

VISION 2015

HIGH-LEVEL IMPACT ASSESSMENT

WORK AND VISITOR

Prepared By	Jonathan Maitland, Deployment Business Analyst
Prepared For	Trevor Kemp, Vision 2015 Business Transition Manager
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Document Owner	Trevor Kemp, Vision2015 Business Transition Manager
Author	Jonathan Maitland, Vision2015 Business Analyst
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Document Consultation

Role	Name
Project Leader - IGMS	Gordon Barlow
Vision 2015 Business Project Manager	Jill Chisnall
Vision 2015 BSD2 Manager	Anna McMahan
Vision 2015 Transition Manager	Trevor Kemp
IGMS Work & Visitor Technical Project Lead	Sonya Farthing
Visa Services Business Change	Catriona McKay
Visa Services Business Change	Chris Johnson
Area Manager Business Initiatives	Kristina Nelson

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Role	Name
Senior Advisor to General Manager CRIS	Elizabeth Cantrick

Distribution list

Role	Name
Project Leader - IGMS	Gordon Barlow
Vision 2015 Business Project Manager	Jill Chisnall
Vision 2015 BSD2 Manager	Anna McMahon
Vision 2015 Transition Manager	Trevor Kemp
Visa Services Business Change	Chris Johnson
Area Manager Business Initiatives	Kristina Nelson
Senior Advisor to General Manager CRIS	Elizabeth Cantrick
Vision 2015 Training Manager	Paul Lawrence
Vision 2015 Communications Manager	Tanya Katterns
Visa Services Communications Manager	Leigh Parker
Vision 2015 Business Process Lead	Nicola Kilkelly

Document Approvals

Name	Role	Date	Signature
Nicola Hogg	GM, Visa Services		
Sarah Thomson	Visa Services, Deployment & Implementation Manager		
Gordon Barlow	Project Leader - IGMS		
Jill Chisnall	Vision 2015 Business Project Manager		

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1 Document Purpose and Audience

1.1 Document Purpose

The purpose of this document is to provide a consolidated high level view of identified stakeholders and the types of impacts on them from the implementation of the Work & Visitor project which consists of Work and Visitor Forms(SV24) and Work and Visitor Processes (SV24a) as well as the Centralised Onshore Lodgement and Counters Review project (C6 – phase 1 only).

The analysis contained in this document is intended to be at a high level. The detail regarding the impacts will be contained in the *Work & Visitor Detailed Impact Analysis*.

1.2 Proposed Approach

This assessment is stage one of a three stage assessment and support process that will be completed for this project.

Stage One - High Level assessment – this is an initial helicopter view of who is involved in the project what are its key outcomes and who will be affected/impacted by its implementation.

Stage Two – Detailed assessment – this drills down to each initially identified impact and tests the validity of the high level identification i.e. is the identified stakeholder truly impacted and if so to what level. The detailed assessment will also provide detailed approaches to support key stakeholders throughout the implementation of the project. Part of this stage is talking to the key stakeholders, onshore & offshore & conducting impact & risk workshops.

Stage Three – Business Readiness - this process makes use of the detailed impact assessment and turns it into readiness checklists for the business to use. It also consists of working with the impacted business teams to ensure that they are “business ready” and everyone impacted by the project has received the right training and/or has the right level of understanding of how this project’s implementation will impact on the delivery of their roles.

1.3 Document Audience

This document has been written for the following audiences:

Audience	Purpose
Business Owner	To give confidence that stakeholders and high level impacts have been identified
Project Lead	To give confidence that stakeholders and high level impacts have been identified
Project Manager	To give confidence that stakeholders and high level impacts have been identified
Change Management resources	To give visibility of change management that may be required to support the implementation
Communications resources	To give visibility of communication activity that may be required to support the implementation
Training resources	To give visibility of training activity that may be required to support the implementation

1.4 Background and Context

Immigration ONLINE (IOL) - Work & Visitor builds on the functionality provided by IOL - Student and is the next key technology deliverable for the Vision 2015 Programme. It utilises the existing platform that has been created in the foundation stages of the IGMS technology work stream and extends the number of online application types, using the technology platform introduced by the Student application. It will assist in the established goal to have more visa application forms moved online as part of the Vision 2015 benefits.

