

Risk, Triage and Immigration

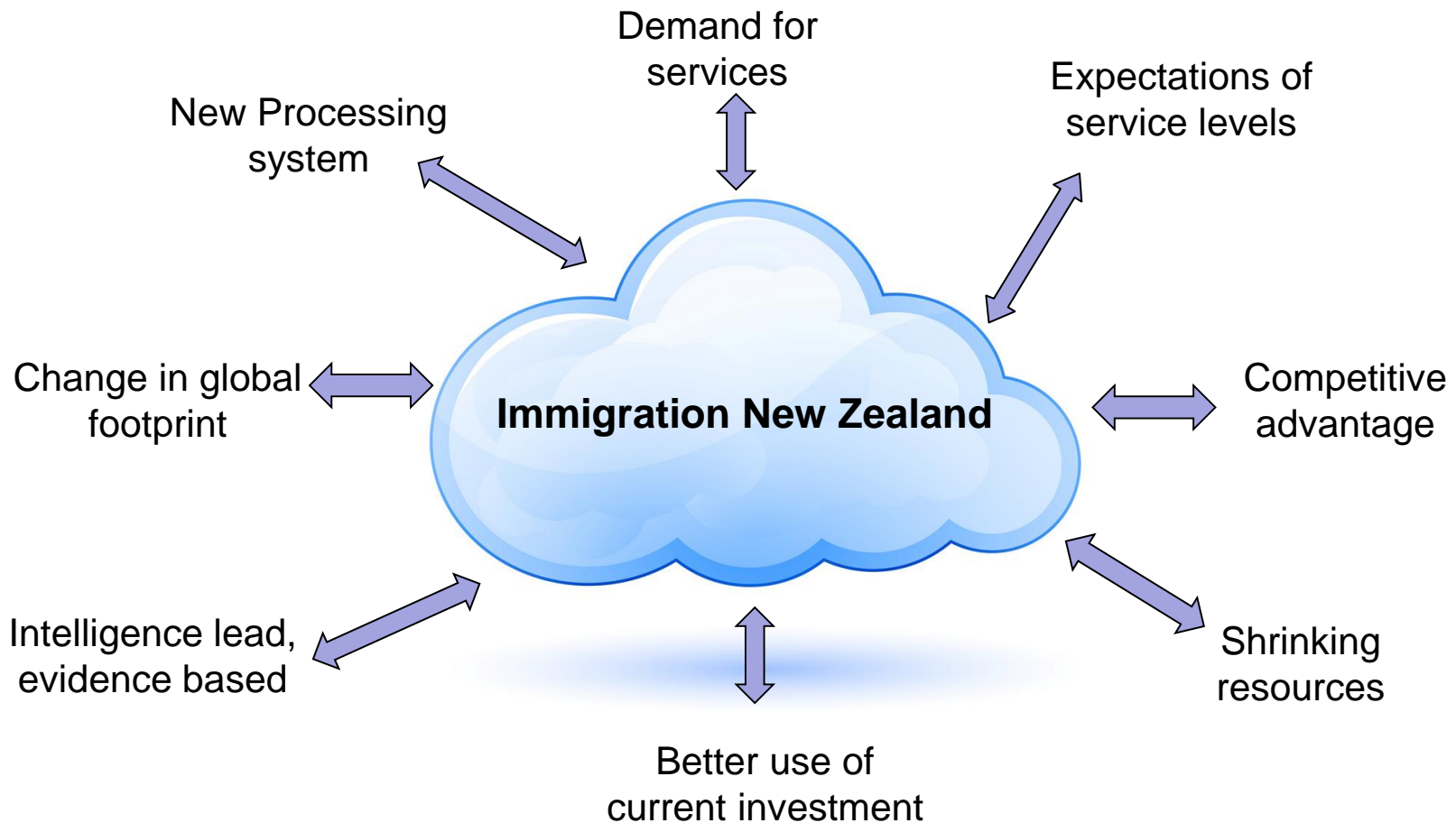
ANTONY WALLACE
MANAGER, CLIENT PROFILING UNIT

Immigration – some background

- 500,000 applications per year
- 1200 staff
- 56 offices in 29 Countries
- 209 nationalities
- 4 Core offerings, with around 190 subtypes
- 3 main Divisions:
 - Visa services (operational arm)
 - Settlement Protection and attraction (marketing and refugees)
 - Intelligence, Risk and Integrity Division

