



United States Department of State

Washington, D.C. 20520

MuckRock News
DEPT MR 44574
411A Highland Ave
Somerville, MA 02144

February 2, 2018
Case Control Number: F-2017-16276

VIA EMAIL: 44574-84474414@requests.muckrock.com

Dear Muckrock News:

This letter is in reference to your Freedom of Information Act (FOIA) request F-2017-16276 which you requested on October 17, 2017. As your request relates to visa matters, the Visa Office of the State Department has searched its records, located, and reviewed 128 documents totaling 769 pages relevant to your request.

The Freedom of Information Act generally provides for public access to government records. It specifically exempts from disclosure, however, those records which are otherwise specifically protected from release by statute (5 U.S.C. §552(b)(3)). Section 222(f) of the Immigration and Nationality Act (8 U.S.C. §1202(f)), is such a statute. 8 U.S.C. §1202(f) provides in pertinent part that “records of the Department of State and of diplomatic and consular offices of the United States pertaining to the issuance or refusal of visas...shall be considered confidential...”

After a careful review of the documents, we have determined that 92 documents totaling 553 pages may be released to you in full and 30 documents totaling 185 pages may be released to you in part pursuant to the following exemptions:

- (b)(3)(b) which specifically exempts from disclosure State Department records pertaining to the issuance or refusal of a visa or permit to enter the United States,
- (b)(5) which protects inter-agency and intra-agency memorandums, letters and other information that has been determined as pre-decisional or deliberative
- (b)(6) which specifically exempts records such as personnel and other similar files when disclosure would constitute a clearly unwarranted invasion of personal privacy, and
- (b)(7)(e) which applies when disclosure would reveal investigative techniques and procedures or guidelines for law enforcement investigations or prosecutions if disclosure could risk circumvention of the law.

In addition, we are able to provide the following information regarding your specific requests concerning dates and times of service interruptions and numbers of DV granted for specific time periods:

- DV lottery experienced service interruptions on (reference FOIA FDNQ), all times Eastern:
 - 5/2/2017 from 2:00 PM to 3:00 PM and from 4:00 PM to 5:00 PM.
 - 7/25/2017 from 8:00 PM to 8:15 PM

- 8/1/2017 from 9:30 AM to 10:00 AM
 - 9/12/2017 from 5:15 PM to 5:30 PM
 - 10/4/2017 from 5 AM to 5:15 AM
 - 10/9/2017 from 5:45 PM to 9:30 PM
 - 10/17/2017 from 8:00 AM to 8:15 PM
- There were 26,381 DVs printed in 2015, and 23,460 in 2016.
 - There were 1,247 DVs printed in 2017 through January 19th.
 - There were 20,543 DVs printed from January 20th, 2017 to October 17, 2017.

This decision may be appealed to the Appeals Officer of the Appeals Review Panel of the Department pursuant to Section 171.13 Title 22 of the Code of Federal Regulations. For your information, a copy of this regulation is enclosed.

CA/VO has now completed processing its records responsive to your request. If you have any questions you may write to the Office of Information Programs and Services, SA-2, Department of State, Washington DC 20522-8100, or contact the Office of Information Programs and Services by telephone at (202) 261-8484. Please be sure to refer to the case control number shown above in all correspondence about this case. Also, you may contact our FOIA Public Liaison via email at FOIAProgram-DL@state.gov or telephone at 202 663-2222 for any further assistance and to discuss any aspect of your request. Additionally, you may contact the Office of Government Information Services (OGIS) at the National Archives and Records Administration to inquire about the FOIA mediation services they offer. The contact information for OGIS is as follows: Office of Government Information Services, National Archives and Records Administration, 8601 Adelphi Road-OGIS, College Park, Maryland 20740-6001, e-mail at ogis@nara.gov; telephone at 202-741-5770; toll free at 1-877-684-6448; or facsimile at 202-741-5769.

Sincerely,

braultsf@
state.gov

Digitally signed by
braultsf@state.gov
DN:
c=braultsf@state.gov
Date: 2018.02.02
15:50:01 -05'00'

for Matt McNeil, Acting Chief
Advisory Opinions Division
Directorate for Visa Services

Enclosure:
As stated

Code of Federal Regulations

Title 22 – Foreign Relations, Chapter I – Department of State

Part 171 –Public Access to Information

Subpart B – Freedom of Information Act Provisions

Section 171.13 – Appeal of denial of request for records

(a) Any denial, in whole or in part, of a request for Department records under the FOIA may be administratively appealed to the Appeals Review Panel of the Department. This appeal right includes the right to appeal the determination that no records responsive to the request exist in Department files. Appeals must be postmarked within 60 calendar days of the date of the Department's denial letter and sent to: Appeals Officer, Appeals Review Panel, Office of Information Programs and Services, at the address set forth in §171.4, or faxed to (202) 261-8571. The time limit for a response to an appeal is 20 working days, which may be extended in unusual circumstances, as defined in §171.11(b). The time limit begins to run on the day the appeal is received by IPS. Appeals from denials of requests for expedited processing and for a fee reduction or waiver must be postmarked within 30 calendar days of the date of the Department's denial letter. See §§171.11(f)(4) (expedited processing appeals) and 171.16(e) (fee reduction/waiver appeals) of this subpart. See also §171.4 for address information.

(b) Requesters may decide to litigate a request that is in the appeal stage. Once a summons and complaint is received by the Department in connection with a particular request, the Department will administratively close any open appeal regarding such request.

(c) Requesters should submit an administrative appeal, to IPS at the above address, of any denial, in whole or in part, of a request for access to FSGB records under the FOIA. IPS will assign a tracking number to the appeal and forward it to the FSGB, which is an independent body, for adjudication.

(d) Decisions on appeals. A decision on an appeal must be made in writing. A decision that upholds the Department's determination will contain a statement that identifies the reasons for the affirmance, including any FOIA and Privacy Act exemptions applied. The decision will provide the requester with notification of the statutory right to file a lawsuit and will inform the requester of the mediation services offered by the Office of Government Information Services of the National Archives and Records Administration (OGIS) as a non-exclusive alternative to litigation. If the Department's decision is remanded or modified on appeal, the requester will be notified of that determination in writing. The Department will thereafter further process the request in accordance with that appeal determination and respond directly to the requester. When the Department of State engages in the mediation services offered by OGIS, it will work in good faith as a partner to the mediation process in an attempt to resolve the dispute. The Department reserves its right to decide on a case-by-case basis whether to enter into formal mediation offered by OGIS.

From: Corse, Gary R
Sent: Fri, 13 Oct 2017 08:05:30 -0600
To: Varnan, Beena M; Sherman, Richard M
Subject: FW: DV Updates 13OCT2017

FYSA...

Best, Gary

Gary Corse
 Deputy Director
 Visa Office, Information Management and Liaison (CA/VO/I)
 202-485-7547

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Friday, October 13, 2017 10:03 AM
To: Nantais, Joel D; Parker, Morgan A; King, Karin M; Paschke, Matthew J; Slattery, Phillip T; Beard, Christopher G; Grewe, Brenda L; Perry, Nicholas; McNeil, Matthew C; Ramotowski, Edward J; Follick, Julia
Cc: Corse, Gary R; CA-VO-Special Assistant
Subject: DV Updates 13OCT2017

Good morning,

Just a few updates on where we stand on communications via DV:

- Press Talking Points (cleared but CA-P may need to clear again)
- Email Message to posts (cleared and ready to send pending A/S green light)
- Maintenance Page Update and Outage Notices (cleared and ready to send pending A/S green light)
- Federal Registry Notice (pending publication on Wednesday, latest Thursday). As long as publication occurs on the day of the restart, we should be fine.
- AM on Restarting DV-2019 (cleared/approved by A/S on Thursday)

Tasked out this morning:

- IM on Why DV Failed (CST has the lead and due by noon)
- IM to S on the DV Restart (most likely VO)

CA-FO reports that increased press coverage may begin as early as today. Because of this, CA-FO reported that it will notify DHS and the White House to give them a heads up before we can send anything out. CST is aware that we're standing by before anything goes out.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 1:31 PM
To: King, Karin M; Slattery, Phillip T; Parker, Morgan A; Perry, Nicholas; Grewe, Brenda L; Nantais, Joel D
Cc: Corse, Gary R; Paschke, Matthew J
Subject: RE: DV intake paused

Good afternoon,

Here are the latest updates on the DV-2019 issue:

- Yesterday, VO/I informed CST to re-start the DV program with a clean slate next week on 17OCT2017 and end the program on 21NOV2017.
- Due to the later-than-normal DV registration end date of 21NOV2017, KCC is planning to push the selectee announcement date forward two weeks (May 15th, vice May 1st).
- VO/I submitted updated language on various DV website pages to inform applicants to reapply. As soon as VO/F clears its public TPs and gives the OK, the language will be deployed to the public, in sync.
- CST will move 2.1 million applicants (1.8 applications) affected to a separate repository and link it to the application [status check site](#). When an affected applicant enters their application number, a prompt will advise the applicant to re-apply.
- CST should be finishing up testing today. There were no critical issues to report during testing. CST is technically on track to restart DV on Oct. 17th.
- VO/L is working on submitting an updated Federal Register notice.

Please let me know if you have any questions.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Tuesday, October 10, 2017 8:45 AM
To: King, Karin M; Ramotowski, Edward J
Cc: Slattery, Phillip T; Parker, Morgan A; Corse, Gary R
Subject: RE: DV intake paused

Good morning,

Yesterday, CST uncovered a problem with data stored for the Eligibility Country field for records within the DV-2019 database. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database instead (for example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country). It has to do with a script error which pulls data from question's 5 and 6 (below). Because of the error, CST cannot differentiate between accurate and inaccurate records within the applications to date (2.1 million applicants thus far). The DV site was brought down yesterday evening for "maintenance" and the development team already created a fix and is pending a final test. I'm awaiting on a timeline on when testing will be complete in order to bring the site back up.

There are several considerations we'll need to work through to ensure we haven't given a disadvantage to those who've already applied and may need to ask those affected entrants to reapply.

We'll keep you updated as we move forward.

Thank you, Gary

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program. please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country...

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: King, Karin M
Sent: Tuesday, October 10, 2017 7:47 AM
To: Ramotowski, Edward J; Corse, Gary R
Cc: Slattery, Phillip T; Parker, Morgan A
Subject: DV intake paused

Ed –

Due to a technical issue, we have temporarily had to pause DV processing. Looping in Gary, who can provide more details [REDACTED]).

Karin

Karin King
Managing Director
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State
(202) 485-7561

Official
UNCLASSIFIED

From: Siddle, Gail L
Sent: Mon, 9 Oct 2017 15:38:06 -0600
To: Pasatiempo, Gary A;Bae, Heather;Seratte, Kathlene A;Doshi, Hetal J;Yang, Lue;Paschke, Matthew J;Snyder, Kenneth S;Benitez, Jose R;Hudson, Andre C;Sincock, Austin G;Ungar, Adam B;Williams, Bethany V;Kinley, Elizabeth A;Siddle, Gail L;Robbins, Jillian A;Li, Ben Q;Shehzad, Nadeem;Walker, Timothy R
Subject: eDV/AES 12.3 production issue
Importance: High

Gary,

Below is a summary of the eDV/AES 12.3 production issue we are currently investigating and remediating for CST approval. We have opened **High HelpDesk ticket** [REDACTED] – Validate Countries in Statistics to track this issue.

PROBLEM:

Around 3pm today, 10/9/2017, The NCS Development team discovered a problem with the data stored for the Eligibility Country field for records in the eDV/AES 12.3 database for DV-2019. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database. (Please see below for a detailed example.) Therefore, all current entries to date should be considered ineligible since we cannot differentiate between accurate and inaccurate records. The impact of this data issue may result in the NCS Development team providing an emergency release as well as coordinating through the Visa Office to communicate out to the approximately 2.1 million entrants that they may need to re-apply.

ROOT CAUSE:

Root cause is still being investigated, but we do know that a change was made this year to help entrants from “dependent” countries to pre-fill the correct “parent” country to prevent confusion by automatically populating the “parent” country. (For example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country.)

NEXT STEPS:

- Bring down the site immediately. (SO/Enterprise Ops)
- Provide notification on the site asap that the system is down for maintenance. (VO/NCS Dev)
- **A follow up conference call will be held at 6:30pm EST** [REDACTED] (9/15).
- A software update is made to prevent the issue going forward using the Emergency Fix protocol (CST/NCS Dev)
- Notification needs to be shared with entrants that they must re apply. (VO)

POC list:

VO – Matt Paschke

SO – Hetal Doshi

CST – Gary Pasatiempo, Heather Bae, Kathy Seratte

Enterprise Ops - Ken Snyder, Rafi Benitez, Andre Hudson

NCS Dev – Gail Siddle, Jillian Robbins, Austin Sincock, Libet Kinley

SPECIAL CONSIDERATIONS:

- When the site is re-opened, we need to ensure that we don't create duplicate records for those re-applying.
- We need to ensure that duplicate confirmation numbers are not created.
- We need to ensure that the photos don't get duped out during the stages between the entry period and the notification period in May.
- We will need to mark these invalid records with a unique "current stage" value to ensure the records are not included in downstream processes.
- We need to have a plan for how to enable "Find Confirmation Number" in eDV/ESC.
- Do we need to check with iCLASS and/or facial recognition teams?

EXAMPLE:

In the AES form, Question 5 is Country Where You Were Born. This answer is recorded both in the Birth Country and Eligibility Country fields UNLESS the entrant selects "No" under question 6, which is Country of Eligibility for the DV Program. (see below) If "No" is selected, the entrant is able to choose the Eligibility Country, which should be stored in the database.

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program. please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country...

Thanks,

Gail Siddle

Technical Functional Lead
NCS Development Team, Deloitte Consulting, LLC
U.S. Department of State | Bureau of Consular Affairs
(T) (703) 299-1313 (F) (866) 726-3217/(E) SiddleGL@state.gov
(C) (571) 247-2512

CA/CST/PSDD

Production Service Design & Development Division

Providing innovative solutions through collaboration, accountability and excellence

Any information in this transmission pertaining to U.S. citizens or legal permanent residents shall be considered confidential under the Privacy Act of 1974 [P.L. 93-579]. Any information in this transmission pertaining to the issuance or refusal of visas or permits to enter the United States shall be considered confidential under Section 222(f) of the Immigration and Nationality Act (INA) [8 USC Section 1202]. If you have received such information in error, do not review, retransmit, disclose, disseminate, use or take any action in reliance upon this information, and contact the sender as soon as possible.

Official

UNCLASSIFIED

From: Hong, Mihyun
Sent: Wed, 11 Oct 2017 09:33:56 -0400
To: Corse, Gary R; Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org); Slattery, Phillip T
Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Good morning Gary,

IV&V has not received the new delivery from development team to begin our testing.

Thank you,

Mihyun Hong

IT Project Manager
 Quality Management Branch, IV&V
 U.S. Department of State | Bureau of Consular Affairs
 (T) (202) 485-7732 | (E) HongM@state.gov | (BB) (202) 257-6660

CA/CST/ST
 Service Transition Division

Providing innovative solutions through collaboration, accountability and excellence

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Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 8:24 AM
To: Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins,

Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org); Slattery, Phillip T
Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Good morning everyone, Could anyone provide a status update on how the IV&V testing went yesterday? I'd like to pass this info on to VO leadership. Thanks in advance!

Best, Gary

Gary Corse
 Deputy Director
 Visa Office, Information Management and Liaison (CA/VO/I)
 202-485-7547

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Tuesday, October 10, 2017 7:42 PM
To: Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org); Slattery, Phillip T
Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Thank you, Gail, much appreciated! Just a quick update that VO has confirmed that the eDV/Entrant Status Check (ESC) Go-Live date will be pushed forward to May 15th. Thanks!

Activities today:

- A call was held with the distribution list for this status email at 11:00am to discuss status, updates and options.
- The NCS Development team is awaiting verbiage from the Visa Office to update the message on the Maintenance page that explains the new registration period details.
- The NCS Development team and DEDM coordinated on an approach to minimize risk in preparing the database for the new registration period
- IV&V began testing the software provided by the NCS Development team to address the issue with incorrectly saving the Eligibility Country data.
- A 1pm call was held to update status and discuss options.
- The Visa Office provided guidance on the approach for keeping the invalidated data in a separate location and starting the new DV-2019 registration period with a clean database. The Visa Office provided guidance that DV-2019 will re-start on 10/17/17 at noon Eastern time, and will end on 11/21/17 at noon Eastern time.

- The Visa Office confirmed that the eDV/Entrant Status Check (ESC) Go-Live date will be pushed from May 1, 2018 to May 15, 2018.
- The Visa Office is working on updated verbiage and updates for the public.
- A 3:30pm call was held to discuss all the technical aspects of the Visa Office decisions, consider options, describe roles and responsibilities, and ensure that all aspects and impacts were being considered.
- Clean up tasks were discussed for data in the CCD, in iCLASS, for FR, and for MEP.
- The NCS Development team is moving forward with an Emergency Patch, AES 12.3.1, with 2 CCRs – the existing CCR to handle the problem with saving the country values correctly, and a new CCR for the change to the registration period. CR#1028562 has been created and is being updated with status. We expect database scripts, updated software, and an updated web.config file with the 2nd delivery of the release (following on the delivery from this morning, currently being tested by IV&V).
- We also discussed downgrading the Remedy ticket #1408404 from Critical to High given the approach, decisions, and progress. At a minimum, daily status will be provided.
- **A follow up call will be scheduled for Wednesday, 10/11 at 11:30am in order to have updates in plenty of time to prepare for the DSR.**

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Siddle, Gail L

Sent: Tuesday, October 10, 2017 6:06 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org)

Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

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- In addition, the Visa Office mentioned that the eDV/Entrant Status Check (ESC) Go-Live date may be pushed from May 1, 2018 to May 15, 2018, but this is not yet finalized.
- The Visa Office is working on updated verbiage and updates for the public.
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Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

U.S. Department of State | Bureau of Consular Affairs

(T) (703) 299-1313 (F) (866) 726-3217 (E) SiddleGL@state.gov

(C) (571) 247-2512

CA/CST/PSDD

Production Service Design & Development Division

Providing innovative solutions through collaboration, accountability and excellence

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Tuesday, October 10, 2017 12:11 AM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew

J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Johnson, Christopher N; CA-EntOps-SystemHosting

Subject: RE: eDV/AES 12.3 production issue - 12:10am status, ticket INC000001408404 - last status for the night

12:10am status:

- The NCS team checked in and turned over the updated code, database script, and deployment plan to CC
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF

Completed tasks:

- Maintenance page was created & tested and installed
- Software change, and database script tested and reviewed by development
- Test scenarios reviewed by entire team for the software/database script updates
- Emergency Change process started
- Software, database script and rollbacks were all passed by the NCS QA team

Thanks,

Gail Siddle

Technical Functional Lead
NCS Development Team, Deloitte Consulting, LLC
U.S. Department of State | Bureau of Consular Affairs
(T) (703) 299-1313 (F) (866) 726-3217 (E) SiddleGL@state.gov
(C) (571) 247-2512

CA/CST/PSDD

Production Service Design & Development Division

Providing innovative solutions through collaboration, accountability and excellence

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 11:02 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M

Subject: RE: eDV/AES 12.3 production issue - 11pm status, ticket INC000001408404

11:00pm status:

- The software update was passed by the NCS QA team
- The database script to clear out the hash table was passed by the QA team
- Rollbacks were passed by the NCS QA team
- The NCS team is working on Emergency Change preparation tasks -- deployment plan and SRF
- The NCS team is preparing to check in and turn over the updated code, database script, and deployment plan to CC

Completed tasks:

- Maintenance page was created & tested and installed
- Software change, and database script tested and reviewed by development
- Test scenarios reviewed by entire team for the software/database script updates
- Emergency Change process started

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

U.S. Department of State | Bureau of Consular Affairs

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 10:01 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk

Subject: RE: eDV/AES 12.3 production issue - 10pm status, ticket INC000001408404

10:00pm status:

- The Maintenance page was successfully installed to production which allows ESC to remain active
- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF
- The NCS team is preparing to check in and turn over the updated code, database script, and deployment plan to CC

Thanks,

Gail Siddle

Technical Functional Lead
NCS Development Team, Deloitte Consulting, LLC
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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 9:08 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S

Subject: RE: eDV/AES 12.3 production issue - 9pm status

9:00pm status:

- The Maintenance page was passed by the NCS QA team and is being installed
- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is reviewed test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

Thanks,

Gail Siddle

Technical Functional Lead
NCS Development Team, Deloitte Consulting, LLC
U.S. Department of State | Bureau of Consular Affairs
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Official

UNCLASSIFIED

From: Siddle, Gail L**Sent:** Monday, October 09, 2017 8:15 PM**To:** Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S**Subject:** RE: eDV/AES 12.3 production issue - 8pm status**Importance:** High

8:00pm status:

- The Maintenance page is currently being tested by the NCS QA team
- The software update is currently being tested by the NCS Development team
- The database script to clear out the hash table is being developed (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is creating test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

As soon as the maintenance page passes QA, the NCS Development team will coordinate with Jonathan Zhu/Enterprise Operations to deploy the page to production.

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

U.S. Department of State | Bureau of Consular Affairs

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Official

UNCLASSIFIED

From: Siddle, Gail L**Sent:** Monday, October 09, 2017 5:38 PM**To:** Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Sincock, Austin G; Ungar, Adam B; Williams, Bethany V; Kinley, Elizabeth A; Siddle, Gail L; Robbins, Jillian A; Li, Ben Q; Shehzad, Nadeem; Walker, Timothy R**Subject:** eDV/AES 12.3 production issue**Importance:** High

Gary,

Below is a summary of the eDV/AES 12.3 production issue we are currently investigating and remediating for CST approval. We have opened **High HelpDesk ticket (b) (5)** Validate Countries in Statistics to track this issue.

PROBLEM:

Around 3pm today, 10/9/2017, The NCS Development team discovered a problem with the data stored for the Eligibility Country field for records in the eDV/AES 12.3 database for DV-2019. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database. (Please see below for a detailed example.) Therefore, all current entries to date should be considered ineligible since we cannot differentiate between accurate and inaccurate records. The impact of this data issue may result in the NCS Development team providing an emergency release as well as coordinating through the Visa Office to communicate out to the approximately 2.1 million entrants that they may need to re-apply.

ROOT CAUSE:

Root cause is still being investigated, but we do know that a change was made this year to help entrants from "dependent" countries to pre-fill the correct "parent" country to prevent confusion by automatically populating the "parent" country. (For example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country.)

NEXT STEPS:

- Bring down the site immediately. (SO/Enterprise Ops)
- Provide notification on the site asap that the system is down for maintenance. (VO/NCS Dev)
- **A follow up conference call will be held at 6:30pm EST on [REDACTED]**
- A software update is made to prevent the issue going forward using the Emergency Fix protocol (CST/NCS Dev)
- Notification needs to be shared with entrants that they must re apply. (VO)

POC list:

VO – Matt Paschke

SO – Hetal Doshi

CST – Gary Pasatiempo, Heather Bae, Kathy Seratte

Enterprise Ops - Ken Snyder, Rafi Benitez, Andre Hudson

NCS Dev – Gail Siddle, Jillian Robbins, Austin Sincock, Libet Kinley

SPECIAL CONSIDERATIONS:

- When the site is re-opened, we need to ensure that we don't create duplicate records for those re-applying.
- We need to ensure that duplicate confirmation numbers are not created.
- We need to ensure that the photos don't get duped out during the stages between the entry period and the notification period in May.
- We will need to mark these invalid records with a unique "current stage" value to ensure the records are not included in downstream processes.
- We need to have a plan for how to enable "Find Confirmation Number" in eDV/ESC.
- Do we need to check with iCLASS and/or facial recognition teams?

EXAMPLE:

In the AES form, Question 5 is Country Where You Were Born. This answer is recorded both in the Birth Country and Eligibility Country fields UNLESS the entrant selects "No" under question 6, which is Country of Eligibility for the DV Program. (see below) If "No" is selected, the entrant is able to choose the Eligibility Country, which should be stored in the database.

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program. please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country...

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

U.S. Department of State | Bureau of Consular Affairs

(T) (703) 299-1313 | (F) (866) 726-3217 | (E) SiddleGL@state.gov

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Official

UNCLASSIFIED

From: Siddle, Gail L
Sent: Mon, 9 Oct 2017 19:07:40 -0600
To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulén, John S
Subject: RE: eDV/AES 12.3 production issue - 9pm status

9:00pm status:

- The Maintenance page was passed by the NCS QA team and is being installed
- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is reviewed test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

Thanks,

Gail Siddle

Technical Functional Lead
 NCS Development Team, Deloitte Consulting, LLC
 U.S. Department of State | Bureau of Consular Affairs
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Official

UNCLASSIFIED

From: Siddle, Gail L
Sent: Monday, October 09, 2017 8:15 PM
To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S
Subject: RE: eDV/AES 12.3 production issue - 8pm status
Importance: High

8:00pm status:

- The Maintenance page is currently being tested by the NCS QA team
- The software update is currently being tested by the NCS Development team
- The database script to clear out the hash table is being developed (to prevent entrants that re-apply from being set as duplicate by AES)

- The NCS QA team is creating test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

As soon as the maintenance page passes QA, the NCS Development team will coordinate with Jonathan Zhu/Enterprise Operations to deploy the page to production.

Thanks,

Gail Siddle

Technical Functional Lead
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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 5:38 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Sincock, Austin G; Ungar, Adam B; Williams, Bethany V; Kinley, Elizabeth A; Siddle, Gail L; Robbins, Jillian A; Li, Ben Q; Shehzad, Nadeem; Walker, Timothy R

Subject: eDV/AES 12.3 production issue

Importance: High

Gary,

Below is a summary of the eDV/AES 12.3 production issue we are currently investigating and remediating for CST approval. We have opened **High HelpDesk ticket (b) (5)** – Validate Countries in Statistics to track this issue.

PROBLEM:

Around 3pm today, 10/9/2017, The NCS Development team discovered a problem with the data stored for the Eligibility Country field for records in the eDV/AES 12.3 database for DV-2019. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database. (Please see below for a detailed example.) Therefore, all current entries to date should be considered ineligible since we cannot differentiate between accurate and inaccurate records. The impact of this data issue may result in the NCS Development team providing an emergency release as well as coordinating through the Visa Office to communicate out to the approximately 2.1 million entrants that they may need to re-apply.

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Root cause is still being investigated, but we do know that a change was made this year to help entrants from “dependent” countries to pre-fill the correct “parent” country to prevent confusion by automatically populating the “parent” country. (For example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country.)

NEXT STEPS:

- Bring down the site immediately. (SO/Enterprise Ops)
- Provide notification on the site asap that the system is down for maintenance. (VO/NCS Dev)
- **A follow up conference call will be held at 6:30pm EST on [REDACTED]**
- A software update is made to prevent the issue going forward using the Emergency Fix protocol (CST/NCS Dev)
- Notification needs to be shared with entrants that they must re apply. (VO)

POC list:

VO – Matt Paschke

SO – Hetal Doshi

CST – Gary Pasatiempo, Heather Bae, Kathy Seratte

Enterprise Ops - Ken Snyder, Rafi Benitez, Andre Hudson

NCS Dev – Gail Siddle, Jillian Robbins, Austin Sincock, Libet Kinley

SPECIAL CONSIDERATIONS:

- When the site is re-opened, we need to ensure that we don't create duplicate records for those re-applying.
- We need to ensure that duplicate confirmation numbers are not created.
- We need to ensure that the photos don't get duped out during the stages between the entry period and the notification period in May.
- We will need to mark these invalid records with a unique “current stage” value to ensure the records are not included in downstream processes.
- We need to have a plan for how to enable “Find Confirmation Number” in eDV/ESC.
- Do we need to check with iCLASS and/or facial recognition teams?

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In the AES form, Question 5 is Country Where You Were Born. This answer is recorded both in the Birth Country and Eligibility Country fields UNLESS the entrant selects “No” under question 6, which is Country of Eligibility for the DV Program. (see below) If “No” is selected, the entrant is able to choose the Eligibility Country, which should be stored in the database.

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program. please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country...

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

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Official

UNCLASSIFIED

From: Corse, Gary R
Sent: Tue, 10 Oct 2017 17:42:09 -0600
To: Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org); Slattery, Phillip T
Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Thank you, Gail, much appreciated! Just a quick update that VO has confirmed that the eDV/Entrant Status Check (ESC) Go-Live date will be pushed forward to May 15th. Thanks!

Activities today:

- A call was held with the distribution list for this status email at 11:00am to discuss status, updates and options.
- The NCS Development team is awaiting verbiage from the Visa Office to update the message on the Maintenance page that explains the new registration period details.
- The NCS Development team and DEDM coordinated on an approach to minimize risk in preparing the database for the new registration period
- IV&V began testing the software provided by the NCS Development team to address the issue with incorrectly saving the Eligibility Country data.
- A 1pm call was held to update status and discuss options.
- The Visa Office provided guidance on the approach for keeping the invalidated data in a separate location and starting the new DV-2019 registration period with a clean database. The Visa Office provided guidance that DV-2019 will re-start on 10/17/17 at noon Eastern time, and will end on 11/21/17 at noon Eastern time.
- **The Visa Office confirmed that the eDV/Entrant Status Check (ESC) Go-Live date will be pushed from May 1, 2018 to May 15, 2018.**
- The Visa Office is working on updated verbiage and updates for the public.
- A 3:30pm call was held to discuss all the technical aspects of the Visa Office decisions, consider options, describe roles and responsibilities, and ensure that all aspects and impacts were being considered.
- Clean up tasks were discussed for data in the CCD, in iCLASS, for FR, and for MEP.
- The NCS Development team is moving forward with an Emergency Patch, AES 12.3.1, with 2 CCRs – the existing CCR to handle the problem with saving the country values correctly, and a new CCR for the change to the registration period. CR#1028562 has been created and is being updated with status. We expect database scripts, updated software, and an updated web.config file with the 2nd delivery of the release (following on the delivery from this morning, currently being tested by IV&V).
- We also discussed downgrading the Remedy ticket #1408404 from Critical to High given the approach, decisions, and progress. At a minimum, daily status will be provided.

- A follow up call will be scheduled for Wednesday, 10/11 at 11:30am in order to have updates in plenty of time to prepare for the DSR.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Siddle, Gail L

Sent: Tuesday, October 10, 2017 6:06 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org)

Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Activities today:

- A call was held with the distribution list for this status email at 11:00am to discuss status, updates and options.
- The NCS Development team is awaiting verbiage from the Visa Office to update the message on the Maintenance page that explains the new registration period details.
- The NCS Development team and DEDM coordinated on an approach to minimize risk in preparing the database for the new registration period
- IV&V began testing the software provided by the NCS Development team to address the issue with incorrectly saving the Eligibility Country data.
- A 1pm call was held to update status and discuss options.
- The Visa Office provided guidance on the approach for keeping the invalidated data in a separate location and starting the new DV-2019 registration period with a clean database. The Visa Office provided guidance that DV-2019 will re-start on 10/17/17 at noon Eastern time, and will end on 11/21/17 at noon Eastern time.
- In addition, the Visa Office mentioned that the eDV/Entrant Status Check (ESC) Go-Live date may be pushed from May 1, 2018 to May 15, 2018, but this is not yet finalized.
- The Visa Office is working on updated verbiage and updates for the public.
- A 3:30pm call was held to discuss all the technical aspects of the Visa Office decisions, consider options, describe roles and responsibilities, and ensure that all aspects and impacts were being considered.
- Clean up tasks were discussed for data in the CCD, in iCLASS, for FR, and for MEP.

- The NCS Development team is moving forward with an Emergency Patch, AES 12.3.1, with 2 CCRs – the existing CCR to handle the problem with saving the country values correctly, and a new CCR for the change to the registration period. CR#1028562 has been created and is being updated with status. We expect database scripts, updated software, and an updated web.config file with the 2nd delivery of the release (following on the delivery from this morning, currently being tested by IV&V).
- We also discussed downgrading the Remedy ticket (b) (5) from Critical to High given the approach, decisions, and progress. At a minimum, daily status will be provided.
- **A follow up call will be scheduled for Wednesday, 10/11 at 11:30am in order to have updates in plenty of time to prepare for the DSR.**

Thanks,

Gail Siddle

Technical Functional Lead
 NCS Development Team, Deloitte Consulting, LLC
 U.S. Department of State | Bureau of Consular Affairs
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CA/CST/PSDD

Production Service Design & Development Division

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Tuesday, October 10, 2017 12:11 AM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Johnson, Christopher N; CA-EntOps-SystemHosting

Subject: RE: eDV/AES 12.3 production issue - 12:10am status, ticket INC000001408404 - last status for the night

12:10am status:

- The NCS team checked in and turned over the updated code, database script, and deployment plan to CC
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF

Completed tasks:

- Maintenance page was created & tested and installed

- Software change, and database script tested and reviewed by development
- Test scenarios reviewed by entire team for the software/database script updates
- Emergency Change process started
- Software, database script and rollbacks were all passed by the NCS QA team

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

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UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 11:02 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M

Subject: RE: eDV/AES 12.3 production issue - 11pm status, ticket INC000001408404

11:00pm status:

- The software update was passed by the NCS QA team
- The database script to clear out the hash table was passed by the QA team
- Rollbacks were passed by the NCS QA team
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF
- The NCS team is preparing to check in and turn over the updated code, database script, and deployment plan to CC

Completed tasks:

- Maintenance page was created & tested and installed
- Software change, and database script tested and reviewed by development
- Test scenarios reviewed by entire team for the software/database script updates
- Emergency Change process started

Thanks,

Gail Siddle

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Official
UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 10:01 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk

Subject: RE: eDV/AES 12.3 production issue - 10pm status, ticket INC000001408404

10:00pm status:

- The Maintenance page was successfully installed to production which allows ESC to remain active
- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF
- The NCS team is preparing to check in and turn over the updated code, database script, and deployment plan to CC

Thanks,

Gail Siddle

Technical Functional Lead
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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 9:08 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S

Subject: RE: eDV/AES 12.3 production issue - 9pm status

9:00pm status:

- The Maintenance page was passed by the NCS QA team and is being installed
- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is reviewed test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

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UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 8:15 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S

Subject: RE: eDV/AES 12.3 production issue - 8pm status

Importance: High

8:00pm status:

- The Maintenance page is currently being tested by the NCS QA team
- The software update is currently being tested by the NCS Development team
- The database script to clear out the hash table is being developed (to prevent entrants that re-apply from being set as duplicate by AES)

- The NCS QA team is creating test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

As soon as the maintenance page passes QA, the NCS Development team will coordinate with Jonathan Zhu/Enterprise Operations to deploy the page to production.

Thanks,

Gail Siddle

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 5:38 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Sincock, Austin G; Ungar, Adam B; Williams, Bethany V; Kinley, Elizabeth A; Siddle, Gail L; Robbins, Jillian A; Li, Ben Q; Shehzad, Nadeem; Walker, Timothy R

Subject: eDV/AES 12.3 production issue

Importance: High

Gary,

Below is a summary of the eDV/AES 12.3 production issue we are currently investigating and remediating for CST approval. We have opened **High HelpDesk ticket (b) (5)** – Validate Countries in Statistics to track this issue.

PROBLEM:

Around 3pm today, 10/9/2017, The NCS Development team discovered a problem with the data stored for the Eligibility Country field for records in the eDV/AES 12.3 database for DV-2019. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database. (Please see below for a detailed example.) Therefore, all current entries to date should be considered ineligible since we cannot differentiate between accurate and inaccurate records. The impact of this data issue may result in the NCS Development team providing an emergency release as well as coordinating through the Visa Office to communicate out to the approximately 2.1 million entrants that they may need to re-apply.

ROOT CAUSE:

Root cause is still being investigated, but we do know that a change was made this year to help entrants from "dependent" countries to pre-fill the correct "parent" country to prevent confusion by automatically populating the "parent" country. (For example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country.)

NEXT STEPS:

- Bring down the site immediately. (SO/Enterprise Ops)
- Provide notification on the site asap that the system is down for maintenance (VO/NCS Dev)
- A follow up conference call will be held at 6:30pm EST on [REDACTED]
- A software update is made to prevent the issue going forward using the Emergency Fix protocol (CST/NCS Dev)
- Notification needs to be shared with entrants that they must re apply. (VO)

POC list:

VO – Matt Paschke

SO – Hetal Doshi

CST – Gary Pasatiempo, Heather Bae, Kathy Seratte

Enterprise Ops - Ken Snyder, Rafi Benitez, Andre Hudson

NCS Dev – Gail Siddle, Jillian Robbins, Austin Sincock, Libet Kinley

SPECIAL CONSIDERATIONS:

- When the site is re-opened, we need to ensure that we don't create duplicate records for those re-applying.
- We need to ensure that duplicate confirmation numbers are not created.
- We need to ensure that the photos don't get duped out during the stages between the entry period and the notification period in May.
- We will need to mark these invalid records with a unique "current stage" value to ensure the records are not included in downstream processes.
- We need to have a plan for how to enable "Find Confirmation Number" in eDV/ESC.
- Do we need to check with iCLASS and/or facial recognition teams?

EXAMPLE:

In the AES form, Question 5 is Country Where You Were Born. This answer is recorded both in the Birth Country and Eligibility Country fields UNLESS the entrant selects "No" under question 6, which is Country of Eligibility for the DV Program. (see below) If "No" is selected, the entrant is able to choose the Eligibility Country, which should be stored in the database.

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program, please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country...

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

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Official

UNCLASSIFIED

From: Siddle, Gail L
Sent: Wed, 11 Oct 2017 17:14:39 -0600
To: Pasatiempo, Gary A;Bae, Heather;Seratte, Kathlene A;Doshi, Hetal J;Yang, Lue;Paschke, Matthew J;Snyder, Kenneth S;Benitez, Jose R;Hudson, Andre C;Robbins, Jillian A;Li, Ben Q;Walker, Timothy R;Plott, Heidi J;Channell, Mark D;Zhu, Jonathan;Corse, Gary R;CA-CST-NCS Mgmt Team;Robertson, Samuel B;Barrios, Xiomara D;Channell, Mark D;Dumbuya, Bai S;Patel, Pinal B;CA-CST-DEDM-CCD-DBA;James, Ryan A;Thompson, Fredrick;Hulen, John S;Varnan, Beena M;CA-IVV-Testing;CA-IVV-Management;CA-IVV-CST-Management;Brown, Thanh T;Allen, Thomas E;Rosner, Thomas V;Goins, Stephanie A;Adamowicz III, Matthew;CA-CST-NCS-QA;Service Account, CAREMEDY;CAServiceDesk;Sherman, Richard M;Rohan, John J;Johnson, Christopher N;CA-EntOps-SystemHosting;Hulen, John S;Archibald, Michele T;Hall, Nat (nathaniel.hall@noblis.org)
Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 - end of day status on 10/11

An additional call was held on 10/11 at 3:30 pm to discuss tasks in detail. Please see below a table with those details.

Status	Step	Task	Notes
Completed	1	Disable eDV traffic on the F5 and replaced "page cannot be found" with Temporary maintenance page	completed
Completed	2	Disable jobs in CD00 and RI99	Jobs copying data to iCLASS, FR ar off
Completed	3	Final Verbiage for maintenance page and AES 12.3.1 pages	Visa Office provided updated vert page and for the AES 12.3.1 pages: Submission Confirmation, Thank y
Completed	4	Updated maintenance Page developed to replace "down maintenance" message	Passed by NCS Dev QA Awaiting \ to deploy. Provided to EntOps to deployment to ESC servers. Appr bypass IV&V testing since only ver
Completed	5	Version 1 AES 12.3.1 (new build correcting the issue)	In IV&V testing, issue has been ide investigated in IV&V, NCS and ESC environments
Completed	6	Version 2 of AES 12.3.1 (database script to change dates)	provided to IV&V
In progress	7	Troubleshoot issue currently seen at IV&V	NCS Dev and QA teams are invest to be environment specific relate
In progress	8	Version 3 of AES 12.3.1 (new build with the finalized text on the first page)	In NCS Dev QA
In progress	9	Receive final talking points for KCC and Posts	in circulation for clearance

In progress	10	Deploy maintenance page to production servers	page provided to EntOps from NC
In progress	11	CASD Notification update for Posts	Awaiting VO written approval
Not Started	12	Provide query to extract email addresses from invalid records	Query will pull unique email address
In progress	13	IV&V approve of DEDM steps (1-4) and cleanup scripts	Provided to IV&V on 10/10
In progress	14	IV&V pass for AES 12.3.1	
Not Started	15	DEDM Emergency CR Approval by ECB	Virtual ECM expected, ECM document
Not Started	16	Export the old data to DV-2019 Invalid schema and set current_stage value to "0" on the edv_all.applications table where lottery_year='2019' in RI99	Procedures sent to IV&V for review of DEDM CR
Not Started	17	Clean up/truncate old data from production database on ESOC West	Awaiting DEDM CR approval. Use scripts from load testing
Not Started	18	MEP, FR, iCLASS, CCD cleanup invalid 2019 data	Awaiting DEDM CR approval
In progress	19	Create verbiage for email	In progress
Not Started	20	Create new password for ESOC East & West and provide to NCS Dev	
Not Started	21	Extract email addresses from invalid records	Awaiting query from NCS Dev
Not Started	22	NCS Emergency CR Approval by ECB	Virtual ECM expected, ECM document
Not Started	23	Deploy new build to ESOC West and ESOC East servers and conduct node by node testing to prepare for opening on the 17 th . Deploy new db script on ESOC East & West dbs. Also reset password	Pending delivery of the latest build
Not Started	24	Clean out test data from node testing	

Not Started	25	Prepare mass email to the entrants and coordinate with IRM etc.	In progress. Tasks include script to extract emails from NCS extract of emails by DEDM email verbiage from KCC Answers to bouncebacks, subject response allowed Expect 1 week to prepare and 1 w sent out in small batches
Not Started	26	Perform final checks on App Servers	Verify application accessible at EV Reset IIS on all web servers at EW node inside the DMZ at EW / EE Assign AES load balancing pool to VIP at EW to open the lottery peri
Not Started	27	Perform final checks on Database Servers	Enable jobs on CD00 to ensure da DMZ to R199 Ensure that the CD02 database is enrollments to FR DEDM Pushes Photos to FR Team via script for registration, quality l standard Name Checks FR Pushes MEP photos to KCC for
Not Started	28	Monitoring preparation	Verify/setup database monitoring hourly stats (CCD Mailer) Daily Stats (CCD Mailer) Verify/setup .pptx daily reports fr Verify BIP dashboard Verify Net IQ Connections Dashbc
Not Started	29	Go Live with new registration period	
Not Started	30	Send mass email to entrants	
Not Started	31	Lessons Learned	

A follow up call will be scheduled for Thursday, 10/12 at 11:30am in order to have updates in plenty of time to prepare for the DSR.

Please let us know if you have any questions or comments.

Thanks.

Gail Siddle

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Wednesday, October 11, 2017 1:40 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org)

Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 - mid-day status 10/11

Importance: High

Below is the mid-day status:

- Verbiage changes have been finalized by VO. The NCS Development team is working on the verbiage updates for both the maintenance page, and the AES 12.3.1 emergency patch. Database scripts to change the system-live dates were passed by the NCS QA team and will be provided to IV&V for testing and DEDM for review shortly.

Below are details for all known changes related to **ticket # INC000001408404**:

- The first maintenance page was published at 9pm on Monday, 10/9.
- An updated maintenance page including details about closing the first registration period and opening a new registration period is being tested by the NCS QA team (bypassing IV&V testing since it is only verbiage) and **will be published only after we have approval in writing from the Visa Office, expected by Wednesday, 10/11 COB.**
- **The updated outage notification should be published after the approval from the Visa Office, expected by Wednesday, 10/11 COB.**

DEDM **CR#1028567 - Supporting Emergency - eDV-AES 12.3.1** - to clean up the data on the DMZ and CCD. Pinal Patel is the DEDM POC.

The NCS Development team **CR# 1028562 – Emergency – eDV-AES 12.3.1** – to support the deliveries from the NCS Development team as follows:

Delivery	CCR #	CCR Title	Description
1	100808	Fix issue with Incorrect Eligible Country being saved	Software changes (and a database script that is
2	100829	Change DV-2019 Registration Period	Database scripts to change the registration period tested without verbiage changes).
3	100829	Change DV-2019 Registration Period	Verbiage displaying on the Welcome page, the Submission page, and the Thank you page

A follow up call will be scheduled for Wednesday, 10/11 at 11:30am in order to have updates in plenty of time to prepare for the DSR.

Please let us know if you have any further questions or concerns.

Thanks,

Gail Siddle

Technical Functional Lead
 NCS Development Team, Deloitte Consulting, LLC
 U.S. Department of State | Bureau of Consular Affairs
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 (C) (571) 247-2512

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Tuesday, October 10, 2017 6:06 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org)

Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Activities today:

- A call was held with the distribution list for this status email at 11:00am to discuss status, updates and options.
- The NCS Development team is awaiting verbiage from the Visa Office to update the message on the Maintenance page that explains the new registration period details.
- The NCS Development team and DEDM coordinated on an approach to minimize risk in preparing the database for the new registration period
- IV&V began testing the software provided by the NCS Development team to address the issue with incorrectly saving the Eligibility Country data.
- A 1pm call was held to update status and discuss options.
- The Visa Office provided guidance on the approach for keeping the invalidated data in a separate location and starting the new DV-2019 registration period with a clean database. The Visa Office provided guidance that DV-2019 will re-start on 10/17/17 at noon Eastern time, and will end on 11/21/17 at noon Eastern time.
- In addition, the Visa Office mentioned that the eDV/Entrant Status Check (ESC) Go-Live date may be pushed from May 1, 2018 to May 15, 2018, but this is not yet finalized.
- The Visa Office is working on updated verbiage and updates for the public.
- A 3:30pm call was held to discuss all the technical aspects of the Visa Office decisions, consider options, describe roles and responsibilities, and ensure that all aspects and impacts were being considered.
- Clean up tasks were discussed for data in the CCD, in iCLASS, for FR, and for MEP.
- The NCS Development team is moving forward with an Emergency Patch, AES 12.3.1, with 2 CCRs – the existing CCR to handle the problem with saving the country values correctly, and a new CCR for the change to the registration period. CR#1028562 has been created and is being updated with status. We expect database scripts, updated software, and an updated web.config file with the 2nd delivery of the release (following on the delivery from this morning, currently being tested by IV&V).
- We also discussed downgrading the Remedy ticket #1408404 from Critical to High given the approach, decisions, and progress. At a minimum, daily status will be provided.
- **A follow up call will be scheduled for Wednesday, 10/11 at 11:30am in order to have updates in plenty of time to prepare for the DSR.**

Thanks,

Gail Siddle

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**Official
 UNCLASSIFIED**

From: Siddle, Gail L

Sent: Tuesday, October 10, 2017 12:11 AM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Johnson, Christopher N; CA-EntOps-SystemHosting

Subject: RE: eDV/AES 12.3 production issue - 12:10am status, ticket INC000001408404 - last status for the night

12:10am status:

- The NCS team checked in and turned over the updated code, database script, and deployment plan to CC
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF

Completed tasks:

- Maintenance page was created & tested and installed
- Software change, and database script tested and reviewed by development
- Test scenarios reviewed by entire team for the software/database script updates
- Emergency Change process started
- Software, database script and rollbacks were all passed by the NCS QA team

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 11:02 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-

Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M

Subject: RE: eDV/AES 12.3 production issue - 11pm status, ticket INC000001408404

11:00pm status:

- The software update was passed by the NCS QA team
- The database script to clear out the hash table was passed by the QA team
- Rollbacks were passed by the NCS QA team
- The NCS team is working on Emergency Change preparation tasks -- deployment plan and SRF
- The NCS team is preparing to check in and turn over the updated code, database script, and deployment plan to CC

Completed tasks:

- Maintenance page was created & tested and installed
- Software change, and database script tested and reviewed by development
- Test scenarios reviewed by entire team for the software/database script updates
- Emergency Change process started

Thanks,

Gail Siddle

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 10:01 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk

Subject: RE: eDV/AES 12.3 production issue - 10pm status, ticket INC000001408404

10:00pm status:

- The Maintenance page was successfully installed to production which allows ESC to remain active

- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF
- The NCS team is preparing to check in and turn over the updated code, database script, and deployment plan to CC

Thanks,

Gail Siddle

Technical Functional Lead
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UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 9:08 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulén, John S

Subject: RE: eDV/AES 12.3 production issue - 9pm status

9:00pm status:

- The Maintenance page was passed by the NCS QA team and is being installed
- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is reviewed test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

Thanks,

Gail Siddle

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 U.S. Department of State | Bureau of Consular Affairs
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Official
UNCLASSIFIED

From: Siddle, Gail L
Sent: Monday, October 09, 2017 8:15 PM
To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S
Subject: RE: eDV/AES 12.3 production issue - 8pm status
Importance: High

8:00pm status:

- The Maintenance page is currently being tested by the NCS QA team
- The software update is currently being tested by the NCS Development team
- The database script to clear out the hash table is being developed (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is creating test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

As soon as the maintenance page passes QA, the NCS Development team will coordinate with Jonathan Zhu/Enterprise Operations to deploy the page to production.

Thanks,

Gail Siddle

Technical Functional Lead
NCS Development Team, Deloitte Consulting, LLC
U.S. Department of State | Bureau of Consular Affairs
(T) (703) 299-1313 |(F) (866) 726-3217|(E) SiddleGL@state.gov
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Official
UNCLASSIFIED

From: Siddle, Gail L
Sent: Monday, October 09, 2017 5:38 PM
To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Sincock, Austin G; Ungar, Adam B; Williams, Bethany V; Kinley, Elizabeth A; Siddle, Gail L; Robbins, Jillian A; Li, Ben Q; Shehzad, Nadeem; Walker, Timothy R

Subject: eDV/AES 12.3 production issue
Importance: High

Gary,

Below is a summary of the eDV/AES 12.3 production issue we are currently investigating and remediating for CST approval. We have opened **High HelpDesk ticket #1408404** – Validate Countries in Statistics to track this issue.

PROBLEM:

Around 3pm today, 10/9/2017, The NCS Development team discovered a problem with the data stored for the Eligibility Country field for records in the eDV/AES 12.3 database for DV-2019. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database. (Please see below for a detailed example.) Therefore, all current entries to date should be considered ineligible since we cannot differentiate between accurate and inaccurate records. The impact of this data issue may result in the NCS Development team providing an emergency release as well as coordinating through the Visa Office to communicate out to the approximately 2.1 million entrants that they may need to re-apply.

ROOT CAUSE:

Root cause is still being investigated, but we do know that a change was made this year to help entrants from “dependent” countries to pre-fill the correct “parent” country to prevent confusion by automatically populating the “parent” country. (For example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country.)

NEXT STEPS:

- Bring down the site immediately. (SO/Enterprise Ops)
- Provide notification on the site asap that the system is down for maintenance. (VO/NCS Dev)
- A follow up conference call will be held at 6:30pm EST on [REDACTED]
- A software update is made to prevent the issue going forward using the Emergency Fix protocol (CST/NCS Dev)
- Notification needs to be shared with entrants that they must re apply. (VO)

POC list:

VO – Matt Paschke

SO – Hetal Doshi

CST – Gary Pasatiempo, Heather Bae, Kathy Seratte

Enterprise Ops - Ken Snyder, Rafi Benitez, Andre Hudson

NCS Dev – Gail Siddle, Jillian Robbins, Austin Sincock, Libet Kinley

SPECIAL CONSIDERATIONS:

- When the site is re-opened, we need to ensure that we don't create duplicate records for those re-applying.
- We need to ensure that duplicate confirmation numbers are not created.
- We need to ensure that the photos don't get duped out during the stages between the entry period and the notification period in May.
- We will need to mark these invalid records with a unique “current stage” value to ensure the records are not included in downstream processes.

- We need to have a plan for how to enable "Find Confirmation Number" in eDV/ESC.
- Do we need to check with iCLASS and/or facial recognition teams?

EXAMPLE:

In the AES form, Question 5 is Country Where You Were Born. This answer is recorded both in the Birth Country and Eligibility Country fields UNLESS the entrant selects "No" under question 6, which is Country of Eligibility for the DV Program. (see below) If "No" is selected, the entrant is able to choose the Eligibility Country, which should be stored in the database.

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program, please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country...

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

U.S. Department of State | Bureau of Consular Affairs

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Official

UNCLASSIFIED

From: Corse, Gary R
Sent: Tue, 10 Oct 2017 11:40:48 -0600
To: Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincok, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; Patel, Pinal B; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Slattery, Phillip T
Subject: RE: AES 12.3 Emergency Release Status Follow-Up

All, Thank you for the meetings. VO management agrees that its best to preserve the data from the 1.8 applications to use downstream and re-start the DV program from a clean slate beginning next Tuesday, October 17, and end on November 21, if this works with CST's timeline. We'll follow up momentarily on our outreach messaging and timeline. VO will also confirm a request to CST to submit a mass email to all affected applicants hopefully by COB today. Thank you again and let me know if you have any questions.

Best, Gary

Gary Corse

Deputy Director

Visa Office, Information Management and Liaison (CA/VO/I)

202-485-7547

-----Original Appointment-----


From: Robbins, Jillian A

Sent: Tuesday, October 10, 2017 11:51 AM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincok, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; Patel, Pinal B; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R

Subject: AES 12.3 Emergency Release Status Follow-Up

When: Tuesday, October 10, 2017 1:00 PM-1:30 PM (UTC-05:00) Eastern Time (US & Canada).

Where: CST Bridge: 

Hi All –

Please join us for a follow-up status call for the AES emergency release.

High-level Agenda:

- Updates
- Next Steps
- Questions/Concerns

**Official
UNCLASSIFIED**

From: Siddle, Gail L
Sent: Tue, 10 Oct 2017 16:06:02 -0600
To: Pasatiempo, Gary A;Bae, Heather;Seratte, Kathlene A;Doshi, Hetal J;Yang, Lue;Paschke, Matthew J;Snyder, Kenneth S;Benitez, Jose R;Hudson, Andre C;Robbins, Jillian A;Li, Ben Q;Walker, Timothy R;Plott, Heidi J;Channell, Mark D;Zhu, Jonathan;Corse, Gary R;CA-CST-NCS Mgmt Team;Robertson, Samuel B;Barrios, Xiomara D;Channell, Mark D;Dumbuya, Bai S;Patel, Pinal B;CA-CST-DEDM-CCD-DBA;James, Ryan A;Thompson, Fredrick;Hulen, John S;Varnan, Beena M;CA-IVV-Testing;CA-IVV-Management;CA-IVV-CST-Management;Brown, Thanh T;Allen, Thomas E;Rosner, Thomas V;Goins, Stephanie A;Adamowicz III, Matthew;CA-CST-NCS-QA;Service Account, CAREMEDY;CAServiceDesk;Sherman, Richard M;Rohan, John J;Johnson, Christopher N;CA-EntOps-SystemHosting;Hulen, John S;Archibald, Michele T;Hall, Nat (nathaniel.hall@noblis.org)
Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Activities today:

- A call was held with the distribution list for this status email at 11:00am to discuss status, updates and options.
- The NCS Development team is awaiting verbiage from the Visa Office to update the message on the Maintenance page that explains the new registration period details.
- The NCS Development team and DEDM coordinated on an approach to minimize risk in preparing the database for the new registration period
- IV&V began testing the software provided by the NCS Development team to address the issue with incorrectly saving the Eligibility Country data.
- A 1pm call was held to update status and discuss options.
- The Visa Office provided guidance on the approach for keeping the invalidated data in a separate location and starting the new DV-2019 registration period with a clean database. The Visa Office provided guidance that DV-2019 will re-start on 10/17/17 at noon Eastern time, and will end on 11/21/17 at noon Eastern time.
- In addition, the Visa Office mentioned that the eDV/Entrant Status Check (ESC) Go-Live date may be pushed from May 1, 2018 to May 15, 2018, but this is not yet finalized.
- The Visa Office is working on updated verbiage and updates for the public.
- A 3:30pm call was held to discuss all the technical aspects of the Visa Office decisions, consider options, describe roles and responsibilities, and ensure that all aspects and impacts were being considered.
- Clean up tasks were discussed for data in the CCD, in iCLASS, for FR, and for MEP.
- The NCS Development team is moving forward with an Emergency Patch, AES 12.3.1, with 2 CCRs – the existing CCR to handle the problem with saving the country values correctly, and a new CCR for the change to the registration period. CR#1028562 has been created and is being updated with status. We expect database scripts, updated software, and an updated web.config file with the 2nd delivery of the release (following on the delivery from this morning, currently being tested by IV&V).
- We also discussed downgrading the Remedy ticket #1408404 from Critical to High given the approach, decisions, and progress. At a minimum, daily status will be provided.
- **A follow up call will be scheduled for Wednesday, 10/11 at 11:30am in order to have updates in plenty of time to prepare for the DSR.**

Thanks,

Gail Siddle

Technical Functional Lead
NCS Development Team, Deloitte Consulting, LLC
U.S. Department of State | Bureau of Consular Affairs
(T) (703) 299-1313 |(F) (866) 726-3217|(E) SiddleGL@state.gov
(C) (571) 247-2512

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Tuesday, October 10, 2017 12:11 AM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAserviceDesk; Sherman, Richard M; Johnson, Christopher N; CA-EntOps-SystemHosting

Subject: RE: eDV/AES 12.3 production issue - 12:10am status, ticket INC000001408404 - last status for the night

12:10am status:

- The NCS team checked in and turned over the updated code, database script, and deployment plan to CC
- The NCS team is working on Emergency Change preparation tasks -- deployment plan and SRF

Completed tasks:

- Maintenance page was created & tested and installed
- Software change, and database script tested and reviewed by development
- Test scenarios reviewed by entire team for the software/database script updates
- Emergency Change process started
- Software, database script and rollbacks were all passed by the NCS QA team

Thanks,

Gail Siddle

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Official**UNCLASSIFIED****From:** Siddle, Gail L**Sent:** Monday, October 09, 2017 11:02 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulén, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M

Subject: RE: eDV/AES 12.3 production issue - 11pm status, ticket INC000001408404

11:00pm status:

- The software update was passed by the NCS QA team
- The database script to clear out the hash table was passed by the QA team
- Rollbacks were passed by the NCS QA team
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF
- The NCS team is preparing to check in and turn over the updated code, database script, and deployment plan to CC

Completed tasks:

- Maintenance page was created & tested and installed
- Software change, and database script tested and reviewed by development
- Test scenarios reviewed by entire team for the software/database script updates
- Emergency Change process started

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

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Official
UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 10:01 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk

Subject: RE: eDV/AES 12.3 production issue - 10pm status, ticket INC000001408404

10:00pm status:

- The Maintenance page was successfully installed to production which allows ESC to remain active
- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF
- The NCS team is preparing to check in and turn over the updated code, database script, and deployment plan to CC

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

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Official
UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 9:08 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S

Subject: RE: eDV/AES 12.3 production issue - 9pm status

9:00pm status:

- The Maintenance page was passed by the NCS QA team and is being installed
- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is reviewed test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

Thanks,

Gail Siddle

Technical Functional Lead
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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 8:15 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S

Subject: RE: eDV/AES 12.3 production issue - 8pm status

Importance: High

8:00pm status:

- The Maintenance page is currently being tested by the NCS QA team
- The software update is currently being tested by the NCS Development team
- The database script to clear out the hash table is being developed (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is creating test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

As soon as the maintenance page passes QA, the NCS Development team will coordinate with Jonathan Zhu/Enterprise Operations to deploy the page to production.

Thanks,

Gail Siddle

Technical Functional Lead
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Official**UNCLASSIFIED****From:** Siddle, Gail L**Sent:** Monday, October 09, 2017 5:38 PM**To:** Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Sincocock, Austin G; Ungar, Adam B; Williams, Bethany V; Kinley, Elizabeth A; Siddle, Gail L; Robbins, Jillian A; Li, Ben Q; Shehzad, Nadeem; Walker, Timothy R**Subject:** eDV/AES 12.3 production issue**Importance:** High

Gary,

Below is a summary of the eDV/AES 12.3 production issue we are currently investigating and remediating for CST approval. We have opened **High HelpDesk ticket #1408404** – Validate Countries in Statistics to track this issue.

PROBLEM:

Around 3pm today, 10/9/2017, The NCS Development team discovered a problem with the data stored for the Eligibility Country field for records in the eDV/AES 12.3 database for DV-2019. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database. (Please see below for a detailed example.) Therefore, all current entries to date should be considered ineligible since we cannot differentiate between accurate and inaccurate records. The impact of this data issue may result in the NCS Development team providing an emergency release as well as coordinating through the Visa Office to communicate out to the approximately 2.1 million entrants that they may need to re-apply.

ROOT CAUSE:

Root cause is still being investigated, but we do know that a change was made this year to help entrants from “dependent” countries to pre-fill the correct “parent” country to prevent confusion by automatically populating the “parent” country. (For example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country.)

NEXT STEPS:

- Bring down the site immediately. (SO/Enterprise Ops)
- Provide notification on the site asap that the system is down for maintenance. (VO/NCS Dev)
- **A follow up conference call will be held at 6:30pm EST on [REDACTED]**
- A software update is made to prevent the issue going forward using the Emergency Fix protocol (CST/NCS Dev)

- Notification needs to be shared with entrants that they must re apply. (VO)

POC list:

VO – Matt Paschke

SO – Hetal Doshi

CST – Gary Pasatiempo, Heather Bae, Kathy Seratte

Enterprise Ops - Ken Snyder, Rafi Benitez, Andre Hudson

NCS Dev – Gail Siddle, Jillian Robbins, Austin Sincock, Libet Kinley

SPECIAL CONSIDERATIONS:

- When the site is re-opened, we need to ensure that we don't create duplicate records for those re-applying.
- We need to ensure that duplicate confirmation numbers are not created.
- We need to ensure that the photos don't get duped out during the stages between the entry period and the notification period in May.
- We will need to mark these invalid records with a unique "current stage" value to ensure the records are not included in downstream processes.
- We need to have a plan for how to enable "Find Confirmation Number" in eDV/ESC.
- Do we need to check with iCLASS and/or facial recognition teams?

EXAMPLE:

In the AES form, Question 5 is Country Where You Were Born. This answer is recorded both in the Birth Country and Eligibility Country fields UNLESS the entrant selects "No" under question 6, which is Country of Eligibility for the DV Program. (see below) If "No" is selected, the entrant is able to choose the Eligibility Country, which should be stored in the database.

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program. please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country...

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

U.S. Department of State | Bureau of Consular Affairs

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Official

UNCLASSIFIED

From: Thompson, Fredrick
Sent: Wed, 11 Oct 2017 13:58:20 -0400
To: Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org)
Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 - mid-day status 10/11

Gail,

Pinal has also initiated CR1028567 titled "DEDM cleanup process to support AES_2019 re-start".

Regards,
Fredd "Double-D"
Fredrick Thompson
US Department of State
CA/CST/SII/IS - Governing Task Manager
O: 202-485-7931
BB: 202-674-9693 / M: 706-513-0831

Official
UNCLASSIFIED

From: Siddle, Gail L
Sent: Wednesday, October 11, 2017 1:40 PM
To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org)
Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 - mid-day status 10/11
Importance: High

Below is the mid-day status:

- Verbiage changes have been finalized by VO. The NCS Development team is working on the verbiage updates for both the maintenance page, and the AES 12.3.1 emergency patch. Database scripts to change the system-live dates were passed by the NCS QA team and will be provided to IV&V for testing and DEDM for review shortly.

Below are details for all known changes related to ticket # INC000001408404:

- The first maintenance page was published at 9pm on Monday, 10/9.
- An updated maintenance page including details about closing the first registration period and opening a new registration period is being tested by the NCS QA team (bypassing IV&V testing since it is only verbiage) and will be published only after we have approval in writing from the Visa Office, expected by Wednesday, 10/11 COB.
- The updated outage notification should be published after the approval from the Visa Office, expected by Wednesday, 10/11 COB.

DEDM CR#1028567 - Supporting Emergency - eDV-AES 12.3.1 - to clean up the data on the DMZ and CCD. Pinal Patel is the DEDM POC.

The NCS Development team CR# 1028562 – Emergency – eDV-AES 12.3.1 – to support the deliveries from the NCS Development team as follows:

Delivery	CCR #	CCR Title	Description
1	100808	Fix issue with Incorrect Eligible Country being saved	Software changes (and a database script that is
2	100829	Change DV-2019 Registration Period	Database scripts to change the registration period tested without verbiage changes).
3	100829	Change DV-2019 Registration Period	Verbiage displaying on the Welcome page, the Submission page, and the Thank you page

A follow up call will be scheduled for Wednesday, 10/11 at 11:30am in order to have updates in plenty of time to prepare for the DSR.

Please let us know if you have any further questions or concerns.

Thanks,

Gail Siddle

Technical Functional Lead
 NCS Development Team, Deloitte Consulting, LLC
 U.S. Department of State - Bureau of Consular Affairs
 (T) (703) 299-1313 (F) (866) 726-3217 (E) SiddleGL@state.gov
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Official
UNCLASSIFIED

From: Siddle, Gail L

Sent: Tuesday, October 10, 2017 6:06 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org)

Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Activities today:

- A call was held with the distribution list for this status email at 11:00am to discuss status, updates and options.
- The NCS Development team is awaiting verbiage from the Visa Office to update the message on the Maintenance page that explains the new registration period details.
- The NCS Development team and DEDM coordinated on an approach to minimize risk in preparing the database for the new registration period
- IV&V began testing the software provided by the NCS Development team to address the issue with incorrectly saving the Eligibility Country data.
- A 1pm call was held to update status and discuss options.
- The Visa Office provided guidance on the approach for keeping the invalidated data in a separate location and starting the new DV-2019 registration period with a clean database. The Visa Office provided guidance that DV-2019 will re-start on 10/17/17 at noon Eastern time, and will end on 11/21/17 at noon Eastern time.
- In addition, the Visa Office mentioned that the eDV/Entrant Status Check (ESC) Go-Live date may be pushed from May 1, 2018 to May 15, 2018, but this is not yet finalized.
- The Visa Office is working on updated verbiage and updates for the public.
- A 3:30pm call was held to discuss all the technical aspects of the Visa Office decisions, consider options, describe roles and responsibilities, and ensure that all aspects and impacts were being considered.
- Clean up tasks were discussed for data in the CCD, in iCLASS, for FR, and for MEP.
- The NCS Development team is moving forward with an Emergency Patch, AES 12.3.1, with 2 CCRs – the existing CCR to handle the problem with saving the country values correctly, and a new CCR for the change to the registration period. CR#1028562 has been created and is being updated with status. We expect database scripts, updated software, and an updated web.config file with the 2nd delivery of the release (following on the delivery from this morning, currently being tested by IV&V).
- We also discussed downgrading the Remedy ticket #1408404 from Critical to High given the approach, decisions, and progress. At a minimum, daily status will be provided.
- **A follow up call will be scheduled for Wednesday, 10/11 at 11:30am in order to have updates in plenty of time to prepare for the DSR.**

Thanks,

Gail Siddle

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Tuesday, October 10, 2017 12:11 AM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Johnson, Christopher N; CA-EntOps-SystemHosting

Subject: RE: eDV/AES 12.3 production issue - 12:10am status, ticket INC000001408404 - last status for the night

12:10am status:

- The NCS team checked in and turned over the updated code, database script, and deployment plan to CC
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF

Completed tasks:

- Maintenance page was created & tested and installed
- Software change, and database script tested and reviewed by development
- Test scenarios reviewed by entire team for the software/database script updates
- Emergency Change process started
- Software, database script and rollbacks were all passed by the NCS QA team

Thanks,

Gail Siddle

Technical Functional Lead
 NCS Development Team, Deloitte Consulting, LLC
 U.S. Department of State | Bureau of Consular Affairs
 (T) (703) 299-1313 |(F) (866) 726-3217|(E) SiddleGL@state.gov
 (C) (571) 247-2512

CA/CST/PSDD

Production Service Design & Development Division

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Official**UNCLASSIFIED****From:** Siddle, Gail L**Sent:** Monday, October 09, 2017 11:02 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M

Subject: RE: eDV/AES 12.3 production issue - 11pm status, ticket INC000001408404

11:00pm status:

- The software update was passed by the NCS QA team
- The database script to clear out the hash table was passed by the QA team
- Rollbacks were passed by the NCS QA team
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF
- The NCS team is preparing to check in and turn over the updated code, database script, and deployment plan to CC

Completed tasks:

- Maintenance page was created & tested and installed
- Software change, and database script tested and reviewed by development
- Test scenarios reviewed by entire team for the software/database script updates
- Emergency Change process started

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

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Official
UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 10:01 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk

Subject: RE: eDV/AES 12.3 production issue - 10pm status, ticket INC000001408404

10:00pm status:

- The Maintenance page was successfully installed to production which allows ESC to remain active
- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF
- The NCS team is preparing to check in and turn over the updated code, database script, and deployment plan to CC

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

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Official
UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 9:08 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S

Subject: RE: eDV/AES 12.3 production issue - 9pm status

9:00pm status:

- The Maintenance page was passed by the NCS QA team and is being installed
- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is reviewed test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

Thanks,

Gail Siddle

Technical Functional Lead
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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 8:15 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S

Subject: RE: eDV/AES 12.3 production issue - 8pm status

Importance: High

8:00pm status:

- The Maintenance page is currently being tested by the NCS QA team
- The software update is currently being tested by the NCS Development team
- The database script to clear out the hash table is being developed (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is creating test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

As soon as the maintenance page passes QA, the NCS Development team will coordinate with Jonathan Zhu/Enterprise Operations to deploy the page to production.

Thanks,

Gail Siddle

Technical Functional Lead
NCS Development Team, Deloitte Consulting, LLC
U.S. Department of State | Bureau of Consular Affairs
(T) (703) 299-1313 (F) (866) 726-3217 (E) SiddleGL@state.gov

(C) (571) 247-2512

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Official**UNCLASSIFIED****From:** Siddle, Gail L**Sent:** Monday, October 09, 2017 5:38 PM**To:** Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Sincock, Austin G; Ungar, Adam B; Williams, Bethany V; Kinley, Elizabeth A; Siddle, Gail L; Robbins, Jillian A; Li, Ben Q; Shehzad, Nadeem; Walker, Timothy R**Subject:** eDV/AES 12.3 production issue**Importance:** High

Gary,

Below is a summary of the eDV/AES 12.3 production issue we are currently investigating and remediating for CST approval. We have opened **High HelpDesk ticket #1408404** – Validate Countries in Statistics to track this issue.

PROBLEM:

Around 3pm today, 10/9/2017, The NCS Development team discovered a problem with the data stored for the Eligibility Country field for records in the eDV/AES 12.3 database for DV-2019. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database. (Please see below for a detailed example.) Therefore, all current entries to date should be considered ineligible since we cannot differentiate between accurate and inaccurate records. The impact of this data issue may result in the NCS Development team providing an emergency release as well as coordinating through the Visa Office to communicate out to the approximately 2.1 million entrants that they may need to re-apply.

ROOT CAUSE:

Root cause is still being investigated, but we do know that a change was made this year to help entrants from "dependent" countries to pre-fill the correct "parent" country to prevent confusion by automatically populating the "parent" country. (For example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country.)

NEXT STEPS:

- Bring down the site immediately. (SO/Enterprise Ops)
- Provide notification on the site asap that the system is down for maintenance. (VO/NCS Dev)
- **A follow up conference call will be held at 6:30pm EST on [REDACTED]**
- A software update is made to prevent the issue going forward using the Emergency Fix protocol (CST/NCS Dev)

- Notification needs to be shared with entrants that they must re apply. (VO)

POC list:

VO – Matt Paschke

SO – Hetal Doshi

CST – Gary Pasatiempo, Heather Bae, Kathy Seratte

Enterprise Ops - Ken Snyder, Rafi Benitez, Andre Hudson

NCS Dev – Gail Siddle, Jillian Robbins, Austin Sincock, Libet Kinley

SPECIAL CONSIDERATIONS:

- When the site is re-opened, we need to ensure that we don't create duplicate records for those re-applying.
- We need to ensure that duplicate confirmation numbers are not created.
- We need to ensure that the photos don't get duped out during the stages between the entry period and the notification period in May.
- We will need to mark these invalid records with a unique "current stage" value to ensure the records are not included in downstream processes.
- We need to have a plan for how to enable "Find Confirmation Number" in eDV/ESC.
- Do we need to check with iCLASS and/or facial recognition teams?

EXAMPLE:

In the AES form, Question 5 is Country Where You Were Born. This answer is recorded both in the Birth Country and Eligibility Country fields UNLESS the entrant selects "No" under question 6, which is Country of Eligibility for the DV Program. (see below) If "No" is selected, the entrant is able to choose the Eligibility Country, which should be stored in the database.

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program. please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes • No

If not, you must enter the country from which you are claiming eligibility

Select A Country...

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

U.S. Department of State | Bureau of Consular Affairs

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Official

UNCLASSIFIED

From: Hong, Mihyun
Sent: Wed, 11 Oct 2017 11:10:47 -0400
To: Robbins, Jillian A; Adamowicz III, Matthew; Siddle, Gail L; Corse, Gary R; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org); Slattery, Phillip T
Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

All,

IV&V will still need the final delivery for testing, but we can start testing the CCR on Eligibility Country values today. We will be able to provide our LOE once we get the final build for testing.

Gail, please confirm when you will be able to provide the full delivery to IV&V.

Thank you,

Mihyun Hong

IT Project Manager
 Quality Management Branch, IV&V
 U.S. Department of State | Bureau of Consular Affairs
 (T) (202) 485-7732 | (E) HongM@state.gov | (BB) (202) 257-6660

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Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Wednesday, October 11, 2017 11:00 AM
To: Adamowicz III, Matthew; Siddle, Gail L; Hong, Mihyun; Corse, Gary R; Pasatiempo, Gary A; Bae,

Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org); Slattery, Phillip T

Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Hi Matthew,

The only software changes in the new build will be verbiage-related. Most of the text is set in the web.config. Please see the attached email for **draft** verbiage and changes.

We're also seeing about delivering the DB scripts to IV&V early, which change the system_live_date and extend the partitions (controlled by calendar day) to accommodate the new lottery period, to aid in IV&V testing efforts.

Thanks,

Jillian Robbins

NCS Development Team

Deloitte Consulting, LLP

U.S. Department of State | Bureau of Consular Affairs

(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA CST/PSDD

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From: Adamowicz III, Matthew

Sent: Wednesday, October 11, 2017 10:49 AM

To: Siddle, Gail L; Hong, Mihyun; Corse, Gary R; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org); Slattery, Phillip T

Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Hi Gail,

Can you please confirm the only change between the version we received from Jillian yesterday and the SW we're expected to receive by COB today is verbiage?

Thank you,
 Matthew Adamowicz III, PMP, ITIL v3 Expert
 (T) (703) 600-1679

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Official
UNCLASSIFIED

From: Siddle, Gail L

Sent: Wednesday, October 11, 2017 9:51 AM

To: Hong, Mihyun; Corse, Gary R; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org); Slattery, Phillip T

Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Importance: High

IV&V was testing the changes for the first CCR related to the eligibility country values on Tuesday. We hoped that testing progressed for that delivery, even though a 2nd delivery for the required verbiage changes is expected from our team.

Please let us know if there is anything additional we need to discuss.

Thanks,

Gail Siddle

Technical Functional Lead
 NCS Development Team, Deloitte Consulting, LLC
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 (C) (571) 247-2512

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Official
UNCLASSIFIED

From: Hong, Mihyun
Sent: Wednesday, October 11, 2017 9:34 AM
To: Corse, Gary R; Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org); Slattery, Phillip T
Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Good morning Gary,

IV&V has not received the new delivery from development team to begin our testing.

Thank you,

Mihyun Hong

IT Project Manager
 Quality Management Branch, IV&V
 U.S. Department of State | Bureau of Consular Affairs
 (T) (202) 485-7732 | (E) HongM@state.gov | (BB) (202) 257-6660

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Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 8:24 AM
To: Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S;

Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org); Slattery, Phillip T

Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Good morning everyone, Could anyone provide a status update on how the IV&V testing went yesterday? I'd like to pass this info on to VO leadership. Thanks in advance!

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Corse, Gary R

Sent: Tuesday, October 10, 2017 7:42 PM

To: Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org); Slattery, Phillip T

Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Thank you, Gail, much appreciated! Just a quick update that VO has confirmed that the eDV/Entrant Status Check (ESC) Go-Live date will be pushed forward to May 15th. Thanks!

Activities today:

- A call was held with the distribution list for this status email at 11:00am to discuss status, updates and options.
- The NCS Development team is awaiting verbiage from the Visa Office to update the message on the Maintenance page that explains the new registration period details.
- The NCS Development team and DEDM coordinated on an approach to minimize risk in preparing the database for the new registration period
- IV&V began testing the software provided by the NCS Development team to address the issue with incorrectly saving the Eligibility Country data.
- A 1pm call was held to update status and discuss options.
- The Visa Office provided guidance on the approach for keeping the invalidated data in a separate location and starting the new DV-2019 registration period with a clean database. The Visa Office provided guidance that DV-2019 will re-start on 10/17/17 at noon Eastern time, and will end on 11/21/17 at noon Eastern time.
- The Visa Office confirmed that the eDV/Entrant Status Check (ESC) Go-Live date will be pushed from May 1, 2018 to May 15, 2018.

- The Visa Office is working on updated verbiage and updates for the public.
- A 3:30pm call was held to discuss all the technical aspects of the Visa Office decisions, consider options, describe roles and responsibilities, and ensure that all aspects and impacts were being considered.
- Clean up tasks were discussed for data in the CCD, in iCLASS, for FR, and for MEP.
- The NCS Development team is moving forward with an Emergency Patch, AES 12.3.1, with 2 CCRs – the existing CCR to handle the problem with saving the country values correctly, and a new CCR for the change to the registration period. CR#1028562 has been created and is being updated with status. We expect database scripts, updated software, and an updated web.config file with the 2nd delivery of the release (following on the delivery from this morning, currently being tested by IV&V).
- We also discussed downgrading the Remedy ticket #1408404 from Critical to High given the approach, decisions, and progress. At a minimum, daily status will be provided.
- **A follow up call will be scheduled for Wednesday, 10/11 at 11:30am in order to have updates in plenty of time to prepare for the DSR.**

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Siddle, Gail L

Sent: Tuesday, October 10, 2017 6:06 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org)

Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Activities today:

- A call was held with the distribution list for this status email at 11:00am to discuss status, updates and options.
- The NCS Development team is awaiting verbiage from the Visa Office to update the message on the Maintenance page that explains the new registration period details.
- The NCS Development team and DEDM coordinated on an approach to minimize risk in preparing the database for the new registration period

- IV&V began testing the software provided by the NCS Development team to address the issue with incorrectly saving the Eligibility Country data.
- A 1pm call was held to update status and discuss options.
- The Visa Office provided guidance on the approach for keeping the invalidated data in a separate location and starting the new DV-2019 registration period with a clean database. The Visa Office provided guidance that DV-2019 will re-start on 10/17/17 at noon Eastern time, and will end on 11/21/17 at noon Eastern time.
- In addition, the Visa Office mentioned that the eDV/Entrant Status Check (ESC) Go-Live date may be pushed from May 1, 2018 to May 15, 2018, but this is not yet finalized.
- The Visa Office is working on updated verbiage and updates for the public.
- A 3:30pm call was held to discuss all the technical aspects of the Visa Office decisions, consider options, describe roles and responsibilities, and ensure that all aspects and impacts were being considered.
- Clean up tasks were discussed for data in the CCD, in iCLASS, for FR, and for MEP.
- The NCS Development team is moving forward with an Emergency Patch, AES 12.3.1, with 2 CCRs – the existing CCR to handle the problem with saving the country values correctly, and a new CCR for the change to the registration period. CR#1028562 has been created and is being updated with status. We expect database scripts, updated software, and an updated web.config file with the 2nd delivery of the release (following on the delivery from this morning, currently being tested by IV&V).
- We also discussed downgrading the Remedy ticket #1408404 from Critical to High given the approach, decisions, and progress. At a minimum, daily status will be provided.
- **A follow up call will be scheduled for Wednesday, 10/11 at 11:30am in order to have updates in plenty of time to prepare for the DSR.**

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

U.S. Department of State | Bureau of Consular Affairs

(T) (703) 299-1313 |(F) (866) 726-3217|(E) SiddleGL@state.gov

(C) (571) 247-2512

CA/CST/PSDD

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Tuesday, October 10, 2017 12:11 AM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson,

Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Johnson, Christopher N; CA-EntOps-SystemHosting

Subject: RE: eDV/AES 12.3 production issue - 12:10am status, ticket INC000001408404 - last status for the night

12:10am status:

- The NCS team checked in and turned over the updated code, database script, and deployment plan to CC
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF

Completed tasks:

- Maintenance page was created & tested and installed
- Software change, and database script tested and reviewed by development
- Test scenarios reviewed by entire team for the software/database script updates
- Emergency Change process started
- Software, database script and rollbacks were all passed by the NCS QA team

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 11:02 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M

Subject: RE: eDV/AES 12.3 production issue - 11pm status, ticket INC000001408404

11:00pm status:

- The software update was passed by the NCS QA team
- The database script to clear out the hash table was passed by the QA team
- Rollbacks were passed by the NCS QA team
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF
- The NCS team is preparing to check in and turn over the updated code, database script, and deployment plan to CC

Completed tasks:

- Maintenance page was created & tested and installed
- Software change, and database script tested and reviewed by development
- Test scenarios reviewed by entire team for the software/database script updates
- Emergency Change process started

Thanks,

Gail Siddle

Technical Functional Lead
 NCS Development Team, Deloitte Consulting, LLC
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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 10:01 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk
Subject: RE: eDV/AES 12.3 production issue - 10pm status, ticket INC000001408404

10:00pm status:

- The Maintenance page was successfully installed to production which allows ESC to remain active
- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF
- The NCS team is preparing to check in and turn over the updated code, database script, and deployment plan to CC

Thanks,

Gail Siddle

Technical Functional Lead
NCS Development Team, Deloitte Consulting, LLC
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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 9:08 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S

Subject: RE: eDV/AES 12.3 production issue - 9pm status

9:00pm status:

- The Maintenance page was passed by the NCS QA team and is being installed
- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is reviewed test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

Thanks,

Gail Siddle

Technical Functional Lead
NCS Development Team, Deloitte Consulting, LLC
U.S. Department of State | Bureau of Consular Affairs
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Official

UNCLASSIFIED

From: Siddle, Gail L
Sent: Monday, October 09, 2017 8:15 PM
To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S
Subject: RE: eDV/AES 12.3 production issue - 8pm status
Importance: High

8:00pm status:

- The Maintenance page is currently being tested by the NCS QA team
- The software update is currently being tested by the NCS Development team
- The database script to clear out the hash table is being developed (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is creating test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

As soon as the maintenance page passes QA, the NCS Development team will coordinate with Jonathan Zhu/Enterprise Operations to deploy the page to production.

Thanks,

Gail Siddle

Technical Functional Lead
 NCS Development Team, Deloitte Consulting, LLC
 U.S. Department of State | Bureau of Consular Affairs
 (T) (703) 299-1313 | (F) (866) 726-3217 | (E) SiddleGL@state.gov
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Official

UNCLASSIFIED

From: Siddle, Gail L
Sent: Monday, October 09, 2017 5:38 PM
To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Sincock, Austin G; Ungar, Adam B; Williams, Bethany V; Kinley, Elizabeth A; Siddle, Gail L; Robbins, Jillian A; Li, Ben Q; Shehzad, Nadeem; Walker, Timothy R
Subject: eDV/AES 12.3 production issue
Importance: High

Gary,

Below is a summary of the eDV/AES 12.3 production issue we are currently investigating and remediating for CST approval. We have opened **High HelpDesk ticket #1408404** – Validate Countries in Statistics to track this issue.