The project will streamline the initial stages of the application process (by the applicant), reducing processing times and manual work to capture the data into AMS. For applicants, applying online will reduce waiting times on application processing, reducing the number of documents physically sent and increase the convenience of applying for a visa (online).

Work and Visitor also introduce new capability to the Immigration ONLINE forms including:

- product versioning;
- apply-on-behalf-of;
- Chinese language option;
- China UnionPay; and
- Immigration Officer (IO) document upload capability.

Work & Visitor also compliments the eVisa project (AD2) which is designed to remove the need for a visa to be physically placed in a passport.

Phase 1 of the Centralised Onshore Lodgement and Counters Review project builds on the concept of utilising the Northern Area Documentation Office (NADO) as an onshore Visa Application Centre (VAC) for Work & Visitor applications lodged online. This will create a central onshore point to allocate online applications by category as well as standardise the onshore online lodgement process.

1.5 Project Benefits

The introduction of online forms will deliver a core component of the overall operating model that the Vision 2015 Programme is seeking to implement. There is significant benefit associated with Immigration NZ receiving applications in a digitised format along with the benefits of the new capabilities as mentioned above.

The primary financial benefits of having digitised applications are achieved from significantly reduced labour requirements for visa application lodgement and initial processing. Applicants, and those acting on their behalf, will be able to input data and upload documents removing the need for INZ staff to complete this process.

In addition to reduced data entry there will be less use of mail and courier services by INZ and visa applicants.¹ This will reduce mail and storage costs, save labour and improve the customer experience by reducing the time between application submissions and decisions. The use of forms will guide the applicant and ensure that the information provided is complete and as accurate as possible prior to submitting the

¹ However, with using NADO and then potentially needing to allocate to other NZ offices we may yet have to courier/send passports around the country (decision to be confirmed through the C6 project)

application reducing request for further information and rework. A secure online payment form will be part of the application process.

The benefits arise from reducing or eliminating some of the following processes:

- Printing and distributing forms
- Keying data from forms
- Data verification and changing incorrect information
- Passport handling (though see comment above and note e-visa dependant also)
- Checking submitted forms
- Requesting additional information
- Document retrieval
- Returning failed applications
- Collating and sending forms to branches
- Processing payments
- Filing and storage

1.6 Document scope

This document identifies all known stakeholders as at December 2014 and covers the impacts on them at a high level in preparation for the implementation of Work & Visitor and the Centralised Onshore Lodgement and Counters Review (COLCR) projects.

In Scope	Out Of Scope
Identification of stakeholders impacted by the implementation of Work & Visitor and COLCR.	Detailed analysis of impacted stakeholders.
Identification of how stakeholders may be impacted.	Identification of the responsibilities and accountabilities for managing these impacts.
	Identification of risks that may have a direct impact on stakeholders.
	Identification of any dependencies that may impact on implementation.

1.7 Analysis approach

This assessment is based on information contained in the IGMS Project Sub-Project Plan #21 & #22 and the BSD2 Project CAPEX funding business case as well as discussions with the Work & Visitor and COLCR project team.

As detailed in the table of impacted branches by cohort in the eVisa High Level Impact Assessment, and by overall work & visitor visas decided by branches (over 10k+ in 13/14FY), the impacts of the deployment of the eVisa & and Work & Visitor releases are likely to be felt in these branches in terms of changes in process, workload and training. In order to feed into the development of the Detailed Impact Assessment, it would be valuable to hold workshops on the impacts and the risks of implementing Work & Visitor with at least 3 of the following branches, offshore/onshore, however further analysis of the application cohorts to go online and the impact on these branches might identify other branches that might be impacted to a greater extent:

- London, Washington DC, Shanghai, Mumbai, Suva, Auckland, Christchurch

1.8 Work & Visitor overview

The Work & Visitor project will see a suite of new products & enhancements introduced to assist in increasing the customer experience and allowing the goals of the Vision 2015 project to be met.

