

EXPLORING NEW TECHNICAL TOOLS IN THE ASYLUM PROCEDURE

ANTAL
SAMTALER
M. SVKER.
(& DIMENSJONER)

← SIMULERING

← AVHENGIGHET
ANDRE JAR
→ FAMILJ UTAN
SMALLA SAM-
ORDE AOSVAR, PRIORITERA

PLANLAGG RO-
SÄMNINGAR
SÄMNINGAR
SÄMNINGAR
SÄMNINGAR

"Som en kapacitet"

KONTEXT:
FAMILJEROM?
(KONTAKT)

KRAV TILL IT STUTTS
BOOKING AV
SAMTALER
→ MAIL -
FLERKONOL
TOLK.

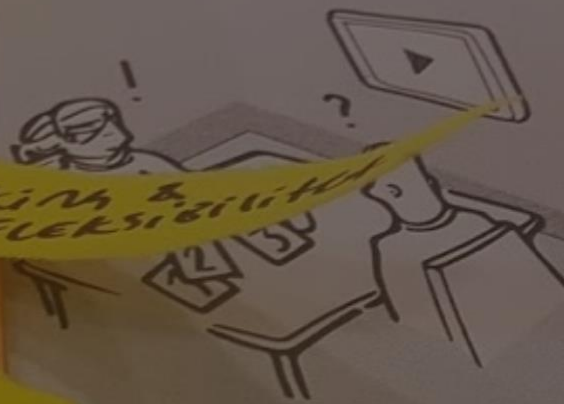
#H: Booking flexibel
FLEXIBEL

AKTIVISERING
REGI AV SENTER



KOST:
TOLK
TID PÅ
KOORDINERING.

→ AUSJEDL I BESKILLING
← MOT ANDRE PROSJ.



Main topics of this presentation



«START»

- ✓ Digital platform
- ✓ Asylum seekers receive and provide information
- ✓ 15 languages
- ✓ 1.0 version Sep 2018 (replaces system from 2015)



«LOS»

- ✓ Easier asylum logistics
- ✓ Self-service for interpreters
- ✓ Integrated with other case management systems
- ✓ 1.0 version Oct 2018 (replaces system from 2000)



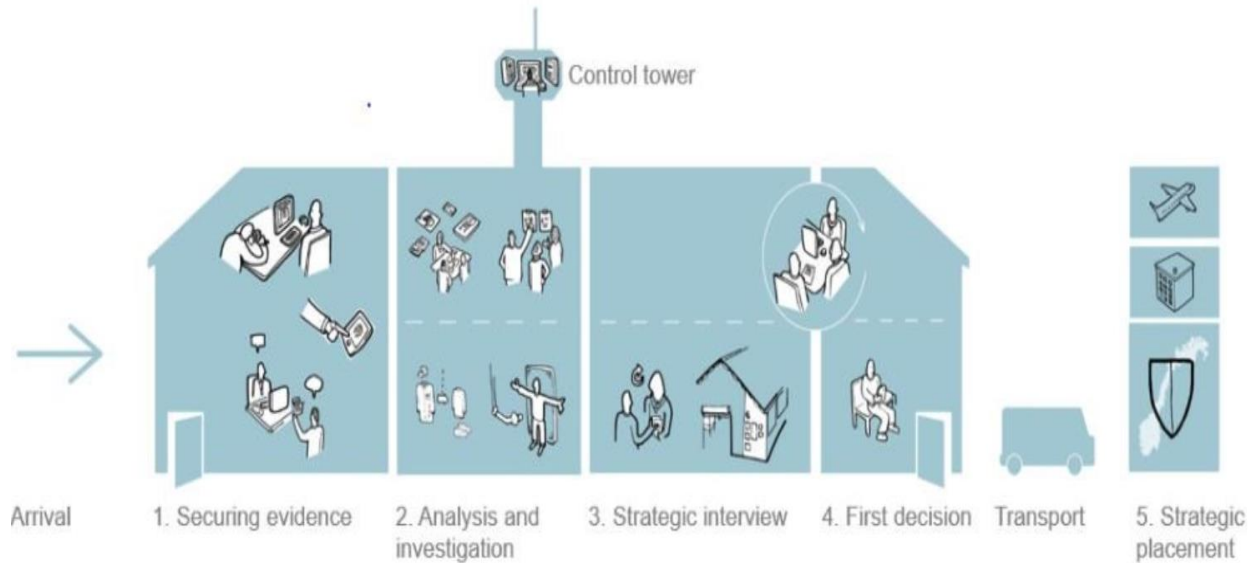
Some other examples

- ✓ Robotic process automation
- ✓ Providing information for children seeking asylum
- ✓ Using Skype for asylum interviews