PROBLEM:

Around 3pm today, 10/9/2017, The NCS Development team discovered a problem with the data stored for the Eligibility Country field for records in the eDV/AES 12.3 database for DV-2019. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database. (Please see below for a detailed example.) Therefore, all current entries to date should be considered ineligible since we cannot differentiate between accurate and inaccurate records. The impact of this data issue may result in the NCS Development team providing an emergency release as well as coordinating through the Visa Office to communicate out to the approximately 2.1 million entrants that they may need to re-apply.

ROOT CAUSE:

Root cause is still being investigated, but we do know that a change was made this year to help entrants from “dependent” countries to pre-fill the correct “parent” country to prevent confusion by automatically populating the “parent” country. (For example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country.)

NEXT STEPS:

- Bring down the site immediately. (SO/Enterprise Ops)
- Provide notification on the site asap that the system is down for maintenance. (VO/NCS Dev)
- **A follow up conference call will be held at 6:30pm EST on [REDACTED]**
- A software update is made to prevent the issue going forward using the Emergency Fix protocol (CST/NCS Dev)
- Notification needs to be shared with entrants that they must re apply. (VO)

POC list:

VO – Matt Paschke

SO – Hetal Doshi

CST – Gary Pasatiempo, Heather Bae, Kathy Seratte

Enterprise Ops - Ken Snyder, Rafi Benitez, Andre Hudson

NCS Dev – Gail Siddle, Jillian Robbins, Austin Sincock, Libet Kinley

SPECIAL CONSIDERATIONS:

- When the site is re-opened, we need to ensure that we don't create duplicate records for those re-applying.
- We need to ensure that duplicate confirmation numbers are not created.
- We need to ensure that the photos don't get duped out during the stages between the entry period and the notification period in May.
- We will need to mark these invalid records with a unique “current stage” value to ensure the records are not included in downstream processes.
- We need to have a plan for how to enable “Find Confirmation Number” in eDV/ESC.
- Do we need to check with iCLASS and/or facial recognition teams?

EXAMPLE:

In the AES form, Question 5 is Country Where You Were Born. This answer is recorded both in the Birth Country and Eligibility Country fields UNLESS the entrant selects "No" under question 6, which is Country of Eligibility for the DV Program. (see below) If "No" is selected, the entrant is able to choose the Eligibility Country, which should be stored in the database.

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program. please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country...

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

U.S. Department of State | Bureau of Consular Affairs

(T) (703) 299-1313 |(F) (866) 726-3217|(E) SiddleGL@state.gov

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Official

UNCLASSIFIED

From: Varnan, Beena M
Sent: Mon, 16 Oct 2017 15:18:41 -0400
To: Bae, Heather;Corse, Gary R
Cc: Hebblethwaite, Patrick D;Pasatiempo, Gary A;Robbins, Jillian A;Paschke, Matthew J
Subject: RE: FW: AES 12.3.1 Emergency Release Status Update

Heather,

We have updated all of the relevant pages. Please let us know if you notice anything outstanding.

Beena

Official
UNCLASSIFIED

From: Bae, Heather
Sent: Monday, October 16, 2017 12:11 PM
To: Corse, Gary R; Varnan, Beena M
Cc: Hebblethwaite, Patrick D; Pasatiempo, Gary A; Robbins, Jillian A; Paschke, Matthew J
Subject: FW: AES 12.3.1 Emergency Release Status Update

Hi Gary,

It was my understanding that VO will be updating the TSG with the latest verbiage. Would you mind letting us know when this will be updated?

Thank you.

Official
UNCLASSIFIED

From: Hebblethwaite, Patrick D
Sent: Monday, October 16, 2017 11:31 AM
To: Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincok, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; Patel, Pinal B; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liataud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange; Webb, Felicia Y

Cc: Schanberger, Robert E

Subject: RE: AES 12.3.1 Emergency Release Status Update

To Whom It Concerns—

I apologize if this query is misdirected, but I am working on Public Outreach for our Consular Section in Yerevan. I noticed that although the DV lottery enrollment website now has updated information regarding new enrollment dates after the outage, the usvisas.state.gov/dv/instructions and <http://travel.state.gov/content/visas/english/immigrate/diversity-visa/instructions.html> sites still have the old enrollment dates listed and no instructions regarding re-enrolment.

We would greatly appreciate any information on when this information will be updated, before we refer any more applicants or press contacts to those sites (per press guidance released this past weekend).

Thank you!

Best,

Leo

Patrick Hebblethwaite

(T) (202) 485-7797

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-----Original Appointment-----

From: Robbins, Jillian A

Sent: Friday, October 13, 2017 5:02 PM

To: Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincock, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; Patel, Pinal B; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen,

Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange; Webb, Felicia Y

Cc: Schanberger, Robert E

Subject: AES 12.3.1 Emergency Release Status Update

When: Monday, October 16, 2017 11:30 AM-12:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: CST Bridge: 

We will discuss the current status of the AES 12.3.1 emergency release.

Please review the outstanding tasks beforehand (attached) and be prepared to provide an update on items that are assigned to your team.

<< File: AES 12.3.1.xlsx >>

Official - SBU
UNCLASSIFIED

From: FederalRegister
Sent: Mon, 16 Oct 2017 13:29:44 -0400
To: Follick, Julia
Cc: FederalRegister
Subject: RE: FINAL Federal Register Notice for Publication

Hello Julia,

FRN 10174 has been scheduled to publish on 10-18-2017. Have a wonderful day!

Pamela V. Hardy
Contractor for Geneva Software INC.
Office of Directives Management
U.S. Department of State
SA-22, Suite 2400
1800 G Street NW
Washington, DC
(202) 312-9600 (Direct line)
(202) 312-9603 (Fax)

From: Follick, Julia
Sent: Monday, October 16, 2017 1:19 PM
To: Rivera, Ernesto
Cc: FederalRegister; Herndon, Megan
Subject: RE: FINAL Federal Register Notice for Publication

Hi Ernesto,

I hope you had a nice weekend. I just left you a voice mail, as we are wondering if you had heard anything more about the publication date for this notice, as we are of course very eager to know when it will be published. We would appreciate any updates you can share.

Thanks,
Julia

Julia Follick
Attorney Advisor, CA/VO/L/R
Bureau of Consular Affairs, Visa Office
(202) 485-7628
FollickJ@state.gov

Official - SBU
UNCLASSIFIED

From: Rivera, Ernesto
Sent: Friday, October 13, 2017 2:32 PM
To: Follick, Julia
Subject: RE: FINAL Federal Register Notice for Publication

This works. If I get an unsatisfactory answer later concerning the publication date, I will have this justification in their system by COB today.

Ernesto Rivera
Federal Register Liaison
Office of Directives Management
U.S. Department of State
SA-22, Suite 2400
1800 G Street NW
Washington, DC
(202) 312-9619 (Direct line)
(202) 312-9603 (Fax)

Official - SBU
UNCLASSIFIED

From: Follick, Julia
Sent: Friday, October 13, 2017 2:30 PM
To: Rivera, Ernesto; Herndon, Megan
Cc: FederalRegister
Subject: RE: FINAL Federal Register Notice for Publication

Thanks, Ernesto! Let me know what you think of the attached justification for expedited publication.

Official - SBU
UNCLASSIFIED

From: Rivera, Ernesto
Sent: Friday, October 13, 2017 2:16 PM
To: Follick, Julia; Herndon, Megan
Cc: FederalRegister
Subject: RE: FINAL Federal Register Notice for Publication

Julia, the document was validated and uploaded to the Office of the Federal Register. I will follow-up with them throughout the rest of the day. I hope to have a timeline for you soonest! Make it a great afternoon.

Ernesto Rivera
Federal Register Liaison
Office of Directives Management

U.S. Department of State
SA-22, Suite 2400
1800 G Street NW
Washington, DC
(202) 312-9619 (Direct line)
(202) 312-9603 (Fax)

Official - SBU
UNCLASSIFIED

From: Follick, Julia
Sent: Friday, October 13, 2017 2:13 PM
To: Rivera, Ernesto; Herndon, Megan
Cc: FederalRegister
Subject: RE: FINAL Federal Register Notice for Publication

Hi Ernesto,

The updated signed document is attached. Thanks for all your help with this! I will send along a justification later today, but I didn't want to hold this up at all. -Julia

Official - SBU
UNCLASSIFIED

From: Rivera, Ernesto
Sent: Friday, October 13, 2017 2:02 PM
To: Follick, Julia; Herndon, Megan
Cc: FederalRegister
Subject: RE: FINAL Federal Register Notice for Publication

Julia,

Leaning forward here... would someone draft a one or two paragraph justification for an emergency publication of this federal register notice? I ask because historically documents that are this large usually end up on taking one extra day to publish. I won't have to use the justification unless I find out that the document is pushed back to Thursday or Friday next week. Your thoughts?

Ernesto Rivera
Federal Register Liaison
Office of Directives Management
U.S. Department of State
SA-22, Suite 2400
1800 G Street NW
Washington, DC
(202) 312-9619 (Direct line)

(202) 312-9603 (Fax)

Official - SBU
UNCLASSIFIED

From: Follick, Julia
Sent: Friday, October 13, 2017 1:54 PM
To: Rivera, Ernesto; Herndon, Megan
Cc: FederalRegister
Subject: RE: FINAL Federal Register Notice for Publication

Thanks, Ernesto, for your quick work. Our Front Office is working on getting this resigned, and I hope to get the signed version back to you shortly. -Julia

Official - SBU
UNCLASSIFIED

From: Rivera, Ernesto
Sent: Friday, October 13, 2017 1:39 PM
To: Follick, Julia; Herndon, Megan
Cc: FederalRegister
Subject: RE: FINAL Federal Register Notice for Publication

Julia, that is ready for esignature. Thank you!

Ernesto Rivera
Federal Register Liaison
Office of Directives Management
U.S. Department of State
SA-22, Suite 2400
1800 G Street NW
Washington, DC
(202) 312-9619 (Direct line)
(202) 312-9603 (Fax)

Official - SBU
UNCLASSIFIED

From: Follick, Julia
Sent: Friday, October 13, 2017 1:35 PM
To: Rivera, Ernesto; Herndon, Megan
Cc: FederalRegister
Subject: RE: FINAL Federal Register Notice for Publication

Thanks, Ernesto. I added in two sentences that had gotten lost at the top of page 2 and fixed one typo on page 26. Can you take one last look?

Thanks,
Julia

Official - SBU
UNCLASSIFIED

From: Rivera, Ernesto
Sent: Friday, October 13, 2017 1:20 PM
To: Follick, Julia; Herndon, Megan
Cc: FederalRegister
Subject: RE: FINAL Federal Register Notice for Publication

Julia,
Here's the reformatted document. It may look odd as the OFR requires double spacing, but all of the information except for the citations have remained in the document.

Ernesto Rivera
Federal Register Liaison
Office of Directives Management
U.S. Department of State
SA-22, Suite 2400
1800 G Street NW
Washington, DC
(202) 312-9619 (Direct line)
(202) 312-9603 (Fax)

Official - SBU
UNCLASSIFIED

From: Follick, Julia
Sent: Friday, October 13, 2017 1:07 PM
To: Rivera, Ernesto; Herndon, Megan
Cc: FederalRegister
Subject: RE: FINAL Federal Register Notice for Publication

Hi Ernesto,

It looks like some significant information is missing from the version you sent, what were pages 2 to 12 in the word version. I have reinserted it here, but it will need to be reformatted. Can you take a look and send this back to me ASAP?

Thanks,
Julia

Official - SBU
UNCLASSIFIED

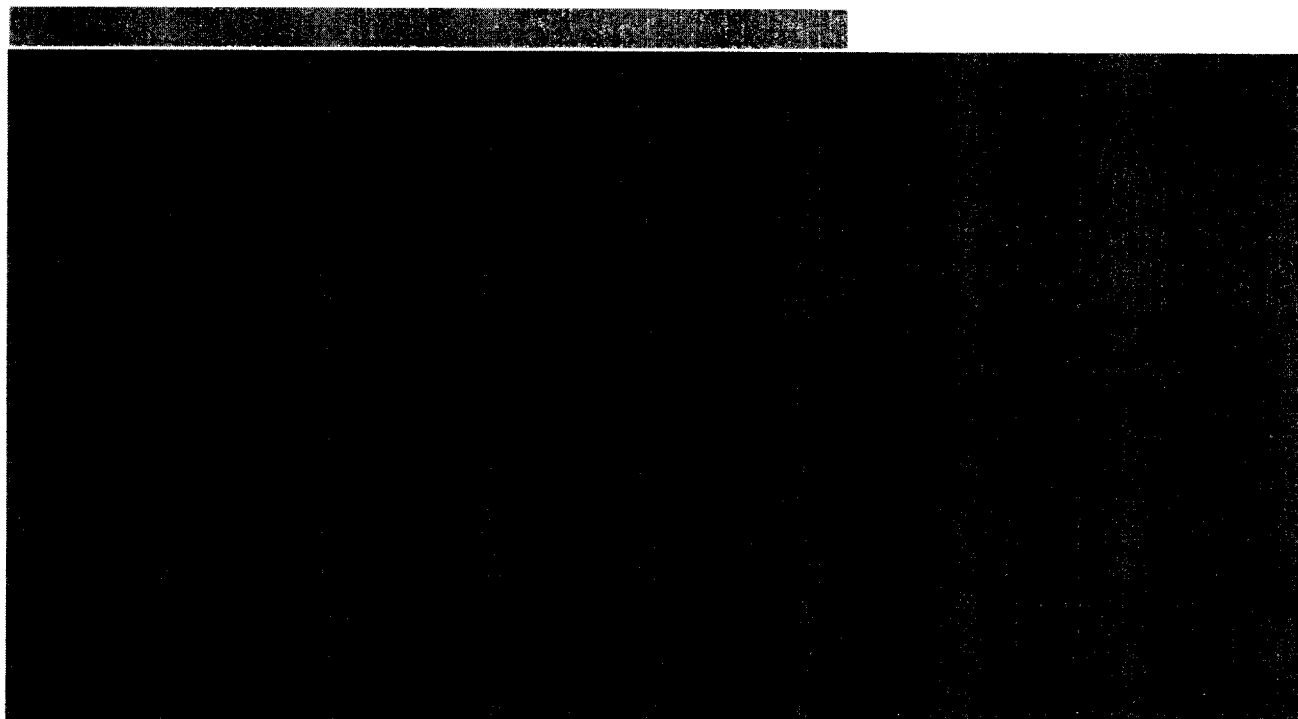
Official - SBU
UNCLASSIFIED

From: Rivera, Ernesto
Sent: Friday, October 13, 2017 12:54 PM
To: Follick, Julia; Herndon, Megan
Cc: FederalRegister
Subject: FINAL Federal Register Notice for Publication
Importance: High

Hello,

Here is the FRN ready for the Carl C. Risch's electronic signature. If there are any last minute changes, please send back the altered FRN so that I may clear on the formatting. If there aren't any changes, then I look forward to receiving the electronically signed *docx.p7m* file. I have attached electronic signing instructions in case they are needed. Thank you in advance.

-



Ernesto Rivera
Administrative Officer
Office of Directives Management
U.S. Department of State
SA-22, Suite 2400
1800 G Street NW

Washington, DC
(202) 312-9619 (Direct line)
(202) 312-9603 (Fax)

Official - SBU
UNCLASSIFIED

From: Follick, Julia
Sent: Friday, October 13, 2017 12:48 PM
To: Herndon, Megan; Rivera, Ernesto
Cc: FederalRegister
Subject: RE: An Option RE: URGENT Federal Register Notice for Publication

Great, I will work with the Specials to get the updated version resigned and back to Ernesto as soon as possible.

Official - SBU
UNCLASSIFIED

From: Herndon, Megan
Sent: Friday, October 13, 2017 12:47 PM
To: Follick, Julia; Rivera, Ernesto
Cc: FederalRegister
Subject: RE: An Option RE: URGENT Federal Register Notice for Publication

Yes, that's fine. Thank you both.

Megan B. Herndon
Chief, Legislation and Regulations, Visa Office
U.S. Department of State
600 19th Street NW
SA-17, 12th Floor, Room 406
Washington, DC 20006
(202) 485-7440

Official - SBU
UNCLASSIFIED

From: Follick, Julia
Sent: Friday, October 13, 2017 12:46 PM
To: Rivera, Ernesto; Herndon, Megan
Cc: FederalRegister
Subject: RE: An Option RE: URGENT Federal Register Notice for Publication

Thanks, Ernesto, for your quick work. I think it is fine to just strike the legal citations from the summary, as in the attached. The most important citation is already included in the "Program Overview" section.

Megan, do you agree?

Official - SBU
UNCLASSIFIED

From: Rivera, Ernesto
Sent: Friday, October 13, 2017 12:44 PM
To: Follick, Julia; Herndon, Megan
Cc: FederalRegister
Subject: An Option RE: URGENT Federal Register Notice for Publication
Importance: High

Julia,

Here is another option, highlighted in yellow on the document, as promised. FYI, the whole sentence in yellow could be reworded, as long as it remained in the SUPPLEMENTARY INFORMATION section.

Ernesto Rivera
Federal Register Liaison
Office of Directives Management
U.S. Department of State
SA-22, Suite 2400
1800 G Street NW
Washington, DC
(202) 312-9619 (Direct line)
(202) 312-9603 (Fax)

Official - SBU
UNCLASSIFIED

From: FederalRegister
Sent: Friday, October 13, 2017 12:17 PM
To: Follick, Julia; Herndon, Megan
Cc: FederalRegister
Subject: RE: URGENT Federal Register Notice for Publication
Importance: High

Hello Julia,

The Office of the Federal Register wont publish the document as written. The SUMMARY would be an issue because it can not have legal citations. They need to be inserted somewhere else in the document. I am still looking at the rest of the document.

Ernesto Rivera
Federal Register Liaison

Office of Directives Management
U.S. Department of State
SA-22, Suite 2400
1800 G Street NW
Washington, DC
(202) 312-9619 (Direct line)
(202) 312-9603 (Fax)

Official - SBU
UNCLASSIFIED

From: Follick, Julia
Sent: Friday, October 13, 2017 11:47 AM
To: FederalRegister
Cc: Herndon, Megan
Subject: URGENT Federal Register Notice for Publication

Hello,

Attached please find the documents for publication of a Federal Register notice announcing changes to the entry period for the Diversity Visa program, including a signed and locked copy of the notice, the notice in an editable format, the DS-5, and a clearance sheet. A similar notice was published in September 2017, but due to unforeseen technical issues, we need to update the notice as soon as possible, ideally before the entry period re-starts on Wednesday, October 18.

Thanks in advance for your quick work on this. If you need any further documentation or information, please don't hesitate to ask.

Regards,
Julia

Julia Follick
Attorney Advisor, CA/VO/L/R
Bureau of Consular Affairs, Visa Office
(202) 485-7628
FollickJ@state.gov

Official - SBU
UNCLASSIFIED

From: Thompson, Fredrick
Sent: Thu, 12 Oct 2017 07:18:44 -0400
To: Adamowicz III, Matthew;Siddle, Gail L;Pasatiempo, Gary A;Bae, Heather;Seratte, Kathlene A;Doshi, Hetal J;Yang, Lue;Paschke, Matthew J;Snyder, Kenneth S;Benitez, Jose R;Hudson, Andre C;Robbins, Jillian A;Li, Ben Q;Walker, Timothy R;Plott, Heidi J;Channell, Mark D;Zhu, Jonathan;Corse, Gary R;CA-CST-NCS Mgmt Team;Robertson, Samuel B;Barrios, Xiomara D;Channell, Mark D;Dumbuya, Bai S;Patel, Pinal B;CA-CST-DEDM-CCD-DBA;James, Ryan A;Hulen, John S;Varnan, Beena M;CA-IVV-Testing;CA-IVV-Management;CA-IVV-CST-Management;Brown, Thanh T;Allen, Thomas E;Rosner, Thomas V;Goins, Stephanie A;CA-CST-NCS-QA;Service Account, CAREMEDY;CAServiceDesk;Sherman, Richard M;Rohan, John J;Johnson, Christopher N;CA-EntOps-SystemHosting;Hulen, John S;Archibald, Michele T;Hall, Nat (nathaniel.hall@noblis.org);McCammon, Michael S
Subject: Re: eDV/AES 12.3 production issue, ticket INC000001408404 - end of day status on 10/11

+ Mike McCammon

Regards,
 Fredd "Double-D"
 Fredrick Thompson
 US Department of State
 CA/CST/SII/IS - Governing Task Manager
 O: 202-485-7931
 BB: 202-674-9693 / M: 706-513-0831

From: Adamowicz III, Matthew
Sent: Wednesday, October 11, 2017 10:15 PM
To: Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org)
Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 - end of day status on 10/11

IV&V End-of-Day Update:

1. IV&V tested the 10/10 version of the CR 1028562 software throughout the day. Important findings:
 - a. The Country of Eligibility problem appears to be fixed
 - b. A timeout issue that unexpectedly sends the user back to the Captcha page was encountered. After troubleshooting with NCS development, it appears to be F5-related and IV&V is investigating.

2. IV&V received a delivery notification for the CR1028567 Deployment Plan from DEDM, but the attachment appears to be unrelated. IV&V has reached out to DEDM for clarification. In an effort to not lose time, IV&V is using the draft deployment steps provided by DEDM on 10/10 to clean up the data entered from the previous version of AES tonight. IV&V DBAs confirmed the data export portion of this effort is underway right now.
 - a. The draft steps must be compared against the official deployment plan when it is delivered before an IV&V Pass can be issued. IV&V will be prepared to report on the status of this activity on the 11:30AM call, at the latest.
3. IV&V received the DB script portion of CR 1028562 at 2:50PM and the final SW portion of CR 1028562 at 9:05PM from the NCS development team. IV&V will attempt to install both of these before open of business tomorrow. If the installation is successful, testing on this final version will begin in the morning.

Please let us know if you have any questions.

Thank you,
 Matthew Adamowicz III, PMP, ITIL v3 Expert
 (T) (703) 600-1679



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UNCLASSIFIED

From: Siddle, Gail L
Sent: Wednesday, October 11, 2017 7:15 PM
To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org)
Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 - end of day status on 10/11

An additional call was held on 10/11 at 3:30 pm to discuss tasks in detail. Please see below a table with those details.

Status	Step	Task	Notes
Completed	1	Disable eDV traffic on the F5 and replaced "page cannot be found" with Temporary maintenance page	completed
Completed	2	Disable jobs in CD00 and RI99	Jobs copying data to iCLASS, FR a off

Completed	3	Final Verbiage for maintenance page and AES 12.3.1 pages	Visa Office provided updated verli page and for the AES 12.3.1 page: Submission Confirmation, Thank
Completed	4	Updated maintenance Page developed to replace "down maintenance" message	Passed by NCS Dev QA Awaiting ' to deploy. Provided to EntOps to deployment to ESC servers. Appr bypass IV&V testing since only ve
Completed	5	Version 1 AES 12.3.1 (new build correcting the issue)	In IV&V testing, issue has been id investigated in IV&V, NCS and ES environments
Completed	6	Version 2 of AES 12.3.1 (database script to change dates)	provided to IV&V
In progress	7	Troubleshoot issue currently seen at IV&V	NCS Dev and QA teams are invest to be environment specific relate
In progress	8	Version 3 of AES 12.3.1 (new build with the finalized text on the first page)	In NCS Dev QA
In progress	9	Receive final talking points for KCC and Posts	in circulation for clearance
In progress	10	Deploy maintenance page to production servers	page provided to EntOps from NC
In progress	11	CASD Notification update for Posts	Awaiting VO written approval
Not Started	12	Provide query to extract email addresses from invalid records	Query will pull unique email addr
In progress	13	IV&V approve of DEDM steps (1-4) and cleanup scripts	Provided to IV&V on 10/10
In progress	14	IV&V pass for AES 12.3.1	
Not Started	15	DEDM Emergency CR Approval by ECB	Virtual ECM expected, ECM docu
Not Started	16	Export the old data to DV-2019 Invalid schema and set current_stage value to "0" on the edv_all.applications table where lottery_year='2019' in RI99	Procedures sent to IV&V for revie of DEDM CR
Not Started	17	Clean up/truncate old data from production database on ESOC West	Awaiting DEDM CR approval. Use scripts from load testing
Not Started	18	MEP, FR, iCLASS, CCD cleanup invalid 2019 data	Awaiting DEDM CR approval
In progress	19	Create verbiage for email	In progress

Not Started	20	Create new password for ESOC East & West and provide to NCS Dev	
Not Started	21	Extract email addresses from invalid records	Awaiting query from NCS Dev
Not Started	22	NCS Emergency CR Approval by ECB	Virtual ECM expected, ECM docu
Not Started	23	Deploy new build to ESOC West and ESOC East servers and conduct node by node testing to prepare for opening on the 17 th . Deploy new db script on ESOC East & West dbs. Also reset password	Pending delivery of the latest buil
Not Started	24	Clean out test data from node testing	
Not Started	25	Prepare mass email to the entrants and coordinate with IRM etc.	In progress. Tasks include script to extract emails from NCS extract of emails by DEDM email verbiage from KCC Answers to bouncebacks, subject response allowed Expect 1 week to prepare and 1 v sent out in small batches
Not Started	26	Perform final checks on App Servers	Verify application accessible at EV Reset IIS on all web servers at EW node inside the DMZ at EW / EE Assign AES load balancing pool to VIP at EW to open the lottery per
Not Started	27	Perform final checks on Database Servers	Enable jobs on CD00 to ensure da DMZ to R199 Ensure that the CD02 database is enrollments to FR DEDM Pushes Photos to FR Team via script for registration, quality standard Name Checks FR Pushes MEP photos to KCC for

Not Started	28	Monitoring preparation	Verify/setup database monitoring hourly stats (CCD Mailer) Daily Stats (CCD Mailer) Verify/setup .pptx daily reports fr Verify BIP dashboard Verify Net IQ Connections Dashbo
Not Started	29	Go Live with new registration period	
Not Started	30	Send mass email to entrants	
Not Started	31	Lessons Learned	

A follow up call will be scheduled for Thursday, 10/12 at 11:30am in order to have updates in plenty of time to prepare for the DSR.

Please let us know if you have any questions or comments.

Thanks.

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

U.S. Department of State : Bureau of Consular Affairs

(T) (703) 299-1313 (F) (866) 726-3217 (E) SiddleGL@state.gov

(C) (571) 247-2512

CA/CST/PSDD

Production Services Design & Development Division

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Any information in this transmission pertaining to U.S. citizens or legal permanent residents shall be considered confidential under the Privacy Act of 1974 (51 U.S.C. 552a). Any information in this transmission pertaining to the issuance or retrieval of visas or permits to enter the United States shall be considered confidential under Section 224(f) of the Immigration and Nationality Act (INA) [8 USC Section 1702]. If you have received such information in error, do not review, retransmit, disclose, disseminate, use or take any action in reliance upon this information, and contact the sender as soon as possible.

Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Wednesday, October 11, 2017 1:40 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varman, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org)

Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 - mid-day status 10/11
Importance: High

Below is the mid-day status:

- Verbiage changes have been finalized by VO. The NCS Development team is working on the verbiage updates for both the maintenance page, and the AES 12.3.1 emergency patch. Database scripts to change the system-live dates were passed by the NCS QA team and will be provided to IV&V for testing and DEDM for review shortly.

Below are details for all known changes related to **ticket # INC000001408404**:

- The first maintenance page was published at 9pm on Monday, 10/9.
- An updated maintenance page including details about closing the first registration period and opening a new registration period is being tested by the NCS QA team (bypassing IV&V testing since it is only verbiage) and **will be published only after we have approval in writing from the Visa Office, expected by Wednesday, 10/11 COB.**
- **The updated outage notification should be published after the approval from the Visa Office, expected by Wednesday, 10/11 COB.**

DEDM **CR#1028567 - Supporting Emergency - eDV-AES 12.3.1** - to clean up the data on the DMZ and CCD. Pinal Patel is the DEDM POC.

The NCS Development team **CR# 1028562 – Emergency – eDV-AES 12.3.1** – to support the deliveries from the NCS Development team as follows:

Delivery	CCR #	CCR Title	Description
1	100808	Fix issue with Incorrect Eligible Country being saved	Software changes (and a database script that is
2	100829	Change DV-2019 Registration Period	Database scripts to change the registration period tested without verbiage changes).
3	100829	Change DV-2019 Registration Period	Verbiage displaying on the Welcome page, the Submission page, and the Thank you page

A follow up call will be scheduled for Wednesday, 10/11 at 11:30am in order to have updates in plenty of time to prepare for the DSR.

Please let us know if you have any further questions or concerns.

Thanks,

Gail Siddle

Technical Functional Lead
 NCS Development Team, Deloitte Consulting, LLC
 U.S. Department of State | Bureau of Consular Affairs
 (T) (703) 299-1313 (F) (866) 726-3217 (E) SiddleGL@state.gov
 (C) (571) 247-2512

CA/CST/PSDD

Production Service Design & Development Division

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Official**UNCLASSIFIED****From:** Siddle, Gail L**Sent:** Tuesday, October 10, 2017 6:06 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org)

Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Activities today:

- A call was held with the distribution list for this status email at 11:00am to discuss status, updates and options.
- The NCS Development team is awaiting verbiage from the Visa Office to update the message on the Maintenance page that explains the new registration period details.
- The NCS Development team and DEDM coordinated on an approach to minimize risk in preparing the database for the new registration period
- IV&V began testing the software provided by the NCS Development team to address the issue with incorrectly saving the Eligibility Country data.
- A 1pm call was held to update status and discuss options.
- The Visa Office provided guidance on the approach for keeping the invalidated data in a separate location and starting the new DV-2019 registration period with a clean database. The Visa Office provided guidance that DV-2019 will re-start on 10/17/17 at noon Eastern time, and will end on 11/21/17 at noon Eastern time.
- In addition, the Visa Office mentioned that the eDV/Entrant Status Check (ESC) Go-Live date may be pushed from May 1, 2018 to May 15, 2018, but this is not yet finalized.
- The Visa Office is working on updated verbiage and updates for the public.
- A 3:30pm call was held to discuss all the technical aspects of the Visa Office decisions, consider options, describe roles and responsibilities, and ensure that all aspects and impacts were being considered.
- Clean up tasks were discussed for data in the CCD, in iCLASS, for FR, and for MEP.
- The NCS Development team is moving forward with an Emergency Patch, AES 12.3.1, with 2 CCRs – the existing CCR to handle the problem with saving the country values correctly, and a new CCR for the change to the registration period. CR#1028562 has been created and is being updated with status. We expect database scripts, updated software, and an updated

web.config file with the 2nd delivery of the release (following on the delivery from this morning, currently being tested by IV&V).

- We also discussed downgrading the Remedy ticket #1408404 from Critical to High given the approach, decisions, and progress. At a minimum, daily status will be provided.
- **A follow up call will be scheduled for Wednesday, 10/11 at 11:30am in order to have updates in plenty of time to prepare for the DSR.**

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

U.S. Department of State | Bureau of Consular Affairs

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(C) (571) 247-2512

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Tuesday, October 10, 2017 12:11 AM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Johnson, Christopher N; CA-EntOps-SystemHosting

Subject: RE: eDV/AES 12.3 production issue - 12:10am status, ticket INC000001408404 - last status for the night

12:10am status:

- The NCS team checked in and turned over the updated code, database script, and deployment plan to CC
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF

Completed tasks:

- Maintenance page was created & tested and installed
- Software change, and database script tested and reviewed by development
- Test scenarios reviewed by entire team for the software/database script updates
- Emergency Change process started
- Software, database script and rollbacks were all passed by the NCS QA team

Thanks,

Gail Siddle

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 11:02 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M

Subject: RE: eDV/AES 12.3 production issue - 11pm status, ticket INC000001408404

11:00pm status:

- The software update was passed by the NCS QA team
- The database script to clear out the hash table was passed by the QA team
- Rollbacks were passed by the NCS QA team
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF
- The NCS team is preparing to check in and turn over the updated code, database script, and deployment plan to CC

Completed tasks:

- Maintenance page was created & tested and installed
- Software change, and database script tested and reviewed by development
- Test scenarios reviewed by entire team for the software/database script updates
- Emergency Change process started

Thanks,

Gail Siddle

Technical Functional Lead
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Official**UNCLASSIFIED****From:** Siddle, Gail L**Sent:** Monday, October 09, 2017 10:01 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVW-Testing; CA-IVW-Management; CA-IVW-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk
Subject: RE: eDV/AES 12.3 production issue - 10pm status, ticket INC000001408404

10:00pm status:

- The Maintenance page was successfully installed to production which allows ESC to remain active
- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team
- The NCS team is working on Emergency Change preparation tasks -- deployment plan and SRF
- The NCS team is preparing to check in and turn over the updated code, database script, and deployment plan to CC

Thanks,

Gail Siddle

Technical Functional Lead

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Official**UNCLASSIFIED****From:** Siddle, Gail L**Sent:** Monday, October 09, 2017 9:08 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S
Subject: RE: eDV/AES 12.3 production issue - 9pm status

9:00pm status:

- The Maintenance page was passed by the NCS QA team and is being installed
- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is reviewed test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

Thanks,

Gail Siddle

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 8:15 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S

Subject: RE: eDV/AES 12.3 production issue - 8pm status

Importance: High

8:00pm status:

- The Maintenance page is currently being tested by the NCS QA team
- The software update is currently being tested by the NCS Development team
- The database script to clear out the hash table is being developed (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is creating test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

As soon as the maintenance page passes QA, the NCS Development team will coordinate with Jonathan Zhu/Enterprise Operations to deploy the page to production.

Thanks,

Gail Siddle

Technical Functional Lead
NCS Development Team, Deloitte Consulting, LLC
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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 5:38 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Sincock, Austin G; Ungar, Adam B; Williams, Bethany V; Kinley, Elizabeth A; Siddle, Gail L; Robbins, Jillian A; Li, Ben Q; Shehzad, Nadeem; Walker, Timothy R

Subject: eDV/AES 12.3 production issue

Importance: High

Gary,

Below is a summary of the eDV/AES 12.3 production issue we are currently investigating and remediating for CST approval. We have opened **High HelpDesk ticket #1408404** – Validate Countries in Statistics to track this issue.

PROBLEM:

Around 3pm today, 10/9/2017, The NCS Development team discovered a problem with the data stored for the Eligibility Country field for records in the eDV/AES 12.3 database for DV-2019. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database. (Please see below for a detailed example.) Therefore, all current entries to date should be considered ineligible since we cannot differentiate between accurate and inaccurate records. The impact of this data issue may result in the NCS Development team providing an emergency release as well as coordinating through the Visa Office to communicate out to the approximately 2.1 million entrants that they may need to re-apply.

ROOT CAUSE:

Root cause is still being investigated, but we do know that a change was made this year to help entrants from “dependent” countries to pre-fill the correct “parent” country to prevent confusion by

automatically populating the “parent” country. (For example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country.)

NEXT STEPS:

- Bring down the site immediately. (SO/Enterprise Ops)
- Provide notification on the site asap that the system is down for maintenance. (VO/NCS Dev)
- A follow up conference call will be held at 6:30pm EST on [REDACTED]
- A software update is made to prevent the issue going forward using the Emergency Fix protocol (CST/NCS Dev)
- Notification needs to be shared with entrants that they must re apply. (VO)

POC list:

VO – Matt Paschke

SO – Hetal Doshi

CST – Gary Pasatiempo, Heather Bae, Kathy Seratte

Enterprise Ops - Ken Snyder, Rafi Benitez, Andre Hudson

NCS Dev – Gail Siddle, Jillian Robbins, Austin Sincock, Libet Kinley

SPECIAL CONSIDERATIONS:

- When the site is re-opened, we need to ensure that we don't create duplicate records for those re-applying.
- We need to ensure that duplicate confirmation numbers are not created.
- We need to ensure that the photos don't get duped out during the stages between the entry period and the notification period in May.
- We will need to mark these invalid records with a unique “current stage” value to ensure the records are not included in downstream processes.
- We need to have a plan for how to enable “Find Confirmation Number” in eDV/ESC.
- Do we need to check with iCLASS and/or facial recognition teams?

EXAMPLE:

In the AES form, Question 5 is Country Where You Were Born. This answer is recorded both in the Birth Country and Eligibility Country fields UNLESS the entrant selects “No” under question 6, which is Country of Eligibility for the DV Program. (see below) If “No” is selected, the entrant is able to choose the Eligibility Country, which should be stored in the database.

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program, please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country...

Thanks,

Gail Siddle

Technical Functional Lead
NCS Development Team, Deloitte Consulting, LLC
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Official

UNCLASSIFIED

From: Siddle, Gail L
Sent: Wed, 11 Oct 2017 11:39:56 -0600
To: Pasatiempo, Gary A;Bae, Heather;Seratte, Kathlene A;Doshi, Hetal J;Yang, Lue;Paschke, Matthew J;Snyder, Kenneth S;Benitez, Jose R;Hudson, Andre C;Robbins, Jillian A;Li, Ben Q;Walker, Timothy R;Plott, Heidi J;Channell, Mark D;Zhu, Jonathan;Corse, Gary R;CA-CST-NCS Mgmt Team;Robertson, Samuel B;Barrios, Xiomara D;Channell, Mark D;Dumbuya, Bai S;Patel, Pinal B;CA-CST-DEDM-CCD-DBA;James, Ryan A;Thompson, Fredrick;Hulen, John S;Varnan, Beena M;CA-IVV-Testing;CA-IVV-Management;CA-IVV-CST-Management;Brown, Thanh T;Allen, Thomas E;Rosner, Thomas V;Goins, Stephanie A;Adamowicz III, Matthew;CA-CST-NCS-QA;Service Account, CAREMEDY;CAServiceDesk;Sherman, Richard M;Rohan, John J;Johnson, Christopher N;CA-EntOps-SystemHosting;Hulen, John S;Archibald, Michele T;Hall, Nat (nathaniel.hall@noblis.org)
Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 - mid-day status 10/11
Importance: High

Below is the mid-day status:

- Verbiage changes have been finalized by VO. The NCS Development team is working on the verbiage updates for both the maintenance page, and the AES 12.3.1 emergency patch. Database scripts to change the system-live dates were passed by the NCS QA team and will be provided to IV&V for testing and DEDM for review shortly.

Below are details for all known changes related to **ticket # INC000001408404**:

- The first maintenance page was published at 9pm on Monday, 10/9.
- An updated maintenance page including details about closing the first registration period and opening a new registration period is being tested by the NCS QA team (bypassing IV&V testing since it is only verbiage) and **will be published only after we have approval in writing from the Visa Office, expected by Wednesday, 10/11 COB.**
- **The updated outage notification should be published after the approval from the Visa Office, expected by Wednesday, 10/11 COB.**

DEDM CR#1028567 - **Supporting Emergency - eDV-AES 12.3.1** - to clean up the data on the DMZ and CCD. Pinal Patel is the DEDM POC.

The NCS Development team CR# 1028562 – **Emergency – eDV-AES 12.3.1** – to support the deliveries from the NCS Development team as follows:

Delivery	CCR #	CCR Title	Description
1	100808	Fix issue with Incorrect Eligible Country being saved	Software changes (and a database script that is
2	100829	Change DV-2019 Registration Period	Database scripts to change the registration period tested without verbiage changes).
3	100829	Change DV-2019 Registration Period	Verbiage displaying on the Welcome page, the Submission page, and the Thank you page

A follow up call will be scheduled for Wednesday, 10/11 at 11:30am in order to have updates in plenty of time to prepare for the DSR.

Please let us know if you have any further questions or concerns.

Thanks,

Gail Siddle

Technical Functional Lead

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Tuesday, October 10, 2017 6:06 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org)

Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Activities today:

- A call was held with the distribution list for this status email at 11:00am to discuss status, updates and options.
- The NCS Development team is awaiting verbiage from the Visa Office to update the message on the Maintenance page that explains the new registration period details.
- The NCS Development team and DEDM coordinated on an approach to minimize risk in preparing the database for the new registration period
- IV&V began testing the software provided by the NCS Development team to address the issue with incorrectly saving the Eligibility Country data.
- A 1pm call was held to update status and discuss options.

- The Visa Office provided guidance on the approach for keeping the invalidated data in a separate location and starting the new DV-2019 registration period with a clean database. The Visa Office provided guidance that DV-2019 will re-start on 10/17/17 at noon Eastern time, and will end on 11/21/17 at noon Eastern time.
- In addition, the Visa Office mentioned that the eDV/Entrant Status Check (ESC) Go-Live date may be pushed from May 1, 2018 to May 15, 2018, but this is not yet finalized.
- The Visa Office is working on updated verbiage and updates for the public.
- A 3:30pm call was held to discuss all the technical aspects of the Visa Office decisions, consider options, describe roles and responsibilities, and ensure that all aspects and impacts were being considered.
- Clean up tasks were discussed for data in the CCD, in iCLASS, for FR, and for MEP.
- The NCS Development team is moving forward with an Emergency Patch, AES 12.3.1, with 2 CCRs – the existing CCR to handle the problem with saving the country values correctly, and a new CCR for the change to the registration period. CR#1028562 has been created and is being updated with status. We expect database scripts, updated software, and an updated web.config file with the 2nd delivery of the release (following on the delivery from this morning, currently being tested by IV&V).
- We also discussed downgrading the Remedy ticket #1408404 from Critical to High given the approach, decisions, and progress. At a minimum, daily status will be provided.
- **A follow up call will be scheduled for Wednesday, 10/11 at 11:30am in order to have updates in plenty of time to prepare for the DSR.**

Thanks,

Gail Siddle

Technical Functional Lead

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Tuesday, October 10, 2017 12:11 AM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins,

Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk;
 Sherman, Richard M; Johnson, Christopher N; CA-EntOps-SystemHosting
Subject: RE: eDV/AES 12.3 production issue - 12:10am status, ticket INC000001408404 - last status for the night

12:10am status:

- The NCS team checked in and turned over the updated code, database script, and deployment plan to CC
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF

Completed tasks:

- Maintenance page was created & tested and installed
- Software change, and database script tested and reviewed by development
- Test scenarios reviewed by entire team for the software/database script updates
- Emergency Change process started
- Software, database script and rollbacks were all passed by the NCS QA team

Thanks,

Gail Siddle

Technical Functional Lead
 NCS Development Team, Deloitte Consulting, LLC
 U.S. Department of State | Bureau of Consular Affairs
 (T) (703) 299-1313 |(F) (866) 726-3217|(E) SiddleGL@state.gov
 (C) (571) 247-2512

CA/CST/PSDD

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 11:02 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M

Subject: RE: eDV/AES 12.3 production issue - 11pm status, ticket INC000001408404

11:00pm status:

- The software update was passed by the NCS QA team
- The database script to clear out the hash table was passed by the QA team
- Rollbacks were passed by the NCS QA team

- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF
- The NCS team is preparing to check in and turn over the updated code, database script, and deployment plan to CC

Completed tasks:

- Maintenance page was created & tested and installed
- Software change, and database script tested and reviewed by development
- Test scenarios reviewed by entire team for the software/database script updates
- Emergency Change process started

Thanks,

Gail Siddle

Technical Functional Lead
 NCS Development Team, Deloitte Consulting, LLC
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 (C) (571) 247-2512

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 10:01 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk

Subject: RE: eDV/AES 12.3 production issue - 10pm status, ticket INC000001408404

10:00pm status:

- The Maintenance page was successfully installed to production which allows ESC to remain active
- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF
- The NCS team is preparing to check in and turn over the updated code, database script, and deployment plan to CC

Thanks,

Gail Siddle

Technical Functional Lead

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 U.S. Department of State | Bureau of Consular Affairs
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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 9:08 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S

Subject: RE: eDV/AES 12.3 production issue - 9pm status

9:00pm status:

- The Maintenance page was passed by the NCS QA team and is being installed
- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is reviewed test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

Thanks,

Gail Siddle

Technical Functional Lead
 NCS Development Team, Deloitte Consulting, LLC
 U.S. Department of State | Bureau of Consular Affairs
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 (C) (571) 247-2512

CA/CST/PSDD

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 8:15 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S

Subject: RE: eDV/AES 12.3 production issue - 8pm status

Importance: High

8:00pm status:

- The Maintenance page is currently being tested by the NCS QA team
- The software update is currently being tested by the NCS Development team
- The database script to clear out the hash table is being developed (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is creating test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

As soon as the maintenance page passes QA, the NCS Development team will coordinate with Jonathan Zhu/Enterprise Operations to deploy the page to production.

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

U.S. Department of State | Bureau of Consular Affairs

(T) (703) 299-1313 (F) (866) 726-3217 (E) SiddleGL@state.gov

(C) (571) 247-2512

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 5:38 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Sincock, Austin G; Ungar, Adam B; Williams, Bethany V; Kinley, Elizabeth A; Siddle, Gail L; Robbins, Jillian A; Li, Ben Q; Shehzad, Nadeem; Walker, Timothy R

Subject: eDV/AES 12.3 production issue

Importance: High

Gary,

Below is a summary of the eDV/AES 12.3 production issue we are currently investigating and remediating for CST approval. We have opened **High HelpDesk ticket #1408404** – Validate Countries in Statistics to track this issue.

PROBLEM:

Around 3pm today, 10/9/2017, The NCS Development team discovered a problem with the data stored for the Eligibility Country field for records in the eDV/AES 12.3 database for DV-2019. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database. (Please see below for a detailed example.) Therefore, all current entries to date should be considered ineligible since we cannot differentiate between accurate and inaccurate records. The impact of this data issue may result in the NCS Development team providing an emergency release as well as coordinating through the Visa Office to communicate out to the approximately 2.1 million entrants that they may need to re-apply.

ROOT CAUSE:

Root cause is still being investigated, but we do know that a change was made this year to help entrants from "dependent" countries to pre-fill the correct "parent" country to prevent confusion by automatically populating the "parent" country. (For example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country.)

NEXT STEPS:

- Bring down the site immediately. (SO/Enterprise Ops)
- Provide notification on the site asap that the system is down for maintenance. (VO/NCS Dev)
- **A follow up conference call will be held at 6:30pm EST on [REDACTED]**
- A software update is made to prevent the issue going forward using the Emergency Fix protocol (CST/NCS Dev)
- Notification needs to be shared with entrants that they must re apply. (VO)

POC list:

VO – Matt Paschke

SO – Hetal Doshi

CST – Gary Pasatiempo, Heather Bae, Kathy Seratte

Enterprise Ops - Ken Snyder, Rafi Benitez, Andre Hudson

NCS Dev – Gail Siddle, Jillian Robbins, Austin Sincock, Libet Kinley

SPECIAL CONSIDERATIONS:

- When the site is re-opened, we need to ensure that we don't create duplicate records for those re-applying.
- We need to ensure that duplicate confirmation numbers are not created.
- We need to ensure that the photos don't get duped out during the stages between the entry period and the notification period in May.
- We will need to mark these invalid records with a unique "current stage" value to ensure the records are not included in downstream processes.
- We need to have a plan for how to enable "Find Confirmation Number" in eDV/ESC.
- Do we need to check with iCLASS and/or facial recognition teams?

EXAMPLE:

In the AES form, Question 5 is Country Where You Were Born. This answer is recorded both in the Birth Country and Eligibility Country fields UNLESS the entrant selects "No" under question 6, which is Country of Eligibility for the DV Program. (see below) If "No" is selected, the entrant is able to choose the Eligibility Country, which should be stored in the database.

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program. please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country...

Thanks,

Gail Siddle

Technical Functional Lead
NCS Development Team, Deloitte Consulting, LLC
U.S. Department of State | Bureau of Consular Affairs
(T) (703) 299-1313 |(F) (866) 726-3217|(E) SiddleGL@state.gov
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Official

UNCLASSIFIED

From: Corse, Gary R
Sent: Wed, 11 Oct 2017 07:44:49 -0600
To: Bae, Heather; Hong, Mihyun; Siddle, Gail L; Pasatiempo, Gary A; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org); Slattery, Phillip T
Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Thanks, Heather. We're running the verbiage through clearance right now. I hope to have it to you by COB...but hopefully it won't take that long.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Bae, Heather
Sent: Wednesday, October 11, 2017 9:40 AM
To: Hong, Mihyun; Corse, Gary R; Siddle, Gail L; Pasatiempo, Gary A; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org); Slattery, Phillip T
Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Hi Gary,

The dev team is waiting for the finalized verbiage from VO. Please refer to the email sent to VO from Jillian Robbins at 6:06 pm.

Thank you,
Heather

Official
UNCLASSIFIED

From: Hong, Mihyun
Sent: Wednesday, October 11, 2017 9:34 AM
To: Corse, Gary R; Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org); Slattery, Phillip T
Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Good morning Gary,

IV&V has not received the new delivery from development team to begin our testing.

Thank you,

Mihyun Hong

IT Project Manager
Quality Management Branch, IV&V
U.S. Department of State | Bureau of Consular Affairs
(T) (202) 485-7732 | (E) HongM@state.gov | (BB) (202) 257-6660

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Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 8:24 AM
To: Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-

Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org); Slattery, Phillip T

Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Good morning everyone, Could anyone provide a status update on how the IV&V testing went yesterday? I'd like to pass this info on to VO leadership. Thanks in advance!

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Corse, Gary R

Sent: Tuesday, October 10, 2017 7:42 PM

To: Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org); Slattery, Phillip T

Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Thank you, Gail, much appreciated! Just a quick update that VO has confirmed that the eDV/Entrant Status Check (ESC) Go-Live date will be pushed forward to May 15th. Thanks!

Activities today:

- A call was held with the distribution list for this status email at 11:00am to discuss status, updates and options.
- The NCS Development team is awaiting verbiage from the Visa Office to update the message on the Maintenance page that explains the new registration period details.
- The NCS Development team and DEDM coordinated on an approach to minimize risk in preparing the database for the new registration period
- IV&V began testing the software provided by the NCS Development team to address the issue with incorrectly saving the Eligibility Country data.
- A 1pm call was held to update status and discuss options.
- The Visa Office provided guidance on the approach for keeping the invalidated data in a separate location and starting the new DV-2019 registration period with a clean database. The Visa Office provided guidance that DV-2019 will re-start on 10/17/17 at noon Eastern time, and will end on 11/21/17 at noon Eastern time.

- The Visa Office confirmed that the eDV/Entrant Status Check (ESC) Go-Live date will be pushed from May 1, 2018 to May 15, 2018.
- The Visa Office is working on updated verbiage and updates for the public.
- A 3:30pm call was held to discuss all the technical aspects of the Visa Office decisions, consider options, describe roles and responsibilities, and ensure that all aspects and impacts were being considered.
- Clean up tasks were discussed for data in the CCD, in iCLASS, for FR, and for MEP.
- The NCS Development team is moving forward with an Emergency Patch, AES 12.3.1, with 2 CCRs – the existing CCR to handle the problem with saving the country values correctly, and a new CCR for the change to the registration period. CR#1028562 has been created and is being updated with status. We expect database scripts, updated software, and an updated web.config file with the 2nd delivery of the release (following on the delivery from this morning, currently being tested by IV&V).
- We also discussed downgrading the Remedy ticket #1408404 from Critical to High given the approach, decisions, and progress. At a minimum, daily status will be provided.
- **A follow up call will be scheduled for Wednesday, 10/11 at 11:30am in order to have updates in plenty of time to prepare for the DSR.**

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Siddle, Gail L

Sent: Tuesday, October 10, 2017 6:06 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org)

Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Activities today:

- A call was held with the distribution list for this status email at 11:00am to discuss status, updates and options.
- The NCS Development team is awaiting verbiage from the Visa Office to update the message on the Maintenance page that explains the new registration period details.

- The NCS Development team and DEDM coordinated on an approach to minimize risk in preparing the database for the new registration period
- IV&V began testing the software provided by the NCS Development team to address the issue with incorrectly saving the Eligibility Country data.
- A 1pm call was held to update status and discuss options.
- The Visa Office provided guidance on the approach for keeping the invalidated data in a separate location and starting the new DV-2019 registration period with a clean database. The Visa Office provided guidance that DV-2019 will re-start on 10/17/17 at noon Eastern time, and will end on 11/21/17 at noon Eastern time.
- In addition, the Visa Office mentioned that the eDV/Entrant Status Check (ESC) Go-Live date may be pushed from May 1, 2018 to May 15, 2018, but this is not yet finalized.
- The Visa Office is working on updated verbiage and updates for the public.
- A 3:30pm call was held to discuss all the technical aspects of the Visa Office decisions, consider options, describe roles and responsibilities, and ensure that all aspects and impacts were being considered.
- Clean up tasks were discussed for data in the CCD, in iCLASS, for FR, and for MEP.
- The NCS Development team is moving forward with an Emergency Patch, AES 12.3.1, with 2 CCRs – the existing CCR to handle the problem with saving the country values correctly, and a new CCR for the change to the registration period. CR#1028562 has been created and is being updated with status. We expect database scripts, updated software, and an updated web.config file with the 2nd delivery of the release (following on the delivery from this morning, currently being tested by IV&V).
- We also discussed downgrading the Remedy ticket #1408404 from Critical to High given the approach, decisions, and progress. At a minimum, daily status will be provided.
- **A follow up call will be scheduled for Wednesday, 10/11 at 11:30am in order to have updates in plenty of time to prepare for the DSR.**

Thanks,

Gail Siddle

Technical Functional Lead
 NCS Development Team, Deloitte Consulting, LLC
 U.S. Department of State | Bureau of Consular Affairs
 (T) (703) 299-1313 | (F) (866) 726-3217 | (E) SiddleGL@state.gov
 (C) (571) 247-2512

CA/CST/PSDD

Production Service Design & Development Division

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Tuesday, October 10, 2017 12:11 AM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew

J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Johnson, Christopher N; CA-EntOps-SystemHosting

Subject: RE: eDV/AES 12.3 production issue - 12:10am status, ticket INC000001408404 - last status for the night

12:10am status:

- The NCS team checked in and turned over the updated code, database script, and deployment plan to CC
- The NCS team is working on Emergency Change preparation tasks -- deployment plan and SRF

Completed tasks:

- Maintenance page was created & tested and installed
- Software change, and database script tested and reviewed by development
- Test scenarios reviewed by entire team for the software/database script updates
- Emergency Change process started
- Software, database script and rollbacks were all passed by the NCS QA team

Thanks,

Gail Siddle

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 11:02 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M

Subject: RE: eDV/AES 12.3 production issue - 11pm status, ticket INC000001408404

11:00pm status:

- The software update was passed by the NCS QA team
- The database script to clear out the hash table was passed by the QA team
- Rollbacks were passed by the NCS QA team
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF
- The NCS team is preparing to check in and turn over the updated code, database script, and deployment plan to CC

Completed tasks:

- Maintenance page was created & tested and installed
- Software change, and database script tested and reviewed by development
- Test scenarios reviewed by entire team for the software/database script updates
- Emergency Change process started

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 10:01 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk

Subject: RE: eDV/AES 12.3 production issue - 10pm status, ticket INC000001408404

10:00pm status:

- The Maintenance page was successfully installed to production which allows ESC to remain active
- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF
- The NCS team is preparing to check in and turn over the updated code, database script, and deployment plan to CC

Thanks,

Gail Siddle

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 9:08 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S

Subject: RE: eDV/AES 12.3 production issue - 9pm status

9:00pm status:

- The Maintenance page was passed by the NCS QA team and is being installed
- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is reviewed test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

Thanks,

Gail Siddle

Technical Functional Lead
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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 8:15 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S

Subject: RE: eDV/AES 12.3 production issue - 8pm status

Importance: High

8:00pm status:

- The Maintenance page is currently being tested by the NCS QA team
- The software update is currently being tested by the NCS Development team
- The database script to clear out the hash table is being developed (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is creating test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

As soon as the maintenance page passes QA, the NCS Development team will coordinate with Jonathan Zhu/Enterprise Operations to deploy the page to production.

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

U.S. Department of State | Bureau of Consular Affairs

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 5:38 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Sincock, Austin G; Ungar, Adam B; Williams, Bethany V; Kinley, Elizabeth A; Siddle, Gail L; Robbins, Jillian A; Li, Ben Q; Shehzad, Nadeem; Walker, Timothy R

Subject: eDV/AES 12.3 production issue

Importance: High

Gary,

Below is a summary of the eDV/AES 12.3 production issue we are currently investigating and remediating for CST approval. We have opened **High HelpDesk ticket #1408404** – Validate Countries in Statistics to track this issue.

PROBLEM:

Around 3pm today, 10/9/2017, The NCS Development team discovered a problem with the data stored for the Eligibility Country field for records in the eDV/AES 12.3 database for DV-2019. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database. (Please see below for a detailed example.) Therefore, all current entries to date should be considered ineligible since we cannot differentiate between accurate and inaccurate records. The impact of this data issue may result in the NCS Development team providing an emergency release as well as coordinating through the Visa Office to communicate out to the approximately 2.1 million entrants that they may need to re-apply.

ROOT CAUSE:

Root cause is still being investigated, but we do know that a change was made this year to help entrants from “dependent” countries to pre-fill the correct “parent” country to prevent confusion by automatically populating the “parent” country. (For example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country.)

NEXT STEPS:

- Bring down the site immediately. (SO/Enterprise Ops)
- Provide notification on the site asap that the system is down for maintenance. (VO/NCS Dev)
- **A follow up conference call will be held at 6:30pm EST on [REDACTED]**
- A software update is made to prevent the issue going forward using the Emergency Fix protocol (CST/NCS Dev)
- Notification needs to be shared with entrants that they must re apply. (VO)

POC list:

VO – Matt Paschke

SO – Hetal Doshi

CST – Gary Pasatiempo, Heather Bae, Kathy Seratte

Enterprise Ops - Ken Snyder, Rafi Benitez, Andre Hudson

NCS Dev – Gail Siddle, Jillian Robbins, Austin Sincock, Libet Kinley

SPECIAL CONSIDERATIONS:

- When the site is re-opened, we need to ensure that we don't create duplicate records for those re-applying.
- We need to ensure that duplicate confirmation numbers are not created.
- We need to ensure that the photos don't get duped out during the stages between the entry period and the notification period in May.
- We will need to mark these invalid records with a unique “current stage” value to ensure the records are not included in downstream processes.
- We need to have a plan for how to enable “Find Confirmation Number” in eDV/ESC.
- Do we need to check with iCLASS and/or facial recognition teams?

EXAMPLE:

In the AES form, Question 5 is Country Where You Were Born. This answer is recorded both in the Birth Country and Eligibility Country fields UNLESS the entrant selects "No" under question 6, which is Country of Eligibility for the DV Program. (see below) If "No" is selected, the entrant is able to choose the Eligibility Country, which should be stored in the database.

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program, please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country...

Thanks,

Gail Siddle

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Official

UNCLASSIFIED

From: Bae, Heather
Sent: Mon, 16 Oct 2017 15:33:53 -0400
To: Varnan, Beena M;Corse, Gary R
Cc: Hebblethwaite, Patrick D;Pasatiempo, Gary A;Robbins, Jillian A;Paschke, Matthew J
Subject: RE: FW: AES 12.3.1 Emergency Release Status Update

Thanks Beena. It looks good.

Official - Transitory
UNCLASSIFIED

From: Varnan, Beena M
Sent: Monday, October 16, 2017 3:19 PM
To: Bae, Heather; Corse, Gary R
Cc: Hebblethwaite, Patrick D; Pasatiempo, Gary A; Robbins, Jillian A; Paschke, Matthew J
Subject: RE: FW: AES 12.3.1 Emergency Release Status Update

Heather,

We have updated all of the relevant pages. Please let us know if you notice anything outstanding.

Beena

Official
UNCLASSIFIED

From: Bae, Heather
Sent: Monday, October 16, 2017 12:11 PM
To: Corse, Gary R; Varnan, Beena M
Cc: Hebblethwaite, Patrick D; Pasatiempo, Gary A; Robbins, Jillian A; Paschke, Matthew J
Subject: FW: AES 12.3.1 Emergency Release Status Update

Hi Gary,

It was my understanding that VO will be updating the TSG with the latest verbiage. Would you mind letting us know when this will be updated?

Thank you.

Official
UNCLASSIFIED

From: Hebblethwaite, Patrick D
Sent: Monday, October 16, 2017 11:31 AM
To: Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue;

Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincock, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; Patel, Pinal B; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange; Webb, Felicia Y

Cc: Schanberger, Robert E

Subject: RE: AES 12.3.1 Emergency Release Status Update

To Whom It Concerns—

I apologize if this query is misdirected, but I am working on Public Outreach for our Consular Section in Yerevan. I noticed that although the DV lottery enrollment website now has updated information regarding new enrollment dates after the outage, the usvisas.state.gov/dv/instructions and <http://travel.state.gov/content/visas/english/immigrate/diversity-visa/instructions.html> sites still have the old enrollment dates listed and no instructions regarding re-enrolment.

We would greatly appreciate any information on when this information will be updated, before we refer any more applicants or press contacts to those sites (per press guidance released this past weekend).

Thank you!

Best,

Leo

Patrick Hebblethwaite

(T) (202) 485-7797

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-----Original Appointment-----

From: Robbins, Jillian A

Sent: Friday, October 13, 2017 5:02 PM

To: Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincocock, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; Patel, Pinal B; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liataud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange; Webb, Felicia Y

Cc: Schanberger, Robert E

Subject: AES 12.3.1 Emergency Release Status Update

When: Monday, October 16, 2017 11:30 AM-12:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: CST Bridge: 

We will discuss the current status of the AES 12.3.1 emergency release.

Please review the outstanding tasks beforehand (attached) and be prepared to provide an update on items that are assigned to your team.

<< File: AES 12.3.1.xlsx >>

Official - SBU

UNCLASSIFIED

From: Siddle, Gail L
Sent: Wed, 11 Oct 2017 09:24:26 -0600
To: Hong, Mihyun;Robbins, Jillian A;Adamowicz III, Matthew;Corse, Gary R;Pasatiempo, Gary A;Bae, Heather;Seratte, Kathlene A;Doshi, Hetal J;Yang, Lue;Paschke, Matthew J;Snyder, Kenneth S;Benitez, Jose R;Hudson, Andre C;Li, Ben Q;Walker, Timothy R;Plott, Heidi J;Channell, Mark D;Zhu, Jonathan;CA-CST-NCS Mgmt Team;Robertson, Samuel B;Barrios, Xiomara D;Channell, Mark D;Dumbuya, Bai S;Patel, Pinal B;CA-CST-DEDM-CCD-DBA;James, Ryan A;Thompson, Fredrick;Hulen, John S;Varnan, Beena M;CA-IVV-Testing;CA-IVV-Management;CA-IVV-CST-Management;Brown, Thanh T;Allen, Thomas E;Rosner, Thomas V;Goins, Stephanie A;CA-CST-NCS-QA;Service Account, CAREMEDY;CAServiceDesk;Sherman, Richard M;Rohan, John J;Johnson, Christopher N;CA-EntOps-SystemHosting;Hulen, John S;Archibald, Michele T;Hall, Nat (nathaniel.hall@noblis.org);Slattery, Phillip T
Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Our team is targeting delivery of the software by End of Day today. We are hoping to deliver the database scripts in an earlier delivery, but there are several factors involved in getting that delivery completed. Regardless, IV&V should have 100% of the updates before tomorrow.

Thanks,

Gail Siddle

Technical Functional Lead
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Official

UNCLASSIFIED

From: Hong, Mihyun
Sent: Wednesday, October 11, 2017 11:11 AM
To: Robbins, Jillian A; Adamowicz III, Matthew; Siddle, Gail L; Corse, Gary R; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org); Slattery, Phillip T
Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

All,

IV&V will still need the final delivery for testing, but we can start testing the CCR on Eligibility Country values today. We will be able to provide our LOE once we get the final build for testing.

Gail, please confirm when you will be able to provide the full delivery to IV&V.

Thank you,

Mihyun Hong

IT Project Manager
Quality Management Branch, IV&V
U.S. Department of State | Bureau of Consular Affairs
(T) (202) 485-7732 | (E) HongM@state.gov | (BB) (202) 257-6660

CA/CST/ST
Service Transition Division

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Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Wednesday, October 11, 2017 11:00 AM
To: Adamowicz III, Matthew; Siddle, Gail L; Hong, Mihyun; Corse, Gary R; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulén, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulén, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org); Slattery, Phillip T
Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Hi Matthew,

The only software changes in the new build will be verbiage-related. Most of the text is set in the web.config. Please see the attached email for **draft** verbiage and changes.

We're also seeing about delivering the DB scripts to IV&V early, which change the system_live_date and extend the partitions (controlled by calendar day) to accommodate the new lottery period, to aid in IV&V testing efforts.

Thanks,

Jillian Robbins

NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs
(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA/CST/PSDD

Production Services Design & Development

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From: Adamowicz III, Matthew

Sent: Wednesday, October 11, 2017 10:49 AM

To: Siddle, Gail L; Hong, Mihyun; Corse, Gary R; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org); Slattery, Phillip T

Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Hi Gail,

Can you please confirm the only change between the version we received from Jillian yesterday and the SW we're expected to receive by COB today is verbiage?

Thank you,

Matthew Adamowicz III, PMP, ITIL v3 Expert

(T) (703) 600-1679

CA/CST/ST

Service Transition Division

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Wednesday, October 11, 2017 9:51 AM

To: Hong, Mihyun; Corse, Gary R; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian

A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org); Slattery, Phillip T
Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10
Importance: High

IV&V was testing the changes for the first CCR related to the eligibility country values on Tuesday. We hoped that testing progressed for that delivery, even though a 2nd delivery for the required verbiage changes is expected from our team.

Please let us know if there is anything additional we need to discuss.

Thanks,

Gail Siddle

Technical Functional Lead
 NCS Development Team, Deloitte Consulting, LLC
 U.S. Department of State | Bureau of Consular Affairs
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 (C) (571) 247-2512

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Official

UNCLASSIFIED

From: Hong, Mihyun

Sent: Wednesday, October 11, 2017 9:34 AM

To: Corse, Gary R; Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org); Slattery, Phillip T
Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Good morning Gary,

IV&V has not received the new delivery from development team to begin our testing.

Thank you,

Mihyun Hong

IT Project Manager
 Quality Management Branch, IV&V
 U.S. Department of State | Bureau of Consular Affairs
 (T) (202) 485-7732 | (E) HongM@state.gov | (BB) (202) 257-6660

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Official
UNCLASSIFIED

From: Corse, Gary R

Sent: Wednesday, October 11, 2017 8:24 AM

To: Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org); Slattery, Phillip T

Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Good morning everyone, Could anyone provide a status update on how the IV&V testing went yesterday? I'd like to pass this info on to VO leadership. Thanks in advance!

Best, Gary

Gary Corse
 Deputy Director
 Visa Office, Information Management and Liaison (CA/VO/I)
 202-485-7547

Official
UNCLASSIFIED

From: Corse, Gary R

Sent: Tuesday, October 10, 2017 7:42 PM

To: Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org); Slattery, Phillip T

Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Thank you, Gail, much appreciated! Just a quick update that VO has confirmed that the eDV/Entrant Status Check (ESC) Go-Live date will be pushed forward to May 15th. Thanks!

Activities today:

- A call was held with the distribution list for this status email at 11:00am to discuss status, updates and options.
- The NCS Development team is awaiting verbiage from the Visa Office to update the message on the Maintenance page that explains the new registration period details.
- The NCS Development team and DEDM coordinated on an approach to minimize risk in preparing the database for the new registration period
- IV&V began testing the software provided by the NCS Development team to address the issue with incorrectly saving the Eligibility Country data.
- A 1pm call was held to update status and discuss options.
- The Visa Office provided guidance on the approach for keeping the invalidated data in a separate location and starting the new DV-2019 registration period with a clean database. The Visa Office provided guidance that DV-2019 will re-start on 10/17/17 at noon Eastern time, and will end on 11/21/17 at noon Eastern time.
- **The Visa Office confirmed that the eDV/Entrant Status Check (ESC) Go-Live date will be pushed from May 1, 2018 to May 15, 2018.**
- The Visa Office is working on updated verbiage and updates for the public.
- A 3:30pm call was held to discuss all the technical aspects of the Visa Office decisions, consider options, describe roles and responsibilities, and ensure that all aspects and impacts were being considered.
- Clean up tasks were discussed for data in the CCD, in iCLASS, for FR, and for MEP.
- The NCS Development team is moving forward with an Emergency Patch, AES 12.3.1, with 2 CCRs – the existing CCR to handle the problem with saving the country values correctly, and a new CCR for the change to the registration period. CR#1028562 has been created and is being updated with status. We expect database scripts, updated software, and an updated web.config file with the 2nd delivery of the release (following on the delivery from this morning, currently being tested by IV&V).
- We also discussed downgrading the Remedy ticket #1408404 from Critical to High given the approach, decisions, and progress. At a minimum, daily status will be provided.
- **A follow up call will be scheduled for Wednesday, 10/11 at 11:30am in order to have updates in plenty of time to prepare for the DSR.**

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Siddle, Gail L

Sent: Tuesday, October 10, 2017 6:06 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org)

Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Activities today:

- A call was held with the distribution list for this status email at 11:00am to discuss status, updates and options.
- The NCS Development team is awaiting verbiage from the Visa Office to update the message on the Maintenance page that explains the new registration period details.
- The NCS Development team and DEDM coordinated on an approach to minimize risk in preparing the database for the new registration period
- IV&V began testing the software provided by the NCS Development team to address the issue with incorrectly saving the Eligibility Country data.
- A 1pm call was held to update status and discuss options.
- The Visa Office provided guidance on the approach for keeping the invalidated data in a separate location and starting the new DV-2019 registration period with a clean database. The Visa Office provided guidance that DV-2019 will re-start on 10/17/17 at noon Eastern time, and will end on 11/21/17 at noon Eastern time.
- In addition, the Visa Office mentioned that the eDV/Entrant Status Check (ESC) Go-Live date may be pushed from May 1, 2018 to May 15, 2018, but this is not yet finalized.
- The Visa Office is working on updated verbiage and updates for the public.
- A 3:30pm call was held to discuss all the technical aspects of the Visa Office decisions, consider options, describe roles and responsibilities, and ensure that all aspects and impacts were being considered.
- Clean up tasks were discussed for data in the CCD, in iCLASS, for FR, and for MEP.
- The NCS Development team is moving forward with an Emergency Patch, AES 12.3.1, with 2 CCRs – the existing CCR to handle the problem with saving the country values correctly, and a new CCR for the change to the registration period. CR#1028562 has been created and is

being updated with status. We expect database scripts, updated software, and an updated web.config file with the 2nd delivery of the release (following on the delivery from this morning, currently being tested by IV&V).

- We also discussed downgrading the Remedy ticket #1408404 from Critical to High given the approach, decisions, and progress. At a minimum, daily status will be provided.
- **A follow up call will be scheduled for Wednesday, 10/11 at 11:30am in order to have updates in plenty of time to prepare for the DSR.**

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

U.S. Department of State | Bureau of Consular Affairs

(T) (703) 299-1313 | (F) (866) 726-3217 | (E) SiddleGL@state.gov

(C) (571) 247-2512

CA/CST/PSDD

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Tuesday, October 10, 2017 12:11 AM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Johnson, Christopher N; CA-EntOps-SystemHosting

Subject: RE: eDV/AES 12.3 production issue - 12:10am status, ticket INC000001408404 - last status for the night

12:10am status:

- The NCS team checked in and turned over the updated code, database script, and deployment plan to CC
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF

Completed tasks:

- Maintenance page was created & tested and installed
- Software change, and database script tested and reviewed by development
- Test scenarios reviewed by entire team for the software/database script updates
- Emergency Change process started

- Software, database script and rollbacks were all passed by the NCS QA team

Thanks,

Gail Siddle

Technical Functional Lead
NCS Development Team, Deloitte Consulting, LLC
U.S. Department of State | Bureau of Consular Affairs
(T) (703) 299-1313 |(F) (866) 726-3217|(E) SiddleGL@state.gov
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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 11:02 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M

Subject: RE: eDV/AES 12.3 production issue - 11pm status, ticket INC000001408404

11:00pm status:

- The software update was passed by the NCS QA team
- The database script to clear out the hash table was passed by the QA team
- Rollbacks were passed by the NCS QA team
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF
- The NCS team is preparing to check in and turn over the updated code, database script, and deployment plan to CC

Completed tasks:

- Maintenance page was created & tested and installed
- Software change, and database script tested and reviewed by development
- Test scenarios reviewed by entire team for the software/database script updates
- Emergency Change process started

Thanks,

Gail Siddle

Technical Functional Lead
NCS Development Team, Deloitte Consulting, LLC
U.S. Department of State | Bureau of Consular Affairs
(T) (703) 299-1313 |(F) (866) 726-3217|(E) SiddleGL@state.gov

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Official**UNCLASSIFIED****From:** Siddle, Gail L**Sent:** Monday, October 09, 2017 10:01 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk

Subject: RE: eDV/AES 12.3 production issue - 10pm status, ticket INC000001408404

10:00pm status:

- The Maintenance page was successfully installed to production which allows ESC to remain active
- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF
- The NCS team is preparing to check in and turn over the updated code, database script, and deployment plan to CC

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

U.S. Department of State | Bureau of Consular Affairs

(T) (703) 299-1313 |(F) (866) 726-3217|(E) SiddleGL@state.gov

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Official**UNCLASSIFIED**

From: Siddle, Gail L

Sent: Monday, October 09, 2017 9:08 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S

Subject: RE: eDV/AES 12.3 production issue - 9pm status

9:00pm status:

- The Maintenance page was passed by the NCS QA team and is being installed
- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is reviewed test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

Thanks.

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

U.S. Department of State | Bureau of Consular Affairs

(T) (703) 299-1313 |(F) (866) 726-3217|(E) SiddleGL@state.gov

(C) (571) 247-2512

CA/CST/PSDD

Production Service Design & Development Division

Providing innovative solutions through collaboration, accountability and excellence

Any information in this transmission pertaining to U.S. citizens or legal permanent residents shall be considered confidential under the Privacy Act of 1974 (5 U.S.C. 552). Any information in this transmission pertaining to the issuance or refusal of visas or permits to enter the United States shall be considered confidential under Section 222(f) of the Immigration and Nationality Act (INA) [8 U.S.C. Section 1202]. If you have received such information in error, do not review, retransmit, disclose, disseminate, use or take any action in reliance upon this information, and contact the sender as soon as possible.

Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 8:15 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S

Subject: RE: eDV/AES 12.3 production issue - 8pm status

Importance: High

8:00pm status:

- The Maintenance page is currently being tested by the NCS QA team
- The software update is currently being tested by the NCS Development team
- The database script to clear out the hash table is being developed (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is creating test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

As soon as the maintenance page passes QA, the NCS Development team will coordinate with Jonathan Zhu/Enterprise Operations to deploy the page to production.

Thanks,

Gail Siddle

Technical Functional Lead
NCS Development Team, Deloitte Consulting, LLC
U.S. Department of State | Bureau of Consular Affairs
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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 5:38 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Sincock, Austin G; Ungar, Adam B; Williams, Bethany V; Kinley, Elizabeth A; Siddle, Gail L; Robbins, Jillian A; Li, Ben Q; Shehzad, Nadeem; Walker, Timothy R

Subject: eDV/AES 12.3 production issue

Importance: High

Gary,

Below is a summary of the eDV/AES 12.3 production issue we are currently investigating and remediating for CST approval. We have opened **High HelpDesk ticket #1408404** – Validate Countries in Statistics to track this issue.

PROBLEM:

Around 3pm today, 10/9/2017, The NCS Development team discovered a problem with the data stored for the Eligibility Country field for records in the eDV/AES 12.3 database for DV-2019. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database. (Please see below for a detailed example.) Therefore, all current entries to date should be considered ineligible since we cannot differentiate between accurate and inaccurate records. The impact of this data issue may result in the NCS Development team providing an emergency release as well as coordinating through the Visa Office to communicate out to the approximately 2.1 million entrants that they may need to re-apply.

ROOT CAUSE:

Root cause is still being investigated, but we do know that a change was made this year to help entrants from "dependent" countries to pre-fill the correct "parent" country to prevent confusion by

automatically populating the "parent" country. (For example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country.)

NEXT STEPS:

- Bring down the site immediately. (SO/Enterprise Ops)
- Provide notification on the site asap that the system is down for maintenance. (VO/NCS Dev)
- **A follow up conference call will be held at 6:30pm EST on [REDACTED]**
- A software update is made to prevent the issue going forward using the Emergency Fix protocol (CST/NCS Dev)
- Notification needs to be shared with entrants that they must re apply. (VO)

POC list:

VO – Matt Paschke

SO – Hetal Doshi

CST – Gary Pasatiempo, Heather Bae, Kathy Seratte

Enterprise Ops - Ken Snyder, Rafi Benitez, Andre Hudson

NCS Dev – Gail Siddle, Jillian Robbins, Austin Sincock, Libet Kinley

SPECIAL CONSIDERATIONS:

- When the site is re-opened, we need to ensure that we don't create duplicate records for those re-applying.
- We need to ensure that duplicate confirmation numbers are not created.
- We need to ensure that the photos don't get duped out during the stages between the entry period and the notification period in May.
- We will need to mark these invalid records with a unique "current stage" value to ensure the records are not included in downstream processes.
- We need to have a plan for how to enable "Find Confirmation Number" in eDV/ESC.
- Do we need to check with iCLASS and/or facial recognition teams?

EXAMPLE:

In the AES form, Question 5 is Country Where You Were Born. This answer is recorded both in the Birth Country and Eligibility Country fields UNLESS the entrant selects "No" under question 6, which is Country of Eligibility for the DV Program. (see below) If "No" is selected, the entrant is able to choose the Eligibility Country, which should be stored in the database.

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program, please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country...

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

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Official

UNCLASSIFIED

From: Corse, Gary R
Sent: Thu, 12 Oct 2017 07:56:59 -0600
To: Bae, Heather
Cc: Pasatiempo, Gary A; Beard, Christopher G; Sherman, Richard M; Slattery, Phillip T; Paschke, Matthew J; Corse, Gary R
Subject: FW: DV intake paused
Attachments: DV 2019 email to entrants.docx

Hi Heather,

Our MD cleared the email communication language (attached) to send to all affected DV applicants.

VO requests that an email go out to all 1.8 million affected DV applicants who have applied thus far. VO requests that only one email be sent to each unique email address (vice duplicates being sent to the same requests).

VO requests that any email responses from applicants or "bouncebacks" be discarded.

VO requests CST to begin sending emails as soon as CST receives notification of cleared talking points (currently pending clearance via VO), or as soon as practicable.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: King, Karin M
Sent: Wednesday, October 11, 2017 3:00 PM
To: Corse, Gary R
Subject: RE: DV intake paused

Thanks Gary – this is very helpful

Karin King
Managing Director
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State
(202) 485-7561

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 1:31 PM
To: King, Karin M; Slattery, Phillip T; Parker, Morgan A; Perry, Nicholas; Grewe, Brenda L; Nantais, Joel D

Cc: Corse, Gary R; Paschke, Matthew J
Subject: RE: DV intake paused

Good afternoon,

Here are the latest updates on the DV-2019 issue:

- Yesterday, VO/I informed CST to re-start the DV program with a clean slate next week on 17OCT2017 and end the program on 21NOV2017.
- Due to the later-than-normal DV registration end date of 21NOV2017, KCC is planning to push the selectee announcement date forward two weeks (May 15th, vice May 1st).
- VO/I submitted updated language on various DV website pages to inform applicants to reapply. As soon as VO/F clears its public TPs and gives the OK, the language will be deployed to the public, in sync.
- CST will move 2.1 million applicants (1.8 applications) affected to a separate repository and link it to the application [status check site](#). When an affected applicant enters their application number, a prompt will advise the applicant to re-apply.
- CST should be finishing up testing today. There were no critical issues to report during testing. CST is technically on track to restart DV on Oct. 17th.
- VO/L is working on submitting an updated Federal Register notice.

Please let me know if you have any questions.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Tuesday, October 10, 2017 8:45 AM
To: King, Karin M; Ramotowski, Edward J
Cc: Slattery, Phillip T; Parker, Morgan A; Corse, Gary R
Subject: RE: DV intake paused

Good morning,

Yesterday, CST uncovered a problem with data stored for the Eligibility Country field for records within the DV-2019 database. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database instead (for example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country). It has to do with a script error which pulls data from question's 5 and 6 (below). Because of the error, CST cannot differentiate between accurate and inaccurate records within the applications to date (2.1 million applicants thus far). The DV site was brought down

yesterday evening for "maintenance" and the development team already created a fix and is pending a final test. I'm awaiting on a timeline on when testing will be complete in order to bring the site back up.

There are several considerations we'll need to work through to ensure we haven't given a disadvantage to those who've already applied and may need to ask those affected entrants to reapply.

We'll keep you updated as we move forward.

Thank you, Gary

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program. please go to **Explanation of Country of Eligibility** to see if there is another c

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country...

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: King, Karin M
Sent: Tuesday, October 10, 2017 7:47 AM

To: Ramotowski, Edward J; Corse, Gary R
Cc: Slattery, Phillip T; Parker, Morgan A
Subject: DV intake paused

Ed –

Due to a technical issue, we have temporarily had to pause DV processing. Looping in Gary, who can provide more details ([REDACTED]).

Karin

Karin King
Managing Director
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State
(202) 485-7561

Official
UNCLASSIFIED

SUBJECT: Announcement for DV-2019 Entrants

Dear Diversity Visa Program entrant:

Please check www.dvlottery.state.gov for an important announcement regarding your Diversity Visa Program entry.

Remember, only internet sites that end with the “.gov” domain suffix are official U.S. government websites. Many other websites (e.g., with the suffixes “.com,” “.org,” or “.net”) provide immigration and visa-related information and services. The Department of State does not endorse, recommend, or sponsor any information or material on these other websites. The Department of State, KCC, or any other U.S. government entity will never ask you to send money via email or request that you reply with personal information. The only fee associated with the DV program will be paid at the time of your interview.

U.S. Department of State

From: Yang, Lue
Sent: Thu, 12 Oct 2017 17:05:59 -0400
To: Siddle, Gail L; Sherman, Richard M; Bae, Heather; Corse, Gary R
Cc: Pasatiempo, Gary A; Beard, Christopher G; Slattery, Phillip T; Paschke, Matthew J; Varnan, Beena M; Nantais, Joel D; Robbins, Jillian A; CA-CST-NCS Mgmt Team; CA-EntOps-Application; Doshi, Hetal J; Snyder, Kenneth S; Zhu, Jonathan; Hudson, Andre C
Subject: RE: DV intake paused - no deployment tonight

Thanks for the info, I just informed EntOps (via Ken Snyder).

Official
UNCLASSIFIED

From: Siddle, Gail L
Sent: Thursday, October 12, 2017 5:02 PM
To: Sherman, Richard M; Bae, Heather; Corse, Gary R
Cc: Pasatiempo, Gary A; Beard, Christopher G; Slattery, Phillip T; Paschke, Matthew J; Varnan, Beena M; Nantais, Joel D; Robbins, Jillian A; CA-CST-NCS Mgmt Team; CA-EntOps-Application; Doshi, Hetal J; Yang, Lue; Snyder, Kenneth S; Zhu, Jonathan; Hudson, Andre C
Subject: RE: DV intake paused - no deployment tonight
Importance: High

+ Jillian, NCS Management, EntOps, Ken, JZ, Andre, Lue, Hetal
 Is there anyone else that needs to know that they aren't on standby for a release tonight?

