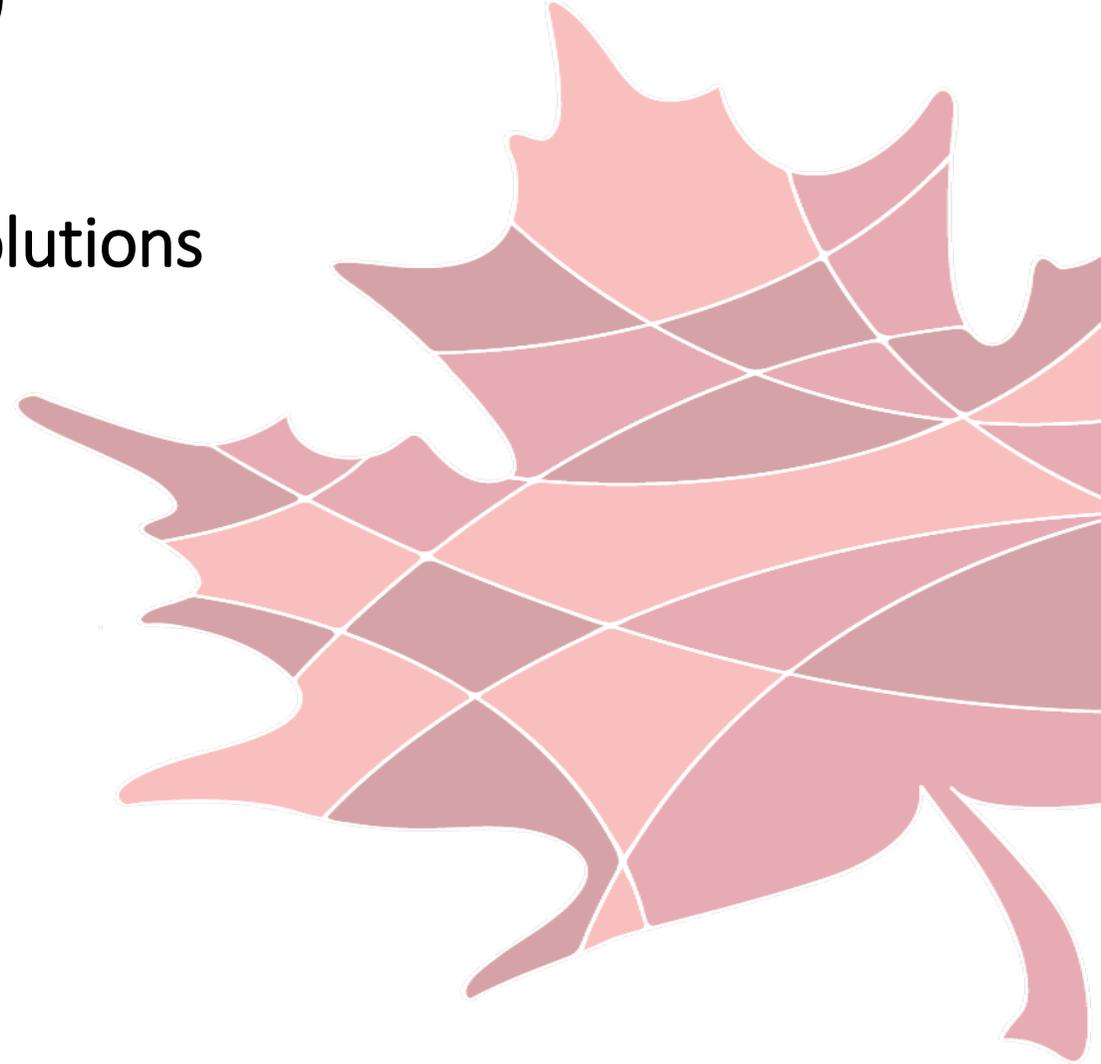# Metropolis Conference 2019

Introduction to the Transformation & Digital Solutions Sector

Louis Dumas
Director General, Transformation
Monday June 24, 2019

Immigration, Refugees and Citizenship Canada   Immigration, Réfugiés et Citoyenneté Canada

Canada

Why Create TDSS?