“START” - A FIRST STEP
TOWARDS A MORE DIGITAL
ASYLUM PROCEDURE

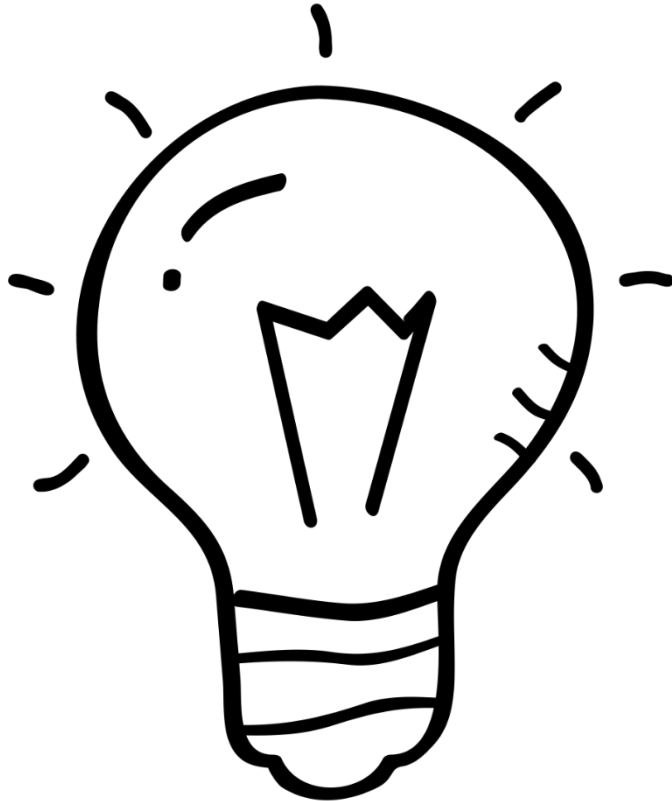
We are changing the asylum procedure



The new process is **phase-divided**:

- ✓ The asylum seeker initially arrives, registers in an electronic self-registration solution, and the immigration authorities ensure other early tracks, through the visitation and review of documents etc.
- ✓ The second phase is for analyzes and surveys. During this period, the applicant will undergo mandatory health surveys. All those surveys provide the basis for follow up interview(s) with the asylum seeker.
- ✓ After the interview (phase 3), a decision (phase 4) will come rather immediately, and the asylum seeker moves to another reception center based on the outcome of the case and/or other needs (phase 5).
- ✓ We work towards a process where decisions are made in 80% of cases within the period of stay at the center, meaning maximum 21 days.
- ✓ The new process requires a good overall control ("control tower") that will monitor the flow and take necessary measures if needed.

START - the basic concept



- Asylum seekers are digital
- The applicant herself should be more active and responsible in the first phase of her application
- The applicant herself knows a lot about herself and can save the immigration authorities of resources by retrieving the information
- Information obtained from the applicant through an interpreter is not more credible or trusted than that provided in writing by the applicant herself (we conducted two tests!)
- We need a system that makes less pressure on case workers and interpreters in the initial phase
- Based on the information provided we can differentiate cases and prepare the interview, in a cost-effective way

START - the basic concept

User registration

You must register in order to fill in an application form or send in a document. The email address which you write here, will be your username in the Application Portal.

You must fill in fields marked with a *

| | | |
|---|--|-------------------|
| First name * | <input type="text" value="Enter your first name"/> | ? |
| Surname * | <input type="text" value="Enter your surname"/> | ? |
| Phone number * | <input type="text" value="+47 406 12 345"/> | ? |
| Email address * | <input type="text" value="Enter your email address"/> | ? |
| Confirm email address * | <input type="text" value="Re-type the email address"/> | ? |
| Password * | <input type="password" value="Enter a password"/> | ? |
| The password must contain at least: <ul style="list-style-type: none">- Eight characters- One small letter- One capital letter- One number | | |
| Confirm password * | <input type="password" value="Re-type the password"/> | ? |

Create user account

- The system is based on a previously developed model to control the applicant's whereabouts, where it is also possible to give the applicant information and receive any information from the applicant. This system is called "FLYT" (means FLOW).
- The system has been further developed and has collected a number of technical elements from UDI's system of receiving applicants from abroad (managed migration), <https://selfservice.udi.no>