The products are summarised below:

- Two new application types (work and visitor); based on the student form;
- A retro-fit of the online Student form to include eVisa, version control, eMedical, and “apply-on-behalf”;
- New Document Management System (DMS), replacing the current IGMS DMS, and migration of existing documents to the new DMS;
- An upload capability for Immigration Officers to upload documents directly into the new DMS;
- Chinese language form for visitor visas only, where the form questions will be in Chinese (using Pinyin simplified Chinese) but the answers will need to be in English as per Immigration regulations;
- An “apply-on-behalf” form principally to allow advisors to act for visa applicants;
- An ability for China UnionPay to be selected as a payment option;
- A versioning capability to allow the automatic updating of the online application forms as they go out of date; and
- The Immigration ONLINE forms will also include the ability for the form to not request passports from applicants eligible for passport free eVisas. This change supports the eVisa initiative.

Appendix A contains a full list of the work and visitor application types that will use the online forms. Excluded are any further forms under consideration for digitisation under SV32.

There will be minor changes to the INZ Application Management System (AMS) and the Breakthrough process may require reconfiguration to cater for allocation processes of onshore - online applications to NADO. While all Immigration Officers already have access to DMS and have been trained for the Student release, they will need additional training due to changes being made to DMS to enhance functionality as part of the student retrofit. In conjunction to this release, but still a separate project, is eVisa which will bring additional benefits such not having to print visa labels and removing the need for passports to be provided until a later stage.

1.9 Areas impacted

An initial High Level Impact Assessment has identified the following areas will be impacted by the Work & Visitor and COLCR project, although many of the impacts identified in the Student release are largely valid for this project too:

People: The establishment of online Work & Visitor processes, including centralising onshore online lodgement at NADO, will change the way applications are processed which will require staff to re-adjust their service delivery response, since they will not be receiving physical applications in most cases. This may lead to re-assignment of roles within branches and/or a shift in processes which could see a change in the Immigration Officer/Support Officer responsibilities. NADO staff will need to re-adjust to two streams of applications being lodged; online & paper. All staff would need to be familiar with accessing the new DMS and its capabilities, enhancements (ability to upload documents) and limitations.

“Apply-on-behalf” capability will enable Immigration advisors to use Immigration ONLINE to capture visa applications. While individual applicants can be provided guidance in the use of an online application form, they cannot be trained. However advisors, who submit multiple applications on behalf of visa applicants, can be trained. If training is provided in the use of the online form this could be delivered by offshore offices who already manage advisor relationships. This should result in a greater proportion of applications arriving “assessment ready”.

Applicants applying for Visitor visas will need to understand that all members of a family will need to fill in a separate Visitor application online form. This need will have to be made clear in any communications to applicants. There will be no group option.

Applicants & advisors applying onshore online will need to be made aware their applications will be sent to a centralised site and may not be assessed by their closest branch.

Culture and behaviour: Immigration Officers will need to trust the technological changes, especially in ‘not receiving’ physical applications. The online process will enhance timeliness and data accuracy and remove a potential physical security risk of the business losing original documents. Support Officers will not need to RFL (Return Failed Lodgements) applications as the system will not accept incomplete applications; however Support or onshore Documentation Officers may receive applications with incomplete or poor quality supporting documents.

Process, policy and procedure: Processes will need to change in branches caused by the change in technology although lessons from the Student release could be implemented, since part of the business has already been through this process. Current procedures for the assessment of applications will remain as a BAU activity. Policy & procedures around not receiving physical applications will be the major change to the business. Branches will also need to understand work will be able to be shifted electronically around the world. Service Design & Performance will need to have a process in place to maintain (monitor and update) forms and a plan of how this is communicated to the business and external parties.

Workloads across most branches have the potential to increase, especially in branches handling student applications due to the impacts of the “Apply-on-Behalf”, Chinese language form versions and China UnionPay being introduced. This may lead to a rapid increase in applications from China due to these functions. The process to move applications electronically around INZ Branches to even out workflow (Under the Assess and Decide – Work Allocation Workflow project AD1 – currently being scoped, timeframe of deployment still to be confirmed), will enable this to be done.

Branches using the Breakthrough model will need to have Breakthrough reconfigured to suppress the requesting of passports for work & visitor applications once approved. Other branches could still have passports being requested depending on the cohort of the work applications not going online and not part of eVisa.

Processes of standardisation used by NADO to currently lodge applications will need to be looked into to see how these translate to the online process. Lessons from the student release on how the student branches processes changed with online applications will need to be considered. Once NADO has the online applications, the process by which method they are assessed, e.g. by risk, category or value as well as where in INZ they will be sent to be assessed will need to be considered.