Thanks,

Gail Siddle

Technical Functional Lead
 NCS Development Team, Deloitte Consulting, LLC
 U.S. Department of State | Bureau of Consular Affairs
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Official
UNCLASSIFIED

From: Sherman, Richard M
Sent: Thursday, October 12, 2017 4:56 PM
To: Bae, Heather; Corse, Gary R
Cc: Pasatiempo, Gary A; Beard, Christopher G; Slattery, Phillip T; Paschke, Matthew J; Varnan, Beena M; Nantais, Joel D; Siddle, Gail L
Subject: RE: DV intake paused

Two items still pending clearance/signing in the CA front office; we'll look to authorize release of website updates and other notifications tomorrow morning.

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official - Transitory
UNCLASSIFIED

From: Bae, Heather
Sent: Thursday, October 12, 2017 12:47 PM
To: Corse, Gary R
Cc: Pasatiempo, Gary A; Beard, Christopher G; Sherman, Richard M; Slattery, Phillip T; Paschke, Matthew J; Varnan, Beena M; Nantais, Joel D
Subject: RE: DV intake paused

Thank you Gary. We will wait to hear from you on the A/S' approval status before deploying the maintenance page.

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Thursday, October 12, 2017 12:38 PM
To: Bae, Heather
Cc: Pasatiempo, Gary A; Beard, Christopher G; Sherman, Richard M; Slattery, Phillip T; Paschke, Matthew J; Varnan, Beena M; Corse, Gary R; Nantais, Joel D
Subject: RE: DV intake paused

Hi Everyone!

Following up on the CST conference call at 11:30am. VO requests that CST change the start/end date of the DV program to **October 18 – November 22** due to timing of publishing a Federal Register's Notice and to provide posts additional time to prepare. I also want to update you that I received an update that Ken cleared the AM (about 45 minutes ago) on Restarting the DV program and now it's with the A/S.

Best, Gary

Gary Corse
Deputy Director

Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Thursday, October 12, 2017 9:57 AM
To: Bae, Heather
Cc: Pasatiempo, Gary A; Beard, Christopher G; Sherman, Richard M; Slattery, Phillip T; Paschke, Matthew J; Corse, Gary R
Subject: FW: DV intake paused

Hi Heather,

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Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: King, Karin M
Sent: Wednesday, October 11, 2017 3:00 PM
To: Corse, Gary R
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Thanks Gary – this is very helpful

Karin King
Managing Director
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State
(202) 485-7561

Official

UNCLASSIFIED

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Sent: Wednesday, October 11, 2017 1:31 PM
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Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Tuesday, October 10, 2017 8:45 AM
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Cc: Slattery, Phillip T; Parker, Morgan A; Corse, Gary R
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Good morning,

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Karin

Karin King
Managing Director
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State
(202) 485-7561

Official
UNCLASSIFIED

From: Corse, Gary R
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To: Bae, Heather; Pasatiempo, Gary A
Cc: Beard, Christopher G; Sherman, Richard M; Slattery, Phillip T; Paschke, Matthew J; Varnan, Beena M; Nantais, Joel D; Corse, Gary R
Subject: RE: DV intake paused

Good afternoon everyone,

Per the 3:30pm call, the A/S approved sending these DV-related communications out, but not until Monday morning and in this particular order: (1st) update the maintenance page and update service outage notice, and (2nd) sending mass emails to affected applicants. VO requests these communications go out at 8am Monday morning.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

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UNCLASSIFIED

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Visa Office, Information Management and Liaison (CA/VO/I)
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Gary Corse
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Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

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Good morning,

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within the applications to date (2.1 million applicants thus far). The DV site was brought down yesterday evening for "maintenance" and the development team already created a fix and is pending a final test. I'm awaiting on a timeline on when testing will be complete in order to bring the site back up.

There are several considerations we'll need to work through to ensure we haven't given a disadvantage to those who've already applied and may need to ask those affected entrants to reapply.

We'll keep you updated as we move forward.

Thank you, Gary

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program, please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility

Select A Country...

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: King, Karin M
Sent: Tuesday, October 10, 2017 7:47 AM
To: Ramotowski, Edward J; Corse, Gary R
Cc: Slattery, Phillip T; Parker, Morgan A
Subject: DV intake paused

Ed –

Due to a technical issue, we have temporarily had to pause DV processing. Looping in Gary, who can provide more details ([REDACTED]).

Karin

*Karin King
Managing Director
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State
(202) 485-7561*

**Official
UNCLASSIFIED**

From: Kennedy, Barbara J
Sent: Thu, 12 Oct 2017 14:00:24 -0400
To: Follick, Julia
Subject: Re: Federal Register Publication Requirements

Julia, DIR often changes what they want. It's good to have a phone or email conversation just to make sure nothing has changed.

Barbara J. Kennedy
Deputy Chief, Visa Office of Legislation and Regulations
U.S. Department of State
600 19th Street NW
SA-17, 12th Floor, Room 408
Washington, DC 20006
(202) 485-7587

Any information in this transmission pertaining to the issuance or refusal of visas or permits to enter the United States shall be considered confidential under Section 222(f) of the Immigration and Nationality Act (INA) [8 U.S.C. Section 1202]. Access to and use of such information must be solely for the formulation, amendment, administration, or enforcement of the immigration, nationality, and other laws of the United States under INA 222(f) and as specified in FAM guidance. If you have received such information in error, do not review, retransmit, disclose, disseminate, use, or take any action in reliance upon this information, and contact the sender as soon as possible.

This email is sensitive but unclassified based upon the definitions provided in 12 FAM 540.

From: Follick, Julia
Sent: Thursday, October 12, 2017 1:57 PM
To: Kennedy, Barbara J; Herndon, Megan
Cc: Taylor, Sydney S
Subject: RE: Federal Register Publication Requirements

Thank you, Barbara!

Official
UNCLASSIFIED

From: Kennedy, Barbara J
Sent: Thursday, October 12, 2017 1:08 PM
To: Herndon, Megan; Follick, Julia
Cc: Taylor, Sydney S
Subject: Re: Federal Register Publication Requirements

Yes, DIR wants that DS-5. Clearance sheet in word is fine.

Barbara J. Kennedy
Deputy Chief, Visa Office of Legislation and Regulations
U.S. Department of State
600 19th Street NW
SA-17, 12th Floor, Room 408
Washington, DC 20006
(202) 485-7587

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This email is sensitive but unclassified based upon the definitions provided in 12 FAM 540.

From: Herndon, Megan
Sent: Thursday, October 12, 2017 1:06 PM
To: Kennedy, Barbara J; Follick, Julia
Cc: Taylor, Sydney S
Subject: RE: Federal Register Publication Requirements

Barb-

I looped Julia in with Pam. We need a DS-5 for any publication, including a notice, right? Is the clearance sheet we send just a regular one in Word form?

Megan B. Herndon
Chief, Legislation and Regulations, Visa Office
U.S. Department of State
600 19th Street NW
SA-17, 12th Floor, Room 406
Washington, DC 20006
(202) 485-7440

Official
UNCLASSIFIED

From: Kennedy, Barbara J
Sent: Thursday, October 12, 2017 1:05 PM

To: Follick, Julia
Cc: Herndon, Megan; Taylor, Sydney S
Subject: Re: Federal Register Publication Requirements

Hi Julia,

If it's just a public notice as long as it has been fully cleared the formatting is not as strict as our regs. You need to reach out to Yvonne Peckham at DIR. She will want a clearance page and an e-copy of the notice. She may or may not want a hard copy but talk to her first. She may have some other information too so best to reach out to her.

Let me know if you need anything else.


Barbara J. Kennedy
Deputy Chief, Visa Office of Legislation and Regulations
U.S. Department of State
600 19th Street NW
SA-17, 12th Floor, Room 408
Washington, DC 20006
(202) 485-7587

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This email is sensitive but unclassified based upon the definitions provided in 12 FAM 540.

From: Follick, Julia
Sent: Thursday, October 12, 2017 12:11 PM
To: Kennedy, Barbara J
Cc: Herndon, Megan; Taylor, Sydney S
Subject: Federal Register Publication Requirements

Hi Barbara,

 We have an urgent Federal Register notice that needs to be published next week related to the DV program, and unfortunately many of our experts are out of the office this week. Megan suggested that you might be able to help clarify the requirements for publication to make sure we are doing everything that needs to be done. Could you please remind us of what steps need to be taken when you get a chance?

Thanks for your help,
Julia

Julia Follick
Attorney Advisor, CA/VO/L/R
Bureau of Consular Affairs, Visa Office
(202) 485-7628
FollickJ@state.gov

Official - SBU
UNCLASSIFIED

From: CA-CST-VISA-Dev
Sent: Mon, 9 Oct 2017 13:40:34 -0600
To: Paschke, Matthew J;El Khatib, Cecelia K
Cc: Siddle, Gail L;Robbins, Jillian A
Subject: Need to Chat About AES

Please call Libet's cell phone [REDACTED].

Thank you,

Daniel Pacious

NCS Development Team

Deloitte Consulting

U.S. Department of State | Bureau of Consular Affairs |

(T)301 256 2293 | PaciousDK@state.gov

CA/CST/PSDD

Production Service Design & Development Division

Providing innovative solutions through collaboration, accountability and excellence

Any information in this transmission pertaining to U.S. citizens or legal permanent residents shall be considered confidential under the Privacy Act of 1974 [P.L. 93-579]. Any information in this transmission pertaining to the issuance or refusal of visas or permits to enter the United States shall be considered confidential under Section 2231(i) of the Immigration and Nationality Act (INA) [8 USC Section 1202]. If you have received such information in error, do not review, retransmit, disclose, disseminate, use or take any action in reliance upon this information, and contact the sender as soon as possible.

Official

UNCLASSIFIED

From: CA-CST-VISA-Dev
Sent: Mon, 9 Oct 2017 13:45:41 -0600
To: Paschke, Matthew J; El Khatib, Cecelia K
Cc: Siddle, Gail L; Robbins, Jillian A; Kinley, Elizabeth A; Varnan, Beena M; CA-CST-VISA-Dev
Subject: RE: Need to Chat About AES

+Libet and Beena

Thank you,

Daniel Pacious
NCS Development Team
Deloitte Consulting
U.S. Department of State | Bureau of Consular Affairs
(T)301 256 2293 | PaciousDK@state.gov

CA/CST/PSDD
Production Service Design & Development Division

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Official
UNCLASSIFIED

From: CA-CST-VISA-Dev
Sent: Monday, October 09, 2017 3:41 PM
To: Paschke, Matthew J; El Khatib, Cecelia K
Cc: Siddle, Gail L; Robbins, Jillian A
Subject: Need to Chat About AES

Please call Libet's cell phone 

Thank you,

Daniel Pacious
NCS Development Team
Deloitte Consulting
U.S. Department of State | Bureau of Consular Affairs
(T)301 256 2293 | PaciousDK@state.gov

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Section 232(f) of the Immigration and Nationality Act (INA) (5 USC Section 1202). If you have received such information in error, do not review, retransmit, disclose, disseminate, use or take any action in reliance upon this information, and contact the sender as soon as possible.

**Official
UNCLASSIFIED**

From: Siddle, Gail L
Sent: Mon, 9 Oct 2017 13:50:55 -0600
To: CA-CST-VISA-Dev; Paschke, Matthew J; El Khatib, Cecelia K; Pasatiempo, Gary A
Cc: Robbins, Jillian A; Kinley, Elizabeth A; Varnan, Beena M
Subject: RE: Need to Chat About AES
Importance: High

+ Gary

We would like to set up a conference call.

Thanks,

Gail Siddle

Technical Functional Lead
 NCS Development Team, Deloitte Consulting, LLC
 U.S. Department of State | Bureau of Consular Affairs
 (T) (703) 299-1313 | (F) (866) 726-3217 | (E) SiddleGL@state.gov
 (C) (571) 247-2512

CA/CST/PSDD

Production Service Design & Development Division

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Official

UNCLASSIFIED

From: CA-CST-VISA-Dev
Sent: Monday, October 09, 2017 3:46 PM
To: Paschke, Matthew J; El Khatib, Cecelia K
Cc: Siddle, Gail L; Robbins, Jillian A; Kinley, Elizabeth A; Varnan, Beena M; CA-CST-VISA-Dev
Subject: RE: Need to Chat About AES

+Libet and Beena

Thank you,

Daniel Pacious

NCS Development Team
 Deloitte Consulting
 U.S. Department of State | Bureau of Consular Affairs
 (T) 301 256 2293 | PaciousDK@state.gov

CA/CST/PSDD

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To: Paschke, Matthew J; El Khatib, Cecelia K
Cc: Siddle, Gail L; Robbins, Jillian A
Subject: Need to Chat About AES

Please call Libet's cell phone 

Thank you,

Daniel Pacious
NCS Development Team
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Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Fri, 13 Oct 2017 08:02:34 -0600
To: Nantais, Joel D;Parker, Morgan A;King, Karin M;Paschke, Matthew J;Slattery, Phillip T;Beard, Christopher G;Grewe, Brenda L;Perry, Nicholas;McNeil, Matthew C;Ramotowski, Edward J;Follick, Julia
Cc: Corse, Gary R;CA-VO-Special Assistant
Subject: DV Updates 13OCT2017

Good morning,

Just a few updates on where we stand on communications via DV:

- Press Talking Points (cleared but CA-P may need to clear again)
- Email Message to posts (cleared and ready to send pending A/S green light)
- Maintenance Page Update and Outage Notices (cleared and ready to send pending A/S green light)
- Federal Registry Notice (pending publication on Wednesday, latest Thursday). As long as publication occurs on the day of the restart, we should be fine.
- AM on Restarting DV-2019 (cleared/approved by A/S on Thursday)

Tasked out this morning:

- IM on Why DV Failed (CST has the lead and due by noon)
- IM to S on the DV Restart (most likely VO)

CA-FO reports that increased press coverage may begin as early as today. Because of this, CA-FO reported that it will notify DHS and the White House to give them a heads up before we can send anything out. CST is aware that we're standing by before anything goes out.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 1:31 PM
To: King, Karin M; Slattery, Phillip T; Parker, Morgan A; Perry, Nicholas; Grewe, Brenda L; Nantais, Joel D
Cc: Corse, Gary R; Paschke, Matthew J
Subject: RE: DV intake paused

Good afternoon,

Here are the latest updates on the DV-2019 issue:

- Yesterday, VO/I informed CST to re-start the DV program with a clean slate next week on 17OCT2017 and end the program on 21NOV2017.
- Due to the later-than-normal DV registration end date of 21NOV2017, KCC is planning to push the selectee announcement date forward two weeks (May 15th, vice May 1st).
- VO/I submitted updated language on various DV website pages to inform applicants to reapply. As soon as VO/F clears its public TPs and gives the OK, the language will be deployed to the public, in sync.
- CST will move 2.1 million applicants (1.8 applications) affected to a separate repository and link it to the application status check site. When an affected applicant enters their application number, a prompt will advise the applicant to re-apply.
- CST should be finishing up testing today. There were no critical issues to report during testing. CST is technically on track to restart DV on Oct. 17th.
- VO/L is working on submitting an updated Federal Register notice.

Please let me know if you have any questions.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Tuesday, October 10, 2017 8:45 AM
To: King, Karin M; Ramotowski, Edward J
Cc: Slattery, Phillip T; Parker, Morgan A; Corse, Gary R
Subject: RE: DV intake paused

Good morning,

Yesterday, CST uncovered a problem with data stored for the Eligibility Country field for records within the DV-2019 database. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database instead (for example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country). It has to do with a script error which pulls data from question's 5 and 6 (below). Because of the error, CST cannot differentiate between accurate and inaccurate records within the applications to date (2.1 million applicants thus far). The DV site was brought down yesterday evening for "maintenance" and the development team already created a fix and is pending a final test. I'm awaiting on a timeline on when testing will be complete in order to bring the site back up.

There are several considerations we'll need to work through to ensure we haven't given a disadvantage to those who've already applied and may need to ask those affected entrants to reapply.

We'll keep you updated as we move forward.

Thank you, Gary

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program. please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country...


Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

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UNCLASSIFIED

From: King, Karin M
Sent: Tuesday, October 10, 2017 7:47 AM
To: Ramotowski, Edward J; Corse, Gary R
Cc: Slattery, Phillip T; Parker, Morgan A
Subject: DV intake paused

Ed –

Due to a technical issue, we have temporarily had to pause DV processing.. Looping in Gary, who can provide more details 

Karin

*Karin King
Managing Director
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State
(202) 485-7561*

**Official
UNCLASSIFIED**

From: Corse, Gary R
Sent: Tue, 10 Oct 2017 06:45:24 -0600
To: Paschke, Matthew J
Subject: FW: DV intake paused

Keeping you in the loop.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Tuesday, October 10, 2017 8:45 AM
To: King, Karin M; Ramotowski, Edward J
Cc: Slattery, Phillip T; Parker, Morgan A; Corse, Gary R
Subject: RE: DV intake paused

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Select A Country...

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: King, Karin M
Sent: Tuesday, October 10, 2017 7:47 AM
To: Ramotowski, Edward J; Corse, Gary R
Cc: Slattery, Phillip T; Parker, Morgan A
Subject: DV intake paused

Ed –

Due to a technical issue, we have temporarily had to pause DV processing. Looping in Gary, who can provide more details ([REDACTED]).

Karin

Karin King
Managing Director
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State
(202) 485-7561

Official
UNCLASSIFIED

From: Bae, Heather
Sent: Mon, 16 Oct 2017 12:10:58 -0400
To: Corse, Gary R;Varnan, Beena M
Cc: Hebblethwaite, Patrick D;Pasatiempo, Gary A;Robbins, Jillian A;Paschke, Matthew J
Subject: FW: AES 12.3.1 Emergency Release Status Update

Hi Gary,

It was my understanding that VO will be updating the TSG with the latest verbiage. Would you mind letting us know when this will be updated?

Thank you.

Official
UNCLASSIFIED

From: Hebblethwaite, Patrick D
Sent: Monday, October 16, 2017 11:31 AM
To: Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincok, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; Patel, Pinal B; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange; Webb, Felicia Y
Cc: Schanberger, Robert E
Subject: RE: AES 12.3.1 Emergency Release Status Update

To Whom It Concerns—

I apologize if this query is misdirected, but I am working on Public Outreach for our Consular Section in Yerevan. I noticed that although the DV lottery enrollment website now has updated information regarding new enrollment dates after the outage, the usvisas.state.gov/dv/instructions and <http://travel.state.gov/content/visas/english/immigrate/diversity-visa/instructions.html> sites still have the old enrollment dates listed and no instructions regarding re-enrolment.

We would greatly appreciate any information on when this information will be updated, before we refer any more applicants or press contacts to those sites (per press guidance released this past weekend).

Thank you!

Best,

Leo

Patrick Hebblethwaite

(T) (202) 485-7797

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-----Original Appointment-----

From: Robbins, Jillian A

Sent: Friday, October 13, 2017 5:02 PM

To: Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincock, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; Patel, Pinal B; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange; Webb, Felicia Y

Cc: Schanberger, Robert E

Subject: AES 12.3.1 Emergency Release Status Update

When: Monday, October 16, 2017 11:30 AM-12:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: CST Bridge: (b) (5)

We will discuss the current status of the AES 12.3.1 emergency release.

Please review the outstanding tasks beforehand (attached) and be prepared to provide an update on items that are assigned to your team.

<< File: AES 12.3.1.xlsx >>

Official - SBU
UNCLASSIFIED

From: Barbie, Patrick S
Sent: Mon, 16 Oct 2017 12:29:02 -0600
To: Patel, Pinal B; Yang, Lue; Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mi Hyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincok, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange
Subject: RE: AES 12.3.1 Emergency Release Status Update

Just to update from the EXCH side...

Mail queues appear to be normal at this time. There are currently no major impacts to Exchange in CA.

We'll keep an eye on things and certainly report back if we notice any issues. – Patrick

Patrick Barbie
 Systems Engineer
 Intercom Federal Contractor
 U.S. Department of State | Bureau of Consular Affairs
 (T) |(E) barbieps@state.gov

Official
UNCLASSIFIED

From: Patel, Pinal B
Sent: Monday, October 16, 2017 12:07 PM
To: Yang, Lue; Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mi Hyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincok, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange
Subject: RE: AES 12.3.1 Emergency Release Status Update

Job to send out the emails has been started. Will be sending out ~4k emails every 30 minutes.

Official
UNCLASSIFIED

From: Yang, Lue

Sent: Monday, October 16, 2017 10:49 AM

To: Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincock, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; Patel, Pinal B; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange

Subject: RE: AES 12.3.1 Emergency Release Status Update

FYI – App and DB teams will conduct final checks today and should be completed by COB. Once final checks are done the system will be locked down until the launch. I'd like to note that the db cleanup is scheduled for 2pm so all traffic will need to be stopped at that time – if there is anything else that needs to be tested, please let us know asap. thanks.

-----Original Appointment-----

From: Robbins, Jillian A

Sent: Friday, October 13, 2017 5:02 PM

To: Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincock, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; Patel, Pinal B; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange

Subject: AES 12.3.1 Emergency Release Status Update

When: Monday, October 16, 2017 11:30 AM-12:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: CST Bridge: [REDACTED] Access Code: [REDACTED]

We will discuss the current status of the AES 12.3.1 emergency release.

An updated action item list will be sent out for review prior to the meeting.

**Official
UNCLASSIFIED**

From: Atkins, John B
Sent: Fri, 13 Oct 2017 17:11:26 -0400
To: Bae, Heather;Kunz, Sandra M;Maripuri, Sandeep;Siddle, Gail L;Pasatiempo, Gary A;Seratte, Kathlene A;Doshi, Hetal J;Yang, Lue;Paschke, Matthew J;Snyder, Kenneth S;Benitez, Jose R;Hudson, Andre C;Robbins, Jillian A;Li, Ben Q;Walker, Timothy R;Plott, Heidi J;Channell, Mark D;Zhu, Jonathan;Corse, Gary R;Todd, Kenneth B;CA-CST-CM-ECM;CA-IVV-Management;CA-IVV-Testing;CA-CCM-GOV;CA-CST-CM-DevSW;CA-CST-SII-IS-GOV;CA-CST-DEDM-DEV;CA-CST-DEDM-PMO-ECM;Zhu, Jonathan;Corse, Gary R;CA-CST-NCS Mgmt Team;Robertson, Samuel B;Barrios, Xiomara D;Dumbuya, Bai S;Patel, Pinal B;CA-CST-DEDM-CCD-DBA;James, Ryan A;Hulen, John S;Varnan, Beena M;Brown, Thanh T;Allen, Thomas E;Rosner, Thomas V;Goins, Stephanie A;CA-CST-NCS-QA;Sherman, Richard M;Rohan, John J;Johnson, Christopher N;CA-EntOps-SystemHosting;Archibald, Michele T;Adamowicz III, Matthew
Cc: Siddle, Gail L;Robbins, Jillian A;Kinley, Elizabeth A
Subject: RE: Emergency deployment ECM approval request for AES 12.3.1 (CR 1028562)

Approved.

Vr,
John Atkins
 Chief, Service Transition
 Consular Systems and Technology
 U.S. Department of State | Bureau of Consular Affairs
 (T) (202) 485-7799

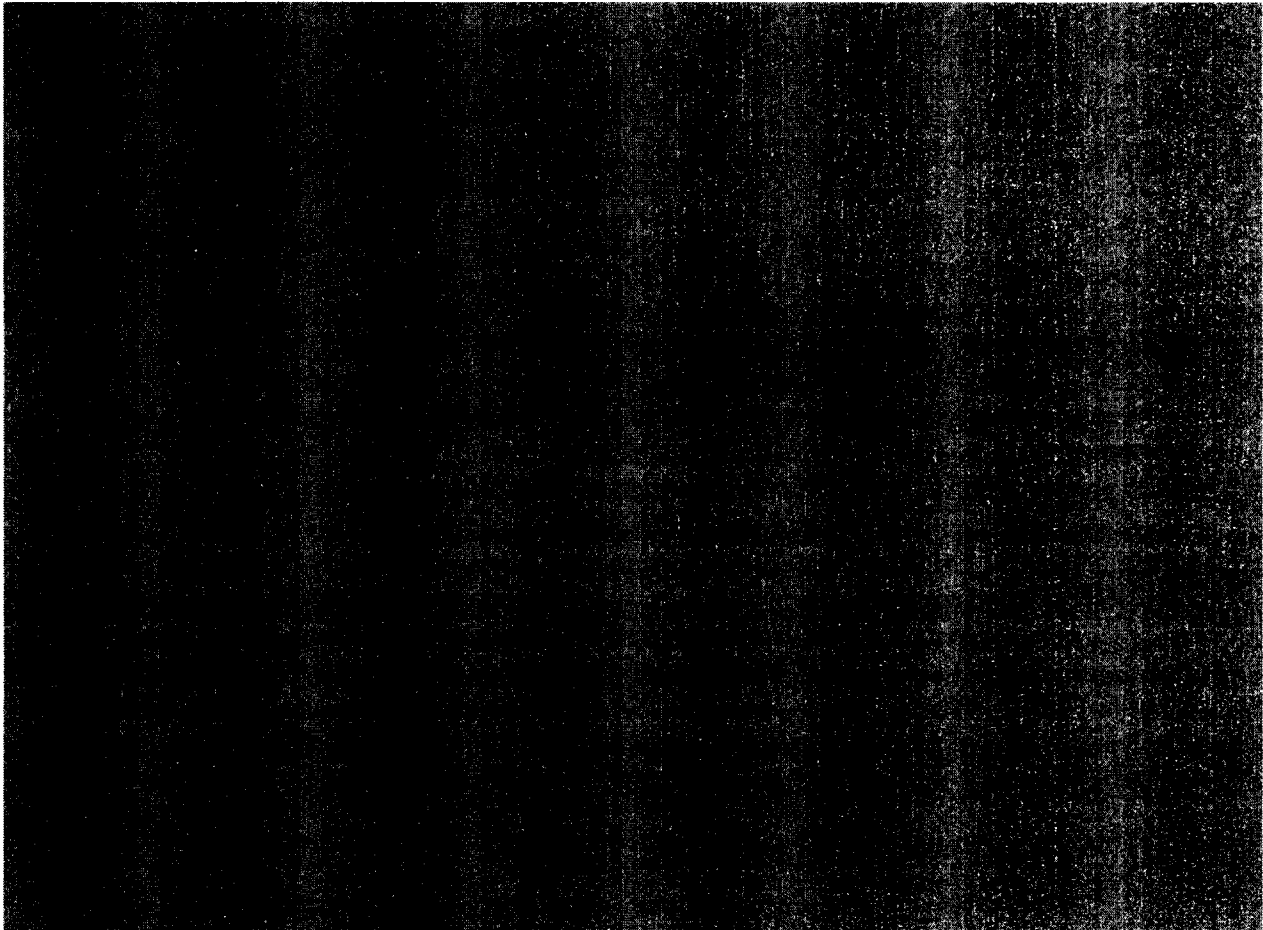
This email is UNCLASSIFIED.

From: Bae, Heather
Sent: Friday, October 13, 2017 4:58 PM
To: Atkins, John B; Kunz, Sandra M; Maripuri, Sandeep; Siddle, Gail L; Pasatiempo, Gary A; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; Todd, Kenneth B; CA-CST-CM-ECM; CA-IVV-Management; CA-IVV-Testing; CA-CCM-GOV; CA-CST-CM-DevSW; CA-CST-SII-IS-GOV; CA-CST-DEDM-DEV; CA-CST-DEDM-PMO-ECM; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Hulen, John S; Varnan, Beena M; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; CA-CST-NCS-QA; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Archibald, Michele T; Adamowicz III, Matthew
Cc: Siddle, Gail L; Robbins, Jillian A; Kinley, Elizabeth A
Subject: RE: Emergency deployment ECM approval request for AES 12.3.1 (CR 1028562)

Here is in the latest format that ECM has asked for on the emergency deployment request. Also, IV&V pass notification is attached.

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- **Emergency Criteria Justification: The performance of a mission-critical system has deteriorated to the point of being inoperable/ineffective**
- **Description of Change: A software fix will be deployed to ensure the eligibility and birth countries are being recorded correctly in the database for AES DV-2019 entries. In addition, per Visa Office decision on 10/10/2017, DV-2019 will re-start on 10/18/2017 at noon Eastern time, and will end on 11/22/2017 at noon Eastern time. Additional software and database changes are required to accommodate the new registration period dates, including updates to the dates and verbiage throughout the application, and updates to change the system live dates and extend partitions (which are set by calendar day) in the database.**
- **All Planned and Completed Testing Details (including IV&V testing, if any): NCS Development Team QA Testing and IV&V Testing.**



- **Target Deployment Start and End Date/Time: 10/13/2017 to DMZ Environments, and Go-Live on 10/18/17.**
- **Outage Start and End Date/Time (if applicable): N/A.**
- **Identified Stakeholders: Public-facing entrants, VO, KCC**

**Official
UNCLASSIFIED**

From: Bae, Heather

Sent: Friday, October 13, 2017 4:09 PM

To: Atkins, John B; Kunz, Sandra M; Maripuri, Sandeep; Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; Todd, Kenneth B; CA-CST-CM-ECM; CA-IVV-Management; CA-IVV-Testing; CA-CCM-GOV; CA-CST-CM-DevSW; CA-CST-SII-IS-GOV; CA-CST-DEDM-DEV; CA-CST-DEDM-PMO-ECM; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Hulen, John S; Varnan, Beena M; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; CA-CST-NCS-QA; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Archibald, Michele T; Adamowicz III, Matthew

Cc: Siddle, Gail L; Robbins, Jillian A; Kinley, Elizabeth A

Subject: Emergency deployment ECM approval request for AES 12.3.1 (CR 1028562)

Hi John,

Request virtual, emergency ECB to deploy AES 12.3.1 to replace AES 12.3 that has the issue with saving correct Eligibility country provided by the entrants if it's different from their birth country.

1. What is the change? eDV-AES 12.3.1(CR 1028562)
2. Why are you making the change? To correct a problem with the data stored for the Eligibility Country field for records in the eDV/AES 12.3 database for DV-2019. This will be used to re-opening of DV-2019
3. With whom has this change been coordinated? SO, Hetal Doshi/ SI - Fredd Thompson/ VO Gary Corse
4. What testing has been conducted? Internal QA and IV&V testing
5. Is this a major change to the system? No
6. What are the risk and impact of making the change, and of doing nothing? Doing nothing will result in granting eligibility to applicants applying from non-eligible countries or vice versa. "The lottery is administered by the Department of State and conducted under the Immigration and Nationality Act (INA) as amended by the Immigration Act of 1990. Failure to administer the lottery will violate the Immigration Act of 1990."
7. Will the proposed change modify the security posture? No
8. What impact will the change have on application system availability? The system has been shut down since October 9th.
9. If there is a problem during the deployment describe the back out or recovery plan.
10. Who is the Government Manager responsible for this change? Gary Pasatiempo/Heather Bae

Heather H. Bae, PMP, CISM

Project Manager

U.S. Department of State | Bureau of Consular Affairs | Office of Consular Systems and Technology

(T) (202) 485-7825

(BB) (202) 746-5035

CA/CST/PSDD/MPS

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Official

UNCLASSIFIED

From: Corse, Gary R
Sent: Thu, 12 Oct 2017 07:56:59 -0600
To: Bae, Heather
Cc: Pasatiempo, Gary A; Beard, Christopher G; Sherman, Richard M; Slattery, Phillip T; Paschke, Matthew J; Corse, Gary R
Subject: FW: DV intake paused
Attachments: DV 2019 email to entrants.docx

Hi Heather,

Our MD cleared the email communication language (attached) to send to all affected DV applicants.

VO requests that an email go out to all 1.8 million affected DV applicants who have applied thus far. VO requests that only one email be sent to each unique email address (vice duplicates being sent to the same requests).

VO requests that any email responses from applicants or "bouncebacks" be discarded.

VO requests CST to begin sending emails as soon as CST receives notification of cleared talking points (currently pending clearance via VO), or as soon as practicable.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: King, Karin M
Sent: Wednesday, October 11, 2017 3:00 PM
To: Corse, Gary R
Subject: RE: DV intake paused

Thanks Gary – this is very helpful

Karin King
Managing Director
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State
(202) 485-7561

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 1:31 PM
To: King, Karin M; Slattery, Phillip T; Parker, Morgan A; Perry, Nicholas; Grewe, Brenda L; Nantais, Joel D

Cc: Corse, Gary R; Paschke, Matthew J
Subject: RE: DV intake paused

Good afternoon,

Here are the latest updates on the DV-2019 issue:

- Yesterday, VO/I informed CST to re-start the DV program with a clean slate next week on 17OCT2017 and end the program on 21NOV2017.
- Due to the later-than-normal DV registration end date of 21NOV2017, KCC is planning to push the selectee announcement date forward two weeks (May 15th, vice May 1st).
- VO/I submitted updated language on various DV website pages to inform applicants to reapply. As soon as VO/F clears its public TPs and gives the OK, the language will be deployed to the public, in sync.
- CST will move 2.1 million applicants (1.8 applications) affected to a separate repository and link it to the application status check site. When an affected applicant enters their application number, a prompt will advise the applicant to re-apply.
- CST should be finishing up testing today. There were no critical issues to report during testing. CST is technically on track to restart DV on Oct. 17th.
- VO/L is working on submitting an updated Federal Register notice.

Please let me know if you have any questions.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Tuesday, October 10, 2017 8:45 AM
To: King, Karin M; Ramotowski, Edward J
Cc: Slattery, Phillip T; Parker, Morgan A; Corse, Gary R
Subject: RE: DV intake paused

Good morning,

Yesterday, CST uncovered a problem with data stored for the Eligibility Country field for records within the DV-2019 database. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database instead (for example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country). It has to do with a script error which pulls data from question's 5 and 6 (below). Because of the error, CST cannot differentiate between accurate and inaccurate records within the applications to date (2.1 million applicants thus far). The DV site was brought down

yesterday evening for "maintenance" and the development team already created a fix and is pending a final test. I'm awaiting on a timeline on when testing will be complete in order to bring the site back up.

There are several considerations we'll need to work through to ensure we haven't given a disadvantage to those who've already applied and may need to ask those affected entrants to reapply.

We'll keep you updated as we move forward.

Thank you, Gary

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program, please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country...

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: King, Karin M
Sent: Tuesday, October 10, 2017 7:47 AM

SUBJECT: Announcement for DV-2019 Entrants

Dear Diversity Visa Program entrant:

Please check www.dvlottery.state.gov for an important announcement regarding your Diversity Visa Program entry.

Remember, only internet sites that end with the “.gov” domain suffix are official U.S. government websites. Many other websites (e.g., with the suffixes “.com,” “.org,” or “.net”) provide immigration and visa-related information and services. The Department of State does not endorse, recommend, or sponsor any information or material on these other websites. The Department of State, KCC, or any other U.S. government entity will never ask you to send money via email or request that you reply with personal information. The only fee associated with the DV program will be paid at the time of your interview.

U.S. Department of State



United States Department of State

Washington, D.C. 20520

MuckRock News
DEPT MR 44574
411A Highland Ave
Somerville, MA 02144

February 2, 2018
Case Control Number: F-2017-16276

VIA EMAIL: 44574-84474414@requests.muckrock.com

Dear Muckrock News:

This letter is in reference to your Freedom of Information Act (FOIA) request F-2017-16276 which you requested on October 17, 2017. As your request relates to visa matters, the Visa Office of the State Department has searched its records, located, and reviewed 128 documents totaling 769 pages relevant to your request.

The Freedom of Information Act generally provides for public access to government records. It specifically exempts from disclosure, however, those records which are otherwise specifically protected from release by statute (5 U.S.C. §552(b)(3)). Section 222(f) of the Immigration and Nationality Act (8 U.S.C. §1202(f)), is such a statute. 8 U.S.C. §1202(f) provides in pertinent part that “records of the Department of State and of diplomatic and consular offices of the United States pertaining to the issuance or refusal of visas...shall be considered confidential...”

After a careful review of the documents, we have determined that 92 documents totaling 553 pages may be released to you in full and 30 documents totaling 185 pages may be released to you in part pursuant to the following exemptions:

- (b)(3)(b) which specifically exempts from disclosure State Department records pertaining to the issuance or refusal of a visa or permit to enter the United States,
- (b)(5) which protects inter-agency and intra-agency memorandums, letters and other information that has been determined as pre-decisional or deliberative
- (b)(6) which specifically exempts records such as personnel and other similar files when disclosure would constitute a clearly unwarranted invasion of personal privacy, and
- (b)(7)(e) which applies when disclosure would reveal investigative techniques and procedures or guidelines for law enforcement investigations or prosecutions if disclosure could risk circumvention of the law.

In addition, we are able to provide the following information regarding your specific requests concerning dates and times of service interruptions and numbers of DV granted for specific time periods:

- DV lottery experienced service interruptions on (reference FOIA FDNQ), all times Eastern:
 - 5/2/2017 from 2:00 PM to 3:00 PM and from 4:00 PM to 5:00 PM.
 - 7/25/2017 from 8:00 PM to 8:15 PM

- 8/1/2017 from 9:30 AM to 10:00 AM
 - 9/12/2017 from 5:15 PM to 5:30 PM
 - 10/4/2017 from 5 AM to 5:15 AM
 - 10/9/2017 from 5:45 PM to 9:30 PM
 - 10/17/2017 from 8:00 AM to 8:15 PM
- There were 26,381 DVs printed in 2015, and 23,460 in 2016.
 - There were 1,247 DVs printed in 2017 through January 19th.
 - There were 20,543 DVs printed from January 20th, 2017 to October 17, 2017.

This decision may be appealed to the Appeals Officer of the Appeals Review Panel of the Department pursuant to Section 171.13 Title 22 of the Code of Federal Regulations. For your information, a copy of this regulation is enclosed.

CA/VO has now completed processing its records responsive to your request. If you have any questions you may write to the Office of Information Programs and Services, SA-2, Department of State, Washington DC 20522-8100, or contact the Office of Information Programs and Services by telephone at (202) 261-8484. Please be sure to refer to the case control number shown above in all correspondence about this case. Also, you may contact our FOIA Public Liaison via email at FOIAProgram-DL@state.gov or telephone at 202 663-2222 for any further assistance and to discuss any aspect of your request. Additionally, you may contact the Office of Government Information Services (OGIS) at the National Archives and Records Administration to inquire about the FOIA mediation services they offer. The contact information for OGIS is as follows: Office of Government Information Services, National Archives and Records Administration, 8601 Adelphi Road-OGIS, College Park, Maryland 20740-6001, e-mail at ogis@nara.gov; telephone at 202-741-5770; toll free at 1-877-684-6448; or facsimile at 202-741-5769.

Sincerely,

braultsf@
state.gov

Digitally signed by
braultsf@state.gov
DN:
cn=braultsf@state.gov
Date: 2018.02.02
15:50:01 -05'00'

for Matt McNeil, Acting Chief
Advisory Opinions Division
Directorate for Visa Services

Enclosure:
As stated

Code of Federal Regulations

Title 22 – Foreign Relations, Chapter I – Department of State

Part 171 – Public Access to Information

Subpart B – Freedom of Information Act Provisions

Section 171.13 – Appeal of denial of request for records

(a) Any denial, in whole or in part, of a request for Department records under the FOIA may be administratively appealed to the Appeals Review Panel of the Department. This appeal right includes the right to appeal the determination that no records responsive to the request exist in Department files. Appeals must be postmarked within 60 calendar days of the date of the Department's denial letter and sent to: Appeals Officer, Appeals Review Panel, Office of Information Programs and Services, at the address set forth in §171.4, or faxed to (202) 261-8571. The time limit for a response to an appeal is 20 working days, which may be extended in unusual circumstances, as defined in §171.11(b). The time limit begins to run on the day the appeal is received by IPS. Appeals from denials of requests for expedited processing and for a fee reduction or waiver must be postmarked within 30 calendar days of the date of the Department's denial letter. See §§171.11(f)(4) (expedited processing appeals) and 171.16(e) (fee reduction/waiver appeals) of this subpart. See also §171.4 for address information.

(b) Requesters may decide to litigate a request that is in the appeal stage. Once a summons and complaint is received by the Department in connection with a particular request, the Department will administratively close any open appeal regarding such request.

(c) Requesters should submit an administrative appeal, to IPS at the above address, of any denial, in whole or in part, of a request for access to FSGB records under the FOIA. IPS will assign a tracking number to the appeal and forward it to the FSGB, which is an independent body, for adjudication.

(d) Decisions on appeals. A decision on an appeal must be made in writing. A decision that upholds the Department's determination will contain a statement that identifies the reasons for the affirmance, including any FOIA and Privacy Act exemptions applied. The decision will provide the requester with notification of the statutory right to file a lawsuit and will inform the requester of the mediation services offered by the Office of Government Information Services of the National Archives and Records Administration (OGIS) as a non-exclusive alternative to litigation. If the Department's decision is remanded or modified on appeal, the requester will be notified of that determination in writing. The Department will thereafter further process the request in accordance with that appeal determination and respond directly to the requester. When the Department of State engages in the mediation services offered by OGIS, it will work in good faith as a partner to the mediation process in an attempt to resolve the dispute. The Department reserves its right to decide on a case-by-case basis whether to enter into formal mediation offered by OGIS.

From: Parker, Christine D
Sent: Thu, 4 May 2017 07:51:39 -0600
To: Yang, Lue; Dixon, Amanda W; Sherman, Richard M; Beard, Christopher G; Rufner, Gary; Nantais, Joel D; Paschke, Matthew J
Cc: Maripuri, Sandeep; McCammon, Michael S; Pasatiempo, Gary A; Kinley, Elizabeth A; Kunz, Sandra M; Doshi, Hetal J; Hawkins Jr., Emile; Bryant, Adam C; Robbins, Jillian A; Siddle, Gail L
Subject: RE: ESC for DV-18 not working; UPDATE 3

Thanks, all. I have asked VO's web team to remove the banner and the box language referring to intermittent issues.

Christine Parker

Division Chief, Outreach and Inquiries
Office of Field Operations, Visa Services (CA/VO/F/OI)
U.S. Department of State
☎ office (202) 485-7425 | ☎ mobile (202) 769-7712

Official - Transitory

UNCLASSIFIED

From: Yang, Lue
Sent: Thursday, May 04, 2017 9:51 AM
To: Dixon, Amanda W; Sherman, Richard M; Beard, Christopher G; Rufner, Gary; Nantais, Joel D; Paschke, Matthew J
Cc: Maripuri, Sandeep; McCammon, Michael S; Pasatiempo, Gary A; Kinley, Elizabeth A; Parker, Christine D; Kunz, Sandra M; Doshi, Hetal J; Hawkins Jr., Emile; Bryant, Adam C; Robbins, Jillian A; Siddle, Gail L
Subject: RE: ESC for DV-18 not working; UPDATE 3

Hi Amanda, at this point, yes. We are seeing successful traffic to West which also has the update that resolves the status check issue.

Official - Transitory

UNCLASSIFIED

From: Dixon, Amanda W
Sent: Thursday, May 04, 2017 9:47 AM
To: Yang, Lue; Sherman, Richard M; Beard, Christopher G; Rufner, Gary; Nantais, Joel D; Paschke, Matthew J
Cc: Maripuri, Sandeep; McCammon, Michael S; Pasatiempo, Gary A; Kinley, Elizabeth A; Parker, Christine D; Kunz, Sandra M; Doshi, Hetal J; Hawkins Jr., Emile; Bryant, Adam C; Robbins, Jillian A; Siddle, Gail L
Subject: RE: ESC for DV-18 not working; UPDATE 3

Is it safe for us to remove this banner from TSG?

If You Are Selected x

Secure | https://travel.state.gov/content/visas/en/immigrate/diversity-visa/if-you-are-selecte

dv statistics CCD CAWeb Home iNet: iNet Home Basic Types of Front Sharepoint- CA/VO/F

Alert Intermittent Connectivity Issues May 2, 2017

Amanda W. Dixon
 Visa Policy Analyst
 CA/VO/F/IE
 Office of Visa Services, Bureau of Consular Affairs
 U.S. Department of State

Have you tried [Ask VO?](#) Find answers to your visa policy and procedure questions

Official - Transitory
 UNCLASSIFIED

From: Yang, Lue
Sent: Thursday, May 04, 2017 9:36 AM
To: Sherman, Richard M; King, Karin M; Beard, Christopher G; Rufner, Gary; Garcia, Michael; Grewe, Brenda L; Nantais, Joel D; Dolce, Michael R; Cornforth, Jeremy A; Paschke, Matthew J
Cc: Maripuri, Sandeep; McCammon, Michael S; Pasatiempo, Gary A; Dixon, Amanda W; Kinley, Elizabeth A; Weygandt, Antje L; Parker, Christine D; McEvoy, Meredith C; Kunz, Sandra M; Doshi, Hetal J; Hawkins Jr., Emile; Bryant, Adam C; Robbins, Jillian A; Siddle, Gail L
Subject: RE: ESC for DV-18 not working; UPDATE 3

Just an addition to Richard's update below: at this point, we don't feel it is necessary to process production at both locations. We're successfully processing the full load at West, so we will continue to process at West. Once East is updated, it will become the backup site. Thanks.

Lue

Official - Transitory
 UNCLASSIFIED

From: Sherman, Richard M
Sent: Thursday, May 04, 2017 9:20 AM
To: King, Karin M; Beard, Christopher G; Yang, Lue; Rufner, Gary; Garcia, Michael; Grewe, Brenda L; Nantais, Joel D; Dolce, Michael R; Cornforth, Jeremy A; Paschke, Matthew J
Cc: Maripuri, Sandeep; McCammon, Michael S; Pasatiempo, Gary A; Dixon, Amanda W; Kinley, Elizabeth A; Weygandt, Antje L; Parker, Christine D; McEvoy, Meredith C; Kunz, Sandra M; Doshi, Hetal J; Hawkins Jr., Emile; Bryant, Adam C; Robbins, Jillian A; Siddle, Gail L; Yang, Lue
Subject: RE: ESC for DV-18 not working; UPDATE 3

The final issue preventing some entrants from checking their status was identified yesterday and is now effectively fixed. In a nutshell, when the new disqualifying factor of using the exact same photo was introduced, this created a 7th column of data that needed to be added to the tables that entrants check against. However, a communications hiccup meant that the 7th column of data wasn't pulled into those tables, meaning that the 2.9 million entrants disqualified due to exact duplicate photos got an error message when they checked their status. Last night ESC at ESOC West was turned off and the tables correctly updated, while ESC continued to run at East. ESC is now running solely at West, so all entrants should now get a valid result when they check their status. Tables at East are now being updated and should be done by around 10 am.

Thanks to everyone in CST for working assiduously to track this, but particularly Gail's team for identifying the issue and Pinal Patel for updating the West tables between 10-11 last night.

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official - Transitory
UNCLASSIFIED

From: King, Karin M
Sent: Wednesday, May 03, 2017 8:40 AM
To: Sherman, Richard M; Beard, Christopher G; Yang, Lue; Rufner, Gary; Garcia, Michael; Grewe, Brenda L; Nantais, Joel D; Dolce, Michael R; Cornforth, Jeremy A; Paschke, Matthew J
Cc: Maripuri, Sandeep; McCammon, Michael S; Pasatiempo, Gary A; Dixon, Amanda W; Kinley, Elizabeth A; Weygandt, Antje L; Parker, Christine D; McEvoy, Meredith C; Kunz, Sandra M; Doshi, Hetal J; Hawkins Jr., Emile; Bryant, Adam C; Robbins, Jillian A; Siddle, Gail L
Subject: RE: ESC for DV-18 not working; UPDATE 3

Thanks to everyone who has been working to resolve this – it looks like we are moving in the right direction.

Karin King
Managing Director
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State
(202) 485-7561

Official - Transitory
UNCLASSIFIED

From: Sherman, Richard M
Sent: Wednesday, May 03, 2017 8:37 AM
To: Beard, Christopher G; Yang, Lue; Rufner, Gary; Garcia, Michael; Grewe, Brenda L; Nantais, Joel D; Dolce, Michael R; Cornforth, Jeremy A; Paschke, Matthew J

Cc: Maripuri, Sandeep; McCammon, Michael S; Pasatiempo, Gary A; Dixon, Amanda W; Kinley, Elizabeth A; Weygandt, Antje L; King, Karin M; Parker, Christine D; McEvoy, Meredith C; Kunz, Sandra M; Doshi, Hetal J; Hawkins Jr., Emile; Bryant, Adam C; Robbins, Jillian A; Siddle, Gail L
Subject: ESC for DV-18 not working; UPDATE 3

Issues from yesterday and evening: Problems with CenturyLink domain name servers, also issues with Terremark – prevented many entrants from initially even getting to the ESC site; new IOS installed last week at ESOC West had to be rolled back, and also there were problems with F5 servers. Also fire drill at SA-17. And sometime before 3 am ACRS started to have problems at East, switched back to West, causing ESC to fail again there temporarily; but recovered fairly quickly. Many of these were not related to ESC at all, rather another example of the blank hitting the fan all at once. The above issues now seem to be resolved

This morning connections are good, ESC now operating at both East and West, 26,000 connections each. Entrants able to get to the site, and despite overall issues, number of those who now know they are winners is within a few hundred of the number from the same point in last year's ESC launch.

However, while everyone can now get to the ESC page, social media indicates some entrants are still getting an error message rather than an actual answer. KCC has about 10 times the normal email volume this morning. Still seeing twitter posts up to the last hour. Gail and Jillian will work with KCC to parse emails, see if errors are location specific and whatever else they can do to track error trends and identify causes for any lingering issues.

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official - Transitory
UNCLASSIFIED

From: Beard, Christopher G
Sent: Tuesday, May 02, 2017 3:32 PM
To: Sherman, Richard M; Yang, Lue; Rufner, Gary; Garcia, Michael; Grewe, Brenda L; Nantais, Joel D; Dolce, Michael R; Cornforth, Jeremy A; Paschke, Matthew J
Cc: Maripuri, Sandeep; McCammon, Michael S; Pasatiempo, Gary A; Dixon, Amanda W; Kinley, Elizabeth A; Weygandt, Antje L; King, Karin M; Parker, Christine D; McEvoy, Meredith C; Kunz, Sandra M; Doshi, Hetal J; Hawkins Jr., Emile
Subject: Re: ESC for DV-18 not working; UPDATE 2

Great news, thanks!
Chris

Sent from my BlackBerry 10 smartphone.

From: Sherman, Richard M

Sent: Tuesday, May 2, 2017 3:30 PM

To: Yang, Lue; Rufner, Gary; Garcia, Michael; Grewe, Brenda L; Nantais, Joel D; Dolce, Michael R; Cornforth, Jeremy A; Paschke, Matthew J

Cc: Maripuri, Sandeep; McCammon, Michael S; Pasatiempo, Gary A; Beard, Christopher G; Dixon, Amanda W; Kinley, Elizabeth A; Weygandt, Antje L; King, Karin M; Parker, Christine D; McEvoy, Meredith C; Kunz, Sandra M; Doshi, Hetal J; Hawkins Jr., Emile

Subject: RE: ESC for DV-18 not working; UPDATE 2

ESC has been moved back to ESOC West and seems to be running properly; averaging 26,000 connections per server. CEAC also seems to be humming along. Main monitoring focus now is by IRM and partners Terremark and CenturyLink, which had earlier been reporting system-wide problems, but all is doing well at this point. Further update tomorrow morning.

TSG notice probably not necessary

Rich

Richard M. Sherman

Management Consultant

Contractor, Quality Support Inc. for Dept. of State

CA/VO/I, SA-17, Room 11.410A

202-485-7544

shermanrm@state.gov

Official - Transitory

UNCLASSIFIED

From: Yang, Lue

Sent: Tuesday, May 02, 2017 2:06 PM

To: Rufner, Gary; Sherman, Richard M; Garcia, Michael; Grewe, Brenda L; Nantais, Joel D; Dolce, Michael R; Cornforth, Jeremy A; Paschke, Matthew J

Cc: Maripuri, Sandeep; McCammon, Michael S; Pasatiempo, Gary A; Beard, Christopher G; Dixon, Amanda W; Kinley, Elizabeth A; Weygandt, Antje L; King, Karin M; Parker, Christine D; McEvoy, Meredith C; Kunz, Sandra M; Doshi, Hetal J; Hawkins Jr., Emile

Subject: RE: ESC for DV-18 not working; UPDATE

74k applicants has seen ESC results at this time. Of that, 550 were selectees.

Official - Transitory

UNCLASSIFIED

From: Rufner, Gary

Sent: Tuesday, May 02, 2017 2:04 PM

To: Sherman, Richard M; Garcia, Michael; Grewe, Brenda L; Nantais, Joel D; Dolce, Michael R; Cornforth, Jeremy A; Paschke, Matthew J

Cc: Maripuri, Sandeep; McCammon, Michael S; Pasatiempo, Gary A; Beard, Christopher G; Dixon, Amanda W; Kinley, Elizabeth A; Weygandt, Antje L; King, Karin M; Parker, Christine D; McEvoy, Meredith C; Kunz, Sandra M; Doshi, Hetal J; Hawkins Jr., Emile; Yang, Lue

Subject: RE: ESC for DV-18 not working; UPDATE

+ Sandy Kunz
+ Emile Hawkins
+ Hetal Doshi
+ Lue Yang

Official - Transitory
UNCLASSIFIED

From: Sherman, Richard M
Sent: Tuesday, May 02, 2017 1:42 PM
To: Garcia, Michael; Grewe, Brenda L; Nantais, Joel D; Dolce, Michael R; Cornforth, Jeremy A; Paschke, Matthew J
Cc: Rufner, Gary; Maripuri, Sandeep; McCammon, Michael S; Pasatiempo, Gary A; Beard, Christopher G; Dixon, Amanda W; Kinley, Elizabeth A; Weygandt, Antje L; King, Karin M; Parker, Christine D; McEvoy, Meredith C
Subject: RE: ESC for DV-18 not working; UPDATE

Switching ESC back to ESOC West did not work, so still running out of East. CEAC is up and down. Getting hits on ESC servers and social media indicates folks are getting through to check their status. Extent of remaining issues unknown; CST and supporting vendors continue to troubleshoot.

Rich

Richard M. Sherman
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CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official - Transitory
UNCLASSIFIED

From: Sherman, Richard M
Sent: Tuesday, May 02, 2017 1:15 PM
To: Garcia, Michael; Grewe, Brenda L; Nantais, Joel D; Dolce, Michael R; Cornforth, Jeremy A; Paschke, Matthew J
Cc: Rufner, Gary; Maripuri, Sandeep; McCammon, Michael S; Pasatiempo, Gary A; Beard, Christopher G; Dixon, Amanda W; Kinley, Elizabeth A; Weygandt, Antje L; King, Karin M; Parker, Christine D; McEvoy, Meredith C
Subject: RE: ESC for DV-18 not working

Gary Rufner and team report that CEAC should now be back, and that they are starting to see increasing numbers of entrants getting to the ESC site. Monitoring and troubleshooting is continuing.

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State

CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official - Transitory
UNCLASSIFIED

From: Garcia, Michael
Sent: Tuesday, May 02, 2017 1:06 PM
To: Sherman, Richard M; Grewe, Brenda L; Nantais, Joel D; Dolce, Michael R; Cornforth, Jeremy A; Paschke, Matthew J
Cc: Rufner, Gary; Maripuri, Sandeep; McCammon, Michael S; Pasatiempo, Gary A; Beard, Christopher G
Subject: RE: ESC for DV-18 not working

+ Chris Beard who is working on TSG language.

Is CEAC working OK?

This email is UNCLASSIFIED.

From: Sherman, Richard M
Sent: Tuesday, May 02, 2017 1:03 PM
To: Garcia, Michael; Grewe, Brenda L; Nantais, Joel D; Dolce, Michael R; Cornforth, Jeremy A; Paschke, Matthew J
Cc: Rufner, Gary; Maripuri, Sandeep; McCammon, Michael S; Pasatiempo, Gary A
Subject: ESC for DV-18 not working

Currently Entrant Status Check, which went live at noon, is not working, entrants are unable to reach the site to check their status. CST is actively working to identify the issue and resolve, but no success so far. May need to update TSG with a message; I'll check with CST again by 1:30 and see where we are.

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
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202-485-7544
shermanrm@state.gov

Official - Transitory
UNCLASSIFIED

From: Corse, Gary R
Sent: Fri, 13 Oct 2017 07:15:35 -0600
To: Sherman, Richard M
Cc: Paschke, Matthew J
Subject: FW: Diversity Visa Rerun - Heads Up

FYSA...we're planning to send all communication out today (to post, applicants, updating webpage, etc). We're on standby.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: CA-VO-Special Assistant
Sent: Friday, October 13, 2017 8:56 AM
To: Corse, Gary R
Cc: CA-VO-Special Assistant
Subject: FW: Diversity Visa Rerun - Heads Up

Official
UNCLASSIFIED

From: Ramotowski, Edward J
Sent: Friday, October 13, 2017 8:30 AM
To: CA-VO-Special Assistant
Subject: RE: Diversity Visa Rerun - Heads Up

Thanks for the update. Did not realize Pete was working on another version of the note. I will ask at the DAS meeting if we need anything further for 7th floor.

Official - SBU
UNCLASSIFIED

From: CA-VO-Special Assistant
Sent: Friday, October 13, 2017 7:35 AM
To: Ramotowski, Edward J; King, Karin M

Cc: Parker, Morgan A; Nantais, Joel D; Follick, Julia; Perry, Nicholas; CA-VO-Special Assistant
Subject: FW: Diversity Visa Rerun - Heads Up

I'm not sure where we stand with respect to the A/S sending an email to the 7th floor notifying them of what is coming, but Pete sent the message below last night to S/P and D.

S/P wants us to notify DHS, and for the A/S to communicate with the WH on the issue.

Federal Register will be signed this morning and returned to the lawyers.

Jenny Cordell
CA/VO Special Assistant
SA-17 - 12.208
202-485-7572

Official - SBU
UNCLASSIFIED

From: Marigliano, Peter J
Sent: Friday, October 13, 2017 7:31 AM
To: CA-VO-Special Assistant
Subject: FW: Diversity Visa Rerun - Heads Up

I sent this last night to S/P and D.

Official - SBU
UNCLASSIFIED

From: Marigliano, Peter J
Sent: Thursday, October 12, 2017 4:54 PM
To: Nanavatty, Katharine B; Frideres, Taryn F
Subject: Diversity Visa Rerun - Heads Up

Kate/Taryn:

CA is preparing to announce that due to a technical glitch, we will need to rerun the diversity visa lottery. On October 9, during routine statistical analysis, CA/CST uncovered a discrepancy in which data collected from two questions within the application form were not replicating to the database. The issue affects a subset of the 1.8 million applications received to that date. To prevent further applications from encountering this issue and to solve the data replication issue, CA closed down the DV registration site for maintenance on the same day. The site remains down.

To ensure CA does not unfairly disadvantage any subset of applicants we will need to completely restart the DV-2019 registration period, starting October 18, 2017 until November 22, 2017. Completely restarting DV-2019 will negate all DV applications received to date, requiring affected applicants to

apply again. Note that there is no application fee for the DV lottery. The small bright spot is that the application period was open, and the selection of winners had not yet occurred.

Just for your complete awareness, CA had to rerun the DV in 2011 when we discovered that the somehow the drawing was not random. In that case, we had announced winners and needed to rescind those notifications.

We will shortly be notifying applicants and will publish notice in the Federal Register announcing the restart and instructing folks to apply again.

Please let me know if you have any questions.

Pete

Official - SBU
UNCLASSIFIED

From: Corse, Gary R
Sent: Fri, 13 Oct 2017 08:02:34 -0600
To: Nantais, Joel D;Parker, Morgan A;King, Karin M;Paschke, Matthew J;Slattery, Phillip T;Beard, Christopher G;Grewe, Brenda L;Perry, Nicholas;McNeil, Matthew C;Ramotowski, Edward J;Follick, Julia
Cc: Corse, Gary R;CA-VO-Special Assistant
Subject: DV Updates 13OCT2017

Good morning,

Just a few updates on where we stand on communications via DV:

- Press Talking Points (cleared but CA-P may need to clear again)
- Email Message to posts (cleared and ready to send pending A/S green light)
- Maintenance Page Update and Outage Notices (cleared and ready to send pending A/S green light)
- Federal Registry Notice (pending publication on Wednesday, latest Thursday). As long as publication occurs on the day of the restart, we should be fine.
- AM on Restarting DV-2019 (cleared/approved by A/S on Thursday)

Tasked out this morning:

- IM on Why DV Failed (CST has the lead and due by noon)
- IM to S on the DV Restart (most likely VO)

CA-FO reports that increased press coverage may begin as early as today. Because of this, CA-FO reported that it will notify DHS and the White House to give them a heads up before we can send anything out. CST is aware that we're standing by before anything goes out.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 1:31 PM
To: King, Karin M; Slattery, Phillip T; Parker, Morgan A; Perry, Nicholas; Grewe, Brenda L; Nantais, Joel D
Cc: Corse, Gary R; Paschke, Matthew J
Subject: RE: DV intake paused

Good afternoon,

Here are the latest updates on the DV-2019 issue:

- Yesterday, VO/I informed CST to re-start the DV program with a clean slate next week on 17OCT2017 and end the program on 21NOV2017.
- Due to the later-than-normal DV registration end date of 21NOV2017, KCC is planning to push the selectee announcement date forward two weeks (May 15th, vice May 1st).
- VO/I submitted updated language on various DV website pages to inform applicants to reapply. As soon as VO/F clears its public TPs and gives the OK, the language will be deployed to the public, in sync.
- CST will move 2.1 million applicants (1.8 applications) affected to a separate repository and link it to the application status check site. When an affected applicant enters their application number, a prompt will advise the applicant to re-apply.
- CST should be finishing up testing today. There were no critical issues to report during testing. CST is technically on track to restart DV on Oct. 17th.
- VO/L is working on submitting an updated Federal Register notice.

Please let me know if you have any questions.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Tuesday, October 10, 2017 8:45 AM
To: King, Karin M; Ramotowski, Edward J
Cc: Slattery, Phillip T; Parker, Morgan A; Corse, Gary R
Subject: RE: DV intake paused

Good morning,

Yesterday, CST uncovered a problem with data stored for the Eligibility Country field for records within the DV-2019 database. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database instead (for example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country). It has to do with a script error which pulls data from question's 5 and 6 (below). Because of the error, CST cannot differentiate between accurate and inaccurate records within the applications to date (2.1 million applicants thus far). The DV site was brought down yesterday evening for "maintenance" and the development team already created a fix and is pending a final test. I'm awaiting on a timeline on when testing will be complete in order to bring the site back up.

There are several considerations we'll need to work through to ensure we haven't given a disadvantage to those who've already applied and may need to ask those affected entrants to reapply.

We'll keep you updated as we move forward.

Thank you, Gary

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program. please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country...

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: King, Karin M
Sent: Tuesday, October 10, 2017 7:47 AM
To: Ramotowski, Edward J; Corse, Gary R
Cc: Slattery, Phillip T; Parker, Morgan A
Subject: DV intake paused

Ed –

Due to a technical issue, we have temporarily had to pause DV processing. Looping in Gary, who can provide more details (Matt is out this week due to a death in the family).

Karin

*Karin King
Managing Director
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State
(202) 485-7561*

**Official
UNCLASSIFIED**

From: Cornforth, Jeremy A
Sent: Tue, 2 May 2017 10:58:32 -0600
To: McEvoy, Meredith C
Cc: King, Karin M;Parker, Christine D;Paschke, Matthew J;Sherman, Richard M
Subject: DV18 down

FYI that the launch of DV18 malfunctioned. Applicants are unable to access the lottery results. CST is looking for solutions.

Jeremy Cornforth

Director | Office of Information Management and Liaison | Visa Office | Bureau of Consular Affairs
Office: 202.485.7546 | Blackberry: 202.766.0907
CornforthJA@state.gov | SIPR: cornforthja@state.sgov.gov | JWICS: jcornforth@state.ic.gov

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Tue, 10 Oct 2017 12:41:05 -0600
To: Sherman, Richard M
Cc: Corse, Gary R
Subject: FW: DV2019 Restart TPs
Attachments: DV2019 Restart Talking Points KCC edit.docx

Hi Rich, Could you take the first crack at these DV TPs please?

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Varnan, Beena M
Sent: Tuesday, October 10, 2017 2:40 PM
To: Corse, Gary R
Subject: DV2019 Restart TPs

For your clearance ...

Beena Varnan
Visa Policy Analyst
CA/VO/F
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

Official
UNCLASSIFIED

NEW ENTRY PERIOD FOR DIVERSITY VISA PROGRAM – DV-2019

- Due to technical issues, the current registration period for Diversity Visa-2019 has been cancelled.
- The new entry period for DV-2019 opens for electronic entries at noon, Eastern Daylight Time, Tuesday, October 17, 2017, and closes at noon, Eastern Standard Time, Tuesday, November 21, 2017.
- Applicants can access the electronic DV entry form (E-DV) at the official E-DV website, dvlottery.state.gov, during the registration period. DV instructions also are available on the Department of State's public webpage at usvisas.state.gov/dv/instructions.
- If you entered before Tuesday, October 17, 2017, your entry will not be considered and you will need to submit another entry during the new registration period.
- All other eligibility requirements remain the same.
- Beginning May 15, 2018, DV-2019 entrants will be able to use their unique confirmation number provided at registration to check the online Entrant Status Check at dvlottery.state.gov to see if their entry was selected. Entrant Status Check will inform successful entrants how to apply for DVs for themselves and their eligible family members. The Department also will confirm visa interview appointments through the Entrant Status Check.

Drafted: CA/VO/F/IE: Beena Varnan, ext 5-7697 cell 202-390-0447

Approved: Assistant Secretary

Cleared: CA: KChristensen ()
CA: PMarigliano ()
CA/VO: ERamotowski ()
CA/VO: KKing ()
CA/VO/F/IE: JNantais ()
CA/VO/KCC: CBeard (ok)
CA/VO/I: GCorse ()

From: Robbins, Jillian A
Sent: Wed, 11 Oct 2017 12:39:13 -0600
To: Varnan, Beena M; Sherman, Richard M; Corse, Gary R
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

Thanks for the quick review and feedback. Please see the updated mockup for the "Thank You" page below. This page will display when the entry period closes at noon on 11/21 until the DV-2020 lottery launches in October 2018.

Electronic Diversity Visa Lo

Thank You!

All submission processing at this web site has f

Due to a technical issue, the DV-2019 entry period that began on October 3 was closed. Entries submitted system; they did not count as a duplicate entry. A new full entry period began at noon, Eastern Daylight Time on Tuesday November 21, 2017. Only entries submitted during this period were accepted and consid number or other documentation that you have if you submitted a

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 15, 2018. The DV-2019 entry period opened on October 17, 2017, and closed on November 21, 2017. Only confirmation information for entries submitted during this period are valid for checking your status. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

DV-2018 Ent
entry through

Click the link below to check DV-2019 and DV-2018

[Check Status](#)

Jillian Robbins
NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs

(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA/CST/PSDD

Production Services Design & Development

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From: Varnan, Beena M
Sent: Wednesday, October 11, 2017 2:25 PM
To: Sherman, Richard M; Robbins, Jillian A; Corse, Gary R
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

Text looks good. I agree with Rich's suggestions.

Official
UNCLASSIFIED

From: Sherman, Richard M
Sent: Wednesday, October 11, 2017 2:04 PM
To: Robbins, Jillian A; Corse, Gary R; Varnan, Beena M
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

AES language looks fine. For the 2019 ESC language, at the point where entrants can actually check their status next May, the registration period will be long past, so I think the language needs to be past tense for the second sentence, and in the third sentence, change "will be" to "are"

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Wednesday, October 11, 2017 1:44 PM
To: Corse, Gary R; Varnan, Beena M; Sherman, Richard M
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1
Importance: High

Please review the attached mockups containing the updated text. Let us know if any changes are required, or if we have approval to proceed with QA testing.

We will not proceed with publishing the maintenance page until written approval from VO is received.

Thank you,

Jillian Robbins

NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs
(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA CST/PSDD

Production Services Design & Development

Providing innovative solutions through collaboration, excellence, and accountability.

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 12:39 PM
To: Robbins, Jillian A; Varnan, Beena M; Sherman, Richard M
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

Thanks, Jillian, this looks great to me. Much appreciated!

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Wednesday, October 11, 2017 12:36 PM
To: Corse, Gary R; Varnan, Beena M; Sherman, Richard M
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

Hi Gary,

Thanks. One more thing... for the "Thank You Page" (which will display when the registration period closes at noon on Tuesday, 11/21 until DV-2020 launches), should the language be past tense (see highlights/changes below)?

Due to a technical issue, the DV-2019 entry period that began on October 3 ~~has been~~ was closed. Entries submitted during October 3-10 are not valid and have been excluded from the system; they ~~will~~ did not count as a duplicate entry. ~~The technical issue has been resolved and~~ A new full entry period ~~began will begin~~ at noon, U.S. Eastern Daylight Time on Tuesday October 17, 2017 and ~~ran will run~~ until noon Eastern Standard Time on Tuesday November 21, 2017. Only entries submitted during this period ~~were will be~~ accepted and considered for selection in the lottery. Please throw away any confirmation number or other documentation that you have if you submitted an entry during Oct. 3-10.

Thank you,

Jillian Robbins

NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs
(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA/CST/PSDD

Production Services Design & Development

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Sent: Wednesday, October 11, 2017 12:27 PM
To: Robbins, Jillian A; Varnan, Beena M; Sherman, Richard M
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

Hi Jillian, Thanks for catching that. I concur with the changes.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Wednesday, October 11, 2017 12:25 PM
To: Corse, Gary R; Varnan, Beena M; Sherman, Richard M
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

Hi Gary,

Thank you for sending this along. For the lower red box message, on the "Maintenance Page" (which will display until the launch on Tuesday, 10/17) and the "Welcome Page" (which will display until the end of the registration period at noon on Tuesday, 11/21), should the language for 2019 Entrant Status Check be future tense (see highlights below)? Additionally, should we refer to the lottery year as "DV-2019" rather than "DV-19" for consistency across the application?

DV-2019 Entrants may enter their confirmation information through the link below starting at noon EDT on May 15, 2018. The DV-2019 entry period **opens** on October 17, 2017 and **closes** on November 21, 2017. Only confirmation information for entries submitted during this period will be valid for checking your status. DV-2019 Entrants should keep their confirmation number until September 30, 2019.

Please let us know.

Thank you,

Jillian Robbins

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CA CSDDPSDD

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Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q
Subject: RE: VO Verbiage Updates for AES 12.3.1

Per the call, please hold off on posting until VO clears public talking points. We'll let you know soon today. Thanks!

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Bae, Heather
Sent: Wednesday, October 11, 2017 11:36 AM
To: Robbins, Jillian A; Varnan, Beena M; Sherman, Richard M; Corse, Gary R; Beard, Christopher G; Bryant, Adam C; Lovitt, Darrell R
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q
Subject: RE: VO Verbiage Updates for AES 12.3.1

Jillian,

Please find the approved language for AES 12.3.1

Thank you.

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 11:30 AM
To: Varnan, Beena M; Nantais, Joel D; Follick, Julia; Perry, Nicholas; Parker, Morgan A; Parker, Christine D
Cc: Paschke, Matthew J; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

Thanks, Beena!

Hi Heather, the below language was cleared by VO leadership (up to MD Karin King). Over to CST. If you have any questions, feel free to email me. I'll be on the CST call shortly.

Suggested language for the top red box:

Due to a technical issue, the DV-2019 entry period that began on October 3 has been closed. Entries submitted during October 3-10 are not valid and have been excluded from the system; they will not count as a duplicate entry. The technical issue has been resolved and a new full entry period will begin at noon, U.S. Eastern Daylight Time on Tuesday October 17, 2017 and will run until noon Eastern Standard Time on Tuesday November 21, 2017. Only entries submitted during this period will be accepted and considered for selection in the lottery. Please throw away any confirmation number or other documentation that you have if you submitted an entry during Oct. 3-10.

Suggested language for the lower red box:

DV-19 Entrants may enter their confirmation information through the link below starting at noon EDT on May 15, 2018. The DV-2019 entry period opened on October 17, 2017 and closed on November 21, 2017. Only confirmation information for entries submitted during this period will be valid for checking your status. DV-2019 Entrants should keep their confirmation number until September 30, 2019.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official - SBU
UNCLASSIFIED

Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Tuesday, October 10, 2017 6:05 PM
To: Varnan, Beena M; Sherman, Richard M; Corse, Gary R; Beard, Christopher G; Bryant, Adam C; Lovitt, Darrell R
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Li, Ben Q
Subject: VO Verbiage Updates for AES 12.3.1
Importance: High

Hi All –

I understand that the verbiage for the AES pages are still being finalized. We just wanted to reach out to confirm the changes and display for the maintenance page, welcome page, submission (confirmation) page, and thank you page (see screenshots below). Please review and provide approval/feedback on additional changes required ASAP.

Maintenance Page (current version on dvlottery.state.gov):

- Place VO-provided text in the top red box underneath the “Down for Maintenance” banner.
- Update the “2019 Entrant Status Check” verbiage (second red box) to read as follows: **(Please new confirm entry period will be from Oct 17 – Nov 21.)**
“DV-2019 Entrants may enter their confirmation information through the link below in May 2018. The DV-2019 registration period will re-open on October 17, 2017, and will close on November 21, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.”
- **Any other changes?**



Electronic Diversity Visa Lottery

Down for Maintenance!

AES is currently down for maintenance. Please try again later.

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opened on October 3, 2017, and closed on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

DV-2018 Entrants have entry through this web

Click the link below to check DV-2019 and DV-2018 Entrant

Check Status

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including reviewing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless it is required by law. If you have comments on this burden estimate and/or recommendations for reducing it, please send them to PRA_E

CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act. The information you provide on this form will be used for the formulation, amendment, administration, or enforcement of the immigration laws. Your information may be made available to a court which certifies that the information contained in such records is needed in a case pending before the court.

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Welcome Page:

- Add new verbiage to welcome message (first red box) to explain new entry period and update the submission period dates. **Please confirm new entry period will be from Oct 17 – Nov 21.**
- **Is the current message in the "Entry Instructions" box (next to red arrow) confusing (text below)? Should we add more clarifying language?**

"Please read the DV-2019 Entry Instructions carefully. Entrants may be disqualified for not completing the entry form correctly or by submitting more than one entry. Use the link below to view the instructions."

- Change dates under the “2019 Entrant Status Check” header (bottom red box). **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants. Please also confirm new entry period will be from Oct 17 – Nov 21.**
- **Any other changes?**

Submission Confirmation Page:

- Change header text from "Submission Confirmation: Entry Received" to "DV-2019 Submission Confirmation: Entry Received" and verify in printer friendly view. This will allow KCC to easily differentiate original entries (without "DV-2019" in header) from new entries when viewing the confirmation page.
- Change the date for ESC in confirmation message. **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants.**
- **Any other changes?**



Submission Confirmation: Entry Received

Success!

Your entry for the 2019 Diversity Visa Lottery program was received on Wednesday, October 11, 2017 at 1:54:43 AM EST. Please do **NOT** close this confirmation page or make a record of your Confirmation Number.

Entrant Name:	DSAFED, QSADF SDF DADF
Confirmation Number:	201913W500MU90RL
Year of Birth:	1981
Digital Signature:	438FD3352A51C23962240AA31F38DD9F431990A8

Thank you for your entry for the 2019 Diversity Visa Lottery.

Please either print this page or make a record of the confirmation number before closing this window. You will not be able to retrieve this window.

You must retain your confirmation number in order to check your entry status via **Entrant Status Check** between May 1, 2018 and September 30, 2018. If your entry was selected for further processing in the 2019 Diversity Visa Lottery, you will be **REQUIRED** to enter your confirmation number in our system in order to check on your entry status.

Selectees will not receive selectee notifications or letters by regular postal mail from the Kentucky Consular Center (KCC).

Do not submit additional Entry Forms with this person as the Primary Entrant! Multiple entries will disqualify the Entrant from participating in the Diversity Visa Lottery.

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Thank You Page (displays after DV-2019 registration period closes):

- Update dates in thank you message (top red box) **Please confirm new entry period will be from Oct 17 – Nov 21. Any other verbiage?**
- Update the "2019 Entrant Status Check" verbiage (second red box) to read as follows: **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants. Please also confirm new entry period will be from Oct 17 – Nov 21.**

"DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on **May XX, 2018**. The DV-2019 registration period opened on

October 17, 2017, and closed on November 21, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.”

- Any other changes?



Electronic Diversity Visa Lottery

Thank You!

The entry registration period for the 2018 Diversity Visa program (DV-2019) was between October 3, 2017 and November 21, 2017. The registration period is now finished.

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opened on October 3, 2017, and closed on November 21, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

DV-2018 Entrants may enter their confirmation information through this website.

Click the link below to check DV-2019 and DV-2018 Entrant Status

[Check Status](#)

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including reviewing the instructions, searching existing data sources, gathering the data, reviewing the information and/or documents required, and reviewing the final collection. You do not have to supply the information if it does not affect your operation. If you estimate that this collection of information is no longer necessary for your operation, you should advise the Bureau of the Paperwork Reduction Project (0190-0046). If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to the Office of Management and Budget, Paperwork Reduction Project (0190-0046), Washington, DC 20503.

CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act. The information you provide on this form will be used to determine your eligibility for the Diversity Visa program. Your information will be stored in a database and will be available to U.S. Customs and Border Protection, U.S. Immigration and Customs Enforcement, and U.S. Citizenship and Immigration Services. Your information may be made available to a court which certifies that the information contained in such records is needed in a case pending before the court.

Thank you,

Jillian Robbins
 NCS Development Team
 Deloitte Consulting, LLP
 U.S. Department of State | Bureau of Consular Affairs

(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA CNI/PSDD

Production Services Design & Development

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From: Robbins, Jillian A
Sent: Wed, 11 Oct 2017 11:43:44 -0600
To: Corse, Gary R;Varnan, Beena M;Sherman, Richard M
Cc: Siddle, Gail L;CA-CST-NCS Mgmt Team;Pasatiempo, Gary A;Seratte, Kathlene A;Li, Ben Q;Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1
Attachments: AES 12.3.1 updated verbiage.docx
Importance: High

Please review the attached mockups containing the updated text. Let us know if any changes are required, or if we have approval to proceed with QA testing.

We will not proceed with publishing the maintenance page until written approval from VO is received.

Thank you,

Jillian Robbins

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U.S. Department of State | Bureau of Consular Affairs
(T) 202-255-1283 | (E) RobbinsJA@state.gov

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Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

Thanks, Jillian, this looks great to me. Much appreciated!

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

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A new full entry period ~~began~~ **will begin** at noon, U.S. Eastern Daylight Time on Tuesday October 17, 2017 and ~~ran~~ **will run** until noon Eastern Standard Time on Tuesday November 21, 2017. Only entries submitted during this period ~~were~~ **will be** accepted and considered for selection in the lottery. Please throw away any confirmation number or other documentation that you have if you submitted an entry during Oct. 3-10.

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Hi Jillian, Thanks for catching that. I concur with the changes.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)

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Subject: RE: VO Verbiage Updates for AES 12.3.1

Jillian,

Please find the approved language for AES 12.3.1

Thank you.

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Sent: Wednesday, October 11, 2017 11:30 AM
To: Varnan, Beena M; Nantais, Joel D; Follick, Julia; Perry, Nicholas; Parker, Morgan A; Parker, Christine D
Cc: Paschke, Matthew J; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

Thanks, Beena!

Hi Heather, the below language was cleared by VO leadership (up to MD Karin King). Over to CST. If you have any questions, feel free to email me. I'll be on the CST call shortly.

Suggested language for the top red box:

Due to a technical issue, the DV-2019 entry period that began on October 3 has been closed. Entries submitted during October 3-10 are not valid and have been excluded from the system; they will not count as a duplicate entry. The technical issue has been resolved and a new full entry period will begin at noon, U.S. Eastern Daylight Time on Tuesday October 17, 2017 and will run until noon Eastern Standard Time on Tuesday November 21, 2017. Only entries submitted during this period will be accepted and considered for selection in the lottery. Please throw away any confirmation number or other documentation that you have if you submitted an entry during Oct. 3-10.

Suggested language for the lower red box:

DV-19 Entrants may enter their confirmation information through the link below starting at noon EDT on May 15, 2018. The DV-2019 entry period opened on October 17, 2017 and closed on November 21, 2017. Only confirmation information for entries submitted during this period will be valid for checking your status. DV-2019 Entrants should keep their confirmation number until September 30, 2019.

Best, Gary

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Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official - SBU
UNCLASSIFIED

Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Tuesday, October 10, 2017 6:05 PM
To: Varnan, Beena M; Sherman, Richard M; Corse, Gary R; Beard, Christopher G; Bryant, Adam C; Lovitt, Darrell R
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Li, Ben Q
Subject: VO Verbiage Updates for AES 12.3.1
Importance: High

Hi All –

I understand that the verbiage for the AES pages are still being finalized. We just wanted to reach out to confirm the changes and display for the maintenance page, welcome page, submission (confirmation) page, and thank you page (see screenshots below). Please review and provide approval/feedback on additional changes required ASAP.

Maintenance Page (current version on dvlotttery.state.gov):

- Place VO-provided text in the top red box underneath the “Down for Maintenance” banner.
- Update the “2019 Entrant Status Check” verbiage (second red box) to read as follows: **(Please new confirm entry period will be from Oct 17 – Nov 21.)**
“DV-2019 Entrants may enter their confirmation information through the link below in May 2018. The DV-2019 registration period will re-open on October 17, 2017, and will close on November 21, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.”
- **Any other changes?**



U.S. Department of State
Bureau of Consular Affairs

Electronic Diversity Visa Lottery

Down for Maintenance!

AES is currently down for maintenance. Please try again later.

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below, starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opened on October 3, 2017, and closed on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

DV-2018 Entrants may enter their confirmation information through this web page.

Click the link below to check DV-2019 and DV-2018 Entrant Status.

Check Status

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including reviewing the instructions, searching existing data sources, gathering the data, reviewing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless it is required by law. If you have comments on this burden estimate and/or recommendations for reducing it, please send them to: PRA, EOP, OMB, Paperwork Project Team, Washington, DC 20503.

CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act. The information you provide on this form will be used to determine your eligibility for the DV Lottery. Your information will be stored in a database and may be made available to a court which certifies that the information contained in such records is needed in a case pending before it.

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Welcome Page:

- Add new verbiage to welcome message (first red box) to explain new entry period and update the submission period dates. **Please confirm new entry period will be from Oct 17 – Nov 21.**
- **Is the current message in the "Entry Instructions" box (next to red arrow) confusing (text below)? Should we add more clarifying language?**

"Please read the DV-2019 Entry Instructions carefully. Entrants may be disqualified for not completing the entry form correctly or by submitting more than one entry. Use the link below to view the instructions."

- Change dates under the “2019 Entrant Status Check” header (bottom red box). **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants. Please also confirm new entry period will be from Oct 17 – Nov 21.**
- **Any other changes?**

Submission Confirmation Page:

- Change header text from "Submission Confirmation: Entry Received" to "DV-2019 Submission Confirmation: Entry Received" and verify in printer friendly view. This will allow KCC to easily differentiate original entries (without "DV-2019" in header) from new entries when viewing the confirmation page.
- Change the date for ESC in confirmation message. **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants.**
- **Any other changes?**

U.S. Department of State
Bureau of Consular Affairs

Submission Confirmation: Entry Received

Success!

