

KM Singapore 2009

Integrated e-Visitor Management Programme



ICA

Immigration & Checkpoints Authority

Inspiring Confidence in All



ICA

ICA's Key Installations



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OVERVIEW

- Challenges Faced
- Integrated e-Visitor Management Programme
- Impact On ICA & Our Customers



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Visitor Services Centre

Key Services:

- Entry Visas
- Short-Term Visit Pass
- Long-Term Visit Pass
- Student's Pass

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Challenges Faced

- Managing customer expectations amidst heightened security climate
- Increase demand for our services (90% increase in Visit Pass applications over a 3 year period)

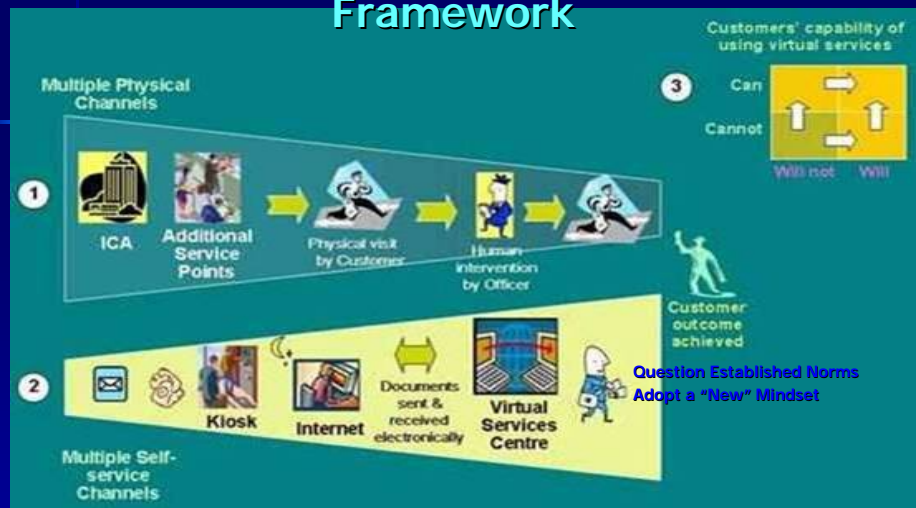


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Integrated e- Visitor Management Framework



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Some e-Services @ VSC

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Submission of Application for Visa Electronically (SAVE)

Welcome to SAVE

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Extension of Short Term Visit Pass (e-XTEND)

Welcome to e-XTEND Online

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e-VP Electronic Visit Pass (Long Term) System

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Student's Pass Online Application & Registration (SOLAR)

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Student's Pass Online Application & Registration+ (SOLAR+)

