

## Hawryluk.Geo

**From:** Dumas.Louis  
**Sent:** March 6, 2019 12:26 PM  
**To:** IRCC.F DN All / Tous RN F.IRCC  
**Subject:** INFO: Taskforce 7K (TF7K) / Groupe de travail 7K (GT7K)

Colleagues,

In 2017, using the DMAIC model, the DN created Taskforce 7K (TF7K) in order to address the processing challenges of the remaining citizenship applications in the GCMS Legacy System.

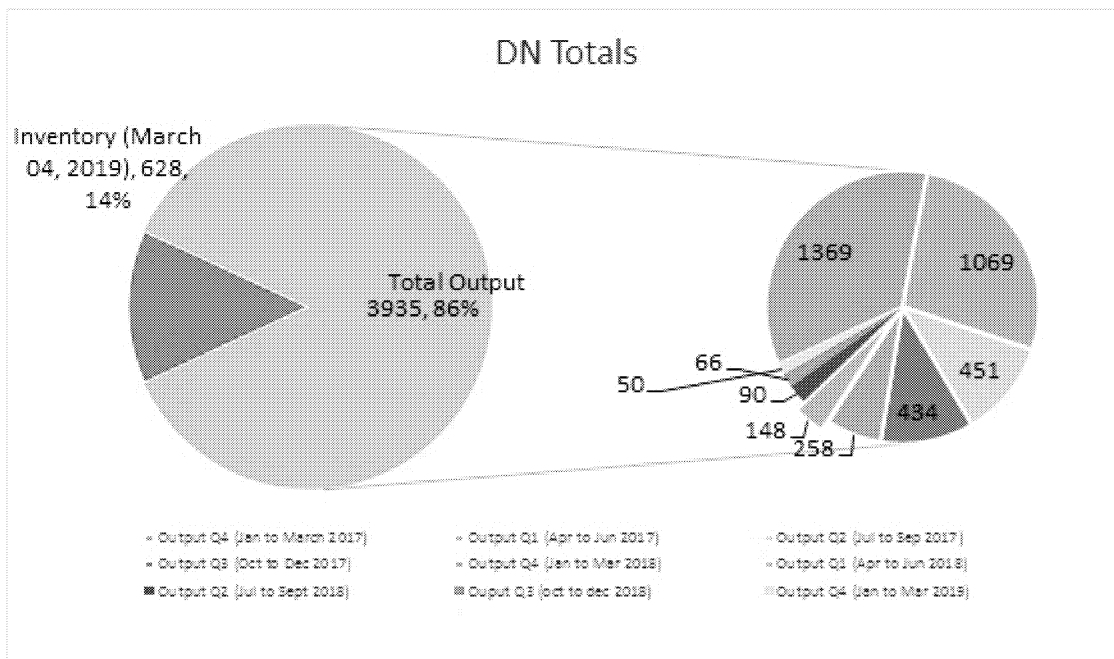
Since then, we have made tremendous progress in reducing the amount of inventory by giving sustained attention to these ageing cases and liaising with partners such as the Canadian Border Services Agency (CBSA), the Immigration and Refugee Board of Canada (IRB) and the Case Management Branch (CMB).

Two years ago, at the start of this project, our inventory stood at 7,000 cases. As of today, we have significantly reduced the inventory to 628 cases which represents just 14% of the original amount.

None of this would have been possible without the dedication and determination of our staff across the DN. I thank you for your commitment to this project.

As we are closer to completion, I know I can count on all of you to continue prioritizing these cases in collaboration with our partners.

Thank you!



Chers collègues,

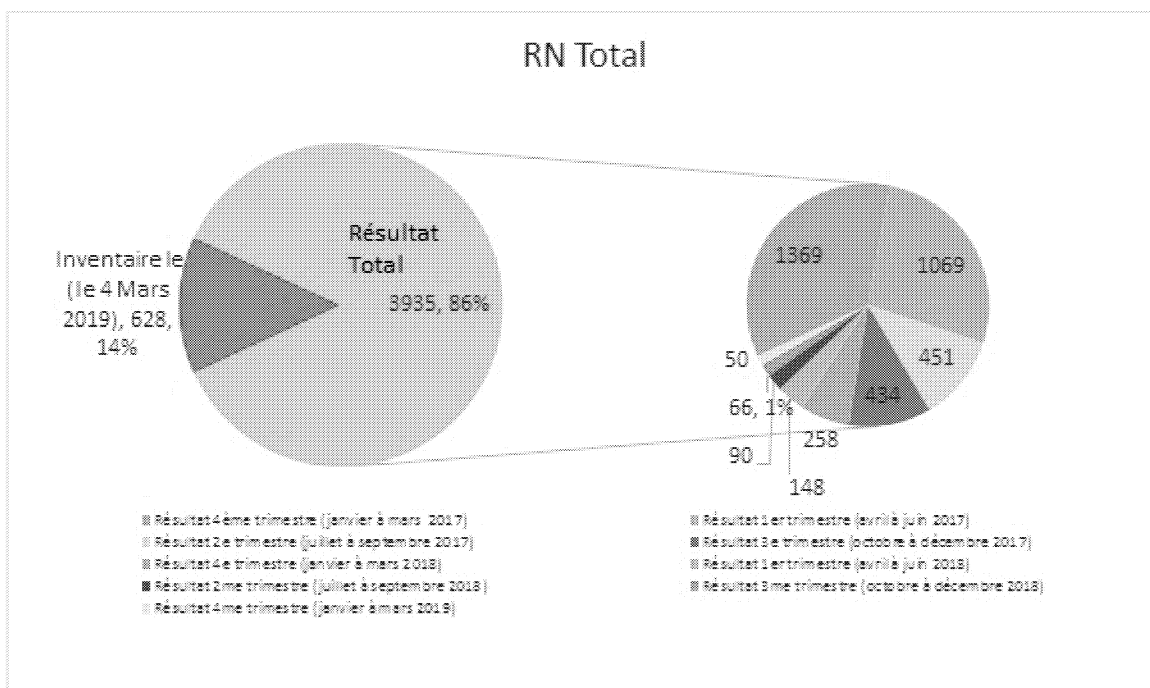
En 2017, en utilisant le modèle DMAIC, le RN a créé le Groupe de travail 7K (GT7K) afin de répondre aux défis de traitement des demandes de citoyenneté sous l'ancien système du SMGC.

