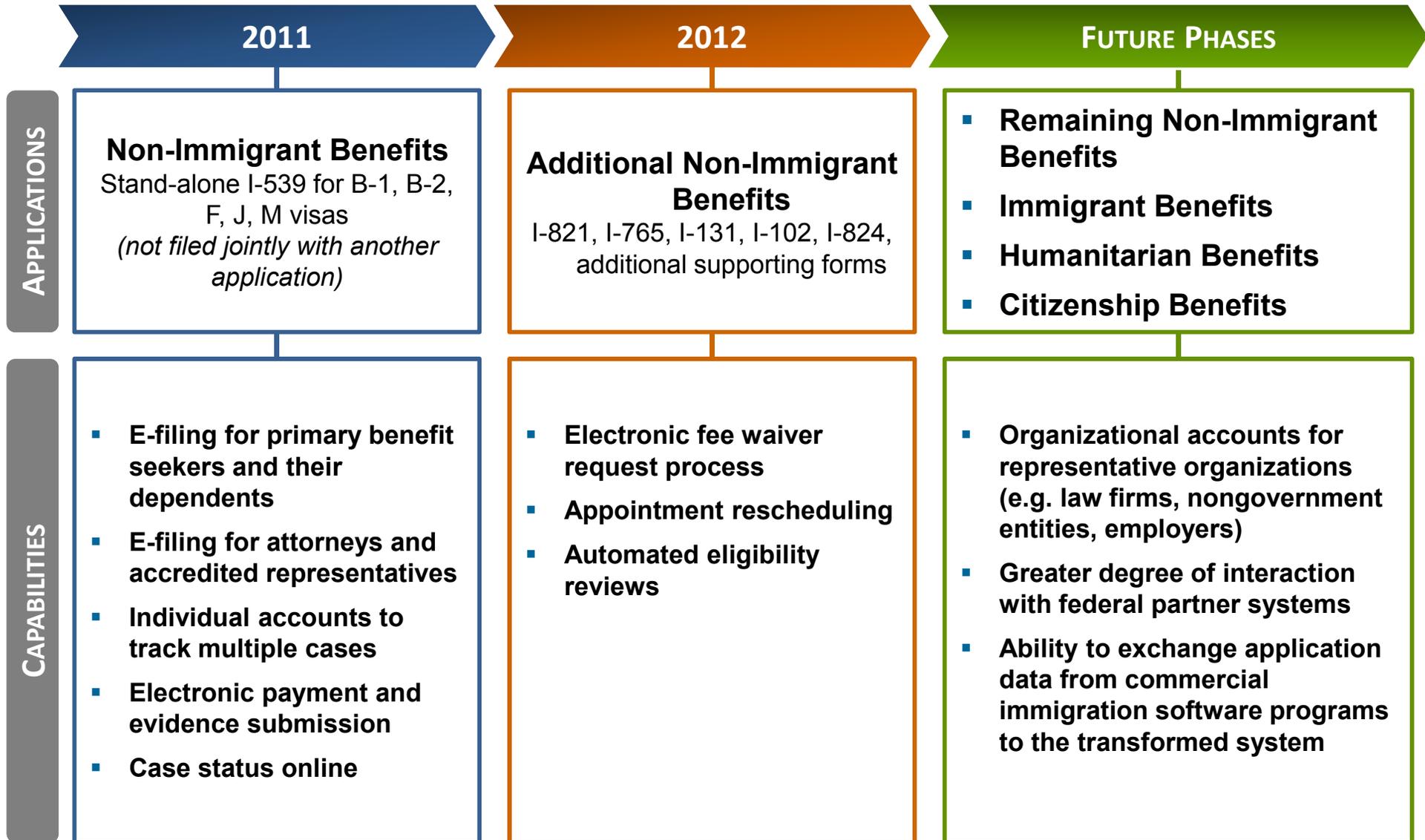
USCIS Transformation will:

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

A Phased Approach



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



What Will the First Release Look Like?



USCIS Transformation will take place in a series of releases. In the first Transformation release, USCIS will begin to build the foundation for an automated system for adjudication of the stand-alone Application To Extend/Change Nonimmigrant Status (Form I-539). The first release will offer full customer capabilities.

This Release of the Stand-Alone I-539 Form will...

- ✓ Enrich customer experience, with full account set-up, account management, and e-filing capabilities
- ✓ Allow e-filing of a stand-alone I-539 for primary benefit seekers and their dependents (including account data, case data, and supporting evidence)
- ✓ Offer account set-up and maintenance support
- ✓ Permit representative filing (e.g., G-28, Notice of Entry of Appearance of Attorney or Representative)
- ✓ Accept electronic payment
- ✓ Establish a strong foundation for future Transformation releases

Incorporating Feedback into the System



The graphic below depicts a high-level representation of how the new system will be further developed and deployed. System design and deployment is done in phases, meaning that there may be a lag between receiving stakeholder feedback and when USCIS can incorporate that feedback into the system.



Transformation Prototype Video



USCIS has created a [prototype video](#) to demonstrate the new online electronic case management system. This will highlight some of the key functionality that USCIS will deploy throughout Transformation.

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To view the Transformation Prototype, log on to www.uscis.gov/Transformation

How We've Engaged Stakeholders



USCIS and the Office of Transformation Coordination (OTC) recognize that engaging external stakeholder throughout the Transformation effort is vital.

To date, USCIS has engaged customers on designing improvements to processes and technology. The end goal is to design a user experience that is efficient, transparent and secure.

External Customer/Advocate Engagement:

- **33 national listening sessions** in thirteen cities with 450+ customers and advocates
- **5 national webinars** with 300+ congressional representatives, community-based organizations, and professional associations
- 300+ USCIS customer participants providing feedback in **telephone surveys**

External Stakeholder Feedback



Through our ongoing external engagement, USCIS has received and recorded feedback from stakeholders. The feedback has informed the development and deployment of the new online system:

- What We've Done Recently
- Plans for Future Releases
- DHS Security Requirements
- Considerations for Future Releases

Discussion: Remaining Stakeholder Feedback



When considering the remaining issues, we would like to know:

- Which features or functions are most important to address in a timely manner?
- How can USCIS overcome specific obstacles or concerns?
- How can USCIS support stakeholders through the transition?

Questions?



For additional information on Transformation and previous engagements, please visit the "Transformation" link on the "Notes from Previous Engagements by Topic" web page at www.uscis.gov/outreach or send an email to public.engagement@dhs.gov.

Thanks for your participation!