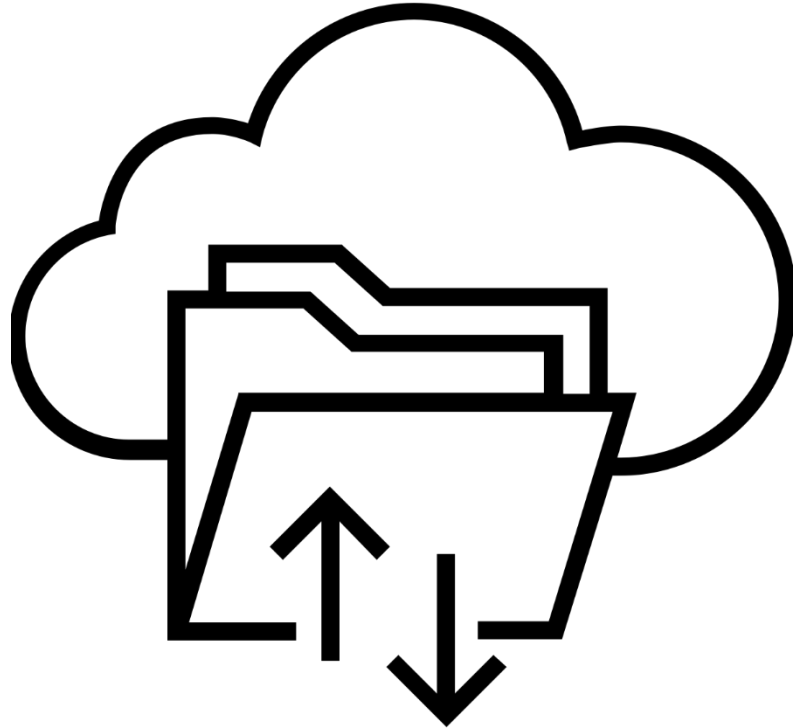
START - the basic concept

The screenshot displays a web form titled "Personal data" with an "Edit" button. The form is divided into several sections, each with a heading and a brief instruction:

- What is your first name?** Enter your first name here. Input field: "First name".
- Do you have a middle name or do you use a patronymic as part of your own name?** Enter your middle name or the patronymic you use here, if you have one. Input field: "Middle name".
- What is your last name (family name)?** Enter your last name here. Your last name is, for example, your family name. You can only enter one name as your last name. Input field: "Last name".
- When were you born?** Select a date from the drop-down lists. Three dropdown menus are shown: "28", "February", and "1999".
- Are you a woman or a man?** Select if you are a woman or a man. Radio buttons for "Man" (selected) and "Woman".
- What is your marital status?** Select from the list whether you are unmarried, married, a widow/widower, divorced or other. Dropdown menu showing "Divorced partner".

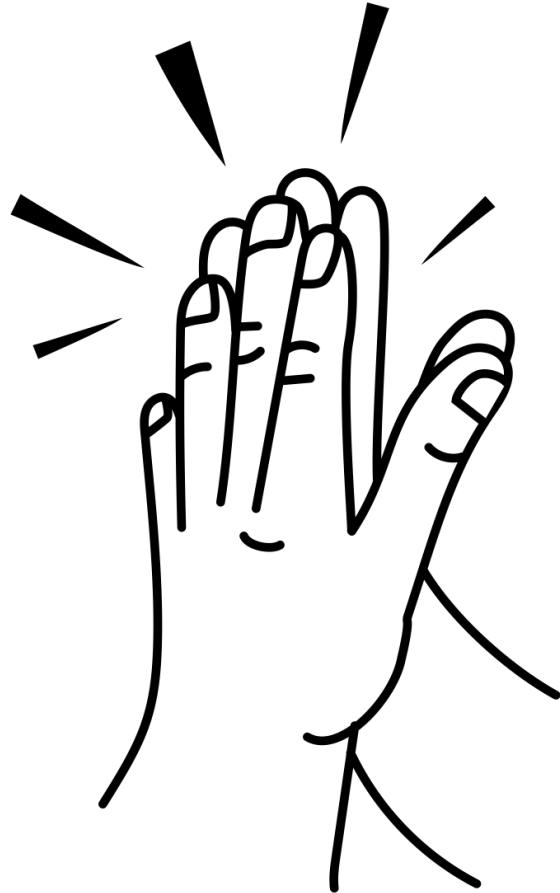
- Start self-registration is developed in Microsoft's Azure platform
- Start is an integral part of the police and UDI case processing systems. This means that self-registered information is displayed in case processing systems, both as a PDF and as structured fields
- UDI and the police can define new forms and new questions themselves. This is done by using a common component "sky engine"
- In phase 2 we now look at how self-registered information can be used in case processing, for example, by using the biographical information to create the person. We also conduct a proof-of-concept to assess whether information written in other language can be translated to Norwegian using APIs for translation

START - the basic concept



- Most of the data entered is hard data / structured data, which is added into the case processing system
- Translation is done through translation of structured fields, and you do not need to interpret in each case
- It means that a language translates all fields once
- Name is one of the components where you do not use structured data
- The system can be used technically on PCs, mobile devices (iPad etc.) or mobile phones
- UDI can easily add new languages
- Version 2.0 (early 2019?): implementing technical solution for customizing – providing different forms for various groups of applicants

Benefits and gains with START



Some key benefits

- Stabilizes the quality of key information about the applicants
- Ensures that all asylum seekers get the same basic information
- Easy to scale, crucial for contingency planning
- Saves time from case workers and interpreters
- Activates the asylum seeker and makes him/her more responsible in an early phase



