



# Audits and Reviews

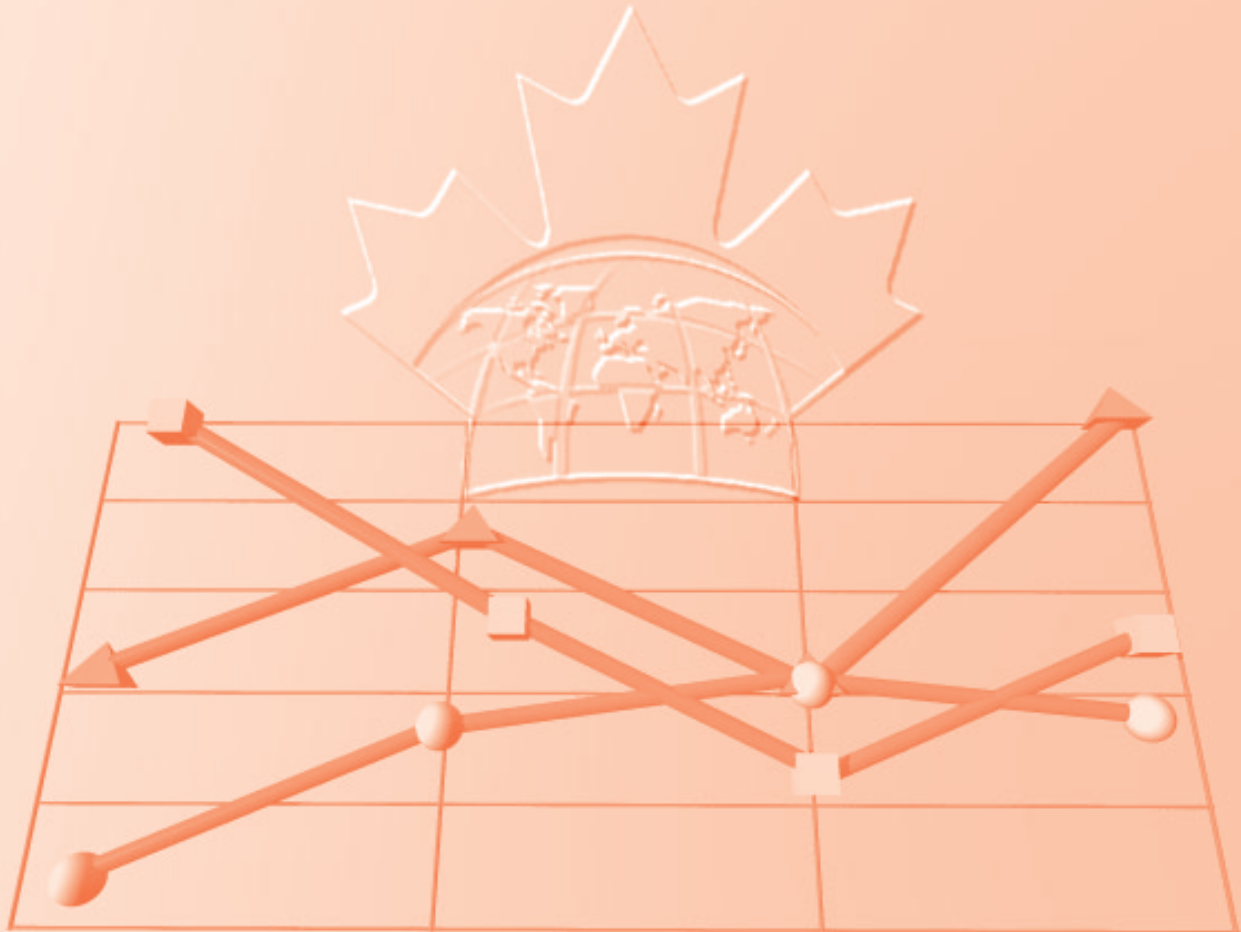
STRATEGIC RESEARCH RECHERCHE ET EXAMEN  
AND REVIEW STRATÉGIQUES

## - Executive Summary -

### National Case Management System Project System Under Development Audit Implementation Phase Report

July 13, 1999

REVIEW UNIT UNITÉ D'EXAMEN



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**- Executive Summary -**

**NATIONAL CASE MANAGEMENT SYSTEM PROJECT**

**SYSTEM UNDER DEVELOPMENT AUDIT**

**IMPLEMENTATION PHASE REPORT**

Addressed to:

***CITIZENSHIP AND IMMIGRATION CANADA (CIC)***

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# **1. Executive summary**

## **1.1 Purpose of Report**

This is the second report from the System Under Development (SUD) audit of the National Case Management System (NCMS) project. The purpose of this report is to provide an update of findings since the Preliminary Survey Report (PSR) was issued on January 29, 1999. A copy of the PSR describing the NCMS project background, architecture and audit objectives is attached as Appendix C for reference.

The focus of the Preliminary Survey Report addressed the NCMS development phase. This implementation report concentrates on the findings and recommendations associated with the first stage of the NCMS implementation phase as of May 25, 1999.

## **1.2 Summary of Findings**

The NCMS implementation was severely impacted by the slow and erratic performance of the training and production systems.

As a consequence of the Vancouver installation experience in March 1999, the Toronto and Montreal implementations originally planned for April and June are now being re-planned to proceed in the fall of 1999. The NCMS technical problems are expected to be resolved by September 1999 according to the comprehensive plan currently being developed by the project management team.

In addition to the complex system issues to be dealt with by the technical project team, the super users from all three enforcement offices as well as the Vancouver staff can continue testing, exercising and identifying improvements to the NCM system functionality.

The implementation delay will also provide an opportunity for each of the three enforcement offices to: complete and validate their data conversion effort; refine their local operating procedures to reflect NCMS usage; and plan and prepare for de-installation of the older regional system functionality which is being replaced by NCMS.