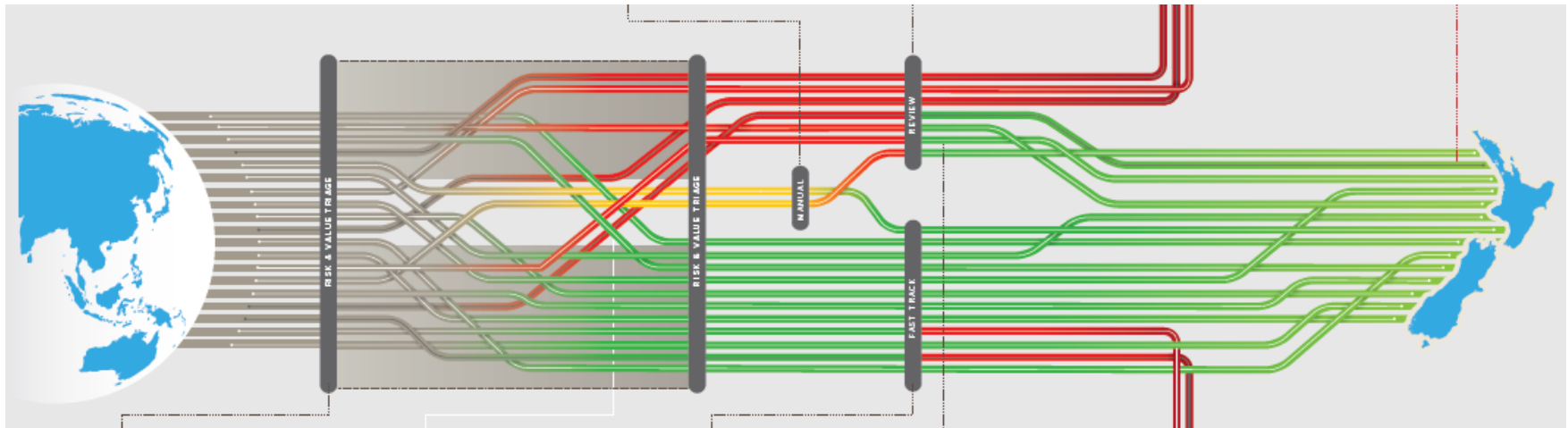


Organisational drivers

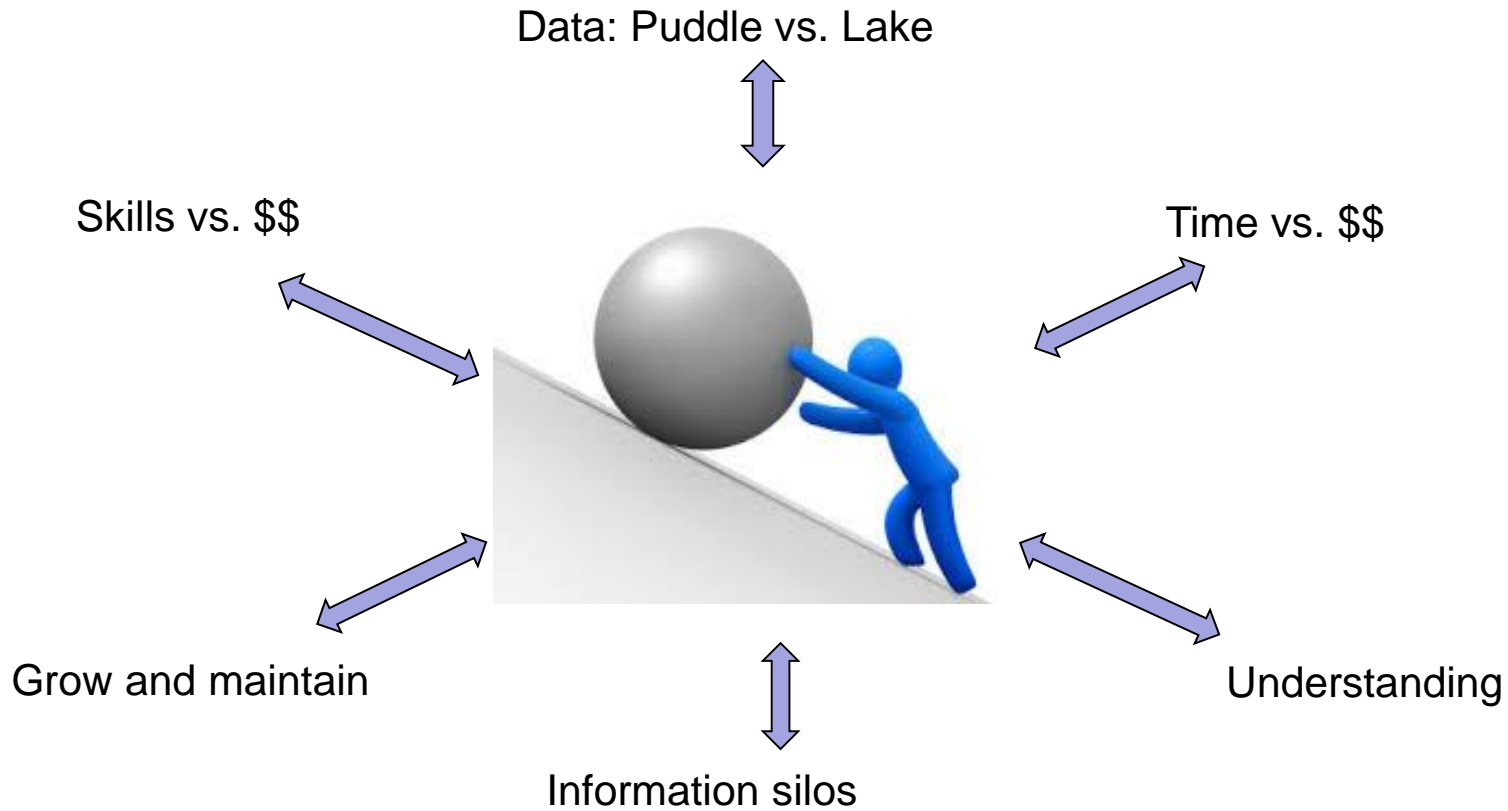


Risk, Triage and Analytics

- INZ wants to use risk and value to help organise work and apportion effort
- It needs a way of looking at 'risk and value' so that the organization can understand and measure it
- Needs to be credible, empirical and based on the best evidence possible.
- Helps reduce under or over processing whilst accounting for 'risk and value'



Challenges



Our Advantages

- Well established data warehouse
- Good suite of SAS tools
- Already formed data
- A driver to move this work forward
- A mandate through the risk, value and Triage project....



Building blocks

- Have a champion
- Hire somebody smart
- Link it to something tangible