Your entry for the 2019 Diversity Visa Lottery program was received on Wednesday, October 11, 2017 at 1:54:43 AM EST. Please do **NOT** close this confirmation page or made a record of your Confirmation Number.

Entrant Name:	DSAFFD, QSADF SDF DADF
Confirmation Number:	201913WS00MU90RL
Year of Birth:	1981
Digital Signature:	438F03352A51C23982240AA31F380D9F431990A0

Thank you for your entry for the 2019 Diversity Visa Lottery.

Please either print this page or make a record of the confirmation number before closing this window. You will not be able to retrieve this window.

You must retain your confirmation number in order to check your entry status via **Entrant Status Check** between May 1, 2018 and September 30, 2018. If your entry was selected for further processing in the 2019 Diversity Visa Lottery, you will be **REQUIRED** to enter your confirmation number in court order to check on your entry status.

Selectees will not receive selectee notifications or letters by regular postal mail from the Kentucky Consular Center (KCC).

Do not submit additional Entry Forms with this person as the Primary Entrant! Multiple entries will disqualify the Entrant from participating in the Diversity Visa Lottery.

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Thank You Page (displays after DV-2019 registration period closes):

- Update dates in thank you message (top red box) **Please confirm new entry period will be from Oct 17 – Nov 21. Any other verbiage?**
- Update the "2019 Entrant Status Check" verbiage (second red box) to read as follows: **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants. Please also confirm new entry period will be from Oct 17 – Nov 21.**
"DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May XX, 2018. The DV-2019 registration period opened on

October 17, 2017, and closed on November 21, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.”

- Any other changes?



U.S. Department of State
Bureau of Consular Affairs

Electronic Diversity Visa Lottery

Thank You!

The entry registration period for the 2018 Diversity Visa program (DV-2019) was between October 3, 2017 and November 21, 2017. The registration period is now finished.

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opened on October 3, 2017, and closed on November 21, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

DV-2018 Entrants have already entered their confirmation information through this website.

Click the link below to check DV-2019 and DV-2018 Entrant Status.

[Check Status](#)

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including reviewing the instructions, gathering the necessary documentation, providing the information and/or documents required, and reviewing the final collection. You do not have to supply this information if it does not pertain to you. Send comments regarding this burden estimate or any aspect of this collection of information, including suggestions for reducing this burden, to Washington, DC 20503-2941 and to the Office of Management and Budget, Paperwork Project (0142-0047).

CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act. The information you provide on this form will be used to determine your eligibility for the Diversity Visa program. Your information will be stored in a secure database and will be used for the purpose of administering the Diversity Visa program. Your information may be made available to a court which certifies that the information contained in such records is needed in a case pending before the court.

[USA.gov](#) [travel.state.gov](#) [Top of page](#)

Thank you,

Jillian Robbins
NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs

(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA/CNT/PSDD

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Maintenance Page (displays until the launch on Tuesday, 10/17)U.S. Department of State
Bureau of Consular AffairsElectronic Diversity Visa
Applicant Entry System: 12.3

Electronic Diversity Visa Lottery

Down for Maintenance!

Due to a technical issue, the DV-2019 entry period that began on October 3 has been closed. Entries submitted during October 3-10 are not valid and have been excluded from the system; they will not count as a duplicate entry. The technical issue has been resolved and a new full entry period will begin at noon, U.S. Eastern Daylight Time on Tuesday October 17, 2017 and will run until noon Eastern Standard Time on Tuesday November 21, 2017. Only entries submitted during this period will be accepted and considered for selection in the lottery. Please throw away any confirmation number or other documentation that you have if you submitted an entry during Oct. 3-10.

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 15, 2018. The DV-2019 registration period opens on October 17, 2017, and closes on November 21, 2017. Only confirmation information for entries submitted during this period will be valid for checking your status. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

2018 Entrant Status Check

DV-2018 Entrants have until September 30, 2018 to check the status of their entry through this website. The DV-2018 registration period was from October 4, 2016, until November 7, 2016.

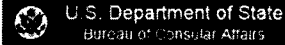
Click the link below to check DV-2019 and DV-2018 Entrant Status.

[Check Status](#)

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including time required for searching existing data sources, gathering the necessary documentation, providing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless this collection displays a currently valid OMB control number. If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to: PRA_BurdenComments@state.gov

CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act. INA Section 222(f) provides that visa issuance and refusal records shall be considered confidential and shall be used only for the formulation, amendment, administration, or enforcement of the immigration, nationality, and other laws of the United States. Certified copies of visa records may be made available to a court which certifies that the information contained in such records is needed in a case pending before the court.

Welcome Page (displays at noon on Tuesday, 10/17 until the end of the registration period at noon on Tuesday, 11/21)



Electronic Diversity Visa
Applicant Entry System 12.3.1

[Help](#)

Electronic Diversity Visa Lottery

Welcome

Due to a technical issue, the DV-2019 entry period that began on October 3 has been closed. Entries submitted during October 3-10 are not valid and have been excluded from the system; they will not count as a duplicate entry. The technical issue has been resolved and a new full entry period will begin at noon, U.S. Eastern Daylight Time on Tuesday, October 17, 2017 and will run until noon Eastern Standard Time on Tuesday, November 21, 2017. Only entries submitted during this period will be accepted and considered for selection in the lottery. Please throw away any confirmation number or other documentation that you have if you submitted an entry during Oct. 3-10. Entries will NOT be accepted through the U.S. Postal Service.

After reading the instructions, click the "Begin Entry" button below to enter the DV Lottery.

Entry Instructions

Please read the DV-2019 Entry Instructions carefully. Entrants may be disqualified for not completing the entry form correctly or by submitting more than one entry. Use the link below to view the instructions.

[DV-2019 Instructions](#)

Photo Tool

Before beginning the entry process, you can verify that your picture(s) comply with all requirements by clicking the link below.

[Photo Tool](#)

Entry Form

The entry form is prepared in two parts, one for the primary Entrant and one for derivatives (if any). Each part must be completed correctly and completely before going to the next part. After all parts are completed, the entry will be submitted to the DV-2019 Processing Center. Click the link below to begin the entry process.

[Begin Entry](#)

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 15, 2018. The DV-2019 entry period opens on October 17, 2017, and closes on November 21, 2017. Only confirmation information for entries submitted during this period will be valid for checking your status. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

2018 Entrant Status Check

DV-2018 Entrants have until September 30, 2018 to check the status of their entry through this website. The DV-2018 registration period was from October 4, 2016, until November 7, 2016.

Click the link below to check DV-2019 and DV-2018 Entrant Status.

[Check Status](#)

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including time required for searching existing data sources, gathering the necessary documentation, providing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless this collection displays a currently valid OMB control number. If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to: PRA_BurdenComments@state.gov.

CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act (INA Section 222(f)), provides that visa issuance and refusal records shall be considered confidential and shall be used only for the formulation, amendment, administration, or enforcement of the immigration, nationality, and other laws of the United States. Certified copies of visa records may be made available to a court which certifies that the information contained in such records is needed in a case pending before the court.

[USA.gov](#) [travel.state.gov](#) [Top of page](#)

This site is managed by the Bureau of Consular Affairs, U.S. Department of State. External links to other Internet sites should not be construed as an endorsement of the views contained therein.

Submission Confirmation Page (displays when entry is submitted)

DV-2019 Submission Confirmation: Entry Received

Success!

Your entry for the 2019 Diversity Visa Lottery program was received on Wednesday, October 20, 2017 at 11:21:52 AM EDT. Please do **NOT** close this window until you have printed this confirmation page or made a record of your Confirmation Number.

Entrant Name: DOE, JOHN
Confirmation Number: 201913W8BHMJTHT5
Year of Birth: 1985
Digital Signature: B1D10EDA3C684AC4AF52B4F2272B2667D51E09ED

Thank you for your entry for the 2019 Diversity Visa Lottery.

Please either print this page or make a record of the confirmation number before closing this window. You will not be able to retrieve this number after you close this window.

You must retain your confirmation number in order to check your entry status via **Entrant Status Check** between May 15, 2018 and September 30, 2019 to determine whether your entry was selected for further processing in the 2019 Diversity Visa Lottery. You will be **REQUIRED** to enter your confirmation number in combination with other personal information in order to check on your entry status.

Selectees will not receive selectee notifications or letters by regular postal mail from the Kentucky Consular Center (KCC).

Do not submit additional Entry Forms with this person as the Primary Entrant! Multiple entries will disqualify the Entrant from participation in the 2019 Diversity Visa Lottery.

[USA.gov](#) [travel.state.gov](#) [Home](#) [Welcome Page](#) [Top of Page](#)

This site is managed by the Bureau of Consular Affairs, U.S. Department of State. External links to other Internet sites should not be construed as an endorsement of the views contained therein.

Submission Confirmation Printer Friendly View (displays when entry is submitted)

DV-2019 Submission Confirmation: Entry Received

Success!

Your entry for the 2019 Diversity Visa Lottery program was received on Wednesday, October 20, 2017 at 12:54:59 PM EDT. Please do NOT close this window until you have printed this confirmation page or made a record of your Confirmation Number.

Entrant Name:

DOE, JOHN

Confirmation Number:

201913W8BXUPWOL

Year of Birth:

1985

Digital Signature:

75630492BD82E6209AABC2170F01D4686EECB2A

Thank you for your entry for the 2019 Diversity Visa Lottery.

Please either print this page or make a record of the confirmation number before closing this window. You will not be able to retrieve this number after you close this window.

You must retain your confirmation number in order to check your entry status via **Entrant Status Check** between May 15, 2018 and September 30, 2019 to determine whether your entry was selected for further processing in the 2019 Diversity Visa Lottery. You will be **REQUIRED** to enter your confirmation number in combination with other personal information in order to check on your entry status.

Selectees will not receive selectee notifications or letters by regular postal mail from the Kentucky Consular Center (KCC).

Do not submit additional Entry Forms with this person as the Primary Entrant! Multiple entries will disqualify the Entrant from participation in the 2019 Diversity Visa Lottery.

Thank You Page (displays when the registration period closes at noon on Tuesday, 11/21 until DV-2020 launches - October, 2018)



U.S. Department of State
Bureau of Consular Affairs

Electronic Diversity Visa
Applicant Entry System 12.3.1

Electronic Diversity Visa Lottery

Thank You!

All submission processing at this web site has finished.

Due to a technical issue, the DV-2019 entry period that began on October 3 was closed. Entries submitted during October 3-10 are not valid and have been excluded from the system; they did not count as a duplicate entry. A new full entry period began at noon, Eastern Daylight Time on Tuesday October 17, 2017 and ran until noon Eastern Standard Time on Tuesday November 21, 2017. Only entries submitted during this period were accepted and considered for selection in the lottery. Please throw away any confirmation number or other documentation that you have if you submitted an entry during Oct. 3-10.

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 15, 2018. The DV-2019 entry period opened on October 17, 2017 and closed on November 21, 2017. Only confirmation information for entries submitted during this period will be valid for checking your status. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

2018 Entrant Status Check

DV-2018 Entrants have until September 30, 2018 to check the status of their entry through this website. The DV-2018 registration period was from October 4, 2016, until November 7, 2016.

Click the link below to check DV-2019 and DV-2018 Entrant Status.

[Check Status](#)

From: Corse, Gary R
Sent: Thu, 12 Oct 2017 12:25:44 -0600
To: Sherman, Richard M;Varnan, Beena M
Subject: FW: DV update
Attachments: DV Restart Email Blast to Posts.docx, DV2019 Restart Talking Points KCC edit.docx

FYSA...

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: CA-VO-Special Assistant
Sent: Thursday, October 12, 2017 1:17 PM
To: Follick, Julia; Parker, Morgan A; Corse, Gary R; Nantais, Joel D; Perry, Nicholas
Cc: CA-VO-Special Assistant
Subject: DV update

The AM for A/S is with the front office and is blue-tagged. We will let you know as soon as it is signed.

Ed and Karin cleared both the TPs and email blast (with Ed's edit included), with the understanding that the products are not to be sent until further notice. Clean docs attached.

Jenny Cordell
CA/VO Special Assistant
SA-17 - 12.208
202-485-7572

Official
UNCLASSIFIED

Dear Colleagues,

You have likely noticed by now that the eDV website has been down for maintenance for the past week. Unfortunately, due to technical issues, the current registration period for Diversity Visa-2019 is being extended, and all enrollments made prior to October 18, 2017, will need to be resubmitted. We are currently awaiting the results of systems' testing, but anticipate the new entry period for DV-2019 will open for electronic entries at noon, Eastern Daylight Time, Wednesday, October 18, 2017, and close at noon, Eastern Standard Time, Wednesday, November 22, 2017.

Applicants who entered before Wednesday, October 18, 2017, will not be considered and will need to submit another entry during the new registration period. These applicants may submit a new entry without fear of disqualification for submitting more than one entry.

Talking points and additional guidance are in clearance, and the Visa Office will release these shortly on [CA Web](#). [Travel.state.gov](#) and other outreach materials will also be updated with the new dates as soon as possible. Posts are encouraged to include messaging about the new registration dates in outreach efforts once official guidance is released.

We understand this will generate a lot of confusion and require additional outreach efforts by posts. Thank you in advance for your hard work.

If you have any additional questions about DV processing, please contact Beena Varnan (VarnanBM@state.gov) or Joel Nantais (nantaisjd@state.gov) in VO/F.

Drafted: CA/VO/F/IE: Beena Varnan, ext 5-7697 cell 202-390-0447

Cleared: CA/VO: ERamotowski (ok)
CA/VO: KKing (ok)
CA/VO: MParker (ok)
CA/VO/F/IE: JNantais (ok)
CA/VO/I: GCorse (ok)
CA/VO/L/A: MMcNeil (ok)

CA Press Guidance
October 12, 2017

NEW ENTRY PERIOD FOR DIVERSITY VISA PROGRAM – DV-2019

- Due to technical issues, the current registration period for DV-2019 is being extended, and all enrollments made prior to October 18, 2017, will need to be resubmitted.
- We regret the inconvenience to Diversity Visa entrants. In order to ensure fairness and protect the integrity of the process for all those concerned, however, we must restart the entry process for this year (DV-2019). We have extended the timeframe for entry appropriately.
- The new entry period for DV-2019 opens for electronic entries at noon, Eastern Daylight Time, Wednesday, October 18, 2017, and closes at noon, Eastern Standard Time, Wednesday, November 22, 2017.
- If you entered before Wednesday, October 18, 2017, your entry will not be considered, and you will need to submit another entry during the new registration period. You may submit one new entry without fear of disqualification for submitting more than one entry.
- Applicants can access the electronic DV entry form (E-DV) at the official E-DV website, dvlottery.state.gov, during the registration period. DV instructions also are available on the Department of State's public webpage at usvisas.state.gov/dv/instructions.
- All other eligibility requirements remain the same.
- Beginning May 15, 2018, DV-2019 entrants will be able to use their unique confirmation number provided at registration to check the online Entrant Status Check at dvlottery.state.gov to see if their entry was selected. Entrant Status Check will inform successful entrants how to apply for DVs for themselves and their eligible family members. The Department also will confirm visa interview appointments through the Entrant Status Check.

Q: What can you tell us about the technical issue? Were entries lost? Was this a hacking attempt?

- The technical issue was a failure to properly account for country of eligibility if the entrant was selecting a country of eligibility other than his/her place of birth, which is permitted in certain limited circumstances. This was not a result of any outside interference or hacking attempt.

Q: How many entries had been received before this technical issue?

- Due to the technical issues we encountered, we are unable to reliably estimate how many valid entries were received at this time. In order to protect the integrity of the process and ensure a fair opportunity to all entrants, we are restarting the entry period now.

Q: How many DV entries does the Department expect for DV-2019?

- In DV-2018, the last year for which numbers are available, we received more than 14 million entries from principal applicants.

Q: How will the Department notify applicants whose entries are not valid?

- The Department will send an automated email notification to each entry received using the email address provided on the lottery entry form, directing them to check the website www.dvlottery.state.gov for an important announcement.
- We will also work through our embassies and consulates to inform potential entrants using social media and local media outlets.

Q: Will this delay the DV-2019 process?

- The selection of selected entries for DV-2019 is scheduled to begin May 15, 2018.
- We do not anticipate any delay in the DV-2019 process at this time.

Drafted: CA/VO/F/IE: Beena Varnan, ext 5-7697 cell 202-390-0447

Cleared: CA/VO: ERamotowski (ok)
CA/VO: KKing (ok)
CA/VO/F: MAParker (ok)
CA/VO/F/IE: JNantais (ok)
CA/VO/KCC: CBeard (ok)
CA/VO/I: GCorse (ok)
CA/VO/L/A: MMcNeil (ok)
CA/CST: KReynolds (ok)
CA/P: Broshanank (ok)

From: Beard, Christopher G
Sent: Tue, 2 May 2017 14:42:10 -0600
To: Nantais, Joel D; Sherman, Richard M; Dolce, Michael R
Cc: Dixon, Amanda W; Paschke, Matthew J; Cornforth, Jeremy A; Parker, Christine D
Subject: RE: Clearance request: DV message for TSG

Thanks Rich and Joel. I should be able to get it posted on TSG.
Chris

Official - Transitory
UNCLASSIFIED

From: Nantais, Joel D
Sent: Tuesday, May 02, 2017 4:41 PM
To: Sherman, Richard M; Beard, Christopher G; Dolce, Michael R
Cc: Dixon, Amanda W; Paschke, Matthew J; Cornforth, Jeremy A; Parker, Christine D; Nantais, Joel D
Subject: RE: Clearance request: DV message for TSG

We had minor edits. Chris, are you able to post on TSG or would you like our assistance?

We are experiencing intermittent connectivity issues with the DV Entrant Status Check website. If you have problems checking your status, please re-enter your confirmation information ~~back~~ later.

Official - Transitory
UNCLASSIFIED

From: Sherman, Richard M
Sent: Tuesday, May 02, 2017 4:39 PM
To: Nantais, Joel D; Beard, Christopher G; Dolce, Michael R
Cc: Dixon, Amanda W; Paschke, Matthew J; Cornforth, Jeremy A; Parker, Christine D
Subject: RE: Clearance request: DV message for TSG

Just had another update from CST; while there is lots of traffic, and many people getting into ESC and entering their data, many of them are getting error messages rather than their actual status. Much troubleshooting by IRM and others, but precise issue not yet identified. Maybe would be useful to put up Chris' original draft.

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VOI, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official - Transitory

UNCLASSIFIED

From: Nantais, Joel D
Sent: Tuesday, May 02, 2017 4:10 PM
To: Sherman, Richard M; Beard, Christopher G; Dolce, Michael R
Cc: Dixon, Amanda W; Paschke, Matthew J; Cornforth, Jeremy A; Parker, Christine D; Nantais, Joel D
Subject: RE: Clearance request: DV message for TSG

If the system seems to be working reliably now, I don't think we need to put a message up on TSG.

Official - Transitory
UNCLASSIFIED

From: Sherman, Richard M
Sent: Tuesday, May 02, 2017 3:35 PM
To: Beard, Christopher G; Dolce, Michael R
Cc: Dixon, Amanda W; Nantais, Joel D; Paschke, Matthew J; Cornforth, Jeremy A
Subject: RE: Clearance request: DV message for TSG

See my update 2 just sent out. If you still want a message, suggest: Shortly after launch of the DV Entrant Status Check website today we were experiencing intermittent connectivity issues. They appear resolved now, but monitoring of the site continues. If you do encounter problems checking your status, please try back later.

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official - Transitory
UNCLASSIFIED

From: Beard, Christopher G
Sent: Tuesday, May 02, 2017 2:52 PM
To: Dolce, Michael R; Sherman, Richard M
Cc: Dixon, Amanda W; Nantais, Joel D; Paschke, Matthew J
Subject: Clearance request: DV message for TSG

Can VO/F and VO/I clear on the language below for a banner on
<https://travel.state.gov/content/visas/en/immigrate/diversity-visa/if-you-are-selected.html> :

We are experiencing intermittent connectivity issues with the DV Entrant Status Check website. If you have problems checking your status, please try back later.

Thanks,
Chris

Chris Beard
Director

Kentucky Consular Center
(CA/VO/DO/KCC)
U.S. Department of State
Williamsburg, KY
Phone: 606-526-7667

Official
UNCLASSIFIED

Official
UNCLASSIFIED

From: Paschke, Matthew J
Sent: Mon, 15 May 2017 14:14:19 -0400
To: Sherman, Richard M; Beard, Christopher G; Oppenheim, Charlie W; Dolce, Michael R
Cc: Dixon, Amanda W
Subject: RE: DAR for clearance: DV 2018 ESC Statistics

I clear for VO/I with Mike D's comments. Thanks!

(U) More DV 2018 Entrants Are Checking Their Selection Status: The number of DV 2018 entrants checking their ~~lottery~~-selection status has rebounded after a slow start. Connectivity issues following the May 2 launch of Entrant Status Check (ESC) prevented some users from accessing the system, but as of midnight last night 7,302,329 entrants (of which 40,235 are "winnersselectees") have successfully viewed their selection status. At the same time last year, 6,261,962 entrants (of which 28,546 were selectees) had checked their status. The year-to-year increase may be due to the fact that more people entered the ~~lottery~~ ~~this year~~ DV 2018 than DV 2017, and hopefully predicts a strong response rate allowing us to use all 50,000 visas allotted under the program.
(VO/DO/KCC:CBear)

Official - Transitory
UNCLASSIFIED

From: Sherman, Richard M
Sent: Monday, May 15, 2017 12:59 PM
To: Beard, Christopher G; Oppenheim, Charlie W; Dolce, Michael R; Paschke, Matthew J
Cc: Dixon, Amanda W
Subject: RE: DAR for clearance: DV 2018 ESC Statistics

Looks good to me; Matt will clear for VO/I

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official - Transitory
UNCLASSIFIED

From: Beard, Christopher G
Sent: Monday, May 15, 2017 12:48 PM
To: Oppenheim, Charlie W; Sherman, Richard M; Dolce, Michael R
Cc: Dixon, Amanda W
Subject: DAR for clearance: DV 2018 ESC Statistics

Hi Charlie, Rich, and Mike –
Karin asked for a DAR on DV2018 ESC numbers. Can you please clear?
Thanks,
Chris

(U) More DV 2018 Entrants Are Checking Their Selection Status: The number of DV 2018 entrants checking their lottery selection status has rebounded after a slow start. Connectivity issues following the May 2 launch of Entrant Status Check (ESC) prevented some users from accessing the system, but as of midnight last night 7,302,329 entrants (of which 40,235 are “winners”) have successfully viewed their selection status. At the same time last year, 6,261,962 entrants (of which 28,546 were selectees) had checked their status. The year-to-year increase may be due to the fact that more people entered the lottery this year than last, and hopefully predicts a strong response rate allowing us to use all 50,000 visas allotted under the program. (VO/DO/KCC:CBeard)

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Wed, 11 Oct 2017 13:29:54 -0600
To: Pasatiempo, Gary A;Bae, Heather;Robbins, Jillian A;Varnan, Beena M;Sherman, Richard M;Beard, Christopher G;Bryant, Adam C;Lovitt, Darrell R;Siddle, Gail L
Cc: CA-CST-NCS Mgmt Team;Seratte, Kathlene A;Li, Ben Q
Subject: RE: VO Verbiage Updates for AES 12.3.1

Hello, During the call at 3:30pm I'd like to address the email notification issue that I had to review. I'd like to discuss coordinating with CST on sending out emails to the affected applicants to inform them to check the application status site. Let me know if you have any questions. Thanks!

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Pasatiempo, Gary A
Sent: Wednesday, October 11, 2017 1:04 PM
To: Bae, Heather; Corse, Gary R; Robbins, Jillian A; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Lovitt, Darrell R; Siddle, Gail L
Cc: CA-CST-NCS Mgmt Team; Seratte, Kathlene A; Li, Ben Q
Subject: RE: VO Verbiage Updates for AES 12.3.1

That is my understanding.

Gail, please advise if not correct.

Official
UNCLASSIFIED

From: Bae, Heather
Sent: Wednesday, October 11, 2017 12:07 PM
To: Corse, Gary R; Robbins, Jillian A; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Lovitt, Darrell R
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q
Subject: RE: VO Verbiage Updates for AES 12.3.1

Gary – just to be clear, we can move forward making the change for internal QA for AES 12.3.1, but hold off on the emergency delivery to production for the temporary language?

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 11:39 AM
To: Bae, Heather; Robbins, Jillian A; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Lovitt, Darrell R
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q
Subject: RE: VO Verbiage Updates for AES 12.3.1

Per the call, please hold off on posting until VO clears public talking points. We'll let you know soon today. Thanks!

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Bae, Heather
Sent: Wednesday, October 11, 2017 11:36 AM
To: Robbins, Jillian A; Varnan, Beena M; Sherman, Richard M; Corse, Gary R; Beard, Christopher G; Bryant, Adam C; Lovitt, Darrell R
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q
Subject: RE: VO Verbiage Updates for AES 12.3.1

Jillian,

Please find the approved language for AES 12.3.1

Thank you.

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 11:30 AM
To: Varnan, Beena M; Nantais, Joel D; Follick, Julia; Perry, Nicholas; Parker, Morgan A; Parker, Christine D
Cc: Paschke, Matthew J; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

Thanks, Beena!

Hi Heather, the below language was cleared by VO leadership (up to MD Karin King). Over to CST. If you have any questions, feel free to email me. I'll be on the CST call shortly.

Suggested language for the top red box:

Due to a technical issue, the DV-2019 entry period that began on October 3 has been closed. Entries submitted during October 3-10 are not valid and have been excluded from the system; they will not count as a duplicate entry. The technical issue has been resolved and a new full entry period will begin at noon, U.S. Eastern Daylight Time on Tuesday October 17, 2017 and will run until noon Eastern Standard Time on Tuesday November 21, 2017. Only entries submitted during this period will be accepted and considered for selection in the lottery. Please throw away any confirmation number or other documentation that you have if you submitted an entry during Oct. 3-10.

Suggested language for the lower red box:

DV-19 Entrants may enter their confirmation information through the link below starting at noon EDT on May 15, 2018. The DV-2019 entry period opened on October 17, 2017 and closed on November 21, 2017. Only confirmation information for entries submitted during this period will be valid for checking your status. DV-2019 Entrants should keep their confirmation number until September 30, 2019.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official - SBU
UNCLASSIFIED

Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Tuesday, October 10, 2017 6:05 PM
To: Varnan, Beena M; Sherman, Richard M; Corse, Gary R; Beard, Christopher G; Bryant, Adam C; Lovitt, Darrell R
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Li, Ben Q
Subject: VO Verbiage Updates for AES 12.3.1
Importance: High

Hi All –

I understand that the verbiage for the AES pages are still being finalized. We just wanted to reach out to confirm the changes and display for the maintenance page, welcome page, submission (confirmation) page, and thank you page (see screenshots below). Please review and provide approval/feedback on additional changes required ASAP.

Maintenance Page (current version on dvlottery.state.gov):

- Place VO-provided text in the top red box underneath the “Down for Maintenance” banner.

- Update the "2019 Entrant Status Check" verbiage (second red box) to read as follows: **(Please new confirm entry period will be from Oct 17 – Nov 21.)**
 "DV-2019 Entrants may enter their confirmation information through the link below in May 2018. The DV-2019 registration period will re-open on October 17, 2017, and will close on November 21, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019."
- Any other changes?



Electronic Diversity Visa Lottery

Down for Maintenance!

AES is currently down for maintenance. Please try again later.

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opened on October 3, 2017, and closed on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

DV-2018 Entrants may enter their confirmation information through this web page.

Click the link below to check DV-2019 and DV-2018 Entrant Status

Check Status

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including reviewing the instructions, searching existing data sources, gathering the data, reviewing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless it is required by law. If you have comments on this burden estimate and/or recommendations for reducing this burden, please send them to: PRA_E

CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act. The information you provide on this form will be used to determine your eligibility for a Diversity Visa. The information you provide on this form will be used to determine your eligibility for a Diversity Visa. The information you provide on this form will be used to determine your eligibility for a Diversity Visa.

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Welcome Page:

- Add new verbiage to welcome message (first red box) to explain new entry period and update the submission period dates. **Please confirm new entry period will be from Oct 17 – Nov 21.**

- **Is the current message in the “Entry Instructions” box (next to red arrow) confusing (text below)? Should we add more clarifying language?**
“Please read the DV-2019 Entry Instructions carefully. Entrants may be disqualified for not completing the entry form correctly or by submitting more than one entry. Use the link below to view the instructions.”
- **Change dates under the “2019 Entrant Status Check” header (bottom red box). Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants. Please also confirm new entry period will be from Oct 17 – Nov 21.**
- **Any other changes?**

Submission Confirmation Page:

- Change header text from "Submission Confirmation: Entry Received" to "DV-2019 Submission Confirmation: Entry Received" and verify in printer friendly view. This will allow KCC to easily differentiate original entries (without "DV-2019" in header) from new entries when viewing the confirmation page.
- Change the date for ESC in confirmation message. **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants.**
- **Any other changes?**



Submission Confirmation: Entry Received

Success!

Your entry for the 2019 Diversity Visa Lottery program was received on Wednesday, October 11, 2017 at 1:54:43 AM EST. Please do **NOT** click on the confirmation page or made a record of your Confirmation Number.

Entrant Name:	DSAFFD, QSADFSDF DADF
Confirmation Number:	201913W500MU90RL
Year of Birth:	1981
Digital Signature:	438FD3352A51C23962240AA31F38DD9F431990A0

Thank you for your entry for the 2019 Diversity Visa Lottery.

Please either print this page or make a record of the confirmation number before closing this window. You will not be able to retrieve this window.

You must retain your confirmation number in order to check your entry status via **Entrant Status Check** between May 1, 2018 and September 30, 2018. If your entry was selected for further processing in the 2019 Diversity Visa Lottery, you will be **REQUIRED** to enter your confirmation number in order to check on your entry status.

Selectees will not receive selectee notifications or letters by regular postal mail from the Kentucky Consular Center (KCC).

Do not submit additional Entry Forms with this person as the Primary Entrant! Multiple entries will disqualify the Entrant from participating in the Diversity Visa Lottery.

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Thank You Page (displays after DV-2019 registration period closes):

- Update dates in thank you message (top red box) **Please confirm new entry period will be from Oct 17 – Nov 21. Any other verbiage?**
- Update the "2019 Entrant Status Check" verbiage (second red box) to read as follows: **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants. Please also confirm new entry period will be from Oct 17 – Nov 21.**

"DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on **May XX, 2018**. The DV-2019 registration period opened on

October 17, 2017, and closed on November 21, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.”

- Any other changes?



Electronic Diversity Visa Lottery

Thank You!

The entry registration period for the 2018 Diversity Visa program (DV-2019) was between October 3, 2017 and November 21, 2017. The registration period is now finished.

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opened on October 3, 2017, and closed on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

DV-2018 Entrants may enter their confirmation information through this website.

Click the link below to check DV-2019 and DV-2018 Entrant Status.

[Check Status](#)

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CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act. The information you provide on this form will be used to determine your eligibility for the Diversity Visa program. Your information will be stored in a database and may be made available to a court which certifies that the information contained in such records is needed in a case pending before the court.

Thank you,

Jillian Robbins
 NCS Development Team
 Deloitte Consulting, LLP
 U.S. Department of State | Bureau of Consular Affairs

(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA/CST/PSDD

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From: Nantais, Joel D
Sent: Fri, 13 Oct 2017 13:28:13 -0600
To: Varnan, Beena M
Cc: Corse, Gary R; Sherman, Richard M; Nantais, Joel D
Subject: RE: DV Restart Timeline

Correct.

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From: Varnan, Beena M
Sent: Friday, October 13, 2017 3:25 PM
To: Nantais, Joel D
Cc: Corse, Gary R; Sherman, Richard M
Subject: DV Restart Timeline

Joel,

Per our conversation, CST can update their website with the maintenance notice about the new DV entry period on Monday morning. We can also move forward with TSG updates on Monday morning. Is that correct?

Beena Varnan
Visa Policy Analyst
CA/VO/F
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

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From: Sherman, Richard M
Sent: Wed, 11 Oct 2017 16:01:43 +0000
To: Corse, Gary R
Subject: RE: Input on DV tech issue

The issue was a failure to properly account for country of eligibility if the entrant was selecting a country of eligibility other than his/her place of birth, which is permitted in certain limited circumstances. No entries were lost and this was not a result of any outside interference or hacking attempt.

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official
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From: Corse, Gary R
Sent: Wednesday, October 11, 2017 11:40 AM
To: Sherman, Richard M
Subject: Input on DV tech issue

Hi Rich, Would you mind providing a draft response to the question below?

Q: What can you tell us about the technical issue? Were entries lost? Was this a hacking attempt^[N1] ?

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

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VO/I or CST can you address his question?

From: Sherman, Richard M
Sent: Wed, 11 Oct 2017 18:51:52 +0000
To: Robbins, Jillian A;Varnan, Beena M;Corse, Gary R
Cc: Siddle, Gail L;CA-CST-NCS Mgmt Team;Pasatiempo, Gary A;Seratte, Kathlene A;Li, Ben Q;Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

Looks good. Thanks.

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

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From: Robbins, Jillian A
Sent: Wednesday, October 11, 2017 2:39 PM
To: Varnan, Beena M; Sherman, Richard M; Corse, Gary R
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

Thanks for the quick review and feedback. Please see the updated mockup for the "Thank You" page below. This page will display when the entry period closes at noon on 11/21 until the DV-2020 lottery launches in October 2018.

Electronic Diversity Visa Lo

Thank You!

All submission processing at this web site has f

Due to a technical issue, the DV-2019 entry period that began on October 3 was closed. Entries submitted system, they did not count as a duplicate entry. A new full entry period began at noon, Eastern Daylight Time on Tuesday November 21, 2017. Only entries submitted during this period were accepted and consic number or other documentation that you have if you submitted a

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 15, 2018. The DV-2019 entry period opened on October 17, 2017, and closed on November 21, 2017. Only confirmation information for entries submitted during this period are valid for checking your status. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

DV-2018 Ent
entry through

Click the link below to check DV-2019 and DV-2018

[Check Status](#)**Jillian Robbins**

NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs
(T) 202-255-1283 | (E) RobbinsJA@state.gov

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From: Varnan, Beena M
Sent: Wednesday, October 11, 2017 2:25 PM
To: Sherman, Richard M; Robbins, Jillian A; Corse, Gary R
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

Text looks good. I agree with Rich's suggestions.

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From: Sherman, Richard M
Sent: Wednesday, October 11, 2017 2:04 PM
To: Robbins, Jillian A; Corse, Gary R; Varnan, Beena M
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

AES language looks fine. For the 2019 ESC language, at the point where entrants can actually check their status next May, the registration period will be long past, so I think the language needs to be past tense for the second sentence, and in the third sentence, change "will be" to "are"

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

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From: Robbins, Jillian A
Sent: Wednesday, October 11, 2017 1:44 PM
To: Corse, Gary R; Varnan, Beena M; Sherman, Richard M
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1
Importance: High

Please review the attached mockups containing the updated text. Let us know if any changes are required, or if we have approval to proceed with QA testing.

We will not proceed with publishing the maintenance page until written approval from VO is received.

Thank you,

Jillian Robbins
NCS Development Team
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(T) 202-255-1283 | (E) RobbinsJA@state.gov

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From: Corse, Gary R
Sent: Wednesday, October 11, 2017 12:39 PM
To: Robbins, Jillian A; Varnan, Beena M; Sherman, Richard M
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

Thanks, Jillian, this looks great to me. Much appreciated!

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

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From: Robbins, Jillian A
Sent: Wednesday, October 11, 2017 12:36 PM
To: Corse, Gary R; Varnan, Beena M; Sherman, Richard M
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

Hi Gary,

Thanks. One more thing... for the "Thank You Page" (which will display when the registration period closes at noon on Tuesday, 11/21 until DV-2020 launches), should the language be past tense (see highlights/changes below)?

Due to a technical issue, the DV-2019 entry period that began on October 3 ~~has been~~ was closed. Entries submitted during October 3-10 are not valid and have been excluded from the system; they ~~will~~ did not count as a duplicate entry. ~~The technical issue has been resolved and~~
A new full entry period ~~began will~~ begin at noon, U.S. Eastern Daylight Time on Tuesday October 17, 2017 and ~~ran will run~~ until noon Eastern Standard Time on Tuesday November 21, 2017. Only entries submitted during this period ~~were will~~ be accepted and considered for selection in the lottery. Please throw away any confirmation number or other documentation that you have if you submitted an entry during Oct. 3-10.

Thank you,

Jillian Robbins

NCS Development Team
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(T) 202-255-1283 | (E) RobbinsJA@state.gov

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From: Corse, Gary R
Sent: Wednesday, October 11, 2017 12:27 PM
To: Robbins, Jillian A; Varnan, Beena M; Sherman, Richard M
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

Hi Jillian, Thanks for catching that. I concur with the changes.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

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From: Robbins, Jillian A
Sent: Wednesday, October 11, 2017 12:25 PM
To: Corse, Gary R; Varnan, Beena M; Sherman, Richard M
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

Hi Gary,

Thank you for sending this along. For the lower red box message, on the "Maintenance Page" (which will display until the launch on Tuesday, 10/17) and the "Welcome Page" (which will display until the end of the registration period at noon on Tuesday, 11/21), should the language for 2019 Entrant Status Check be future tense (see highlights below)? Additionally, should we refer to the lottery year as "DV-2019" rather than "DV-19" for consistency across the application?

DV-2019 Entrants may enter their confirmation information through the link below starting at noon EDT on May 15, 2018. The DV-2019 entry period **opens** on October 17, 2017 and **closes** on November 21, 2017. Only confirmation information for entries submitted during this period will

be valid for checking your status. DV-2019 Entrants should keep their confirmation number until September 30, 2019.

Please let us know.

Thank you,

Jillian Robbins

NCS Development Team
Deloitte Consulting, LLP
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(T) 202-255-1283 | (E) RobbinsJA@state.gov

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From: Corse, Gary R
Sent: Wednesday, October 11, 2017 11:39 AM
To: Bae, Heather; Robbins, Jillian A; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Lovitt, Darrell R
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q
Subject: RE: VO Verbiage Updates for AES 12.3.1

Per the call, please hold off on posting until VO clears public talking points. We'll let you know soon today. Thanks!

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

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From: Bae, Heather
Sent: Wednesday, October 11, 2017 11:36 AM
To: Robbins, Jillian A; Varnan, Beena M; Sherman, Richard M; Corse, Gary R; Beard, Christopher G; Bryant, Adam C; Lovitt, Darrell R
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Seratte, Kathlene A; Li, Ben Q
Subject: RE: VO Verbiage Updates for AES 12.3.1

Jillian,

Please find the approved language for AES 12.3.1

Thank you.

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 11:30 AM
To: Varnan, Beena M; Nantais, Joel D; Follick, Julia; Perry, Nicholas; Parker, Morgan A; Parker, Christine D
Cc: Paschke, Matthew J; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

Thanks, Beena!

Hi Heather, the below language was cleared by VO leadership (up to MD Karin King). Over to CST. If you have any questions, feel free to email me. I'll be on the CST call shortly.

Suggested language for the top red box:

Due to a technical issue, the DV-2019 entry period that began on October 3 has been closed. Entries submitted during October 3-10 are not valid and have been excluded from the system; they will not count as a duplicate entry. The technical issue has been resolved and a new full entry period will begin at noon, U.S. Eastern Daylight Time on Tuesday October 17, 2017 and will run until noon Eastern Standard Time on Tuesday November 21, 2017. Only entries submitted during this period will be accepted and considered for selection in the lottery. Please throw away any confirmation number or other documentation that you have if you submitted an entry during Oct. 3-10.

Suggested language for the lower red box:

DV-19 Entrants may enter their confirmation information through the link below starting at noon EDT on May 15, 2018. The DV-2019 entry period opened on October 17, 2017 and closed on November 21, 2017. Only confirmation information for entries submitted during this period will be valid for checking your status. DV-2019 Entrants should keep their confirmation number until September 30, 2019.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

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From: Robbins, Jillian A
Sent: Tuesday, October 10, 2017 6:05 PM
To: Varnan, Beena M; Sherman, Richard M; Corse, Gary R; Beard, Christopher G; Bryant, Adam C; Lovitt,

Darrell R

Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Li, Ben Q

Subject: VO Verbiage Updates for AES 12.3.1

Importance: High

Hi All –

I understand that the verbiage for the AES pages are still being finalized. We just wanted to reach out to confirm the changes and display for the maintenance page, welcome page, submission (confirmation) page, and thank you page (see screenshots below). Please review and provide approval/feedback on additional changes required ASAP.

Maintenance Page (current version on dvlottery.state.gov):

- Place VO-provided text in the top red box underneath the “Down for Maintenance” banner.
- Update the “2019 Entrant Status Check” verbiage (second red box) to read as follows: **(Please new confirm entry period will be from Oct 17 – Nov 21.)**
“DV-2019 Entrants may enter their confirmation information through the link below in May 2018. The DV-2019 registration period will re-open on October 17, 2017, and will close on November 21, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.”
- **Any other changes?**



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Electronic Diversity Visa Lottery

Down for Maintenance!

AES is currently down for maintenance. Please try again la

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opened on October 3, 2017, and closed on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

DV-2018 Entrants have entry through this web

Click the link below to check DV-2019 and DV-2018 Entrant

Check Status

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Welcome Page:

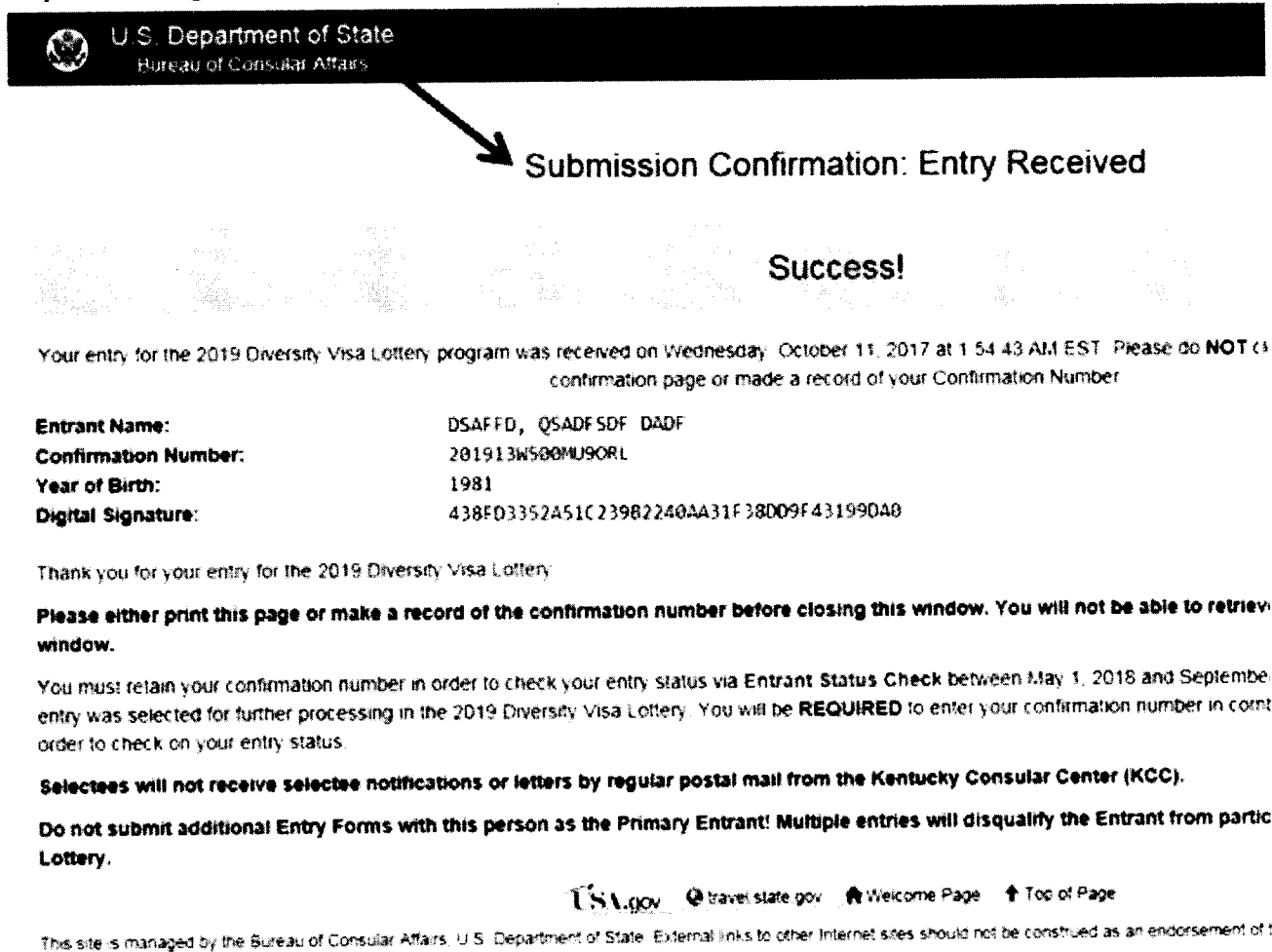
- Add new verbiage to welcome message (first red box) to explain new entry period and update the submission period dates. **Please confirm new entry period will be from Oct 17 – Nov 21.**
- **Is the current message in the "Entry Instructions" box (next to red arrow) confusing (text below)? Should we add more clarifying language?**

"Please read the DV-2019 Entry Instructions carefully. Entrants may be disqualified for not completing the entry form correctly or by submitting more than one entry. Use the link below to view the instructions."

- Change dates under the “2019 Entrant Status Check” header (bottom red box). **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants. Please also confirm new entry period will be from Oct 17 – Nov 21.**
- **Any other changes?**

Submission Confirmation Page:

- Change header text from "Submission Confirmation: Entry Received" to "DV-2019 Submission Confirmation: Entry Received" and verify in printer friendly view. This will allow KCC to easily differentiate original entries (without "DV-2019" in header) from new entries when viewing the confirmation page.
- Change the date for ESC in confirmation message. **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants.**
- **Any other changes?**



U.S. Department of State
Bureau of Consular Affairs

Submission Confirmation: Entry Received

Success!

Your entry for the 2019 Diversity Visa Lottery program was received on Wednesday, October 11, 2017 at 1:54:43 AM EST. Please do **NOT** close this confirmation page or make a record of your Confirmation Number.

Entrant Name:	DSAFFD, QSADF SDF DADF
Confirmation Number:	201913W500MU90RL
Year of Birth:	1981
Digital Signature:	438FD3352A51C23982240AA31F38D09F43199DA0

Thank you for your entry for the 2019 Diversity Visa Lottery.

Please either print this page or make a record of the confirmation number before closing this window. You will not be able to retrieve this window.

You must retain your confirmation number in order to check your entry status via Entrant Status Check between May 1, 2018 and September 30, 2018. If your entry was selected for further processing in the 2019 Diversity Visa Lottery, you will be **REQUIRED** to enter your confirmation number in our system in order to check on your entry status.

Selectees will not receive selectee notifications or letters by regular postal mail from the Kentucky Consular Center (KCC).

Do not submit additional Entry Forms with this person as the Primary Entrant! Multiple entries will disqualify the Entrant from participating in the 2019 Diversity Visa Lottery.

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Thank You Page (displays after DV-2019 registration period closes):

- Update dates in thank you message (top red box) **Please confirm new entry period will be from Oct 17 – Nov 21. Any other verbiage?**
- Update the "2019 Entrant Status Check" verbiage (second red box) to read as follows: **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants. Please also confirm new entry period will be from Oct 17 – Nov 21.**
"DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on **May XX, 2018**. The DV-2019 registration period opened on

October 17, 2017, and closed on November 21, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.”

- Any other changes?



U.S. Department of State
Bureau of Consular Affairs

Electronic Diversity Visa Lottery

Thank You!

The entry registration period for the 2018 Diversity Visa program (DV-2019) was between October 3, 2017 and November 21, 2017. The registration period is now finished.

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opened on October 3, 2017, and closed on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

DV-2018 Entrants may check their status through this web page.

Click the link below to check DV-2019 and DV-2018 Entrant Status.

[Check Status](#)

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including reviewing the instructions, searching existing data sources, gathering the data, reviewing the information and/or documents required, and reviewing the final collection. You do not have to supply the information if it does not affect your operation. Send comments regarding this burden estimate or any aspect of this collection of information, including suggestions for reducing the burden, to Washington, DC 20503-2941 and to the Office of Management and Budget, Paperwork Project Director (0142-0046).

CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act. The information you provide on this form will be used to determine your eligibility for the Diversity Visa program. Your information will be stored in a database and may be made available to a court which certifies that the information contained in such records is needed in a case pending before the court.

[USA.gov](#) [travel.state.gov](#) [Top of page](#)

Thank you,

Jillian Robbins

NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs

(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA/CST/PSDD

Production Services Design & Development

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From: Pasatiempo, Gary A
Sent: Tue, 10 Oct 2017 07:03:52 -0400
To: Paschke, Matthew J
Cc: VO Systems Liaison
Subject: FW: eDV AES 12.3 Production Issue
Importance: High

Good morning.

Please see the status report below.. please also advise per the Mon 10/9/2017 11:14 PM Special Considerations for DV-2019 related to the emergency patch.

Thank you.

Vr.

Gary A. Pasatiempo, MS, PMP, ITILv3, FAC-COR Level II

U.S. Department of State/Bureau of Consular Affairs

(T) (202) 485-7824 (BB) (202) 297-2506

CA 537 PSDD

Production Service Design & Development

Official - Transitory

UNCLASSIFIED

From: Pasatiempo, Gary A
Sent: Tuesday, October 10, 2017 6:49 AM
To: Reynolds, Kenneth J
Cc: Westmark, Sharon B; Seratte, Kathlene A; Bae, Heather (BaeHH@state.gov); Kunz, Sandra M; Doshi, Hetal J; Yang, Lue
Subject: eDV AES 12.3 Production Issue
Importance: High

Around 3pm yesterday, 10/9/2017, The NCS Development team discovered a problem with the data stored for the Eligibility Country field for records in the eDV/AES 12.3 database for DV-2019. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database. Therefore, all current entries to date should be considered ineligible since we cannot differentiate between accurate and inaccurate records. The impact of this data issue requires the NCS Development team provide an emergency release as well as coordinating through the Visa Office to communicate out to the approximately 2.1 million entrants that they may need to re-apply, and gain VO's advisement on certain technical considerations that will require policy decisions.

ROOT CAUSE:

Root cause is still being investigated, but NCS Dev advises that a change was made this year to help entrants from "dependent" countries to pre-fill the correct "parent" country to prevent confusion by automatically populating the "parent" country. (For example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country.)

SPECIAL CONSIDERATIONS:

- When the site is re-opened, ensure that we don't create duplicate records for those re-applying.
- Ensure that duplicate confirmation numbers are not created.

- Ensure that the photos don't get duped out during the stages between the entry period and the notification period in May.
- Mark these invalid records with a unique "current stage" value to ensure the records are not included in downstream processes.
- Plan for how to enable "Find Confirmation Number" in eDV/ESC.

12:10am status:

- The NCS team checked in and turned over the updated code, database script, and deployment plan to CC
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF

Completed tasks:

- Maintenance page was created & tested and installed
- Software change, and database script tested and reviewed by development
- Test scenarios reviewed by entire team for the software/database script updates
- Emergency Change process started
- Software, database script and rollbacks were all passed by the NCS QA team

For the Emergency change:

A software fix will be deployed to ensure the eligibility and birth countries are being recorded correctly in the database for AES DV-2019 entries. In addition, a data change will be implemented to assure that the system will not flag duplicate entries for anyone re-applying to the lottery after the software change is implemented.

- Target Deployment Start and End Date/Time: **TBD (dependent on IV&V testing LOE), likely 10/10/2017.**
- Outage Start and End Date/Time (as applicable): **10/9/2017 5:30 PM (start) – TBD (dependent on IV&V testing LOE), likely 10/10/2017.**

Identified Stakeholders: **Public-facing entrants, VO, KCC**

Depeding upon further Root cause analyses and LOE IV&V input it might be advisable to proceed with deployment with IV&V backfill – TBD.

V/r,
Gary A. Pasatiempo, MS, PMP, ITILv3, FAC-COR Level II
 U.S. Department of State|Bureau of Consular Affairs
 (T) (202) 485-7824 (tBB) (202) 297-2506
 CA 15 - PSDD
 Production Service Design & Development

**Official
 UNCLASSIFIED**

From: Varnan, Beena M
Sent: Mon, 16 Oct 2017 14:25:25 -0400
To: Moore, William K
Cc: Corse, Gary R; Paschke, Matthew J; Robbins, Jillian A; Pasatiempo, Gary A; Hebblethwaite, Patrick D; De Luca, Gino F
Subject: FW: AES 12.3.1 Emergency Release Status Update

Hi Will,

For the following site: <http://travel.state.gov/content/visas/english/immigrate/diversity-visa/instructions.html>, could you please change so that it reads 'Wednesday instead of Tuesday'?

DV-2019 Program: The revised online registration period for the DV-2019 Program begins on **Tuesday**, Wednesday, October 18, 2017 at 12:00 noon, Eastern Daylight Time (EDT) (GMT-4), and concludes on Wednesday, November 22, 2017 at 12:00 noon, Eastern Standard Time (EST) (GMT-4).

Official
UNCLASSIFIED

From: Bae, Heather
Sent: Monday, October 16, 2017 12:11 PM
To: Corse, Gary R; Varnan, Beena M
Cc: Hebblethwaite, Patrick D; Pasatiempo, Gary A; Robbins, Jillian A; Paschke, Matthew J
Subject: FW: AES 12.3.1 Emergency Release Status Update

Hi Gary,

It was my understanding that VO will be updating the TSG with the latest verbiage. Would you mind letting us know when this will be updated?

Thank you.

Official
UNCLASSIFIED

From: Hebblethwaite, Patrick D
Sent: Monday, October 16, 2017 11:31 AM
To: Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincock, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; Patel, Pinal B; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery,

Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange; Webb, Felicia Y

Cc: Schanberger, Robert E

Subject: RE: AES 12.3.1 Emergency Release Status Update

To Whom It Concerns—

I apologize if this query is misdirected, but I am working on Public Outreach for our Consular Section in Yerevan. I noticed that although the DV lottery enrollment website now has updated information regarding new enrollment dates after the outage, the usvisas.state.gov/dv/instructions and <http://travel.state.gov/content/visas/english/immigrate/diversity-visa/instructions.html> sites still have the old enrollment dates listed and no instructions regarding re-enrolment.

We would greatly appreciate any information on when this information will be updated, before we refer any more applicants or press contacts to those sites (per press guidance released this past weekend).

Thank you!

Best,

Leo

Patrick Hebblethwaite

(T) (202) 485-7797

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-----Original Appointment-----

From: Robbins, Jillian A

Sent: Friday, October 13, 2017 5:02 PM

To: Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincock, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; Patel, Pinal B; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange; Webb, Felicia Y

Cc: Schanberger, Robert E

Subject: AES 12.3.1 Emergency Release Status Update

When: Monday, October 16, 2017 11:30 AM-12:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: CST Bridge: (888) 330-1716; Access Code: 3534134#

We will discuss the current status of the AES 12.3.1 emergency release.

Please review the outstanding tasks beforehand (attached) and be prepared to provide an update on items that are assigned to your team.

<< File: AES 12.3.1.xlsx >>

Official - SBU

UNCLASSIFIED

From: Nantais, Joel D
Sent: Fri, 13 Oct 2017 14:42:39 -0600
To: Nantais, Joel D
Cc: Nantais, Joel D
Subject: MESSAGE TO POSTS - DV-2019 Restart

Dear Colleagues,

You have likely noticed by now that the eDV website has been down for maintenance for the past week. Unfortunately, due to technical issues, the current registration period for Diversity Visa-2019 is being extended, and all enrollments made prior to October 18, 2017, will need to be resubmitted. We are currently awaiting the results of systems' testing, but anticipate the new entry period for DV-2019 will open for electronic entries at noon, Eastern Daylight Time, Wednesday, October 18, 2017, and close at noon, Eastern Standard Time, Wednesday, November 22, 2017.

Applicants who entered before Wednesday, October 18, 2017, will not be considered and will need to submit another entry during the new registration period. These applicants may submit a new entry without fear of disqualification for submitting more than one entry.

Talking points and additional guidance are in clearance, and the Visa Office will release these shortly on CA Web. Travel.state.gov and other outreach materials will also be updated with the new dates as soon as possible. Posts are encouraged to include messaging about the new registration dates in outreach efforts once official guidance is released.

We understand this will generate a lot of confusion and require additional outreach efforts by posts. If you have any additional questions about DV processing, please contact Beena Varnan (VarnanBM@state.gov) or Joel Nantais (nantaisjd@state.gov) in VO/F.

Thank you,
The Visa Office

Official - SBU
UNCLASSIFIED

From: Yang, Lue
Sent: Mon, 16 Oct 2017 14:44:49 -0400
To: Sherman, Richard M;Patel, Pinal B;Robbins, Jillian A;Pasatiempo, Gary A;Bae, Heather;Seratte, Kathlene A;Doshi, Hetal J;Channell, Mark D;Hawkins Jr., Emile;Thompson, Fredrick;Hong, Mihyun;Bui, Nhi T;McCammon, Michael S;CA-CST-SO-ADS;Paschke, Matthew J;Corse, Gary R;Varnan, Beena M;Beard, Christopher G;Bryant, Adam C;Sincock, Austin G;Ungar, Adam B;Kinley, Elizabeth A;Siddle, Gail L;Ramos, George M;Shehzad, Nadeem;Snyder, Kenneth S;Zhu, Jonathan;Rufner, Gary;James, Ryan A;Hulen, John S;Young, Adrian D;CA-CST-DEDM-CCD-DBA;Brown, Thanh T;Allen, Thomas E;Rosner, Thomas V;Goins, Stephanie A;Adamowicz III, Matthew;Monaco, Maria A;Slattery, Phillip T;Grewe, Brenda L;CA-CST-SD-Application II;Ebreo, Lee M;Rockett, William T;Vicente, Laurie R;Lovitt, Darrell R;Plott, Heidi J;Archibald, Michele T;Hall, Nathaniel A;Rohan, John J;Hermesman, Rick L;CAServiceDesk;CA-CST-SDBranch;Jaszewski, Ahren G;Wheeler, Matthew T;Stewart, Richard B;Kelly, Andrew C;Hudson, Andre C;CA-ServiceDesk-Internal-Notifications;Watson, John J;Liautaud, Anne C;Burke, Steven A;Hinman, John C;Carlo, Michael;Hintermeier, Gary;Khan, Ayub F;CA-EntOps-Exchange
Subject: RE: AES 12.3.1 Emergency Release Status Update

Richard, correct – if we remain consistent with said rate without issue, it should take about 90 hours.

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From: Sherman, Richard M
Sent: Monday, October 16, 2017 12:56 PM
To: Patel, Pinal B; Yang, Lue; Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Beard, Christopher G; Bryant, Adam C; Sincock, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange
Subject: RE: AES 12.3.1 Emergency Release Status Update

Sound good; at that rate it will take 90-100 hours to send all of them, 4 days or so.

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official

UNCLASSIFIED

From: Patel, Pinal B**Sent:** Monday, October 16, 2017 12:07 PM

To: Yang, Lue; Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincock, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange

Subject: RE: AES 12.3.1 Emergency Release Status Update

Job to send out the emails has been started. Will be sending out ~4k emails every 30 minutes.

Official

UNCLASSIFIED

From: Yang, Lue**Sent:** Monday, October 16, 2017 10:49 AM

To: Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincock, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; Patel, Pinal B; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange

Subject: RE: AES 12.3.1 Emergency Release Status Update

FYI – App and DB teams will conduct final checks today and should be completed by COB. Once final checks are done the system will be locked down until the launch. I'd like to note that the db cleanup is scheduled for 2pm so all traffic will need to be stopped at that time – if there is anything else that needs to be tested, please let us know asap. thanks.

-----Original Appointment-----

From: Robbins, Jillian A**Sent:** Friday, October 13, 2017 5:02 PM**To:** Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue;

Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincock, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; Patel, Pinal B; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange

Subject: AES 12.3.1 Emergency Release Status Update

When: Monday, October 16, 2017 11:30 AM-12:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: CST Bridge: (888) 330-1716; Access Code: 3534134#

We will discuss the current status of the AES 12.3.1 emergency release.

An updated action item list will be sent out for review prior to the meeting.

Official

UNCLASSIFIED

From: Sherman, Richard M
Sent: Thu, 20 Apr 2017 14:35:29 -0400
To: Beard, Christopher G; Dixon, Amanda W; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Oct 3 through Nov 3 is 31 full days, since the first and last days are half-day each. As to period, the INA simply reads "The Secretary of State shall designate a period for the filing of petitions with respect to visas which may be issued under section 203(c)..." 22 CFR 42.33(b)(3) specifies that "the Department will establish a period of not less than 30 days during each fiscal year within which aliens may submit petitions ..."

Starting on Oct. 2 would give extra cushion, but I recall that CST would also prefer not to start on a Monday; however something does have to give in order to comfortably meet the 30 day regulation.

Rich

Richard M. Sherman
 Management Consultant
 Contractor, Quality Support Inc. for Dept. of State
 CA/VO/I, SA-17, Room 11.410A
 202-485-7544
 shermanrm@state.gov

Official - Transitory
UNCLASSIFIED

From: Beard, Christopher G
Sent: Thursday, April 20, 2017 11:44 AM
To: Dixon, Amanda W; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Remembering last year's systems hiccups in the closing days, I think Mark's point that processing the highest volume of the entry period (or close to it) during what would be normal business hours makes sense in case there are problems. If we went to a 32 day period between Oct 3 – Nov 3, we could have a backup plan to extend by a few days if there is a lengthy systems outage.

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Thursday, April 20, 2017 11:36 AM
To: Beard, Christopher G; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team;

Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Closing on November 3 would put us at 32 days by my count and we've tried to do a minimum of 33 days (at least in the last few years) to account for any systems issues in addition to the mandated 30 day entry period. It looks like for DV 2013 we did a 32 day entry period, so I guess we can use that as precedent and move the date to Friday November 3.

Amanda W. Dixon
Visa Policy Analyst
CA/VO/F/IE
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

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Official
UNCLASSIFIED

From: Beard, Christopher G
Sent: Thursday, April 20, 2017 11:27 AM
To: Channell, Mark D; Dixon, Amanda W; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Thanks for jogging my memory on that point. Amanda, is there any reason we can't close at noon Eastern on Nov 3rd?
Chris

Official
UNCLASSIFIED

From: Channell, Mark D
Sent: Thursday, April 20, 2017 11:25 AM
To: Beard, Christopher G; Dixon, Amanda W; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: Re: DV-2019 Dates

Is there any possibility that we could revisit the close date of November 6th? CST would prefer to close the lottery during the normal business week as each year we see a large volume of enrollments at the end of the lottery entry period. Would Friday the 3rd be an option?

Thank you,

Mark Channell

Sent from my BlackBerry 10 smartphone.

From: Beard, Christopher G
Sent: Thursday, April 20, 2017 10:43 AM
To: Dixon, Amanda W; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: DV-2019 Dates

Thanks Amanda. I'd agree that Tuesday October 3 - Monday November 6 looks good for the DV 2019 entry period.

Chris

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Thursday, April 20, 2017 10:22 AM
To: Robbins, Jillian A; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: DV-2019 Dates

I would suggest closing Monday November 6. Everything looks good. Just as a reminder, I'll be leaving VO at the end of August though, so I'll miss out on DV 2019.

Amanda W. Dixon
Visa Policy Analyst
CA/VO/F/IE
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

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Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Thursday, April 20, 2017 10:16 AM
To: Dixon, Amanda W; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: DV-2019 Dates

Hi everyone,

We wanted to confirm dates for the DV-2019 Program Year. Assuming we want to open on a Tuesday like last year, we have come up with the possible Go Live dates for AES and ESC for DV-2019 in the table below. I have added the actual dates from DV-2017 and DV-2018 for reference. Please provide the Closing Date for the AES DV-2019 period.

Please also feel free to add anybody I might have missed to this email thread.

	DV-2017	DV-2018	Possible DV-2019 Dates
Opening date for entries 12:00 PM EDT (GMT - 4)	Thursday, October 1, 2015	Tuesday, October 4, 2016	Tuesday, October 3, 2017
Closing date for entries*	Tuesday, November 3, 2015 at 12:00 PM EST (GMT - 5)	Monday, November 7, 2016 at 12:00 PM EST (GMT - 5)	*
Length of entry period	33 Days	34 Days	
Opening date for ESC 12:00 PM EDT (GMT - 4)	Tuesday, May 3, 2016	Tuesday, May 2, 2017	Tuesday, May 1, 2018

*Note: Daylight saving time ends Sunday, November 5, 2017. Therefore, if the entry period for DV-2019 closes before November 5, the closing time will be 12:00 PM EDT (GMT -4); if the entry period closes after November 5, the closing time will be 12:00 PM EST (GMT -5).

Thanks,

Jillian Robbins
NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs
(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA CS/PSDD

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From: Channell, Mark D
Sent: Thu, 20 Apr 2017 09:24:55 -0600
To: Beard, Christopher G; Dixon, Amanda W; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: Re: DV-2019 Dates

Is there any possibility that we could revisit the close date of November 6th? CST would prefer to close the lottery during the normal business week as each year we see a large volume of enrollments at the end of the lottery entry period. Would Friday the 3rd be an option?

Thank you,

Mark Channell

Sent from my BlackBerry 10 smartphone.

From: Beard, Christopher G
Sent: Thursday, April 20, 2017 10:43 AM
To: Dixon, Amanda W; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: DV-2019 Dates

Thanks Amanda. I'd agree that Tuesday October 3 - Monday November 6 looks good for the DV 2019 entry period.

Chris

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Thursday, April 20, 2017 10:22 AM
To: Robbins, Jillian A; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: DV-2019 Dates

I would suggest closing Monday November 6. Everything looks good. Just as a reminder, I'll be leaving VO at the end of August though, so I'll miss out on DV 2019.

Amanda W. Dixon
Visa Policy Analyst
CA/VO/F/IE
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

Have you tried [Ask VO?](#) Find answers to your visa policy and procedure questions

Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Thursday, April 20, 2017 10:16 AM
To: Dixon, Amanda W; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: DV-2019 Dates

Hi everyone,

We wanted to confirm dates for the DV-2019 Program Year. Assuming we want to open on a Tuesday like last year, we have come up with the possible Go Live dates for AES and ESC for DV-2019 in the table below. I have added the actual dates from DV-2017 and DV-2018 for reference. Please provide the Closing Date for the AES DV-2019 period.

Please also feel free to add anybody I might have missed to this email thread.

	DV-2017	DV-2018	Possible DV-2019 Dates
Opening date for entries 12:00 PM EDT (GMT - 4)	Thursday, October 1, 2015	Tuesday, October 4, 2016	Tuesday, October 3, 2017
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Length of entry period	33 Days	34 Days	
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*Note: Daylight saving time ends Sunday, November 5, 2017. Therefore, if the entry period for DV-2019 closes before November 5, the closing time will be 12:00 PM EDT (GMT -4); if the entry period closes after November 5, the closing time will be 12:00 PM EST (GMT -5).

Thanks,

Jillian Robbins
NCS Development Team

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(T) 202-255-1283 | (E) RobbinsJA@state.gov

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UNCLASSIFIED**

From: Corse, Gary R
Sent: Mon, 16 Oct 2017 11:02:30 -0600
To: Bae, Heather;Varnan, Beena M
Cc: Hebblethwaite, Patrick D;Pasatiempo, Gary A;Robbins, Jillian A;Paschke, Matthew J
Subject: Re: AES 12.3.1 Emergency Release Status Update

Hi Heather, I'll kindly defer to Beena on the timing of updating the sites.

Beena, please let me know if VO-I can help.

Best, Gary

Sent from my BlackBerry 10 smartphone.

From: Bae, Heather
Sent: Monday, October 16, 2017 12:11 PM
To: Corse, Gary R; Varnan, Beena M
Cc: Hebblethwaite, Patrick D; Pasatiempo, Gary A; Robbins, Jillian A; Paschke, Matthew J
Subject: FW: AES 12.3.1 Emergency Release Status Update

Hi Gary,

It was my understanding that VO will be updating the TSG with the latest verbiage. Would you mind letting us know when this will be updated?

Thank you.

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From: Hebblethwaite, Patrick D
Sent: Monday, October 16, 2017 11:31 AM
To: Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincok, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; Patel, Pinal B; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Lioutaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange; Webb, Felicia Y
Cc: Schanberger, Robert E
Subject: RE: AES 12.3.1 Emergency Release Status Update

To Whom It Concerns—

I apologize if this query is misdirected, but I am working on Public Outreach for our Consular Section in Yerevan. I noticed that although the DV lottery enrollment website now has updated information regarding new enrollment dates after the outage, the usvisas.state.gov/dv/instructions and <http://travel.state.gov/content/visas/english/immigrate/diversity-visa/instructions.html> sites still have the old enrollment dates listed and no instructions regarding re-enrolment.

We would greatly appreciate any information on when this information will be updated, before we refer any more applicants or press contacts to those sites (per press guidance released this past weekend).

Thank you!

Best,

Leo

Patrick Hebblethwaite

(T) (202) 485-7797

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-----Original Appointment-----

From: Robbins, Jillian A

Sent: Friday, October 13, 2017 5:02 PM

To: Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincock, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; Patel, Pinal B; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B;

Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange; Webb, Felicia Y

Cc: Schanberger, Robert E

Subject: AES 12.3.1 Emergency Release Status Update

When: Monday, October 16, 2017 11:30 AM-12:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: CST Bridge: (888) 330-1716; Access Code: 3534134#

We will discuss the current status of the AES 12.3.1 emergency release.

Please review the outstanding tasks beforehand (attached) and be prepared to provide an update on items that are assigned to your team.

<< File: AES 12.3.1.xlsx >>

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From: CA-VO-Special Assistant
Sent: Thu, 12 Oct 2017 11:17:17 -0600
To: Follick, Julia;Parker, Morgan A;Corse, Gary R;Nantais, Joel D;Perry, Nicholas
Cc: CA-VO-Special Assistant
Subject: DV update
Attachments: DV Restart Email Blast to Posts.docx, DV2019 Restart Talking Points KCC edit.docx

The AM for A/S is with the front office and is blue-tagged. We will let you know as soon as it is signed.

Ed and Karin cleared both the TPs and email blast (with Ed's edit included), with the understanding that the products are not to be sent until further notice. Clean docs attached.

Jenny Cordell
CA/VO Special Assistant
SA-17 - 12.208
202-485-7572

Official
UNCLASSIFIED

Dear Colleagues,

You have likely noticed by now that the eDV website has been down for maintenance for the past week. Unfortunately, due to technical issues, the current registration period for Diversity Visa-2019 is being extended, and all enrollments made prior to October 18, 2017, will need to be resubmitted. We are currently awaiting the results of systems' testing, but anticipate the new entry period for DV-2019 will open for electronic entries at noon, Eastern Daylight Time, Wednesday, October 18, 2017, and close at noon, Eastern Standard Time, Wednesday, November 22, 2017.

Applicants who entered before Wednesday, October 18, 2017, will not be considered and will need to submit another entry during the new registration period. These applicants may submit a new entry without fear of disqualification for submitting more than one entry.

Talking points and additional guidance are in clearance, and the Visa Office will release these shortly on CA Web. Travel.state.gov and other outreach materials will also be updated with the new dates as soon as possible. Posts are encouraged to include messaging about the new registration dates in outreach efforts once official guidance is released.

We understand this will generate a lot of confusion and require additional outreach efforts by posts. Thank you in advance for your hard work.

If you have any additional questions about DV processing, please contact Beena Varnan (VarnanBM@state.gov) or Joel Nantais (nantaisjd@state.gov) in VO/F.

Drafted: CA/VO/F/IE: Beena Varnan, ext 5-7697 cell 202-390-0447

Cleared: CA/VO: ERamotowski (ok)
CA/VO: KKing (ok)
CA/VO: MParker (ok)
CA/VO/F/IE: JNantais (ok)
CA/VO/I: GCorse (ok)
CA/VO/L/A: MMcNeil (ok)

**CA Press Guidance
October 12, 2017**

**NEW ENTRY PERIOD FOR DIVERSITY VISA PROGRAM – DV-
2019**

- Due to technical issues, the current registration period for DV-2019 is being extended, and all enrollments made prior to October 18, 2017, will need to be resubmitted.
- We regret the inconvenience to Diversity Visa entrants. In order to ensure fairness and protect the integrity of the process for all those concerned, however, we must restart the entry process for this year (DV-2019). We have extended the timeframe for entry appropriately.
- The new entry period for DV-2019 opens for electronic entries at noon, Eastern Daylight Time, Wednesday, October 18, 2017, and closes at noon, Eastern Standard Time, Wednesday, November 22, 2017.
- If you entered before Wednesday, October 18, 2017, your entry will not be considered, and you will need to submit another entry during the new registration period. You may submit one new entry without fear of disqualification for submitting more than one entry.
- Applicants can access the electronic DV entry form (E-DV) at the official E-DV website, dvlottery.state.gov, during the registration period. DV instructions also are available on the Department of State's public webpage at usvisas.state.gov/dv/instructions.
- All other eligibility requirements remain the same.
- Beginning May 15, 2018, DV-2019 entrants will be able to use their unique confirmation number provided at registration to check the online Entrant Status Check at dvlottery.state.gov to see if their entry was selected. Entrant Status Check will inform successful entrants how to apply for DVs for themselves and their eligible family members. The Department also will confirm visa interview appointments through the Entrant Status Check.

Q: What can you tell us about the technical issue? Were entries lost? Was this a hacking attempt?

- The technical issue was a failure to properly account for country of eligibility if the entrant was selecting a country of eligibility other than his/her place of birth, which is permitted in certain limited circumstances. This was not a result of any outside interference or hacking attempt.

Q: How many entries had been received before this technical issue?

- Due to the technical issues we encountered, we are unable to reliably estimate how many valid entries were received at this time. In order to protect the integrity of the process and ensure a fair opportunity to all entrants, we are restarting the entry period now.

Q: How many DV entries does the Department expect for DV-2019?

- In DV-2018, the last year for which numbers are available, we received more than 14 million entries from principal applicants.

Q: How will the Department notify applicants whose entries are not valid?

- The Department will send an automated email notification to each entry received using the email address provided on the lottery entry form, directing them to check the website www.dvlottery.state.gov for an important announcement.
- We will also work through our embassies and consulates to inform potential entrants using social media and local media outlets.

Q: Will this delay the DV-2019 process?

- The selection of selected entries for DV-2019 is scheduled to begin May 15, 2018.
- We do not anticipate any delay in the DV-2019 process at this time.

Drafted: CA/VO/F/IE: Beena Varnan, ext 5-7697 cell 202-390-0447

Cleared: CA/VO: ERamotowski (ok)
CA/VO: KKing (ok)
CA/VO/F: MAParker (ok)
CA/VO/F/IE: JNantais (ok)
CA/VO/KCC: CBeard (ok)
CA/VO/I: GCorse (ok)
CA/VO/L/A: MMcNeil (ok)
CA/CST: KReynolds (ok)
CA/P: Broshanank (ok)

From: CA-VO-Special Assistant
Sent: Fri, 13 Oct 2017 05:35:09 -0600
To: Ramotowski, Edward J;King, Karin M
Cc: Parker, Morgan A;Nantais, Joel D;Follick, Julia;Perry, Nicholas;CA-VO-Special Assistant
Subject: FW: Diversity Visa Rerun - Heads Up

I'm not sure where we stand with respect to the A/S sending an email to the 7th floor notifying them of what is coming, but Pete sent the message below last night to S/P and D.

S/P wants us to notify DHS, and for the A/S to communicate with the WH on the issue.

Federal Register will be signed this morning and returned to the lawyers.

Jenny Cordell
CA/VO Special Assistant
SA-17 - 12.208
202-485-7572

Official - SBU
UNCLASSIFIED

From: Marigliano, Peter J
Sent: Friday, October 13, 2017 7:31 AM
To: CA-VO-Special Assistant
Subject: FW: Diversity Visa Rerun - Heads Up

I sent this last night to S/P and D.

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From: Marigliano, Peter J
Sent: Thursday, October 12, 2017 4:54 PM
To: Nanavatty, Katharine B; Frideres, Taryn F
Subject: Diversity Visa Rerun - Heads Up

Kate/Taryn:

CA is preparing to announce that due to a technical glitch, we will need to rerun the diversity visa lottery. On October 9, during routine statistical analysis, CA/CST uncovered a discrepancy in which data collected from two questions within the application form were not replicating to the database. The issue affects a subset of the 1.8 million applications received to that date. To prevent further

applications from encountering this issue and to solve the data replication issue, CA closed down the DV registration site for maintenance on the same day. The site remains down.

To ensure CA does not unfairly disadvantage any subset of applicants we will need to completely restart the DV-2019 registration period, starting October 18, 2017 until November 22, 2017. Completely restarting DV-2019 will negate all DV applications received to date, requiring affected applicants to apply again. Note that there is no application fee for the DV lottery. The small bright spot is that the application period was open, and the selection of winners had not yet occurred.

Just for your complete awareness, CA had to rerun the DV in 2011 when we discovered that the somehow the drawing was not random. In that case, we had announced winners and needed to rescind those notifications.

We will shortly be notifying applicants and will publish notice in the Federal Register announcing the restart and instructing folks to apply again.

Please let me know if you have any questions.

Pete

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From: Nantais, Joel D
Sent: Fri, 13 Oct 2017 14:42:39 -0600
To: Nantais, Joel D
Cc: Nantais, Joel D
Subject: MESSAGE TO POSTS - DV-2019 Restart

Dear Colleagues,

You have likely noticed by now that the eDV website has been down for maintenance for the past week. Unfortunately, due to technical issues, the current registration period for Diversity Visa-2019 is being extended, and all enrollments made prior to October 18, 2017, will need to be resubmitted. We are currently awaiting the results of systems' testing, but anticipate the new entry period for DV-2019 will open for electronic entries at noon, Eastern Daylight Time, Wednesday, October 18, 2017, and close at noon, Eastern Standard Time, Wednesday, November 22, 2017.

Applicants who entered before Wednesday, October 18, 2017, will not be considered and will need to submit another entry during the new registration period. These applicants may submit a new entry without fear of disqualification for submitting more than one entry.

Talking points and additional guidance are in clearance, and the Visa Office will release these shortly on [CA Web](#). [Travel.state.gov](#) and other outreach materials will also be updated with the new dates as soon as possible. Posts are encouraged to include messaging about the new registration dates in outreach efforts once official guidance is released.

We understand this will generate a lot of confusion and require additional outreach efforts by posts. If you have any additional questions about DV processing, please contact Beena Varnan (VarnanBM@state.gov) or Joel Nantais (nantaisjd@state.gov) in VO/F.

Thank you,
The Visa Office

Official - SBU
UNCLASSIFIED

From: Dybdahl, Chloe J
Sent: Mon, 16 Oct 2017 17:00:50 -0400
To: McNeil, Matthew C
Cc: CA-VOVault
Subject: RE: [(1) Short Fuse]] [New Entry Period for DV2019 ALDAC]

Thanks, Matt. That was my impression and I'll remind the Special Assistants.

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From: McNeil, Matthew C
Sent: Monday, October 16, 2017 4:53 PM
To: Dybdahl, Chloe J
Cc: CA-VOVault
Subject: RE: [(1) Short Fuse]] [New Entry Period for DV2019 ALDAC]

Thanks, Chloe. I cleared it because I think it was intended for the Chief of VOLA. I have no problem with you clearing anything, but I do want to keep reminding people about the shift in roles.

Thanks,
Matt

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From: Dybdahl, Chloe J
Sent: Monday, October 16, 2017 3:59 PM
To: McNeil, Matthew C
Cc: CA-VOVault
Subject: FW: [(1) Short Fuse]] [New Entry Period for DV2019 ALDAC]

I think this might have accidentally been assigned to me. Would you like to review? Alternatively, I can review and let you know if there is anything that I think is problematic that you should also review? Just let me know which you prefer. Thanks!

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From: CA/VO Clearance Queue [mailto:dont_reply_SP2010@state.gov]
Sent: Monday, October 16, 2017 1:57 PM
To: Paschke, Matthew J; Dybdahl, Chloe J; Lewis, Lorraine L; Beard, Christopher G; Slattery, Phillip T
Subject: [(1) Short Fuse]] [New Entry Period for DV2019 ALDAC]

You have been assigned a new item in the CA/VO Clearing/Drafting Queue.

Thank you for your prompt attention to this matter.

Title: New Entry Period for DV2019 ALDAC

Due Date: 10/18/2017 12:00 PM

Product Type: Cable

Description: Please clear on the ALDAC announcing an extended entry period for DV2019. Due to a technical error, previous DV2019 entries are invalid and a new entry period will commence from October 18, 2017 to November 22, 2017.

From: CA-VO-Special Assistant
Sent: Thu, 12 Oct 2017 15:47:54 -0600
To: Follick, Julia;Parker, Morgan A;Corse, Gary R;Nantais, Joel D;Perry, Nicholas;Ramotowski, Edward J;King, Karin M
Cc: CA-VO-Special Assistant
Subject: DV AM signed by A/S

Will get the comeback copy to you all.

For the Fed Reg, we need to get 7th floor clearances, so that will happen tomorrow (coordinating with the FO to ensure the email is sent prior to the clearance request).

Jenny Cordell

CA/VO Special Assistant
SA-17 - 12.208
202-485-7572

Official

UNCLASSIFIED

From: CA-VO-Special Assistant
Sent: Thursday, October 12, 2017 1:17 PM
To: Follick, Julia; Parker, Morgan A; Corse, Gary R; Nantais, Joel D; Perry, Nicholas
Cc: CA-VO-Special Assistant
Subject: DV update

The AM for A/S is with the front office and is blue-tagged. We will let you know as soon as it is signed.

Ed and Karin cleared both the TPs and email blast (with Ed's edit included), with the understanding that the products are not to be sent until further notice. Clean docs attached.

Jenny Cordell

CA/VO Special Assistant
SA-17 - 12.208
202-485-7572

Official

UNCLASSIFIED

From: Robbins, Jillian A
Sent: Mon, 9 Oct 2017 15:39:37 -0600
To: Paschke, Matthew J;Siddle, Gail L
Cc: CA-CST-NCS Mgmt Team;Pasatiempo, Gary A;Bae, Heather;Seratte, Kathlene A
Subject: AES 12.3 Maintenance Page
Importance: High

Hi Matt,

Please see the below proposed text and view of the temporary maintenance page for AES. Please let us know if any changes are required. On the AES 12.3 welcome page, we will have the following message:

In the "Welcome Banner" we will display:
Down for Maintenance.

The text below will read:
AES is currently down for maintenance. Please try again later.

We are also texting you this message now.