The role of Breakthrough in regards to centralising onshore online lodgements will also need to be considered as it could impact on the future allocation model. Breakthrough may require reconfiguration that will require staff training.

2 Summary of Findings

Indications from this analysis are:

2.1 Internal impacts

Internally, the main impact of Work & Visitor will be on Visa Processing branches, mostly the onshore branches that have not had any exposure to online visa processing:

- This impact will be mostly in process as experienced by Immigration Officers (IOs) at the frontline, with required shifts in culture and behaviour supported by policy and procedure changes.
- IOs will need to understand that the changes are designed to speed up processing of the majority of applications. There could be impacts relating to reduced workload and staff roles mostly in the Support Officer area since a lot of the data entry function will be done by the applicant. The amount of paper filing will be largely reduced.
- Some sites will still be accepting paper applications and passports due to categories not going online or part of eVisa.
- Sites already processing Student applications online will need to prepare for an increase in the proportion of online applications received versus paper will increase for some markets due to the inclusion of “China UnionPay” and “Apply-on-Behalf” capability.
- Sites that have not been involved in processing significant numbers of Immigration ONLINE - Student applications will be more significantly impacted by this change.
- Immigration Call Centre (ICC) will also be impacted with a potential increase in queries from applicants with difficulty completing the online form, resulting from comprehension or technical issues.
- The INZ website will require updating.
- Fees will be paid online, allowing central reconciliation through MBIE Finance.
- Workload will eventually be able to be shifted electronically around branches to remove peaks (Under the Assess and Decide – Work Allocation Workflow project AD1).
- Standardisation of NADO’s processes for receiving online onshore applications will need to be updated. (COLCR project C6).
- The allocation of onshore online applications once lodged with NADO and where and how they are assessed will need to be agreed. (COLCR project).

Other internal stakeholders impacted to a lesser degree include Compliance, Risk and Intelligence Services (CRIS), Operations Support within Visa Services, Service Design & Performance, Settlement Protection and Attraction (SPA), the Quality Unit & Resolutions in regards to knowledge, communications & process.

2.2 External impacts

- Externally, applicants will be impacted as they will need to understand the processes available for applying for visas online.
- Those applying for online visitor visas will be impacted due to the single visa requirements where each applicant (e.g. a family applying) will need to complete their own application. There will be no group option for online visitor visas.
- Advisors who will be able to apply-on-behalf of their clients will be limited in the number of open applications they can lodge at one time to 10 applications per advisor per week.

- Applicants & advisors will need to be aware of the centralisation of onshore online applications at NADO and they may not be assessed & decided in the same branch.
- The opportunity to “train” advisors on the completion of an Immigration ONLINE form should increase proportion of “assessment ready” applications received.
- There are other stakeholders that will be impacted by this release but the impact on them is likely to be minimal.

It is envisioned that all stakeholders will require communications for this release to ensure awareness. Some stakeholders (that have been identified requiring KN – Knowledge: see below) will require more targeted or specific communications or knowledge articles.

3 Impacts Identified

Use the following Key when interpreting:

- KN** - Knowledge required (background information, lessons learnt, and understanding of process change)
- PR** - Processes/Procedural and Functionality Changes
- WL** - Workload (potential increase or decrease) - may involve Human Resource changes
- LEG** - Potential Legal Impacts (MOUs, Policy, legislation changes)
- TR** - Training will be required
- COMS** - Specially Targeted Comms, Awareness Comms
- AC** - Access Requirements (Staff who require access)
- PRIV** - Privacy
- SEC** - Security
- RPT** - Reporting
- HW** - Hardware (e.g. computer screens)

3.1 Internal Stakeholders

Stakeholder List	Impact											Notes / Comments
	K N	P R	A C	W L	C O M S	T R	L E G	S E C	P R I V	R P T	H W	
ODCE – Immigration	✓				✓							- Require high level information to be able to respond to queries from Media etc.