Welcome to SOLAR+ Student's Pass OnLine Application and Registration+

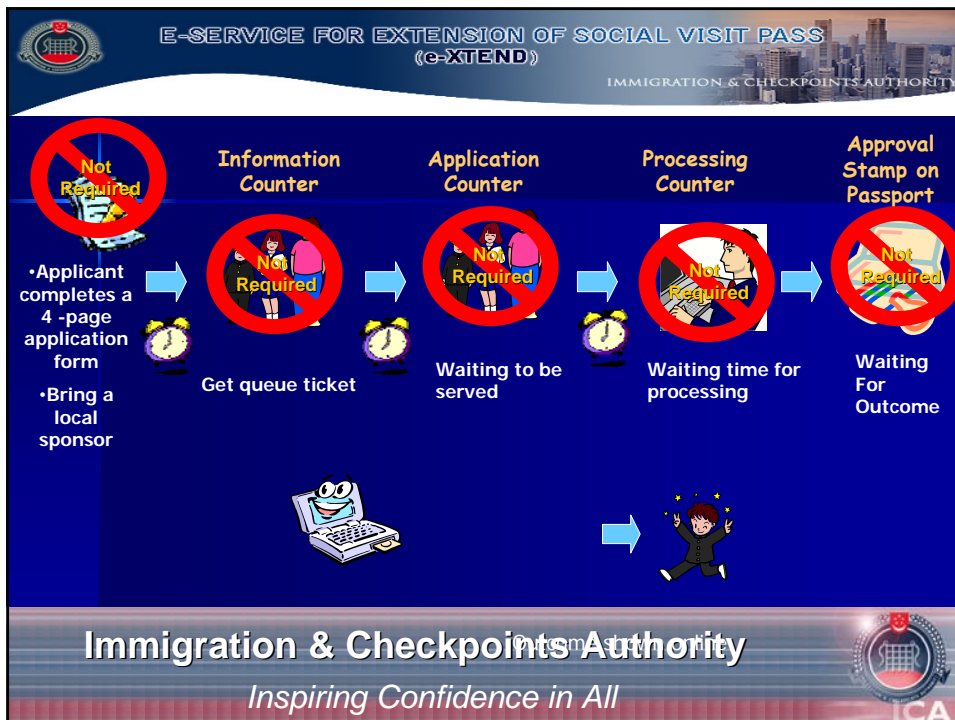
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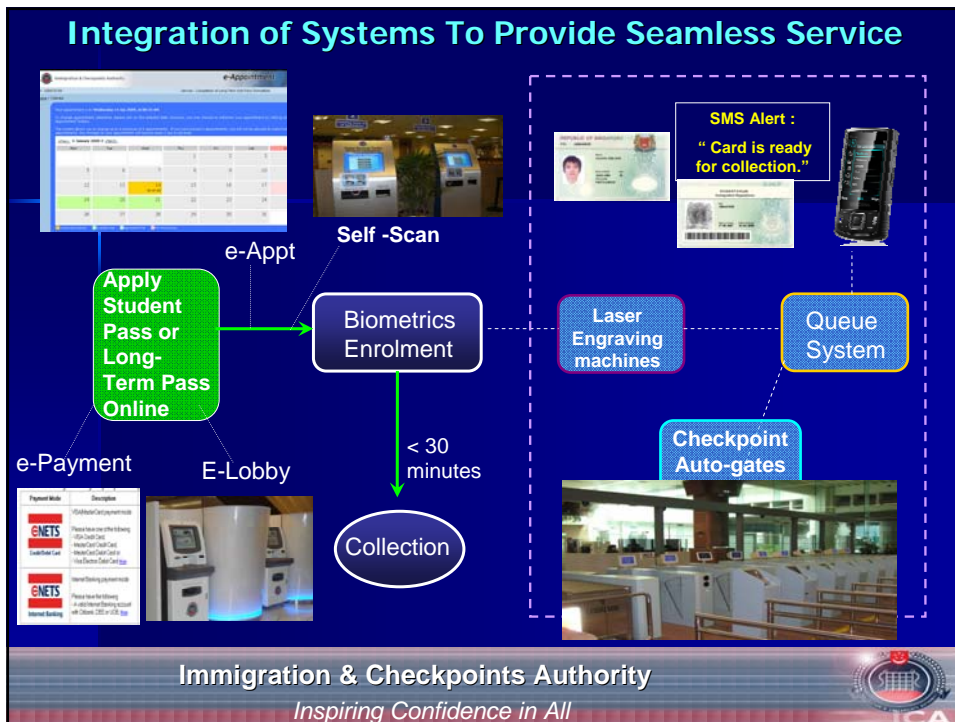
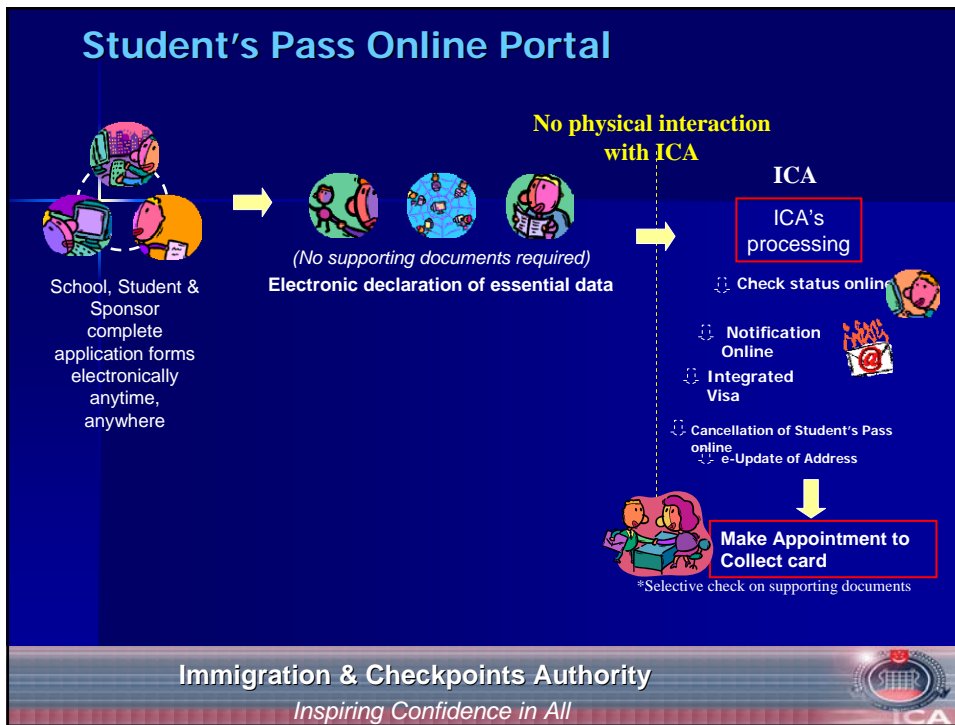
e-Appointment

