



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

Deputy Minister

Sous-ministre

Ottawa K1A 1L1

John Williamson
Chair of the Standing Committee on Public Accounts
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April 2, 2024

Dear Mr. Williamson:

Thank you for your correspondence of June 2, 2023, regarding the request for a final report by March 31, 2024, on Report 69, Asylum Claims (42nd Parliament) - Recommendation 3. This letter follows Immigration, Refugees and Citizenship Canada's (IRCC's) most recent update, provided to Committee on January 26, 2024, concerning how Budget 2022 resources have contributed to the improvement of the Client Support Centre performance.

Throughout its tenure, the Asylum Interoperability Project (AIP) has encountered numerous delays caused by a variety of sources, including conflicting priorities (i.e., Afghanistan and Ukraine) and capacity, as well as the departmental transition towards new systems. As a result, IRCC senior management has made the decision to not seek a second project end date extension and, effectively, end the project as scheduled on February 29, 2024.

Thus far, key project functionalities have been delivered as planned. These innovations have allowed IRCC, the Immigration and Refugee Board, and the Canada Border Services Agency to process volumes of applications well beyond their funded capacity.

The following functionalities have increased processing efficiency, program integrity, and interoperability between the three organizations:

- Ability to electronically send and receive data and documents in near real-time;
- Implementing an online application for refugee claims for clients and their authorized paid representative, which allows them to submit an application, monitor its progress and correspond with staff;
- Ability to respond to Ontario provincial government inquiries about a client's immigration status; and
- Automated case creation, data entry, and admissibility checks.

Prior to the decision to not extend the project, the AIP delivered the framework for a digitized and interoperable asylum process. It is important to note that the project did deliver on every benefit identified but not all to the depth it aimed to. As the project did not deliver all of its content throughout its execution, the undelivered content will be considered as part of future projects and initiatives.

Since the end of the project, the Asylum Interoperability Project (AIP) has initiated close-out activities as required by the Treasury Board Secretariat. This includes finalizing artefacts such as final deliverable reports and lessons learned to support the final gate approval and transitioning ongoing support activities to operations. IRCC will provide the Committee with a copy of the final report once completed. No date for the final report is available at this time.

I hope that this information is of assistance to you in meeting your important mandate.
Yours sincerely,

A handwritten signature in black ink, appearing to read 'Harpreet S. Kochhar', with a stylized flourish at the end.

Dr. Harpreet S. Kochhar

Enclosures