



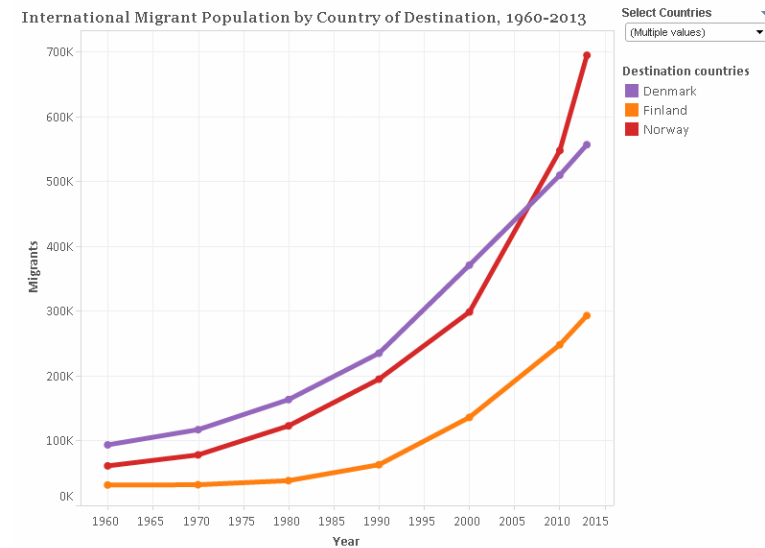
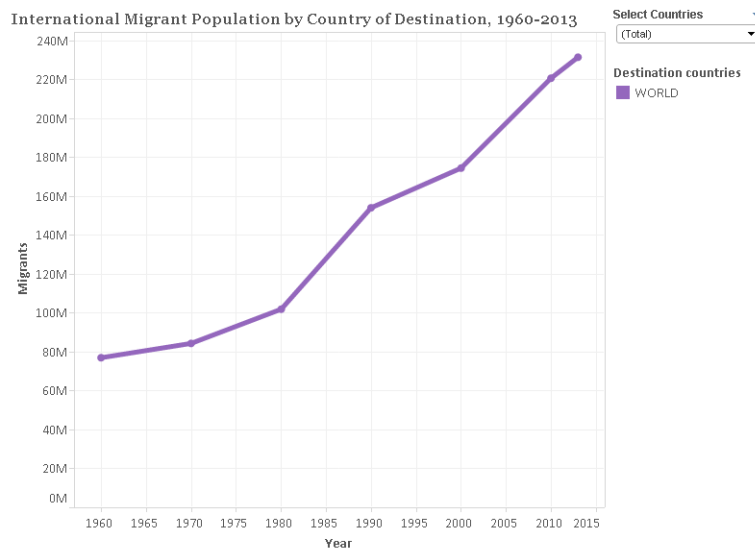
# The Best is Yet to Come