FJORDSTRAUM
VALLETTA

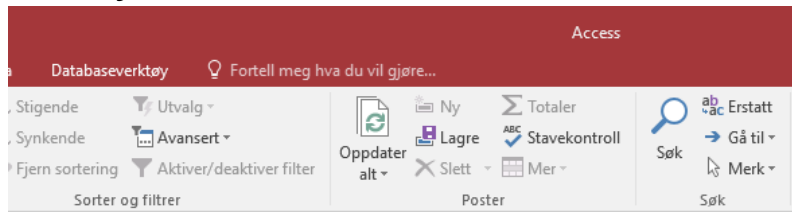
LOS

“LOS” - LOGISTICS
MADE EASIER



LOS - the main concept

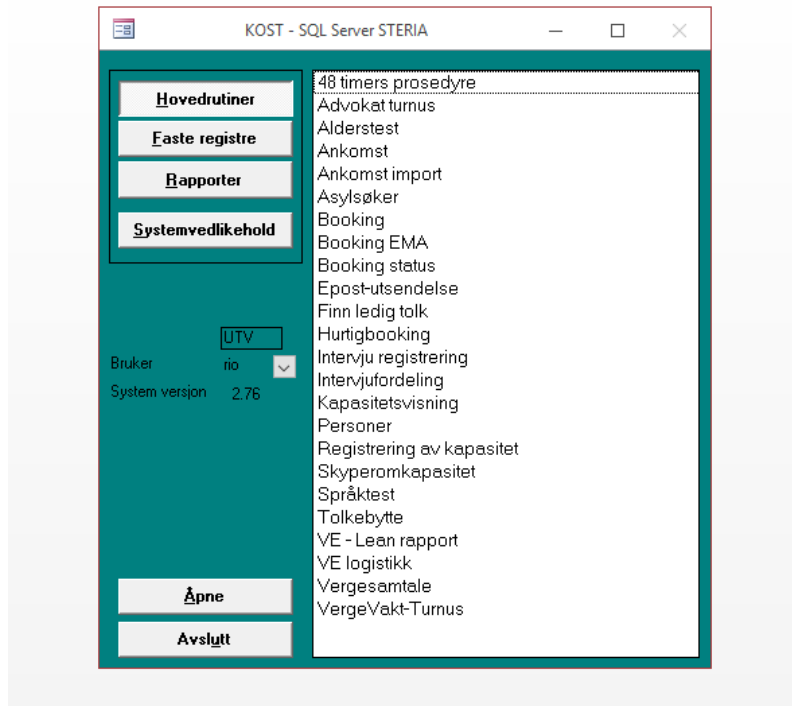
Old system – Microsoft Access:



- System dates back to 2000, when the UDI started asylum interviewing (previously done by the police)
- Oracle data base with Microsoft Access as user interface

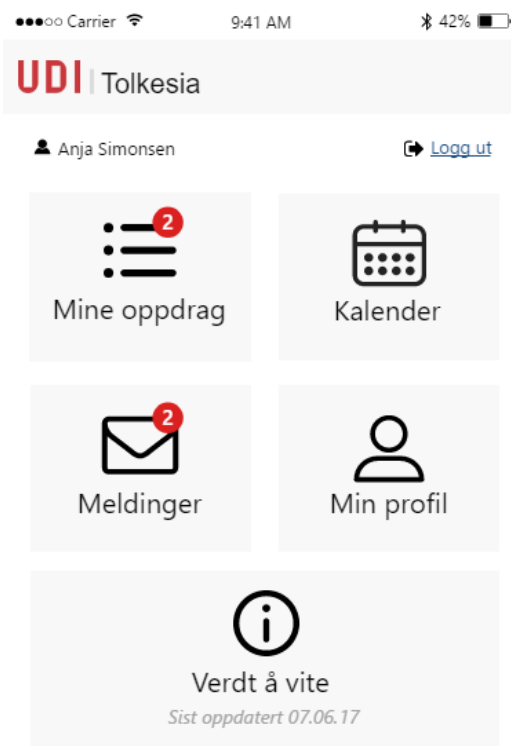
Main problems with logistic system AS IS

- Difficult to manage and change – dying technology
 - Booking system separated from all other case management systems (number of asylum seekers queuing up not 1:1, for example)
 - “Heavy”, manual processes to keep track of all actors' capacity, availability and competence
 - Much use of phone and email to make appointments
- Could we make a simpler process, **for everyone?**



Self-service for interpreters

User Interface for interpreters



- Customized solution launched in June 2018
- Azure

Main elements in the solution

- UDI uses about 400 different interpreters who are registered as wage recipients, we are our own "interpretation center"
- Secure log in for interpreters – linked to the Population Register and the National ID-port
- The interpreter updates contact information and other data about himself, UDI approves the language skills of the interpreters
- The interpreter updates his/her calendar so the system automatically knows who is available for an assignment
- Requests for assignments comes straight to the interpreter's mobile and is approved from there
- Interpreters have a full overview of planned and completed assignments including what has been paid