Thanks,

Jillian Robbins

NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs
(T) 202-255-1283 | (E) RobbinsJA@state.gov

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From: Bae, Heather
Sent: Fri, 13 Oct 2017 16:08:47 -0400
To: Atkins, John B;Kunz, Sandra M;Maripuri, Sandeep;Siddle, Gail L;Pasatiempo, Gary A;Bae, Heather;Seratte, Kathlene A;Doshi, Hetal J;Yang, Lue;Paschke, Matthew J;Snyder, Kenneth S;Benitez, Jose R;Hudson, Andre C;Robbins, Jillian A;Li, Ben Q;Walker, Timothy R;Plott, Heidi J;Channell, Mark D;Zhu, Jonathan;Corse, Gary R;Todd, Kenneth B;CA-CST-CM-ECM;CA-IVV-Management;CA-IVV-Testing;CA-CCM-GOV;CA-CST-CM-DevSW;CA-CST-SII-IS-GOV;CA-CST-DEDM-DEV;CA-CST-DEDM-PMO-ECM;Zhu, Jonathan;Corse, Gary R;CA-CST-NCS Mgmt Team;Robertson, Samuel B;Barrios, Xiomara D;Dumbuya, Bai S;Patel, Pinal B;CA-CST-DEDM-CCD-DBA;James, Ryan A;Hulen, John S;Varnan, Beena M;Brown, Thanh T;Allen, Thomas E;Rosner, Thomas V;Goins, Stephanie A;CA-CST-NCS-QA;Sherman, Richard M;Rohan, John J;Johnson, Christopher N;CA-EntOps-SystemHosting;Archibald, Michele T;Adamowicz III, Matthew
Cc: Siddle, Gail L;Robbins, Jillian A;Kinley, Elizabeth A
Subject: Emergency deployment ECM approval request for AES 12.3.1 (CR 1028562)

Hi John,

Request virtual, emergency ECB to deploy6 AES 12.3.1 to replace AES 12.3 that has the issue with saving correct Eligibility country provided by the entrants if it's different from their birth country.

1. What is the change? eDV-AES 12.3.1(CR 1028562)
2. Why are you making the change? To correct a problem with the data stored for the Eligibility Country field for records in the eDV/AES 12.3 database for DV-2019. This will be used to re-opening of DV-2019
3. With whom has this change been coordinated? SO, Hetal Doshi/ SI - Fredd Thompson/ VO Gary Corse
4. What testing has been conducted? Internal QA and IV&V testing
5. Is this a major change to the system? No
6. What are the risk and impact of making the change, and of doing nothing? Doing nothing will result in granting eligibility to applicants applying from non-eligible countries or vice versa. "The lottery is administered by the Department of State and conducted under the Immigration and Nationality Act (INA) as amended by the Immigration Act of 1990. Failure to administer the lottery will violate the Immigration Act of 1990."
7. Will the proposed change modify the security posture? No
8. What impact will the change have on application system availability? The system has been shut down since October 9th.
9. If there is a problem during the deployment describe the back out or recovery plan.
10. Who is the Government Manager responsible for this change? Gary Pasatiempo/Heather Bae

Heather H. Bae, PMP, CISM
Project Manager

U.S. Department of State | Bureau of Consular Affairs | Office of Consular Systems and Technology
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(BB) (202) 746-5035

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UNCLASSIFIED

From: Beard, Christopher G
Sent: Tue, 23 May 2017 08:21:26 -0600
To: Sherman, Richard M;Robbins, Jillian A;Paschke, Matthew J;Dixon, Amanda W;Dolce, Michael R
Cc: Siddle, Gail L;Saylor, Melissa "Missy" A;Bryant, Adam C;Rufner, Gary;CA-CST-NCS Mgmt Team;Yang, Lue;Pasatiempo, Gary A
Subject: RE: [Please Review] - AES Changes for DV-2019

KCC concurs.

Official - Transitory
UNCLASSIFIED

From: Sherman, Richard M
Sent: Tuesday, May 23, 2017 9:50 AM
To: Robbins, Jillian A; Beard, Christopher G; Paschke, Matthew J; Dixon, Amanda W; Dolce, Michael R
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: [Please Review] - AES Changes for DV-2019

First one looks OK to me; one thought for verbiage for the second one: "Email addresses must never contain spaces; please remove spaces before continuing." But if there are space constraints, the original wording is OK also.

Rich

Richard M. Sherman
 Management Consultant
 Contractor, Quality Support Inc. for Dept. of State
 CA/VO/I, SA-17, Room 11.410A
 202-485-7544
 shermanrm@state.gov

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UNCLASSIFIED

From: Robbins, Jillian A
Sent: Tuesday, May 23, 2017 9:39 AM
To: Sherman, Richard M; Beard, Christopher G; Paschke, Matthew J; Dixon, Amanda W; Dolce, Michael R
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: [Please Review] - AES Changes for DV-2019

Hi All –

We have attached mock-ups for the below CCRs. Both changes are related to data validation in the application. Please review (paying close attention to the validation message verbiage) and provide feedback.

CCR 87487 – Entering "&#" in application text fields causes error

- Upfront data validation has been added to all affected text fields to notify user that they have entered an invalid character.
- **Please confirm verbiage for validation message:** “The following are not accepted: &, #, !, double quotes (“ ”), <, >. You must remove before continuing.”

CCR 97768 - Modify email field validation

- Upfront data validation has been added to email fields to notify user that spaces must be removed (similar to CCR 87487 above).
- **Please confirm verbiage for validation message:** “You must remove spaces before continuing.”

Let us know if you have any questions.

Thank you!

Jillian Robbins

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UNCLASSIFIED

From: Sherman, Richard M

Sent: Wednesday, May 10, 2017 10:54 AM

To: Beard, Christopher G; Robbins, Jillian A; Paschke, Matthew J; Dixon, Amanda W; Dolce, Michael R

Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A

Subject: RE: [Please Review] - AES Changes for DV-2019

I concur.

Rich

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Official - Transitory

UNCLASSIFIED

From: Beard, Christopher G
Sent: Wednesday, May 10, 2017 10:49 AM
To: Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M; Dixon, Amanda W
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: [Please Review] - AES Changes for DV-2019

These look good to KCC.

Thanks,
Chris

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From: Robbins, Jillian A
Sent: Wednesday, May 10, 2017 10:41 AM
To: Paschke, Matthew J; Sherman, Richard M; Dixon, Amanda W; Beard, Christopher G
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: [Please Review] - AES Changes for DV-2019

Hi Everyone,

We have created and attached mock-ups for the below CCRs. Please review and provide feedback.

CCR 96771 – Revise language in question #13 regarding legal separation and allow optional spouse entry
CCR 96772 – Require Last Name on all AES entries

Let us know if you have any questions.

Thank you,

Jillian Robbins
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From: Paschke, Matthew J
Sent: Wednesday, April 26, 2017 8:54 AM
To: Sherman, Richard M; Dixon, Amanda W; Beard, Christopher G; Robbins, Jillian A
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: [Please Review] - AES Changes for DV-2019

I also concur.

Thanks!
Matt

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From: Sherman, Richard M
Sent: Wednesday, April 26, 2017 8:49 AM
To: Dixon, Amanda W; Beard, Christopher G; Robbins, Jillian A; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: [Please Review] - AES Changes for DV-2019

Also concur with these.

Rich

Richard M. Sherman
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Official - Transitory
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Tuesday, April 25, 2017 4:27 PM
To: Beard, Christopher G; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: [Please Review] - AES Changes for DV-2019

I agree on your suggested changes, the updates to the photo preview tool, and concur with Chris on allowing an optional spouse entry if "legally separated" is selected.

Amanda W. Dixon
Visa Policy Analyst
CA/VO/F/IE
Office of Visa Services, Bureau of Consular Affairs

U.S. Department of State

Have you tried [Ask VO](#)? Find answers to your visa policy and procedure questions

Official
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From: Beard, Christopher G
Sent: Tuesday, April 25, 2017 4:11 PM
To: Robbins, Jillian A; Dixon, Amanda W; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: [Please Review] - AES Changes for DV-2019

Thanks, Jillian. The proposed changes and thumbnail mockup look good to KCC.

Regarding the legally separated issue, would it solve the problem to keep only the current "Legally Separated" option, but if selected it would take the user to the spouse entry page, completion of which would be optional? The revised language would remain the same --

- **Modify verbiage (as provided previously by VO):**
Legal separation is an arrangement when a couple remain married but live apart, following a court order. If you and your spouse are legally separated, your spouse will not be able to immigrate with you through the Diversity Visa program. You will not be penalized if you choose to enter the name of a spouse from whom you are legally separated.

If you are not legally separated by a court order, you must include your spouse even if you plan to be divorced before you apply for the Diversity Visa. Failure to list your eligible spouse is grounds for disqualification.

If your spouse is a U.S. citizen or Lawful Permanent Resident, do not list him/her in your entry.

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From: Robbins, Jillian A
Sent: Tuesday, April 25, 2017 3:06 PM
To: Dixon, Amanda W; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: [Please Review] - AES Changes for DV-2019

Hi All –

We came across a few more CCRs for the AES release that we need input on. **Please review and provide feedback by Friday, April 28 or earlier.**

CCR 96770 - Provide photo preview/thumbnaill at upload

- We have attached a mock-up for the new form layout to accommodate the photo preview. Please review and provide feedback.

CCR 87487 – Entering "&#" in application text fields causes error

Current Behavior in AES:

- Entering certain restricted characters into text fields causes the application error shown in the screenshot below and does not allow the user to continue.
 - Restricted characters: &, #, %, !, double quotes (" "), <, >
 - These characters are considered potentially dangerous and exhibit security vulnerability to cross-site scripting.
- The impacted fields are:
 - Name Fields (Last/Family Name, First Name, Middle Name)
 - Birth City
 - Address Fields (In Care Of, Address Line 1, Address Line 2, City/Town, District/County/Province State, Postal Code/Zip Code)
 - Phone Number
 - E-Mail Address & Confirm Email Address
 - Number of Children



U.S. Department of State
Bureau of Consular Affairs

Unable to Display Page

System Error Occurred!

Applicant Entry System is currently experiencing technical difficulties. We apologize.

Please check back later.

USA.gov

travel.state.gov

Welcome Page

This site is managed by the Bureau of Consular Affairs, U.S. Department of State. External links to other Internet sites should not be construed as an endorsement of those sites or the views expressed therein.

Proposed Approach:

- Prevent users from submitting a form with the restricted characters entered.
- Add upfront data validation on all affected fields to notify user that they have entered an invalid character immediately after it is typed.
 - **Please confirm verbiage for validation message:** "The following are not accepted: &, #, !, double quotes (" "), <, >. You must remove before continuing."

CCR 96771 – Revise language in question #13 regarding legal separation and allow optional spouse entry

- Do you need to maintain different values for legally separated with spouse and legally separated without spouse? If so, we are concerned about the downstream impacts to DVIS and potentially IVO.

CCR 97768 - Modify email field validation

Current Behavior in AES:

- The email fields will allow a space as long as it is not directly next to the [at] or [dot].

Proposed Approach

- Add upfront data validation to email fields to notify user that spaces will not be accepted immediately after they are typed (similar to CCR 87487 above).
 - **Please confirm verbiage for validation message:** "You must remove the space before continuing."

We also noticed the following verbiage on the Welcome & Thank You pages:

Current Form in AES (same on both Welcome & Thank You pages):

DV Entrant Status Check

2018 Entrant Status Check

DV-2018 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 2, 2017. The DV-2018 registration period **opens** on October 4, 2016, and **closes** on November 7, 2016. DV-2018 Entrants should keep their confirmation number until at least September 30, 2018.

2017 Entrant Status

DV-2017 Entrants (those who entered the lottery between **October 1, 2015** and **November 3, 2015**) have until September 30, 2017 to check the status of their registration on this website. The DV-2017 registration period was from **October 1, 2015**, until **November 3, 2015**.

Click the link below to check DV-2018 and DV-2017 Entrant Status.



Proposed Approach

- Correct the grammar on the "Thank You" page for the "current" lottery year (on the left) to:
 - "The DV-YYYY registration period **opened** on October DD, YYYY, and **closed** on November DD, YYYY."
- We noticed the previous lottery year (on the right) repeats the entry dates. We were wondering if the parenthesis should be removed and the text should read:

- “DV-2017 Entrants have until September 30, 2017 to check the status of their entry through the website. The DV-2017 registration period was from October 1, 2015, until November 3, 2015.”

Please let us know if you have any questions.

Thank you,

Jillian Robbins

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From: Robbins, Jillian A
Sent: Mon, 24 Apr 2017 11:31:07 -0600
To: Dixon, Amanda W; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M
Cc: Lewis, Lorraine L; Yang, Lue; Channell, Mark D; Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Oppenheim, Charlie W
Subject: [Please Review] Country Changes for DV-2019
Attachments: DV-2019 Country Table_V1.xlsx

Hi everyone,

We wanted to discuss country changes for DV-2019, related to CCR 96767 – *Automatically select country of eligibility for dependent areas*. I have attached the list of proposed DV-2019 country table settings for review. Please note that valid places of birth that are not eligible for the DV program are being handled in the following manner:

If Entrant selects any of the following for Question 5. "Country Where You Were Born", we will automatically populate the corresponding country of eligibility as indicated below. Changes from DV-2018 to DV-2019 for the DV eligible indicator in AES are indicated in red.

REGION CODE	COUNTRY CODE	COUNTRY_NAME	Place of Birth	DV ELIGIBLE	Charge To...	
EU	ARB	Aruba	Yes	Yes	Netherlands	NETH
EU	BON	Bonaire	Yes	No	Netherlands	NETH
OC	CHRI	Christmas Island	Yes	Yes	Australia	ASTL
OC	COCI	Cocos Keeling Islands	Yes	Yes	Australia	ASTL
OC	CKIS	Cook Islands	Yes	Yes	New Zealand	NZLD
EU	CUR	Curacao	Yes	Yes	Netherlands	NETH
EU	FRO	Faroe Islands	Yes	Yes	Denmark	DEN
EU	FRGN	French Guiana	Yes	No	France	FRAN
EU	FPOL	French Polynesia	Yes	Yes	France	FRAN
EU	FSAT	French Southern and Antarctic Lands	Yes	Yes	France	FRAN
AF	XGZ	Gaza Strip	Yes	No	Egypt	EGYP
EU	GRLD	Greenland	Yes	Yes	Denmark	DEN
EU	GUAD	Guadeloupe	Yes	No	France	FRAN
EU	MAC	Macau	Yes	No	Portugal	POR1
EU	MART	Martinique	Yes	No	France	FRAN
EU	MYT	Mayotte	Yes	No	France	FRAN
EU	NCAL	New Caledonia	Yes	Yes	France	FRAN

OC	NIUE	Niue	Yes	Yes	New Zealand	NZLD
OC	NFK	Norfolk Island	Yes	Yes	Australia	ASTL
EU	REUN	Reunion	Yes	No	France	FRAN
EU	SABA	Saba	Yes	No	Netherlands	NETH
EU	MAF	Saint Martin	Yes	Yes	France	FRAN
EU	STM	Sint Maarten	Yes	Yes	Netherlands	NETH
EU	STBR	St. Barthelemy	Yes	Yes	France	FRAN
EU	STEU	St. Eustatius	Yes	No	Netherlands	NETH
EU	SPMI	St. Pierre and Miquelon	Yes	Yes	France	FRAN
EU	SJM	Svalbard	Yes	Yes	Norway	NORW
OC	TKL	Tokelau	Yes	Yes	New Zealand	NZLD
EU	WAFT	Wallis and Futuna	Yes	Yes	France	FRAN
AS	XWB	West Bank	Yes	No	Jordan	JORD
AF	SSAH	Western Sahara	Yes	No	Morocco	MORC

We will NOT automatically populate the corresponding country of eligibility for the following:

REGION CODE	COUNTRY CODE	COUNTRY_NAME	Place of Birth	DV ELIGIBLE	Charge To
NA	ASMO	American Samoa*	Yes	No	N/A - USA
EU	ANGU	Anguilla*	Yes	No	N/A - GRBR
NA	XBK	Baker Island*	Yes	No	N/A - USA
EU	BERM	Bermuda*	Yes	No	N/A - GRBR
EU	IOT	British Indian Ocean Territory*	Yes	No	N/A - GRBR
EU	BRVI	British Virgin Islands*	Yes	No	N/A - GRBR
EU	CAYI	Cayman Islands*	Yes	No	N/A - GRBR
EU	FKLI	Falkland Islands*	Yes	No	N/A - GRBR
EU	GIB	Gibraltar*	Yes	No	N/A - GRBR
EU	GRBR	Great Britain and Northern Ireland*	Yes	No	N/A - GRBR
NA	GUAM	Guam*	Yes	No	N/A - USA
NA	XHI	Howland Island*	Yes	No	N/A - USA
NA	XJA	Johnston Atoll*	Yes	No	N/A - USA
NA	MDWI	Midway Islands*	Yes	No	N/A - USA
EU	MONT	Montserrat*	Yes	No	N/A - GRBR
NA	MNP	Northern Mariana Islands (USA)*	Yes	No	N/A - USA
NA	PLMR	Palmyra Atoll*	Yes	No	N/A - USA

EU	PITC	Pitcairn Islands*	Yes	No	N/A - GRBR
NA	PR	Puerto Rico*	Yes	No	N/A - USA
EU	SGS	South Georgia and the South Sandwich Island*	Yes	No	N/A - GRBR
EU	SHEL	St. Helena*	Yes	No	N/A - GRBR
EU	TCIS	Turks And Caicos Islands*	Yes	No	N/A - GRBR
NA	USA	United States Of America*	Yes	No	N/A - USA
NA	VI	Virgin Islands (U.S.)*	Yes	No	N/A - USA
NA	WKI	Wake Island*	Yes	No	N/A - USA

The remaining valid places of birth that are not eligible for the DV program we will leave as they currently are set.

REGION CODE	COUNTRY CODE	COUNTRY_NAME	Place of Birth	DV ELIGIBLE
AS	BANG	Bangladesh	Yes	No
SA	BRZL	Brazil	Yes	No
NA	CAN	Canada	Yes	No
AS	CHIN	China, Peoples Republic of	Yes	No
SA	COL	Colombia	Yes	No
SA	DOMR	Dominican Republic	Yes	No
SA	ELSL	El Salvador	Yes	No
SA	HAT	Haiti	Yes	No
AS	IND	India	Yes	No
SA	JAM	Jamaica	Yes	No
AS	KOR	Korea, South	Yes	No
SA	MEX	Mexico	Yes	No
AF	NRA	Nigeria	Yes	No
AS	PKST	Pakistan	Yes	No
SA	PERU	Peru	Yes	No
AS	PHIL	Philippines	Yes	No
AS	VTNM	Vietnam	Yes	No

Please review very carefully and let us know if any changes should be made.

Thank you,

Jillian Robbins
NCS Development Team
Deloitte Consulting, LLP

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REGION CODE	COUNTRY CODE	COUNTRY_NAME	Place of Birth	DV ELIGIBLE
AS	AFGH	Afghanistan	Yes	Yes
EU	ALB	Albania	Yes	Yes
AF	ALGR	Algeria	Yes	Yes
NA	ASMO	American Samoa*	Yes	No
EU	ANDO	Andorra	Yes	Yes
AF	ANGL	Angola	Yes	Yes
EU	ANGU	Anguilla*	Yes	No
SA	ANTI	Antigua and Barbuda	Yes	Yes
SA	ARG	Argentina	Yes	Yes
EU	ARM	Armenia	Yes	Yes
EU	ARB	Aruba	Yes	Yes
OC	ASTL	Australia	Yes	Yes
EU	AUST	Austria	Yes	Yes
EU	AZR	Azerbaijan	Yes	Yes
NA	BAMA	Bahamas, The	Yes	Yes
AS	BAHR	Bahrain	Yes	Yes
NA	XBK	Baker Island*	Yes	No
AS	BANG	Bangladesh	Yes	No
SA	BRDO	Barbados	Yes	Yes
EU	BYS	Belarus	Yes	Yes
EU	BELG	Belgium	Yes	Yes
SA	BLZ	Belize	Yes	Yes
AF	BENN	Benin	Yes	Yes
EU	BERM	Bermuda*	Yes	No
AS	BHU	Bhutan	Yes	Yes
SA	BOL	Bolivia	Yes	Yes
EU	BON	Bonaire	Yes	No
EU	BIH	Bosnia and Herzegovina	Yes	Yes
AF	BOT	Botswana	Yes	Yes
SA	BRZL	Brazil	Yes	No
EU	IOT	British Indian Ocean Territory*	Yes	No
EU	BRVI	British Virgin Islands*	Yes	No
AS	BRNI	Brunei	Yes	Yes
EU	BULG	Bulgaria	Yes	Yes
AF	BURK	Burkina Faso	Yes	Yes
AS	BURM	Burma	Yes	Yes
AF	BRND	Burundi	Yes	Yes
AF	CAVI	Cabo Verde	Yes	Yes
AS	CBDA	Cambodia	Yes	Yes
AF	CMRN	Cameroon	Yes	Yes
NA	CAN	Canada	Yes	No
EU	CAYI	Cayman Islands*	Yes	No
AF	CAFR	Central African Republic	Yes	Yes
AF	CHAD	Chad	Yes	Yes
SA	CHIL	Chile	Yes	Yes

AS	CHIN	China, Peoples Republic of	Yes	No
OC	CHRI	Christmas Island	Yes	Yes
OC	COCI	Cocos Keeling Islands	Yes	Yes
SA	COL	Colombia	Yes	No
AF	COMO	Comoros	Yes	Yes
AF	CONB	Congo-Brazzaville	Yes	Yes
AF	COD	Congo-Kinshasa	Yes	Yes
OC	CKIS	Cook Islands	Yes	Yes
SA	CSTR	Costa Rica	Yes	Yes
AF	IVCO	Cote d'Ivoire	Yes	Yes
EU	HRV	Croatia	Yes	Yes
SA	CUBA	Cuba	Yes	Yes
EU	CUR	Curacao	Yes	Yes
EU	CYPR	Cyprus	Yes	Yes
EU	CZEC	Czech Republic	Yes	Yes
EU	DEN	Denmark	Yes	Yes
AF	DJI	Djibouti	Yes	Yes
SA	DOMN	Dominica	Yes	Yes
SA	DOMR	Dominican Republic	Yes	No
SA	ECUA	Ecuador	Yes	Yes
AF	EGYP	Egypt	Yes	Yes
SA	ELSL	El Salvador	Yes	No
AF	EGN	Equatorial Guinea	Yes	Yes
AF	ERI	Eritrea	Yes	Yes
EU	EST	Estonia	Yes	Yes
AF	ETH	Ethiopia	Yes	Yes
EU	FKLI	Falkland Islands*	Yes	No
EU	FRO	Faroe Islands	Yes	Yes
OC	FSM	Federated States of Micronesia,	Yes	Yes
OC	FIJI	Fiji	Yes	Yes
EU	FIN	Finland	Yes	Yes
EU	FRAN	France	Yes	Yes
EU	FRGN	French Guiana	Yes	No
EU	FPOL	French Polynesia	Yes	Yes
EU	FSAT	French Southern and Antarctic Lands	Yes	Yes
AF	GABN	Gabon	Yes	Yes
AF	XGZ	Gaza Strip	Yes	No
EU	GEO	Georgia	Yes	Yes
EU	GER	Germany	Yes	Yes
AF	GHAN	Ghana	Yes	Yes
EU	GIB	Gibraltar*	Yes	No
EU	GRBR	Great Britain and Northern Ireland*	Yes	No
EU	GRC	Greece	Yes	Yes
EU	GRLD	Greenland	Yes	Yes
SA	GREN	Grenada	Yes	Yes
EU	GUAD	Guadeloupe	Yes	No
NA	GUAM	Guam*	Yes	No

SA	GUAT	Guatemala	Yes	Yes
AF	GNEA	Guinea	Yes	Yes
AF	GUIB	Guinea-Bissau	Yes	Yes
SA	GUY	Guyana	Yes	Yes
SA	HAT	Haiti	Yes	No
SA	HOND	Honduras	Yes	Yes
AS	HNK	Hong Kong S.A.R.	Yes	Yes
NA	XHI	Howland Island*	Yes	No
EU	HUNG	Hungary	Yes	Yes
EU	ICLD	Iceland	Yes	Yes
AS	IND	India	Yes	No
AS	IDSA	Indonesia	Yes	Yes
AS	IRAN	Iran	Yes	Yes
AS	IRAQ	Iraq	Yes	Yes
EU	IRE	Ireland	Yes	Yes
AS	ISRL	Israel	Yes	Yes
EU	ITLY	Italy	Yes	Yes
SA	JAM	Jamaica	Yes	No
AS	JPN	Japan	Yes	Yes
NA	XJA	Johnston Atoll*	Yes	No
AS	JORD	Jordan	Yes	Yes
EU	KAZ	Kazakhstan	Yes	Yes
AF	KENY	Kenya	Yes	Yes
OC	KIRI	Kiribati	Yes	Yes
AS	PRK	Korea, North	Yes	Yes
AS	KOR	Korea, South	Yes	No
EU	KSV	Kosovo	Yes	Yes
AS	KUWT	Kuwait	Yes	Yes
EU	KGZ	Kyrgyzstan	Yes	Yes
AS	LAOS	Laos	Yes	Yes
EU	LATV	Latvia	Yes	Yes
AS	LEBN	Lebanon	Yes	Yes
AF	LES	Lesotho	Yes	Yes
AF	LIBR	Liberia	Yes	Yes
AF	LBYA	Libya	Yes	Yes
EU	LCHT	Liechtenstein	Yes	Yes
EU	LITH	Lithuania	Yes	Yes
EU	LXM	Luxembourg	Yes	Yes
EU	MAC	Macau	Yes	No
EU	MKD	Macedonia	Yes	Yes
AF	MADG	Madagascar	Yes	Yes
AF	MALW	Malawi	Yes	Yes
AS	MLAS	Malaysia	Yes	Yes
AS	MLDV	Maldives	Yes	Yes
AF	MALI	Mali	Yes	Yes
EU	MLTA	Malta	Yes	Yes
EU	MART	Martinique	Yes	No

AF	MAUR	Mauritania	Yes	Yes
AF	MRTS	Mauritius	Yes	Yes
EU	MYT	Mayotte	Yes	No
SA	MEX	Mexico	Yes	No
NA	MDWI	Midway Islands*	Yes	No
EU	MLD	Moldova	Yes	Yes
EU	MON	Monaco	Yes	Yes
AS	MONG	Mongolia	Yes	Yes
EU	MTG	Montenegro	Yes	Yes
EU	MONT	Montserrat*	Yes	No
AF	MORO	Morocco	Yes	Yes
AF	MOZ	Mozambique	Yes	Yes
AF	NAMB	Namibia	Yes	Yes
OC	NAU	Nauru	Yes	Yes
AS	NEP	Nepal	Yes	Yes
EU	NETH	Netherlands	Yes	Yes
EU	NCAL	New Caledonia	Yes	Yes
OC	NZLD	New Zealand	Yes	Yes
SA	NIC	Nicaragua	Yes	Yes
AF	NIR	Niger	Yes	Yes
AF	NRA	Nigeria	Yes	No
OC	NIUE	Niue	Yes	Yes
OC	NFK	Norfolk Island	Yes	Yes
EU	NIRE	Northern Ireland	Yes	Yes
NA	MNP	Northern Mariana Islands (USA)*	Yes	No
EU	NORW	Norway	Yes	Yes
AS	OMAN	Oman	Yes	Yes
AS	PKST	Pakistan	Yes	No
NA	PLMR	Palmyra Atoll*	Yes	No
SA	PAN	Panama	Yes	Yes
OC	PNG	Papua New Guinea	Yes	Yes
SA	PARA	Paraguay	Yes	Yes
SA	PERU	Peru	Yes	No
AS	PHIL	Philippines	Yes	No
EU	PITC	Pitcairn Islands*	Yes	No
EU	POL	Poland	Yes	Yes
EU	PORT	Portugal	Yes	Yes
NA	PR	Puerto Rico*	Yes	No
AS	QTAR	Qatar	Yes	Yes
OC	PALA	Republic Of Palau	Yes	Yes
OC	RMI	Republic Of The Marshall Islands	Yes	Yes
EU	REUN	Reunion	Yes	No
EU	ROM	Romania	Yes	Yes
EU	RUS	Russia	Yes	Yes
AF	RWND	Rwanda	Yes	Yes
EU	SABA	Saba	Yes	No
EU	MAF	Saint Martin	Yes	Yes

OC	WSAM	Samoa	Yes	Yes
EU	SMAR	San Marino	Yes	Yes
AF	STPR	Sao Tome and Principe	Yes	Yes
AS	SARB	Saudi Arabia	Yes	Yes
AF	SENG	Senegal	Yes	Yes
EU	SBA	Serbia	Yes	Yes
AF	SEYC	Seychelles	Yes	Yes
AF	SLEO	Sierra Leone	Yes	Yes
AS	SING	Singapore	Yes	Yes
EU	STM	Sint Maarten	Yes	Yes
EU	SVK	Slovakia	Yes	Yes
EU	SVN	Slovenia	Yes	Yes
OC	SLMN	Solomon Islands	Yes	Yes
AF	SOMA	Somalia	Yes	Yes
AF	SAFR	South Africa	Yes	Yes
EU	SGS	South Georgia and the South Sandwich Island*	Yes	No
AF	SSDN	South Sudan	Yes	Yes
EU	SPN	Spain	Yes	Yes
AS	SRL	Sri Lanka	Yes	Yes
EU	STBR	St. Barthelemy	Yes	Yes
EU	STEU	St. Eustatius	Yes	No
EU	SHEL	St. Helena*	Yes	No
SA	STCN	St. Kitts and Nevis	Yes	Yes
SA	SLCA	St. Lucia	Yes	Yes
EU	SPMI	St. Pierre and Miquelon	Yes	Yes
SA	STVN	St. Vincent and the Grenadines	Yes	Yes
AF	SUDA	Sudan	Yes	Yes
SA	SURM	Suriname	Yes	Yes
EU	SJM	Svalbard	Yes	Yes
AF	SZLD	Swaziland	Yes	Yes
EU	SWDN	Sweden	Yes	Yes
EU	SWTZ	Switzerland	Yes	Yes
AS	SYR	Syria	Yes	Yes
AS	TWAN	Taiwan	Yes	Yes
EU	TJK	Tajikistan	Yes	Yes
AF	TAZN	Tanzania	Yes	Yes
AS	THAI	Thailand	Yes	Yes
AF	GAM	The Gambia	Yes	Yes
AS	TMOR	Timor-Leste	Yes	Yes
AF	TOGO	Togo	Yes	Yes
OC	TKL	Tokelau	Yes	Yes
OC	TONG	Tonga	Yes	Yes
SA	TRIN	Trinidad and Tobago	Yes	Yes
AF	TNSA	Tunisia	Yes	Yes
EU	TRKY	Turkey	Yes	Yes
EU	TKM	Turkmenistan	Yes	Yes
EU	TCIS	Turks And Caicos Islands*	Yes	No

OC	TUV	Tuvalu	Yes	Yes
AF	UGAN	Uganda	Yes	Yes
EU	UKR	Ukraine	Yes	Yes
AS	UAE	United Arab Emirates	Yes	Yes
NA	USA	United States Of America*	Yes	No
SA	URU	Uruguay	Yes	Yes
EU	UZB	Uzbekistan	Yes	Yes
OC	VANU	Vanuatu	Yes	Yes
EU	VAT	Vatican City	Yes	Yes
SA	VENZ	Venezuela	Yes	Yes
AS	VTNM	Vietnam	Yes	No
NA	VI	Virgin Islands (U.S.)*	Yes	No
NA	WKI	Wake Island*	Yes	No
EU	WAFT	Wallis and Futuna	Yes	Yes
AS	XWB	West Bank	Yes	No
AF	SSAH	Western Sahara	Yes	No
AS	YEM	Yemen	Yes	Yes
AF	ZAMB	Zambia	Yes	Yes
AF	ZIMB	Zimbabwe	Yes	Yes

Change To	
N/A - USA	
N/A - GRBR	
Netherlands	NETH
N/A - USA	
N/A - GRBR	
Netherlands	NETH
N/A - GRBR	
N/A - GRBR	
N/A - GRBR	

Australia	ASTL
Australia	ASTL
New Zealand	NZLD
Netherlands	NETH
N/A - GRBR	
Denmark	DEN
France	FRAN
France	FRAN
France	FRAN
Egypt	EGYP
N/A - GRBR	
N/A - GRBR	
Denmark	DEN
France	FRAN
N/A - USA	

France	FRAN
N/A - USA	
N/A - GRBR	
France	FRAN
New Zealand	NZLD
Australia	ASTL
N/A - USA	
N/A - USA	
N/A - GRBR	
N/A - USA	
France	FRAN
Netherlands	NETH
France	FRAN

N/A - USA	
N/A - USA	
N/A - USA	
France	FRAN
Jordan	JORD
Morocco	MORO

From: Robbins, Jillian A
Sent: Wed, 10 May 2017 14:08:21 -0600
To: Sherman, Richard M; Dixon, Amanda W
Cc: Yang, Lue; Channell, Mark D; Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J; Beard, Christopher G; Lewis, Lorraine L
Subject: RE: [Updated] Country Changes for DV-2019

Hi Rich,

If all concur to change the label on Question 5 to "Place Where You Were Born" then we can move forward. All DV-2019 changes will also be vetted through VO/L to ensure no additional OMB approvals are required for DS-5501 (DV Entry Form).

Note that any place where there are instructions (travel.state.gov, instructional video, etc.) will need to be updated accordingly. Please provide a POC at TSG for these updates.

The screenshots provided below are out of date, and have not been updated with our lists below. For clarification, AES does not use the CST data directly, we maintain our own tables for performance-related reasons.

Thank you,

Jillian Robbins

NCS Development Team
 Deloitte Consulting, LLP
 U.S. Department of State | Bureau of Consular Affairs
 (T) 202-255-1283 | (E) RobbinsJA@state.gov

CA/CST/PSDD

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UNCLASSIFIED

From: Sherman, Richard M
Sent: Wednesday, May 10, 2017 2:47 PM
To: Robbins, Jillian A; Dixon, Amanda W
Cc: Yang, Lue; Channell, Mark D; Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J; Beard, Christopher G; Lewis, Lorraine L
Subject: RE: [Updated] Country Changes for DV-2019

Jillian,

Thanks, looks much clearer this way. One thought I have, would it be possible for question 5, to instead of saying "Country" to say "Place Where You Were Born," since many locations listed are not

actual countries? If yes, then you would change the first question in No. 6 to read "Are you claiming eligibility based on the place where you were born?"

One small thing, I note in the screenshot for Q6 that the list includes Aruba, but I am assuming that is just because you haven't actually updated the CST table to reflect the changes proposed in your Q6 Country of Eligibility table below.

Rich

Richard M. Sherman
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Contractor, Quality Support Inc. for Dept. of State
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From: Robbins, Jillian A
Sent: Wednesday, May 10, 2017 2:07 PM
To: Sherman, Richard M; Dixon, Amanda W
Cc: Robbins, Jillian A; Yang, Lue; Channell, Mark D; Siddie, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J; Beard, Christopher G; Lewis, Lorraine L
Subject: [Updated] Country Changes for DV-2019

Hi All –

Thank you for the diligent review of the country lists. We now have to figure out how to translate the legal descriptions into the AES Entry Form design. We fully understand that there are different legal implications for these countries, but we are only looking at how to simplify the process for entrants.

These are the actual questions from AES:

5. Country Where You Were Born

Select A Country

Select A Country

6

Afghanistan

Albania

Algeria

American Samoa

Andorra

Angola

Anguilla

Antigua and Barbuda

Argentina

Armenia

Aruba

Australia

Austria

Azerbaijan

Bahamas, The

Bahrain

Baker Island

7

Bangladesh

Barbados

ed to where you live. If you
tion available in your case

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NOT** related to where you live. If you not eligible for the DV program, please go to **Explanation of Country of Eligibility** to see if there is another option available in your case

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility

Select A Country

Select A Country

7

Afghanistan

Albania

Algeria

Andorra

Angola

Antigua and Barbuda

Argentina

Armenia

Aruba

Australia

Austria

Azerbaijan

Bahamas, The

Bahrain

Barbados

Belarus

Belgium

Belize

Benin

including but not limited to r
y manipulation of photograp

ons and compositional speci

The below lists have been generated using the data in the Consular Shared Tables (CST) and 9 FAM 503.2-5 A&B.

This is what will populate in the two dropdown menus:

Question 5. Country Where You Were Born
Afghanistan
Albania
Algeria
American Samoa*
Andorra
Angola
Anguilla*
Antigua and Barbuda
Argentina
Armenia
Aruba
Australia
Austria
Azerbaijan
Bahamas, The
Bahrain
Baker Island*
Bangladesh
Barbados
Belarus
Belgium
Belize
Benin
Bermuda*
Bhutan
Bolivia
Bonaire
Bosnia and Herzegovina
Botswana
Brazil
British Indian Ocean Territory*
British Virgin Islands*
Brunei
Bulgaria
Burkina Faso

Question 6. Country of Eligibility
Afghanistan
Albania
Algeria
Andorra
Angola
Antigua and Barbuda
Argentina
Armenia
Australia
Austria
Azerbaijan
Bahamas, The
Bahrain
Barbados
Belarus
Belgium
Belize
Benin
Bhutan
Bolivia
Bosnia and Herzegovina
Botswana
Brunei
Bulgaria
Burkina Faso
Burma
Burundi
Cabo Verde
Cambodia
Cameroon
Central African Republic
Chad
Chile
Comoros
Congo-Brazzaville

Burma
Burundi
Cabo Verde
Cambodia
Cameroon
Canada
Cayman Islands*
Central African Republic
Chad
Chile
China, Peoples Republic of
Christmas Island
Cocos Keeling Islands
Colombia
Comoros
Congo-Brazzaville
Congo-Kinshasa
Cook Islands
Costa Rica
Cote d'Ivoire
Croatia
Cuba
Curacao
Cyprus
Czech Republic
Denmark
Djibouti
Dominica
Dominican Republic
Ecuador
Egypt
El Salvador
Equatorial Guinea
Eritrea
Estonia
Ethiopia
Falkland Islands*
Faroe Islands

Congo-Kinshasa
Costa Rica
Cote d'Ivoire
Croatia
Cuba
Cyprus
Czech Republic
Denmark
Djibouti
Dominica
Ecuador
Egypt
Equatorial Guinea
Eritrea
Estonia
Ethiopia
Federated States of Micronesia,
Fiji
Finland
France
Gabon
Georgia
Germany
Ghana
Greece
Grenada
Guatemala
Guinea
Guinea-Bissau
Guyana
Honduras
Hong Kong S.A.R.
Hungary
Iceland
Indonesia
Iran
Iraq
Ireland

Federated States of Micronesia,
Fiji
Finland
France
French Guiana
French Polynesia
French Southern and Antarctic Lands
Gabon
Gaza Strip
Georgia
Germany
Ghana
Gibraltar*
Great Britain and Northern Ireland*
Greece
Greenland
Grenada
Guadeloupe
Guam*
Guatemala
Guinea
Guinea-Bissau
Guyana
Haiti
Honduras
Hong Kong S.A.R.
Howland Island*
Hungary
Iceland
India
Indonesia
Iran
Iraq
Ireland
Israel
Italy
Jamaica
Japan
Johnston Atoll*

Israel
Italy
Japan
Jordan
Kazakhstan
Kenya
Kiribati
Korea, North
Kosovo
Kuwait
Kyrgyzstan
Laos
Latvia
Lebanon
Lesotho
Liberia
Libya
Liechtenstein
Lithuania
Luxembourg
Macedonia
Madagascar
Malawi
Malaysia
Maldives
Mali
Malta
Mauritania
Mauritius
Moldova
Monaco
Mongolia
Montenegro
Morocco
Mozambique
Namibia
Nauru
Nepal
Netherlands

Jordan
Kazakhstan
Kenya
Kiribati
Korea, North
Korea, South
Kosovo
Kuwait
Kyrgyzstan
Laos
Latvia
Lebanon
Lesotho
Liberia
Libya
Liechtenstein
Lithuania
Luxembourg
Macau
Macedonia
Madagascar
Malawi
Malaysia
Maldives
Mali
Malta
Martinique
Mauritania
Mauritius
Mayotte
Mexico
Midway Islands*
Moldova
Monaco
Mongolia
Montenegro
Montserrat*
Morocco

New Zealand
Nicaragua
Niger
Northern Ireland
Norway
Oman
Panama
Papua New Guinea
Paraguay
Poland
Portugal
Qatar
Republic Of Palau
Republic Of The Marshall Islands
Romania
Russia
Rwanda
Samoa
San Marino
Sao Tome and Principe
Saudi Arabia
Senegal
Serbia
Seychelles
Sierra Leone
Singapore
Slovakia
Slovenia
Solomon Islands
Somalia
South Africa
South Sudan
Spain
Sri Lanka
St. Kitts and Nevis
St. Lucia
St. Vincent and the Grenadines
Sudan

Mozambique
Namibia
Nauru
Nepal
Netherlands
New Caledonia
New Zealand
Nicaragua
Niger
Nigeria
Niue
Norfolk Island
Northern Ireland
Northern Mariana Islands (USA)*
Norway
Oman
Pakistan
Palmyra Atoll*
Panama
Papua New Guinea
Paraguay
Peru
Philippines
Pitcairn Islands*
Poland
Portugal
Puerto Rico*
Qatar
Republic Of Palau
Republic Of The Marshall Islands
Reunion
Romania
Russia
Rwanda
Saba
Saint Martin
Samoa
San Marino
Sao Tome and Principe

Suriname
Swaziland
Sweden
Switzerland
Syria
Taiwan
Tajikistan
Tanzania
Thailand
The Gambia
Timor-Leste
Togo
Tonga
Trinidad and Tobago
Tunisia
Turkey
Turkmenistan
Tuvalu
Uganda
Ukraine
United Arab Emirates
Uruguay
Uzbekistan
Vanuatu
Vatican City
Venezuela
Yemen
Zambia
Zimbabwe

Saudi Arabia
Senegal
Serbia
Seychelles
Sierra Leone
Singapore
Sint Maarten
Slovakia
Slovenia
Solomon Islands
Somalia
South Africa
South Georgia and the South Sandwich Island*
South Sudan
Spain
Sri Lanka
St. Barthelemy
St. Eustatius
St. Helena*
St. Kitts and Nevis
St. Lucia
St. Pierre and Miquelon
St. Vincent and the Grenadines
Sudan
Suriname
Svalbard
Swaziland
Sweden
Switzerland
Syria
Taiwan
Tajikistan
Tanzania
Thailand
The Gambia
Timor-Leste
Togo
Tokelau

Tonga
Trinidad and Tobago
Tunisia
Turkey
Turkmenistan
Turks And Caicos Islands*
Tuvalu
Uganda
Ukraine
United Arab Emirates
United States Of America*
Uruguay
Uzbekistan
Vanuatu
Vatican City
Venezuela
Vietnam
Virgin Islands (U.S.)*
Wake Island*
Wallis and Futuna
West Bank
Western Sahara
Yemen
Zambia
Zimbabwe

If any of the countries in the below table are selected as Place of Birth (in Question 5), the chargeable Country of Eligibility (in Question 6) will pre-fill as shown.

If They Choose the Following Country Where You Were Born	Pre-fill Country of Eligibility with...
Aruba	Netherlands
Bonaire	Netherlands
Christmas Island	Australia
Cocos Keeling Islands	Australia
Cook Islands	New Zealand
Curacao	Netherlands
Faroe Islands	Denmark
French Guiana	France

French Polynesia	France
French Southern and Antarctic Lands	France
Gaza Strip	Egypt
Greenland	Denmark
Guadeloupe	France
Macau	Portugal
Martinique	France
Mayotte	France
New Caledonia	France
Niue	New Zealand
Norfolk Island	Australia
Reunion	France
Saba	Netherlands
Saint Martin	France
Sint Maarten	Netherlands
St. Barthelemy	France
St. Eustatius	Netherlands
St. Pierre and Miquelon	France
Svalbard	Norway
Tokelau	New Zealand
Wallis and Futuna	France
West Bank	Jordan
Western Sahara	Morocco

Please review and provide input on the lists above.

Thanks,

Jillian Robbins
 NCS Development Team
 Deloitte Consulting, LLP
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From: Robbins, Jillian A
Sent: Tue, 23 May 2017 07:39:12 -0600
To: Sherman, Richard M;Beard, Christopher G;Paschke, Matthew J;Dixon, Amanda W;Dolce, Michael R
Cc: Siddle, Gail L;Saylor, Melissa "Missy" A;Bryant, Adam C;Rufner, Gary;CA-CST-NCS Mgmt Team;Yang, Lue;Pasatiempo, Gary A
Subject: RE: [Please Review] - AES Changes for DV-2019
Attachments: AES 12.3 87487 and 97768 v2.docx

Hi All –

We have attached mock-ups for the below CCRs. Both changes are related to data validation in the application. Please review (paying close attention to the validation message verbiage) and provide feedback.

CCR 87487 – Entering "&#" in application text fields causes error

- Upfront data validation has been added to all affected text fields to notify user that they have entered an invalid character.
- **Please confirm verbiage for validation message:** "The following are not accepted: &, #, !, double quotes (" "), <, >. You must remove before continuing."

CCR 97768 - Modify email field validation

- Upfront data validation has been added to email fields to notify user that spaces must be removed (similar to CCR 87487 above).
- **Please confirm verbiage for validation message:** "You must remove spaces before continuing."

Let us know if you have any questions.

Thank you!

Jillian Robbins

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U.S. Department of State | Bureau of Consular Affairs
(T) 202-255-1283 | (E) RobbinsJA@state.gov

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UNCLASSIFIED

From: Sherman, Richard M
Sent: Wednesday, May 10, 2017 10:54 AM
To: Beard, Christopher G; Robbins, Jillian A; Paschke, Matthew J; Dixon, Amanda W; Dolce, Michael R
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team;

Yang, Lue; Pasatiempo, Gary A

Subject: RE: [Please Review] - AES Changes for DV-2019

I concur.

Rich

Richard M. Sherman

Management Consultant

Contractor, Quality Support Inc. for Dept. of State

CA/VO/I, SA-17, Room 11.410A

202-485-7544

shermanrm@state.gov

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UNCLASSIFIED

From: Beard, Christopher G

Sent: Wednesday, May 10, 2017 10:49 AM

To: Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M; Dixon, Amanda W

Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team;

Yang, Lue; Pasatiempo, Gary A

Subject: RE: [Please Review] - AES Changes for DV-2019

These look good to KCC.

Thanks,

Chris

Official - SBU

UNCLASSIFIED

From: Robbins, Jillian A

Sent: Wednesday, May 10, 2017 10:41 AM

To: Paschke, Matthew J; Sherman, Richard M; Dixon, Amanda W; Beard, Christopher G

Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team;

Yang, Lue; Pasatiempo, Gary A

Subject: RE: [Please Review] - AES Changes for DV-2019

Hi Everyone,

We have created and attached mock-ups for the below CCRs. Please review and provide feedback.

CCR 96771 – Revise language in question #13 regarding legal separation and allow optional spouse entry

CCR 96772 – Require Last Name on all AES entries

Let us know if you have any questions.

Thank you,

Jillian Robbins

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(T) 202-255-1283 | (E) RobbinsJA@state.gov

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UNCLASSIFIED

From: Paschke, Matthew J

Sent: Wednesday, April 26, 2017 8:54 AM

To: Sherman, Richard M; Dixon, Amanda W; Beard, Christopher G; Robbins, Jillian A

Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D

Subject: RE: [Please Review] - AES Changes for DV-2019

I also concur.

Thanks!

Matt

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UNCLASSIFIED

From: Sherman, Richard M

Sent: Wednesday, April 26, 2017 8:49 AM

To: Dixon, Amanda W; Beard, Christopher G; Robbins, Jillian A; Paschke, Matthew J

Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D

Subject: RE: [Please Review] - AES Changes for DV-2019

Also concur with these.

Rich

Richard M. Sherman

Management Consultant

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202-485-7544

shermanrm@state.gov

Official - Transitory

UNCLASSIFIED

From: Dixon, Amanda W
Sent: Tuesday, April 25, 2017 4:27 PM
To: Beard, Christopher G; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: [Please Review] - AES Changes for DV-2019

I agree on your suggested changes, the updates to the photo preview tool, and concur with Chris on allowing an optional spouse entry if "legally separated" is selected.

Amanda W. Dixon
Visa Policy Analyst
CA/VO/F/IE
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

Have you tried [Ask VO](#)? Find answers to your visa policy and procedure questions

Official
UNCLASSIFIED

From: Beard, Christopher G
Sent: Tuesday, April 25, 2017 4:11 PM
To: Robbins, Jillian A; Dixon, Amanda W; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: [Please Review] - AES Changes for DV-2019

Thanks, Jillian. The proposed changes and thumbnail mockup look good to KCC.

Regarding the legally separated issue, would it solve the problem to keep only the current "Legally Separated" option, but if selected it would take the user to the spouse entry page, completion of which would be optional? The revised language would remain the same --

- **Modify verbiage (as provided previously by VO):**
Legal separation is an arrangement when a couple remain married but live apart, following a court order. If you and your spouse are legally separated, your spouse will not be able to immigrate with you through the Diversity Visa program. You will not be penalized if you choose to enter the name of a spouse from whom you are legally separated.

If you are not legally separated by a court order, you must include your spouse even if you plan to be divorced before you apply for the Diversity Visa. Failure to list your eligible spouse is grounds for disqualification.

If your spouse is a U.S. citizen or Lawful Permanent Resident, do not list him/her in your entry.

Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Tuesday, April 25, 2017 3:06 PM
To: Dixon, Amanda W; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: [Please Review] - AES Changes for DV-2019

Hi All –

We came across a few more CCRs for the AES release that we need input on. **Please review and provide feedback by Friday, April 28 or earlier.**

CCR 96770 - Provide photo preview/thumbnail at upload

- We have attached a mock-up for the new form layout to accommodate the photo preview. Please review and provide feedback.

CCR 87487 – Entering "&#" in application text fields causes error

Current Behavior in AES:

- Entering certain restricted characters into text fields causes the application error shown in the screenshot below and does not allow the user to continue.
 - Restricted characters: &, #, %, !, double quotes (" "), <, >
 - These characters are considered potentially dangerous and exhibit security vulnerability to cross-site scripting.
- The impacted fields are:
 - Name Fields (Last/Family Name, First Name, Middle Name)
 - Birth City
 - Address Fields (In Care Of, Address Line 1, Address Line 2, City/Town, District/County/Province State, Postal Code/Zip Code)
 - Phone Number
 - E-Mail Address & Confirm Email Address
 - Number of Children



U.S. Department of State
Bureau of Consular Affairs

Unable to Display Page

System Error Occurred!

Applicant Entry System is currently experiencing technical difficulties. We apologize.

Please check back later.

[USA.gov](#) [travel.state.gov](#) [Welcome Page](#)

This site is managed by the Bureau of Consular Affairs, U.S. Department of State. External links to other internet sites should not be considered an endorsement.

Proposed Approach:

- Prevent users from submitting a form with the restricted characters entered.
- Add upfront data validation on all affected fields to notify user that they have entered an invalid character immediately after it is typed.
 - **Please confirm verbiage for validation message:** "The following are not accepted: &, #, !, double quotes (" "), <, >. You must remove before continuing."

CCR 96771 – Revise language in question #13 regarding legal separation and allow optional spouse entry

- Do you need to maintain different values for legally separated with spouse and legally separated without spouse? If so, we are concerned about the downstream impacts to DVIS and potentially IVO.

CCR 97768 - Modify email field validation

Current Behavior in AES:

- The email fields will allow a space as long as it is not directly next to the [at] or [dot].

Proposed Approach

- Add upfront data validation to email fields to notify user that spaces will not be accepted immediately after they are typed (similar to CCR 87487 above).
 - **Please confirm verbiage for validation message:** "You must remove the space before continuing."

We also noticed the following verbiage on the Welcome & Thank You pages:

Current Form in AES (same on both Welcome & Thank You pages):

DV Entrant Status Check

2018 Entrant Status Check

DV-2018 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 2, 2017. The DV-2018 registration period **opens** on October 4, 2016, and **closes** on November 7, 2016. DV-2018 Entrants should keep their confirmation number until at least September 30, 2018.

2017 Entrant Status

DV-2017 Entrants (those who entered the lottery between **October 1, 2015** and **November 3, 2015**) have until September 30, 2017 to check the status of their entry through this website. The DV-2017 registration period was from **October 1, 2015**, until **November 3, 2015**.

Click the link below to check DV-2018 and DV-2017 Entrant Status.

[Check Status](#)

Proposed Approach

- Correct the grammar on the "Thank You" page for the "current" lottery year (on the left) to:
 - "The DV-YYYY registration period **opened** on October DD, YYYY, and **closed** on November DD, YYYY."
- We noticed the previous lottery year (on the right) repeats the entry dates. We were wondering if the parenthesis should be removed and the text should read:
 - "DV-2017 Entrants have until September 30, 2017 to check the status of their entry through the website. The DV-2017 registration period was from October 1, 2015, until November 3, 2015."

Please let us know if you have any questions.

Thank you,

Jillian Robbins

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CCR 87487 – Entering "&#" in application text fields causes error

Estimated duration: 30 minutes

Part One - Entrant Information

1. Name

Last/Family Name

&#

The following are not accepted: &, #, !, double quotes (" "), <, >. You must remove before continuing.

First Name

&#

The following are not accepted: &, #, !, double quotes (" "), <, >. You must remove before continuing.

No First Name

Middle Name

&#

The following are not accepted: &, #, !, double quotes (" "), <, >. You must remove before continuing.

No Middle Name

2. Gender

Male



Female



3. Birth Date

Month

&#

The following are not accepted: &, #, !, double quotes (" "), <, >. You must remove before continuing.

Day

&#

The following are not accepted: &, #, !, double quotes (" "), <, >. You must remove before continuing.

Year

&#

The following are not accepted: &, #, !, double quotes (" "), <, >. You must remove before continuing.

4. City Where You Were Born

Enter Birth City Only Do not enter District/County/Province/State.

Birth City

&#

The following are not accepted: &, #, !, double quotes (" "), <, >. You must remove before continuing.

Birth City Unknown

8. Mailing Address

a. In Care Of (optional)

&#

The following are not accepted: &, #, !, double quotes (" "), <, >. You must remove before continuing.

b. Address Line 1

&#

The following are not accepted: &, #, !, double quotes (" "), <, >. You must remove before continuing.

c. Address Line 2 (optional)

&#

The following are not accepted: &, #, !, double quotes (" "), <, >. You must remove before continuing.

d. City/Town

&#

The following are not accepted: &, #, !, double quotes (" "), <, >. You must remove before continuing.

e. District/County/Province/State

&#

The following are not accepted: &, #, !, double quotes (" "), <, >. You must remove before continuing.

f. Postal Code/Zip Code

&#

No Postal Code / Zip Code

The following are not accepted: &, #, !, double quotes (" "), <, >. You must remove before continuing.

g. Country

Select A Country

10. Phone Number

&#

The following are not accepted: &, #, !, double quotes (" "), <, >. You must remove before continuing.
(optional)

11. E-mail Address

a. E-Mail Address (e.g. johndoe@example.com)

&#

The following are not accepted: &, #, !, double quotes (" "), <, >. You must remove before continuing.

b. Confirm E-Mail Address

&#

The following are not accepted: &, #, !, double quotes (" "), <, >. You must remove before continuing.

(NOTE: This e-mail address will be used to provide you with additional information if you are selected.)

14. Number of Children

&#

The following are not accepted: &, #, !, double quotes (" "), <, >. You must remove before continuing.

Children include all biological children, legally adopted children, and stepchildren who are unmarried and under the age of 21 on the date you submit your entry. You must include all eligible children, even if they do not live with you or if they do not intend to apply for a Diversity Visa as your derivative. Failure to list all eligible children is grounds for disqualification. If your child is a U.S. citizen or Lawful Permanent Resident, do not list him/her in your entry.



CCR 97768 - Modify email field validation

Enter test @test.com

11. E-mail Address

a E-Mail Address (e.g. johndoe@example.com)

test @test.com

You must remove spaces before continuing.

b Confirm E-Mail Address

test @test.com

You must remove spaces before continuing.

(NOTE: This e-mail address will be used to provide you with additional information if you are selected.)

Enter t est@test.com

11. E-mail Address

a E-Mail Address (e.g. johndoe@example.com)

t est@test.com

You must remove spaces before continuing.

b Confirm E-Mail Address

t est@test.com

You must remove spaces before continuing.

(NOTE: This e-mail address will be used to provide you with additional information if you are selected.)

Enter testemail@test.com

11. E-mail Address

a E-Mail Address (e.g. johndoe@example.com)

testemail@test.com

b Confirm E-Mail Address

testemail@test.com

(NOTE: This e-mail address will be used to provide you with additional information if you are selected.)

From: Robbins, Jillian A
 Sent: Tue, 20 Jun 2017 09:29:35 -0600
 To: Lewis, Lorraine L; Sherman, Richard M; Dixon, Amanda W
 Cc: Siddle, Gail L; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J
 Subject: [Please Review & Approve] Country Changes for DV-2019
 Attachments: DV-FY16AnnualReport-TableVII.pdf
 Importance: High

Hi Lorraine/Rich/Amanda,

We examined Table VII *Immigrant Number Use for Visa Issuances and Adjustments of Status in the Diversity Immigrant Category Fiscal Years 2007-2016* (attached). Based on how DVs were counted in this table, we refined our lists for AES DV-2019 below. If dashes were reported in the table, we assumed that the FSC was either oversubscribed, or needs to be reported by governing country only. Please review the lists below carefully and provide feedback by Friday, June 23 so that we can finalize our scripts for AES 12.3.

If any of the countries in the below table are selected as Place of Birth (in Question 5), the chargeable Country of Eligibility (in Question 6) will pre-fill as shown.

If They Choose the Following Country Where You Were Born	Pre-fill Country of Eligibility with...
Gaza Strip	Egypt
French Guiana	France
Guadeloupe	France
Martinique	France
Mayotte	France
Reunion	France
West Bank	Jordan
Bonaire	Netherlands
Saba	Netherlands
St. Eustatius	Netherlands

The countries below will be available to select in the two dropdown menus. Please note that items indicated in red were added to the Country of Eligibility list.

Question 5. Country Where You Were Born
Afghanistan
Albania
Algeria

Question 6. Country of Eligibility
Afghanistan
Albania
Algeria

American Samoa*
Andorra
Angola
Anguilla*
Antigua and Barbuda
Argentina
Armenia
Aruba
Australia
Austria
Azerbaijan
Bahamas, The
Bahrain
Baker Island*
Bangladesh
Barbados
Belarus
Belgium
Belize
Benin
Bermuda*
Bhutan
Bolivia
Bonaire
Bosnia and Herzegovina
Botswana
Brazil
British Indian Ocean Territory*
British Virgin Islands*
Brunei
Bulgaria
Burkina Faso
Burma
Burundi
Cabo Verde
Cambodia
Cameroon
Canada
Cayman Islands*

Andorra
Angola
Antigua and Barbuda
Argentina
Armenia
Aruba
Australia
Austria
Azerbaijan
Bahamas, The
Bahrain
Barbados
Belarus
Belgium
Belize
Benin
Bhutan
Bolivia
Bosnia and Herzegovina
Botswana
Brunei
Bulgaria
Burkina Faso
Burma
Burundi
Cabo Verde
Cambodia
Cameroon
Central African Republic
Chad
Chile
Christmas Island
Cocos Keeling Islands
Comoros
Congo-Brazzaville
Congo-Kinshasa
Cook Islands
Costa Rica
Cote d'Ivoire

Central African Republic
Chad
Chile
China, Peoples Republic of
Christmas Island
Cocos Keeling Islands
Colombia
Comoros
Congo-Brazzaville
Congo-Kinshasa
Cook Islands
Costa Rica
Cote d'Ivoire
Croatia
Cuba
Curacao
Cyprus
Czech Republic
Denmark
Djibouti
Dominica
Dominican Republic
Ecuador
Egypt
El Salvador
Equatorial Guinea
Eritrea
Estonia
Ethiopia
Falkland Islands*
Faroe Islands
Federated States of Micronesia,
Fiji
Finland
France
French Guiana
French Polynesia
French Southern and Antarctic Lands

Croatia
Cuba
Curacao
Cyprus
Czech Republic
Denmark
Djibouti
Dominica
Ecuador
Egypt
Equatorial Guinea
Eritrea
Estonia
Ethiopia
Faroe Islands
Federated States of Micronesia,
Fiji
Finland
France
French Polynesia
French Southern and Antarctic Lands
Gabon
Georgia
Germany
Ghana
Greece
Greenland
Grenada
Guatemala
Guinea
Guinea-Bissau
Guyana
Honduras
Hong Kong S.A.R.
Hungary
Iceland
Indonesia
Iran

Gabon
Gaza Strip
Georgia
Germany
Ghana
Gibraltar*
Great Britain and Northern Ireland*
Greece
Greenland
Grenada
Guadeloupe
Guam*
Guatemala
Guinea
Guinea-Bissau
Guyana
Haiti
Honduras
Hong Kong S.A.R.
Howland Island*
Hungary
Iceland
India
Indonesia
Iran
Iraq
Ireland
Israel
Italy
Jamaica
Japan
Johnston Atoll*
Jordan
Kazakhstan
Kenya
Kiribati
Korea, North
Korea, South
Kosovo

Iraq
Ireland
Israel
Italy
Japan
Jordan
Kazakhstan
Kenya
Kiribati
Korea, North
Kosovo
Kuwait
Kyrgyzstan
Laos
Latvia
Lebanon
Lesotho
Liberia
Libya
Liechtenstein
Lithuania
Luxembourg
Macau
Macedonia
Madagascar
Malawi
Malaysia
Maldives
Mali
Malta
Mauritania
Mauritius
Moldova
Monaco
Mongolia
Montenegro
Morocco
Mozambique
Namibia

Liberia
Libya
Liechtenstein
Lithuania
Luxembourg
Macau
Macedonia
Madagascar
Malawi
Malaysia
Maldives
Mali
Malta
Martinique
Mauritania
Mauritius
Mayotte
Mexico
Midway Islands*
Moldova
Monaco
Mongolia
Montenegro
Montserrat*
Morocco
Mozambique
Namibia
Nauru
Nepal
Netherlands
New Caledonia
New Zealand

Niger
Niue
Norfolk Island
Northern Ireland
Norway
Oman
Panama
Papua New Guinea
Paraguay
Poland
Portugal
Qatar
Republic Of Palau
Republic Of The Marshall Islands
Romania
Russia
Rwanda
Saint Martin
Samoa
San Marino
Sao Tome and Principe
Saudi Arabia
Senegal
Serbia
Seychelles
Sierra Leone
Singapore
Sint Maarten
Slovakia
Slovenia
Solomon Islands
Somalia

Kuwait
Kyrgyzstan
Laos
Latvia
Lebanon
Lesotho

Nauru
Nepal
Netherlands
New Caledonia
New Zealand
Nicaragua

Kuwait
Kyrgyzstan
Laos
Latvia
Lebanon
Lesotho
Liberia
Libya
Liechtenstein
Lithuania
Luxembourg
Macau
Macedonia
Madagascar
Malawi
Malaysia
Maldives
Mali
Malta
Martinique
Mauritania
Mauritius
Mayotte
Mexico
Midway Islands*
Moldova
Monaco
Mongolia
Montenegro
Montserrat*
Morocco
Mozambique
Namibia
Nauru
Nepal
Netherlands
New Caledonia
New Zealand

Nauru
Nepal
Netherlands
New Caledonia
New Zealand
Nicaragua
Niger
Niue
Norfolk Island
Northern Ireland
Norway
Oman
Panama
Papua New Guinea
Paraguay
Poland
Portugal
Qatar
Republic Of Palau
Republic Of The Marshall Islands
Romania
Russia
Rwanda
Saint Martin
Samoa
San Marino
Sao Tome and Principe
Saudi Arabia
Senegal
Serbia
Seychelles
Sierra Leone
Singapore
Sint Maarten
Slovakia
Slovenia
Solomon Islands
Somalia

Nicaragua
Niger
Nigeria
Niue
Norfolk Island
Northern Ireland
Northern Mariana Islands (USA)*
Norway
Oman
Pakistan
Palmyra Atoll*
Panama
Papua New Guinea
Paraguay
Peru
Philippines
Pitcairn Islands*
Poland
Portugal
Puerto Rico*
Qatar
Republic Of Palau
Republic Of The Marshall Islands
Reunion
Romania
Russia
Rwanda
Saba
Saint Martin
Samoa
San Marino
Sao Tome and Principe
Saudi Arabia
Senegal
Serbia
Seychelles
Sierra Leone
Singapore

South Africa
South Sudan
Spain
Sri Lanka
St. Barthelemy
St. Kitts and Nevis
St. Lucia
St. Pierre and Miquelon
St. Vincent and the Grenadines
Sudan
Suriname
Svalbard
Swaziland
Sweden
Switzerland
Syria
Taiwan
Tajikistan
Tanzania
Thailand
The Gambia
Timor-Leste
Togo
Tokelau
Tonga
Trinidad and Tobago
Tunisia
Turkey
Turkmenistan
Tuvalu
Uganda
Ukraine
United Arab Emirates
Uruguay
Uzbekistan
Vanuatu
Vatican City
Venezuela

Sint Maarten
Slovakia
Slovenia
Solomon Islands
Somalia
South Africa
South Georgia and the South Sandwich Island*
South Sudan
Spain
Sri Lanka
St. Barthelemy
St. Eustatius
St. Helena*
St. Kitts and Nevis
St. Lucia
St. Pierre and Miquelon
St. Vincent and the Grenadines
Sudan
Suriname
Svalbard
Swaziland
Sweden
Switzerland
Syria
Taiwan
Tajikistan
Tanzania
Thailand
The Gambia
Timor-Leste
Togo
Tokelau
Tonga
Trinidad and Tobago
Tunisia
Turkey
Turkmenistan
Turks And Caicos Islands*

Wallis and Futuna
Western Sahara
Yemen
Zambia
Zimbabwe

Tuvalu
Uganda
Ukraine
United Arab Emirates
United States Of America*
Uruguay
Uzbekistan
Vanuatu
Vatican City
Venezuela
Vietnam
Virgin Islands (U.S.)*
Wake Island*
Wallis and Futuna
West Bank
Western Sahara
Yemen
Zambia
Zimbabwe

Jillian Robbins

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From: Lewis, Lorraine L

Sent: Thursday, May 18, 2017 4:27 PM

To: Robbins, Jillian A; Sherman, Richard M; Dixon, Amanda W

Cc: Siddle, Gail L; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J; Lewis, Lorraine L

Subject: RE: [Updated] Country Changes for DV-2019

Hi Jillian,

Please see Rich's comments below. Rich is correct. Dependencies are reported under their own chargeability, as well as the chargeability of the governing country. Areas that constitute parts of a country, as opposed to dependencies, are simply rolled up into the country. For example, Aruba (a dependency) should be reported under Aruba and also under Netherlands, with a DV region of EU; Bonaire (administered directly by the Netherlands) is simply rolled up into Netherlands and is not broken out separately. Your table shows the country of eligibility pre-filled the same way for both Aruba and Bonaire, and that should not be the case.

Regards, Lorraine. ☺

From: Robbins, Jillian A
Sent: Wednesday, May 17, 2017 4:01 PM
To: Sherman, Richard M; Lewis, Lorraine L; Dixon, Amanda W
Cc: Siddle, Gail L; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J
Subject: RE: [Updated] Country Changes for DV-2019

Hi Lorraine,

Have you had a chance to review this?

Thank you,

Jillian Robbins

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From: Sherman, Richard M
Sent: Thursday, May 11, 2017 5:00 PM
To: Lewis, Lorraine L; Robbins, Jillian A; Dixon, Amanda W
Cc: Yang, Lue; Channell, Mark D; Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J; Beard, Christopher G
Subject: RE: [Updated] Country Changes for DV-2019

We'll leave the language as is, but I see 'country' as also potentially confusing. And I now understand the need for a distinction on dependencies, given how the INA is written. Netherlands is an interesting example. Per Wikipedia, the Kingdom of the Netherlands consists of four "constituent countries:" Netherlands, Aruba, Curacao, and Sint Maarten; all citizens of these four share a single nationality: Dutch. Conversely the other three Dutch islands in the Caribbean: Bonaire, Sint

Eustatius, and Saba became special municipalities within the Netherlands proper in 2010. Thus the first 3 islands need to be counted separately, while the last three can be aggregated into the Netherlands. France: the following overseas regions are integral parts of France: Guadeloupe, French Guiana, Martinique, Mayotte, and Reunion; thus treated the same as Bonaire. France's overseas collectivities and territories (broken out separately, like Aruba) are: French Polynesia, Wallis and Futuna, Saint Martin, Saint Barthelemy, Saint Pierre and Miquelon, and New Caledonia. Also French are the French Southern and Antarctic Lands (Crozet, Kerguelen, Ile St. Paul, Ile Amsterdam), Tromelin Is. and Clipperton Is. – but all of these are uninhabited and should not be listed.

Rich

Richard M. Sherman
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Contractor, Quality Support Inc. for Dept. of State
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202-485-7544
shermanrm@state.gov

Official - Transitory
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From: Lewis, Lorraine L
Sent: Wednesday, May 10, 2017 5:01 PM
To: Robbins, Jillian A; Sherman, Richard M; Dixon, Amanda W
Cc: Yang, Lue; Channell, Mark D; Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J; Beard, Christopher G; Lewis, Lorraine L
Subject: RE: [Updated] Country Changes for DV-2019

Since some countries/dependent areas do not qualify for the DV program, we need to know the applicant's country of nativity, i.e., the country (independent state or dependent area) in which the applicant's area of birth is now located. "Place Where You Were Born" is not very specific and could be confusing. Please don't make any changes to the language without clearing it with the VO/L attorneys.

I have not yet had a chance to review the country list below, since Charlie is away and I have a lot of other work. However, I did notice a problem with the list of dependent areas. Areas that have status as dependencies such as Aruba or French Polynesia need to be broken out as dependencies under the governing country (due to the numerical control provisions of the INA), while areas that are integral parts of the governing country such as Bonaire or Guadeloupe may simply be rolled up under the governing country.

Hopefully I will have a chance to review this tomorrow.

Regards, Lorraine. ☺

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From: Robbins, Jillian A
Sent: Wednesday, May 10, 2017 4:08 PM
To: Sherman, Richard M; Dixon, Amanda W
Cc: Yang, Lue; Channell, Mark D; Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J; Beard, Christopher G; Lewis, Lorraine L
Subject: RE: [Updated] Country Changes for DV-2019

Hi Rich,

If all concur to change the label on Question 5 to "Place Where You Were Born" then we can move forward. All DV-2019 changes will also be vetted through VO/L to ensure no additional OMB approvals are required for DS-5501 (DV Entry Form).

Note that any place where there are instructions (travel.state.gov, instructional video, etc.) will need to be updated accordingly. Please provide a POC at TSG for these updates.

The screenshots provided below are out of date, and have not been updated with our lists below. For clarification, AES does not use the CST data directly, we maintain our own tables for performance-related reasons.

Thank you,

Jillian Robbins

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UNCLASSIFIED

From: Sherman, Richard M
Sent: Wednesday, May 10, 2017 2:47 PM
To: Robbins, Jillian A; Dixon, Amanda W
Cc: Yang, Lue; Channell, Mark D; Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J; Beard, Christopher G; Lewis, Lorraine L
Subject: RE: [Updated] Country Changes for DV-2019

Jillian,

Thanks, looks much clearer this way. One thought I have, would it be possible for question 5, to instead of saying "Country" to say "Place Where You Were Born," since many locations listed are not

actual countries? If yes, then you would change the first question in No. 6 to read "Are you claiming eligibility based on the place where you were born?"

One small thing, I note in the screenshot for Q6 that the list includes Aruba, but I am assuming that is just because you haven't actually updated the CST table to reflect the changes proposed in your Q6 Country of Eligibility table below.

Rich

Richard M. Sherman
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Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official - Transitory
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Wednesday, May 10, 2017 2:07 PM
To: Sherman, Richard M; Dixon, Amanda W
Cc: Robbins, Jillian A; Yang, Lue; Channell, Mark D; Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J; Beard, Christopher G; Lewis, Lorraine L
Subject: [Updated] Country Changes for DV-2019

Hi All –

Thank you for the diligent review of the country lists. We now have to figure out how to translate the legal descriptions into the AES Entry Form design. We fully understand that there are different legal implications for these countries, but we are only looking at how to simplify the process for entrants.

These are the actual questions from AES:

5. Country Where You Were Born

Select A Country

Select A Country

6 Afghanistan

Albania

Algeria

American Samoa

Andorra

Angola

Anguilla

Antigua and Barbuda

Argentina

Armenia

Aruba

Australia

Austria

Azerbaijan

Bahamas, The

Bahrain

Baker Island

7 Bangladesh

Barbados

ed to where you live. If you
tion available in your case

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NOT** related to where you live. If you are not eligible for the DV program, please go to **Explanation of Country of Eligibility** to see if there is another option available in your case.

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country

Select A Country

7 Afghanistan

Albania

Algeria

Andorra

Angola

Antigua and Barbuda

Argentina

Armenia

Aruba

Australia

Austria

Azerbaijan

Bahamas, The

Bahrain

Barbados

Belarus

Belgium

Belize

Benin

including but not limited to r
y manipulation of photograp

ons and compositional speci

The below lists have been generated using the data in the Consular Shared Tables (CST) and 9 FAM 503.2-5 A&B.

This is what will populate in the two dropdown menus:

Question 5. Country Where You Were Born
Afghanistan
Albania
Algeria
American Samoa*
Andorra
Angola
Anguilla*
Antigua and Barbuda
Argentina
Armenia
Aruba
Australia
Austria
Azerbaijan
Bahamas, The
Bahrain
Baker Island*
Bangladesh
Barbados
Belarus
Belgium
Belize
Benin
Bermuda*
Bhutan
Bolivia
Bonaire
Bosnia and Herzegovina
Botswana
Brazil
British Indian Ocean Territory*
British Virgin Islands*
Brunei
Bulgaria
Burkina Faso

Question 6. Country of Eligibility
Afghanistan
Albania
Algeria
Andorra
Angola
Antigua and Barbuda
Argentina
Armenia
Australia
Austria
Azerbaijan
Bahamas, The
Bahrain
Barbados
Belarus
Belgium
Belize
Benin
Bhutan
Bolivia
Bosnia and Herzegovina
Botswana
Brunei
Bulgaria
Burkina Faso
Burma
Burundi
Cabo Verde
Cambodia
Cameroon
Central African Republic
Chad
Chile
Comoros
Congo-Brazzaville

Burma
Burundi
Cabo Verde
Cambodia
Cameroon
Canada
Cayman Islands*
Central African Republic
Chad
Chile
China, Peoples Republic of
Christmas Island
Cocos Keeling Islands
Colombia
Comoros
Congo-Brazzaville
Congo-Kinshasa
Cook Islands
Costa Rica
Cote d'Ivoire
Croatia
Cuba
Curacao
Cyprus
Czech Republic
Denmark
Djibouti
Dominica
Dominican Republic
Ecuador
Egypt
El Salvador
Equatorial Guinea
Eritrea
Estonia
Ethiopia
Falkland Islands*
Faroe Islands

Congo-Kinshasa
Costa Rica
Cote d'Ivoire
Croatia
Cuba
Cyprus
Czech Republic
Denmark
Djibouti
Dominica
Ecuador
Egypt
Equatorial Guinea
Eritrea
Estonia
Ethiopia
Federated States of Micronesia,
Fiji
Finland
France
Gabon
Georgia
Germany
Ghana
Greece
Grenada
Guatemala
Guinea
Guinea-Bissau
Guyana
Honduras
Hong Kong S.A.R.
Hungary
Iceland
Indonesia
Iran
Iraq
Ireland

Federated States of Micronesia,
Fiji
Finland
France
French Guiana
French Polynesia
French Southern and Antarctic Lands
Gabon
Gaza Strip
Georgia
Germany
Ghana
Gibraltar*
Great Britain and Northern Ireland*
Greece
Greenland
Grenada
Guadeloupe
Guam*
Guatemala
Guinea
Guinea-Bissau
Guyana
Haiti
Honduras
Hong Kong S.A.R.
Howland Island*
Hungary
Iceland
India
Indonesia
Iran
Iraq
Ireland
Israel
Italy
Jamaica
Japan
Johnston Atoll*

Israel
Italy
Japan
Jordan
Kazakhstan
Kenya
Kiribati
Korea, North
Kosovo
Kuwait
Kyrgyzstan
Laos
Latvia
Lebanon
Lesotho
Liberia
Libya
Liechtenstein
Lithuania
Luxembourg
Macedonia
Madagascar
Malawi
Malaysia
Maldives
Mali
Malta
Mauritania
Mauritius
Moldova
Monaco
Mongolia
Montenegro
Morocco
Mozambique
Namibia
Nauru
Nepal
Netherlands

Jordan
Kazakhstan
Kenya
Kiribati
Korea, North
Korea, South
Kosovo
Kuwait
Kyrgyzstan
Laos
Latvia
Lebanon
Lesotho
Liberia
Libya
Liechtenstein
Lithuania
Luxembourg
Macau
Macedonia
Madagascar
Malawi
Malaysia
Maldives
Mali
Malta
Martinique
Mauritania
Mauritius
Mayotte
Mexico
Midway Islands*
Moldova
Monaco
Mongolia
Montenegro
Montserrat*
Morocco

New Zealand
Nicaragua
Niger
Northern Ireland
Norway
Oman
Panama
Papua New Guinea
Paraguay
Poland
Portugal
Qatar
Republic Of Palau
Republic Of The Marshall Islands
Romania
Russia
Rwanda
Samoa
San Marino
Sao Tome and Principe
Saudi Arabia
Senegal
Serbia
Seychelles
Sierra Leone
Singapore
Slovakia
Slovenia
Solomon Islands
Somalia
South Africa
South Sudan
Spain
Sri Lanka
St. Kitts and Nevis
St. Lucia
St. Vincent and the Grenadines
Sudan

Mozambique
Namibia
Nauru
Nepal
Netherlands
New Caledonia
New Zealand
Nicaragua
Niger
Nigeria
Niue
Norfolk Island
Northern Ireland
Northern Mariana Islands (USA)*
Norway
Oman
Pakistan
Palmyra Atoll*
Panama
Papua New Guinea
Paraguay
Peru
Philippines
Pitcairn Islands*
Poland
Portugal
Puerto Rico*
Qatar
Republic Of Palau
Republic Of The Marshall Islands
Reunion
Romania
Russia
Rwanda
Saba
Saint Martin
Samoa
San Marino
Sao Tome and Principe

Suriname
Swaziland
Sweden
Switzerland
Syria
Taiwan
Tajikistan
Tanzania
Thailand
The Gambia
Timor-Leste
Togo
Tonga
Trinidad and Tobago
Tunisia
Turkey
Turkmenistan
Tuvalu
Uganda
Ukraine
United Arab Emirates
Uruguay
Uzbekistan
Vanuatu
Vatican City
Venezuela
Yemen
Zambia
Zimbabwe

Saudi Arabia
Senegal
Serbia
Seychelles
Sierra Leone
Singapore
Sint Maarten
Slovakia
Slovenia
Solomon Islands
Somalia
South Africa
South Georgia and the South Sandwich Island*
South Sudan
Spain
Sri Lanka
St. Barthelemy
St. Eustatius
St. Helena*
St. Kitts and Nevis
St. Lucia
St. Pierre and Miquelon
St. Vincent and the Grenadines
Sudan
Suriname
Svalbard
Swaziland
Sweden
Switzerland
Syria
Taiwan
Tajikistan
Tanzania
Thailand
The Gambia
Timor-Leste
Togo
Tokelau

Tonga
Trinidad and Tobago
Tunisia
Turkey
Turkmenistan
Turks And Caicos Islands*
Tuvalu
Uganda
Ukraine
United Arab Emirates
United States Of America*
Uruguay
Uzbekistan
Vanuatu
Vatican City
Venezuela
Vietnam
Virgin Islands (U.S.)*
Wake Island*
Wallis and Futuna
West Bank
Western Sahara
Yemen
Zambia
Zimbabwe

If any of the countries in the below table are selected as Place of Birth (in Question 5), the chargeable Country of Eligibility (in Question 6) will pre-fill as shown.

If They Choose the Following Country Where You Were Born	Pre-fill Country of Eligibility with...
Aruba	Netherlands
Bonaire	Netherlands
Christmas Island	Australia
Cocos Keeling Islands	Australia
Cook Islands	New Zealand
Curacao	Netherlands
Faroe Islands	Denmark
French Guiana	France

French Polynesia	France
French Southern and Antarctic Lands	France
Gaza Strip	Egypt
Greenland	Denmark
Guadeloupe	France
Macau	Portugal
Martinique	France
Mayotte	France
New Caledonia	France
Niue	New Zealand
Norfolk Island	Australia
Reunion	France
Saba	Netherlands
Saint Martin	France
Sint Maarten	Netherlands
St. Barthelemy	France
St. Eustatius	Netherlands
St. Pierre and Miquelon	France
Svalbard	Norway
Tokelau	New Zealand
Wallis and Futuna	France
West Bank	Jordan
Western Sahara	Morocco

Please review and provide input on the lists above.