*Jouko Salonen*

*Finnish Immigration Service*

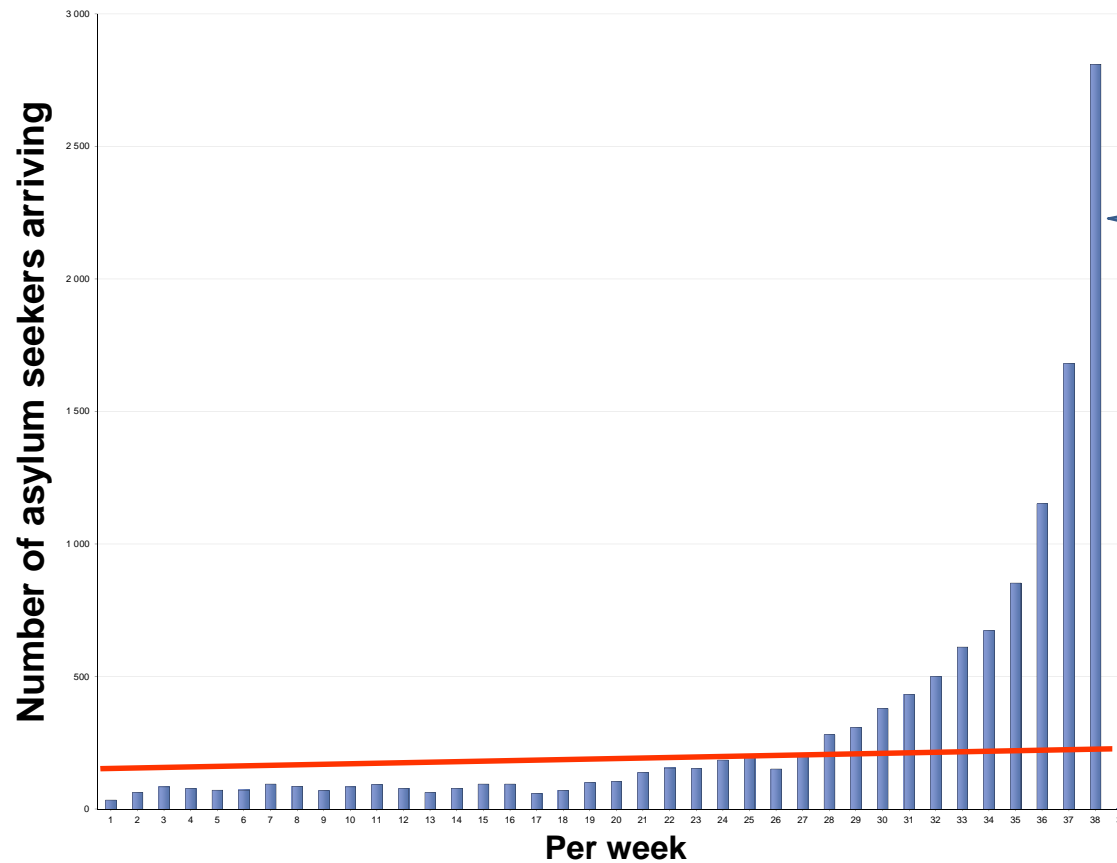
# Immigration Grows

## In Finland Last year 7,7%, this year 50%++high growth



- Wagner's law = income elasticity