- Get help
- Get and maintain buy in
- Review it



The Project

Four related 'projects'

Project B - Analyze what we have

Project C - Look for something new

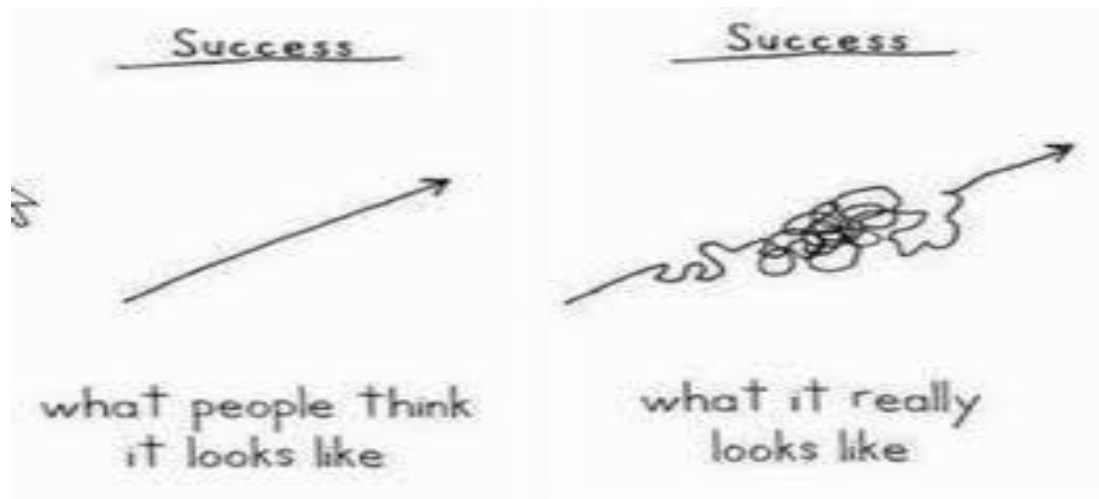
Project D - What other opportunities are there?

Project E - Post script: Does any of it make a difference?



The Result

- Better 'targeting' of risk and value
- Anticipated reduction in the cost of managing of caseloads
- A collection of analysis methodologies, assumptions and approaches that have been tested and endorsed by INZ
- Business buy in - Analytics as an integral component in how INZ looks at risk and value
- the opportunity to do more and better



The Future

- New challenges, building value
- Strengthen the team
- Expand the toolset