Thanks,

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Table VII
Immigrant Number Use for Visa Issuances and Adjustments of Status in the Diversity Immigrant
Category
Fiscal Years 2007-2016

Foreign State	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Africa										
Algeria	338	823	798	797	846	343	1,058	971	1,093	1,277
Angola	4	4	14	6	15	7	13	10	8	37
Benin	121	183	198	223	220	82	230	182	193	282
Botswana	1	10	0	9	5	0	1	2	4	1
Burkina Faso	31	117	92	109	117	103	223	120	122	132
Burundi	2	9	22	42	28	11	28	37	47	64
Cabo Verde	2	0	8	0	10	0	7	2	12	0
Cameroon	748	1,190	1,530	1,581	1,706	847	1,619	1,289	1,455	1,625
Central African Republic	0	0	3	11	2	0	3	1	3	8
Chad	7	7	10	6	16	3	10	9	15	18
Comoros	2	1	2	5	2	0	1	0	0	0
Congo, Dem. Rep. of the	317	511	601	924	1,522	1,221	2,235	2,442	2,641	2,778
Congo, Rep. of the	27	43	20	34	45	12	47	55	49	50
Cote d'Ivoire	138	194	215	230	297	156	325	376	377	510
Djibouti	5	15	11	9	18	8	18	13	18	33
Egypt	3,527	3,310	3,651	3,253	3,268	2,013	3,383	3,500	3,456	2,855
Equatorial Guinea	0	1	0	2	0	0	0	0	0	0
Eritrea	194	302	392	368	381	144	245	173	186	149
Ethiopia	3,248	3,549	3,690	3,774	3,536	1,419	2,393	2,543	2,469	2,143
Gabon	9	18	5	7	7	10	6	18	12	9
Gambia, The	12	7	26	15	14	11	11	7	13	6
Ghana	978	1,868	1,912	2,660	2,460	1,689	1,895	1,460	526	432
Guinea	35	109	86	268	185	113	257	264	262	293
Guinea-Bissau	0	0	0	0	1	0	7	0	2	0
Kenya	1,333	2,187	2,365	2,420	1,918	752	1,281	1,216	903	1,116
Lesotho	0	0	0	1	0	4	0	3	0	0
Liberia	507	580	831	848	1,003	786	1,231	1,754	1,744	1,553
Libya	11	23	56	70	44	60	82	51	72	127
Madagascar	5	13	27	15	17	3	23	17	9	29
Malawi	4	20	13	17	13	1	16	15	11	0
Mali	22	34	43	38	23	20	29	21	23	39
Mauritania	1	3	8	2	12	3	7	0	6	6
Mauritius	3	22	21	20	24	7	4	6	16	11
Morocco	1,672	2,129	2,004	1,782	987	376	894	864	912	1,115
Western Sahara	0	0	0	0	0	0	0	0	0	0
TOTAL	1,672	2,129	2,004	1,782	987	376	894	864	912	1,115
Mozambique	1	0	1	3	0	2	0	5	1	0
Namibia	0	0	10	0	4	2	7	0	7	3
Niger	20	42	21	20	20	3	18	18	15	15
Nigeria	3,183	3,425	3,275	2,834	2,810	1,887	3,274	2,467	-	-
Rwanda	19	44	32	65	64	43	158	139	199	242
Sao Tome and Principe	0	0	0	0	0	0	0	0	0	0
Senegal	71	104	163	128	128	51	91	109	104	139
Seychelles	2	0	3	0	0	1	0	0	3	0

Table VII
Immigrant Number Use for Visa Issuances and Adjustments of Status in the Diversity Immigrant
Category
Fiscal Years 2007-2016

Foreign State	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Sierra Leone	206	438	547	314	317	287	719	449	354	383
Somalia	21	40	70	71	52	28	78	46	59	104
South Africa	151	235	301	303	309	225	319	217	197	182
South Sudan	-	-	-	-	0	0	0	0	1	11
Sudan	279	502	592	557	569	308	436	965	1,191	1,833
Swaziland	1	0	2	0	3	1	0	0	0	5
Tanzania	81	72	137	65	81	62	51	28	60	32
Togo	468	469	483	507	526	281	514	565	547	688
Tunisia	46	43	53	68	42	26	49	40	38	100
Uganda	122	152	170	158	211	111	204	184	171	166
Zambia	42	65	38	41	48	18	39	18	33	20
Zimbabwe	29	47	96	65	89	42	68	32	47	85
Africa Total	18,046	22,960	24,648	24,745	24,015	13,582	23,607	22,703	19,686	20,706
Asia										
Afghanistan	16	32	46	66	25	43	59	95	28	192
Bahrain	1	0	4	1	2	10	4	2	2	2
Bangladesh	3,518	2,286	2,663	3,017	3,090	295	-	-	-	-
Bhutan	0	7	5	0	4	4	8	7	1	9
Brunei	0	1	0	0	1	0	1	1	0	0
Burma	95	113	371	282	253	197	267	200	88	140
Cambodia	89	92	120	132	168	188	399	334	152	266
China - Taiwan born	275	275	251	231	214	158	160	215	103	167
Hong Kong S.A.R.	37	48	32	23	27	10	40	46	34	55
Indonesia	148	156	122	122	89	100	66	68	44	45
Iran	839	841	1,117	1,854	2,023	2,428	3,802	2,386	2,661	2,788
Iraq	48	88	50	37	57	36	66	49	23	146
Israel	38	47	43	30	41	45	74	58	20	35
Japan	231	282	207	199	177	216	287	269	143	194
Jordan	37	25	95	72	87	62	122	181	72	176
Korea, North	5	0	0	0	0	0	0	0	0	0
Kuwait	14	22	10	29	25	31	66	58	29	59
Laos	6	0	1	3	0	0	2	0	0	0
Lebanon	54	77	83	46	56	94	87	58	52	72
Malaysia	31	39	30	41	48	27	20	38	14	48
Maldives	0	0	0	0	0	0	0	0	0	0
Mongolia	70	199	129	108	209	91	116	79	55	157
Nepal	1,191	2,073	1,615	1,936	2,017	1,953	3,377	3,504	3,370	3,247
Oman	1	5	1	2	0	2	1	2	1	4
Qatar	0	1	0	0	0	3	14	15	15	16
Saudi Arabia	13	29	37	34	41	56	88	109	89	124
Singapore	8	21	14	11	12	14	6	32	2	12
Sri Lanka	299	466	548	441	336	217	296	301	201	324
Syria	16	40	53	37	67	72	91	138	134	164
Thailand	37	45	49	32	36	22	31	19	26	31

Table VII
Immigrant Number Use for Visa Issuances and Adjustments of Status in the Diversity Immigrant
Category
Fiscal Years 2007-2016

Foreign State	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Timor-Leste	0	0	1	0	0	0	0	0	0	0
United Arab Emirates	13	3	11	5	22	41	40	36	40	28
Yemen	21	22	51	33	40	66	195	200	171	397
Asia Total	7,151	7,335	7,759	8,824	9,167	6,481	9,785	8,500	7,570	8,898
Europe										
Albania	1,229	2,057	2,033	1,645	965	528	994	1,571	1,910	1,506
Andorra	0	0	0	0	0	0	0	0	2	0
Armenia	567	837	950	1,001	1,013	644	903	1,272	1,556	1,000
Austria	30	30	54	56	69	34	42	24	48	10
Azerbaijan	77	163	217	207	222	149	190	190	289	204
Belarus	517	769	780	734	684	285	848	844	868	568
Belgium	20	32	39	54	26	47	39	24	34	13
Bosnia and Herzegovina	40	31	62	37	33	44	30	39	77	48
Bulgaria	1,328	1,093	753	571	653	456	965	1,026	834	614
Croatia	29	18	36	29	20	34	20	41	30	22
Cyprus	5	5	14	8	2	2	3	7	8	8
Czech Republic	26	81	37	42	34	23	30	41	38	28
Denmark	14	23	12	34	17	17	20	21	17	14
Faroe Islands	-	-	-	0	0	0	0	0	0	0
Greenland	0	0	0	0	0	0	0	0	0	0
TOTAL	14	23	12	34	17	17	20	21	17	14
Estonia	16	19	16	13	21	12	23	17	21	10
Finland	13	9	22	34	40	35	25	16	29	22
France	197	308	241	272	275	186	228	326	346	211
French Guiana	0	0	0	0	0	-	-	-	-	-
French Polynesia	0	0	0	0	0	1	1	0	0	0
French Southern and Antarctic Lands	0	0	0	0	0	0	0	0	0	0
Guadeloupe	0	2	0	0	0	-	-	-	-	-
Martinique	2	4	1	0	0	-	-	-	-	-
New Caledonia	2	0	0	0	0	0	0	1	0	0
Reunion	1	0	1	0	0	-	-	-	-	-
St. Barthelemy	-	-	-	0	0	0	0	0	0	0
Saint Martin	-	-	-	0	0	0	0	0	0	0
St. Pierre and Miquelon	0	0	0	0	0	0	0	0	0	0
Wallis and Futuna	0	0	0	0	0	0	0	0	0	0
TOTAL	202	314	243	272	275	187	229	327	346	211
Georgia	221	284	360	441	461	293	411	345	507	368
Germany	536	817	910	964	860	595	584	497	535	293
Greece	55	84	76	43	42	30	54	79	98	54
Hungary	67	82	138	65	125	80	112	103	121	79
Iceland	7	4	9	30	13	15	15	10	11	1
Ireland	50	51	51	61	87	76	52	44	50	36
Italy	86	128	161	167	186	207	157	282	289	194
Kazakhstan	108	172	200	201	236	237	316	325	460	243

Table VII
Immigrant Number Use for Visa Issuances and Adjustments of Status in the Diversity Immigrant
Category
Fiscal Years 2007-2016

Foreign State	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Kosovo	-	2	50	91	83	71	126	95	146	164
Kyrgyzstan	81	132	122	130	147	182	189	235	286	135
Latvia	35	19	41	36	70	22	57	57	30	31
Liechtenstein	0	0	0	0	1	0	0	0	0	0
Lithuania	192	128	106	133	167	129	141	156	167	91
Luxembourg	0	3	0	0	2	3	3	0	0	0
Macedonia	163	219	205	150	177	68	148	183	263	206
Malta	0	0	0	5	0	4	0	0	0	0
Moldova	163	279	273	399	582	684	906	1,211	1,566	1,189
Monaco	0	1	0	0	0	0	0	4	0	0
Montenegro	29	8	4	11	4	5	11	11	6	7
Netherlands	45	68	103	80	52	61	35	71	46	40
Aruba	2	6	4	0	1	1	0	0	0	0
Curacao	-	-	-	-	1	2	4	0	0	0
Netherlands Antilles	2	3	12	1	0	-	-	-	-	-
Sint Maarten	-	-	-	-	0	0	0	0	1	0
TOTAL	49	77	119	81	54	64	39	71	47	40
Northern Ireland	16	3	13	10	17	15	14	18	15	6
Norway	17	10	11	12	12	9	16	0	4	3
Svalbard	-	-	-	0	0	0	0	0	0	0
TOTAL	17	10	11	12	12	9	16	0	4	3
Poland	-	-	-	-	-	-	829	500	412	327
Portugal	8	12	16	9	17	16	20	27	29	11
Macau	1	11	3	8	2	6	4	3	17	8
TOTAL	9	23	19	17	19	22	24	30	46	19
Romania	893	876	343	366	482	589	423	498	539	342
Russia	-	-	-	1,095	1,552	1,096	1,680	1,928	2,028	1,401
San Marino	0	0	0	0	0	0	0	0	0	0
Serbia	261	351	211	158	156	120	171	206	216	213
Slovakia	96	67	45	43	37	17	36	36	44	26
Slovenia	4	6	7	5	2	2	4	1	5	8
Spain	49	56	75	80	86	75	95	183	183	101
Sweden	61	50	46	54	43	62	62	35	48	46
Switzerland	44	71	96	79	69	50	40	61	56	31
Tajikistan	33	66	80	121	182	152	209	248	339	239
Turkey	755	972	1,041	1,058	993	899	712	1,084	1,245	796
Turkmenistan	40	78	59	77	85	72	70	106	105	75
Ukraine	3,333	1,914	1,714	1,807	1,676	1,439	1,844	1,770	1,313	1,787
Uzbekistan	1,067	2,274	2,388	3,356	3,596	3,212	3,385	3,032	2,524	2,378
Vatican City	0	0	0	0	0	0	0	0	0	0
Europe Total	12,633	14,788	14,241	16,083	16,378	13,093	17,296	18,904	19,811	15,207
North America										
Bahamas, The	6	5	1	13	2	3	16	2	7	5

Table VII
Immigrant Number Use for Visa Issuances and Adjustments of Status in the Diversity Immigrant
Category
Fiscal Years 2007-2016

Foreign State	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
North America Total	6	5	1	13	2	3	16	2	7	5
Oceania										
Australia	174	238	187	285	275	292	433	406	486	331
Christmas Island	0	0	0	0	0	0	0	0	0	0
Cocos (Keeling) Islands	0	0	0	0	0	0	0	0	0	0
Norfolk Island	-	-	-	0	0	0	0	0	5	0
TOTAL	174	238	187	285	275	292	433	406	491	331
Fiji	273	313	291	232	174	174	254	218	185	130
Kiribati	0	2	2	0	0	2	0	0	3	3
Marshall Islands	0	0	0	0	0	4	0	1	0	0
Micronesia, Federated States of	0	0	0	0	0	0	0	0	0	0
Nauru	1	0	0	0	6	0	0	0	0	0
New Zealand	70	117	84	80	109	87	131	132	149	66
Cook Islands	3	0	0	0	0	0	0	0	0	0
Niue	0	0	0	0	0	0	0	0	0	0
Tokelau	-	-	-	0	0	0	0	0	0	0
TOTAL	73	117	84	80	109	87	131	132	149	66
Palau	0	0	0	3	0	0	0	0	0	0
Papua New Guinea	5	2	12	8	1	0	9	2	1	0
Samoa	1	11	2	9	4	2	0	0	0	0
Solomon Islands	0	0	0	0	0	0	0	0	0	0
Tonga	14	27	27	22	9	1	11	2	15	1
Tuvalu	0	0	0	0	0	0	0	0	0	0
Vanuatu	0	0	0	0	0	0	0	0	0	1
Oceania Total	541	710	605	639	578	562	838	761	844	532
South America, Central America, and the Caribbean										
Antigua and Barbuda	1	0	1	6	1	0	6	6	4	0
Argentina	45	60	62	91	57	37	32	73	52	30
Barbados	4	2	3	14	6	4	0	8	6	0
Belize	3	7	5	3	8	1	12	1	0	0
Bolivia	36	79	53	76	30	28	33	26	23	24
Brazil	232	-	-	-	-	-	-	-	-	-
Chile	28	14	31	11	16	6	12	24	10	1
Costa Rica	6	3	2	17	12	2	20	25	6	10
Cuba	109	256	190	140	231	70	193	302	474	536
Dominica	4	3	21	15	10	9	11	6	2	4
Ecuador	75	113	-	-	-	-	-	-	-	-
Grenada	2	1	1	4	2	7	1	6	2	1
Guatemala	13	30	-	-	-	-	-	44	20	9
Guyana	7	7	19	32	30	7	16	6	14	4

Table VII
Immigrant Number Use for Visa Issuances and Adjustments of Status in the Diversity Immigrant
Category
Fiscal Years 2007-2016

Foreign State	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Honduras	5	14	10	26	26	23	24	38	31	26
Nicaragua	8	14	26	20	22	7	28	2	4	5
Panama	6	5	9	17	5	7	5	7	5	1
Paraguay	7	5	3	17	4	6	4	1	2	2
Peru	922	-	-	-	-	-	-	-	-	-
Saint Kitts and Nevis	0	2	2	2	0	3	5	0	1	0
Saint Lucia	1	2	4	7	9	1	9	15	5	1
Saint Vincent and the Grenadines	0	1	3	5	4	1	9	5	3	2
Suriname	3	2	1	3	0	1	3	4	2	2
Trinidad and Tobago	55	48	76	103	53	43	45	62	53	20
Uruguay	2	12	7	8	4	3	1	9	5	8
Venezuela	125	155	253	391	448	476	560	802	735	684
South America, Central America, and the Caribbean Total	1,699	835	782	1,008	978	742	1,029	1,472	1,459	1,370
Grand Totals	40,076	46,633	48,036	51,312	51,118	34,463	52,571	52,342	49,377	46,718

From: Robbins, Jillian A
Sent: Fri, 23 Jun 2017 09:46:20 -0600
To: Lewis, Lorraine L; Sherman, Richard M; Dixon, Amanda W
Cc: Siddle, Gail L; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J
Subject: RE: [Please Review & Approve] Country Changes for DV-2019

Hi Lorraine,

Thank you so much for your careful review of our country lists for DV-2019. We greatly appreciate your time and insight.

Once DHS publishes the list of qualifying countries, we will update our lists of eligible countries accordingly. We will also verify that the DV regions for dependent areas match those of the governing country.

The asterisks were just for our purposes, those countries will not be handled any differently from the other countries that do not qualify for DV-2019. I apologize for any confusion.

Thanks again,

Jillian Robbins

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From: Lewis, Lorraine L
Sent: Thursday, June 22, 2017 3:50 PM
To: Sherman, Richard M; Robbins, Jillian A; Dixon, Amanda W
Cc: Siddle, Gail L; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J; Lewis, Lorraine L
Subject: RE: [Please Review & Approve] Country Changes for DV-2019

Hi Rich,

I have reviewed the revised country list. It appears that all independent states and dependent areas are included. Please note that the countries that will not qualify for DV-2019 might change once we receive the updated list from DHS, which hopefully will be before the end of July.

Please be sure that for chargeability purposes, dependent areas are charged to both to the dependent area and the governing country, and that the DV geographic region for dependent areas is the DV region of the governing country. Thanks.

I noticed that U.S.A., Great Britain and Northern Ireland, and the U.S. and British dependent areas are shown in the country list followed by an asterisk. However, the other countries that will not qualify for DV-2019 (preliminary) do not have an asterisk. What is the purpose of the asterisk? it is not defined.

Regards, Lorraine. ☺

From: Sherman, Richard M
Sent: Tuesday, June 20, 2017 2:30 PM
To: Lewis, Lorraine L; Robbins, Jillian A; Dixon, Amanda W
Cc: Siddle, Gail L; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J
Subject: RE: [Please Review & Approve] Country Changes for DV-2019

Sorry, did a double check and misread the information; both are considered autonomous constituent countries within the Kingdom of Denmark, so the tables below are correct.

Rich

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From: Lewis, Lorraine L
Sent: Tuesday, June 20, 2017 2:23 PM
To: Sherman, Richard M; Robbins, Jillian A; Dixon, Amanda W
Cc: Siddle, Gail L; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J; Lewis, Lorraine L
Subject: RE: [Please Review & Approve] Country Changes for DV-2019

Hi Rich,

According to the Office of the Geographer's most recent list of Dependencies and Areas of Special Sovereignty, the Faroe Islands and Greenland are still dependencies of Denmark. Therefore, they should continue to be listed separately as dependencies, and separate counting is still needed.

Where did you get the information that there was a change in the status of the Faroe Islands and Greenland? Please advise. Note that the Office of the Geographer has not amended its list of dependencies. Thanks.

Regards, Lorraine. ☺

From: Sherman, Richard M
Sent: Tuesday, June 20, 2017 1:43 PM
To: Robbins, Jillian A; Lewis, Lorraine L; Dixon, Amanda W
Cc: Siddle, Gail L; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J
Subject: RE: [Please Review & Approve] Country Changes for DV-2019

This looks generally OK to me. FYI, in case not already noted, Faroe Is. and Greenland are considered integral parts of Denmark, just as French Guiana is to France, separate counting not needed. If that means they should not be listed for question 6, that needs to be fixed and presumably moved to the very top box below.

Rich

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From: Robbins, Jillian A
Sent: Tuesday, June 20, 2017 11:30 AM
To: Lewis, Lorraine L; Sherman, Richard M; Dixon, Amanda W
Cc: Siddle, Gail L; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J
Subject: [Please Review & Approve] Country Changes for DV-2019
Importance: High

Hi Lorraine/Rich/Amanda,

We examined Table VII *Immigrant Number Use for Visa Issuances and Adjustments of Status in the Diversity Immigrant Category* Fiscal Years 2007-2016 (attached). Based on how DVs were counted in this table, we refined our lists for AES DV-2019 below. If dashes were reported in the table, we assumed that the FSC was either oversubscribed, or needs to be reported by governing country only. Please review the lists below carefully and provide feedback by **Friday, June 23** so that we can finalize our scripts for AES 12.3.

If any of the countries in the below table are selected as Place of Birth (in Question 5), the chargeable Country of Eligibility (in Question 6) will pre-fill as shown.

If They Choose the Following Country Where You Were Born	Pre-fill Country of Eligibility with...
Gaza Strip	Egypt
French Guiana	France
Guadeloupe	France
Martinique	France

Mayotte	France
Reunion	France
West Bank	Jordan
Bonaire	Netherlands
Saba	Netherlands
St. Eustatius	Netherlands

The countries below will be available to select in the two dropdown menus. Please note that items indicated in red were added to the Country of Eligibility list.

Question 5. Country Where You Were Born
Afghanistan
Albania
Algeria
American Samoa*
Andorra
Angola
Anguilla*
Antigua and Barbuda
Argentina
Armenia
Aruba
Australia
Austria
Azerbaijan
Bahamas, The
Bahrain
Baker Island*
Bangladesh
Barbados
Belarus
Belgium
Belize
Benin
Bermuda*
Bhutan
Bolivia

Question 6. Country of Eligibility
Afghanistan
Albania
Algeria
Andorra
Angola
Antigua and Barbuda
Argentina
Armenia
Aruba
Australia
Austria
Azerbaijan
Bahamas, The
Bahrain
Barbados
Belarus
Belgium
Belize
Benin
Bhutan
Bolivia
Bosnia and Herzegovina
Botswana
Brunei
Bulgaria
Burkina Faso

Bonaire
Bosnia and Herzegovina
Botswana
Brazil
British Indian Ocean Territory*
British Virgin Islands*
Brunei
Bulgaria
Burkina Faso
Burma
Burundi
Cabo Verde
Cambodia
Cameroon
Canada
Cayman Islands*
Central African Republic
Chad
Chile
China, Peoples Republic of
Christmas Island
Cocos Keeling Islands
Colombia
Comoros
Congo-Brazzaville
Congo-Kinshasa
Cook Islands
Costa Rica
Cote d'Ivoire
Croatia
Cuba
Curacao
Cyprus
Czech Republic
Denmark
Djibouti
Dominica
Ecuador
Egypt
Equatorial Guinea
Eritrea
Estonia
Ethiopia
Faroe Islands
Federated States of Micronesia,
Fiji
Finland
France
French Polynesia
French Southern and Antarctic Lands
Gabon

Burma
Burundi
Cabo Verde
Cambodia
Cameroon
Central African Republic
Chad
Chile
Christmas Island
Cocos Keeling Islands
Comoros
Congo-Brazzaville
Congo-Kinshasa
Cook Islands
Costa Rica
Cote d'Ivoire
Croatia
Cuba
Curacao
Cyprus
Czech Republic
Denmark
Djibouti
Dominica
Ecuador
Egypt
Equatorial Guinea
Eritrea
Estonia
Ethiopia
Faroe Islands
Federated States of Micronesia,
Fiji
Finland
France
French Polynesia
French Southern and Antarctic Lands
Gabon

Ecuador
Egypt
El Salvador
Equatorial Guinea
Eritrea
Estonia
Ethiopia
Falkland Islands*
Faroe Islands
Federated States of Micronesia,
Fiji
Finland
France
French Guiana
French Polynesia
French Southern and Antarctic Lands
Gabon
Gaza Strip
Georgia
Germany
Ghana
Gibraltar*
Great Britain and Northern Ireland*
Greece
Greenland
Grenada
Guadeloupe
Guam*
Guatemala
Guinea
Guinea-Bissau
Guyana
Haiti
Honduras
Hong Kong S.A.R.
Howland Island*
Hungary
Iceland
India

Georgia
Germany
Ghana
Greece
Greenland
Grenada
Guatemala
Guinea
Guinea-Bissau
Guyana
Honduras
Hong Kong S.A.R.
Hungary
Iceland
Indonesia
Iran
Iraq
Ireland
Israel
Italy
Japan
Jordan
Kazakhstan
Kenya
Kiribati
Korea, North
Kosovo
Kuwait
Kyrgyzstan
Laos
Latvia
Lebanon
Lesotho
Liberia
Libya
Liechtenstein
Lithuania
Luxembourg
Macau

Indonesia
Iran
Iraq
Ireland
Israel
Italy
Jamaica
Japan
Johnston Atoll*
Jordan
Kazakhstan
Kenya
Kiribati
Korea, North
Korea, South
Kosovo
Kuwait
Kyrgyzstan
Laos
Latvia
Lebanon
Lesotho
Liberia
Libya
Liechtenstein
Lithuania
Luxembourg
Macau
Macedonia
Madagascar
Malawi
Malaysia
Maldives
Mali
Malta
Martinique
Mauritania
Mauritius

Macedonia
Madagascar
Malawi
Malaysia
Maldives
Mali
Malta
Mauritania
Mauritius
Moldova
Monaco
Mongolia
Montenegro
Morocco
Mozambique
Namibia
Nauru
Nepal
Netherlands
New Caledonia
New Zealand
Nicaragua
Niger
Niue
Norfolk Island
Northern Ireland
Norway
Oman
Panama
Papua New Guinea
Paraguay
Poland
Portugal
Qatar
Republic Of Palau
Republic Of The Marshall Islands
Romania
Russia

Mayotte
Mexico
Midway Islands*
Moldova
Monaco
Mongolia
Montenegro
Montserrat*
Morocco
Mozambique
Namibia
Nauru
Nepal
Netherlands
New Caledonia
New Zealand
Nicaragua
Niger
Nigeria
Niue
Norfolk Island
Northern Ireland
Northern Mariana Islands (USA)*
Norway
Oman
Pakistan
Palmyra Atoll*
Panama
Papua New Guinea
Paraguay
Peru
Philippines
Pitcairn Islands*
Poland
Portugal
Puerto Rico*
Qatar
Republic Of Palau

Rwanda
Saint Martin
Samoa
San Marino
Sao Tome and Principe
Saudi Arabia
Senegal
Serbia
Seychelles
Sierra Leone
Singapore
Sint Maarten
Slovakia
Slovenia
Solomon Islands
Somalia
South Africa
South Sudan
Spain
Sri Lanka
St. Barthelemy
St. Kitts and Nevis
St. Lucia
St. Pierre and Miquelon
St. Vincent and the Grenadines
Sudan
Suriname
Svalbard
Swaziland
Sweden
Switzerland
Syria
Taiwan
Tajikistan
Tanzania
Thailand
The Gambia
Timor-Leste

Republic Of The Marshall Islands
Reunion
Romania
Russia
Rwanda
Saba
Saint Martin
Samoa
San Marino
Sao Tome and Principe
Saudi Arabia
Senegal
Serbia
Seychelles
Sierra Leone
Singapore
Sint Maarten
Slovakia
Slovenia
Solomon Islands
Somalia
South Africa
South Georgia and the South Sandwich Island*
South Sudan
Spain
Sri Lanka
St. Barthelemy
St. Eustatius
St. Helena*
St. Kitts and Nevis
St. Lucia
St. Pierre and Miquelon
St. Vincent and the Grenadines
Sudan
Suriname
Svalbard
Swaziland
Sweden

Togo
Tokelau
Tonga
Trinidad and Tobago
Tunisia
Turkey
Turkmenistan
Tuvalu
Uganda
Ukraine
United Arab Emirates
Uruguay
Uzbekistan
Vanuatu
Vatican City
Venezuela
Wallis and Futuna
Western Sahara
Yemen
Zambia
Zimbabwe

Switzerland
Syria
Taiwan
Tajikistan
Tanzania
Thailand
The Gambia
Timor-Leste
Togo
Tokelau
Tonga
Trinidad and Tobago
Tunisia
Turkey
Turkmenistan
Turks And Caicos Islands*
Tuvalu
Uganda
Ukraine
United Arab Emirates
United States Of America*
Uruguay
Uzbekistan
Vanuatu
Vatican City
Venezuela
Vietnam
Virgin Islands (U.S.)*
Wake Island*
Wallis and Futuna
West Bank
Western Sahara
Yemen
Zambia
Zimbabwe

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From: Lewis, Lorraine L
Sent: Thursday, May 18, 2017 4:27 PM
To: Robbins, Jillian A; Sherman, Richard M; Dixon, Amanda W
Cc: Siddle, Gail L; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J; Lewis, Lorraine L
Subject: RE: [Updated] Country Changes for DV-2019

Hi Jillian,

Please see Rich's comments below. Rich is correct. Dependencies are reported under their own chargeability, as well as the chargeability of the governing country. Areas that constitute parts of a country, as opposed to dependencies, are simply rolled up into the country. For example, Aruba (a dependency) should be reported under Aruba and also under Netherlands, with a DV region of EU; Bonaire (administered directly by the Netherlands) is simply rolled up into Netherlands and is not broken out separately. Your table shows the country of eligibility pre-filled the same way for both Aruba and Bonaire, and that should not be the case.

Regards, Lorraine. ☺

From: Robbins, Jillian A
Sent: Wednesday, May 17, 2017 4:01 PM
To: Sherman, Richard M; Lewis, Lorraine L; Dixon, Amanda W
Cc: Siddle, Gail L; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J
Subject: RE: [Updated] Country Changes for DV-2019

Hi Lorraine,

Have you had a chance to review this?

Thank you,

Jillian Robbins

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From: Sherman, Richard M
Sent: Thursday, May 11, 2017 5:00 PM
To: Lewis, Lorraine L; Robbins, Jillian A; Dixon, Amanda W
Cc: Yang, Lue; Channell, Mark D; Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J; Beard, Christopher G
Subject: RE: [Updated] Country Changes for DV-2019

We'll leave the language as is, but I see 'country' as also potentially confusing. And I now understand the need for a distinction on dependencies, given how the INA is written. Netherlands is an interesting example. Per Wikipedia, the Kingdom of the Netherlands consists of four "constituent countries:" Netherlands, Aruba, Curacao, and Sint Maarten; all citizens of these four share a single nationality: Dutch. Conversely the other three Dutch islands in the Caribbean: Bonaire, Sint Eustatius, and Saba became special municipalities within the Netherlands proper in 2010. Thus the first 3 islands need to be counted separately, while the last three can be aggregated into the Netherlands. France: the following overseas regions are integral parts of France: Guadeloupe, French Guiana, Martinique, Mayotte, and Reunion; thus treated the same as Bonaire. France's overseas collectivities and territories (broken out separately, like Aruba) are: French Polynesia, Wallis and Futuna, Saint Martin, Saint Barthelemy, Saint Pierre and Miquelon, and New Caledonia. Also French are the French Southern and Antarctic Lands (Crozet, Kerguelen, Ile St. Paul, Ile Amsterdam), Tromelin Is. and Clipperton Is. – but all of these are uninhabited and should not be listed.

Rich

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From: Lewis, Lorraine L
Sent: Wednesday, May 10, 2017 5:01 PM
To: Robbins, Jillian A; Sherman, Richard M; Dixon, Amanda W
Cc: Yang, Lue; Channell, Mark D; Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J; Beard, Christopher G; Lewis, Lorraine L
Subject: RE: [Updated] Country Changes for DV-2019

Since some countries/dependent areas do not qualify for the DV program, we need to know the applicant's country of nativity, i.e., the country (independent state or dependent area) in which the

applicant's area of birth is now located. "Place Where You Were Born" is not very specific and could be confusing. Please don't make any changes to the language without clearing it with the VO/L attorneys.

I have not yet had a chance to review the country list below, since Charlie is away and I have a lot of other work. However, I did notice a problem with the list of dependent areas. Areas that have status as dependencies such as Aruba or French Polynesia need to be broken out as dependencies under the governing country (due to the numerical control provisions of the INA), while areas that are integral parts of the governing country such as Bonaire or Guadeloupe may simply be rolled up under the governing country.

Hopefully I will have a chance to review this tomorrow.

Regards, Lorraine. ☺

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From: Robbins, Jillian A
Sent: Wednesday, May 10, 2017 4:08 PM
To: Sherman, Richard M; Dixon, Amanda W
Cc: Yang, Lue; Channell, Mark D; Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J; Beard, Christopher G; Lewis, Lorraine L
Subject: RE: [Updated] Country Changes for DV-2019

Hi Rich,

If all concur to change the label on Question 5 to "Place Where You Were Born" then we can move forward. All DV-2019 changes will also be vetted through VO/L to ensure no additional OMB approvals are required for DS-5501 (DV Entry Form).

Note that any place where there are instructions (travel.state.gov, instructional video, etc.) will need to be updated accordingly. Please provide a POC at TSG for these updates.

The screenshots provided below are out of date, and have not been updated with our lists below. For clarification, AES does not use the CST data directly, we maintain our own tables for performance-related reasons.

Thank you,

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From: Sherman, Richard M
Sent: Wednesday, May 10, 2017 2:47 PM
To: Robbins, Jillian A; Dixon, Amanda W
Cc: Yang, Lue; Channell, Mark D; Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J; Beard, Christopher G; Lewis, Lorraine L
Subject: RE: [Updated] Country Changes for DV-2019

Jillian,

Thanks, looks much clearer this way. One thought I have, would it be possible for question 5, to instead of saying "Country" to say "Place Where You Were Born," since many locations listed are not actual countries? If yes, then you would change the first question in No. 6 to read "Are you claiming eligibility based on the place where you were born?"

One small thing, I note in the screenshot for Q6 that the list includes Aruba, but I am assuming that is just because you haven't actually updated the CST table to reflect the changes proposed in your Q6 Country of Eligibility table below.

Rich

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From: Robbins, Jillian A
Sent: Wednesday, May 10, 2017 2:07 PM
To: Sherman, Richard M; Dixon, Amanda W
Cc: Robbins, Jillian A; Yang, Lue; Channell, Mark D; Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Oppenheim, Charlie W; Paschke, Matthew J; Beard, Christopher G; Lewis, Lorraine L
Subject: [Updated] Country Changes for DV-2019

Hi All –

Thank you for the diligent review of the country lists. We now have to figure out how to translate the legal descriptions into the AES Entry Form design. We fully understand that there are different legal implications for these countries, but we are only looking at how to simplify the process for entrants.

These are the actual questions from AES:

5. Country Where You Were Born

Select A Country

Select A Country

Afghanistan

Albania

Algeria

American Samoa

Andorra

Angola

Anguilla

Antigua and Barbuda

Argentina

Armenia

Aruba

Australia

Austria

Azerbaijan

Bahamas, The

Bahrain

Baker Island

Bangladesh

Barbados

ed to where you live. If you
tion available in your case.

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NOT** related to where you live. If you not eligible for the DV program, please go to **Explanation of Country of Eligibility** to see if there is another option available in your case.

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country

Select A Country

Afghanistan

Albania

Algeria

Andorra

Angola

Antigua and Barbuda

Argentina

Armenia

Aruba

Australia

Austria

Azerbaijan

Bahamas, The

Bahrain

Barbados

Belarus

Belgium

Belize

Benin

including but not limited to t
y manipulation of photograp

ons and compositional speci

The below lists have been generated using the data in the Consular Shared Tables (CST) and 9 FAM 503.2-5 A&B.

This is what will populate in the two dropdown menus:

Question 5. Country Where You Were Born
Afghanistan
Albania
Algeria
American Samoa*
Andorra
Angola
Anguilla*
Antigua and Barbuda
Argentina
Armenia
Aruba
Australia
Austria
Azerbaijan
Bahamas, The
Bahrain
Baker Island*
Bangladesh
Barbados
Belarus
Belgium
Belize
Benin
Bermuda*
Bhutan
Bolivia
Bonaire
Bosnia and Herzegovina
Botswana
Brazil
British Indian Ocean Territory*
British Virgin Islands*
Brunei
Bulgaria
Burkina Faso

Question 6. Country of Eligibility
Afghanistan
Albania
Algeria
Andorra
Angola
Antigua and Barbuda
Argentina
Armenia
Australia
Austria
Azerbaijan
Bahamas, The
Bahrain
Barbados
Belarus
Belgium
Belize
Benin
Bhutan
Bolivia
Bosnia and Herzegovina
Botswana
Brunei
Bulgaria
Burkina Faso
Burma
Burundi
Cabo Verde
Cambodia
Cameroon
Central African Republic
Chad
Chile
Comoros
Congo-Brazzaville

Burma
Burundi
Cabo Verde
Cambodia
Cameroon
Canada
Cayman Islands*
Central African Republic
Chad
Chile
China, Peoples Republic of
Christmas Island
Cocos Keeling Islands
Colombia
Comoros
Congo-Brazzaville
Congo-Kinshasa
Cook Islands
Costa Rica
Cote d'Ivoire
Croatia
Cuba
Curacao
Cyprus
Czech Republic
Denmark
Djibouti
Dominica
Dominican Republic
Ecuador
Egypt
El Salvador
Equatorial Guinea
Eritrea
Estonia
Ethiopia
Falkland Islands*
Faroe Islands

Congo-Kinshasa
Costa Rica
Cote d'Ivoire
Croatia
Cuba
Cyprus
Czech Republic
Denmark
Djibouti
Dominica
Ecuador
Egypt
Equatorial Guinea
Eritrea
Estonia
Ethiopia
Federated States of Micronesia,
Fiji
Finland
France
Gabon
Georgia
Germany
Ghana
Greece
Grenada
Guatemala
Guinea
Guinea-Bissau
Guyana
Honduras
Hong Kong S.A.R.
Hungary
Iceland
Indonesia
Iran
Iraq
Ireland

Federated States of Micronesia,
Fiji
Finland
France
French Guiana
French Polynesia
French Southern and Antarctic Lands
Gabon
Gaza Strip
Georgia
Germany
Ghana
Gibraltar*
Great Britain and Northern Ireland*
Greece
Greenland
Grenada
Guadeloupe
Guam*
Guatemala
Guinea
Guinea-Bissau
Guyana
Haiti
Honduras
Hong Kong S.A.R.
Howland Island*
Hungary
Iceland
India
Indonesia
Iran
Iraq
Ireland
Israel
Italy
Jamaica
Japan
Johnston Atoll*

Israel
Italy
Japan
Jordan
Kazakhstan
Kenya
Kiribati
Korea, North
Kosovo
Kuwait
Kyrgyzstan
Laos
Latvia
Lebanon
Lesotho
Liberia
Libya
Liechtenstein
Lithuania
Luxembourg
Macedonia
Madagascar
Malawi
Malaysia
Maldives
Mali
Malta
Mauritania
Mauritius
Moldova
Monaco
Mongolia
Montenegro
Morocco
Mozambique
Namibia
Nauru
Nepal
Netherlands

Jordan
Kazakhstan
Kenya
Kiribati
Korea, North
Korea, South
Kosovo
Kuwait
Kyrgyzstan
Laos
Latvia
Lebanon
Lesotho
Liberia
Libya
Liechtenstein
Lithuania
Luxembourg
Macau
Macedonia
Madagascar
Malawi
Malaysia
Maldives
Mali
Malta
Martinique
Mauritania
Mauritius
Mayotte
Mexico
Midway Islands*
Moldova
Monaco
Mongolia
Montenegro
Montserrat*
Morocco

New Zealand
Nicaragua
Niger
Northern Ireland
Norway
Oman
Panama
Papua New Guinea
Paraguay
Poland
Portugal
Qatar
Republic Of Palau
Republic Of The Marshall Islands
Romania
Russia
Rwanda
Samoa
San Marino
Sao Tome and Principe
Saudi Arabia
Senegal
Serbia
Seychelles
Sierra Leone
Singapore
Slovakia
Slovenia
Solomon Islands
Somalia
South Africa
South Sudan
Spain
Sri Lanka
St. Kitts and Nevis
St. Lucia
St. Vincent and the Grenadines
Sudan

Mozambique
Namibia
Nauru
Nepal
Netherlands
New Caledonia
New Zealand
Nicaragua
Niger
Nigeria
Niue
Norfolk Island
Northern Ireland
Northern Mariana Islands (USA)*
Norway
Oman
Pakistan
Palmyra Atoll*
Panama
Papua New Guinea
Paraguay
Peru
Philippines
Pitcairn Islands*
Poland
Portugal
Puerto Rico*
Qatar
Republic Of Palau
Republic Of The Marshall Islands
Reunion
Romania
Russia
Rwanda
Saba
Saint Martin
Samoa
San Marino
Sao Tome and Principe

Suriname
Swaziland
Sweden
Switzerland
Syria
Taiwan
Tajikistan
Tanzania
Thailand
The Gambia
Timor-Leste
Togo
Tonga
Trinidad and Tobago
Tunisia
Turkey
Turkmenistan
Tuvalu
Uganda
Ukraine
United Arab Emirates
Uruguay
Uzbekistan
Vanuatu
Vatican City
Venezuela
Yemen
Zambia
Zimbabwe

Saudi Arabia
Senegal
Serbia
Seychelles
Sierra Leone
Singapore
Sint Maarten
Slovakia
Slovenia
Solomon Islands
Somalia
South Africa
South Georgia and the South Sandwich Island*
South Sudan
Spain
Sri Lanka
St. Barthelemy
St. Eustatius
St. Helena*
St. Kitts and Nevis
St. Lucia
St. Pierre and Miquelon
St. Vincent and the Grenadines
Sudan
Suriname
Svalbard
Swaziland
Sweden
Switzerland
Syria
Taiwan
Tajikistan
Tanzania
Thailand
The Gambia
Timor-Leste
Togo
Tokelau

Tonga
Trinidad and Tobago
Tunisia
Turkey
Turkmenistan
Turks And Caicos Islands*
Tuvalu
Uganda
Ukraine
United Arab Emirates
United States Of America*
Uruguay
Uzbekistan
Vanuatu
Vatican City
Venezuela
Vietnam
Virgin Islands (U.S.)*
Wake Island*
Wallis and Futuna
West Bank
Western Sahara
Yemen
Zambia
Zimbabwe

If any of the countries in the below table are selected as Place of Birth (in Question 5), the chargeable Country of Eligibility (in Question 6) will pre-fill as shown.

If They Choose the Following Country Where You Were Born	Pre-fill Country of Eligibility with...
Aruba	Netherlands
Bonaire	Netherlands
Christmas Island	Australia
Cocos Keeling Islands	Australia
Cook Islands	New Zealand
Curacao	Netherlands
Faroe Islands	Denmark
French Guiana	France

French Polynesia	France
French Southern and Antarctic Lands	France
Gaza Strip	Egypt
Greenland	Denmark
Guadeloupe	France
Macau	Portugal
Martinique	France
Mayotte	France
New Caledonia	France
Niue	New Zealand
Norfolk Island	Australia
Reunion	France
Saba	Netherlands
Saint Martin	France
Sint Maarten	Netherlands
St. Barthelemy	France
St. Eustatius	Netherlands
St. Pierre and Miquelon	France
Svalbard	Norway
Tokelau	New Zealand
Wallis and Futuna	France
West Bank	Jordan
Western Sahara	Morocco

Please review and provide input on the lists above.

Thanks,

Jillian Robbins
 NCS Development Team
 Deloitte Consulting, LLP
 U.S. Department of State | Bureau of Consular Affairs
 (T) 202-255-1283 | (E) RobbinsJA@state.gov

CA/CSI/PSDD

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**Official - SBU
 UNCLASSIFIED**

From: Moore, William K
Sent: Mon, 16 Oct 2017 19:14:32 +0000
To: Varnan, Beena M
Cc: Corse, Gary R; Paschke, Matthew J; Robbins, Jillian A; Pasatiempo, Gary A; Hebblethwaite, Patrick D; De Luca, Gino F
Subject: RE: AES 12.3.1 Emergency Release Status Update

Done!

Official
UNCLASSIFIED

From: Varnan, Beena M
Sent: Monday, October 16, 2017 2:25 PM
To: Moore, William K
Cc: Corse, Gary R; Paschke, Matthew J; Robbins, Jillian A; Pasatiempo, Gary A; Hebblethwaite, Patrick D; De Luca, Gino F
Subject: FW: AES 12.3.1 Emergency Release Status Update

Hi Will,

For the following site: <http://travel.state.gov/content/visas/english/immigrate/diversity-visa/instructions.html>, could you please change so that it reads 'Wednesday instead of Tuesday'?

DV-2019 Program: The revised online registration period for the DV-2019 Program begins on **Tuesday**, Wednesday, October 18, 2017 at 12:00 noon, Eastern Daylight Time (EDT) (GMT-4), and concludes on Wednesday, November 22, 2017 at 12:00 noon, Eastern Standard Time (EST) (GMT-4).

Official
UNCLASSIFIED

From: Bae, Heather
Sent: Monday, October 16, 2017 12:11 PM
To: Corse, Gary R; Varnan, Beena M
Cc: Hebblethwaite, Patrick D; Pasatiempo, Gary A; Robbins, Jillian A; Paschke, Matthew J
Subject: FW: AES 12.3.1 Emergency Release Status Update

Hi Gary,

It was my understanding that VO will be updating the TSG with the latest verbiage. Would you mind letting us know when this will be updated?

Thank you.

Official
UNCLASSIFIED

From: Hebblethwaite, Patrick D

Sent: Monday, October 16, 2017 11:31 AM

To: Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincock, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; Patel, Pinal B; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange; Webb, Felicia Y

Cc: Schanberger, Robert E

Subject: RE: AES 12.3.1 Emergency Release Status Update

To Whom It Concerns—

I apologize if this query is misdirected, but I am working on Public Outreach for our Consular Section in Yerevan. I noticed that although the DV lottery enrollment website now has updated information regarding new enrollment dates after the outage, the usvisas.state.gov/dv/instructions and <http://travel.state.gov/content/visas/english/immigrate/diversity-visa/instructions.html> sites still have the old enrollment dates listed and no instructions regarding re-enrolment.

We would greatly appreciate any information on when this information will be updated, before we refer any more applicants or press contacts to those sites (per press guidance released this past weekend).

Thank you!

Best,

Leo

Patrick Hebblethwaite

(T) (202) 485-7797

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-----Original Appointment-----

From: Robbins, Jillian A

Sent: Friday, October 13, 2017 5:02 PM

To: Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincock, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; Patel, Pinal B; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange; Webb, Felicia Y

Cc: Schanberger, Robert E

Subject: AES 12.3.1 Emergency Release Status Update

When: Monday, October 16, 2017 11:30 AM-12:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: CST Bridge: (888) 330-1716; Access Code: 3534134#

We will discuss the current status of the AES 12.3.1 emergency release.

Please review the outstanding tasks beforehand (attached) and be prepared to provide an update on items that are assigned to your team.

<< File: AES 12.3.1.xlsx >>

Official - SBU

UNCLASSIFIED

From: Sherman, Richard M
Sent: Thu, 20 Apr 2017 11:37:56 -0400
To: Dixon, Amanda W;Robbins, Jillian A;Paschke, Matthew J;Beard, Christopher G
Cc: Siddle, Gail L;Saylor, Melissa "Missy" A;Bryant, Adam C;Rufner, Gary;CA-CST-NCS Mgmt Team;Yang, Lue;Pasatiempo, Gary A;Channell, Mark D
Subject: RE: DV-2019 Dates

Going from noon 1st Tuesday in Oct. to noon 1st Monday in Nov. will always give 34 full days for the entry period, and that would continue to work through DV-2020, when Oct. 1, 2018 falls on Tuesday. Thereafter, Wed to Mon would provide 33 days for DV-2021; but 2020 is a leap year, so Oct. 1 will be on a Friday and thus probably want to close on Tues. Nov 2 to provide 32 days for entries for DV-2022, unless we don't want to open on a Friday or Monday, which pushes opening to Tues. Oct. 5 and closing on Mon. Nov 8.

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Thursday, April 20, 2017 10:22 AM
To: Robbins, Jillian A; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: DV-2019 Dates

I would suggest closing Monday November 6. Everything looks good. Just as a reminder, I'll be leaving VO at the end of August though, so I'll miss out on DV 2019.

Amanda W. Dixon
Visa Policy Analyst
CA/VO/F/IE
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

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Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Thursday, April 20, 2017 10:16 AM
To: Dixon, Amanda W; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: DV-2019 Dates

Hi everyone,

We wanted to confirm dates for the DV-2019 Program Year. Assuming we want to open on a Tuesday like last year, we have come up with the possible Go Live dates for AES and ESC for DV-2019 in the table below. I have added the actual dates from DV-2017 and DV-2018 for reference. Please provide the Closing Date for the AES DV-2019 period.

Please also feel free to add anybody I might have missed to this email thread.

	DV-2017	DV-2018	Possible DV-2019 Dates
Opening date for entries 12:00 PM EDT (GMT - 4)	Thursday, October 1, 2015	Tuesday, October 4, 2016	Tuesday, October 3, 2017
Closing date for entries*	Tuesday, November 3, 2015 at 12:00 PM EST (GMT - 5)	Monday, November 7, 2016 at 12:00 PM EST (GMT - 5)	*
Length of entry period	33 Days	34 Days	
Opening date for ESC 12:00 PM EDT (GMT - 4)	Tuesday, May 3, 2016	Tuesday, May 2, 2017	Tuesday, May 1, 2018

*Note: Daylight saving time ends Sunday, November 5, 2017. Therefore, if the entry period for DV-2019 closes before November 5, the closing time will be 12:00 PM EDT (GMT -4); if the entry period closes after November 5, the closing time will be 12:00 PM EST (GMT -5).

Thanks,

Jillian Robbins
 NCS Development Team
 Deloitte Consulting, LLP
 U.S. Department of State | Bureau of Consular Affairs
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From: Corse, Gary R
Sent: Wed, 11 Oct 2017 11:30:42 -0600
To: King, Karin M;Slattery, Phillip T;Parker, Morgan A;Perry, Nicholas;Grewe, Brenda L;Nantais, Joel D
Cc: Corse, Gary R;Paschke, Matthew J
Subject: RE: DV intake paused

Good afternoon,

Here are the latest updates on the DV-2019 issue:

- Yesterday, VO/I informed CST to re-start the DV program with a clean slate next week on 17OCT2017 and end the program on 21NOV2017.
- Due to the later-than-normal DV registration end date of 21NOV2017, KCC is planning to push the selectee announcement date forward two weeks (May 15th, vice May 1st).
- VO/I submitted updated language on various DV website pages to inform applicants to reapply. As soon as VO/F clears its public TPs and gives the OK, the language will be deployed to the public, in sync.
- CST will move 2.1 million applicants (1.8 applications) affected to a separate repository and link it to the application status check site. When an affected applicant enters their application number, a prompt will advise the applicant to re-apply.
- CST should be finishing up testing today. There were no critical issues to report during testing. CST is technically on track to restart DV on Oct. 17th.
- VO/L is working on submitting an updated Federal Register notice.

Please let me know if you have any questions.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Tuesday, October 10, 2017 8:45 AM
To: King, Karin M; Ramotowski, Edward J
Cc: Slattery, Phillip T; Parker, Morgan A; Corse, Gary R
Subject: RE: DV intake paused

Good morning,

Yesterday, CST uncovered a problem with data stored for the Eligibility Country field for records within the DV-2019 database. The result is that regardless of Eligibility Country chosen, the Birth Country is

being stored in the database instead (for example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country). It has to do with a script error which pulls data from question's 5 and 6 (below). Because of the error, CST cannot differentiate between accurate and inaccurate records within the applications to date (2.1 million applicants thus far). The DV site was brought down yesterday evening for "maintenance" and the development team already created a fix and is pending a final test. I'm awaiting on a timeline on when testing will be complete in order to bring the site back up.

There are several considerations we'll need to work through to ensure we haven't given a disadvantage to those who've already applied and may need to ask those affected entrants to reapply.

We'll keep you updated as we move forward.

Thank you, Gary

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program, please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country...

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official

UNCLASSIFIED

From: King, Karin M
Sent: Tuesday, October 10, 2017 7:47 AM
To: Ramotowski, Edward J; Corse, Gary R
Cc: Slattery, Phillip T; Parker, Morgan A
Subject: DV intake paused

Ed –

Due to a technical issue, we have temporarily had to pause DV processing. Looping in Gary, who can provide more details (Matt is out this week due to a death in the family).

Karin

Karin King
Managing Director
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State
(202) 485-7561

Official
UNCLASSIFIED

From: Sherman, Richard M
Sent: Fri, 21 Apr 2017 13:12:57 -0400
To: Robbins, Jillian A; Beard, Christopher G; Dixon, Amanda W; Channell, Mark D; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

We're trying to balance somewhat competing goals. The entry period must be at least 30 days, and cannot start before Oct. 1. Mark also prefers that it end toward the end of the work week, probably Wed. or later, and there seems to be a CST desire not to start on a Monday. Also as you suggest a little longer registration period would accommodate systems issues. To accommodate all of that, we would need to start on Tues. Oct. 3, and end on Wed. Nov. 8, for a period of 36 days, which would certainly increase the total number of entries received; and I don't know we want to set a precedent of creating expectations of a noticeably longer entry period than required.

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Friday, April 21, 2017 11:59 AM
To: Beard, Christopher G; Sherman, Richard M; Dixon, Amanda W; Channell, Mark D; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Hi VO –

Are you considering lengthening the registration period so we avoid opening and closing on a Monday?

Could we have a longer registration period to allow for the possibility of system issues? The end dates are programmed into the application code, so we aren't able to extend the dates on the fly.

Thank you,

Jillian Robbins
NCS Development Team
Deloitte Consulting, LLP

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(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA/VO/PSDD

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Official**UNCLASSIFIED**

From: Beard, Christopher G
Sent: Friday, April 21, 2017 8:21 AM
To: Sherman, Richard M; Dixon, Amanda W; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Thanks, Rich.

Mark – which do you rank as the lesser evil, starting on a Monday or ending on a Monday?

Chris

Official - Transitory**UNCLASSIFIED**

From: Sherman, Richard M
Sent: Thursday, April 20, 2017 2:35 PM
To: Beard, Christopher G; Dixon, Amanda W; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Oct 3 through Nov 3 is 31 full days, since the first and last days are half-day each. As to period, the INA simply reads "The Secretary of State shall designate a period for the filing of petitions with respect to visas which may be issued under section 203(c)..." 22 CFR 42.33(b)(3) specifies that "the Department will establish a period of not less than 30 days during each fiscal year within which aliens may submit petitions ..."

Starting on Oct. 2 would give extra cushion, but I recall that CST would also prefer not to start on a Monday; however something does have to give in order to comfortably meet the 30 day regulation.

Rich

Richard M. Sherman

Management Consultant

Contractor, Quality Support Inc. for Dept. of State

CA/VO/I. SA-17, Room 11.410A

202-485-7544

shermanrm@state.gov

Official - Transitory
UNCLASSIFIED

From: Beard, Christopher G
Sent: Thursday, April 20, 2017 11:44 AM
To: Dixon, Amanda W; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Remembering last year's systems hiccups in the closing days, I think Mark's point that processing the highest volume of the entry period (or close to it) during what would be normal business hours makes sense in case there are problems. If we went to a 32 day period between Oct 3 – Nov 3, we could have a backup plan to extend by a few days if there is a lengthy systems outage.

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Thursday, April 20, 2017 11:36 AM
To: Beard, Christopher G; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Closing on November 3 would put us at 32 days by my count and we've tried to do a minimum of 33 days (at least in the last few years) to account for any systems issues in addition to the mandated 30 day entry period. It looks like for DV 2013 we did a 32 day entry period, so I guess we can use that as precedent and move the date to Friday November 3.

Amanda W. Dixon
Visa Policy Analyst
CA/VO/F/IE
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

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Official
UNCLASSIFIED

From: Beard, Christopher G
Sent: Thursday, April 20, 2017 11:27 AM
To: Channell, Mark D; Dixon, Amanda W; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Thanks for jogging my memory on that point. Amanda, is there any reason we can't close at noon Eastern on Nov 3rd?
Chris

Official
UNCLASSIFIED

From: Channell, Mark D
Sent: Thursday, April 20, 2017 11:25 AM
To: Beard, Christopher G; Dixon, Amanda W; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: Re: DV-2019 Dates

Is there any possibility that we could revisit the close date of November 6th? CST would prefer to close the lottery during the normal business week as each year we see a large volume of enrollments at the end of the lottery entry period. Would Friday the 3rd be an option?

Thank you,

Mark Channell

Sent from my BlackBerry 10 smartphone.

From: Beard, Christopher G
Sent: Thursday, April 20, 2017 10:43 AM
To: Dixon, Amanda W; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: DV-2019 Dates

Thanks Amanda. I'd agree that Tuesday October 3 - Monday November 6 looks good for the DV 2019 entry period.

Chris

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Thursday, April 20, 2017 10:22 AM
To: Robbins, Jillian A; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: DV-2019 Dates

I would suggest closing Monday November 6. Everything looks good. Just as a reminder, I'll be leaving VO at the end of August though, so I'll miss out on DV 2019.

Amanda W. Dixon
 Visa Policy Analyst
 CA/VO/F/IE
 Office of Visa Services, Bureau of Consular Affairs
 U.S. Department of State

Have you tried [Ask VO](#)? Find answers to your visa policy and procedure questions

Official
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From: Robbins, Jillian A
Sent: Thursday, April 20, 2017 10:16 AM
To: Dixon, Amanda W; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: DV-2019 Dates

Hi everyone,

We wanted to confirm dates for the DV-2019 Program Year. Assuming we want to open on a Tuesday like last year, we have come up with the possible Go Live dates for AES and ESC for DV-2019 in the table below. I have added the actual dates from DV-2017 and DV-2018 for reference. Please provide the Closing Date for the AES DV-2019 period.

Please also feel free to add anybody I might have missed to this email thread.

	DV-2017	DV-2018	Possible DV-2019 Dates
Opening date for entries 12:00 PM EDT (GMT - 4)	Thursday, October 1, 2015	Tuesday, October 4, 2016	Tuesday, October 3, 2017
Closing date for entries*	Tuesday, November 3, 2015 at 12:00 PM EST (GMT - 5)	Monday, November 7, 2016 at 12:00 PM EST (GMT - 5)	*
Length of entry period	33 Days	34 Days	
Opening date for ESC 12:00 PM EDT (GMT - 4)	Tuesday, May 3, 2016	Tuesday, May 2, 2017	Tuesday, May 1, 2018

*Note: Daylight saving time ends Sunday, November 5, 2017. Therefore, if the entry period for DV-2019 closes before November 5, the closing time will be 12:00 PM EDT (GMT -4); if the entry period closes after November 5, the closing time will be 12:00 PM EST (GMT -5).

Thanks,

Jillian Robbins

NCS Development Team

Deloitte Consulting, LLP

U.S. Department of State | Bureau of Consular Affairs

(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA/CSI/PSDD

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From: Siddle, Gail L
Sent: Mon, 9 Oct 2017 18:14:35 -0600
To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S
Subject: RE: eDV/AES 12.3 production issue - 8pm status
Importance: High

8:00pm status:

- The Maintenance page is currently being tested by the NCS QA team
- The software update is currently being tested by the NCS Development team
- The database script to clear out the hash table is being developed (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is creating test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

As soon as the maintenance page passes QA, the NCS Development team will coordinate with Jonathan Zhu/Enterprise Operations to deploy the page to production.

Thanks,

Gail Siddle

Technical Functional Lead
 NCS Development Team, Deloitte Consulting, LLC
 U.S. Department of State | Bureau of Consular Affairs
 (T) (703) 299-1313 | (F) (866) 726-3217 | (E) SiddleGL@state.gov
 (C) (571) 247-2512

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Any information in this transmission pertaining to U.S. citizens or legal permanent residents shall be considered confidential under the Privacy Act of 1974 (5 U.S.C. 552a). Any information in this transmission pertaining to the issuance or refusal of visas or permits to enter the United States shall be considered confidential under Section 22211 of the Immigration and Nationality Act (INA) (8 USC Section 1202). If you have received such information in error, do not reply, retransmit, disclose, disseminate, use or take any action in reliance upon this information, and contact the sender as soon as possible.

Official

UNCLASSIFIED

From: Siddle, Gail L
Sent: Monday, October 09, 2017 5:38 PM
To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Sincock, Austin G; Ungar, Adam B; Williams, Bethany V; Kinley, Elizabeth A; Siddle, Gail L; Robbins, Jillian A; Li, Ben Q; Shehzad, Nadeem; Walker, Timothy R
Subject: eDV/AES 12.3 production issue
Importance: High

Gary,

Below is a summary of the eDV/AES 12.3 production issue we are currently investigating and remediating for CST approval. We have opened **High HelpDesk ticket #1408404** – Validate Countries in Statistics to track this issue.

PROBLEM:

Around 3pm today, 10/9/2017, The NCS Development team discovered a problem with the data stored for the Eligibility Country field for records in the eDV/AES 12.3 database for DV-2019. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database. (Please see below for a detailed example.) Therefore, all current entries to date should be considered ineligible since we cannot differentiate between accurate and inaccurate records. The impact of this data issue may result in the NCS Development team providing an emergency release as well as coordinating through the Visa Office to communicate out to the approximately 2.1 million entrants that they may need to re-apply.

ROOT CAUSE:

Root cause is still being investigated, but we do know that a change was made this year to help entrants from “dependent” countries to pre-fill the correct “parent” country to prevent confusion by automatically populating the “parent” country. (For example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country.)

NEXT STEPS:

- Bring down the site immediately. (SO/Enterprise Ops)
- Provide notification on the site asap that the system is down for maintenance. (VO/NCS Dev)
- **A follow up conference call will be held at 6:30pm EST on 844-882-6682, code 5959 9641.**
- A software update is made to prevent the issue going forward using the Emergency Fix protocol (CST/NCS Dev)
- Notification needs to be shared with entrants that they must re apply. (VO)

POC list:

VO – Matt Paschke

SO – Hetal Doshi

CST – Gary Pasatiempo, Heather Bae, Kathy Seratte

Enterprise Ops - Ken Snyder, Rafi Benitez, Andre Hudson

NCS Dev – Gail Siddle, Jillian Robbins, Austin Sincock, Libet Kinley

SPECIAL CONSIDERATIONS:

- When the site is re-opened, we need to ensure that we don’t create duplicate records for those re-applying.
- We need to ensure that duplicate confirmation numbers are not created.
- We need to ensure that the photos don’t get duped out during the stages between the entry period and the notification period in May.
- We will need to mark these invalid records with a unique “current stage” value to ensure the records are not included in downstream processes.
- We need to have a plan for how to enable “Find Confirmation Number” in eDV/ESC.
- Do we need to check with iCLASS and/or facial recognition teams?

EXAMPLE:

In the AES form, Question 5 is Country Where You Were Born. This answer is recorded both in the Birth Country and Eligibility Country fields UNLESS the entrant selects "No" under question 6, which is Country of Eligibility for the DV Program. (see below) If "No" is selected, the entrant is able to choose the Eligibility Country, which should be stored in the database.

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program, please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country...

Thanks,

Gail Siddle

Technical Functional Lead
NCS Development Team, Deloitte Consulting, LLC
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Official

UNCLASSIFIED

From: Varnan, Beena M
Sent: Mon, 16 Oct 2017 15:18:41 -0400
To: Bae, Heather;Corse, Gary R
Cc: Hebblethwaite, Patrick D;Pasatiempo, Gary A;Robbins, Jillian A;Paschke, Matthew J
Subject: RE: FW: AES 12.3.1 Emergency Release Status Update

Heather,

We have updated all of the relevant pages. Please let us know if you notice anything outstanding.

Beena

Official
UNCLASSIFIED

From: Bae, Heather
Sent: Monday, October 16, 2017 12:11 PM
To: Corse, Gary R; Varnan, Beena M
Cc: Hebblethwaite, Patrick D; Pasatiempo, Gary A; Robbins, Jillian A; Paschke, Matthew J
Subject: FW: AES 12.3.1 Emergency Release Status Update

Hi Gary,

It was my understanding that VO will be updating the TSG with the latest verbiage. Would you mind letting us know when this will be updated?

Thank you.

Official
UNCLASSIFIED

From: Hebblethwaite, Patrick D
Sent: Monday, October 16, 2017 11:31 AM
To: Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mi Hyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincock, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; Patel, Pinal B; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange; Webb, Felicia Y

Cc: Schanberger, Robert E
Subject: RE: AES 12.3.1 Emergency Release Status Update

To Whom It Concerns—

I apologize if this query is misdirected, but I am working on Public Outreach for our Consular Section in Yerevan. I noticed that although the DV lottery enrollment website now has updated information regarding new enrollment dates after the outage, the usvisas.state.gov/dv/instructions and <http://travel.state.gov/content/visas/english/immigrate/diversity-visa/instructions.html> sites still have the old enrollment dates listed and no instructions regarding re-enrolment.

We would greatly appreciate any information on when this information will be updated, before we refer any more applicants or press contacts to those sites (per press guidance released this past weekend).

Thank you!

Best,

Leo

Patrick Hebblethwaite

(T) (202) 485-7797

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-----Original Appointment-----

From: Robbins, Jillian A

Sent: Friday, October 13, 2017 5:02 PM

To: Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincock, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; Patel, Pinal B; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen,

Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange; Webb, Felicia Y

Cc: Schanberger, Robert E

Subject: AES 12.3.1 Emergency Release Status Update

When: Monday, October 16, 2017 11:30 AM-12:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: CST Bridge: (888) 330-1716; Access Code: 3534134#

We will discuss the current status of the AES 12.3.1 emergency release.

Please review the outstanding tasks beforehand (attached) and be prepared to provide an update on items that are assigned to your team.

<< File: AES 12.3.1.xlsx >>

Official - SBU
UNCLASSIFIED

From: Bae, Heather
Sent: Mon, 16 Oct 2017 15:33:53 -0400
To: Varnan, Beena M;Corse, Gary R
Cc: Hebblethwaite, Patrick D;Pasatiempo, Gary A;Robbins, Jillian A;Paschke, Matthew J
Subject: RE: FW: AES 12.3.1 Emergency Release Status Update

Thanks Beena. It looks good.

Official - Transitory
UNCLASSIFIED

From: Varnan, Beena M
Sent: Monday, October 16, 2017 3:19 PM
To: Bae, Heather; Corse, Gary R
Cc: Hebblethwaite, Patrick D; Pasatiempo, Gary A; Robbins, Jillian A; Paschke, Matthew J
Subject: RE: FW: AES 12.3.1 Emergency Release Status Update

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Cc: Hebblethwaite, Patrick D; Pasatiempo, Gary A; Robbins, Jillian A; Paschke, Matthew J
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Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincock, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; Patel, Pinal B; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange; Webb, Felicia Y

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Patrick Hebblethwaite

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Cc: Schanberger, Robert E

Subject: AES 12.3.1 Emergency Release Status Update

When: Monday, October 16, 2017 11:30 AM-12:00 PM (UTC-05:00) Eastern Time (US & Canada).

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We will discuss the current status of the AES 12.3.1 emergency release.

Please review the outstanding tasks beforehand (attached) and be prepared to provide an update on items that are assigned to your team.

<< File: AES 12.3.1.xlsx >>

Official - SBU
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Fri, 21 Apr 2017 09:59:25 -0600
To: Beard, Christopher G; Sherman, Richard M; Dixon, Amanda W; Channell, Mark D; Paschke, Matthew J
Cc: Siddler, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Hi VO –

Are you considering lengthening the registration period so we avoid opening and closing on a Monday?

Could we have a longer registration period to allow for the possibility of system issues? The end dates are programmed into the application code, so we aren't able to extend the dates on the fly.

Thank you,

Jillian Robbins

NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs
(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA/ST/PSDD

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UNCLASSIFIED

From: Beard, Christopher G
Sent: Friday, April 21, 2017 8:21 AM
To: Sherman, Richard M; Dixon, Amanda W; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J
Cc: Siddler, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Thanks, Rich.

Mark – which do you rank as the lesser evil, starting on a Monday or ending on a Monday?

Chris

Official - Transitory

UNCLASSIFIED

From: Sherman, Richard M
Sent: Thursday, April 20, 2017 2:35 PM
To: Beard, Christopher G; Dixon, Amanda W; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Oct 3 through Nov 3 is 31 full days, since the first and last days are half-day each. As to period, the INA simply reads "The Secretary of State shall designate a period for the filing of petitions with respect to visas which may be issued under section 203(c)..." 22 CFR 42.33(b)(3) specifies that "the Department will establish a period of not less than 30 days during each fiscal year within which aliens may submit petitions ..."

Starting on Oct. 2 would give extra cushion, but I recall that CST would also prefer not to start on a Monday; however something does have to give in order to comfortably meet the 30 day regulation.

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official - Transitory
UNCLASSIFIED

From: Beard, Christopher G
Sent: Thursday, April 20, 2017 11:44 AM
To: Dixon, Amanda W; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Remembering last year's systems hiccups in the closing days, I think Mark's point that processing the highest volume of the entry period (or close to it) during what would be normal business hours makes sense in case there are problems. If we went to a 32 day period between Oct 3 – Nov 3, we could have a backup plan to extend by a few days if there is a lengthy systems outage.

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Thursday, April 20, 2017 11:36 AM
To: Beard, Christopher G; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Closing on November 3 would put us at 32 days by my count and we've tried to do a minimum of 33 days (at least in the last few years) to account for any systems issues in addition to the mandated 30 day entry period. It looks like for DV 2013 we did a 32 day entry period, so I guess we can use that as precedent and move the date to Friday November 3.

Amanda W. Dixon
Visa Policy Analyst
CA/VO/F/IE
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

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Official
UNCLASSIFIED

From: Beard, Christopher G
Sent: Thursday, April 20, 2017 11:27 AM
To: Channell, Mark D; Dixon, Amanda W; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Thanks for jogging my memory on that point. Amanda, is there any reason we can't close at noon Eastern on Nov 3rd?
Chris

Official
UNCLASSIFIED

From: Channell, Mark D
Sent: Thursday, April 20, 2017 11:25 AM
To: Beard, Christopher G; Dixon, Amanda W; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
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Thank you,

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Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: DV-2019 Dates

Thanks Amanda. I'd agree that Tuesday October 3 - Monday November 6 looks good for the DV 2019 entry period.

Chris

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Thursday, April 20, 2017 10:22 AM
To: Robbins, Jillian A; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: DV-2019 Dates

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Amanda W. Dixon
Visa Policy Analyst
CA/VO/F/IE
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

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Please also feel free to add anybody I might have missed to this email thread.

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Thanks,

Jillian Robbins
NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs
(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA PSDD

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Official

UNCLASSIFIED

From: Snyder, Kenneth S
Sent: Mon, 9 Oct 2017 19:46:59 -0600
To: Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Johnson, Christopher N; CA-EntOps-SystemHosting
Subject: RE: eDV/AES 12.3 production issue - 9pm status

+ CJ and CA-Entops-SystemHosting

Ken Snyder MBA, PMP

Deputy Program Manager

ValidaTek, Inc.

U.S. Department of State | Bureau of Consular Affairs

(BB) 202-714-4469 | (E) snyderks@state.gov

CA/CST/SO

Service Operations Division

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CA Service Desk: CAServiceDesk@state.gov | (202) 485-7777

CA Enterprise Operations Center: CA-EOC@state.gov | (202) 485-7970

Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 9:08 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S

Subject: RE: eDV/AES 12.3 production issue - 9pm status

9:00pm status:

- The Maintenance page was passed by the NCS QA team and is being installed
- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is reviewed test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

Thanks,

Gail Siddle

Technical Functional Lead
NCS Development Team, Deloitte Consulting, LLC
U.S. Department of State | Bureau of Consular Affairs
(T) (703) 299-1313 |(F) (866) 726-3217|(E) SiddleGL@state.gov
(C) (571) 247-2512

CA/CST/PSDD

Production Service Design & Development Division

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 8:15 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S

Subject: RE: eDV/AES 12.3 production issue - 8pm status

Importance: High

8:00pm status:

- The Maintenance page is currently being tested by the NCS QA team
- The software update is currently being tested by the NCS Development team
- The database script to clear out the hash table is being developed (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is creating test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

As soon as the maintenance page passes QA, the NCS Development team will coordinate with Jonathan Zhu/Enterprise Operations to deploy the page to production.

Thanks,

Gail Siddle

Technical Functional Lead
NCS Development Team, Deloitte Consulting, LLC
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Official
UNCLASSIFIED

From: Siddle, Gail L
Sent: Monday, October 09, 2017 5:38 PM
To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Sincok, Austin G; Ungar, Adam B; Williams, Bethany V; Kinley, Elizabeth A; Siddle, Gail L; Robbins, Jillian A; Li, Ben Q; Shehzad, Nadeem; Walker, Timothy R
Subject: eDV/AES 12.3 production issue
Importance: High

Gary,

Below is a summary of the eDV/AES 12.3 production issue we are currently investigating and remediating for CST approval. We have opened **High HelpDesk ticket #1408404** – Validate Countries in Statistics to track this issue.

PROBLEM:

Around 3pm today, 10/9/2017, The NCS Development team discovered a problem with the data stored for the Eligibility Country field for records in the eDV/AES 12.3 database for DV-2019. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database. (Please see below for a detailed example.) Therefore, all current entries to date should be considered ineligible since we cannot differentiate between accurate and inaccurate records. The impact of this data issue may result in the NCS Development team providing an emergency release as well as coordinating through the Visa Office to communicate out to the approximately 2.1 million entrants that they may need to re-apply.

ROOT CAUSE:

Root cause is still being investigated, but we do know that a change was made this year to help entrants from “dependent” countries to pre-fill the correct “parent” country to prevent confusion by automatically populating the “parent” country. (For example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country.)

NEXT STEPS:

- Bring down the site immediately. (SO/Enterprise Ops)
- Provide notification on the site asap that the system is down for maintenance. (VO/NCS Dev)
- **A follow up conference call will be held at 6:30pm EST on 844-882-6682, code 5959 9641.**
- A software update is made to prevent the issue going forward using the Emergency Fix protocol (CST/NCS Dev)
- Notification needs to be shared with entrants that they must re apply. (VO)

POC list:

VO – Matt Paschke

SO – Hetal Doshi

CST – Gary Pasatiempo, Heather Bae, Kathy Seratte

Enterprise Ops - Ken Snyder, Rafi Benitez, Andre Hudson

NCS Dev – Gail Siddle, Jillian Robbins, Austin Sincock, Libet Kinley

SPECIAL CONSIDERATIONS:

- When the site is re-opened, we need to ensure that we don't create duplicate records for those re-applying.
- We need to ensure that duplicate confirmation numbers are not created.
- We need to ensure that the photos don't get duped out during the stages between the entry period and the notification period in May.
- We will need to mark these invalid records with a unique "current stage" value to ensure the records are not included in downstream processes.
- We need to have a plan for how to enable "Find Confirmation Number" in eDV/ESC.
- Do we need to check with iCLASS and/or facial recognition teams?

EXAMPLE:

In the AES form, Question 5 is Country Where You Were Born. This answer is recorded both in the Birth Country and Eligibility Country fields UNLESS the entrant selects "No" under question 6, which is Country of Eligibility for the DV Program. (see below) If "No" is selected, the entrant is able to choose the Eligibility Country, which should be stored in the database.

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program. please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country...

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

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Official**UNCLASSIFIED**

From: Beard, Christopher G
Sent: Thu, 20 Apr 2017 09:43:41 -0600
To: Dixon, Amanda W;Channell, Mark D;Robbins, Jillian A;Paschke, Matthew J;Sherman, Richard M
Cc: Siddle, Gail L;Saylor, Melissa "Missy" A;Bryant, Adam C;Rufner, Gary;CA-CST-NCS Mgmt Team;Yang, Lue;Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Remembering last year's systems hiccups in the closing days, I think Mark's point that processing the highest volume of the entry period (or close to it) during what would be normal business hours makes sense in case there are problems. If we went to a 32 day period between Oct 3 – Nov 3, we could have a backup plan to extend by a few days if there is a lengthy systems outage.

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Thursday, April 20, 2017 11:36 AM
To: Beard, Christopher G; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Closing on November 3 would put us at 32 days by my count and we've tried to do a minimum of 33 days (at least in the last few years) to account for any systems issues in addition to the mandated 30 day entry period. It looks like for DV 2013 we did a 32 day entry period, so I guess we can use that as precedent and move the date to Friday November 3.

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CA/VO/F/IE
Office of Visa Services, Bureau of Consular Affairs
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From: Beard, Christopher G
Sent: Thursday, April 20, 2017 11:27 AM
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Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
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Thanks for jogging my memory on that point. Amanda, is there any reason we can't close at noon Eastern on Nov 3rd?
Chris

Official
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From: Channell, Mark D
Sent: Thursday, April 20, 2017 11:25 AM
To: Beard, Christopher G; Dixon, Amanda W; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
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Thank you,

Mark Channell

Sent from my BlackBerry 10 smartphone.

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NC'S Development Team

Deloitte Consulting, LLP

U.S. Department of State | Bureau of Consular Affairs

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U.S. Department of State

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Thanks,

Jillian Robbins
 NCS Development Team
 Deloitte Consulting, LLP
 U.S. Department of State | Bureau of Consular Affairs
 (T) 202-255-1283 | (E) RobbinsJA@state.gov

CA CST PSDD

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Official

UNCLASSIFIED

From: Taylor, Colleen
Sent: Wed, 26 Jul 2017 07:31:10 -0400
To: Robbins, Jillian A; Siddle, Gail L; Sherman, Richard M; Perez-Casillas, Hector M
Cc: Pasatiempo, Gary A; Dixon, Amanda W; Yang, Lue; Paschke, Matthew J; Rufner, Gary; Beard, Christopher G; Haberman, Devorah M
Subject: RE: RE: AES 12.3 Statement Review

Good morning,

OMB approved the non-substantive change request, so these changes have been approved. The OMB expiration date remains the same. Please let me know if you have any questions or concerns.

Best,
Colleen

Official - SBU
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Monday, July 24, 2017 11:32 AM
To: Taylor, Colleen; Siddle, Gail L; Sherman, Richard M; Perez-Casillas, Hector M
Cc: Pasatiempo, Gary A; Dixon, Amanda W; Yang, Lue; Paschke, Matthew J; Rufner, Gary; Beard, Christopher G; Haberman, Devorah M
Subject: RE: AES 12.3 Statement Review

Hi Colleen,

Apologies for the delay. Please find the screenshots of the form attached. Let us know if you have any questions or need anything else!

Thank you,

Jillian Robbins
NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs
(T) 202-255-1283 | (E) RobbinsJA@state.gov

CAUSE PSDD

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Official - SBU
UNCLASSIFIED

From: Taylor, Colleen
Sent: Monday, July 24, 2017 10:33 AM
To: Siddle, Gail L; Sherman, Richard M; Robbins, Jillian A; Perez-Casillas, Hector M
Cc: Pasatiempo, Gary A; Dixon, Amanda W; Yang, Lue; Paschke, Matthew J; Rufner, Gary; Beard, Christopher G; Haberman, Devorah M
Subject: RE: AES 12.3 Statement Review

Thank you for your help. Is there any update on the full screenshots?

Thanks,
Colleen

Official - Transitory
UNCLASSIFIED

From: Siddle, Gail L
Sent: Tuesday, July 18, 2017 3:33 PM
To: Sherman, Richard M; Taylor, Colleen; Robbins, Jillian A; Perez-Casillas, Hector M
Cc: Pasatiempo, Gary A; Dixon, Amanda W; Yang, Lue; Paschke, Matthew J; Rufner, Gary; Beard, Christopher G; Haberman, Devorah M
Subject: RE: AES 12.3 Statement Review

I'm covering for Jillian – I'll get you screenshots asap.

Thanks,
Gail Siddle
Technical Functional Lead
NCS Development Team, Deloitte Consulting, LLC
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(T) (703) 299-1313 |(F) (866) 726-3217|(E) SiddleGL@state.gov
(C) (571) 247-2512

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Any information in this transmission pertaining to U.S. citizens or legal permanent residents shall be considered confidential under the Privacy Act of 1974 [P.L. 93-579]. Any information in this transmission pertaining to the issuance or refusal of visas or permits to enter the United States shall be considered confidential under Section 222(f) of the Immigration and Nationality Act (INA) [8 USC Section 1202]. If you have received such information in error, do not review, retransmit, disclose, disseminate, use or take any action in reliance upon this information, and contact the sender as soon as possible.

Official - Transitory
UNCLASSIFIED

From: Sherman, Richard M
Sent: Tuesday, July 18, 2017 3:29 PM
To: Taylor, Colleen; Robbins, Jillian A; Perez-Casillas, Hector M
Cc: Pasatiempo, Gary A; Siddle, Gail L; Dixon, Amanda W; Yang, Lue; Paschke, Matthew J; Rufner, Gary; Beard, Christopher G
Subject: RE: AES 12.3 Statement Review

I don't have access to the form, but Jillian can probably get you the screen shots.

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official - Transitory
UNCLASSIFIED

From: Taylor, Colleen
Sent: Tuesday, July 18, 2017 2:39 PM
To: Sherman, Richard M; Robbins, Jillian A; Perez-Casillas, Hector M
Cc: Pasatiempo, Gary A; Siddle, Gail L; Dixon, Amanda W; Yang, Lue; Paschke, Matthew J; Rufner, Gary; Beard, Christopher G
Subject: RE: AES 12.3 Statement Review

Richard,

Would you be able to send screenshots for the entire form? We need to show the entire form for submission to OMB.

Thanks,
Colleen

Official - Transitory
UNCLASSIFIED

From: Sherman, Richard M
Sent: Wednesday, May 31, 2017 3:01 PM
To: Taylor, Colleen; Robbins, Jillian A; Perez-Casillas, Hector M
Cc: Pasatiempo, Gary A; Siddle, Gail L; Dixon, Amanda W; Yang, Lue; Paschke, Matthew J; Rufner, Gary; Lage, Andrea B; Beard, Christopher G
Subject: RE: AES 12.3 Statement Review

Colleen,
Per our conversation, please start the expedited process for these changes, with the firm deadline of Oct. 3 for DV-19 entrants to begin using the form.

Thanks,

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official - Transitory
UNCLASSIFIED

From: Taylor, Colleen
Sent: Wednesday, May 31, 2017 11:11 AM
To: Robbins, Jillian A; Perez-Casillas, Hector M
Cc: Pasatiempo, Gary A; Siddle, Gail L; Dixon, Amanda W; Yang, Lue; Paschke, Matthew J; Rufner, Gary; Sherman, Richard M; Lage, Andrea B
Subject: RE: AES 12.3 Statement Review

Jillian,

In short, we would need OMB approval for the second change and probably the third change. If this is done out of cycle, it should be able to be accomplished through an expedited process because they aren't substantive changes. If you'd like to go this route, we can discuss the next steps and timeline.

Thanks,
Colleen

Official - SBU
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Thursday, May 25, 2017 12:20 PM
To: Taylor, Colleen; Perez-Casillas, Hector M
Cc: Pasatiempo, Gary A; Siddle, Gail L; Dixon, Amanda W; Yang, Lue; Paschke, Matthew J; Rufner, Gary; Sherman, Richard M; Lage, Andrea B
Subject: RE: AES 12.3 Statement Review

Hi Colleen/Hector,

We have detailed the exact changes to the Diversity Visa – Applicant Entry Form (DS-5501) planned for AES 12.3 below, and attached mockups for review. Please let us know if new OMB approval is required for these changes.

CCR	Headline	Description of Change
96770	Provide photo preview/thumbnail at upload	Add photo preview to form. update verbiage in the photog
96771	Revise language in question #13 regarding legal separation and allow optional spouse entry	Verbiage at the bottom of the marital status will be update A new "Enter Spouse Information" checkbox will be adde "Legally Separated" marital value.
96772	Require Last Name on all AES entries	The "No Last Family Name" checkbox will be removed. New validation message: "You must provide a last/family name. 'NLN' and 'NLU' accepted. You may need to move First Name or Middle N Last/Family Name."

Thank you,

Jillian Robbins

NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs
(T) 202-255-1283 | (E) Robbins.JA@state.gov

CA/NT/PSDD

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Official - SBU
UNCLASSIFIED

From: Taylor, Colleen
Sent: Thursday, May 04, 2017 12:12 PM
To: Robbins, Jillian A; Perez-Casillas, Hector M
Cc: Pasatiempo, Gary A; Siddle, Gail L; Dixon, Amanda W; Yang, Lue; Channell, Mark D; Paschke, Matthew J; Rufner, Gary; Sherman, Richard M; Lage, Andrea B
Subject: RE: AES 12.3 Statement Review

Jillian,

That will depend on the precise changes. If you can send the details of the changes, I can work with you to determine whether OMB approval will be needed.

Best,
Colleen

Colleen E. Taylor

Attorney Advisor
Department of State, Bureau of Consular Affairs
Visa Services, Legislation and Regulations Division
600 19th St. NW (SA-17)
Washington, DC 20522
(202) 485-7646

Official - SBU
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Thursday, May 04, 2017 12:10 PM
To: Taylor, Colleen; Perez-Casillas, Hector M
Cc: Pasatiempo, Gary A; Siddle, Gail L; Dixon, Amanda W; Yang, Lue; Channell, Mark D; Paschke, Matthew J; Rufner, Gary; Sherman, Richard M; Lage, Andrea B
Subject: RE: AES 12.3 Statement Review

Hi Colleen,

Thank you for confirming; we will update the confidentiality statement accordingly. We are also making slight changes to clarify verbiage in some areas of the entry form. Will these changes require new approvals?

