



United States Citizenship and
Immigration Services Relies on
TIBCO Technology for Intelligent
Information Sharing



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As a nation of immigrants, the United States offers lawful immigration as a sacred right; one with no symbol bolder than the Statue of Liberty. The Statue, in turn, holds no promise greater than the poetry of Emma Lazarus carved on its pedestal: "Give me your tired, your poor, your huddled masses yearning to breathe free." This is art echoing life: not long ago, the Federal agency overseeing lawful immigration -- smothered under a backlog of 3.5 million requisitions for visa and naturalization petitions and asylum applications (some 80 versions in all) -- needed help of its own to "breathe" freely. In essence, here is what it heard from TIBCO: Give us your backlog, your paperwork, your disparate systems yearning to connect. We'll return business processes built to deliver 21st-century speed, accuracy and cross-agency data integrity.

Which is precisely what has happened, and not a moment too soon for the U.S. Citizenship and Immigration Services (USCIS) -- the agency formed in 2003 under the Department of Homeland Security (DHS) to oversee lawful immigration to America and administer essential services once handled by its predecessor, the U.S. Immigration and Naturalization Service. Consider the Herculean challenge facing this young agency: America accepts more legal immigrants as permanent residents than all other nations combined. (The numbers are imposing: more than a million legal immigrants alight on American soil each year, augmenting an immigrant population that, at 37 million, stands at its highest point in U.S. history.) Managing this rising tide toward civic integration is a massive and complex job: the agency evaluates and decides petitions for visas and naturalization; adjudicates asylum claims; manages immigration benefits; and, of particular importance, manages the process that allows people from other nations to work in the United States. Eliminating the case backlog and strengthening customer service have always been priorities and remain so today. **But to these imperatives, add one newly urgent: in deciding whom to let in and whom to keep out, the USCIS is on the front line of defending national security.**

This work is tough enough; complicating it even more were 20th-century enterprise technologies that cut visibility into key administrative processes, slowed the agency's operations and

USCIS

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threatened to undermine its mission. Most of all, the USCIS lacked the capacity to share vital data with other government agencies and relevant private-sector entities; data which, in aggregate, would create holistic views of applicants and their backgrounds. There was more at stake here than just bureaucratic efficiency. In the arsenal of tools to defend the security of the United States, nothing outweighs holistic intelligence; the kind produced by "intelligent enterprises" capable of circulating, sharing and leveraging data in real time.

Still, in a snapshot of what the USCIS looked like when it inherited a massive backlog of requisitions, "real time" was conspicuously absent. Its adjudication processes for critical functions -- like determining employment eligibility -- were paper based, labor intensive, slow and error prone. Its data sat confined to stand-alone legacy systems, mitigating against prompt capture and effective analysis. Needed was a 21st-century system to automate processes and enable "real time" operation; a standards-based communications layer between existing software applications to enable fundamentally different systems to collaborate productively.

USCIS turned to TIBCO to initiate this transformation; to integrate a wide array of disparate applications and thus give caseworkers what would become their most powerful tool: **an instant, holistic view of each immigration application.** With a reusable, adaptable framework spanning enterprise-



Connect



Automate



Optimize



Scale

OVERVIEW

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96.1%

Percentage of work eligibility cases verified automatically



wide functions, agency employees no longer have to login to multiple systems to capture the status of a visa or citizenship application. And in a boon to speed and accuracy, the need to access hardcopy files has become a thing of the past. Comprehensive control is the future state of immigration management, and TIBCO's solution is uniquely enabling; it supports 61 interfaces across 40 systems of the USCIS, the Department of Homeland Security, the Department of State, State Motor Vehicle Administrations, and the Big Four banks. The result: a single view of each applicant in real time, allowing a critical shift in immigration management from form-centric to *person*-centric.

Managing the person (as opposed to the form) gives USCIS the means to process and adjudicate cases faster and more effectively, reducing the backlog even as decisions improve. (This is not speed for its own sake, but married to rising rates of accuracy.) The technology here is keenly effective: powered by TIBCO, a Person-Centric Query Service (PCQS) tracks immigrants' transactions across the USCIS and all partnering-agencies' systems. With a unified interface to query all systems simultaneously, it boosts processing efficiency while maintaining a comprehensive view of each applicant's status from visa application to naturalization. The applicant can even interact with his/her case through the USCIS Portal to get updated information or determine the status of a petition.