Logistics linked to case management system

The screenshot shows a window titled "Bestille samtale" with two tabs: "Bestilling" and "Avbestilling". The "Bestilling" tab is active. It contains several input fields: "Bestillingsdato" (22.05.2017), "Intervjuer" (with a user icon), and "Enhet". There are also checkboxes for "Haster" and "Unntak fra intervju". A dropdown menu for "Samtalestype" is open, showing options: "Asylintervju", "Tilbakekallssamtale", "Retursamtale", "Vedtaksamtale", and "Aldersundersøkelse". Below these are two tables. The first table, "Samtalebestilling:", has columns for "Sak", "Navn", "Født dato", "Alder", "Statsborgerskap", "Reg.nr", and "DUF-nr". It contains one row with data: "02 nn...", "30.01...", "30", "....", "123...", "19...". The second table, "Relaterte personer i samtalebestilling:", has the same columns. It contains one row with data: "11.01.1997", "NOR, POL", and some redacted information. The interface also has "OK" and "Avbryt" buttons at the bottom.

- Adaptations to existing case management system (DUF) to handle logistics better than before – will be put into production in October 2018
- Technology: GemStone/Smalltalk

Main elements

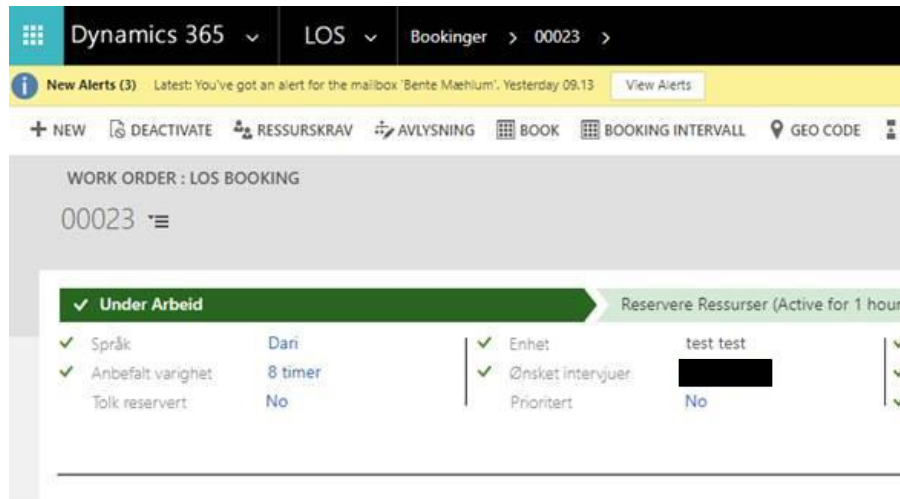
- All case workers/team managers must actively decide whether an interview should be held in each case
- Work orders are made in the case management system. Case worker specifies requirements for organizing the interview (preferred date, case worker, expected length of interview, etc.)
- The work order is made in structured fields, which are transferred to the new booking system
- Complete overview in case management system, data about all planned and completed interviews are visible

LOS booking system

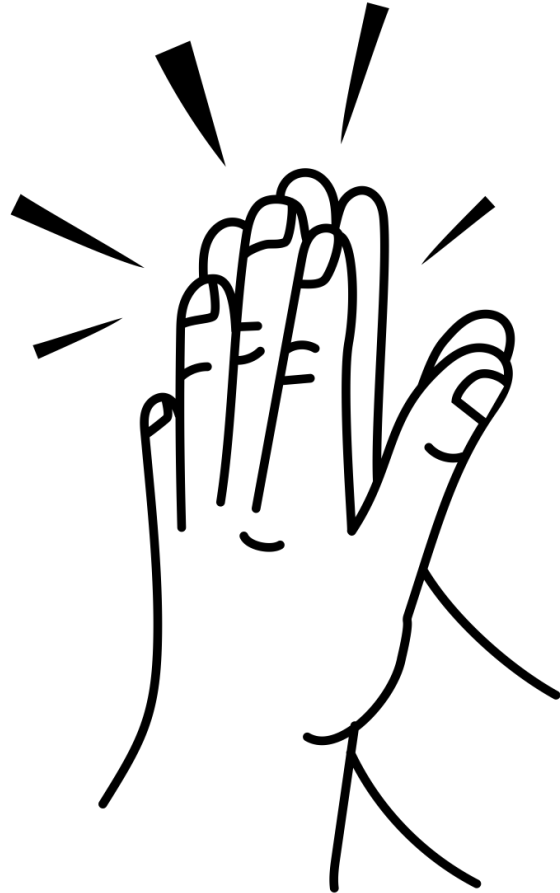
- A brand new system that is put into production in October 2018
- Based on Microsoft Dynamics (Office 365)

Main elements

- Bookings are made based on work orders created in the main case management system (DUF)
- LOS booking finds the first available date for all resources (case worker, interpreter, room, etc.) and reserves all these
- Request is sent to translator's mobile phone, from where the translator confirms that he / she takes the assignment, all resources are notified automatically and the booking is completed
- LOS also covers the required logistics on the actual interview date (entry and exit registration, re-bookings etc.)
- Data on assignments are transferred to other systems which deal with payment to the interpreters