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Stakeholder List	Impact											Notes / Comments
	K N	P R	A C	W L	C O M S	T R	L E G	S E C	P R I V	R P T	H W	
Visa Processing Branches Onshore	✓	✓		✓	✓	✓					✓	<ul style="list-style-type: none"> - High impact sites based on number of work & visitor visas issued in 13/14FY (>10k) – Manukau, Henderson, Christchurch, Auckland Central. - Impact to Breakthrough batch finalisation processes where the online form does not request passports – Auckland and Palmerston North (PN). - Except for PN, onshore sites not used to using DMS, however IOs decision making will still be through AMS. - Counter facing branches will need guidance to give advice to applicants/advisors relating to online submissions - Will be changes to workload & reduction in mail/courier incoming/outgoing. - New staff will require access & will require branches to reconfirm staff still have access to DMS. - Many offices will see an increase in the volume of loose passports to be handled. – Dependent on the cohort of passport free applications within the office catchment. - Sites where there is a high Advisor involvement could see an increase of applications under the Apply on Behalf option. - Procomms message (sent by I-Branch absorbed within the Auckland Central Area Office (ACAO) will need to be updated to reflect work & visitor and eVisa requirements. - Mechanism required to create new application if applicant changes advisors / will need to create new IGMS account number (tbc).

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Stakeholder List	Impact											Notes / Comments
	K N	P R	A C	W L	C O M S	T R	L E G	S E C	P R I V	R P T	H W	
Visa Processing Branches Offshore	✓	✓		✓	✓	✓					✓	<ul style="list-style-type: none"> - High impact sites based on number of work & visitor visas issued in 13/14FY (>10k) – Shanghai, Beijing, Suva, Mumbai, Hong Kong, London. - Visitor markets with a large number of students will see a smaller uptake of online other markets with a greater proportion of individual applicants. - Some sites already using DMS for student but uptake volumes may increase in some markets due to new capability added to the online form. - Will be changes to workload. - New staff will require access & will require branches to reconfirm that staff still have access to DMS. - Sites where there is a high Advisor involvement could see an increase of applications under the Apply on Behalf option. - Mechanism required to create new application if applicant changes advisors / will need to create new IGMS account number (tbc).
Immigration Contact Centre	✓	✓		✓	✓	✓					✓	<ul style="list-style-type: none"> - Contact point for queries. - Queries may increase initially as applicants/advisors get use to new process - There will be a sustained increase in technical queries to ICC. - New staff will require access & will require branches to reconfirm that staff still have access to DMS. - Knowledge base will require updating.

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Stakeholder List	Impact											Notes / Comments
	K N	P R	A C	W L	C O M S	T R	L E G	S E C	P R I V	R P T	H W	
Northern Area Documentation Office	✓	✓		✓	✓	✓						<ul style="list-style-type: none"> - Impact on Breakthrough model for Work, Visitor & Student. - NADO initial processing - NADO passports - NADO – allocation of applications to other onshore offices - NADO – poss supressing label??? - NADO to be receiving office for onshore online Work & Visitor applications at tendered stage. - Auckland region applications lodged online will reduce the workload for NADO as these will not have a lodgement component. However Immigration ONLINE applications from outside the Auckland region will provide new work to NADO. The net result to workload is uncertain.
Settlement Protection Attraction - Refugee Quota Branch (RQB), Refugee Status Branch (RSB), Recognised Seasonal Employment (RSE)	✓				✓							<ul style="list-style-type: none"> - Information for new migrants/visa holders, forms & website channels may be used to deliver info. - Could be used to promote online service to employers, applicants through job fairs SPA attends.

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Stakeholder List	Impact											Notes / Comments
	K N	P R	A C	W L	C O M S	T R	L E G	S E C	P R I V	R P T	H W	
Service Design & Performance	✓	✓		✓	✓		✓					<ul style="list-style-type: none"> - Process changes (Staff Toolkit). - Immigration instructions changes? - AMS template letter changes. - Forms and guides changes. - Web pages updated with new forms guides and ability to pay via China UnionPay. - Versioning will impact the ability to update online forms on a set date and know what policy must be or has been applied during the assessment of the application. - There still remains the need to maintain copies of old forms & guides while making sure most current forms & guides are available online.
Visa Services Operations Support	✓	✓		✓	✓	✓				✓		<ul style="list-style-type: none"> - Comms with branches on changes / (VisaPak, etc.); - Ongoing support. - Likely to be responding to queries from branches & advisors. - Process for handling Privacy Requests may need to be amended.
Technical Training Team					✓	✓						<ul style="list-style-type: none"> - Role with Kineo (To Be Confirmed) - To deliver some level of training and maintain the developed training products in production.
ICT	✓	✓		✓	✓							<ul style="list-style-type: none"> - Ownership/maintenance of new technical products.
Quality Unit	✓	✓			✓					✓		<ul style="list-style-type: none"> - Will need to review Quality reporting process. - Will require new or amended quality checks/ templates in relation to those submitted Online.