In addition to PCQS, TIBCO technology powers System Qualified Adjudication to provide for electronic adjudication

of some of USCIS' less complex benefit functions: the replacement of permanent residency cards, applications for temporary protection and employment-eligibility verification supported by the successful E-Verify initiative.

In partnership with the Social Security Administration (SSA), USCIS operates E-Verify as an internet-based system to help employers verify the eligibility of newly-hired immigrants. **This TIBCO-powered technology replaces piecemeal views of an applicant's eligibility with comprehensive answers.** Taking data amassed by employers to verify applicants' identities and establish employment eligibility, E-Verify compares it to over 425 million SSA records and over 60 million DHS immigration records -- verifying work eligibility *automatically* in 96.1 percent of all cases.

The integration doesn't end there; also contributing to this collaborative effort is the American Association of Motor Vehicle Administrators. Through an E-Verify-compatible initiative called RIDE -- Records and Images from DMVs for E-Verify -- it provides verification of driver licenses as a means of supporting immigrant mobility, tracking application status, and fighting fraudulent activity. Finally, as an extension of E-Verify, and using commercially-available information from an independent data provider, an initiative called VIBE -- Verification for Business Enterprises -- functions as a web-based tool to validate companies and organizations seeking to employ foreign workers.

It's important to note that USCIS's TIBCO implementations

were built not just to help it execute its own vital functions, but to equip it to support NIEM -- the National Information Exchange Model -- a partnership of the U.S. Department of Justice, the U.S. Department of Homeland Security, and the U.S. Department of Health and Human Services. Its purpose: to develop, disseminate and support enterprise-wide information-exchange standards and processes for enabling jurisdictions to effectively share critical information in emergency situations and support daily operations of Federal agencies nationwide. For its contribution to promoting a common semantic understanding among participating Federal agencies, USCIS's TIBCO implementation of a NIEM-compliant framework earned it *uncommon* kudos as a first-mover in cross-agency data aggregation. Initiator of one of the Government's first NIEM-compliant solutions, USCIS earned a coveted "Best of NIEM Award" for Enterprise Service Bus Program.

Perhaps no execution better illustrates the value of real-time data management to the USCIS than the way in which immigration applications and petitions are actually processed. In a nutshell: the Department of Treasury has agreed with a Lockbox Service Provider (a U.S. National Bank) to process all immigration applications and petitions for USCIS, utilizing the NIEM interface. Processing includes the acceptance or rejection of applications and associated fees, imaging of all documents, and their transmission to USCIS sites and systems for adjudication. Prior to TIBCO's implementation, applications and petitions were processed in batch mode. The bank would collect all applications throughout the day and batch them to back-end systems using an FTP site.

Today, this antiquated modality has given way to a 21st-century solution. Soon, the bank will submit all applications to processing systems in real time via TIBCO software, which, by interfacing between the bank and the systems, will route all applications accurately and immediately. This change in application management is expected to save DHS USCIS an estimated \$30 million a year.

All told, the USCIS is using TIBCO technology to enhance customer service, boost the speed and accuracy of its processes, and strengthen the soundness of its adjudications. This is no mean feat for an agency that fields some **200,000 queries** weekly, among them: 140,000 System Qualified Adjudication inquiries; 6,000 for the Department of State; 7,000 concerning adoption-case management (USCIS handles the first step in the adoption of foreign children) and 50,000 human inquiries via the USCIS website. But this is not the end of it. With real-time technologies for liberating and leveraging data once siloed, Gov2.0 will have the means to achieve its ultimate goals: to share data instantly and robustly; to sharpen accuracy even as it boosts speed; and to get better (read, smarter) even as it gets leaner.

Detail

\$30 Million

Annual USCIS savings due to TIBCO-enabled change application management

TIBCO Software Inc. (NASDAQ: TIBX) technology digitized Wall Street in the '80s with its event-driven "Information Bus" software, which helped make real-time business a strategic differentiator in the '90s. Today, TIBCO's infrastructure software gives customers the ability to constantly innovate by connecting applications and data in a service-oriented architecture, streamlining activities through business process management, and giving people the information and intelligence tools they need to make faster and smarter decisions, what we call The Power of Now®. TIBCO serves more than 4,000 customers around the world with offices in more than 20 countries and an ecosystem of over 200 partners. Learn more at www.tibco.com.

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