

READMISSION CASE MANAGEMENT SYSTEM



EURCAP

BUILDING CAPACITY FOR
RETURN MANAGEMENT



Implemented by:



Funded by:





What is the Model RCMS?

Developed by the International Organization for Migration (IOM) and funded through the European Union (EU) via the EURCAP Facility, the Model Readmission Case Management System (Model RCMS) is a web-based, secure and user-friendly IT platform that facilitates the return and readmission process as defined in readmission cooperation frameworks.



Main characteristics of the Model RCMS

The Model RCMS builds on lessons learned and good practice from stand-alone RCMSs previously developed by IOM, fostering time and resource efficiency. With its customizable architecture, the platform can be tailored to fit specific national processes and the IT needs of partner countries. It strengthens inter-agency coordination and brings accountability and transparency in readmission case management, whilst enabling compliance with existing legal frameworks, including data protection legislation.

Type of information shared through the Model RCMS

The Model RCMS facilitates the exchange of information necessary for identity verification which includes returnee personal data, identity documents, biometric data, as well as exchange of information relevant for transfer, such as flight details. Moreover, the system also allows for direct, real-time communication between competent authorities concerning readmission applications.



With all workflow being performed digitally, using the Model RCMS significantly reduces delays in manual case processing, improves the quality of applications submitted and facilitates higher levels of data protection and information security, ensuring only competent government authorities have access to returnee data within the system.

Model RCMS in practice

The system consists of two main modules:



Front-Process Segment (FPS)



Back-Process Segment (BPS)

The FPS allows EU Member States to communicate with authorities in partner countries through a single centralized platform to process readmission applications. The FPS can be deployed in tandem with a Quick-Win Module that enables partner countries to access the Model RCMS within a few weeks. While countries with minimal caseloads can continue to operate through the Quick-Win Module, countries with larger caseloads will require the BPS.

Customised BPSs are developed and maintained for specific partner countries that process readmission requests made through the FPS. Due to the sensitive nature of these workflows and the information handled, the BPS is hosted within, administered, and audited by the competent authority of the partner country. The Front and Back Process Segments are connected through a secure channel over the internet and support “One-to-Many” connectivity. This provides a single, unified window for a country to communicate with all their partner countries using the same user account and interface.

This configuration ensures that the Model RCMS can support fully the processing of readmission requests, which includes creating, submitting, revising and approving applications, arranging video interviews, following up on cases, monitoring case progress, timeline adherence and information sharing.



Operational benefits



Rapid deployment

- ✓ Once the needs assessment is carried out in the partner country, the Model RCMS can be swiftly installed within several months thanks to the existence of the Software Development Kit which minimizes the deployment time.



Cost effectiveness

- ✓ Developed and easily deployable by IOM, part of the United Nations system and the Coordinator and Secretariat for the UN Migration Network.
- ✓ Limited open-source licensing of software reduces maintenance cost over longer period.
- ✓ With States only maintaining a single FPS for all partner countries, the Model RCMS reduces the administrative burden for relevant ministries, by significantly cutting the time and resources in preparation, submission, and monitoring of applications.



User friendliness

- ✓ Easy to use and simple – accessible to anyone with basic computer literacy.
- ✓ Facilitates inter-agency coordination and simplifies the workload of national administrations by standardizing the case management process for all parties.



Security and data protection

- ✓ Fully compatible and compliant with industry standard information security technologies from application to infrastructure level protection.
- ✓ More secure than paper-based and email-based exchange of data. The system supports application of the EU General Data Protection Regulation (GDPR) as well as national data protection legislation by design.
- ✓ Capacity-building package includes a module on data protection.



Facilitation of orderly, safe and regular migration

- ✓ Supports the practical implementation of readmission cooperation frameworks and adherence to stated procedures.
- ✓ Increases transparency and accountability of the return and readmission process.
- ✓ Easier identity verification and digital case processing facilitates the process.

Strategic benefits

The Model RCMS may also have significant strategic implications on meeting broader migration governance objectives, such as:

- ✓ Enhancing South-South migration management and fostering dialogue on readmission commitments, and their implementation.
- ✓ Supporting the digitalization of processes and implementation of e-Governance principles
- ✓ Reinforcing a return management framework in partner countries that integrates other migration IT tools and internal processes.
- ✓ Improving migration policy and practice development by utilizing statistical and reporting tools available in the system.

Contributing to the achievement of the UN Sustainable Development Goals 10.7, 16.9 and 17, and Objective 21 of the Global Compact on Migration.

10 REDUCED INEQUALITIES



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



17 PARTNERSHIPS FOR THE GOALS



Model RCMS architecture

FPS (extranet)

Standard EU Member States user interface with multi-language support.



BPS (intranet)

Requested partner country specific user interface with fully customizable configuration.



**Common
central RCMS**

Model RCMS step by step



1

Needs Assessment

EURCAP Facility experts carry out a joint needs assessment in collaboration with relevant government ministries and agencies: IT capacity, infrastructure, human resources, workflow and stakeholder mapping to identify gaps, and to consider process improvement.

2

Deployment

The findings of the assessment serve as a basis for deployment of the Model RCMS software. Depending on the level of customization, the basic Model RCMS (FPS and the Quick Win Module) can be deployed within 2 to 6 months. This 'out of the box' interim solution comes with a capacity-building (CB) program on fundamentals of return and readmission: policy, legal and procedural aspects; identity management; statistics; links to development; and public communication.

3

Customization and development of BPS

The BPS Module for the partner country is tailored to its specific requirements. It comes with an advanced CB package, including training on ICT for RCMS, workflows, interviews, case monitoring, data management and data protection.

Model RCMS includes user and technical training followed by full warranty and up to 2 years maintenance support.

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