Thanks,

Jillian Robbins

NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs
(T) 202-255-1283 | (E) RobbinsJA@state.gov

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UNCLASSIFIED

From: Taylor, Colleen

Sent: Thursday, May 04, 2017 12:02 PM

To: Robbins, Jillian A; Perez-Casillas, Hector M

Cc: Pasatiempo, Gary A; Siddle, Gail L; Dixon, Amanda W; Yang, Lue; Channell, Mark D; Paschke, Matthew J; Rufner, Gary; Sherman, Richard M; Lage, Andrea B

Subject: RE: AES 12.3 Statement Review

Jillian,

Apologies for the delay – we had to dig into the archives to verify. If you remove the word “AUTHORITIES” after the Confidentiality Statement, those statements will all be current.

Please let me know if you have any questions or concerns.

Best,
Colleen

Colleen E. Taylor

Attorney Advisor

Department of State, Bureau of Consular Affairs
Visa Services, Legislation and Regulations Division

600 19th St. NW (SA-17)

Washington, DC 20522

(202) 485-7646

Official - SBU

UNCLASSIFIED

From: Robbins, Jillian A
Sent: Thursday, May 04, 2017 11:34 AM
To: Taylor, Colleen; Perez-Casillas, Hector M
Cc: Pasatiempo, Gary A; Siddle, Gail L; Dixon, Amanda W; Yang, Lue; Channell, Mark D; Paschke, Matthew J; Rufner, Gary; Sherman, Richard M; Lage, Andrea B
Subject: RE: AES 12.3 Statement Review

Hi Hector/Colleen,

I wanted to follow-up on this. Have you gotten a chance to review and validate the language for the Diversity Visa – Applicant Entry Form (DS-5501) below? Please let us know if any changes are required.

Thank you,

Jillian Robbins

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(T) 202-255-1283 | (E) RobbinsJA@state.gov

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Official - Transitory

UNCLASSIFIED

From: Lage, Andrea B
Sent: Wednesday, April 19, 2017 3:45 PM
To: Sherman, Richard M; Robbins, Jillian A; Taylor, Colleen; Perez-Casillas, Hector M
Cc: Pasatiempo, Gary A; Siddle, Gail L; Dixon, Amanda W; Yang, Lue; Channell, Mark D; Paschke, Matthew J; Rufner, Gary
Subject: RE: AES 12.3 Statement Review

And this time I am actually including Colleen and Hector.

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UNCLASSIFIED

From: Lage, Andrea B
Sent: Wednesday, April 19, 2017 3:45 PM
To: Sherman, Richard M; Robbins, Jillian A
Cc: Pasatiempo, Gary A; Siddle, Gail L; Dixon, Amanda W; Yang, Lue; Channell, Mark D; Paschke, Matthew J; Rufner, Gary
Subject: RE: AES 12.3 Statement Review

Jillian,

I am looping in Colleen Taylor and Hector Perez who are now handling forms for L/R. I believe those statements are still correct but they will be able to provide with more information.

Andrea

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UNCLASSIFIED

From: Sherman, Richard M
Sent: Wednesday, April 19, 2017 3:15 PM
To: Robbins, Jillian A; Lage, Andrea B
Cc: Pasatiempo, Gary A; Siddle, Gail L; Dixon, Amanda W; Yang, Lue; Channell, Mark D; Paschke, Matthew J; Rufner, Gary
Subject: RE: AES 12.3 Statement Review

Jillian,

This is in connection with language on the DS-5501, the e-DV entry form, correct? Also, what is the current expiration date on that form?

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

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UNCLASSIFIED

From: Robbins, Jillian A
Sent: Wednesday, April 19, 2017 2:34 PM
To: Lage, Andrea B
Cc: Pasatiempo, Gary A; Siddle, Gail L; Sherman, Richard M; Dixon, Amanda W; Yang, Lue; Channell, Mark D; Paschke, Matthew J; Rufner, Gary
Subject: AES 12.3 Statement Review

Hi Andrea,

As we are preparing AES 12.3 for DV-2019, we wanted review some of the verbiage to make sure it is still valid/current. Can you please provide a review of the below statements, and let us know if anything should be modified?

Are the following statements still valid?

1. Paperwork Reduction Act:

"PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including time required for searching existing data sources, gathering the necessary documentation, providing the information and/or

documents required, and reviewing the final collection. You do not have to supply this information unless this collection displays a currently valid OMB control number. If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to: PRA_BurdenComments@state.gov.”

2. Confidentiality Statement:

“**CONFIDENTIALITY STATEMENT: AUTHORITIES:** The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act. INA Section 222(f) provides that visa issuance and refusal records shall be considered confidential and shall be used only for the formulation, amendment, administration, or enforcement of the immigration, nationality, and other laws of the United States. Certified copies of visa records may be made available to a court which certifies that the information contained in such records is needed in a case pending before the court.”

3. Disclaimer:

“This site is managed by the Bureau of Consular Affairs, U.S. Department of State. External links to other Internet sites should not be construed as an endorsement of the views contained therein.”

As part of this release, we are not changing any of the questions, but we will be adding a new value to the question about Marriage status, and making slight updates to clarify verbiage in some areas of the form. Will these changes require new approvals?

Please let us know if you have any questions.

Thank you,

Jillian Robbins

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UNCLASSIFIED

From: Beard, Christopher G
Sent: Mon, 24 Apr 2017 09:17:43 -0600
To: Dixon, Amanda W; Sherman, Richard M; Robbins, Jillian A; Channell, Mark D; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

KCC would favor a Tuesday, October 3 – Tuesday, November 7 registration period. The collective memory here suggests there is a sharp increase in entries the day before close, so closing on a Tuesday would move the peak from Sunday to Monday. It would also keep the last 24 hours of the registration period – the most critical time for systems availability – during the regular work week. Is this a compromise that can work for everyone?

Thanks,
Chris

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Monday, April 24, 2017 11:01 AM
To: Sherman, Richard M; Robbins, Jillian A; Beard, Christopher G; Channell, Mark D; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

I agree with Rich that we don't want to go up to a 36 day entry period. I think once we up the number of days it will be harder to go back to a 32/33 day period, and the public won't understand our inner-workings of avoiding Mondays to start or end the program.

Amanda W. Dixon
Visa Policy Analyst
CA/VO/F/IE
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

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Official
UNCLASSIFIED

From: Sherman, Richard M
Sent: Friday, April 21, 2017 1:13 PM
To: Robbins, Jillian A; Beard, Christopher G; Dixon, Amanda W; Channell, Mark D; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team;

Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

We're trying to balance somewhat competing goals. The entry period must be at least 30 days, and cannot start before Oct. 1. Mark also prefers that it end toward the end of the work week, probably Wed. or later, and there seems to be a CST desire not to start on a Monday. Also as you suggest a little longer registration period would accommodate systems issues. To accommodate all of that, we would need to start on Tues. Oct. 3, and end on Wed. Nov. 8, for a period of 36 days, which would certainly increase the total number of entries received; and I don't know we want to set a precedent of creating expectations of a noticeably longer entry period than required.

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
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202-485-7544
shermanrm@state.gov

Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Friday, April 21, 2017 11:59 AM
To: Beard, Christopher G; Sherman, Richard M; Dixon, Amanda W; Channell, Mark D; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Hi VO –

Are you considering lengthening the registration period so we avoid opening and closing on a Monday?

Could we have a longer registration period to allow for the possibility of system issues? The end dates are programmed into the application code, so we aren't able to extend the dates on the fly.

Thank you,

Jillian Robbins
NCS Development Team
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(T) 202-255-1283 | (E) RobbinsJA@state.gov

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Official
UNCLASSIFIED

From: Beard, Christopher G
Sent: Friday, April 21, 2017 8:21 AM
To: Sherman, Richard M; Dixon, Amanda W; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Thanks, Rich.

Mark – which do you rank as the lesser evil, starting on a Monday or ending on a Monday?

Chris

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UNCLASSIFIED

From: Sherman, Richard M
Sent: Thursday, April 20, 2017 2:35 PM
To: Beard, Christopher G; Dixon, Amanda W; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Oct 3 through Nov 3 is 31 full days, since the first and last days are half-day each. As to period, the INA simply reads "The Secretary of State shall designate a period for the filing of petitions with respect to visas which may be issued under section 203(c)..." 22 CFR 42.33(b)(3) specifies that "the Department will establish a period of not less than 30 days during each fiscal year within which aliens may submit petitions ..."

Starting on Oct. 2 would give extra cushion, but I recall that CST would also prefer not to start on a Monday; however something does have to give in order to comfortably meet the 30 day regulation.

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official - Transitory
UNCLASSIFIED

From: Beard, Christopher G
Sent: Thursday, April 20, 2017 11:44 AM

To: Dixon, Amanda W; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Remembering last year's systems hiccups in the closing days, I think Mark's point that processing the highest volume of the entry period (or close to it) during what would be normal business hours makes sense in case there are problems. If we went to a 32 day period between Oct 3 – Nov 3, we could have a backup plan to extend by a few days if there is a lengthy systems outage.

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Thursday, April 20, 2017 11:36 AM
To: Beard, Christopher G; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Closing on November 3 would put us at 32 days by my count and we've tried to do a minimum of 33 days (at least in the last few years) to account for any systems issues in addition to the mandated 30 day entry period. It looks like for DV 2013 we did a 32 day entry period, so I guess we can use that as precedent and move the date to Friday November 3.

Amanda W. Dixon
Visa Policy Analyst
CA/VO/F/IE
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

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Official
UNCLASSIFIED

From: Beard, Christopher G
Sent: Thursday, April 20, 2017 11:27 AM
To: Channell, Mark D; Dixon, Amanda W; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Thanks for jogging my memory on that point. Amanda, is there any reason we can't close at noon Eastern on Nov 3rd?
Chris

Official

UNCLASSIFIED

From: Channell, Mark D
Sent: Thursday, April 20, 2017 11:25 AM
To: Beard, Christopher G; Dixon, Amanda W; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: Re: DV-2019 Dates

Is there any possibility that we could revisit the close date of November 6th? CST would prefer to close the lottery during the normal business week as each year we see a large volume of enrollments at the end of the lottery entry period. Would Friday the 3rd be an option?

Thank you,

Mark Channell

Sent from my BlackBerry 10 smartphone.

From: Beard, Christopher G
Sent: Thursday, April 20, 2017 10:43 AM
To: Dixon, Amanda W; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: DV-2019 Dates

Thanks Amanda. I'd agree that Tuesday October 3 - Monday November 6 looks good for the DV 2019 entry period.

Chris

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Thursday, April 20, 2017 10:22 AM
To: Robbins, Jillian A; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: DV-2019 Dates

I would suggest closing Monday November 6. Everything looks good. Just as a reminder, I'll be leaving VO at the end of August though, so I'll miss out on DV 2019.

Amanda W. Dixon
Visa Policy Analyst
CA/VO/F/IE
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

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Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Thursday, April 20, 2017 10:16 AM
To: Dixon, Amanda W; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: DV-2019 Dates

Hi everyone,

We wanted to confirm dates for the DV-2019 Program Year. Assuming we want to open on a Tuesday like last year, we have come up with the possible Go Live dates for AES and ESC for DV-2019 in the table below. I have added the actual dates from DV-2017 and DV-2018 for reference. Please provide the Closing Date for the AES DV-2019 period.

Please also feel free to add anybody I might have missed to this email thread.

	DV-2017	DV-2018	Possible DV-2019 Dates
Opening date for entries <i>12:00 PM EDT (GMT - 4)</i>	Thursday, October 1, 2015	Tuesday, October 4, 2016	Tuesday, October 3, 2017
Closing date for entries*	Tuesday, November 3, 2015 <i>at 12:00 PM EST (GMT - 5)</i>	Monday, November 7, 2016 <i>at 12:00 PM EST (GMT - 5)</i>	*
Length of entry period	33 Days	34 Days	
Opening date for ESC <i>12:00 PM EDT (GMT - 4)</i>	Tuesday, May 3, 2016	Tuesday, May 2, 2017	Tuesday, May 1, 2018

*Note: Daylight saving time ends Sunday, November 5, 2017. Therefore, if the entry period for DV-2019 closes before November 5, the closing time will be 12:00 PM EDT (GMT -4); if the entry period closes after November 5, the closing time will be 12:00 PM EST (GMT -5).

Thanks,

Jillian Robbins
NCS Development Team

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U.S. Department of State | Bureau of Consular Affairs
(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA/CST/PSDD

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UNCLASSIFIED

From: Beard, Christopher G
Sent: Thu, 20 Apr 2017 09:27:05 -0600
To: Channell, Mark D; Dixon, Amanda W; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Thanks for jogging my memory on that point. Amanda, is there any reason we can't close at noon Eastern on Nov 3rd?

Chris

Official
UNCLASSIFIED

From: Channell, Mark D
Sent: Thursday, April 20, 2017 11:25 AM
To: Beard, Christopher G; Dixon, Amanda W; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: Re: DV-2019 Dates

Is there any possibility that we could revisit the close date of November 6th? CST would prefer to close the lottery during the normal business week as each year we see a large volume of enrollments at the end of the lottery entry period. Would Friday the 3rd be an option?

Thank you,

Mark Channell

Sent from my BlackBerry 10 smartphone.

From: Beard, Christopher G
Sent: Thursday, April 20, 2017 10:43 AM
To: Dixon, Amanda W; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: DV-2019 Dates

Thanks Amanda. I'd agree that Tuesday October 3 - Monday November 6 looks good for the DV 2019 entry period.

Chris

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Thursday, April 20, 2017 10:22 AM
To: Robbins, Jillian A; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: DV-2019 Dates

I would suggest closing Monday November 6. Everything looks good. Just as a reminder, I'll be leaving VO at the end of August though, so I'll miss out on DV 2019.

Amanda W. Dixon
 Visa Policy Analyst
 CA/VO/F/IE
 Office of Visa Services, Bureau of Consular Affairs
 U.S. Department of State

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Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Thursday, April 20, 2017 10:16 AM
To: Dixon, Amanda W; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: DV-2019 Dates

Hi everyone,

We wanted to confirm dates for the DV-2019 Program Year. Assuming we want to open on a Tuesday like last year, we have come up with the possible Go Live dates for AES and ESC for DV-2019 in the table below. I have added the actual dates from DV-2017 and DV-2018 for reference. Please provide the Closing Date for the AES DV-2019 period.

Please also feel free to add anybody I might have missed to this email thread.

	DV-2017	DV-2018	Possible DV-2019 Dates
Opening date for entries 12:00 PM EDT (GMT - 4)	Thursday, October 1, 2015	Tuesday, October 4, 2016	Tuesday, October 3, 2017
Closing date for entries*	Tuesday, November 3, 2015 at 12:00 PM EST (GMT - 5)	Monday, November 7, 2016 at 12:00 PM EST (GMT - 5)	*

Length of entry period	33 Days	34 Days	
Opening date for ESC 12:00 PM EDT (GMT -4)	Tuesday, May 3, 2016	Tuesday, May 2, 2017	Tuesday, May 1, 2018

*Note: Daylight saving time ends Sunday, November 5, 2017. Therefore, if the entry period for DV-2019 closes before November 5, the closing time will be 12:00 PM EDT (GMT -4); if the entry period closes after November 5, the closing time will be 12:00 PM EST (GMT -5).

Thanks,

Jillian Robbins
 NCS Development Team
 Deloitte Consulting, LLP
 U.S. Department of State | Bureau of Consular Affairs
 (T) 202-255-1283 | (E) RobbinsJA@state.gov

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From: Yang, Lue
Sent: Wed, 11 Oct 2017 14:35:22 -0400
To: Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Paschke, Matthew J; Snyder, Kenneth S
Subject: Re: eDV/AES 12.3 production issue, ticket INC000001408404 - mid-day status 10/11

Heather, just a reminder that we'll also need to send a CASD notice to the field today. When a draft is ready, can you send it me for further processing? Thank you.

Sent from my BlackBerry 10 smartphone.

From: Siddle, Gail L
Sent: Wednesday, October 11, 2017 1:40 PM
To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org)
Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 - mid-day status 10/11

Below is the mid-day status:

- Verbiage changes have been finalized by VO. The NCS Development team is working on the verbiage updates for both the maintenance page, and the AES 12.3.1 emergency patch. Database scripts to change the system-live dates were passed by the NCS QA team and will be provided to IV&V for testing and DEDM for review shortly.

Below are details for all known changes related to ticket # INC000001408404:

- The first maintenance page was published at 9pm on Monday, 10/9.
- An updated maintenance page including details about closing the first registration period and opening a new registration period is being tested by the NCS QA team (bypassing IV&V testing since it is only verbiage) and will be published only after we have approval in writing from the Visa Office, expected by Wednesday, 10/11 COB.
- The updated outage notification should be published after the approval from the Visa Office, expected by Wednesday, 10/11 COB.

DEDM CR#1028567 - Supporting Emergency - eDV-AES 12.3.1 - to clean up the data on the DMZ and CCD. Pinal Patel is the DEDM POC.

The NCS Development team CR# 1028562 – Emergency – eDV-AES 12.3.1 – to support the deliveries from the NCS Development team as follows:

Delivery	CCR #	CCR Title	Description
----------	-------	-----------	-------------

1	100808	Fix issue with Incorrect Eligible Country being saved	Software changes (and a database script that is
2	100829	Change DV-2019 Registration Period	Database scripts to change the registration period tested without verbiage changes).
3	100829	Change DV-2019 Registration Period	Verbiage displaying on the Welcome page, the Submission page, and the Thank you page

A follow up call will be scheduled for Wednesday, 10/11 at 11:30am in order to have updates in plenty of time to prepare for the DSR.

Please let us know if you have any further questions or concerns.

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

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UNCLASSIFIED

From: Siddle, Gail L

Sent: Tuesday, October 10, 2017 6:06 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Hulen, John S; Archibald, Michele T; Hall, Nat (nathaniel.hall@noblis.org)

Subject: RE: eDV/AES 12.3 production issue, ticket INC000001408404 -end of day status 10/10

Activities today:

- A call was held with the distribution list for this status email at 11:00am to discuss status, updates and options.
- The NCS Development team is awaiting verbiage from the Visa Office to update the message on the Maintenance page that explains the new registration period details.

- The NCS Development team and DEDM coordinated on an approach to minimize risk in preparing the database for the new registration period
- IV&V began testing the software provided by the NCS Development team to address the issue with incorrectly saving the Eligibility Country data.
- A 1pm call was held to update status and discuss options.
- The Visa Office provided guidance on the approach for keeping the invalidated data in a separate location and starting the new DV-2019 registration period with a clean database. The Visa Office provided guidance that DV-2019 will re-start on 10/17/17 at noon Eastern time, and will end on 11/21/17 at noon Eastern time.
- In addition, the Visa Office mentioned that the eDV/Entrant Status Check (ESC) Go-Live date may be pushed from May 1, 2018 to May 15, 2018, but this is not yet finalized.
- The Visa Office is working on updated verbiage and updates for the public.
- A 3:30pm call was held to discuss all the technical aspects of the Visa Office decisions, consider options, describe roles and responsibilities, and ensure that all aspects and impacts were being considered.
- Clean up tasks were discussed for data in the CCD, in iCLASS, for FR, and for MEP.
- The NCS Development team is moving forward with an Emergency Patch, AES 12.3.1, with 2 CCRs – the existing CCR to handle the problem with saving the country values correctly, and a new CCR for the change to the registration period. CR#1028562 has been created and is being updated with status. We expect database scripts, updated software, and an updated web.config file with the 2nd delivery of the release (following on the delivery from this morning, currently being tested by IV&V).
- We also discussed downgrading the Remedy ticket #1408404 from Critical to High given the approach, decisions, and progress. At a minimum, daily status will be provided.
- **A follow up call will be scheduled for Wednesday, 10/11 at 11:30am in order to have updates in plenty of time to prepare for the DSR.**

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Tuesday, October 10, 2017 12:11 AM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew

J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M; Johnson, Christopher N; CA-EntOps-SystemHosting

Subject: RE: eDV/AES 12.3 production issue - 12:10am status, ticket INC000001408404 - last status for the night

12:10am status:

- The NCS team checked in and turned over the updated code, database script, and deployment plan to CC
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF

Completed tasks:

- Maintenance page was created & tested and installed
- Software change, and database script tested and reviewed by development
- Test scenarios reviewed by entire team for the software/database script updates
- Emergency Change process started
- Software, database script and rollbacks were all passed by the NCS QA team

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

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UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 11:02 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk; Sherman, Richard M

Subject: RE: eDV/AES 12.3 production issue - 11pm status, ticket INC000001408404

11:00pm status:

- The software update was passed by the NCS QA team
- The database script to clear out the hash table was passed by the QA team
- Rollbacks were passed by the NCS QA team
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF
- The NCS team is preparing to check in and turn over the updated code, database script, and deployment plan to CC

Completed tasks:

- Maintenance page was created & tested and installed
- Software change, and database script tested and reviewed by development
- Test scenarios reviewed by entire team for the software/database script updates
- Emergency Change process started

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

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UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 10:01 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S; Varnan, Beena M; CA-IVV-Testing; CA-IVV-Management; CA-IVV-CST-Management; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; CA-CST-NCS-QA; Service Account, CAREMEDY; CAServiceDesk

Subject: RE: eDV/AES 12.3 production issue - 10pm status, ticket INC000001408404

10:00pm status:

- The Maintenance page was successfully installed to production which allows ESC to remain active
- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team
- The NCS team is working on Emergency Change preparation tasks – deployment plan and SRF
- The NCS team is preparing to check in and turn over the updated code, database script, and deployment plan to CC

Thanks,

Gail Siddle

Technical Functional Lead
NCS Development Team, Deloitte Consulting, LLC
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Official

UNCLASSIFIED

From: Siddle, Gail L

Sent: Monday, October 09, 2017 9:08 PM

To: Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Thompson, Fredrick; Hulen, John S

Subject: RE: eDV/AES 12.3 production issue - 9pm status

9:00pm status:

- The Maintenance page was passed by the NCS QA team and is being installed
- The software update is currently being tested by the NCS QA team
- The database script to clear out the hash table is being tested by the QA team (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is reviewed test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

Thanks,

Gail Siddle

Technical Functional Lead
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UNCLASSIFIED

From: Siddle, Gail L**Sent:** Monday, October 09, 2017 8:15 PM**To:** Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Channell, Mark D; Dumbuya, Bai S**Subject:** RE: eDV/AES 12.3 production issue - 8pm status**Importance:** High

8:00pm status:

- The Maintenance page is currently being tested by the NCS QA team
- The software update is currently being tested by the NCS Development team
- The database script to clear out the hash table is being developed (to prevent entrants that re-apply from being set as duplicate by AES)
- The NCS QA team is creating test scenarios for the software/database script update testing
- The NCS team is working on Emergency Change preparation tasks

As soon as the maintenance page passes QA, the NCS Development team will coordinate with Jonathan Zhu/Enterprise Operations to deploy the page to production.

Thanks,

Gail Siddle

Technical Functional Lead

NCS Development Team, Deloitte Consulting, LLC

U.S. Department of State | Bureau of Consular Affairs

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Official**UNCLASSIFIED****From:** Siddle, Gail L**Sent:** Monday, October 09, 2017 5:38 PM**To:** Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Sincock, Austin G; Ungar, Adam B; Williams, Bethany V; Kinley, Elizabeth A; Siddle, Gail L; Robbins, Jillian A; Li, Ben Q; Shehzad, Nadeem; Walker, Timothy R**Subject:** eDV/AES 12.3 production issue**Importance:** High

Gary,

Below is a summary of the eDV/AES 12.3 production issue we are currently investigating and remediating for CST approval. We have opened **High HelpDesk ticket #1408404** – Validate Countries in Statistics to track this issue.

PROBLEM:

Around 3pm today, 10/9/2017, The NCS Development team discovered a problem with the data stored for the Eligibility Country field for records in the eDV/AES 12.3 database for DV-2019. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database. (Please see below for a detailed example.) Therefore, all current entries to date should be considered ineligible since we cannot differentiate between accurate and inaccurate records. The impact of this data issue may result in the NCS Development team providing an emergency release as well as coordinating through the Visa Office to communicate out to the approximately 2.1 million entrants that they may need to re-apply.

ROOT CAUSE:

Root cause is still being investigated, but we do know that a change was made this year to help entrants from “dependent” countries to pre-fill the correct “parent” country to prevent confusion by automatically populating the “parent” country. (For example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country.)

NEXT STEPS:

- Bring down the site immediately. (SO/Enterprise Ops)
- Provide notification on the site asap that the system is down for maintenance. (VO/NCS Dev)
- **A follow up conference call will be held at 6:30pm EST on 844-882-6682, code 5959 9641.**
- A software update is made to prevent the issue going forward using the Emergency Fix protocol (CST/NCS Dev)
- Notification needs to be shared with entrants that they must re apply. (VO)

POC list:

VO – Matt Paschke

SO – Hetal Doshi

CST – Gary Pasatiempo, Heather Bae, Kathy Seratte

Enterprise Ops - Ken Snyder, Rafi Benitez, Andre Hudson

NCS Dev – Gail Siddle, Jillian Robbins, Austin Sincock, Libet Kinley

SPECIAL CONSIDERATIONS:

- When the site is re-opened, we need to ensure that we don't create duplicate records for those re-applying.
- We need to ensure that duplicate confirmation numbers are not created.
- We need to ensure that the photos don't get duped out during the stages between the entry period and the notification period in May.
- We will need to mark these invalid records with a unique “current stage” value to ensure the records are not included in downstream processes.
- We need to have a plan for how to enable “Find Confirmation Number” in eDV/ESC.
- Do we need to check with iCLASS and/or facial recognition teams?

EXAMPLE:

In the AES form, Question 5 is Country Where You Were Born. This answer is recorded both in the Birth Country and Eligibility Country fields UNLESS the entrant selects "No" under question 6, which is Country of Eligibility for the DV Program. (see below) If "No" is selected, the entrant is able to choose the Eligibility Country, which should be stored in the database.

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program, please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country...

Thanks,

Gail Siddle

Technical Functional Lead
NCS Development Team, Deloitte Consulting, LLC
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Official

UNCLASSIFIED

From: Beard, Christopher G
Sent: Mon, 31 Jul 2017 09:06:22 -0600
To: Robbins, Jillian A; Dixon, Amanda W; Paschke, Matthew J; Sherman, Richard M; Channell, Mark D; Varnan, Beena M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: RE: DV-2019 Dates

Also OK for KCC.
Chris

Official - Transitory
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Monday, July 31, 2017 11:06 AM
To: Dixon, Amanda W; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M; Channell, Mark D; Varnan, Beena M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: RE: DV-2019 Dates

Hi Amanda – those dates work for us.

Thanks,

Jillian Robbins
NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs
(T) 202-255-1283 | (E) RobbinsJA@state.gov

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Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Monday, July 31, 2017 10:39 AM
To: Robbins, Jillian A; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M; Channell, Mark D; Varnan, Beena M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: RE: DV-2019 Dates

Hi all,

Beena has been updating the DV 2019 instructions and I just wanted to confirm everyone is on board with the following dates:

Tuesday, October 3 – Tuesday, November 7 entry period

Tuesday May 1, 2018 opening of Entrant Status Check

Thanks!

Amanda W. Dixon
Visa Policy Analyst
CA/VO/F/IE
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

Have you tried [Ask VO](#)? Find answers to your visa policy and procedure questions

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Wednesday, July 26, 2017 9:44 AM
To: Robbins, Jillian A; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M; Channell, Mark D; Varnan, Beena M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: RE: DV-2019 Dates

Hi all,

I'm just verifying these dates and also introducing Beena Varnan who will be taking over the IV/DV portfolio from me. My last day in VO is August 25, so we have a good amount of overlap. We'll be working together on getting the instructions for DV-2019 updated as well as the rest of the packet.

I also wanted to confirm the date we'll have selection notification available on ESC. Will Tuesday May 1, 2018 work for everyone?

Thanks,

Amanda W. Dixon
Visa Policy Analyst
CA/VO/F/IE
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

Have you tried [Ask VO](#)? Find answers to your visa policy and procedure questions

Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Tuesday, May 09, 2017 11:21 AM
To: Paschke, Matthew J; Beard, Christopher G; Dixon, Amanda W; Sherman, Richard M; Channell, Mark D
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Hi All –

I wanted to close the loop on this conversation. Do we have approval to proceed with an entry period of Tuesday, October 3 – Tuesday, November 7 for DV-2019?

Thank you,

Jillian Robbins
NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs
(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA/CST/PSDD

Production Services Design & Development

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Official
UNCLASSIFIED

From: Paschke, Matthew J
Sent: Monday, April 24, 2017 12:34 PM
To: Beard, Christopher G; Dixon, Amanda W; Sherman, Richard M; Robbins, Jillian A; Channell, Mark D
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

That works for me. Is it OK with CST and VO/F?

Thanks,
Matt

Official
UNCLASSIFIED

From: Beard, Christopher G
Sent: Monday, April 24, 2017 11:18 AM
To: Dixon, Amanda W; Sherman, Richard M; Robbins, Jillian A; Channell, Mark D; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

KCC would favor a Tuesday, October 3 – Tuesday, November 7 registration period. The collective memory here suggests there is a sharp increase in entries the day before close, so closing on a Tuesday would move the peak from Sunday to Monday. It would also keep the last 24 hours of the registration period – the most critical time for systems availability – during the regular work week. Is this a compromise that can work for everyone?

Thanks,
Chris

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Monday, April 24, 2017 11:01 AM
To: Sherman, Richard M; Robbins, Jillian A; Beard, Christopher G; Channell, Mark D; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

I agree with Rich that we don't want to go up to a 36 day entry period. I think once we up the number of days it will be harder to go back to a 32/33 day period, and the public won't understand our inner-workings of avoiding Mondays to start or end the program.

Amanda W. Dixon
Visa Policy Analyst
CA/VO/F/IE
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

Have you tried [Ask VO](#)? Find answers to your visa policy and procedure questions

Official
UNCLASSIFIED

From: Sherman, Richard M
Sent: Friday, April 21, 2017 1:13 PM
To: Robbins, Jillian A; Beard, Christopher G; Dixon, Amanda W; Channell, Mark D; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

We're trying to balance somewhat competing goals. The entry period must be at least 30 days, and cannot start before Oct. 1. Mark also prefers that it end toward the end of the work week, probably Wed. or later, and there seems to be a CST desire not to start on a Monday. Also as you suggest a little longer registration period would accommodate systems issues. To accommodate all of that, we would need to start on Tues. Oct. 3, and end on Wed. Nov. 8, for a period of 36 days, which would certainly increase the total number of entries received; and I don't know we want to set a precedent of creating expectations of a noticeably longer entry period than required.

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Friday, April 21, 2017 11:59 AM
To: Beard, Christopher G; Sherman, Richard M; Dixon, Amanda W; Channell, Mark D; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Hi VO –

Are you considering lengthening the registration period so we avoid opening and closing on a Monday?

Could we have a longer registration period to allow for the possibility of system issues? The end dates are programmed into the application code, so we aren't able to extend the dates on the fly.

Thank you,

Jillian Robbins
NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs
(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA/CST/PSDD

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Official
UNCLASSIFIED

From: Beard, Christopher G
Sent: Friday, April 21, 2017 8:21 AM
To: Sherman, Richard M; Dixon, Amanda W; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Thanks, Rich.

Mark – which do you rank as the lesser evil, starting on a Monday or ending on a Monday?

Chris

Official - Transitory
UNCLASSIFIED

From: Sherman, Richard M
Sent: Thursday, April 20, 2017 2:35 PM
To: Beard, Christopher G; Dixon, Amanda W; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Oct 3 through Nov 3 is 31 full days, since the first and last days are half-day each. As to period, the INA simply reads "The Secretary of State shall designate a period for the filing of petitions with respect to visas which may be issued under section 203(c)..." 22 CFR 42.33(b)(3) specifies that "the Department will establish a period of not less than 30 days during each fiscal year within which aliens may submit petitions ..."

Starting on Oct. 2 would give extra cushion, but I recall that CST would also prefer not to start on a Monday; however something does have to give in order to comfortably meet the 30 day regulation.

Rich

Richard M. Sherman
Management Consultant
Contractor. Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official - Transitory
UNCLASSIFIED

From: Beard, Christopher G
Sent: Thursday, April 20, 2017 11:44 AM
To: Dixon, Amanda W; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Remembering last year's systems hiccups in the closing days, I think Mark's point that processing the highest volume of the entry period (or close to it) during what would be normal business hours makes sense in case there are problems. If we went to a 32 day period between Oct 3 – Nov 3, we could have a backup plan to extend by a few days if there is a lengthy systems outage.

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Thursday, April 20, 2017 11:36 AM
To: Beard, Christopher G; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Closing on November 3 would put us at 32 days by my count and we've tried to do a minimum of 33 days (at least in the last few years) to account for any systems issues in addition to the mandated 30 day entry period. It looks like for DV 2013 we did a 32 day entry period, so I guess we can use that as precedent and move the date to Friday November 3.

Amanda W. Dixon
Visa Policy Analyst
CA/VO/F/IE
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

Have you tried [Ask VO?](#) Find answers to your visa policy and procedure questions

Official
UNCLASSIFIED

From: Beard, Christopher G
Sent: Thursday, April 20, 2017 11:27 AM
To: Channell, Mark D; Dixon, Amanda W; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Thanks for jogging my memory on that point. Amanda, is there any reason we can't close at noon Eastern on Nov 3rd?
Chris

Official
UNCLASSIFIED

From: Channell, Mark D
Sent: Thursday, April 20, 2017 11:25 AM
To: Beard, Christopher G; Dixon, Amanda W; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: Re: DV-2019 Dates

Is there any possibility that we could revisit the close date of November 6th? CST would prefer to close the lottery during the normal business week as each year we see a large volume of enrollments at the end of the lottery entry period. Would Friday the 3rd be an option?

Thank you,

Mark Channell

Sent from my BlackBerry 10 smartphone.

From: Beard, Christopher G
Sent: Thursday, April 20, 2017 10:43 AM
To: Dixon, Amanda W; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: DV-2019 Dates

Thanks Amanda. I'd agree that Tuesday October 3 - Monday November 6 looks good for the DV 2019 entry period.

Chris

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Thursday, April 20, 2017 10:22 AM
To: Robbins, Jillian A; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: DV-2019 Dates

I would suggest closing Monday November 6. Everything looks good. Just as a reminder, I'll be leaving VO at the end of August though, so I'll miss out on DV 2019.

Amanda W. Dixon
Visa Policy Analyst
CA/VO/F/IE
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

Have you tried [Ask VO](#)? Find answers to your visa policy and procedure questions

Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Thursday, April 20, 2017 10:16 AM
To: Dixon, Amanda W; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: DV-2019 Dates

Hi everyone,

We wanted to confirm dates for the DV-2019 Program Year. Assuming we want to open on a Tuesday like last year, we have come up with the possible Go Live dates for AES and ESC for DV-2019 in the table below. I have added the actual dates from DV-2017 and DV-2018 for reference. Please provide the Closing Date for the AES DV-2019 period.

Please also feel free to add anybody I might have missed to this email thread.

	DV-2017	DV-2018	Possible DV-2019 Dates
Opening date for entries 12:00 PM EDT (GMT - 4)	Thursday, October 1, 2015	Tuesday, October 4, 2016	Tuesday, October 3, 2017
Closing date for entries*	Tuesday, November 3, 2015 at 12:00 PM EST (GMT - 5)	Monday, November 7, 2016 at 12:00 PM EST (GMT - 5)	*
Length of entry period	33 Days	34 Days	
Opening date for ESC 12:00 PM EDT (GMT - 4)	Tuesday, May 3, 2016	Tuesday, May 2, 2017	Tuesday, May 1, 2018

*Note: Daylight saving time ends Sunday, November 5, 2017. Therefore, if the entry period for DV-2019 closes before November 5, the closing time will be 12:00 PM EDT (GMT -4); if the entry period closes after November 5, the closing time will be 12:00 PM EST (GMT -5).

Thanks,

Jillian Robbins
 NCS Development Team
 Deloitte Consulting, LLP
 U.S. Department of State | Bureau of Consular Affairs
 (T) 202-255-1283 | (E) RobbinsJA@state.gov

CA/CST/PSDD

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UNCLASSIFIED

From: Beard, Christopher G
Sent: Thu, 20 Apr 2017 08:43:18 -0600
To: Dixon, Amanda W;Robbins, Jillian A;Paschke, Matthew J;Sherman, Richard M
Cc: Siddle, Gail L;Saylor, Melissa "Missy" A;Bryant, Adam C;Rufner, Gary;CA-CST-NCS Mgmt Team;Yang, Lue;Pasatiempo, Gary A;Channell, Mark D
Subject: RE: DV-2019 Dates

Thanks Amanda. I'd agree that Tuesday October 3 - Monday November 6 looks good for the DV 2019 entry period.

Chris

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Thursday, April 20, 2017 10:22 AM
To: Robbins, Jillian A; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: DV-2019 Dates

I would suggest closing Monday November 6. Everything looks good. Just as a reminder, I'll be leaving VO at the end of August though, so I'll miss out on DV 2019.

Amanda W. Dixon
Visa Policy Analyst
CA/VO/F/IE
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

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Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Thursday, April 20, 2017 10:16 AM
To: Dixon, Amanda W; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: DV-2019 Dates

Hi everyone,

We wanted to confirm dates for the DV-2019 Program Year. Assuming we want to open on a Tuesday like last year, we have come up with the possible Go Live dates for AES and ESC for DV-2019 in the table below. I have added the actual dates from DV-2017 and DV-2018 for reference. Please provide the Closing Date for the AES DV-2019 period.

Please also feel free to add anybody I might have missed to this email thread.

	DV-2017	DV-2018	Possible DV-2019 Dates
Opening date for entries 12:00 PM EDT (GMT - 4)	Thursday, October 1, 2015	Tuesday, October 4, 2016	Tuesday, October 3, 2017
Closing date for entries*	Tuesday, November 3, 2015 at 12:00 PM EST (GMT - 5)	Monday, November 7, 2016 at 12:00 PM EST (GMT - 5)	*
Length of entry period	33 Days	34 Days	
Opening date for ESC 12:00 PM EDT (GMT - 4)	Tuesday, May 3, 2016	Tuesday, May 2, 2017	Tuesday, May 1, 2018

*Note: Daylight saving time ends Sunday, November 5, 2017. Therefore, if the entry period for DV-2019 closes before November 5, the closing time will be 12:00 PM EDT (GMT -4); if the entry period closes after November 5, the closing time will be 12:00 PM EST (GMT -5).

Thanks,

Jillian Robbins
NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs
(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA | **PSDD**

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Official
UNCLASSIFIED

From: Sherman, Richard M
Sent: Mon, 23 Oct 2017 08:22:25 -0600
To: Yang, Lue; Sherman, Richard M; Patel, Pinal B; Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; McCammon, Michael S; CA-CST-SO-ADS; Corse, Gary R; Varnan, Beena M; Beard, Christopher G; Siddle, Gail L; Snyder, Kenneth S; Rufner, Gary; Young, Adrian D; CA-CST-SDBranch; Wheeler, Matthew T; Hudson, Andre C; Carlo, Michael; Hintermeier, Gary
Subject: RE: AES 12.3.1 Emergency Release Status Update

Great, thanks for the quick work.

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official - Transitory
UNCLASSIFIED

From: Yang, Lue
Sent: Monday, October 23, 2017 8:56 AM
To: Sherman, Richard M; Patel, Pinal B; Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; McCammon, Michael S; CA-CST-SO-ADS; Corse, Gary R; Varnan, Beena M; Beard, Christopher G; Siddle, Gail L; Snyder, Kenneth S; Rufner, Gary; Young, Adrian D; CA-CST-SDBranch; Wheeler, Matthew T; Hudson, Andre C; Carlo, Michael; Hintermeier, Gary
Subject: RE: AES 12.3.1 Emergency Release Status Update

Good morning,

All 717,441 emails have been sent.

Official
UNCLASSIFIED

From: Yang, Lue
Sent: Friday, October 20, 2017 1:07 PM
To: Sherman, Richard M; Patel, Pinal B; Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; McCammon, Michael S; CA-CST-SO-ADS; Corse, Gary R; Varnan, Beena M; Beard, Christopher G; Siddle, Gail L; Snyder, Kenneth S; Rufner, Gary; Young, Adrian D; CA-CST-SDBranch; Wheeler, Matthew T; Hudson, Andre C; Carlo, Michael; Hintermeier, Gary
Subject: RE: AES 12.3.1 Emergency Release Status Update

All, the emails are still sending.

We currently have 77,037 emails left to send and have sent a total of 640,404. We experienced a delay due to maintenance. Please let me know if there are any questions.

Lue Yang

IT Specialist (CA/CST/SO/ADS)
U.S. Department of State | Bureau of Consular Affairs
SA-17A Rm 3.454C | 600 19th Street N.W. Washington, DC 20431
(T) (202) 485-7930 | (M) (202) 765-4652 | (E) YangL1@State.gov

CA/CST/SO
Service Operations Division

Achieving Innovation through Knowledge, Collaboration and Action

Privacy/PII

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This email is UNCLASSIFIED.

From: Yang, Lue

Sent: Monday, October 16, 2017 2:45 PM

To: Sherman, Richard M; Patel, Pinal B; Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Beard, Christopher G; Bryant, Adam C; Sincock, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange

Subject: RE: AES 12.3.1 Emergency Release Status Update

Richard, correct – if we remain consistent with said rate without issue, it should take about 90 hours.

Official

UNCLASSIFIED

From: Sherman, Richard M

Sent: Monday, October 16, 2017 12:56 PM

To: Patel, Pinal B; Yang, Lue; Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Beard,

Christopher G; Bryant, Adam C; Sincock, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange
Subject: RE: AES 12.3.1 Emergency Release Status Update

Sound good; at that rate it will take 90-100 hours to send all of them, 4 days or so.

Rich

Richard M. Sherman
 Management Consultant
 Contractor. Quality Support Inc. for Dept. of State
 CA/VO/I, SA-17, Room 11.410A
 202-485-7544
shermanrm@state.gov

Official
UNCLASSIFIED

From: Patel, Pinal B
Sent: Monday, October 16, 2017 12:07 PM
To: Yang, Lue; Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincock, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange
Subject: RE: AES 12.3.1 Emergency Release Status Update

Job to send out the emails has been started. Will be sending out ~4k emails every 30 minutes.

Official
UNCLASSIFIED

From: Yang, Lue
Sent: Monday, October 16, 2017 10:49 AM
To: Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard,

Christopher G; Bryant, Adam C; Sincock, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; Patel, Pinal B; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange

Subject: RE: AES 12.3.1 Emergency Release Status Update

FYI – App and DB teams will conduct final checks today and should be completed by COB. Once final checks are done the system will be locked down until the launch. I'd like to note that the db cleanup is scheduled for 2pm so all traffic will need to be stopped at that time – if there is anything else that needs to be tested, please let us know asap. thanks.

-----Original Appointment-----

From: Robbins, Jillian A

Sent: Friday, October 13, 2017 5:02 PM

To: Robbins, Jillian A; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Channell, Mark D; Hawkins Jr., Emile; Thompson, Fredrick; Hong, Mihyun; Bui, Nhi T; McCammon, Michael S; CA-CST-SO-ADS; Paschke, Matthew J; Corse, Gary R; Varnan, Beena M; Sherman, Richard M; Beard, Christopher G; Bryant, Adam C; Sincock, Austin G; Ungar, Adam B; Kinley, Elizabeth A; Siddle, Gail L; Ramos, George M; Shehzad, Nadeem; Snyder, Kenneth S; Zhu, Jonathan; Rufner, Gary; Patel, Pinal B; James, Ryan A; Hulen, John S; Young, Adrian D; CA-CST-DEDM-CCD-DBA; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; Adamowicz III, Matthew; Monaco, Maria A; Slattery, Phillip T; Grewe, Brenda L; CA-CST-SD-Application II; Ebreo, Lee M; Rockett, William T; Vicente, Laurie R; Lovitt, Darrell R; Plott, Heidi J; Archibald, Michele T; Hall, Nathaniel A; Rohan, John J; Hermesman, Rick L; CAServiceDesk; CA-CST-SDBranch; Jaszewski, Ahren G; Wheeler, Matthew T; Stewart, Richard B; Kelly, Andrew C; Hudson, Andre C; CA-ServiceDesk-Internal-Notifications; Watson, John J; Liautaud, Anne C; Burke, Steven A; Hinman, John C; Carlo, Michael; Hintermeier, Gary; Khan, Ayub F; CA-EntOps-Exchange

Subject: AES 12.3.1 Emergency Release Status Update

When: Monday, October 16, 2017 11:30 AM-12:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: CST Bridge: (888) 330-1716; Access Code: 3534134#

We will discuss the current status of the AES 12.3.1 emergency release.

An updated action item list will be sent out for review prior to the meeting.

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Thu, 20 Apr 2017 08:21:42 -0600
To: Robbins, Jillian A; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: DV-2019 Dates

I would suggest closing Monday November 6. Everything looks good. Just as a reminder, I'll be leaving VO at the end of August though, so I'll miss out on DV 2019.

Amanda W. Dixon
 Visa Policy Analyst
 CA/VO/F/IE
 Office of Visa Services, Bureau of Consular Affairs
 U.S. Department of State

Have you tried [Ask VO?](#) Find answers to your visa policy and procedure questions

Official
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Sent: Thursday, April 20, 2017 10:16 AM
To: Dixon, Amanda W; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: DV-2019 Dates

Hi everyone,

We wanted to confirm dates for the DV-2019 Program Year. Assuming we want to open on a Tuesday like last year, we have come up with the possible Go Live dates for AES and ESC for DV-2019 in the table below. I have added the actual dates from DV-2017 and DV-2018 for reference. Please provide the Closing Date for the AES DV-2019 period.

Please also feel free to add anybody I might have missed to this email thread.

	DV-2017	DV-2018	Possible DV-2019 Dates
Opening date for entries <i>12:00 PM EDT (GMT - 4)</i>	Thursday, October 1, 2015	Tuesday, October 4, 2016	Tuesday, October 3, 2017
Closing date for entries*	Tuesday, November 3, 2015 <i>at 12:00 PM EST (GMT -</i>	Monday, November 7, 2016 <i>at 12:00 PM EST (GMT -</i>	*

	5)	5)	
Length of entry period	33 Days	34 Days	
Opening date for ESC 12:00 PM EDT (GMT -4)	Tuesday, May 3, 2016	Tuesday, May 2, 2017	Tuesday, May 1, 2018

*Note: Daylight saving time ends Sunday, November 5, 2017. Therefore, if the entry period for DV-2019 closes before November 5, the closing time will be 12:00 PM EDT (GMT -4); if the entry period closes after November 5, the closing time will be 12:00 PM EST (GMT -5).

Thanks,

Jillian Robbins
NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs
(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA/STEP/PSDD

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**Official
UNCLASSIFIED**

From: Robbins, Jillian A
Sent: Mon, 31 Jul 2017 09:05:36 -0600
To: Dixon, Amanda W; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M; Channell, Mark D; Varnan, Beena M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: RE: DV-2019 Dates

Hi Amanda – those dates work for us.

Thanks,

Jillian Robbins
NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs
(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA CSUPSD
Production Services Design & Development

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Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Monday, July 31, 2017 10:39 AM
To: Robbins, Jillian A; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M; Channell, Mark D; Varnan, Beena M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: RE: DV-2019 Dates

Hi all,

Beena has been updating the DV 2019 instructions and I just wanted to confirm everyone is on board with the following dates:

Tuesday, October 3 – Tuesday, November 7 entry period

Tuesday May 1, 2018 opening of Entrant Status Check

Thanks!

Amanda W. Dixon
Visa Policy Analyst
CA/VO/F/IE

Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

Have you tried [Ask VO](#)? Find answers to your visa policy and procedure questions

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Wednesday, July 26, 2017 9:44 AM
To: Robbins, Jillian A; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M; Channell, Mark D; Varnan, Beena M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: RE: DV-2019 Dates

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I'm just verifying these dates and also introducing Beena Varnan who will be taking over the IV/DV portfolio from me. My last day in VO is August 25, so we have a good amount of overlap. We'll be working together on getting the instructions for DV-2019 updated as well as the rest of the packet.

I also wanted to confirm the date we'll have selection notification available on ESC. Will Tuesday May 1, 2018 work for everyone?

Thanks,

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Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

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Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Tuesday, May 09, 2017 11:21 AM
To: Paschke, Matthew J; Beard, Christopher G; Dixon, Amanda W; Sherman, Richard M; Channell, Mark D
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Hi All –

I wanted to close the loop on this conversation. Do we have approval to proceed with an entry period of Tuesday, October 3 – Tuesday, November 7 for DV-2019?

Thank you,

Jillian Robbins

NCS Development Team
Deloitte Consulting, LLP
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(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA CST/PSDD

Production Services Design & Development

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Official

UNCLASSIFIED

From: Paschke, Matthew J

Sent: Monday, April 24, 2017 12:34 PM

To: Beard, Christopher G; Dixon, Amanda W; Sherman, Richard M; Robbins, Jillian A; Channell, Mark D

Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A

Subject: RE: DV-2019 Dates

That works for me. Is it OK with CST and VO/F?

Thanks,
Matt

Official

UNCLASSIFIED

From: Beard, Christopher G

Sent: Monday, April 24, 2017 11:18 AM

To: Dixon, Amanda W; Sherman, Richard M; Robbins, Jillian A; Channell, Mark D; Paschke, Matthew J

Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A

Subject: RE: DV-2019 Dates

KCC would favor a Tuesday, October 3 – Tuesday, November 7 registration period. The collective memory here suggests there is a sharp increase in entries the day before close, so closing on a Tuesday would move the peak from Sunday to Monday. It would also keep the last 24 hours of the registration period – the most critical time for systems availability – during the regular work week. Is this a compromise that can work for everyone?

Thanks,

Chris

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Monday, April 24, 2017 11:01 AM
To: Sherman, Richard M; Robbins, Jillian A; Beard, Christopher G; Channell, Mark D; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

I agree with Rich that we don't want to go up to a 36 day entry period. I think once we up the number of days it will be harder to go back to a 32/33 day period, and the public won't understand our inner-workings of avoiding Mondays to start or end the program.

Amanda W. Dixon
Visa Policy Analyst
CA/VO/F/IE
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

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Official
UNCLASSIFIED

From: Sherman, Richard M
Sent: Friday, April 21, 2017 1:13 PM
To: Robbins, Jillian A; Beard, Christopher G; Dixon, Amanda W; Channell, Mark D; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

We're trying to balance somewhat competing goals. The entry period must be at least 30 days, and cannot start before Oct. 1. Mark also prefers that it end toward the end of the work week, probably Wed. or later, and there seems to be a CST desire not to start on a Monday. Also as you suggest a little longer registration period would accommodate systems issues. To accommodate all of that, we would need to start on Tues. Oct. 3, and end on Wed. Nov. 8, for a period of 36 days, which would certainly increase the total number of entries received; and I don't know we want to set a precedent of creating expectations of a noticeably longer entry period than required.

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A

202-485-7544
shermanrm@state.gov

Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Friday, April 21, 2017 11:59 AM
To: Beard, Christopher G; Sherman, Richard M; Dixon, Amanda W; Channell, Mark D; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Hi VO –

Are you considering lengthening the registration period so we avoid opening and closing on a Monday?

Could we have a longer registration period to allow for the possibility of system issues? The end dates are programmed into the application code, so we aren't able to extend the dates on the fly.

Thank you,

Jillian Robbins
NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs
(T) 202-255-1283 | (E) RobbinsJA@state.gov

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From: Beard, Christopher G
Sent: Friday, April 21, 2017 8:21 AM
To: Sherman, Richard M; Dixon, Amanda W; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Thanks, Rich.

Mark – which do you rank as the lesser evil, starting on a Monday or ending on a Monday?

Chris

Official - Transitory
UNCLASSIFIED

From: Sherman, Richard M
Sent: Thursday, April 20, 2017 2:35 PM
To: Beard, Christopher G; Dixon, Amanda W; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Oct 3 through Nov 3 is 31 full days, since the first and last days are half-day each. As to period, the INA simply reads "The Secretary of State shall designate a period for the filing of petitions with respect to visas which may be issued under section 203(c)..." 22 CFR 42.33(b)(3) specifies that "the Department will establish a period of not less than 30 days during each fiscal year within which aliens may submit petitions ..."

Starting on Oct. 2 would give extra cushion, but I recall that CST would also prefer not to start on a Monday; however something does have to give in order to comfortably meet the 30 day regulation.

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official - Transitory
UNCLASSIFIED

From: Beard, Christopher G
Sent: Thursday, April 20, 2017 11:44 AM
To: Dixon, Amanda W; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Remembering last year's systems hiccups in the closing days, I think Mark's point that processing the highest volume of the entry period (or close to it) during what would be normal business hours makes sense in case there are problems. If we went to a 32 day period between Oct 3 – Nov 3, we could have a backup plan to extend by a few days if there is a lengthy systems outage.

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Thursday, April 20, 2017 11:36 AM
To: Beard, Christopher G; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M

Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Closing on November 3 would put us at 32 days by my count and we've tried to do a minimum of 33 days (at least in the last few years) to account for any systems issues in addition to the mandated 30 day entry period. It looks like for DV 2013 we did a 32 day entry period, so I guess we can use that as precedent and move the date to Friday November 3.

Amanda W. Dixon
Visa Policy Analyst
CA/VO/F/IE
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

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Official
UNCLASSIFIED

From: Beard, Christopher G
Sent: Thursday, April 20, 2017 11:27 AM
To: Channell, Mark D; Dixon, Amanda W; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Thanks for jogging my memory on that point. Amanda, is there any reason we can't close at noon Eastern on Nov 3rd?
Chris

Official
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From: Channell, Mark D
Sent: Thursday, April 20, 2017 11:25 AM
To: Beard, Christopher G; Dixon, Amanda W; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: Re: DV-2019 Dates

Is there any possibility that we could revisit the close date of November 6th? CST would prefer to close the lottery during the normal business week as each year we see a large volume of enrollments at the end of the lottery entry period. Would Friday the 3rd be an option?

Thank you,

Mark Channell

Sent from my BlackBerry 10 smartphone.

From: Beard, Christopher G
Sent: Thursday, April 20, 2017 10:43 AM
To: Dixon, Amanda W; Robbins, Jillian A; Paschke, Matthew J; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: DV-2019 Dates

Thanks Amanda. I'd agree that Tuesday October 3 - Monday November 6 looks good for the DV 2019 entry period.

Chris

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Thursday, April 20, 2017 10:22 AM
To: Robbins, Jillian A; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: DV-2019 Dates

I would suggest closing Monday November 6. Everything looks good. Just as a reminder, I'll be leaving VO at the end of August though, so I'll miss out on DV 2019.

Amanda W. Dixon
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Hi everyone,

We wanted to confirm dates for the DV-2019 Program Year. Assuming we want to open on a Tuesday like last year, we have come up with the possible Go Live dates for AES and ESC for DV-2019 in the table below. I have added the actual dates from DV-2017 and DV-2018 for reference. Please provide the Closing Date for the AES DV-2019 period.

Please also feel free to add anybody I might have missed to this email thread.

	DV-2017	DV-2018	Possible DV-2019 Dates
Opening date for entries 12:00 PM EDT (GMT - 4)	Thursday, October 1, 2015	Tuesday, October 4, 2016	Tuesday, October 3, 2017
Closing date for entries*	Tuesday, November 3, 2015 at 12:00 PM EST (GMT - 5)	Monday, November 7, 2016 at 12:00 PM EST (GMT - 5)	*
Length of entry period	33 Days	34 Days	
Opening date for ESC 12:00 PM EDT (GMT - 4)	Tuesday, May 3, 2016	Tuesday, May 2, 2017	Tuesday, May 1, 2018

*Note: Daylight saving time ends Sunday, November 5, 2017. Therefore, if the entry period for DV-2019 closes before November 5, the closing time will be 12:00 PM EDT (GMT -4); if the entry period closes after November 5, the closing time will be 12:00 PM EST (GMT -5).

Thanks,

Jillian Robbins
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CA | ST | PSDD

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Subject: RE: RE: DV-2019 Dates

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Beena has been updating the DV 2019 instructions and I just wanted to confirm everyone is on board with the following dates:

Tuesday, October 3 – Tuesday, November 7 entry period

Tuesday May 1, 2018 opening of Entrant Status Check

Thanks!

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Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team;

Yang, Lue; Pasatiempo, Gary A
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Thanks,
Matt

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Contractor, Quality Support Inc. for Dept. of State
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shermanrm@state.gov

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Subject: RE: DV-2019 Dates

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Are you considering lengthening the registration period so we avoid opening and closing on a Monday?

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Thank you,

Jillian Robbins

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(T) 202-255-1283 | (E) RobbinsJA@state.gov

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Official**UNCLASSIFIED**

From: Beard, Christopher G
Sent: Friday, April 21, 2017 8:21 AM
To: Sherman, Richard M; Dixon, Amanda W; Channell, Mark D; Robbins, Jillian A; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Thanks, Rich.

Mark – which do you rank as the lesser evil, starting on a Monday or ending on a Monday?

Chris

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Rich

Richard M. Sherman
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202-485-7544
shermanrm@state.gov

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Office of Visa Services, Bureau of Consular Affairs
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Yang, Lue; Pasatiempo, Gary A
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Thank you,

Mark Channell

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Subject: RE: DV-2019 Dates

Thanks Amanda. I'd agree that Tuesday October 3 - Monday November 6 looks good for the DV 2019 entry period.

Chris

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From: Dixon, Amanda W
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Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: RE: DV-2019 Dates

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 Office of Visa Services, Bureau of Consular Affairs
 U.S. Department of State

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Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A; Channell, Mark D
Subject: DV-2019 Dates

Hi everyone,

We wanted to confirm dates for the DV-2019 Program Year. Assuming we want to open on a Tuesday like last year, we have come up with the possible Go Live dates for AES and ESC for DV-2019 in the table below. I have added the actual dates from DV-2017 and DV-2018 for reference. Please provide the Closing Date for the AES DV-2019 period.

Please also feel free to add anybody I might have missed to this email thread.

	DV-2017	DV-2018	Possible DV-2019 Dates
Opening date for entries 12:00 PM EDT (GMT - 4)	Thursday, October 1, 2015	Tuesday, October 4, 2016	Tuesday, October 3, 2017
Closing date for entries*	Tuesday, November 3, 2015 at 12:00 PM EST (GMT - 5)	Monday, November 7, 2016 at 12:00 PM EST (GMT - 5)	*
Length of entry period	33 Days	34 Days	
Opening date for ESC 12:00 PM EDT (GMT - 4)	Tuesday, May 3, 2016	Tuesday, May 2, 2017	Tuesday, May 1, 2018

*Note: Daylight saving time ends Sunday, November 5, 2017. Therefore, if the entry period for DV-2019 closes before November 5, the closing time will be 12:00 PM EDT (GMT -4); if the entry period closes after November 5, the closing time will be 12:00 PM EST (GMT -5).

Thanks,

Jillian Robbins

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From: Beard, Christopher G
Sent: Wed, 26 Jul 2017 08:23:41 -0600
To: Dixon, Amanda W;Robbins, Jillian A;Paschke, Matthew J;Sherman, Richard M;Channell, Mark D;Varnan, Beena M
Cc: Siddle, Gail L;Saylor, Melissa "Missy" A;Bryant, Adam C;Rufner, Gary;CA-CST-NCS Mgmt Team;Yang, Lue;Pasatiempo, Gary A
Subject: RE: RE: DV-2019 Dates

Tuesday May 1 works for KCC for ESC launch.

Chris

Official
UNCLASSIFIED

From: Dixon, Amanda W
Sent: Wednesday, July 26, 2017 9:44 AM
To: Robbins, Jillian A; Paschke, Matthew J; Beard, Christopher G; Sherman, Richard M; Channell, Mark D; Varnan, Beena M
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: RE: DV-2019 Dates

Hi all,

I'm just verifying these dates and also introducing Beena Varnan who will be taking over the IV/DV portfolio from me. My last day in VO is August 25, so we have a good amount of overlap. We'll be working together on getting the instructions for DV-2019 updated as well as the rest of the packet.

I also wanted to confirm the date we'll have selection notification available on ESC. Will Tuesday May 1, 2018 work for everyone?

Thanks,

Amanda W. Dixon
Visa Policy Analyst
CA/VO/F/IE
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

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Official
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From: Robbins, Jillian A
Sent: Tuesday, May 09, 2017 11:21 AM

To: Paschke, Matthew J; Beard, Christopher G; Dixon, Amanda W; Sherman, Richard M; Channell, Mark D
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

Hi All –

I wanted to close the loop on this conversation. Do we have approval to proceed with an entry period of Tuesday, October 3 – Tuesday, November 7 for DV-2019?

Thank you,

Jillian Robbins

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UNCLASSIFIED

From: Paschke, Matthew J
Sent: Monday, April 24, 2017 12:34 PM
To: Beard, Christopher G; Dixon, Amanda W; Sherman, Richard M; Robbins, Jillian A; Channell, Mark D
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

That works for me. Is it OK with CST and VO/F?

Thanks,
Matt

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From: Beard, Christopher G
Sent: Monday, April 24, 2017 11:18 AM
To: Dixon, Amanda W; Sherman, Richard M; Robbins, Jillian A; Channell, Mark D; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

KCC would favor a Tuesday, October 3 – Tuesday, November 7 registration period. The collective memory here suggests there is a sharp increase in entries the day before close, so closing on a Tuesday would move the peak from Sunday to Monday. It would also keep the last 24 hours of the registration period – the most critical time for systems availability – during the regular work week. Is this a compromise that can work for everyone?

Thanks,
Chris

Official
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From: Dixon, Amanda W
Sent: Monday, April 24, 2017 11:01 AM
To: Sherman, Richard M; Robbins, Jillian A; Beard, Christopher G; Channell, Mark D; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

I agree with Rich that we don't want to go up to a 36 day entry period. I think once we up the number of days it will be harder to go back to a 32/33 day period, and the public won't understand our inner-workings of avoiding Mondays to start or end the program.

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U.S. Department of State

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From: Sherman, Richard M
Sent: Friday, April 21, 2017 1:13 PM
To: Robbins, Jillian A; Beard, Christopher G; Dixon, Amanda W; Channell, Mark D; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
Subject: RE: DV-2019 Dates

We're trying to balance somewhat competing goals. The entry period must be at least 30 days, and cannot start before Oct. 1. Mark also prefers that it end toward the end of the work week, probably Wed. or later, and there seems to be a CST desire not to start on a Monday. Also as you suggest a little longer registration period would accommodate systems issues. To accommodate all of that, we would need to start on Tues. Oct. 3, and end on Wed. Nov. 8, for a period of 36 days, which would certainly increase the total number of entries received; and I don't know we want to set a precedent of creating expectations of a noticeably longer entry period than required.

Rich

Richard M. Sherman
Management Consultant
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Sent: Friday, April 21, 2017 11:59 AM
To: Beard, Christopher G; Sherman, Richard M; Dixon, Amanda W; Channell, Mark D; Paschke, Matthew J
Cc: Siddle, Gail L; Saylor, Melissa "Missy" A; Bryant, Adam C; Rufner, Gary; CA-CST-NCS Mgmt Team; Yang, Lue; Pasatiempo, Gary A
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Thanks,

Jillian Robbins
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 (T) 202-255-1283 | (E) RobbinsJA@state.gov

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Official
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From: Thompson, Fredrick
Sent: Fri, 13 Oct 2017 16:21:06 -0400
To: Atkins, John B;Kunz, Sandra M;Maripuri, Sandeep;Siddle, Gail L;Pasatiempo, Gary A;Bae, Heather;Seratte, Kathlene A;Doshi, Hetal J;Yang, Lue;Paschke, Matthew J;Snyder, Kenneth S;Benitez, Jose R;Hudson, Andre C;Robbins, Jillian A;Li, Ben Q;Walker, Timothy R;Plott, Heidi J;Channell, Mark D;Zhu, Jonathan;Corse, Gary R;Todd, Kenneth B;CA-CST-CM-ECM;CA-IVV-Management;CA-IVV-Testing;CA-CCM-GOV;CA-CST-CM-DevSW;CA-CST-SII-IS-GOV;CA-CST-DEDM-DEV;CA-CST-DEDM-PMO-ECM;Zhu, Jonathan;Corse, Gary R;CA-CST-NCS Mgmt Team;Robertson, Samuel B;Barrios, Xiomara D;Dumbuya, Bai S;Patel, Pinal B;CA-CST-DEDM-CCD-DBA;James, Ryan A;Hulen, John S;Varnan, Beena M;Brown, Thanh T;Allen, Thomas E;Rosner, Thomas V;Goins, Stephanie A;CA-CST-NCS-QA;Sherman, Richard M;Rohan, John J;Johnson, Christopher N;CA-EntOps-SystemHosting;Archibald, Michele T;Adamowicz III, Matthew;Rohan, John J;Burke, Steven A;Ericsson, Jeffrey W
Subject: Request Virtual Emergency ECB Supporting eDV-AES 12.3.1 (CR 1028562) - DEDM (CR1028567)

John,

Request virtual, emergency ECB for CR 1028567 to resolve eDV-AES production issues and to restart the eDV process.

1. What is the change? The DEDM team will copy the current edv_2019 schema into a new schema (edv_2019_invalid) on CADB in the DB DMZ. The DBA team will then remove all data from edv_2019 to prepare for re-start and to preserve all performance tuning made during load testing. The same script used to clean up all load testing data before the launch will be used again for restarting eDV-AES. The data in the edv_2019_invalid schema will be used by the application team to investigate the production issue that is now forcing a restart of eDV-AES process. The FR team will extract and save the enrolled images for the first AES run, and then delete the imaged for the ABIS system and the MEP system. The CLASS team will be deleting the records for the first eDV AES run from the CLASS systems as well.
2. Why are you making the change? The NCS Development team discovered a problem with the data stored for the Eligibility Country field for records in the eDV/AES 12.3 database for DV-2019. Therefore, all current entries will be considered ineligible and AES 2019 to be re-started.
3. With whom has this change been coordinated? Hetal Doshi/ Fredd Thompson/ VO.
4. What testing has been conducted? IV&V has been provided with steps to conduct testing in their environment.
5. Is this a major change to the system? No.
6. What are the risk and impact of making the change, and of doing nothing? Doing nothing will result in granting eligibility to applicants applying from non-eligible countries or vice versa. The lottery is administered by the Department of State and conducted under the Immigration and Nationality Act (INA) as amended by the Immigration Act of 1990. Failure to administer the lottery will violate the Immigration Act of 1990.
7. Will the proposed change modify the security posture? No.
8. What impact will the change have on application system availability? The system has been shut down since October 9th.
9. If there is a problem during the deployment describe the back out or recovery plan. There is no rollback, we are removing the entries to re-start AES 2019.
10. Who is the Government Manager responsible for this change? Hetal Doshi/ Fredd Thompson.

Official
UNCLASSIFIED

From: Siddle, Gail L
Sent: Mon, 9 Oct 2017 21:14:22 -0600
To: Corse, Gary R;Paschke, Matthew J;Varnan, Beena M
Cc: CA-CST-NCS Mgmt Team;Pasatiempo, Gary A;Bae, Heather;Seratte, Kathlene A;Doshi, Hetal J;Yang, Lue;Channell, Mark D;Patel, Pinal B;James, Ryan A;Siddle, Gail L;Plott, Heidi J;Robbins, Jillian A;Shehzad, Nadeem;Li, Ben Q;Dumbuya, Bai S;Walker, Timothy R;Barrios, Xiomara D;Robertson, Samuel B;Bruner, Peter;Sherman, Richard M
Subject: Special Considerations for DV-2019 related to the emergency patch
Importance: High

Visa Office,

Below is a list of special considerations for DV-2019 going forward. **These are primarily technical items that will require policy decisions.**

Data management before the patch goes live

1. Determine IF any of the current data can be kept (pending analysis – not likely to be possible)
2. Ensure that AES doesn't reject entries for those re-applying as duplicates (delivered script to rename the hash table and create a new table addresses this – if any data is kept, this needs an update).
3. Determine what DV-2019 statistics to publish for the daily summary report
4. Check with iCLASS and/or facial recognition teams to quit processing the original entries and/or clear out that data?
5. Determine method to contact entrants that must re-apply
6. Mark the invalid records with a unique "current stage" value (=0) to ensure the records are not included in downstream processes in the DMZ (with replication off).
7. Mark the invalid records with a unique "current stage" value (=0) to ensure the records are not included in downstream processes in RI99 (with replication off).

During the registration period

8. Consider the registration period duration and if the end date must be extended.
9. Create a script to update the system-live date, add partitions for applicant & dependent photos, and change the web.config for the updated end date IF the date for the end of the registration period must be extended.
10. Modify the hourly and daily statistics to exclude entries from prior to 10/10 (IF we modify the original data by updating the current_stage).
11. Update DV-2019 statistics with new start date (and end date, if extended)

After the registration period

12. Ensure that the photos don't get duped out during the stages between the entry period and the notification period in May (depending on DEDM processes).

Preparing for ESC Go Live in May

13. Ensure that the AES data load into ESC job excludes only specific current_stage values (would include these original records so that the appropriate status displays)
14. Ensure that "Find Confirmation Number" function works for original entries as well as for those that re-apply in eDV/ESC.
15. Consider changes in ESC to potentially show a different "not selected" message for these original entries

Please advise.

Thanks,

Gail Siddle

Technical Functional Lead
NCS Development Team, Deloitte Consulting, LLC
U.S. Department of State | Bureau of Consular Affairs
(T) (703) 299-1313 (F) (866) 726-3217 (E) SiddleGL@state.gov
(C) (571) 247-2512

CA/CST/PSDD

Production Service Design & Development Division

Providing innovative solutions through collaboration, accountability and excellence

Any information in this transmission pertaining to U.S. citizens or legal permanent residents shall be considered confidential under the Privacy Act of 1974 [P.L. 93-579]. Any information in this transmission pertaining to the issuance or refusal of visas or permits to enter the United States shall be considered confidential under Section 22301 of the Immigration and Nationality Act (INA) [8 USC Section 1202]. If you have received such information in error, do not review, retransmit, disclose, disseminate, use or take any action in reliance upon this information, and contact the sender as soon as possible.

Official

UNCLASSIFIED

From: Atkins, John B
Sent: Fri, 13 Oct 2017 17:13:21 -0400
To: Thompson, Fredrick;Kunz, Sandra M;Maripuri, Sandeep;Siddle, Gail L;Pasatiempo, Gary A;Bae, Heather;Seratte, Kathlene A;Doshi, Hetal J;Yang, Lue;Paschke, Matthew J;Snyder, Kenneth S;Benitez, Jose R;Hudson, Andre C;Robbins, Jillian A;Li, Ben Q;Walker, Timothy R;Plott, Heidi J;Channell, Mark D;Zhu, Jonathan;Corse, Gary R;Todd, Kenneth B;CA-CST-CM-ECM;CA-IVV-Management;CA-IVV-Testing;CA-CCM-GOV;CA-CST-CM-DevSW;CA-CST-SII-IS-GOV;CA-CST-DEDM-DEV;CA-CST-DEDM-PMO-ECM;Zhu, Jonathan;Corse, Gary R;CA-CST-NCS Mgmt Team;Robertson, Samuel B;Barrios, Xiomara D;Dumbuya, Bai S;Patel, Pinal B;CA-CST-DEDM-CCD-DBA;James, Ryan A;Hulen, John S;Varnan, Beena M;Brown, Thanh T;Allen, Thomas E;Rosner, Thomas V;Goins, Stephanie A;CA-CST-NCS-QA;Sherman, Richard M;Rohan, John J;Johnson, Christopher N;CA-EntOps-SystemHosting;Archibald, Michele T;Adamowicz III, Matthew;Rohan, John J;Burke, Steven A;Ericsson, Jeffrey W
Subject: RE: Request Virtual Emergency ECB Supporting eDV-AES 12.3.1 (CR 1028562) - DEDM (CR1028567)

Approved.

Vr.

John Atkins

Chief, Service Transition
Consular Systems and Technology
U.S. Department of State | Bureau of Consular Affairs
(T) (202) 485-7799

This email is UNCLASSIFIED.

From: Thompson, Fredrick
Sent: Friday, October 13, 2017 4:49 PM
To: Atkins, John B; Kunz, Sandra M; Maripuri, Sandeep; Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; Todd, Kenneth B; CA-CST-CM-ECM; CA-IVV-Management; CA-IVV-Testing; CA-CCM-GOV; CA-CST-CM-DevSW; CA-CST-SII-IS-GOV; CA-CST-DEDM-DEV; CA-CST-DEDM-PMO-ECM; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Hulen, John S; Varnan, Beena M; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; CA-CST-NCS-QA; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Archibald, Michele T; Adamowicz III, Matthew; Rohan, John J; Burke, Steven A; Ericsson, Jeffrey W
Subject: RE: Request Virtual Emergency ECB Supporting eDV-AES 12.3.1 (CR 1028562) - DEDM (CR1028567)

John,

Please see IVV pass notification attached of the CRs.

Regards,

Fredd "Double-D"
Fredrick Thompson
US Department of State
CA/CST/SII/IS - Governing Task Manager
O: 202-485-7931
BB: 202-674-9693 / M: 706-513-0831

Official
UNCLASSIFIED

From: Thompson, Fredrick
Sent: Friday, October 13, 2017 4:27 PM
To: Atkins, John B; Kunz, Sandra M; Maripuri, Sandeep; Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; Todd, Kenneth B; CA-CST-CM-ECM; CA-IVV-Management; CA-IVV-Testing; CA-CCM-GOV; CA-CST-CM-DevSW; CA-CST-SII-IS-GOV; CA-CST-DEDM-DEV; CA-CST-DEDM-PMO-ECM; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Hulen, John S; Varnan, Beena M; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; CA-CST-NCS-QA; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Archibald, Michele T; Adamowicz III, Matthew; Rohan, John J; Burke, Steven A; Ericsson, Jeffrey W
Subject: RE: Request Virtual Emergency ECB Supporting eDV-AES 12.3.1 (CR 1028562) - DEDM (CR1028567)

John,

The task will start at 5:00 PM today (10/13/2017) and end at 4:00 PM tomorrow (10/14/2017). IVV has passed the CR and is drafting up the results.

Regards,
Fredd "Double-D"
Fredrick Thompson
US Department of State
CA/CST/SII/IS - Governing Task Manager
O: 202-485-7931
BB: 202-674-9693 / M: 706-513-0831

Official
UNCLASSIFIED

From: Thompson, Fredrick
Sent: Friday, October 13, 2017 4:21 PM
To: Atkins, John B; Kunz, Sandra M; Maripuri, Sandeep; Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; Todd, Kenneth B; CA-CST-CM-ECM; CA-IVV-Management; CA-IVV-Testing; CA-CCM-GOV; CA-CST-CM-DevSW; CA-CST-SII-IS-GOV; CA-CST-DEDM-

DEV; CA-CST-DEDM-PMO-ECM; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Hulen, John S; Varnan, Beena M; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; CA-CST-NCS-QA; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Archibald, Michele T; Adamowicz III, Matthew; Rohan, John J; Burke, Steven A; Ericsson, Jeffrey W

Subject: Request Virtual Emergency ECB Supporting eDV-AES 12.3.1 (CR 1028562) - DEDM (CR1028567)

John,

Request virtual, emergency ECB for CR 1028567 to resolve eDV-AES production issues and to restart the eDV process.

1. What is the change? The DEDM team will copy the current edv_2019 schema into a new schema (edv_2019_invalid) on CADB in the DB DMZ. The DBA team will then remove all data from edv_2019 to prepare for re-start and to preserve all performance tuning made during load testing. The same script used to clean up all load testing data before the launch will be used again for restarting eDV-AES. The data in the edv_2019_invalid schema will be used by the application team to investigate the production issue that is now forcing a restart of eDV-AES process. The FR team will extract and save the enrolled images for the first AES run, and then delete the imaged for the ABIS system and the MEP system. The CLASS team will be deleting the records for the first eDV AES run from the CLASS systems as well.
2. Why are you making the change? The NCS Development team discovered a problem with the data stored for the Eligibility Country field for records in the eDV/AES 12.3 database for DV-2019. Therefore, all current entries will be considered ineligible and AES 2019 to be re-started.
3. With whom has this change been coordinated? Hetal Doshi/ Fredd Thompson/ VO.
4. What testing has been conducted? IV&V has been provided with steps to conduct testing in their environment.
5. Is this a major change to the system? No.
6. What are the risk and impact of making the change, and of doing nothing? Doing nothing will result in granting eligibility to applicants applying from non-eligible countries or vice versa. The lottery is administered by the Department of State and conducted under the Immigration and Nationality Act (INA) as amended by the Immigration Act of 1990. Failure to administer the lottery will violate the Immigration Act of 1990.
7. Will the proposed change modify the security posture? No.
8. What impact will the change have on application system availability? The system has been shut down since October 9th.
9. If there is a problem during the deployment describe the back out or recovery plan. There is no rollback, we are removing the entries to re-start AES 2019.
10. Who is the Government Manager responsible for this change? Hetal Doshi/ Fredd Thompson.

Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Wed, 10 May 2017 12:07:10 -0600
To: Sherman, Richard M;Dixon, Amanda W
Cc: Robbins, Jillian A;Yang, Lue;Channell, Mark D;Siddle, Gail L;Saylor, Melissa
 "Missy" A;Bryant, Adam C;Rufner, Gary;CA-CST-NCS Mgmt Team;Pasatiempo, Gary A;Oppenheim,
 Charlie W;Paschke, Matthew J;Beard, Christopher G;Lewis, Lorraine L
Subject: [Updated] Country Changes for DV-2019

Hi All –

Thank you for the diligent review of the country lists. We now have to figure out how to translate the legal descriptions into the AES Entry Form design. We fully understand that there are different legal implications for these countries, but we are only looking at how to simplify the process for entrants.

These are the actual questions from AES:

5 Country Where You Were Born

Select A Country

Select A Country

Afghanistan

Albania

Algeria

American Samoa

Andorra

Angola

Anguilla

Antigua and Barbuda

Argentina

Armenia

Aruba

Australia

Austria

Azerbaijan

Bahamas, The

Bahrain

Baker Island

Bangladesh

Barbados

led to where you live. If you
tion available in your case

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NOT** related to where you live. If you are not eligible for the DV program, please go to **Explanation of Country of Eligibility** to see if there is another option available in your case.

Are you currently eligible based on the country where you were born?

Yes No

If not, you must enter the country from which you are currently eligible.

Select A Country

- Select A Country
- Afghanistan
- Albania
- Algeria
- Andorra
- Angola
- Antigua and Barbuda
- Argentina
- Armenia
- Aruba
- Australia
- Austria
- Azerbaijan
- Bahamas, The
- Bahrain
- Barbados
- Belarus
- Belgium
- Belize
- Benin

including but not limited to:
manipulation of photographs
and compositional spe

The below lists have been generated using the data in the Consular Shared Tables (CST) and 9 FAM 503.2-5 A&B.

This is what will populate in the two dropdown menus:

Question 5. Country Where You Were Born
Afghanistan
Albania
Algeria
American Samoa*
Andorra
Angola
Anguilla*
Antigua and Barbuda
Argentina
Armenia
Aruba

Question 6. Country of Eligibility
Afghanistan
Albania
Algeria
Andorra
Angola
Antigua and Barbuda
Argentina
Armenia
Australia
Austria
Azerbaijan

Australia
Austria
Azerbaijan
Bahamas, The
Bahrain
Baker Island*
Bangladesh
Barbados
Belarus
Belgium
Belize
Benin
Bermuda*
Bhutan
Bolivia
Bonaire
Bosnia and Herzegovina
Botswana
Brazil
British Indian Ocean Territory*
British Virgin Islands*
Brunei
Bulgaria
Burkina Faso
Burma
Burundi
Cabo Verde
Cambodia
Cameroon
Canada
Cayman Islands*
Central African Republic
Chad
Chile
China, Peoples Republic of
Christmas Island
Cocos Keeling Islands
Colombia
Comoros

Bahamas, The
Bahrain
Barbados
Belarus
Belgium
Belize
Benin
Bhutan
Bolivia
Bosnia and Herzegovina
Botswana
Brunei
Bulgaria
Burkina Faso
Burma
Burundi
Cabo Verde
Cambodia
Cameroon
Central African Republic
Chad
Chile
Comoros
Congo-Brazzaville
Congo-Kinshasa
Costa Rica
Cote d'Ivoire
Croatia
Cuba
Cyprus
Czech Republic
Denmark
Djibouti
Dominica
Ecuador
Egypt
Equatorial Guinea
Eritrea
Estonia

Congo-Brazzaville
Congo-Kinshasa
Cook Islands
Costa Rica
Cote d'Ivoire
Croatia
Cuba
Curacao
Cyprus
Czech Republic
Denmark
Djibouti
Dominica
Dominican Republic
Ecuador
Egypt
El Salvador
Equatorial Guinea
Eritrea
Estonia
Ethiopia
Falkland Islands*
Faroe Islands
Federated States of Micronesia,
Fiji
Finland
France
French Guiana
French Polynesia
French Southern and Antarctic Lands
Gabon
Gaza Strip
Georgia
Germany
Ghana
Gibraltar*
Great Britain and Northern Ireland*
Greece

Ethiopia
Federated States of Micronesia,
Fiji
Finland
France
Gabon
Georgia
Germany
Ghana
Greece
Grenada
Guatemala
Guinea
Guinea-Bissau
Guyana
Honduras
Hong Kong S.A.R.
Hungary
Iceland
Indonesia
Iran
Iraq
Ireland
Israel
Italy
Japan
Jordan
Kazakhstan
Kenya
Kiribati
Korea, North
Kosovo
Kuwait
Kyrgyzstan
Laos
Latvia
Lebanon
Lesotho

Greenland
Grenada
Guadeloupe
Guam*
Guatemala
Guinea
Guinea-Bissau
Guyana
Haiti
Honduras
Hong Kong S.A.R.
Howland Island*
Hungary
Iceland
India
Indonesia
Iran
Iraq
Ireland
Israel
Italy
Jamaica
Japan
Johnston Atoll*
Jordan
Kazakhstan
Kenya
Kiribati
Korea, North
Korea, South
Kosovo
Kuwait
Kyrgyzstan
Laos
Latvia
Lebanon
Lesotho
Liberia

Liberia
Libya
Liechtenstein
Lithuania
Luxembourg
Macedonia
Madagascar
Malawi
Malaysia
Maldives
Mali
Malta
Mauritania
Mauritius
Moldova
Monaco
Mongolia
Montenegro
Morocco
Mozambique
Namibia
Nauru
Nepal
Netherlands
New Zealand
Nicaragua
Niger
Northern Ireland
Norway
Oman
Panama
Papua New Guinea
Paraguay
Poland
Portugal
Qatar
Republic Of Palau
Republic Of The Marshall Islands

Libya
Liechtenstein
Lithuania
Luxembourg
Macau
Macedonia
Madagascar
Malawi
Malaysia
Maldives
Mali
Malta
Martinique
Mauritania
Mauritius
Mayotte
Mexico
Midway Islands*
Moldova
Monaco
Mongolia
Montenegro
Montserrat*
Morocco
Mozambique
Namibia
Nauru
Nepal
Netherlands
New Caledonia
New Zealand
Nicaragua
Niger
Nigeria
Niue
Norfolk Island
Northern Ireland
Northern Mariana Islands (USA)*

Romania
Russia
Rwanda
Samoa
San Marino
Sao Tome and Principe
Saudi Arabia
Senegal
Serbia
Seychelles
Sierra Leone
Singapore
Slovakia
Slovenia
Solomon Islands
Somalia
South Africa
South Sudan
Spain
Sri Lanka
St. Kitts and Nevis
St. Lucia
St. Vincent and the Grenadines
Sudan
Suriname
Swaziland
Sweden
Switzerland
Syria
Taiwan
Tajikistan
Tanzania
Thailand
The Gambia
Timor-Leste
Togo
Tonga
Trinidad and Tobago

Norway
Oman
Pakistan
Palmyra Atoll*
Panama
Papua New Guinea
Paraguay
Peru
Philippines
Pitcairn Islands*
Poland
Portugal
Puerto Rico*
Qatar
Republic Of Palau
Republic Of The Marshall Islands
Reunion
Romania
Russia
Rwanda
Saba
Saint Martin
Samoa
San Marino
Sao Tome and Principe
Saudi Arabia
Senegal
Serbia
Seychelles
Sierra Leone
Singapore
Sint Maarten
Slovakia
Slovenia
Solomon Islands
Somalia
South Africa
South Georgia and the South Sandwich Island*

Tunisia
Turkey
Turkmenistan
Tuvalu
Uganda
Ukraine
United Arab Emirates
Uruguay
Uzbekistan
Vanuatu
Vatican City
Venezuela
Yemen
Zambia
Zimbabwe

South Sudan
Spain
Sri Lanka
St. Barthelemy
St. Eustatius
St. Helena*
St. Kitts and Nevis
St. Lucia
St. Pierre and Miquelon
St. Vincent and the Grenadines
Sudan
Suriname
Svalbard
Swaziland
Sweden
Switzerland
Syria
Taiwan
Tajikistan
Tanzania
Thailand
The Gambia
Timor-Leste
Togo
Tokelau
Tonga
Trinidad and Tobago
Tunisia
Turkey
Turkmenistan
Turks And Caicos Islands*
Tuvalu
Uganda
Ukraine
United Arab Emirates
United States Of America*
Uruguay
Uzbekistan
Vanuatu

Vatican City
Venezuela
Vietnam
Virgin Islands (U.S.)*
Wake Island*
Wallis and Futuna
West Bank
Western Sahara
Yemen
Zambia
Zimbabwe

If any of the countries in the below table are selected as Place of Birth (in Question 5), the chargeable Country of Eligibility (in Question 6) will pre-fill as shown.