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Stakeholder List	Impact											Notes / Comments
	K N	P R	A C	W L	C O M S	T R	L E G	S E C	P R I V	R P T	H W	
Legal - Immigration & Protection Tribunal liaison	✓				✓		✓					- Business as usual (BAU) – may have to look at how information is shared with IPT
Legal	✓				✓				✓			- BAU
Resolutions Team	✓				✓							- BAU, only additional forms to be communicated
Data Warehouse	✓				✓					✓		- BAU support for additional forms - New report(s) to differentiate between different types of forms
Service Desk	✓				✓							- BAU support for additional forms - Changes to DMS
CRIS – Border & Compliance (Compliance, Investigator and Border teams)	✓				✓					✓		- BAU, only additional forms to be communicated
CRIS – Intelligence Risk & Support (Intelligence Strategic and Tactile teams, Intel Collections Unit, Risk Assessment Team, Country Profiling Unit, Identity Services, Operations Support team)	✓	✓			✓					✓		- Contact point with Police, NZSIS etc., will need to change their process for sharing these applications from physical to virtual. -

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Stakeholder List	Impact											Notes / Comments
	K N	P R	A C	W L	C O M S	T R	L E G	S E C	P R I V	R P T	H W	
Finance		✓		✓								<ul style="list-style-type: none"> - Payments will be able to be done centrally, leading to an increase in the reconciliation process. - China UnionPay payment card to be allowed as a means of payment, new to INZ
Records Services	✓				✓							<ul style="list-style-type: none"> - May need to review the process of retaining electronic records (archival schedule) - Gradual reduction in storage of physical files
Project Management Teams	✓				✓							<ul style="list-style-type: none"> - Will impact on other BSD2 projects: IDMe, Verification/Triage etc.

3.2 External Stakeholders

Stakeholder List	Impacts							Notes / Comments on level of impact on external stakeholders (for most will just require knowledge & comms of the change)
	KN	PR	COMS	TR	WL	LEG	PRIV	
Visa Application Centres (VACs)	✓	✓	✓		✓			<ul style="list-style-type: none"> - Workload to decrease (reduction in applications being received). - Increased handling of loose passports.
Advisors / NZAMI / NZAIP / Lawyers	✓		✓	✓	✓			<ul style="list-style-type: none"> - Keep updated – may question process since applicants will be able to apply online without needing an advisor - Apply on behalf option will be available to advisors but will be a system limit of 10 applications per week per advisor
IAA	✓		✓					<ul style="list-style-type: none"> - Comms

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Stakeholder List	Impacts							Notes / Comments on level of impact on external stakeholders (for most will just require knowledge & comms of the change)
	KN	PR	COMS	TR	WL	LEG	PRIV	
Employers (INZ Accredited Employers, RSE Employers, General Employers)	✓		✓					<ul style="list-style-type: none"> - Comms – website update - May benefit from meetings with Skills & Investment Relationship Managers to outline the changes.
Media / Community groups / Opposition Parties			✓					<ul style="list-style-type: none"> - Comms
Applicants / Potential Migrants	✓		✓					<ul style="list-style-type: none"> - Comms: (websites etc.) on how to access the system & upload documents. - No group visa option for online applications. - Applicants from visitor visa required countries will require single visa applications from all applying.
Minister of Immigration & Associate Minister of Immigration (incl. Minister's Office)	✓		✓					<ul style="list-style-type: none"> - Keep updated through aide memoirs
NZ Customs Service			✓					<ul style="list-style-type: none"> - Comms only; can liaise through Border for information
Ministry of Education			✓					<ul style="list-style-type: none"> - Comms
Ministry of Health			✓					<ul style="list-style-type: none"> - Comms
Internal Affairs	✓	✓	✓					<ul style="list-style-type: none"> - Increase in RealMe identity's created
Police	✓	✓	✓					<ul style="list-style-type: none"> - Liaise through CRIS for access to applications
NZSIS	✓	✓	✓					<ul style="list-style-type: none"> - Liaise through CRIS for access to applications
MSD			✓					<ul style="list-style-type: none"> - Comms