Benefits and gains with LOS



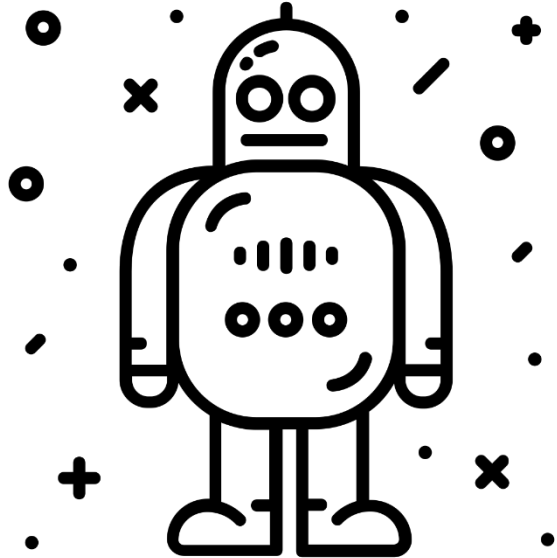
Some key benefits

- Interaction between case worker and “booking agent” made much easier, everything is done in a system instead of emails, phones etc.
- Less work behind each order of an interview
- Straightforward bookings are handled easily – thereby freeing up time to work with the time-consuming exceptions
- Very flexible system that allows future changes both in the case process and in role allocation
- Significantly lower technical costs
- Better data means less need for manual control in the HR/economy departments
- Our partners (interpreters) will be more satisfied – and accept assignments from us instead of other “competitors” in the market

OTHER ON-GOING
IMPROVEMENT



Using robotic process automation



Definition

A software «robot» is a software application that replicates the actions of a human being interacting with the user interface of a computer system

- PoC summer 2017, put in production Oct 2017
- Developed with UiPath framework

Main elements

- Performing repetitive and rule based processes (for example registering travel itinerates from IOM)
- Programmed to perform specific tasks
- Not getting smarter over time

Some benefits

- 24/7 operation – easily scalable
- Improved quality, avoiding human errors
- Cost reduction (≈ 6-7 Full time employees, so far)
- Frees up time for employees to focus on other tasks (exercise of discretion)

Making children understand the procedure



Children applying for asylum, A - Z

1 in 3 asylum seekers under 18 years
Service design project spanning 4
authorities, aiming at improving the situation
for this vulnerable group.
3 sub-projects in progress autumn 2018

- Headless CMS – integrated in existing Episerver
- Under development, tentative date for MVP: 1 December

Main elements

- Visualization of the process – web site adapted to children aged 11 – 13 years
- Short texts explaining each step
- All information in the applicant's mother tongue
- “Mobile first” mindset
- Continuous development through dialogue with the users – for example our “expert group” consisting of young adults who applied for asylum some years ago

Using Skype for asylum interviews



- Skype for business for conducting asylum interviews
- Used since autumn 2015

Main elements

- Well known technology (encrypted connection)
- Original purpose: supporting voluntary return
- 2015, asylum case workers: «Skype, why not?»
- Improves «customer experience» (especially UMA + guardian)
- Reduces costs of transport
- Easily scalable

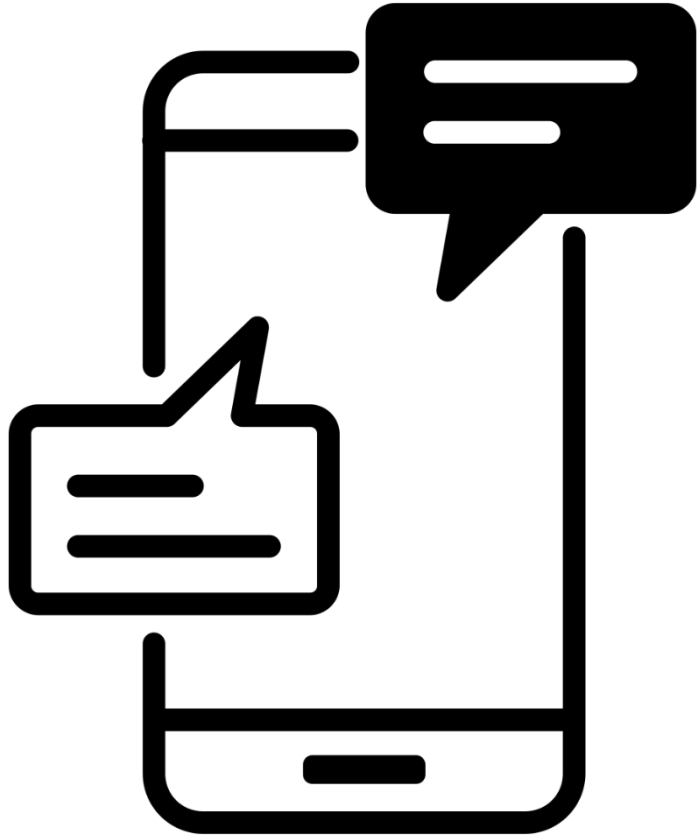
Skype for business

Asylum seekers live in 115 different municipalities, case workers and interpreters are based in Oslo



WANT TO KNOW MORE? PLEASE GET
IN TOUCH!