The Challenge

- Increases in temporary resident application volumes and asylum claims that outpace our capacity

- Increasing annual targets as per the immigration multi-year levels plan (MYLP)

- IRCC clients demanding a better client experience and a more modern approach to how their services are delivered

The Opportunity

To become a world leader in migration to maximize the benefits of our programs for our clients and for Canadians

Key Areas for Transformation

- Client Service

- Operational Excellence

- Program Integrity

- Enhanced experience for our employees

What Does Transformation Allow For?

For Clients ...

Simple and accessible digitally-enabled applications

Faster processing times

Improved client experience

For Canada & Canadians

Greater program integrity and security

Capacity to meet rising volumes without increased cost burden

Capture full economic and social benefits of increased immigration and tourism

For IRCC Employees

Talent and career development opportunities – new knowledge, skills, tools

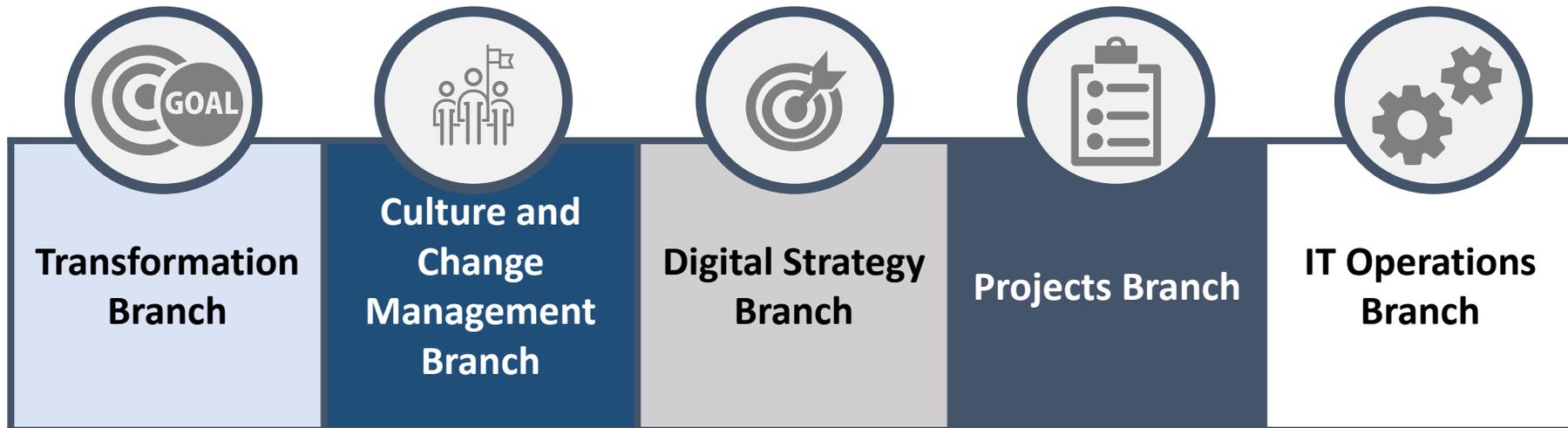Meaningful work assignments that connect to the priorities of IRCC

A positive work environment supported by the new culture - an greater place to work!

What Does Our New Sector Look Like?

- The Transformation and Digital Solutions sector is organized into five branches

- These branches **do not operate independently**; much of the work is done horizontally across these organizations to deliver products and services

Transformation Branch

Culture and Change Management Branch

Digital Strategy Branch

Projects Branch

IT Operations Branch

Transformation Branch: Collaboration, Courage, Value

Our Mandate: Transform the way IRCC into an agile organization that delivers increased value for our clients and Canadians

Modernize and reimagine how clients journey through the migration system

Improve the way we work by making our current processes more lean, to maximize efficiency and client centricity

Measure transformation initiatives to ensure expected needs and outcomes are being met, and work with corporate enablers to align internal IRCC's new realities