MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HiKINA WHAKATUTUKI

MEMO

DATE	30 June 2022
TO	Catriona Robinson, Acting Deputy Secretary, Immigration
	Stephen Vaughan, Chief Operating Officer, Immigration
PREPARED BY	Jacqui Martin, Change and Capability Director, Enablement
APPROVED BY	Alan Quinn, Project Director, Enablement
	Jeannie Melville, Head of AEWV Implementation
SUBJECT	**SUPPLEMENTARY PAPER -ADVANCED DIGITAL EMPLOYER-LED PROCESSING AND TARGETING (ADEPT) ACCREDITED EMPLOYER WORK VISA (AEWV) REVISED RELEASE APPROACH**

PURPOSE

This memo presents a revised approach to the recommended split-release for Accredited Employer Work Visa (AEWV) implementation to deliver visa decisions in July.

RECOMMENDATIONS

It is recommended that you:

a) **Note** that you approved the recommended approach to split the AEWV implementation release into three stages, memo dated 22 June.

Noted

b) **Approve** the revised split release approach for the work visa gateway. The revised approach ensures a better ADEPT customer experience and integrates the AMS and ADEPT processes. This changes the back-end release dates, bringing them forward.

- **Release One - 4 July 2022** - Deploy the front-end Work Visa form to provide clients the ability to submit applications through the enhanced Immigration online channel. The receipt and acknowledgment email will be issued, and the client portal updated. In addition, the Identity backend integration will run to allow an identity in AMS to be created. The client's application status will present as 'under assessment'.

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- An interim AMS process has been established to process Work Visa applications in AMS and progress these applications to finalise decisions.

- **Release Two – 18 July** deploy new functionality that allows applications processed in AMS to be decided in ADEPT, essentially connecting the two system records. This reduces the risk of these applications being processed in both systems, provides a streamlined ADEPT experience to customers and establishes better record management for those applications manually processed in AMS.

- **Release Three – target date 27 August 2022** – Deploy full back-end functionality, processing functionality through to decision making activities, including Health, New Zealand Police (NZP), National Security Checks (NSC), Maintenance of the law ███ Quality Check (QC) and automated checks on previously held visas[1].

Agree / Discuss

Privacy of natural persons

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RE_ supplementary memo - Approval to

Jeannie Melville
Head of AEWV implementation
Immigration New Zealand

29 June 2022

Privacy of natural persons

Alan Quinn
ADEPT Project Director
Enablement

29 June 2022

Stephen Dunstan
EDP Sponsor
Immigration New Zealand

29 June 2022

Privacy of natural persons

Catriona Robinson
Acting Deputy Secretary
Immigration New Zealand

June 2022

4 July 2022 .

Privacy of natural persons

Stephen Vaughan
Chief Operating Officer
Immigration New Zealand

June 2022

1 July 2022

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[1] Quality check functionality was not delivered in ADEPT for Employer Accreditation and Job Check applications. Quality checks are in place for these products, with staff using existing quality check tools.

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BACKGROUND

1. On 22 June, the programme recommended a split release approach to deliver the AEWV work visa on 4 July, which was approved on 22 June.

2. A manual process is being established to allow migrant visas submitted in ADEPT to be processed in AMS. This bridges the gap between the front end and back-end implementation dates.

3. The ADEPT technical team revised the recommended approach to simplify the proposed back-end release, connecting the two system records and removing the risk of these applications being processed in both systems. This provides a streamlined ADEPT experience to customers and establishes better record management for those applications manually processed in AMS.

RECOMMENDED AEWV DELIVERY APPROACH

4. The ADEPT technical team have simplified the split release process which provides solutions to streamline the end-to-end AMS and ADEPT process, agreed to in June. The detail of the release is as follows.

Work Visa form – 4 July	
Customer	- Receives automated email from Job Check process (employer initiated) - Click on the link in the email and opens the Migrant Visa form - Complete and submit the form - Print receipted invoice
ADEPT System	- Send notification - Resolve identity - Create application in ADEPT and AMS - Create and publish completed form PDF - PDF flattening and Photo Quality Check validation - Create work visa assessment activity for blind pull, link additional documents function to this activity - Update status 'Under Assessment'
AMS PROCESSING INITIATION – The IO will open the ADEPT work visa assessment activity, which will initiate the AMS process. Manual Processing in AMS will continue until Release 3 is deployed. **ADEPT ACTVITY PROCESSING** – The work visa assessment activity must be marked as completed.	

Back-end release – 18 July	
ADEPT System	• Create visa on approval • Create visa in AMS • Publish visa in Portal • Update status 'Complete'
Customer	• Receive notification • Receive visa on approval

Back-end release – Target date 27 August	
ADEPT Integration	• Deploy full back-end functionality, processing functionality through to decision making activities, including Health, New Zealand Police (NZP), National Security Checks (NSC), Maintenance of the Law Maintenance, Quality Check (QC) and automated checks on previously held visas.

AMS PROCESSING - Immigration officers no longer process applications in AMS. There is a risk that some customers will receive duplicate visas and approval letters.

5.   The proposed split release timeframes are dependent on key Programme resources to be available and system testing to pass at an acceptable level. A release checkpoint will be scheduled for the 11 July 2022 to ensure that the solution is on track, and any delivery risks identified and mitigated early.

RISKS

6.   If we cannot deliver work visas to migrants within the 20-day timeframe, then this may result in migrants not being able to enter New Zealand. To mitigate this risk, an alternative solution has been identified to allow work visas to be allocated and processed in AMS. A separate briefing was submitted on this approach.

ISSUES

7.   If the ADEPT Programme continues to encounter unplanned disruptions, such as key resource being unavailable due to COVID-19, this may result in a reputational risk to INZ. The mitigation relies on key people being available, and there is no contingency in terms of available resource. This is being managed by the Programme and may impact timelines.

8. If inflight applications are not treated with the same configuration as the most recent release, there may be an issue with those applications not flowing through the system consistently. The ADEPT Programme is addressing this through a technical solution to ensure that they treatment of applications is managed regardless of when they were submitted. This is currently being scoped and factored into the project timelines.

9. If the Job Check and Token features are not in place, the timelines for AEWV may not be met, impacting the customer experience and presenting a reputational risk. The mitigation is to manually process applications in AMS, which is currently being scoped.

10. If the testing of the AEWV solution identifies issues that cannot be remediated within the planned delivery timeframe, then the release schedule may be impacted and will present a reputational risk for INZ. A plan to manage any technical issues will be prepared during the deployment phase.

CHANGE IMPACT

- Learning schedule and training environment
- Communications
- Customer experience
- Delivery resources and plans
- Early life support resources and plans.

NEXT STEPS

- Approve the recommended split release approach
- Update detailed release plan
- Update a detailed communications plan
- Update operational and resourcing plan.

CONSULTATION

The following stakeholders will be consulted during the detailed planning activities.

Business Unit/Branch/Team	Key contact
Stakeholder Engagement and Education	Stephanie Greathead Greg Forsythe
Enablement	Stephen Dunstan Jason Austin Alejandra Mercado
Border and Visa Operations	Nicola Hogg Sarah Clifford Dominic Forde
ADEPT Programme	Francis Hyland Nicole Jamison Privacy of natural persons Annie Kim Jo Holland
Assurance	Zoe Goodall Bryan Fergusson Steve Canton
Risk and Verification	Geoff Scott Jade Reid Privacy of natural persons