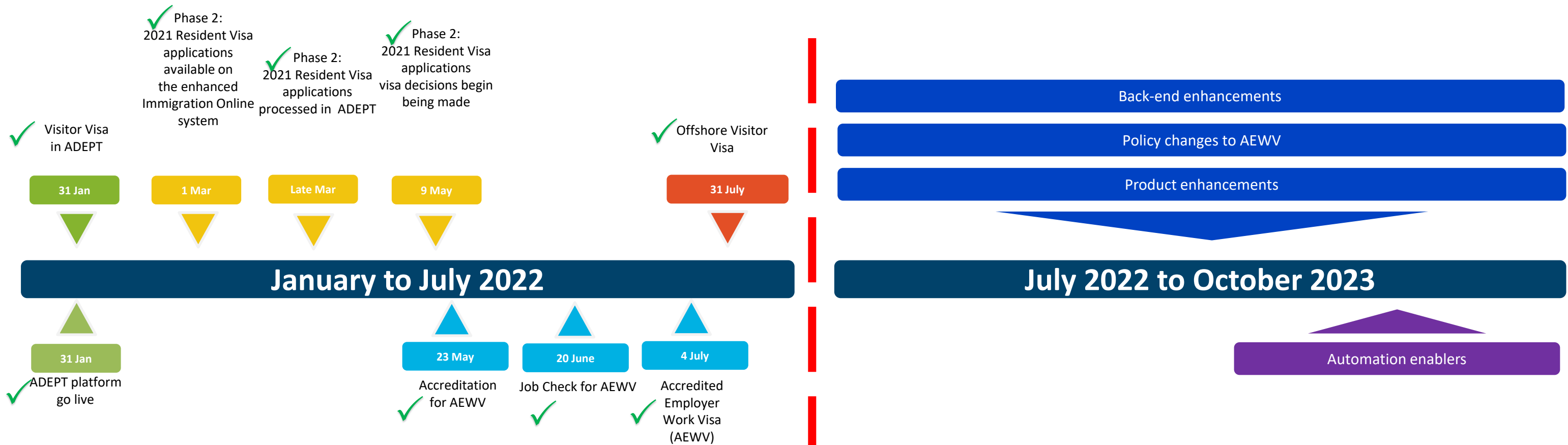

INZ's ADEPT Product Migration Plan

Owner: Jeannie Melville, Director Online Services

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WHAT'S HAPPENED SO FAR...

Recap



Visa Product Implementation Focus

- INZ needed to ensure new “big” policies were implemented in ADEPT (RV 2021 and AEWV) to leverage technological capabilities and cope with volume.
- With the borders reopening INZ needed to ensure VVs were in ADEPT to enable the ability to handle large volumes.

ADEPT Improvement Focus

- Following the build of VV, 21RV and AEWV we were not yet realising the benefits of ADEPT to a satisfactory level.
- Priority was moved to ensuring a “bedding in” of existing products to learn what is working and what isn’t working.
- This included:
 - Making improvements to customer and staff pain points.
 - Ensuring the system allows a pull model.
 - Ensuring functionality will enable automation.

INZ AND ADEPT

INZ Strategic Goals – Striking the Balance

GOAL 1 **Customer:** We will put customers at the centre of everything we do.

GOAL 2 **Support our people:** Our people are listened to, and they feel safe and valued while experience growth and meaning in their work.

GOAL 3 **Identify risk early:** We identify and manage immigration risk in a way that balances Aotearoa New Zealand's national interests and the rights of individuals.

GOAL 4 **Make it easy:** We make it as straightforward as possible for customers seeking to visit, study, work, live, start a business, or bring their family to Aotearoa New Zealand.

GOAL 5 **Enable customers to follow the rules:** We make it easy for customers and business to understand their rights and obligations.

GOAL 6 **Minimise harm:** We maximise the benefits of our systems, process, and partnerships to reduce immigration harm.

GOAL 7 **Work collectively:** We build trust and confidence in the system by working collectively to ensure the integrity of the immigration system and better serve our customers.



How ADEPT will help INZ (the ADEPT Vision)



Improved quality and consistency of decision making



- Less manual work with more time to focus on higher risk applications.
- Better and more completed information and data.
- Built in assurance leading to more confidence and trust in the immigration system.

Improved risk management



- Better access to quality data and information helps INZ people identify and manage risk.
- Single source of truth for data.
- Knowledge and insights leading to better decisions and fewer errors.

Increased organisational agility



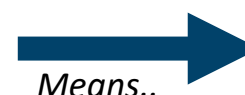
- Ability to respond more quickly to government priorities and changing immigration settings.
- When visa volumes go up or down we can handle it more easily.

Improved customer service delivery



- User friendly tools.
- Easier to engage with INZ and access information on progress.
- Timely service.

Reduced cost to serve



- Less manual tasks.
- Less errors and re-work.
- More efficient.