Depuis, nous avons fait d'énormes progrès dans la réduction de l'inventaire en donnant la priorité à ces cas vieillissants et en travaillant avec des partenaires comme l'Agence des services frontaliers du Canada (ASFC), la Commission de l'immigration et du statut de réfugié du Canada (CISR) et la Direction générale du règlement des cas (DGRC).

Il y a deux ans, au début de ce projet, notre inventaire s'élevait à 7000 cas. À ce jour, nous avons réussi à réduire considérablement l'inventaire pour atteindre 628 cas restants, ce qui représente seulement 14% du montant initial (7000). Rien de tout cela n'aurait été possible sans le dévouement et la détermination du personnel de l'ensemble du réseau national. Je vous remercie de votre engagement envers ce projet.

Comme nous sommes près du fil d'arrivée, j'espère pouvoir compter sur vous tous afin de continuer à prioriser ces cas et à travailler en collaboration avec nos partenaires.

Un grand merci!



Louis Dumas

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Count of Case Scheduling Status	Column Labels										Grand Total	
Row Labels	C-CRMNY-PICK	C-CRMNY-READY	C-CRMNY-SCHED	C-DCSN-READY	C-HRNG-READY	C-HRNG-SCHED	C-TEST-PICK	C-TEST-READY	C-TEST-SCHED	Unspecified	(blank)	Grand Total
<b>CPC Sydney</b>		6			5	1		3			7	22
CPC Sydney		4				1		3			7	15
PRC Sydney		2			5							7
<b>Eastern Region</b>		39	1	14	32		1	2	2		75	166
Halifax IRCC		1	1	1								3
Montreal Citizenship		1			1			1			1	4
Montreal Citizenship - CEN		37			13	30	1	1	2		74	158
St. John's IRCC						1						1
<b>Ontario Region</b>	2	20	9	8	11	3		4	2		67	126
Hamilton IRCC											5	5
Kitchener IRCC		1									7	8
London IRCC											2	2
Mississauga IRCC		3	5	2			1		1		10	22
Ottawa IRCC	2	3		1	3						16	25
Scarborough Citizenship Operations		13	2	5	7	1		4	1		25	58
Windsor IRCC			2		1	1					2	6
<b>Other</b>	1	32		13	12			13			204	275
Case Review, Citizenship & Immigration	1	29		12	10			13			75	140
GTA-CEN IRCC		3		1	2						127	133
Montréal											1	1
Siebel Administration											1	1
<b>Western IRCC</b>		20	6	34	5	2		8	2		68	145
BC Itinerant Services			2									2
Calgary IRCC				3				3	2		14	22
Edmonton IRCC		6		17	2			1			22	48
Saskatoon IRCC		1		1								2
Surrey IRCC		2									1	3
Vancouver Citizenship		7	4	12	3	1		2			29	58
Winnipeg IRCC		4		1		1		2			2	10
<b>(blank)</b>												
(blank)												
<b>Grand Total</b>	3	117	16	74	61	5	1	30	6		421	734

