

VISION 2015 – VISA PROCESSING OPERATING MODEL HANDOVER

Handover March 2016

Transition to closure

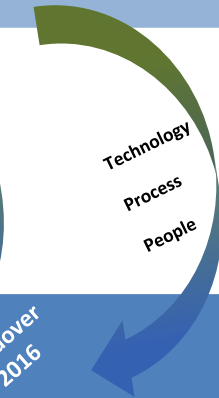
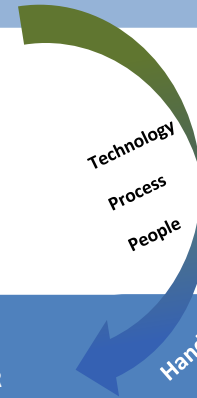
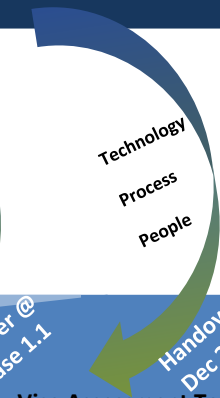
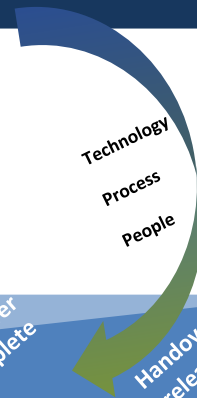
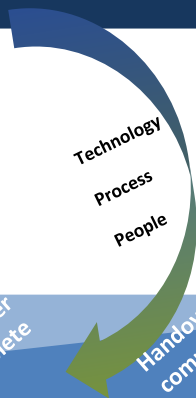
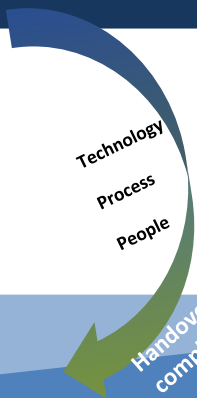
Programme End
June 2016

Programme
Supplier

Lead



Programme
Transition
Out



INZ Business
Implementation
Plan

INZ BAU
Customer
Receiver

Immigration
Online
Student

Immigration Online -
Work, Visit
Apply on Behalf of
Chinese Language form
eVisas (phase 1)
eVisa VisaView (phase 2)
Process Management Framework
Interim Triage & Verification
Aligned Risk Roles

Handover @
release 1.1
Identity
Visa Assessment Tool
Quality Framework
Performance Management
Framework & Reporting
Workflow Allocation
Level 4 Processes & SOPs
ICC Role & Capability
Standard Onshore Counter Services
Global Demand Management
eVisa Roadmap (other phases)
Customer Insights

VPOM HANDOVER
(March 2016)
Governance & Engagement
Comms Approach
MVS Approach
Benefits Monitoring
Business Readiness
Training Approach
Deployment Approach
End 2 end L4 Processes
Test Approach

Identity

Handover
2016
Business Rules Engine
Final Triage Processes
Remaining forms - Groups
Digitalised Remaining
Applications
Remaining Technology
Enablers delivered
eVisas & passport data
transfer

INZ BAU
Supplier
Lead

Metric Monitoring/ Benefit realisation

VISION 2015 – VISA PROCESSING OPERATING MODEL HANDOVER