of public services is positive
- Due to digitalization & globalization immigration income elasticity is globally positive

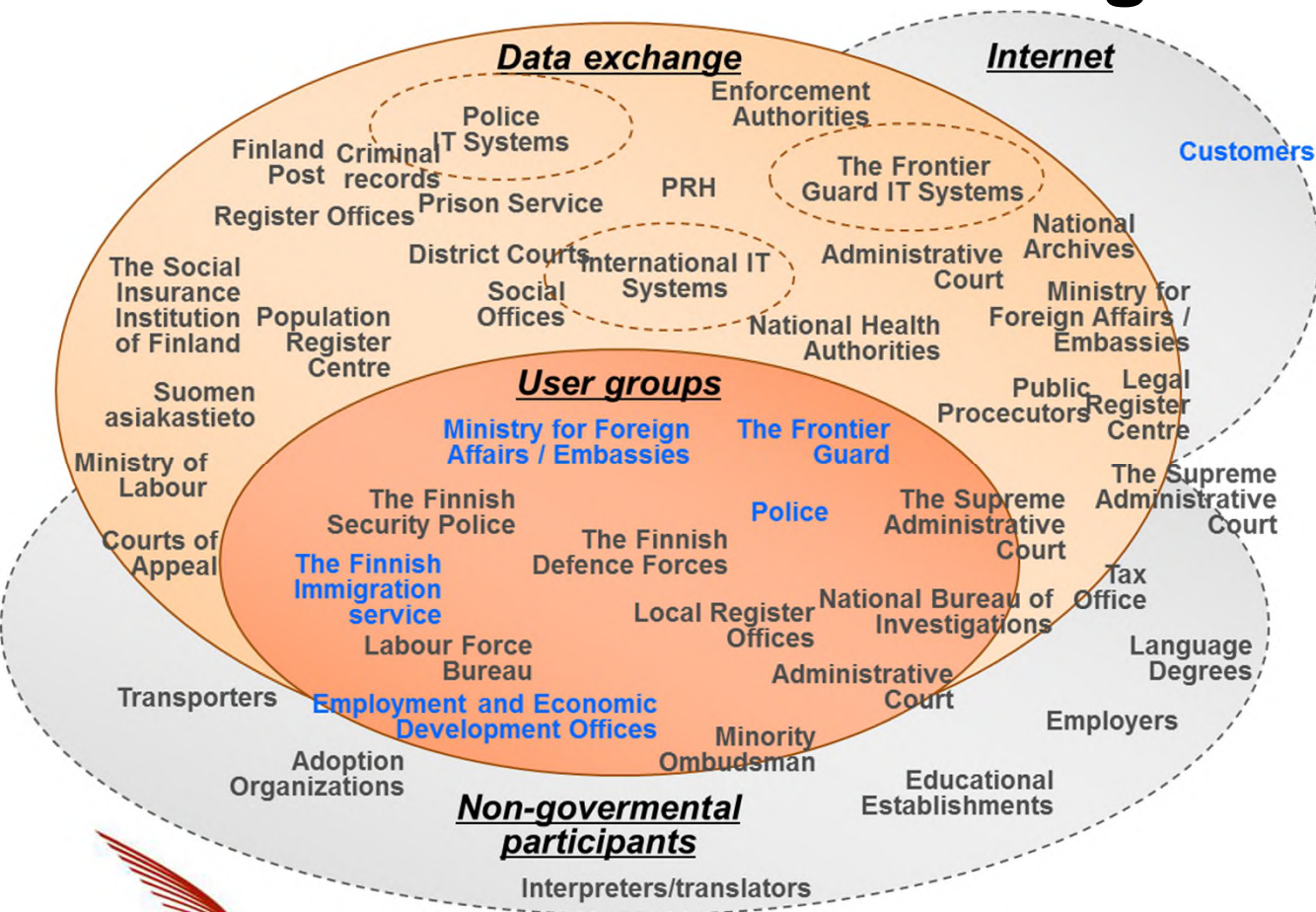
# We Grow! But do we Scale?



