

USCIS Transformation Overview Fact Sheet



U.S. Citizenship
and Immigration
Services

What is Transformation?

U.S. Citizenship and Immigration Services (USCIS) Transformation is an agency-wide effort to move immigration services from a paper-based system to a modern, electronic environment. Transformation will deliver a simplified, web-based system for benefit seekers to submit and track their applications. The new, account-based system will provide more accurate and secure customer service. It will also allow USCIS to process cases with greater consistency and security. Customers will be able to use their online accounts to submit multiple applications, access communications from USCIS, respond to requests and view case status.

Through Transformation, USCIS is dedicated to redesigning our agency's business processes to ensure we deliver the most effective and reliable operating model for the 21st century. We are working toward this goal with ongoing input from key stakeholders, including our employees, customers and federal partners.

What Are the Benefits of Transformation?

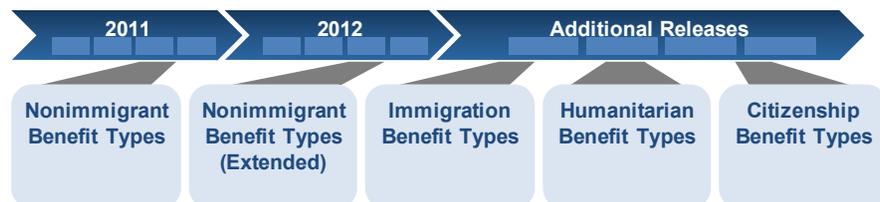
Through the agency-wide Transformation effort, USCIS will revolutionize the way it does business by introducing online customer accounts for those seeking immigration benefits. Similar to online bank accounts, customer accounts will provide a single, electronic mechanism for customers to submit information and manage their benefit requests. Transformation will also result in enhanced customer service and process quality by enabling USCIS to access all relevant information in the system about a customer. This will facilitate more complete, accurate and timely responses to customer requests.

Benefits of Transformation

- ✓ Request benefits online and submit information securely
- ✓ Update personal information and schedule appointments
- ✓ View status of cases and history of interactions with USCIS

When Will Transformation Take Place?

USCIS Transformation will be deployed in multiple phases to cover all benefit types in the immigration lifecycle. Select nonimmigrant benefit types will be deployed beginning in Winter 2011.



Where Can I Learn More?

To learn more about USCIS Transformation and upcoming community engagement opportunities, visit the USCIS Transformation website at www.uscis.gov/transformation.