Please get in touch!



START + re-arranging the asylum procedure

LOS + children in the asylum procedure + Skype

Robotics

→ We are happy to answer any questions you might have, please feel free to get in touch!

→ We would also love to learn more about your experiences when exploring new technical tools in the asylum procedure!

UDI



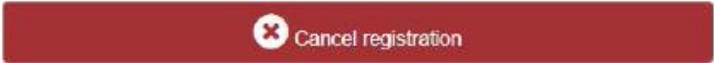
Utlendingsdirektoratet
Norwegian Directorate
of Immigration

www.udi.no

START screen shots

The first web page – choose language

Registration

 Cancel registration

| | | | |
|--------------------------------|-----------------------------|-------------------------------------|-------------------------------|
| Shqip (Albanian) | عربية (Arabic) | درى (Dari) | English (English) |
| فارسی (Farsi) | Français (French) | سۆرانى (Kurdish - Sorani) | Kurmancî (Kurmanji) |
| Norsk (Norwegian) | Oromo (Oromo) | پښتو (Pashto) | Русский (Russian) |
| Af-soomaali (Somali) | Español (Spanish) | ትግርኛ (Tigrinia) | Türk (Turkish) |

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Information and consent

Please fill in information about yourself

If you need help, you can ask a member of staff to help you.

You must use the computer to enter the information

- You must take a picture of yourself using the computer.
- You must answer questions about yourself on the computer.
 - The computer form contains instructions about how to register.
 - You must give accurate answers to the questions.

What happens to the answers you submit via the computer?

- Your answers will become part of your application for protection.
- The Norwegian immigration authorities will use your answers to familiarise themselves with your application.
- The information will be used to prepare for your interviews with the police and the Directorate of Immigration (UDI).
 - You can expand on the answers you submit here when you speak to the police or the UDI.
- The Norwegian immigration authorities may use the information you provide in subsequent cases.

The Norwegian immigration authorities will keep your information secure

- The Norwegian immigration authorities process the information about you in accordance with rules set out in Norwegian legislation. The information will be stored in a separate computer system that only the Norwegian immigration authorities have access to.
- Only personnel working with your case can access the information you provide.
- Later, you can ask the Norwegian immigration authorities to see the information that is registered about you, and you can request that any incorrect information be corrected or deleted.

Back

I understand this information

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You need to be aware of the following when you apply for protection:

- You can give someone else permission to act on your behalf if you give them what is called an authorisation. You can also get help to find a lawyer if you want one. You will have to pay for the lawyer yourself until you have received an answer to your application.
- If you want, you can get help to contact the UN High Commissioner for Refugees (UNHCR) and Norwegian non-government organisations that help asylum seekers.
- The Norwegian immigration authorities will never obtain information about you from your home country if this can put you, your family or anyone else at risk. The Norwegian immigration authorities will never tell your home country that you have applied for protection.
- The Norwegian immigration authorities can obtain and provide information about you from other Norwegian public bodies and authorities in countries other than your home country if permitted by law or if you consent.
- You will have to be tested for tuberculosis.
- If you have a passport or other travel documents, you must submit them to the police.
- You must show the police all information you have about your identity, whether in paper form or stored electronically.

Back

I understand this information

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Information about obligations

You have an obligation to provide correct information to and cooperate with the Norwegian immigration authorities

- You must give the Norwegian immigration authorities all information that may be important to your case. This means that you must do your best to provide the information that the authorities ask for.
- It is a punishable offence to intentionally provide false or misleading information (lie) about your identity or other information in your case. You can also be expelled and prohibited from entering Norway and the other countries that are parties to the Schengen Agreement.
- The police may search you and your belongings. The police may also confiscate travel documents, tickets and other material that can help to clarify or document your identity.

Back

I understand this information

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The information the Norwegian immigration authorities need when you apply for protection (asylum)

The Norwegian immigration authorities need information about:

- your identity (for example name, date of birth, citizenship, ethnicity)
- identity papers, travel documents and visa
- documents in your application for protection, including the reason why you applied for protection
- the identity of your family members and where they are staying
- where you have stayed, your travel route and whether you have had legal residence in any country other than your home country
- the place and date of any previous applications for protection or other applications for a residence permit if you have previously applied for protection or residence in Norway or another country

The Norwegian immigration authorities will

- take your fingerprints
- compare your fingerprints with prints registered in the European fingerprint database (Eurodac)

The Norwegian immigration authorities may also

- obtain information about you from humanitarian organisations (e.g. UNHCR and Amnesty International)
- obtain information about you from the authorities in other countries
- provide information about your case to the authorities in other countries
- in exceptional cases, obtain information from your home country

The Norwegian immigration authorities will never obtain information about you from your home country if this can put you, your family or anyone else at risk. The Norwegian immigration authorities will never tell your home country that you have applied for protection.