The number of asylum seekers arriving per week

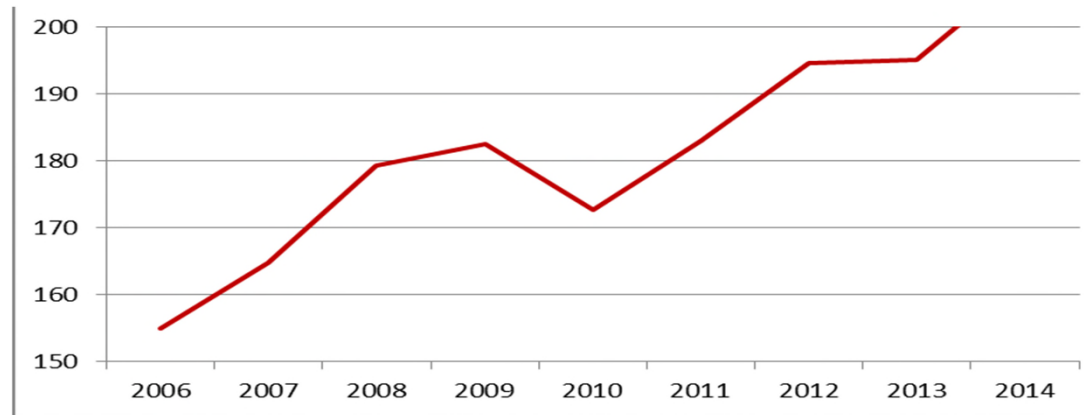
The decision making capacity of our asylum unit.

