

Technology Miracle or Menace?

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Immigration, Refugees
and Citizenship Canada

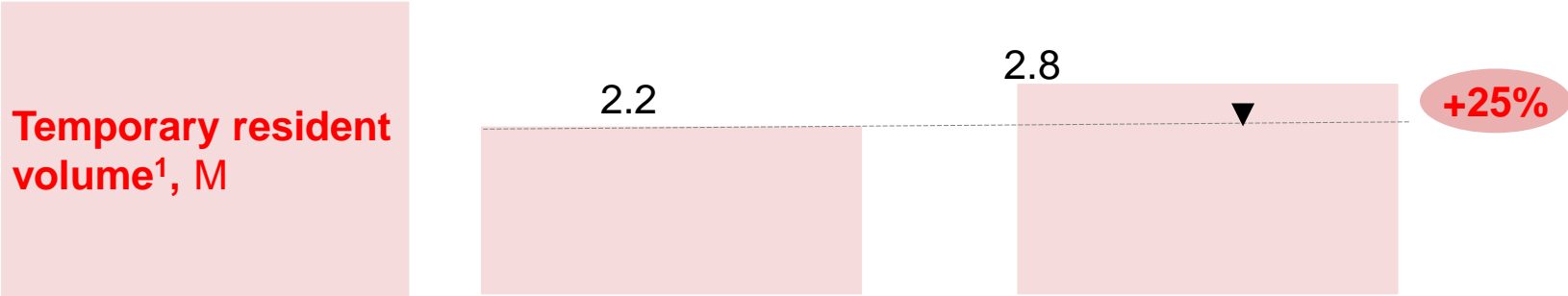
Immigration, Réfugiés
et Citoyenneté Canada

Canada 

IRCC Faces Increasing Volumes of Applicants

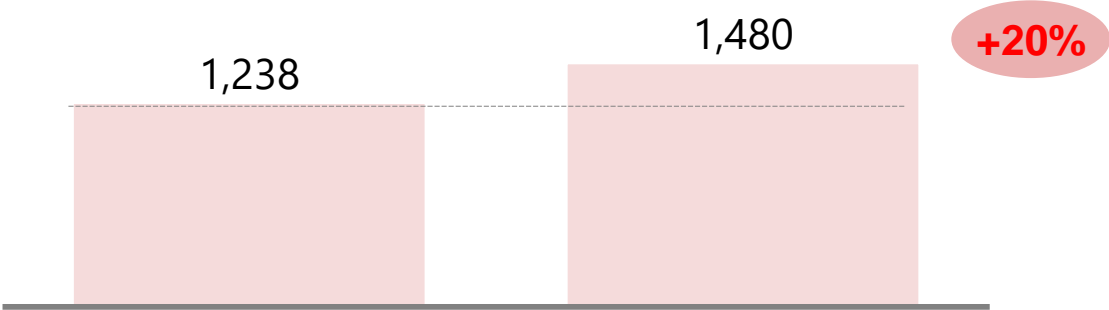
Canadian government wants 310,000 immigrants in 2018, 340,000 a year by 2020
– Global News 1 Nov 2017

Number of asylum claims more than double in Canada in 2017, UN says
– The Globe & Mail 20 Jun 2018

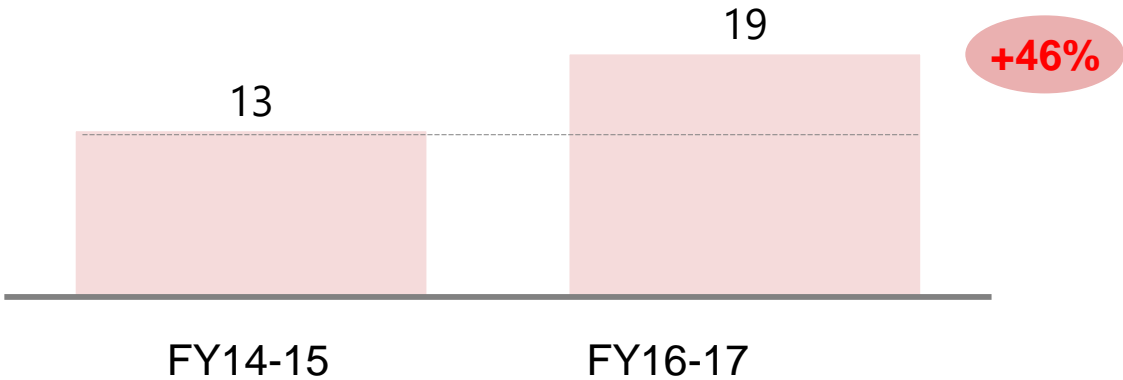


Increasing Processing Resources is not Increasing Client Satisfaction

Temporary resident processing FTEs, #



Proportion of dissatisfied clients², %



Program Integrity Considerations are Increasingly Complex

A Saskatoon man is alleged to have produced fake permanent residency documents and then selling them to post-secondary students
– Global News 14 Aug 2018

Federal government stripping Canadian citizenship from Chinese man over alleged marriage fraud
– CBC 22 May 2019

Immigration Minister Hussein impersonated in refugee scam
– CBC 6 Feb 2019

Addressing IRCC's Challenges Drives Service Transformation

IRCC is transforming to:

“ To become a world-leader in immigration in order to maximize the benefits of our programs for our clients and for Canadians.

In order to become a world-leader in immigration, we must optimize the following 3 business outcomes:



Providing improved client experience by reducing wait times, and generating simpler and clearer processes



Driving operational excellence to process more applications, faster, while maintaining cost



While maintaining a high standard for program integrity



Technology: Miracle or Menace?

Ottawa's use of AI for immigration a
'high-risk laboratory': report
– Globe and Mail, 26 Sept
2018

How We Can Use Technology To Help
Refugees Establish A Verifiable Identity
– Forbes, 3 Dec 2018

Federal use of A.I. in visa applications
could breach human rights, report says
– CBC, 26 Sept 2018

Traveler photos and license plates
exposed in cyberattack, U.S. Customs and
Border Protection says
– CBC, 10 Jun 2019

Find Canadian student visas confusing?
Maybe this robot can help
– MacLean's, 19 Dec 2017

Data sheds light on how Russian Twitter
trolls targeted Canadians
– CBC, 3 Aug 2018

Our Challenge

Think beyond the benefits and risks of technology to encourage a culture of innovation that supports the interests of Canadians.