Welcome to e-Appointment

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Trusted Partners , Alternative Service Windows

- Education Institutions: "Mobile" teams to register International Students at NUS/NTU Doorsteps
- 800 Partners Globally: Serve as alternative "service windows" for customers to make online applications & avail immigration facilities

IMMIGRATION & CHECKPOINTS AUTHORITY (ICA)
OFFSITE ENROLMENT FOR STUDENT'S PASS

For the convenience of International Students, ICA, in collaboration with the Institutes of Higher Learning, provides offsite enrolment station for collection of Student's Pass (STP).

Ensure that you have the following documents ready:

- International passport
- Identification/Enrolment card (White Card)
- Passport Approval Letter (PAL)
- Form 14
- One passport size photograph
- Medical Report (optional)
- A photograph of passport biobio page

3 Steps to collect your STP

- Step 1**
Capturing of Personal Identifiers
*Personal Identifiers
- Step 2**
Made of Payment
Only payments by cash or card are accepted.
- Step 3**
Collection of STP Card
Student's Pass (STP) can be collected at Enrolment Station (during office hours) or University Student Office.

For more information please log on to www.ica.gov.sg or call 6371 6300

Immigration & Checkpoints Authority (ICA)
e-Services now available at SingPost

新加坡政府提供以下移民与海关局的服务

- IC Online 新加坡移民局网上服务
- Electronic Extension of Social Visit Pass (eATTEND) 电子续签社会访问证
- Submission of Application of Visa Electronically (SAVE) 网上递交签证申请
- eExtracts Online 网上提取记录
- Application for Passport Online (ePassport System (APPLES)) 网上申请护照



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Promoting Singapore's Medical Hub Status

H4 | HOME THE STRAITS TIMES WEDNESDAY, MARCH 12 2008

Space crunch in Orchard pushes docs to Novena

The area could turn into medical hub as Medical suites in Orchard

ANOTHER MEDICAL SPECIALIST HUB

Novena Medical Centre
 • Floor area: 13,000 sq m
 • Completion date: November this year
 • Details: 145 medical suites

New private hospital
 • Total land measured: 72,300 sq m
 • Expected completion date: 2011
 • Details: 16-story hospital with 200 beds; 20 per cent of hospital to be set aside for medical hub

Foreign patients number more than 400,000 a year and

Target - **1 million** medical travelers by **2012**

Benefit and attract medical tourists who need to travel to Singapore regularly for routine check-ups.