# It's Global Scale Digital Collaboration!



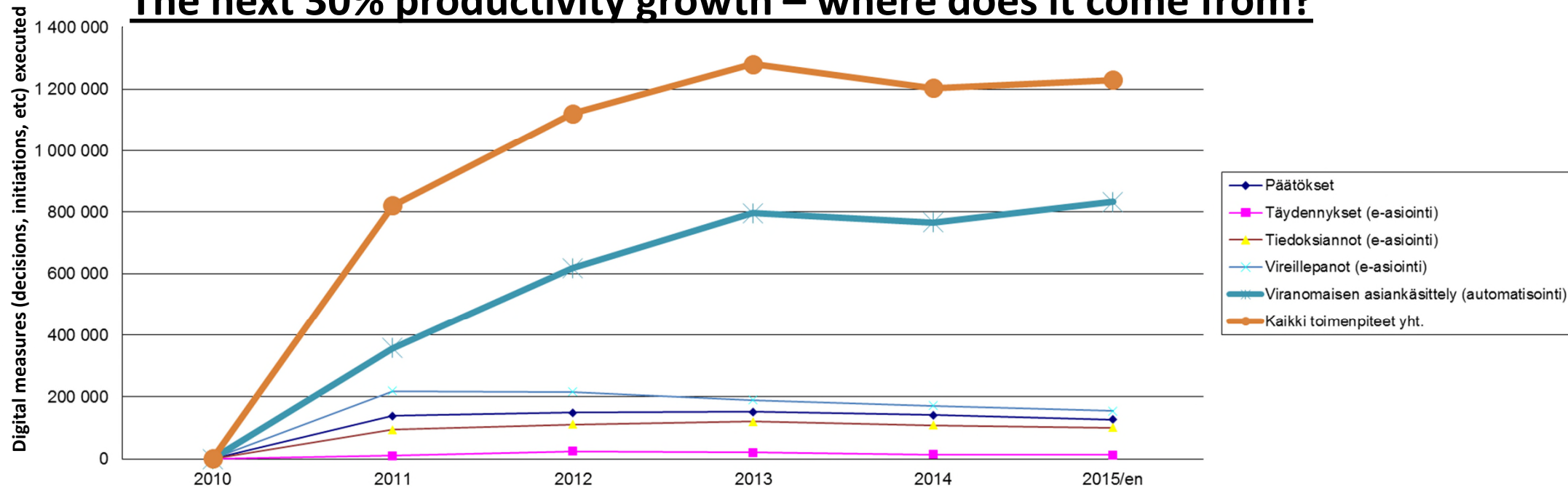
- Immigration Services are not for solo-performers!
- These are global and complex value networks
- Our digital arm is present globally in almost 90 countries
- When we say "digitalization" we mean it from wall-to-wall – from the initiation to the archive, from the customer-to the case worker where ever they are located

## 32% Increase on Productivity 2006 -2014 ( 4%CAGR)



- 32% Increase of productivity 2006 - 2014
- We are now an agency of 300 employees. If we today would work on the level of same productivity as we did in 2006 we would need 390 employees.
- We measured same scale of productivity growth in our embassies as well. Growth of the amount of work in embassies 10-11% per year - decreasing man-year-count - productivity growth 29%, the number of case worker measures per man year doubled 2006-2014

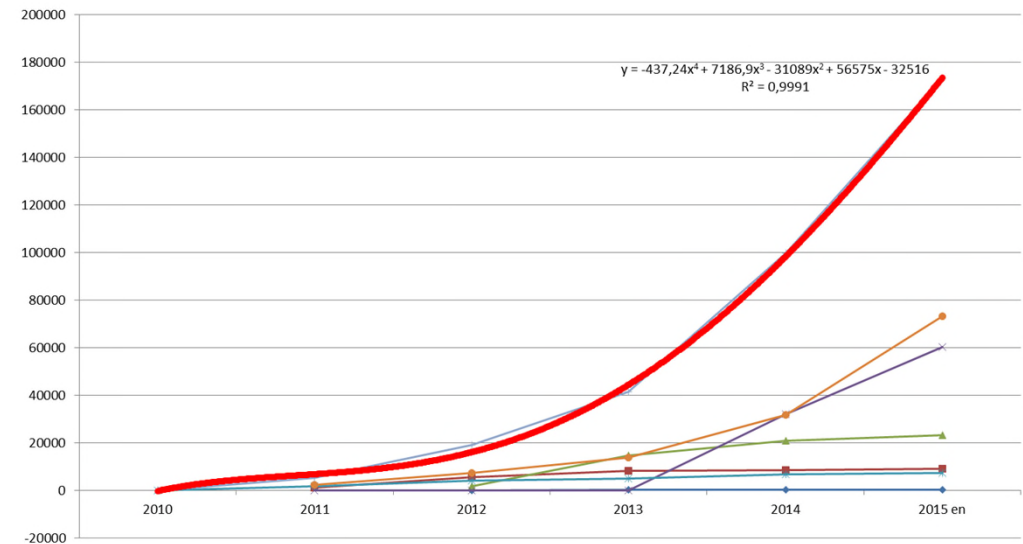
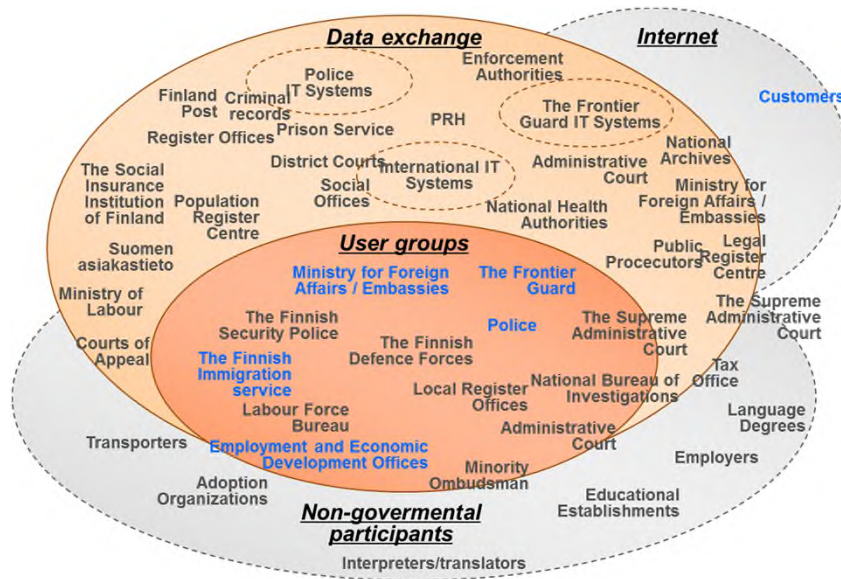
## The next 30% productivity growth – where does it come from?