Back

I understand this information


Personal data

Complete registration


[Back](#) [Finish](#)

Place of birth and citizenship [Edit](#)

Which country are you a citizen of now?
If you hold more than one citizenship, select one of them.

 Australia

In which country were you born?
Select the country you were born in from the list below.

 Zimbabwe

Where were you born (name of place)?
Enter the name of the place you were born.

Place

Personal data [Edit](#)

What is your first name?
Enter your first name here.

First name

Do you have a middle name or do you use a patronymic as part of your own name?
Enter your middle name or the patronymic you use here, if you have one.

Middle name

What is your last name (family name)?
Enter your last name here. Your last name is, for example, your family name. You can only enter one name as your last name.

Last name

When were you born?
Select a date from the drop-down lists

28 February 1999

Are you a woman or a man?
Select if you are a woman or a man

Man
 Woman

What is your marital status?
Select from the list whether you are unmarried, married, a widow/widower, divorced or other.

Divorced partner

More personal info/ID documents

Email, phone number Edit

What is your email address?
If you have an email address that you use, enter it here.

mail @ test.no

What is your mobile phone number?
If you have a mobile phone, select from the list below which country your phone number is from and enter your phone number.

+1242 3591234

Language Edit

Which language did you speak when you grew up?
Select the language you spoke when you grew up.

Tamil

Which language would you prefer to be interviewed in?
Select the language you would prefer to be interviewed in.

German

Which other languages do you speak well or fluently?
Select all the languages you speak well enough to talk about yourself in.
It is possible to select several options here.

Kurdish (Badini)
Pashto
Twi
Zyphe, Zophei

Information about travel and ID documents Edit

Have you handed in all the ID documents you brought with you to the police?
Answer yes or no to whether you have handed in all the ID documents you brought with you. If you have not brought any documents, answer yes to this question.

Yes
 No

Can you obtain ID documents that you can submit to the Norwegian authorities?
Answer yes or no to whether you can obtain more ID documents that you can submit to the Norwegian authorities.

Yes
 No

Have you given fingerprints in a country other than Norway?
Select 'yes' if you have given fingerprints to the authorities in a country you have travelled through.

Yes
 No

In which countries did you give fingerprints?
Select which countries you have given your fingerprints to.
It is possible to select several options here.

Finland (Suomi)
Greece (Ελλάδα)
Iceland (Ísland)
Italy (Italia)

Relationships Edit

Do you have family or relatives in Norway?
Select whether you have family or relatives in Norway.

Yes
 No

Complete registration

Back Finish

An example in Arabic

أردنا من جديد

ستتملأ هنا معلومات عن نفسك

إذا كنت بحاجة إلى مساعدة، يمكنك أن تسأل أحدًا من العاملين هنا ما إذا كان يستطيعون أن يساعدوك.

يجب عليك ملء المعلومات على جهاز الكمبيوتر

- يجب أن تأخذ صورة نفسك بواسطة جهاز الكمبيوتر.
- يجب أن تجيب على أسئلة عن شخصك على جهاز الكمبيوتر.
 - توضح لك الأسئلة على الكمبيوتر كيف تقوم بتسجيل نفسك
 - يجب أن تجيب على الأسئلة بدقة.

ماذا يحدث للأجوبة التي تعطيتها على جهاز الكمبيوتر؟

- إجاباتك تصبح جزءاً من طلبك للحمية.
- تستخدم سلطات الهجرة النرويجية إجاباتك للإطلاع على طلبك.
- تستخدم هذه المعلومات للتحضير للمحادثات مع الشرطة ومفوضية شؤون الأجانب (UDI).
 - يمكنك التوسع في الإجابات التي تعطيتها هنا عندما تتحدث مع الشرطة أو مفوضية شؤون الأجانب.
- بإمكان سلطات الهجرة النرويجية أن تستخدم المعلومات التي تعطيتها هنا في قضايا لاحقة.

تتعامل سلطات الهجرة النرويجية مع معلوماتك بأمان

- تتعامل سلطات الهجرة النرويجية مع المعلومات المتعلقة بك وفقاً للتواعد المنصوص عليها في القوانين النرويجية. ويتم تخزين هذه المعلومات في نظام كمبيوتر متصل تستطيع سلطات الهجرة النرويجية فقط الدخول إليه.
- فقط أولئك الذين لديهم علاقة بتحديثك يمكنهم أن يروا المعلومات التي تقدمها.
- يمكنك أن تطلب في وقت لاحق من سلطات الهجرة النرويجية الإطلاع على المعلومات المسجلة عنك، كما يمكنك أن تطلب تصحيح أو حذف هذه المعلومات إذا كان هناك خطأ ما.

إثنى أقر باني فهمت هذه المعلومات.

العودة إلى الوراء