

# An immigration administration for the future

*Good service, a high level of quality and  
efficient case processing*



# EFFEKT for you

**In a few years Norway will have a new and modern immigration administration that will be characterised by good service, a high level of efficiency and quick case processing. We will get there with the help of the IT development program EFFEKT.**

**The EFFEKT-program is made up of three main areas:**

## **1. Electronic services for users**

You will be able to apply for a work or residence permit over the Internet. This option will be gradually implemented in the course of 2010. But it is already now possible to apply for a visa online at a number of embassies and consulates general, including those in London, Moscow, Kiev, Murmansk, St. Petersburg and Baku.

- You can reduce meetings with the police, embassies and consulates general to a minimum.
- You can pay the application fee online.
- You can check that the application has been received and identify where it will be processed.
- Your contact persons in Norway can also use the system.

### **This means:**

- You can apply wherever you are, whenever you want, whatever the opening hours are.
- You will be guided through the application process on the Internet.
- You can ensure that the application has been completed correctly.
- You can make an appointment online when you are going to deliver documents to the police, an embassy or consulate general, and avoid having to wait in line.

## **2. Electronic case processing**

A joint electronic archive for the entire immigration administration will gradually replace the current paper archive. In 2009 all five of the government agencies in the immigration administration will store outgoing documents in the same electronic archive. We will also begin electronic storage of incoming documents in 2009, and in the course of 2010, our objective is to introduce a complete electronic archive for the entire immigration administration.



**The most important thing about the EFFEKT-program is that we can give our users proper service and complete more cases quicker. I want everyone to be as impatient as I am about having the new solutions in place.**

**Director of the Directorate of Immigration, Ida Børresen**



We will also develop automated case handling support to improve efficiency in the processing of asylum cases.

Norway will be connected to the international VIS-data base in Schengen for storage of visa data and biometric characteristics. These characteristics are ten fingerprints and a digital photo, which are to be used in the control of persons who need a visa to enter the Schengen region.

**This means:**

- Five paper archives are to be replaced by one electronic archive.
- We can more easily determine who is to process which cases.
- The case processing time can be reduced.
- Everyone gains access to the same information at the same time.
- No documents are sent in the post or by fax.

**3. Electronic interaction with other government agencies and partners**

The immigration administration will develop electronic solutions to exchange information more quickly and more automatically with its partners. Partners include: NAV (The Norwegian Labour and Welfare Administration), the Norwegian State Educational Loan Fund, the Norwegian Labour Inspection Authority and The Norwegian Directorate of Taxes.

**This means:**

- The immigration administration will no longer have to acquire quality assured information manually, so it will save time.
- The case processing will be more efficient.
- Applicants will not be obliged to document certain kinds of information.
- All relevant government departments will possess the same type of information.
- The accuracy of all information in any given case will be increased.

### **Contact information:**

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**EFFEKT is** an initiative to provide future-oriented digital solutions throughout the entire immigration administration, which will offer better service for users, a high level of quality and efficient case processing.

**EFFEKT is** an electronic dialogue with users and partners, which will lead to increased accessibility, better quality of data exchanged and better quality of the information flow. It will also give users improved access to own cases.

**EFFEKT is** simple and secure access to necessary information, independent of time and place, which will be made possible through a joint electronic archive for the entire immigration administration. This means that all information will be easily available for continued use in case processing, which in turn will also reduce the possibility of errors.

**EFFEKT is** the immigration administration's large-scale IT development program and a collaboration between the Directorate of Immigration, the Police, the Immigration Appeals Board, the Directorate of Integration and Diversity (IMDi) and the Ministry of Foreign Affairs. The Directorate of Immigration is the program owner. EFFEKT began in the autumn of 2007 and will continue until 2012.