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Stakeholder List	Impacts							Notes / Comments on level of impact on external stakeholders (for most will just require knowledge & comms of the change)
	KN	PR	COMS	TR	WL	LEG	PRIV	
IRD			✓					- Comms
MFAT	✓		✓					- Comms channel to foreign governments /consulates
NZQA/TEC	✓		✓					- Comms
Foreign governments	✓	✓	✓					- Comms
Office of the Privacy Commissioner	✓	✓					✓	- PIA required, although might just require a revised version from Student
Kineo			✓	✓				- Will be involved in the development of training modules for as part of their BSD2 contract
Immigration Global Management System Project			✓					- Dependencies on other IGMS projects

4 Appendix A

The following application types are impacted by the introduction of online work & visitor forms:

In Scope	Out Of Scope
<p>Online Receive Visa capability for:</p> <p>Work</p> <ul style="list-style-type: none"> A. Essential Skills B. Post-Study Work Visa – Open C. Post-Study Work Visa – Employer Assisted D. Student and Trainee Work Visa (Medical/Dental, Jockey, Work Experience for Student) E. Work to Residence- Long Term Skill Shortage List F. Work to Residence- Talent Accredited Employer Work Visa G. Work to Residence- Talent Arts Culture Sport Work Visa H. Religious Worker Work Visa I. Specific Purpose or Event: <ul style="list-style-type: none"> ○ Senior or specialist business people on short-term secondments ○ People seconded to New Zealand as an intra-corporate transferee ○ People wishing to undertake business activities in New Zealand for a period exceeding three months in one year ○ Migrant Investment Instructions principal applicants ○ Sports referees, show, display or exhibition judges, non-accredited media and broadcasting personnel for major sporting events ○ Dance and music examiners of recognised international teaching institutions ○ Installers or servicers of specialised machinery or equipment supplied by an overseas company ○ Performing artists, entertainers, film and video production crew, and associated support personnel ○ Sports people and professional sports coaches ○ Nurses from the Philippines seeking entry to obtain New Zealand occupational registration ○ Other specific purpose or event 	<p><u>Other categories of work visa including:</u></p> <ul style="list-style-type: none"> ● Entrepreneur work visa ● Nationality specific work visas ● Domestic staff for seconded business personnel ● Military visas ● Special temporary visas for diplomatic, consular and official staff <p><u>Groups visa including:</u></p> <ul style="list-style-type: none"> ● Family group visitor visas (homogeneous family) ● Group visitor visas (ADS and non-ADS) ● Group work visas ● Heterogeneous Family Groups. i.e. A family applying for different visas together but dependant on the PA’s application (Parent Work Visa, partner Visitor Visa, Kids Student Visas) <p><u>Other categories of visa including:</u></p> <ul style="list-style-type: none"> ● Guardian ● Partner ● Dependent ● Skilled migrant

In Scope	Out Of Scope
<p>Visitor</p> <ul style="list-style-type: none"> • General Visitor • Other Specific Visitor Categories: • Antarctic travellers • Approved arts or music festival • Applicants seeking occupational registration in New Zealand • Business • Children adopted overseas or children to be adopted • Child victims of people trafficking • Crew joining vessel or aircraft • Escorts of patients coming to New Zealand for medical treatment or consultation • German law students and graduates • Involvement in sports events, tours or tournaments • Owners and crew of super yachts • Parents and Grandparents of NZ Citizens or Residents • Pitcairn Islanders • Refugee or protection status claimants • Seeking medical treatment or consultation • Short term English language studies • Temporary Retirement • Travelling by private yacht or aircraft • Visiting academics • Visiting Media Programme • Work visa holders dismissed during a trial period <p>Applications on-behalf-of Student, Temporary work and Visitor (NB this will be a retrofit to Student)</p>	