Promoting Singapore's Global SchoolHouse Initiative

PRO-ENTERPRISE CHANGES Applications made easy

In line with Singapore's aim to be a regional education hub, the Immigration and Checkpoints Authority (ICA) has embarked on various initiatives to facilitate applications by foreign students for student passes here. One of these is SOLAR+ – an internet portal which allows foreign students to apply for permission to change schools online, without having to physically approach various stakeholders to complete different portions of a student pass.

Previously, if students wanted to change schools, they had to obtain endorsements from their local sponsors, and the old and new schools. The local sponsor/agent would submit the application, after completing documents, at ICA's Visitor Services Centre.

ICA took about five days to process an application. So all up, it might have taken a student two weeks to obtain the necessary endorsements/signatures, submit them and obtain approval.

With SOLAR+, turnaround time has been slashed. Students who want to move from one private school to another need only submit an online application form.

Vela S, from Stamford School of Commercial Studies :

"The SOLAR+ system is definitely helping us to cut down on paperwork and is more effective in monitoring the progress of the student pass application. Moreover, with the system, students and their parents/guardians are able to track the progress of the application. This helps to expose rogue agents who time and again try to..."

Mr Stephen Ng , from Cardiff Learning Centre:

"Other e-Govt services in Singapore such as OBLs and GeBiz received the UN Public Service award in 2005 and 2007 respectively. We think ICA's Solar+ should be nominated for the next award. Don't think UK, US or other countries have such system yet."

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Other Compliments From Our "Partners"

e-Visa for Republic of Singapore

You are required to bring this paper e-Visa with you when you check-in. The airline requires you to produce it for verification when you check-in.

e-Visa Number: XXXXXX
Name: _____
Date of Birth: _____
Sex: _____

Type: _____
Period of Stay: _____
Remarks: _____
Visa Issuing Authority: IMMIGRATION & CHECKPOINTS AUTHORITY

You are required to bring this paper e-Visa with you as the airline requires you to produce it for verification when you check-in.

This e-Visa is issued to you based on the information provided in the application VSC000105SA21962008 for which you are fully aware and had consented to. The e-Visa is valid provided you hold a valid passport. If you have changed your passport, you are required to transfer the e-Visa to your new passport before you arrive in Singapore.

Quote from a major Travel Agent:
"making visa online is so easy & painless. It is likely to draw more tourists here !"

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Impact of e-Visitor Management Programme

■ Cost Savings

A) For Our Customers

- Save **\$3 million** per year on transport etc.
- **1.5 million** trips less per year
- **2 million hours** saved per year by customers on travelling and waiting to be served @ ICA

B) For ICA

- Achieved **\$2 million** cost savings/avoidance per year

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Impact of e-Visitor Management Programme

■ Faster Service:

- Up to 80% reduction in waiting time to obtain immigration service

■ Enhanced Security:

- Front counter staff re-deployed to focus on higher-risk or complicated applications
- Improved detection of "dubious" applications

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Crowd Before e-Visitor Management Programme



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And Now...



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AWARDS & ACCOLADES

- ICA's e-Visitor Programme has won the Government Technology Awards 2008 for **Service Innovation**.
- Billed as Asia Pacific and the Gulf regions' most significant IT award
- More than 450 nominations

ICA clinches regional service award with e-visitor

By SERENE LAY
 OVERWORKED counter staff and rising operational bills pushed the Immigration & Checkpoints Authority (ICA) to look for a solution. It found it in technology. The e-visitor program on its website, which lowers those planning a visit here to apply for and take visas, among other services, has clinched a

them centered overseas to his clients - a process which took up to five days. Using technology has also boosted staff morale at ICA. In the past, those turning up at ICA's counters,

SERVICE INNOVATION

Immigration and Checkpoints Authority, Singapore: 'e-visitor' programme



analysis and statistics means that the rising time for the customer to be processed has been identified. The need to know is to be made a better experience to be provided. The need to know is to be made a better experience to be provided. The need to know is to be made a better experience to be provided.



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Thank You



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