## Proposal To Address the Aging Inventory and Under Review

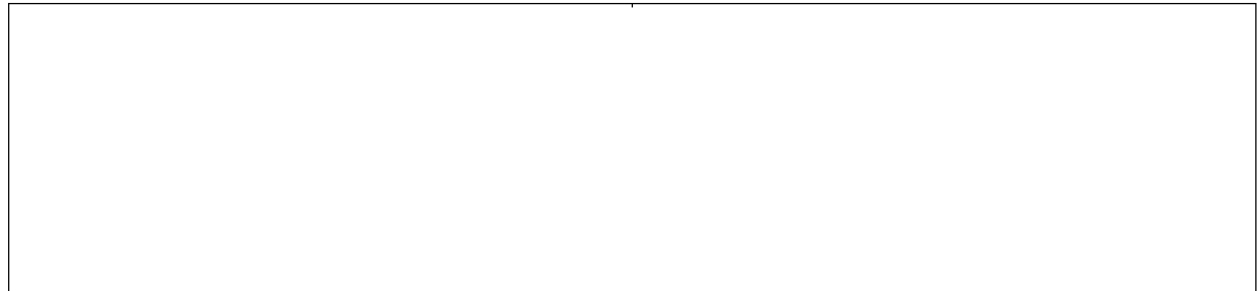
### Background

As of May 27, 2022, there are 138,814 files aged 13 months old and older (39% of the DN's total inventory of 352,288). There are also 106,154 files that are categorized as Under Review (30% of the DN's total inventory). There is some overlap between the two inventories with 58,950 Under Review files aged 13 months and older (17% of the DN's total inventory). There have been requests for more files from CN to meet target and FES commitments; however, a significant number of files that can still be actioned simply within the current aging inventory. These inventories needs to be addressed as some files are older than 61 months.

The purpose of this pilot is to systematically reduce the under review and aging inventory in a consistent manner across the DN, having a core team dedicate to this initiative.

### Proposal

It is proposed that a team be assembled to focus on clearing the DN's two inventory lists in four phases from mid-June to the end of August 2022. Below is the proposed structure of the team that will be entirely focused on the reduction of the aging inventory list:



- Please note that staff dedicated to this initiative would be full-time on this initiative from the middle of June to the end of August 2022.

### Phase I: Sorting (Mid-June to mid-July)

A list of the aging inventory and Under Review inventory will be pulled at the start of this initiative and the pilot team will go through the list categorizing the status of all files. The four main buckets will be based on the file's needs and are listed below:

1. **Clearances need reworking:** Retriggering clearances and if possible the decision for the file will happen within this dedicate team after valid clearances are obtained on all family members. By utilizing staff from each of the four Areas, they can work on their areas' files to alleviate concerns with file assignment. Work-sharing between areas can be considered as the pilot progresses. **This part of the initiative will be done by students.**
2. **action or decision:** File can be actioned in one touch and does not require long-term action. For example, a clearance came back and no decision was made, so the decision-makers on the pilot team can grant the file and return it to the local office for a ceremony. Although this is something office's intend to do, making decisions on this cohort would ensure that reworked clearances do not expire and all files are pushed to the next processing step. To ensure no

duplication of work/efforts, the project team will be responsible for reviewing files in “under review” and “aging inventory.”

3. **Scheduling for next processing step:** File requires test, hearing, or ceremony-ready and is awaiting action will be broken down based on their processing bucket for the offices to be able to action/manage accordingly.
4. **Follow-up:** File is pending action from a third party and requires a follow-up to determine the status of the file. The pilot team will liaison with the abovementioned partners to request status updates or action on the file. These emails will request that the partners reply to the responsible local office’s general inbox then the file will then be sent back to the local office to await response and next steps.

\*The list may be expanded once the review process has started.

#### Phase II: Processing Push (Mid-June to End of August)

The [Annex](#) shows the processing flow for the buckets listed above. The team will be in charge or reworking clearances, taking actions, and making decisions wherever possible. Files that require more than one touch or long-term work will be sent back to the local offices to action the next step(s) of processing. We are recommending that the local office take the next step in processing these files within a week of receiving the list(s). This processing push will force movement on all files addressed in the aging inventory list and under review list.

Please note that the pilot team is looking at moving inventory/making grant decision. Files that are ceremony ready will be return to the local office.

#### Phase III: Data Collection and Distributions (Mid-June to End of August)

Students will be tasked with collecting data on what files have been actioned so meaningful information can be used for in-depth analyses of the DN inventory. Once per week, the students will send lists of files that require action to the local offices for follow up. Each returned application will include a processing plan and timeline for the local office staff is to follow, outlined on a shared spreadsheet.

#### Phase IV: Local Office Follow up and file closure (Mid-June to End of August)

Upon receiving the weekly list of applications requiring further action, the local office staff will have five business days to action the first processing step indicated by the SDO team and record it on shared spreadsheet. Due to the necessity to move the files to the next processing steps quickly, five business days will be the standard for most cases; however, leeway will be given for more difficult cases, such as misrepresentation or processing steps requiring more in-depth preparation. If the file has not been actioned, a friendly reminder by the pilot team will be emailed to the local office.

Next Steps

1. To Discover with Area Directors;
2. Identify DN staff to support the initiative:

Note: To begin, half of this team will focus on reducing the aging inventory and the other half will focus on Under Review. The approach will be re-evaluated as the pilot progresses.

3. Starting the pilot.

Annex

Below is the expected workflow for the Project Team. The green boxes represent points in the process where Project Team action is required on a file.