- In Finland Government civil servants do 1,2 million digital immigration related case process tasks every year (until 2015)
- 800.000 of those can be automatized
- The rest 400.000 are something where the customer herself can be active or proactive and get that part of the process done by herself

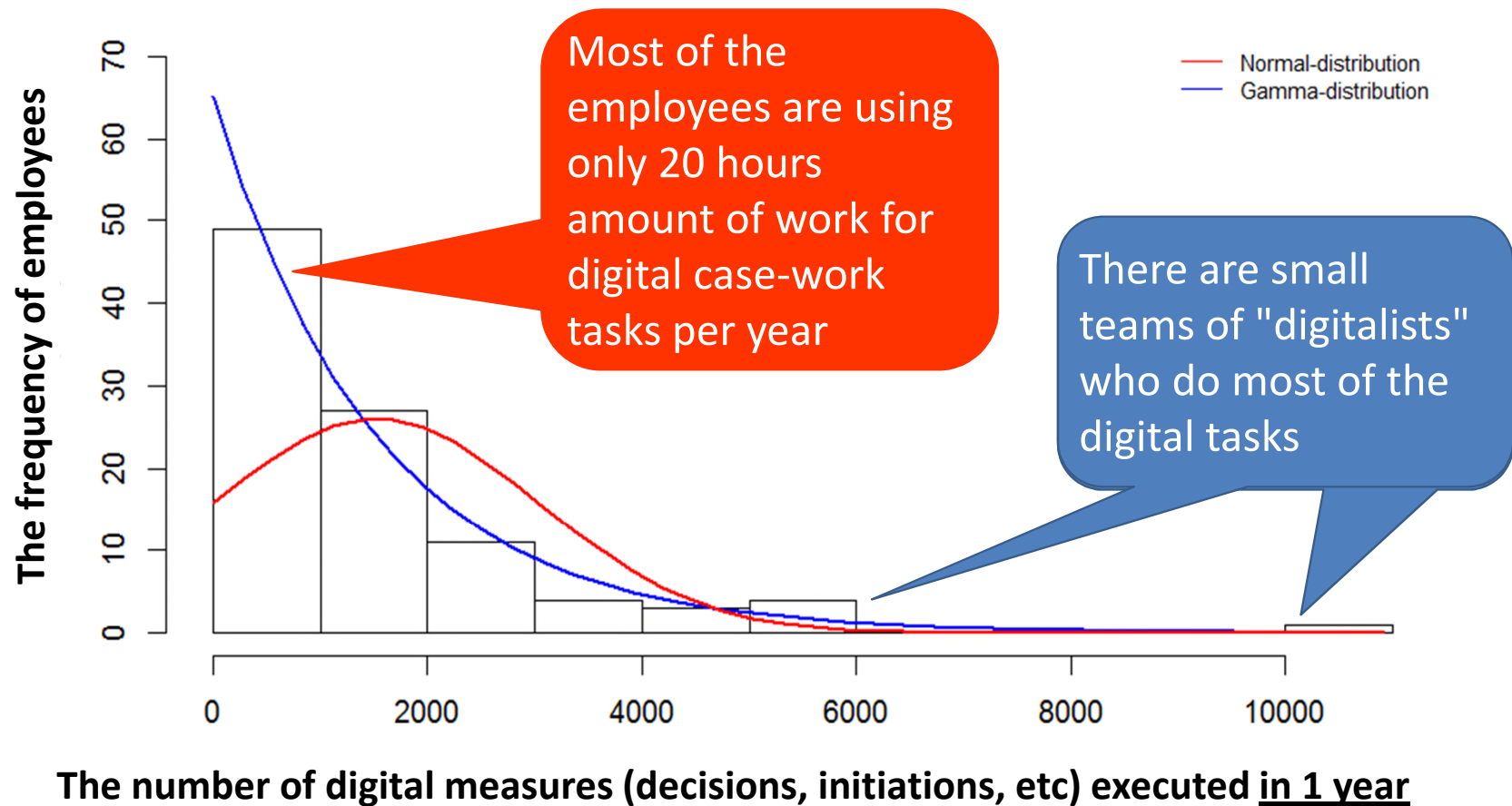


# In GOV Machine to GOV Machine communication only digital languages are spoken



**Today 30+ Fully digitalized GOVM2M data exchange flows (red = trendline)**

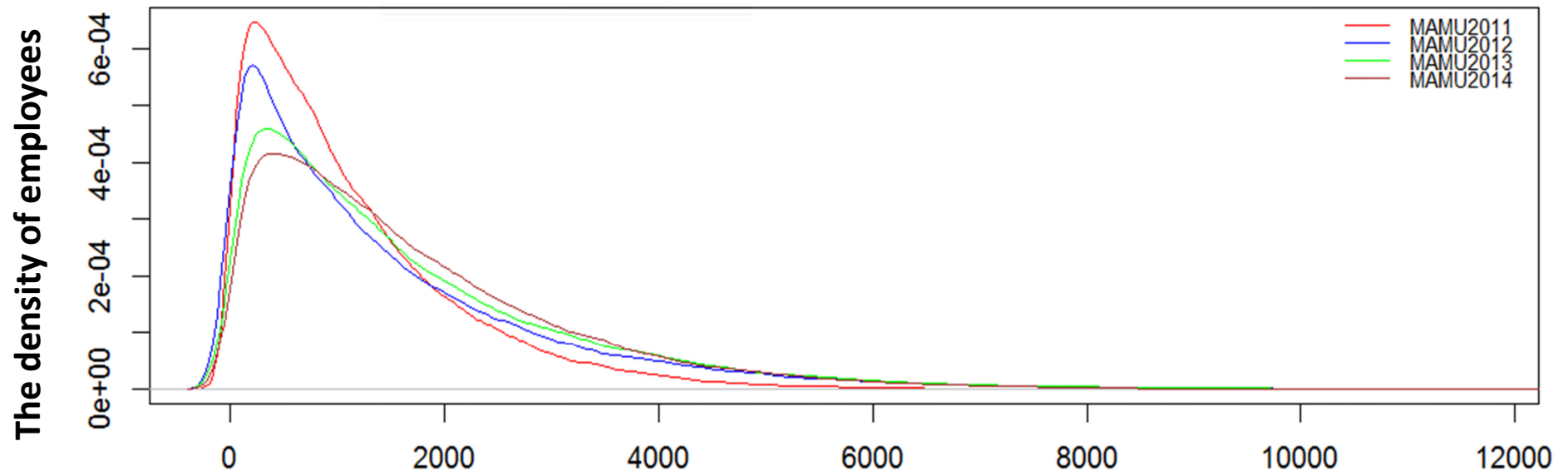
## But! Why does the human work & H2H communication stay in non-digital form?





# It is changing but the Change is too slow!

Distributions by year



## The number of digital measures (decisions, initiations, etc) executed



## Finnish Immigration Service 20 Years



MAAHANMUUTTOVIRASTO



MIGRATIONSVERKET

FINNISH IMMIGRATION SERVICE