If They Choose the Following Country Where You Were Born	Pre-fill Country of Eligibility with...
Aruba	Netherlands
Bonaire	Netherlands
Christmas Island	Australia
Cocos Keeling Islands	Australia
Cook Islands	New Zealand
Curacao	Netherlands
Faroe Islands	Denmark
French Guiana	France
French Polynesia	France
French Southern and Antarctic Lands	France
Gaza Strip	Egypt
Greenland	Denmark
Guadeloupe	France
Macau	Portugal
Martinique	France
Mayotte	France
New Caledonia	France
Niue	New Zealand
Norfolk Island	Australia
Reunion	France
Saba	Netherlands
Saint Martin	France

Sint Maarten	Netherlands
St. Barthelemy	France
St. Eustatius	Netherlands
St. Pierre and Miquelon	France
Svalbard	Norway
Tokelau	New Zealand
Wallis and Futuna	France
West Bank	Jordan
Western Sahara	Morocco

Please review and provide input on the lists above.

Thanks,

Jillian Robbins
NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs
(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA **PSDD**

Production Services Design & Development

Providing innovative solutions through collaboration, excellence, and accountability.

Official - SBU
UNCLASSIFIED

From: Corse, Gary R
Sent: Tue, 10 Oct 2017 06:33:48 -0600
To: Siddle, Gail L; Paschke, Matthew J; Varnan, Beena M
Cc: CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Channell, Mark D; Patel, Pinal B; James, Ryan A; Plott, Heidi J; Robbins, Jillian A; Shehzad, Nadeem; Li, Ben Q; Dumbuya, Bai S; Walker, Timothy R; Barrios, Xiomara D; Robertson, Samuel B; Bruner, Peter; Sherman, Richard M
Subject: RE: Special Considerations for DV-2019 related to the emergency patch

Thank you, Gail. We'll discuss these today

Best, Gary

Gary Corse
 Deputy Director
 Visa Office, Information Management and Liaison (CA/VO/I)
 202-485-7547

Official
UNCLASSIFIED

From: Siddle, Gail L
Sent: Monday, October 09, 2017 11:14 PM
To: Corse, Gary R; Paschke, Matthew J; Varnan, Beena M
Cc: CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Channell, Mark D; Patel, Pinal B; James, Ryan A; Siddle, Gail L; Plott, Heidi J; Robbins, Jillian A; Shehzad, Nadeem; Li, Ben Q; Dumbuya, Bai S; Walker, Timothy R; Barrios, Xiomara D; Robertson, Samuel B; Bruner, Peter; Sherman, Richard M
Subject: Special Considerations for DV-2019 related to the emergency patch
Importance: High

Visa Office,
 Below is a list of special considerations for DV-2019 going forward. **These are primarily technical items that will require policy decisions.**

Data management before the patch goes live

1. Determine IF any of the current data can be kept (pending analysis – not likely to be possible)
2. Ensure that AES doesn't reject entries for those re-applying as duplicates (delivered script to rename the hash table and create a new table addresses this – if any data is kept, this needs an update).
3. Determine what DV-2019 statistics to publish for the daily summary report
4. Check with iCLASS and/or facial recognition teams to quit processing the original entries and/or clear out that data?
5. Determine method to contact entrants that must re-apply
6. Mark the invalid records with a unique "current stage" value (=0) to ensure the records are not included in downstream processes in the DMZ (with replication off).

7. Mark the invalid records with a unique "current stage" value (=0) to ensure the records are not included in downstream processes in RI99 (with replication off).

During the registration period

8. Consider the registration period duration and if the end date must be extended.
9. Create a script to update the system-live date, add partitions for applicant & dependent photos, and change the web.config for the updated end date IF the date for the end of the registration period must be extended.
10. Modify the hourly and daily statistics to exclude entries from prior to 10/10 (IF we modify the original data by updating the current_stage).
11. Update DV-2019 statistics with new start date (and end date, if extended)

After the registration period

12. Ensure that the photos don't get duped out during the stages between the entry period and the notification period in May (depending on DEDM processes).

Preparing for ESC Go Live in May

13. Ensure that the AES data load into ESC job excludes only specific current_stage values (would include these original records so that the appropriate status displays)
14. Ensure that "Find Confirmation Number" function works for original entries as well as for those that re-apply in eDV/ESC.
15. Consider changes in ESC to potentially show a different "not selected" message for these original entries

Please advise.

Thanks,

Gail Siddle

Technical Functional Lead
 NCS Development Team, Deloitte Consulting, LLC
 U.S. Department of State | Bureau of Consular Affairs
 (T) (703) 299-1313 | (F) (866) 726-3217 | (E) SiddleGJL@state.gov
 (C) (571) 247-2512

CA/CST/PSDD

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Official

UNCLASSIFIED

From: Corse, Gary R
Sent: Wed, 11 Oct 2017 09:30:24 -0600
To: Varnan, Beena M; Nantais, Joel D; Follick, Julia; Perry, Nicholas; Parker, Morgan A; Parker, Christine D
Cc: Paschke, Matthew J; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

Thanks, Beena!

Hi Heather, the below language was cleared by VO leadership (up to MD Karin King). Over to CST. If you have any questions, feel free to email me. I'll be on the CST call shortly.

Suggested language for the top red box:

Due to a technical issue, the DV-2019 entry period that began on October 3 has been closed. Entries submitted during October 3-10 are not valid and have been excluded from the system; they will not count as a duplicate entry. The technical issue has been resolved and a new full entry period will begin at noon, U.S. Eastern Daylight Time on Tuesday October 17, 2017 and will run until noon Eastern Standard Time on Tuesday November 21, 2017. Only entries submitted during this period will be accepted and considered for selection in the lottery. Please throw away any confirmation number or other documentation that you have if you submitted an entry during Oct. 3-10.

Suggested language for the lower red box:

DV-19 Entrants may enter their confirmation information through the link below starting at noon EDT on May 15, 2018. The DV-2019 entry period opened on October 17, 2017 and closed on November 21, 2017. Only confirmation information for entries submitted during this period will be valid for checking your status. DV-2019 Entrants should keep their confirmation number until September 30, 2019.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official - SBU
UNCLASSIFIED

From: Varnan, Beena M
Sent: Wednesday, October 11, 2017 10:27 AM
To: Nantais, Joel D; Follick, Julia; Perry, Nicholas; Corse, Gary R; Parker, Morgan A; Parker, Christine D
Cc: Paschke, Matthew J; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

Looping in Heather in CST.

Official - SBU
UNCLASSIFIED

From: Nantais, Joel D
Sent: Wednesday, October 11, 2017 9:52 AM
To: Follick, Julia; Perry, Nicholas; Corse, Gary R; Parker, Morgan A; Varnan, Beena M; Parker, Christine D
Cc: Paschke, Matthew J; Nantais, Joel D
Subject: RE: VO Verbiage Updates for AES 12.3.1

I clear without edits.

Official - SBU
UNCLASSIFIED

From: Follick, Julia
Sent: Wednesday, October 11, 2017 9:48 AM
To: Perry, Nicholas; Corse, Gary R; Nantais, Joel D; Parker, Morgan A; Varnan, Beena M; Parker, Christine D
Cc: Paschke, Matthew J
Subject: RE: VO Verbiage Updates for AES 12.3.1

Just one small discrepancy between this language and that in the Federal Register notice – were any entries submitted on October 10? The FR notice currently references entries submitted between October 3 and October 9 as being invalid; I can change that to October 10 if that is more correct. -Julia

Official - SBU
UNCLASSIFIED

From: Perry, Nicholas
Sent: Wednesday, October 11, 2017 8:48 AM
To: Corse, Gary R; Nantais, Joel D; Parker, Morgan A; Varnan, Beena M; Parker, Christine D; Follick, Julia
Cc: Paschke, Matthew J
Subject: RE: VO Verbiage Updates for AES 12.3.1

Add Julia Follick.

Nicholas J. Perry
Deputy Director of Legal Affairs, Visa Office
Bureau of Consular Affairs, U.S. Department of State
PerryN1@state.gov
(202) 485-7586

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 8:46 AM
To: Nantais, Joel D; Perry, Nicholas; Parker, Morgan A; Varnan, Beena M; Parker, Christine D
Cc: Corse, Gary R; Paschke, Matthew J
Subject: FW: VO Verbiage Updates for AES 12.3.1

Good morning!

VO/F and VO/L, Would you mind reviewing/clearing the draft language to be posted the current maintenance page after the DV-2019 registration period is restarted?

Suggested language for the top red box:

Due to a technical issue, the DV-2019 entry period that began on October 3 has been closed. Entries submitted during **October 3-10** are not valid and have been excluded from the system; they will not count as a duplicate entry. The technical issue has been resolved and a new full entry period will begin at noon, U.S. Eastern Daylight Time on Tuesday October 17, 2017 and will run until noon Eastern Standard Time on Tuesday November 21, 2017. Only entries submitted during this period will be accepted and considered for selection in the lottery. Please throw away any confirmation number or other documentation that you have if you submitted an entry during Oct. 3-10.

Suggested language for the lower red box:

DV-19 Entrants may enter their confirmation information through the link below starting at noon EDT on May 15, 2018. The DV-2019 entry period opened on October 17, 2017 and closed on November 21, 2017. Only confirmation information for entries submitted during this period will be valid for checking your status. DV-2019 Entrants should keep their confirmation number until September 30, 2019.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Tuesday, October 10, 2017 6:05 PM
To: Varnan, Beena M; Sherman, Richard M; Corse, Gary R; Beard, Christopher G; Bryant, Adam C; Lovitt, Darrell R
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Li, Ben Q
Subject: VO Verbiage Updates for AES 12.3.1
Importance: High

Hi All –

I understand that the verbiage for the AES pages are still being finalized. We just wanted to reach out to confirm the changes and display for the maintenance page, welcome page, submission (confirmation) page, and thank you page (see screenshots below). Please review and provide approval/feedback on additional changes required ASAP.

Maintenance Page (current version on dvlottery.state.gov):

- Place VO-provided text in the top red box underneath the “Down for Maintenance” banner.
- Update the “2019 Entrant Status Check” verbiage (second red box) to read as follows: **(Please new confirm entry period will be from Oct 17 – Nov 21.)**
“DV-2019 Entrants may enter their confirmation information through the link below in May 2018. The DV-2019 registration period will re-open on October 17, 2017, and will close on November 21, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.”
- **Any other changes?**



U.S. Department of State
Bureau of Consular Affairs

Electronic Diversity Visa Lottery

Down for Maintenance!

AES is currently down for maintenance. Please try again later.

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opened on October 3, 2017, and closed on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

DV-2018 Entrants have entry through this web

Click the link below to check DV-2019 and DV-2018 Entrant

Check Status

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including reviewing the instructions, searching existing data sources, gathering the data, reviewing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless it is required by law. Send comments regarding this burden estimate or any aspect of this collection of information, including suggestions for reducing this burden, to PRA_E

CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act. The information you provide on this form will be used for the formulation, amendment, administration, or enforcement of the immigration laws. Your information may be made available to a court which certifies that the information contained in such records is needed in a case pending before the court.

[USA.gov](#) [travel.state.gov](#) [Top of page](#)

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Welcome Page:

- Add new verbiage to welcome message (first red box) to explain new entry period and update the submission period dates. **Please confirm new entry period will be from Oct 17 – Nov 21.**
- **Is the current message in the “Entry Instructions” box (next to red arrow) confusing (text below)? Should we add more clarifying language?**
 “Please read the DV-2019 Entry Instructions carefully. Entrants may be disqualified for not completing the entry form correctly or by submitting more than one entry. Use the link below to view the instructions.”

- Change dates under the “2019 Entrant Status Check” header (bottom red box). **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants. Please also confirm new entry period will be from Oct 17 – Nov 21.**
- **Any other changes?**

Electronic Diversity Visa Lottery

Welcome

Our State Department Web site for the 2019 Diversity Visa program (DV-2019) is now open. The entry submission period for DV-2019 is from 12:00PM EST (GMT -5) on October 3, 2017 to 12:00PM EST (GMT -5) on November 7, 2017. The entry form will only be available for submission during this period and this period is subject to change by the U.S. Postal Service.

After reading the instructions, click the "Begin Entry" button below to enter the DV Lottery

Entry Instructions

Please read the DV-2019 Entry Instructions carefully. Entrants may be disqualified for not completing the entry form correctly or by submitting an incomplete form. Click the link below to view the instructions.

[DV-2019 Instructions](#)

Photo Tool

Before beginning the entry process, you can verify that your picture(s) comply with all requirements by clicking the link below.

[Photo Tool](#)

Entry Form

The entry form is prepared in two parts, one for the primary Entrant and one for derivatives (if any). Each part must be completed correctly. After all parts are completed, the entry will be submitted to the DV-2019 Processing Center. Click the link below to begin the entry process.

[Begin Entry](#)

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opens on October 3, 2017, and closes on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

2018 Entrant Status Check

DV-2018 Entrants have until September 30, 2016, to enter their confirmation information through this website. The DV-2018 registration period closes on November 7, 2016, until November 7, 2016.

Click the link below to check DV-2019 and DV-2018 Entrant Status.

[Check Status](#)

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including time required for reviewing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless it is requested by law. Send comments regarding this burden estimate or any aspect of this collection of information, including suggestions for reducing this burden, to PRA_BurdenComment@hq.dhs.gov. Do not send confidential information.

CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act (INA Section 222). Records shall be considered confidential and shall be used only for the formulation, amendment, administration, or enforcement of the immigration, nationality, and visa records. Information may be made available to a court which certifies that the information contained in such records is needed in a case pending before the court.

Submission Confirmation Page:

- Change header text from "Submission Confirmation: Entry Received" to "DV-2019 Submission Confirmation: Entry Received" and verify in printer friendly view. This will allow KCC to easily differentiate original entries (without "DV-2019" in header) from new entries when viewing the confirmation page.
- Change the date for ESC in confirmation message. **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants.**
- **Any other changes?**



Submission Confirmation: Entry Received

Success!

Your entry for the 2019 Diversity Visa Lottery program was received on Wednesday, October 11, 2017 at 1:54:43 AM EST. Please do **NOT** click on the confirmation page or made a record of your Confirmation Number.

Entrant Name: DSAFFD, QSADF SDF DADF
Confirmation Number: 201913W500HU9CRL
Year of Birth: 1981
Digital Signature: 438F03352A51C239B2240AA31F38D09F431990A0

Thank you for your entry for the 2019 Diversity Visa Lottery.

Please either print this page or make a record of the confirmation number before closing this window. You will not be able to retrieve this window.

You must retain your confirmation number in order to check your entry status via **Entrant Status Check** between May 1, 2018 and September 30, 2018. If your entry was selected for further processing in the 2019 Diversity Visa Lottery, you will be **REQUIRED** to enter your confirmation number in our system in order to check on your entry status.

Selectees will not receive selectee notifications or letters by regular postal mail from the Kentucky Consular Center (KCC).

Do not submit additional Entry Forms with this person as the Primary Entrant! Multiple entries will disqualify the Entrant from participating in the Diversity Visa Lottery.

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Thank You Page (displays after DV-2019 registration period closes):

- Update dates in thank you message (top red box) **Please confirm new entry period will be from Oct 17 – Nov 21. Any other verbiage?**
- Update the "2019 Entrant Status Check" verbiage (second red box) to read as follows: **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants. Please also confirm new entry period will be from Oct 17 – Nov 21.**

"DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May XX, 2018. The DV-2019 registration period opened on

October 17, 2017, and closed on November 21, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.”

- Any other changes?



Electronic Diversity Visa Lottery

Thank You!

The entry registration period for the 2018 Diversity Visa program (DV-2019) was between October 3, 2017 and November 7, 2017. The registration period is now finished.

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opened on October 3, 2017, and closed on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

DV-2018 Entrants may enter their confirmation information through this web site starting at noon (EDT) on May 1, 2018.

Click the link below to check DV-2019 and DV-2018 Entrant Status

[Check Status](#)

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including reviewing the instructions, searching existing data sources, gathering the data, reviewing the information and/or documents required, and reviewing the final collection. You do not have to supply the information if it does not affect your operation. If you have comments on this burden estimate and/or recommendations for reducing this burden, please send them to Washington, DC 20503.

CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act. The information you provide on this form will be used to determine your eligibility for the Diversity Visa program. Your information will be stored in a database and may be made available to a court which certifies that the information contained in such records is needed in a case pending before the court.

Thank you,

Jillian Robbins
 NCS Development Team
 Deloitte Consulting, LLP
 U.S. Department of State | Bureau of Consular Affairs

(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA/CST/PSDD

Production Services Design & Development

Providing innovative solutions through collaboration, excellence, and accountability.

From: Varnan, Beena M
Sent: Wed, 11 Oct 2017 10:26:47 -0400
To: Nantais, Joel D;Follick, Julia;Perry, Nicholas;Corse, Gary R;Parker, Morgan A;Parker, Christine D
Cc: Paschke, Matthew J;Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

Looping in Heather in CST.

Official - SBU
UNCLASSIFIED

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Subject: RE: VO Verbiage Updates for AES 12.3.1

Add Julia Follick.

Nicholas J. Perry
Deputy Director of Legal Affairs, Visa Office

Bureau of Consular Affairs, U.S. Department of State
PerryN1@state.gov
(202) 485-7586

Official
UNCLASSIFIED

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Sent: Wednesday, October 11, 2017 8:46 AM
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Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
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Importance: High

Hi All –

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- **Any other changes?**



U.S. Department of State
Bureau of Consular Affairs

Electronic Diversity Visa Lottery

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DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below, starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opened on October 3, 2017, and closed on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

DV-2018 Entrants may enter their confirmation information through this web page.

Click the link below to check DV-2019 and DV-2018 Entrant Status.

Check Status

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including reviewing instructions, searching existing data sources, gathering the necessary data, reviewing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless it is required by law. Send comments regarding this burden estimate or any aspect of this collection of information, including suggestions for reducing this burden, to PRA_E, Paperwork Reduction Project (6030-0042), Washington, DC 20503.

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Welcome Page:

- Add new verbiage to welcome message (first red box) to explain new entry period and update the submission period dates. **Please confirm new entry period will be from Oct 17 – Nov 21.**
- **Is the current message in the "Entry Instructions" box (next to red arrow) confusing (text below)? Should we add more clarifying language?**
"Please read the DV-2019 Entry Instructions carefully. Entrants may be disqualified for not completing the entry form correctly or by submitting more than one entry. Use the link below to view the instructions."

- Change dates under the “2019 Entrant Status Check” header (bottom red box). **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants. Please also confirm new entry period will be from Oct 17 – Nov 21.**
- **Any other changes?**

Electronic Diversity Visa Lottery

Welcome

Our State Department Web site for the 2019 Diversity Visa program (DV-2019) is now open. The entry submission period for DV-2019 is from 12:00PM EST (GMT -5) on October 3, 2017 to 12:00PM EST (GMT -5) on November 7, 2017. The entry form will only be available for submission during this period and this period is subject to the U.S. Postal Service.

After reading the instructions, click the "Begin Entry" button below to enter the DV Lottery

Entry Instructions

Please read the DV-2019 Entry Instructions carefully. Entrants may be disqualified for not completing the entry form correctly or by submitting an incorrect entry. Click the link below to view the instructions.

[DV-2019 Instructions](#)

Photo Tool

Before beginning the entry process, you can verify that your picture(s) comply with all requirements by clicking the link below.

[Photo Tool](#)

Entry Form

The entry form is prepared in two parts, one for the primary Entrant and one for derivatives (if any). Each part must be completed correctly. After all parts are completed, the entry will be submitted to the DV-2019 Processing Center. Click the link below to begin the entry process.

[Begin Entry](#)

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opens on October 3, 2017, and closes on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

2018 Entrant Status Check

DV-2018 Entrants have until September 30, 2018 to enter their confirmation information through this website. The DV-2018 registration period closes on November 7, 2017, until November 7, 2018, until November 7, 2019.

Click the link below to check DV-2019 and DV-2018 Entrant Status.

[Check Status](#)

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including time for reviewing instructions, searching existing data sources, gathering the data, reviewing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless it is required to obtain a benefit. Send comments regarding this burden estimate or any aspect of this collection of information, including suggestions for reducing this burden, to PRA_BurdenComment@DHS.gov. Do not send confidential information.

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Submission Confirmation Page:

- Change header text from "Submission Confirmation: Entry Received" to "DV-2019 Submission Confirmation: Entry Received" and verify in printer friendly view. This will allow KCC to easily differentiate original entries (without "DV-2019" in header) from new entries when viewing the confirmation page.
- Change the date for ESC in confirmation message. **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants.**
- **Any other changes?**



Submission Confirmation: Entry Received

Success!

Your entry for the 2019 Diversity Visa Lottery program was received on Wednesday, October 11, 2017 at 1:54:43 AM EST. Please do **NOT** close this confirmation page or made a record of your Confirmation Number.

Entrant Name:	DSAFED, QSADF SDF DADF
Confirmation Number:	201913WS00MU90RL
Year of Birth:	1981
Digital Signature:	438F03352A51C23982240AA31F38DD9F431990A0

Thank you for your entry for the 2019 Diversity Visa Lottery.

Please either print this page or make a record of the confirmation number before closing this window. You will not be able to retrieve this window.

You must retain your confirmation number in order to check your entry status via **Entrant Status Check** between May 1, 2018 and September 30, 2018. If your entry was selected for further processing in the 2019 Diversity Visa Lottery, you will be **REQUIRED** to enter your confirmation number in court order to check on your entry status.

Selectees will not receive selectee notifications or letters by regular postal mail from the Kentucky Consular Center (KCC).

Do not submit additional Entry Forms with this person as the Primary Entrant! Multiple entries will disqualify the Entrant from participating in the Diversity Visa Lottery.

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Thank You Page (displays after DV-2019 registration period closes):

- Update dates in thank you message (top red box) **Please confirm new entry period will be from Oct 17 – Nov 21. Any other verbiage?**
- Update the "2019 Entrant Status Check" verbiage (second red box) to read as follows: **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants. Please also confirm new entry period will be from Oct 17 – Nov 21.**

"DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May XX, 2018. The DV-2019 registration period opened on

October 17, 2017, and closed on November 21, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019."

- Any other changes?



Electronic Diversity Visa Lottery

Thank You!

The entry registration period for the 2018 Diversity Visa program (DV-2019) was between October 3, 2017 and November 21, 2017. The registration period is now finished.

DV Entrant Status Check

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DV-2018 Entrants may enter their confirmation information through this web page.

Click the link below to check DV-2019 and DV-2018 Entrant Status

[Check Status](#)

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including reviewing the instructions, searching existing data sources, gathering the data, reviewing the information and/or documents required, and reviewing the final collection. You do not have to supply the information if it does not affect your operation. If you estimate that this collection of information is no longer necessary for your operation, you should notify the Bureau of the Census, Washington, DC 20543-0002. If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to the Office of Management and Budget, Paperwork Project Director, Washington, DC 20503.

CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act. The information you provide on this form will be used to determine your eligibility for the Diversity Visa program. Your information will be stored in a database and may be made available to a court which certifies that the information contained in such records is needed in a case pending before it.

Thank you,

Jillian Robbins
 NCS Development Team
 Deloitte Consulting, LLP
 U.S. Department of State | Bureau of Consular Affairs



United States Department of State

Washington, D.C. 20520

MuckRock News
DEPT MR 44574
411A Highland Ave
Somerville, MA 02144

February 2, 2018
Case Control Number: F-2017-16276

VIA EMAIL: 44574-84474414@requests.muckrock.com

Dear Muckrock News:

This letter is in reference to your Freedom of Information Act (FOIA) request F-2017-16276 which you requested on October 17, 2017. As your request relates to visa matters, the Visa Office of the State Department has searched its records, located, and reviewed 128 documents totaling 769 pages relevant to your request.

The Freedom of Information Act generally provides for public access to government records. It specifically exempts from disclosure, however, those records which are otherwise specifically protected from release by statute (5 U.S.C. §552(b)(3)). Section 222(f) of the Immigration and Nationality Act (8 U.S.C. §1202(f)), is such a statute. 8 U.S.C. §1202(f) provides in pertinent part that "records of the Department of State and of diplomatic and consular offices of the United States pertaining to the issuance or refusal of visas...shall be considered confidential..."

After a careful review of the documents, we have determined that 92 documents totaling 553 pages may be released to you in full and 30 documents totaling 185 pages may be released to you in part pursuant to the following exemptions:

- (b)(3)(b) which specifically exempts from disclosure State Department records pertaining to the issuance or refusal of a visa or permit to enter the United States,
- (b)(5) which protects inter-agency and intra-agency memorandums, letters and other information that has been determined as pre-decisional or deliberative
- (b)(6) which specifically exempts records such as personnel and other similar files when disclosure would constitute a clearly unwarranted invasion of personal privacy, and
- (b)(7)(e) which applies when disclosure would reveal investigative techniques and procedures or guidelines for law enforcement investigations or prosecutions if disclosure could risk circumvention of the law.

In addition, we are able to provide the following information regarding your specific requests concerning dates and times of service interruptions and numbers of DV granted for specific time periods:

- DV lottery experienced service interruptions on (reference FOIA FDNQ), all times Eastern:
 - 5/2/2017 from 2:00 PM to 3:00 PM and from 4:00 PM to 5:00 PM.
 - 7/25/2017 from 8:00 PM to 8:15 PM

- *8/1/2017 from 9:30 AM to 10:00 AM*
 - *9/12/2017 from 5:15 PM to 5:30 PM*
 - *10/4/2017 from 5 AM to 5:15 AM*
 - *10/9/2017 from 5:45 PM to 9:30 PM*
 - *10/17/2017 from 8:00 AM to 8:15 PM*
- There were 26,381 DVs printed in 2015, and 23,460 in 2016.
 - There were 1,247 DVs printed in 2017 through January 19th.
 - There were 20,543 DVs printed from January 20th, 2017 to October 17, 2017.

This decision may be appealed to the Appeals Officer of the Appeals Review Panel of the Department pursuant to Section 171.13 Title 22 of the Code of Federal Regulations. For your information, a copy of this regulation is enclosed.

CA/VO has now completed processing its records responsive to your request. If you have any questions you may write to the Office of Information Programs and Services, SA-2, Department of State, Washington DC 20522-8100, or contact the Office of Information Programs and Services by telephone at (202) 261-8484. Please be sure to refer to the case control number shown above in all correspondence about this case. Also, you may contact our FOIA Public Liaison via email at FOIAProgram-DL@state.gov or telephone at 202 663-2222 for any further assistance and to discuss any aspect of your request. Additionally, you may contact the Office of Government Information Services (OGIS) at the National Archives and Records Administration to inquire about the FOIA mediation services they offer. The contact information for OGIS is as follows: Office of Government Information Services, National Archives and Records Administration, 8601 Adelphi Road-OGIS, College Park, Maryland 20740-6001, e-mail at ogis@nara.gov; telephone at 202-741-5770; toll free at 1-877-684-6448; or facsimile at 202-741-5769.

Sincerely,

Digitally signed by
braultsf@state.gov
DN:
state.gov
cn=braultsf@state.gov
Date: 2018.02.02
15:50:01 -05'00'

for Matt McNeil, Acting Chief
Advisory Opinions Division
Directorate for Visa Services

Enclosure:
As stated

Code of Federal Regulations

Title 22 – Foreign Relations, Chapter I – Department of State Part 171 –Public Access to Information Subpart B – Freedom of Information Act Provisions

Section 171.13 – Appeal of denial of request for records

(a) Any denial, in whole or in part, of a request for Department records under the FOIA may be administratively appealed to the Appeals Review Panel of the Department. This appeal right includes the right to appeal the determination that no records responsive to the request exist in Department files. Appeals must be postmarked within 60 calendar days of the date of the Department's denial letter and sent to: Appeals Officer, Appeals Review Panel, Office of Information Programs and Services, at the address set forth in §171.4, or faxed to (202) 261-8571. The time limit for a response to an appeal is 20 working days, which may be extended in unusual circumstances, as defined in §171.11(b). The time limit begins to run on the day the appeal is received by IPS. Appeals from denials of requests for expedited processing and for a fee reduction or waiver must be postmarked within 30 calendar days of the date of the Department's denial letter. See §§171.11(f)(4) (expedited processing appeals) and 171.16(e) (fee reduction/waiver appeals) of this subpart. See also §171.4 for address information.

(b) Requesters may decide to litigate a request that is in the appeal stage. Once a summons and complaint is received by the Department in connection with a particular request, the Department will administratively close any open appeal regarding such request.

(c) Requesters should submit an administrative appeal, to IPS at the above address, of any denial, in whole or in part, of a request for access to FSGB records under the FOIA. IPS will assign a tracking number to the appeal and forward it to the FSGB, which is an independent body, for adjudication.

(d) Decisions on appeals. A decision on an appeal must be made in writing. A decision that upholds the Department's determination will contain a statement that identifies the reasons for the affirmance, including any FOIA and Privacy Act exemptions applied. The decision will provide the requester with notification of the statutory right to file a lawsuit and will inform the requester of the mediation services offered by the Office of Government Information Services of the National Archives and Records Administration (OGIS) as a non-exclusive alternative to litigation. If the Department's decision is remanded or modified on appeal, the requester will be notified of that determination in writing. The Department will thereafter further process the request in accordance with that appeal determination and respond directly to the requester. When the Department of State engages in the mediation services offered by OGIS, it will work in good faith as a partner to the mediation process in an attempt to resolve the dispute. The Department reserves its right to decide on a case-by-case basis whether to enter into formal mediation offered by OGIS.

(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA COST PSDD

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From: Follick, Julia
Sent: Wed, 11 Oct 2017 09:57:24 -0400
To: Corse, Gary R; Perry, Nicholas; Nantais, Joel D; Parker, Morgan A; Varnan, Beena M; Parker, Christine D
Cc: Paschke, Matthew J
Subject: RE: VO Verbiage Updates for AES 12.3.1

Thanks, Gary. I changed the FR notice accordingly.

Official - SBU
UNCLASSIFIED

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 9:52 AM
To: Follick, Julia; Perry, Nicholas; Nantais, Joel D; Parker, Morgan A; Varnan, Beena M; Parker, Christine D
Cc: Paschke, Matthew J
Subject: RE: VO Verbiage Updates for AES 12.3.1

Technically, some entries were sent in as late as 3am on the 10th, so yes, that's correct.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official - SBU
UNCLASSIFIED

From: Follick, Julia
Sent: Wednesday, October 11, 2017 9:48 AM
To: Perry, Nicholas; Corse, Gary R; Nantais, Joel D; Parker, Morgan A; Varnan, Beena M; Parker, Christine D
Cc: Paschke, Matthew J
Subject: RE: VO Verbiage Updates for AES 12.3.1

Just one small discrepancy between this language and that in the Federal Register notice – were any entries submitted on October 10? The FR notice currently references entries submitted between October 3 and October 9 as being invalid; I can change that to October 10 if that is more correct. -Julia

Official - SBU
UNCLASSIFIED

From: Perry, Nicholas
Sent: Wednesday, October 11, 2017 8:48 AM

To: Corse, Gary R; Nantais, Joel D; Parker, Morgan A; Varnan, Beena M; Parker, Christine D; Follick, Julia
Cc: Paschke, Matthew J
Subject: RE: VO Verbiage Updates for AES 12.3.1

Add Julia Follick.

Nicholas J. Perry
Deputy Director of Legal Affairs, Visa Office
Bureau of Consular Affairs, U.S. Department of State
PerryN1@state.gov
(202) 485-7586

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 8:46 AM
To: Nantais, Joel D; Perry, Nicholas; Parker, Morgan A; Varnan, Beena M; Parker, Christine D
Cc: Corse, Gary R; Paschke, Matthew J
Subject: FW: VO Verbiage Updates for AES 12.3.1

Good morning!

VO/F and VO/L, Would you mind reviewing/clearing the draft language to be posted the current maintenance page after the DV-2019 registration period is restarted?

Suggested language for the top red box:

Due to a technical issue, the DV-2019 entry period that began on October 3 has been closed. Entries submitted during **October 3-10** are not valid and have been excluded from the system; they will not count as a duplicate entry. The technical issue has been resolved and a new full entry period will begin at noon, U.S. Eastern Daylight Time on Tuesday October 17, 2017 and will run until noon Eastern Standard Time on Tuesday November 21, 2017. Only entries submitted during this period will be accepted and considered for selection in the lottery. Please throw away any confirmation number or other documentation that you have if you submitted an entry during Oct. 3-10.

Suggested language for the lower red box:

DV-19 Entrants may enter their confirmation information through the link below starting at noon EDT on May 15, 2018. The DV-2019 entry period opened on October 17, 2017 and closed on November 21, 2017. Only confirmation information for entries submitted during this period will be valid for checking your status. DV-2019 Entrants should keep their confirmation number until September 30, 2019.

Best, Gary

Gary Corse
Deputy Director

Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Tuesday, October 10, 2017 6:05 PM
To: Varnan, Beena M; Sherman, Richard M; Corse, Gary R; Beard, Christopher G; Bryant, Adam C; Lovitt, Darrell R
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Li, Ben Q
Subject: VO Verbiage Updates for AES 12.3.1
Importance: High

Hi All –

I understand that the verbiage for the AES pages are still being finalized. We just wanted to reach out to confirm the changes and display for the maintenance page, welcome page, submission (confirmation) page, and thank you page (see screenshots below). Please review and provide approval/feedback on additional changes required ASAP.

Maintenance Page (current version on dvlottery.state.gov):

- Place VO-provided text in the top red box underneath the “Down for Maintenance” banner.
- Update the “2019 Entrant Status Check” verbiage (second red box) to read as follows: **(Please new confirm entry period will be from Oct 17 – Nov 21.)**
“DV-2019 Entrants may enter their confirmation information through the link below in May 2018. The DV-2019 registration period will re-open on October 17, 2017, and will close on November 21, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.”
- **Any other changes?**



U.S. Department of State
Bureau of Consular Affairs

Electronic Diversity Visa Lottery

Down for Maintenance!

AES is currently down for maintenance. Please try again later.

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opened on October 3, 2017, and closed on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

DV-2018 Entrants may enter their confirmation information through this web entry through this web.

Click the link below to check DV-2019 and DV-2018 Entrant Status.

Check Status

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including reviewing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless it is required by law. If you have comments on this burden estimate and/or recommendations for reducing it, please send them to: PRA, Bureau of the Census, Washington, DC 20543-0001.

CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act. The information shall be considered confidential and shall be used only for the formulation, amendment, administration, or enforcement of the immigration and naturalization laws. The information may be made available to a court which certifies that the information contained in such records is needed in a case pending before the court.

USA.gov Top of page

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Welcome Page:

- Add new verbiage to welcome message (first red box) to explain new entry period and update the submission period dates. **Please confirm new entry period will be from Oct 17 – Nov 21.**
- **Is the current message in the “Entry Instructions” box (next to red arrow) confusing (text below)? Should we add more clarifying language?**
“Please read the DV-2019 Entry Instructions carefully. Entrants may be disqualified for not completing the entry form correctly or by submitting more than one entry. Use the link below to view the instructions.”

- Change dates under the “2019 Entrant Status Check” header (bottom red box). **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants. Please also confirm new entry period will be from Oct 17 – Nov 21.**
- **Any other changes?**

Electronic Diversity Visa Lottery

Welcome

Our State Department Web site for the 2019 Diversity Visa program (DV-2019) is now open. The entry submission period for DV-2019 is from 12:00PM EST (GMT -5) on October 3, 2017 to 12:00PM EST (GMT -5) on November 7, 2017. The entry form will only be available for submission during this period and this period is subject to the U.S. Postal Service.

After reading the instructions, click the "Begin Entry" button below to enter the DV Lottery

Entry Instructions

Please read the DV-2019 Entry Instructions carefully. Entrants may be disqualified for not completing the entry form correctly or by submitting an incomplete form. Click the link below to view the instructions.

[DV-2019 Instructions](#)

Photo Tool

Before beginning the entry process, you can verify that your picture(s) comply with all requirements by clicking the link below.

[Photo Tool](#)

Entry Form

The entry form is prepared in two parts, one for the primary Entrant and one for derivatives (if any). Each part must be completed correctly. After all parts are completed, the entry will be submitted to the DV-2019 Processing Center. Click the link below to begin the entry process.

[Begin Entry](#)

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opens on October 3, 2017, and closes on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

2018 Entrant Status Check

DV-2018 Entrants have until September 30, 2018 to enter their confirmation information through this website. The DV-2018 registration period opens on October 3, 2016, until November 7, 2016.

Click the link below to check DV-2019 and DV-2018 Entrant Status.

[Check Status](#)

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including time required for reviewing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless it is required to obtain a benefit. Send comments regarding this burden estimate or any aspect of this collection of information, including suggestions for reducing this burden, to PRA_BurdenComment@ic.dhs.gov. Do not send confidential information.

CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act (INA Section 222). Records shall be considered confidential and shall be used only for the formulation, amendment, administration, or enforcement of the immigration, nationality, and visa records. Information may be made available to a court which certifies that the information contained in such records is needed in a case pending before the court.

Submission Confirmation Page:

- Change header text from “Submission Confirmation: Entry Received” to “DV-2019 Submission Confirmation: Entry Received” and verify in printer friendly view. This will allow KCC to easily differentiate original entries (without “DV-2019” in header) from new entries when viewing the confirmation page.
- Change the date for ESC in confirmation message. **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants.**
- **Any other changes?**



Submission Confirmation: Entry Received

Success!

Your entry for the 2019 Diversity Visa Lottery program was received on Wednesday, October 11, 2017 at 1:54:43 AM EST. Please do **NOT** close this confirmation page or make a record of your Confirmation Number.

Entrant Name: DSAFFD, QSADF SDF DADF
Confirmation Number: 201913W500MU90RL
Year of Birth: 1981
Digital Signature: 438FD3352A51C23962240AA31F38DD9F431990A8

Thank you for your entry for the 2019 Diversity Visa Lottery.

Please either print this page or make a record of the confirmation number before closing this window. You will not be able to retrieve this window.

You must retain your confirmation number in order to check your entry status via **Entrant Status Check** between May 1, 2018 and September 30, 2018. If your entry was selected for further processing in the 2019 Diversity Visa Lottery, you will be **REQUIRED** to enter your confirmation number in our system in order to check on your entry status.

Selectees will not receive selectee notifications or letters by regular postal mail from the Kentucky Consular Center (KCC).

Do not submit additional Entry Forms with this person as the Primary Entrant! Multiple entries will disqualify the Entrant from participating in the Diversity Visa Lottery.

[TSA.gov](#) [travel.state.gov](#) [Home](#) [Welcome Page](#) [Top of Page](#)

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Thank You Page (displays after DV-2019 registration period closes):

- Update dates in thank you message (top red box) **Please confirm new entry period will be from Oct 17 – Nov 21. Any other verbiage?**
- Update the “2019 Entrant Status Check” verbiage (second red box) to read as follows: **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants. Please also confirm new entry period will be from Oct 17 – Nov 21.**

“DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on **May XX, 2018**. The DV-2019 registration period opened on

October 17, 2017, and closed on November 21, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.”

- Any other changes?



U.S. Department of State
Bureau of Consular Affairs

Electronic Diversity Visa Lottery

Thank You!

The entry registration period for the 2018 Diversity Visa program (DV-2019) was between October 3, 2017 and November 21, 2017. The registration period is now finished.

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opened on October 3, 2017, and closed on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

DV-2018 Entrants may enter their confirmation information through this website.

Click the link below to check DV-2019 and DV-2018 Entrant Status

[Check Status](#)

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including reviewing the instructions, searching existing data sources, gathering the necessary documentation, providing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless it is required by law. Send comments regarding this burden estimate or any aspect of this collection of information, including suggestions for reducing this burden, to Washington, DC 20503-2941 and to the Office of Management and Budget, Paperwork Project (0142-0047).

CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act. The information you provide on this form will be used to determine your eligibility for the Diversity Visa program. Your information will be stored in a database and may be made available to a court which certifies that the information contained in such records is needed in a case pending before the court.

[USA.gov](#) [travel.state.gov](#) [Top of page](#)

Thank you,

Jillian Robbins
NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs

(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA/CS/PSDD

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From: Perry, Nicholas
Sent: Wed, 11 Oct 2017 09:53:00 -0400
To: Follick, Julia;Corse, Gary R;Nantais, Joel D;Parker, Morgan A;Varnan, Beena M;Parker, Christine D
Cc: Paschke, Matthew J
Subject: RE: VO Verbiage Updates for AES 12.3.1

One non-essential word choice change below.

Nicholas J. Perry
Deputy Director of Legal Affairs, Visa Office
Bureau of Consular Affairs, U.S. Department of State
PerryN1@state.gov
(202) 485-7586

Official - SBU
UNCLASSIFIED

From: Follick, Julia
Sent: Wednesday, October 11, 2017 9:48 AM
To: Perry, Nicholas; Corse, Gary R; Nantais, Joel D; Parker, Morgan A; Varnan, Beena M; Parker, Christine D
Cc: Paschke, Matthew J
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Just one small discrepancy between this language and that in the Federal Register notice – were any entries submitted on October 10? The FR notice currently references entries submitted between October 3 and October 9 as being invalid; I can change that to October 10 if that is more correct. -Julia

Official - SBU
UNCLASSIFIED

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Add Julia Follick.

Nicholas J. Perry
Deputy Director of Legal Affairs, Visa Office
Bureau of Consular Affairs, U.S. Department of State
PerryN1@state.gov
(202) 485-7586

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 8:46 AM
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Subject: FW: VO Verbiage Updates for AES 12.3.1

Good morning!

VO/F and VO/L, Would you mind reviewing/clearing the draft language to be posted the current maintenance page after the DV-2019 registration period is restarted?

Suggested language for the top red box:

Due to a technical issue, the DV-2019 entry period that began on October 3 has been closed. Entries submitted during **October 3-10** are not valid and have been excluded from the system; they will not count as a duplicate entry. The technical issue has been resolved and a new full entry period will begin at noon, U.S. Eastern Daylight Time on Tuesday October 17, 2017 and will run until noon Eastern Standard Time on Tuesday November 21, 2017. Only entries submitted during this period will be accepted and considered for selection in the lottery. Please discard ~~throw away~~ any confirmation number or other documentation that you have if you submitted an entry during Oct. 3-10.

Suggested language for the lower red box:

DV-19 Entrants may enter their confirmation information through the link below starting at noon EDT on May 15, 2018. The DV-2019 entry period opened on October 17, 2017 and closed on November 21, 2017. Only confirmation information for entries submitted during this period will be valid for checking your status. DV-2019 Entrants should keep their confirmation number until September 30, 2019.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Tuesday, October 10, 2017 6:05 PM
To: Varnan, Beena M; Sherman, Richard M; Corse, Gary R; Beard, Christopher G; Bryant, Adam C; Lovitt, Darrell R
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Li, Ben Q

Subject: VO Verbiage Updates for AES 12.3.1
Importance: High

Hi All –

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- **Any other changes?**



U.S. Department of State
Bureau of Consular Affairs

Electronic Diversity Visa Lottery

Down for Maintenance!

AES is currently down for maintenance. Please try again later.

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below, starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opened on October 3, 2017, and closed on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

DV-2018 Entrants may enter their confirmation information through this web page.

Click the link below to check DV-2019 and DV-2018 Entrant Status.

[Check Status](#)

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including reviewing the instructions, searching existing data sources, gathering the data, reviewing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless it is required by law. If you have comments on this burden estimate and/or recommendations for reducing it, please send them to PRA_E, Paperwork Reduction Project (6030-0042), Washington, DC 20503.

CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act. The information you provide on this form will be used to determine your eligibility for the DV Lottery. Your information will be stored in a secure database and will be available to a court which certifies that the information contained in such records is needed in a case pending before the court.

[USA.gov](#) [travel.state.gov](#) [Top of page](#)

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Welcome Page:

- Add new verbiage to welcome message (first red box) to explain new entry period and update the submission period dates. **Please confirm new entry period will be from Oct 17 – Nov 21.**
- **Is the current message in the "Entry Instructions" box (next to red arrow) confusing (text below)? Should we add more clarifying language?**

"Please read the DV-2019 Entry Instructions carefully. Entrants may be disqualified for not completing the entry form correctly or by submitting more than one entry. Use the link below to view the instructions."

- Change dates under the “2019 Entrant Status Check” header (bottom red box). **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants. Please also confirm new entry period will be from Oct 17 – Nov 21.**
- **Any other changes?**

Electronic Diversity Visa Lottery

Welcome

Our State Department Web site for the 2019 Diversity Visa program (DV-2019) is now open. The entry submission period for DV-2019 is from 12:00PM EST (GMT -5) on October 3, 2017 to 12:00PM EST (GMT -5) on November 7, 2017. The entry form will only be available for submission during this period and this period is subject to the U.S. Postal Service.

After reading the instructions, click the "Begin Entry" button below to enter the DV Lottery

Entry Instructions

Please read the DV-2019 Entry Instructions carefully. Entrants may be disqualified for not completing the entry form correctly or by submitting an incomplete form. Click the link below to view the instructions.

[DV-2019 Instructions](#)

Photo Tool

Before beginning the entry process, you can verify that your picture(s) comply with all requirements by clicking the link below.

[Photo Tool](#)

Entry Form

The entry form is prepared in two parts, one for the primary Entrant and one for derivatives (if any). Each part must be completed correctly. After all parts are completed, the entry will be submitted to the DV-2019 Processing Center. Click the link below to begin the entry process.

[Begin Entry](#)

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opens on October 3, 2017, and closes on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

2018 Entrant Status Check

DV-2018 Entrants have until September 30, 2018 to enter their confirmation information through this website. The DV-2018 registration period closes on November 7, 2017, until November 7, 2018.

Click the link below to check DV-2019 and DV-2018 Entrant Status.

[Check Status](#)

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including time required for reviewing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless it is required by law. Send comments regarding this burden estimate or any aspect of this collection of information, including suggestions for reducing this burden, to PRA_BurdenComment@ic.dhs.gov.

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Submission Confirmation Page:

- Change header text from "Submission Confirmation: Entry Received" to "DV-2019 Submission Confirmation: Entry Received" and verify in printer friendly view. This will allow KCC to easily differentiate original entries (without "DV-2019" in header) from new entries when viewing the confirmation page.
- Change the date for ESC in confirmation message. **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants.**
- **Any other changes?**



Submission Confirmation: Entry Received



Success!

Your entry for the 2019 Diversity Visa Lottery program was received on Wednesday, October 11, 2017 at 1:54:43 AM EST. Please do **NOT** close this confirmation page or make a record of your Confirmation Number.

Entrant Name: DSAFFD, QSADF SDF DADF
Confirmation Number: 201913W500MU90RL
Year of Birth: 1981
Digital Signature: 438FD3352A51C23962240AA31F38DD9F431990A0

Thank you for your entry for the 2019 Diversity Visa Lottery.

Please either print this page or make a record of the confirmation number before closing this window. You will not be able to retrieve this window.

You must retain your confirmation number in order to check your entry status via **Entrant Status Check** between May 1, 2018 and September 30, 2018. If your entry was selected for further processing in the 2019 Diversity Visa Lottery, you will be **REQUIRED** to enter your confirmation number in correct order to check on your entry status.

Selectees will not receive selectee notifications or letters by regular postal mail from the Kentucky Consular Center (KCC).

Do not submit additional Entry Forms with this person as the Primary Entrant! Multiple entries will disqualify the Entrant from participating in the Lottery.

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Thank You Page (displays after DV-2019 registration period closes):

- Update dates in thank you message (top red box) **Please confirm new entry period will be from Oct 17 – Nov 21. Any other verbiage?**
- Update the "2019 Entrant Status Check" verbiage (second red box) to read as follows: **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants. Please also confirm new entry period will be from Oct 17 – Nov 21.**

"DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May XX, 2018. The DV-2019 registration period opened on

October 17, 2017, and closed on November 21, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019."

- Any other changes?



U.S. Department of State
Bureau of Consular Affairs

Electronic Diversity Visa Lottery

Thank You!

The entry registration period for the 2018 Diversity Visa program (DV-2019) was between October 3, 2017 and November 7, 2017. The registration period is now finished.

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opened on October 3, 2017, and closed on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

DV-2018 Entrants may enter their confirmation information through this web page.

Click the link below to check DV-2019 and DV-2018 Entrant Status.

[Check Status](#)

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[travel.state.gov](#)

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Thank you,

Jillian Robbins

NCS Development Team

Deloitte Consulting, LLP

U.S. Department of State | Bureau of Consular Affairs

(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA / CST / PSDD

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From: Sherman, Richard M
Sent: Wed, 11 Oct 2017 07:48:52 -0400
To: Corse, Gary R; Paschke, Matthew J
Subject: RE: For Clearance: AM - Restarting the Diversity Visa-2019 Registration Period
Flash Clearance

I would drop the phrase "and to avoid possible litigation," we're taking this action to make it fair for applicants, not play CYA, but otherwise looks good. As a contractor I cannot clear stuff, so Matt's name needs to be shown as clearing for VO/I.

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official - Transitory
UNCLASSIFIED

From: Corse, Gary R
Sent: Tuesday, October 10, 2017 7:18 PM
To: Sherman, Richard M
Cc: Corse, Gary R
Subject: For Clearance: AM - Restarting the Diversity Visa-2019 Registration Period *Flash Clearance*
Importance: High

Hi Rich,

Would you mind clearing the attached AM? Karin wants this fully cleared by COB Wednesday. Thanks in advance.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Nantais, Joel D
Sent: Wed, 11 Oct 2017 07:52:22 -0600
To: Follick, Julia; Perry, Nicholas; Corse, Gary R; Parker, Morgan A; Varnan, Beena M; Parker, Christine D
Cc: Paschke, Matthew J; Nantais, Joel D
Subject: RE: VO Verbiage Updates for AES 12.3.1

I clear without edits.

Official - SBU
UNCLASSIFIED

From: Follick, Julia
Sent: Wednesday, October 11, 2017 9:48 AM
To: Perry, Nicholas; Corse, Gary R; Nantais, Joel D; Parker, Morgan A; Varnan, Beena M; Parker, Christine D
Cc: Paschke, Matthew J
Subject: RE: VO Verbiage Updates for AES 12.3.1

Just one small discrepancy between this language and that in the Federal Register notice – were any entries submitted on October 10? The FR notice currently references entries submitted between October 3 and October 9 as being invalid; I can change that to October 10 if that is more correct. -Julia

Official - SBU
UNCLASSIFIED

From: Perry, Nicholas
Sent: Wednesday, October 11, 2017 8:48 AM
To: Corse, Gary R; Nantais, Joel D; Parker, Morgan A; Varnan, Beena M; Parker, Christine D; Follick, Julia
Cc: Paschke, Matthew J
Subject: RE: VO Verbiage Updates for AES 12.3.1

Add Julia Follick.

Nicholas J. Perry
Deputy Director of Legal Affairs, Visa Office
Bureau of Consular Affairs, U.S. Department of State
PerryN1@state.gov
(202) 485-7586

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 8:46 AM
To: Nantais, Joel D; Perry, Nicholas; Parker, Morgan A; Varnan, Beena M; Parker, Christine D

Cc: Corse, Gary R; Paschke, Matthew J
Subject: FW: VO Verbiage Updates for AES 12.3.1

Good morning!

VO/F and VO/L, Would you mind reviewing/clearing the draft language to be posted the current maintenance page after the DV-2019 registration period is restarted?

Suggested language for the top red box:

Due to a technical issue, the DV-2019 entry period that began on October 3 has been closed. Entries submitted during **October 3-10** are not valid and have been excluded from the system; they will not count as a duplicate entry. The technical issue has been resolved and a new full entry period will begin at noon, U.S. Eastern Daylight Time on Tuesday October 17, 2017 and will run until noon Eastern Standard Time on Tuesday November 21, 2017. Only entries submitted during this period will be accepted and considered for selection in the lottery. Please throw away any confirmation number or other documentation that you have if you submitted an entry during Oct. 3-10.

Suggested language for the lower red box:

DV-19 Entrants may enter their confirmation information through the link below starting at noon EDT on May 15, 2018. The DV-2019 entry period opened on October 17, 2017 and closed on November 21, 2017. Only confirmation information for entries submitted during this period will be valid for checking your status. DV-2019 Entrants should keep their confirmation number until September 30, 2019.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Tuesday, October 10, 2017 6:05 PM
To: Varnan, Beena M; Sherman, Richard M; Corse, Gary R; Beard, Christopher G; Bryant, Adam C; Lovitt, Darrell R
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Li, Ben Q
Subject: VO Verbiage Updates for AES 12.3.1
Importance: High

Hi All –

I understand that the verbiage for the AES pages are still being finalized. We just wanted to reach out to confirm the changes and display for the maintenance page, welcome page, submission (confirmation)

page, and thank you page (see screenshots below). Please review and provide approval/feedback on additional changes required ASAP.

Maintenance Page (current version on dvlottery.state.gov):

- Place VO-provided text in the top red box underneath the "Down for Maintenance" banner.
- Update the "2019 Entrant Status Check" verbiage (second red box) to read as follows: **(Please new confirm entry period will be from Oct 17 – Nov 21.)**
 "DV-2019 Entrants may enter their confirmation information through the link below in May 2018. The DV-2019 registration period will re-open on October 17, 2017, and will close on November 21, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019."
- Any other changes?



U.S. Department of State
Bureau of Consular Affairs

Electronic Diversity Visa Lottery

Down for Maintenance!

AES is currently down for maintenance. Please try again la

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opened on October 3, 2017, and closed on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

DV-2018 Entrants may enter their confirmation information through this web

Click the link below to check DV-2019 and DV-2018 Entrant

Check Status

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including reviewing the instructions, searching existing data sources, gathering the necessary data, reviewing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless it is required by law. If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to: PRA_E

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Welcome Page:

- Add new verbiage to welcome message (first red box) to explain new entry period and update the submission period dates. **Please confirm new entry period will be from Oct 17 – Nov 21.**
- **Is the current message in the “Entry Instructions” box (next to red arrow) confusing (text below)? Should we add more clarifying language?**
“Please read the DV-2019 Entry Instructions carefully. Entrants may be disqualified for not completing the entry form correctly or by submitting more than one entry. Use the link below to view the instructions.”
- Change dates under the “2019 Entrant Status Check” header (bottom red box). **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants. Please also confirm new entry period will be from Oct 17 – Nov 21.**
- **Any other changes?**

Electronic Diversity Visa Lottery

Welcome

Our State Department Web site for the 2019 Diversity Visa program (DV-2019) is now open. The entry submission period for DV-2019 is from 12:00PM EST (GMT -5) on October 3, 2017 to 12:00PM EST (GMT -5) on November 7, 2017. The entry form will only be available for submission during this period and this period is subject to the U.S. Postal Service.

After reading the instructions, click the "Begin Entry" button below to enter the DV Lottery

Entry Instructions

Please read the DV-2019 Entry Instructions carefully. Entrants may be disqualified for not completing the entry form correctly or by submitting an incorrect entry. Click the link below to view the instructions.

[DV-2019 Instructions](#)

Photo Tool

Before beginning the entry process, you can verify that your picture(s) comply with all requirements by clicking the link below.

[Photo Tool](#)

Entry Form

The entry form is prepared in two parts, one for the primary Entrant and one for derivatives (if any). Each part must be completed correctly and submitted in the correct order. After all parts are completed, the entry will be submitted to the DV-2019 Processing Center. Click the link below to begin the entry process.

[Begin Entry](#)

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opens on October 3, 2017, and closes on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

2018 Entrant Status Check

DV-2018 Entrants have until September 30, 2018 to enter their confirmation information through this website. The DV-2018 registration period closes on November 7, 2017, until November 7, 2018.

Click the link below to check DV-2019 and DV-2018 Entrant Status.

[Check Status](#)

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, reviewing and collecting the data, and reviewing the final collection. You do not have to supply this information unless it is required by law. Send comments regarding this burden estimate or any aspect of this collection of information, including suggestions for reducing this burden, to PRA_BurdenComment@DHS.gov.

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Submission Confirmation Page:

- Change header text from "Submission Confirmation: Entry Received" to "DV-2019 Submission Confirmation: Entry Received" and verify in printer friendly view. This will allow KCC to easily differentiate original entries (without "DV-2019" in header) from new entries when viewing the confirmation page.
- Change the date for ESC in confirmation message. **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants.**
- **Any other changes?**



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Bureau of Consular Affairs

Submission Confirmation: Entry Received

Success!

Your entry for the 2019 Diversity Visa Lottery program was received on Wednesday, October 11, 2017 at 1:54:43 AM EST. Please do **NOT** close this confirmation page or made a record of your Confirmation Number.

Entrant Name:	DSAFFD, QSADF SDF DADF
Confirmation Number:	201913W500MURGL
Year of Birth:	1981
Digital Signature:	438F03352A51C23987240AA31F38D09F431990A0

Thank you for your entry for the 2019 Diversity Visa Lottery.

Please either print this page or make a record of the confirmation number before closing this window. You will not be able to retrieve this window.

You must retain your confirmation number in order to check your entry status via **Entrant Status Check** between May 1, 2018 and September 30, 2018. If your entry was selected for further processing in the 2019 Diversity Visa Lottery, you will be **REQUIRED** to enter your confirmation number in our system in order to check on your entry status.

Selectees will not receive selectee notifications or letters by regular postal mail from the Kentucky Consular Center (KCC).

Do not submit additional Entry Forms with this person as the Primary Entrant! Multiple entries will disqualify the Entrant from participating in the Diversity Visa Lottery.

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Thank You Page (displays after DV-2019 registration period closes):

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- Any other changes?



U.S. Department of State
Bureau of Consular Affairs

Electronic Diversity Visa Lottery

Thank You!

The entry registration period for the 2018 Diversity Visa program (DV-2019) was between October 3, 2017 and November 21, 2017. The registration period is now finished.

DV Entrant Status Check

2019 Entrant Status Check

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DV-2018 Entrants may enter their confirmation information through this website.

Click the link below to check DV-2019 and DV-2018 Entrant Status

[Check Status](#)

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CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act. The information you provide on this form will be used to determine your eligibility for the Diversity Visa program. Your information will be stored in a database and will be available to U.S. Customs and Border Protection for immigration processing. Your information will be made available to a court which certifies that the information contained in such records is needed in a case pending before the court.

Thank you,

Jillian Robbins
NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs

(T) 202-255-1283 | (E) RobbinsJA@state.gov

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From: Perry, Nicholas
Sent: Wed, 11 Oct 2017 08:48:26 -0400
To: Corse, Gary R; Nantais, Joel D; Parker, Morgan A; Varnan, Beena M; Parker, Christine D; Follick, Julia
Cc: Paschke, Matthew J
Subject: RE: VO Verbiage Updates for AES 12.3.1

Add Julia Follick.

Nicholas J. Perry
Deputy Director of Legal Affairs, Visa Office
Bureau of Consular Affairs, U.S. Department of State
PerryN1@state.gov
(202) 485-7586

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 8:46 AM
To: Nantais, Joel D; Perry, Nicholas; Parker, Morgan A; Varnan, Beena M; Parker, Christine D
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Subject: FW: VO Verbiage Updates for AES 12.3.1

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Suggested language for the top red box:

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Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

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Importance: High

Hi All –

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- **Any other changes?**



U.S. Department of State
Bureau of Consular Affairs

Electronic Diversity Visa Lottery

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DV Entrant Status Check

2019 Entrant Status Check

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DV-2018 Entrants ha
entry through this web

Click the link below to check DV-2019 and DV-2018 Entrant

Check Status

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- Change dates under the “2019 Entrant Status Check” header (bottom red box). **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants. Please also confirm new entry period will be from Oct 17 – Nov 21.**
- **Any other changes?**

Submission Confirmation Page:

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- Change the date for ESC in confirmation message. **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants.**
- **Any other changes?**



Submission Confirmation: Entry Received

Success!

Your entry for the 2019 Diversity Visa Lottery program was received on Wednesday, October 11, 2017 at 1:54:43 AM EST. Please do **NOT** close this confirmation page or make a record of your Confirmation Number.

Entrant Name:	DSAFED, QSADF SDF DADF
Confirmation Number:	201913W500ML9CRL
Year of Birth:	1981
Digital Signature:	438FD3352A51C23962240AA31F380D9F431990A8

Thank you for your entry for the 2019 Diversity Visa Lottery.

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You must retain your confirmation number in order to check your entry status via **Entrant Status Check** between May 1, 2018 and September 30, 2018. If your entry was selected for further processing in the 2019 Diversity Visa Lottery, you will be **REQUIRED** to enter your confirmation number in our system in order to check on your entry status.

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Thank You Page (displays after DV-2019 registration period closes):

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- Any other changes?



Electronic Diversity Visa Lottery

Thank You!

The entry registration period for the 2018 Diversity Visa program (DV-2019) was between October 3, 2017 and November 21, 2017. The registration period is now finished.

DV Entrant Status Check

2019 Entrant Status Check

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[Check Status](#)

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including reviewing the instructions, gathering the necessary data, reviewing the information and/or documents required, and reviewing the final collection. You do not have to supply the information if it does not affect your operation. If you estimate that this collection of information is no longer necessary for your operation, you should advise the Bureau of Economic Analysis, Paperwork Reduction Project (1545-0047). If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to the Office of Management and Budget, Paperwork Reduction Project (1545-0047).

CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act. The information you provide on this form will be used to determine your eligibility for the Diversity Visa program. Your information will be stored in a database and may be made available to a court which certifies that the information contained in such records is needed in a case pending before the court.

Thank you,

Jillian Robbins
 NCS Development Team
 Deloitte Consulting, LLP
 U.S. Department of State | Bureau of Consular Affairs

(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA/ST/PSDD

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From: Sherman, Richard M
Sent: Tue, 10 Oct 2017 18:32:17 -0400
To: Robbins, Jillian A;Varnan, Beena M;Corse, Gary R;Beard, Christopher G;Bryant, Adam C;Lovitt, Darrell R
Cc: Siddle, Gail L;CA-CST-NCS Mgmt Team;Pasatiempo, Gary A;Bae, Heather;Seratte, Kathlene A;Li, Ben Q;Paschke, Matthew J;Corse, Gary R;Rieff, Jason B
Subject: RE: VO Verbiage Updates for AES 12.3.1

Suggested language for the top red box: Due to an issue in properly accounting for country of eligibility, the DV-2019 entry period that began on October 3 has been closed. Entries submitted during October 3-10 are not valid and have been excluded from the system; they will not count as a duplicate entry. The technical issue has been resolved and a new full entry period will begin at noon, U.S. Eastern Daylight Time on Tuesday October 17, 2017 and will run until noon Eastern Standard Time on Tuesday November 21, 2017. Only entries submitted during this period will be accepted and considered for selection in the lottery. Please throw away any confirmation number or other documentation that you have if you submitted an entry during Oct. 3-10.

Suggested language for the lower red box: DV-19 Entrants may enter their confirmation information through the link below starting at noon EDT on May 15, 2018. The DV-2019 entry period opened on October 17, 2017 and closed on November 21, 2017. Only confirmation information for entries submitted during this period will be valid for checking your status. DV-2019 Entrants should keep their confirmation number until September 30, 2019.

The above is draft language until fully cleared by VO and CST.

Rich

Richard M. Sherman
Management Consultant
Contractor, Quality Support Inc. for Dept. of State
CA/VO/I, SA-17, Room 11.410A
202-485-7544
shermanrm@state.gov

Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Tuesday, October 10, 2017 6:05 PM
To: Varnan, Beena M; Sherman, Richard M; Corse, Gary R; Beard, Christopher G; Bryant, Adam C; Lovitt, Darrell R
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Li, Ben Q
Subject: VO Verbiage Updates for AES 12.3.1
Importance: High

Hi All –

I understand that the verbiage for the AES pages are still being finalized. We just wanted to reach out to confirm the changes and display for the maintenance page, welcome page, submission (confirmation) page, and thank you page (see screenshots below). Please review and provide approval/feedback on additional changes required ASAP.

Maintenance Page (current version on dvlottery.state.gov):

- Place VO-provided text in the top red box underneath the “Down for Maintenance” banner.
- Update the “2019 Entrant Status Check” verbiage (second red box) to read as follows: **(Please new confirm entry period will be from Oct 17 – Nov 21.)**
“DV-2019 Entrants may enter their confirmation information through the link below in May 2018. The DV-2019 registration period will re-open on October 17, 2017, and will close on November 21, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.”
- Any other changes?



U.S. Department of State
Bureau of Consular Affairs

Electronic Diversity Visa Lottery

Down for Maintenance!

AES is currently down for maintenance. Please try again later.

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opened on October 3, 2017, and closed on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

DV-2018 Entrants may enter their confirmation information through this web page.

Click the link below to check DV-2019 and DV-2018 Entrant Status.

Check Status

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including reviewing the instructions, searching existing data sources, gathering the data, reviewing the information, providing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless it is required by law. If you have comments on this burden estimate and/or recommendations for reducing it, please send them to: PRA, Paperwork Reduction Project (0604-0188), Washington, DC 20503.

CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act. The information you provide will be used for the formulation, amendment, administration, or enforcement of the immigration and naturalization laws. Your information may be made available to a court which certifies that the information contained in such records is needed in a case pending before the court.

USA.gov | travel.state.gov | Top of page

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Welcome Page:

- Add new verbiage to welcome message (first red box) to explain new entry period and update the submission period dates. **Please confirm new entry period will be from Oct 17 – Nov 21.**
- **Is the current message in the "Entry Instructions" box (next to red arrow) confusing (text below)? Should we add more clarifying language?**

"Please read the DV-2019 Entry Instructions carefully. Entrants may be disqualified for not completing the entry form correctly or by submitting more than one entry. Use the link below to view the instructions."

- Change dates under the “2019 Entrant Status Check” header (bottom red box). **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants. Please also confirm new entry period will be from Oct 17 – Nov 21.**
- **Any other changes?**

Electronic Diversity Visa Lottery

Welcome

Our State Department Web site for the 2019 Diversity Visa program (DV-2019) is now open. The entry submission period for DV-2019 is from 12:00PM EST (GMT -5) on October 3, 2017 to 12:00PM EST (GMT -5) on November 7, 2017. The entry form will only be available for submission during this period and this period is subject to change by the U.S. Postal Service.

After reading the instructions, click the "Begin Entry" button below to enter the DV Lottery

Entry Instructions

Please read the DV-2019 Entry Instructions carefully. Entrants may be disqualified for not completing the entry form correctly or by submitting an incomplete form. Click the link below to view the instructions.

[DV-2019 Instructions](#)

Photo Tool

Before beginning the entry process, you can verify that your picture(s) comply with all requirements by clicking the link below.

[Photo Tool](#)

Entry Form

The entry form is prepared in two parts, one for the primary Entrant and one for derivatives (if any). Each part must be completed correctly. After all parts are completed, the entry will be submitted to the DV-2019 Processing Center. Click the link below to begin the entry process.

[Begin Entry](#)

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opens on October 3, 2017, and closes on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

2018 Entrant Status Check

DV-2018 Entrants have until September 30, 2018 to enter their confirmation information through this website. The DV-2018 registration period opens on October 3, 2016, and closes on November 7, 2016, until November 7, 2016.

Click the link below to check DV-2019 and DV-2018 Entrant Status.

[Check Status](#)

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including time required for reviewing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless it is necessary for the collection of information. Send comments regarding this burden estimate or any aspect of this collection of information, including suggestions for reducing this burden, to PRA_BurdenComment@DHS.gov. Do not send information to this collection unless you have received a request for information from the U.S. Postal Service.

CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act (INA Section 222). Records shall be considered confidential and shall be used only for the formulation, amendment, administration, or enforcement of the immigration, nationality, and visa records. Information may be made available to a court which certifies that the information contained in such records is needed in a case pending before the court.

Submission Confirmation Page:

- Change header text from "Submission Confirmation: Entry Received" to "DV-2019 Submission Confirmation: Entry Received" and verify in printer friendly view. This will allow KCC to easily differentiate original entries (without "DV-2019" in header) from new entries when viewing the confirmation page.
- Change the date for ESC in confirmation message. **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants.**
- **Any other changes?**



Submission Confirmation: Entry Received

Success!

Your entry for the 2019 Diversity Visa Lottery program was received on Wednesday, October 11, 2017 at 1:54:43 AM EST. Please do **NOT** close this window or refresh the confirmation page or made a record of your Confirmation Number.

Entrant Name: DSAFFD, QSADF SDF DADF
Confirmation Number: 201913W500MU90RL
Year of Birth: 1981
Digital Signature: 438FD3352A51C239E2240AA31F038009F431990A0

Thank you for your entry for the 2019 Diversity Visa Lottery.

Please either print this page or make a record of the confirmation number before closing this window. You will not be able to retrieve this window.

You must retain your confirmation number in order to check your entry status via **Entrant Status Check** between May 1, 2018 and September 30, 2018. If your entry was selected for further processing in the 2019 Diversity Visa Lottery, you will be **REQUIRED** to enter your confirmation number in confirmation order to check on your entry status.

Selectees will not receive selectee notifications or letters by regular postal mail from the Kentucky Consular Center (KCC).

Do not submit additional Entry Forms with this person as the Primary Entrant! Multiple entries will disqualify the Entrant from participating in the Diversity Visa Lottery.

USA.gov | travel.state.gov | Welcome Page | Top of Page

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Thank You Page (displays after DV-2019 registration period closes):

- Update dates in thank you message (top red box) **Please confirm new entry period will be from Oct 17 – Nov 21. Any other verbiage?**
- Update the "2019 Entrant Status Check" verbiage (second red box) to read as follows: **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants. Please also confirm new entry period will be from Oct 17 – Nov 21.**

"DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May XX, 2018. The DV-2019 registration period opened on May 1, 2018."

October 17, 2017, and closed on November 21, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.”

- Any other changes?



Electronic Diversity Visa Lottery

Thank You!

The entry registration period for the 2018 Diversity Visa program (DV-2019) was between October 3, 2017 and November 21, 2017. The registration period is now finished.

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opened on October 3, 2017, and closed on November 21, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

DV-2018 Entrants may enter their confirmation information through this website.

Click the link below to check DV-2019 and DV-2018 Entrant Status

[Check Status](#)

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including reviewing the instructions, searching existing data sources, gathering the data, reviewing the information and/or documents required, and reviewing the final collection. You do not have to supply the information if it does not affect your operation. If you estimate that this collection of information is no longer necessary for your operation, please send your comments to Washington, DC 20503. If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to the Office of Management and Budget, Paperwork Reduction Project (1545-0047), Washington, DC 20503.

CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act. The information you provide on this form will be used for the formulation, amendment, administration, or enforcement of the immigration and naturalization laws. Your information may be made available to a court which certifies that the information contained in such records is needed in a case pending before it.

Thank you,

Jillian Robbins
 NCS Development Team
 Deloitte Consulting, LLP
 U.S. Department of State | Bureau of Consular Affairs

(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA COST/PSDD

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From: Herndon, Megan
Sent: Fri, 13 Oct 2017 10:17:31 -0400
To: Thomas, French L
Cc: Follick, Julia
Subject: DS-5 Status

French,

Can we please get the status of the pending DS-5 for the Diversity Visa republication? The documents are ready to go to the Federal Register and we are now waiting for the form. If the request for funding or to expedite needs to be elevated, please let me know. This has very high level interest and it is important that we do everything we can to move this along.

Megan

Megan B. Herndon
Chief, Legislation and Regulations, Visa Office
U.S. Department of State
600 19th Street NW
SA-17, 12th Floor, Room 406
Washington, DC 20006
(202) 485-7440

**Official
UNCLASSIFIED**

From: Cordell, Jenny R
Sent: Fri, 13 Oct 2017 13:29:32 +0000
To: Cordell, Jenny R;Follick, Julia
Subject: Missed conversation with Cordell, Jenny R

cordelljr@state.gov [8:49 AM]:

Good morning!

I have a question -

Follick, Julia [8:49 AM]:

good morning

Cordell, Jenny R [8:49 AM]:

we anticipate getting the signed FedReg piece soon, and the FO anticipates this hitting the press.

How long will it take to be published?

Follick, Julia [8:50 AM]:

We are hoping it will be published, or at least made publically available on the Federal Register website, by Wednesday or Thursday at the latest

we have everything ready to send off today, and we will request expedited publication, but it usually takes at least a few days

Cordell, Jenny R [8:51 AM]:

ok

will let folks know

Follick, Julia [8:52 AM]:

thanks! were you able to get that sentence that L/CA added into the version to be signed?

Cordell, Jenny R [8:56 AM]:

yes

at least I think so!

Follick, Julia [8:56 AM]:

great!

Cordell, Jenny R [9:27 AM]:

Does the notice have to be published before we restart? Just checking.....and making sure we are set for October 18 restart.

FO is asking I confirm.

Again.

From: Perry, Nicholas
Sent: Wed, 11 Oct 2017 13:31:54 -0400
To: Herndon, Megan; Follick, Julia
Subject: Fw: DV intake paused

FYI.

From: Corse, Gary R <CorseGR@state.gov>
Sent: Wednesday, October 11, 2017 1:30 PM
To: King, Karin M; Slattery, Phillip T; Parker, Morgan A; Perry, Nicholas; Grewe, Brenda L; Nantais, Joel D
Cc: Corse, Gary R; Paschke, Matthew J
Subject: RE: DV intake paused

Good afternoon,

Here are the latest updates on the DV-2019 issue:

- Yesterday, VO/I informed CST to re-start the DV program with a clean slate next week on 17OCT2017 and end the program on 21NOV2017.
- Due to the later-than-normal DV registration end date of 21NOV2017, KCC is planning to push the selectee announcement date forward two weeks (May 15th, vice May 1st).
- VO/I submitted updated language on various DV website pages to inform applicants to reapply. As soon as VO/F clears its public TPs and gives the OK, the language will be deployed to the public, in sync.
- CST will move 2.1 million applicants (1.8 applications) affected to a separate repository and link it to the application [status check site](#). When an affected applicant enters their application number, a prompt will advise the applicant to re-apply.
- CST should be finishing up testing today. There were no critical issues to report during testing. CST is technically on track to restart DV on Oct. 17th.
- VO/L is working on submitting an updated Federal Register notice.

Please let me know if you have any questions.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Tuesday, October 10, 2017 8:45 AM
To: King, Karin M; Ramotowski, Edward J

Cc: Slattery, Phillip T; Parker, Morgan A; Corse, Gary R
Subject: RE: DV intake paused

Good morning,

Yesterday, CST uncovered a problem with data stored for the Eligibility Country field for records within the DV-2019 database. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database instead (for example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country). It has to do with a script error which pulls data from question's 5 and 6 (below). Because of the error, CST cannot differentiate between accurate and inaccurate records within the applications to date (2.1 million applicants thus far). The DV site was brought down yesterday evening for "maintenance" and the development team already created a fix and is pending a final test. I'm awaiting on a timeline on when testing will be complete in order to bring the site back up.

There are several considerations we'll need to work through to ensure we haven't given a disadvantage to those who've already applied and may need to ask those affected entrants to reapply.

We'll keep you updated as we move forward.

Thank you, Gary

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program. please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country...

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: King, Karin M
Sent: Tuesday, October 10, 2017 7:47 AM
To: Ramotowski, Edward J; Corse, Gary R
Cc: Slattery, Phillip T; Parker, Morgan A
Subject: DV intake paused

Ed –

Due to a technical issue, we have temporarily had to pause DV processing. Looping in Gary, who can provide more details (Matt is out this week due to a death in the family).

Karin

Karin King
Managing Director
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State
(202) 485-7561

Official
UNCLASSIFIED

From: Rivera, Ernesto
Sent: Fri, 13 Oct 2017 12:50:27 -0400
To: Follick, Julia;Herndon, Megan
Cc: FederalRegister
Subject: RE: An Option RE: URGENT Federal Register Notice for Publication

Julia... I have the new one ready.

Ernesto Rivera
Administrative Officer
Office of Directives Management
U.S. Department of State
SA-22, Suite 2400
1800 G Street NW
Washington, DC
(202) 312-9619 (Direct line)
(202) 312-9603 (Fax)

Official - SBU
UNCLASSIFIED

From: Follick, Julia
Sent: Friday, October 13, 2017 12:48 PM
To: Herndon, Megan; Rivera, Ernesto
Cc: FederalRegister
Subject: RE: An Option RE: URGENT Federal Register Notice for Publication

Great, I will work with the Specials to get the updated version resigned and back to Ernesto as soon as possible.

Official - SBU
UNCLASSIFIED

From: Herndon, Megan
Sent: Friday, October 13, 2017 12:47 PM
To: Follick, Julia; Rivera, Ernesto
Cc: FederalRegister
Subject: RE: An Option RE: URGENT Federal Register Notice for Publication

Yes, that's fine. Thank you both.

Megan B. Herndon
Chief, Legislation and Regulations, Visa Office
U.S. Department of State
600 19th Street NW

SA-17, 12th Floor, Room 406
Washington, DC 20006
(202) 485-7440

Official - SBU
UNCLASSIFIED

From: Follick, Julia
Sent: Friday, October 13, 2017 12:46 PM
To: Rivera, Ernesto; Herndon, Megan
Cc: FederalRegister
Subject: RE: An Option RE: URGENT Federal Register Notice for Publication

Thanks, Ernesto, for your quick work. I think it is fine to just strike the legal citations from the summary, as in the attached. The most important citation is already included in the "Program Overview" section.

Megan, do you agree?

Official - SBU
UNCLASSIFIED

From: Rivera, Ernesto
Sent: Friday, October 13, 2017 12:44 PM
To: Follick, Julia; Herndon, Megan
Cc: FederalRegister
Subject: An Option RE: URGENT Federal Register Notice for Publication
Importance: High

Julia,
Here is another option, highlighted in yellow on the document, as promised. FYI, the whole sentence in yellow could be reworded, as long as it remained in the SUPPLEMENTARY INFORMATION section.

Ernesto Rivera
Federal Register Liaison
Office of Directives Management
U.S. Department of State
SA-22, Suite 2400
1800 G Street NW
Washington, DC
(202) 312-9619 (Direct line)
(202) 312-9603 (Fax)

Official - SBU

UNCLASSIFIED

From: FederalRegister
Sent: Friday, October 13, 2017 12:17 PM
To: Follick, Julia; Herndon, Megan
Cc: FederalRegister
Subject: RE: URGENT Federal Register Notice for Publication
Importance: High

Hello Julia,
The Office of the Federal Register wont publish the document as written. The SUMMARY would be an issue because it can not have legal citations. They need to be inserted somewhere else in the document. I am still looking at the rest of the document.

Ernesto Rivera
Federal Register Liaison
Office of Directives Management
U.S. Department of State
SA-22, Suite 2400
1800 G Street NW
Washington, DC
(202) 312-9619 (Direct line)
(202) 312-9603 (Fax)

Official - SBU
UNCLASSIFIED

From: Follick, Julia
Sent: Friday, October 13, 2017 11:47 AM
To: FederalRegister
Cc: Herndon, Megan
Subject: URGENT Federal Register Notice for Publication

Hello,

Attached please find the documents for publication of a Federal Register notice announcing changes to the entry period for the Diversity Visa program, including a signed and locked copy of the notice, the notice in an editable format, the DS-5, and a clearance sheet. A similar notice was published in September 2017, but due to unforeseen technical issues, we need to update the notice as soon as possible, ideally before the entry period re-starts on Wednesday, October 18.

Thanks in advance for your quick work on this. If you need any further documentation or information, please don't hesitate to ask.

Regards,
Julia

Julia Follick

Attorney Advisor, CA/VO/L/R
Bureau of Consular Affairs, Visa Office
(202) 485-7628
FollickJ@state.gov

**Official - SBU
UNCLASSIFIED**

From: Taylor, Sydney S
Sent: Thu, 12 Oct 2017 13:20:25 -0400
To: Thomas, French L
Cc: Follick, Julia
Subject: RE: DS-5 for DV-2019 Registration

Hi French,

The DS-5 form needs to be expedited because CA/VO needs to republish it in the Federal Register. The DV program has already started and there was a technical glitch that requires the DV Notice to be republished. We are currently receiving record breaking applicants and the public needs to be notified.

Official
UNCLASSIFIED

From: Thomas, French L
Sent: Thursday, October 12, 2017 1:17 PM
To: Taylor, Sydney S
Subject: RE: DS-5 for DV-2019 Registration

Need to know why this need to be expedited.

Official
UNCLASSIFIED

From: Taylor, Sydney S
Sent: Thursday, October 12, 2017 1:13 PM
To: Thomas, French L
Cc: Taylor, Colleen; Follick, Julia
Subject: DS-5 for DV-2019 Registration

Hi French,

Attached is the DS-5 for the DV-2019 program. Can we get this signed and approved ASAP?

Thank you!

Sydney

Sydney Taylor
Visa Analyst
CA/VO/L/R
202-485-7635
12.524A

Official

UNCLASSIFIED

From: Perry, Nicholas
Sent: Tue, 10 Oct 2017 12:36:21 -0400
To: Herndon, Megan; Follick, Julia
Subject: RE: DV Issues

Let's discuss it as part of the 2 pm managers meeting.

Nicholas J. Perry
Deputy Director of Legal Affairs, Visa Office
Bureau of Consular Affairs, U.S. Department of State
PerryN1@state.gov
(202) 485-7586

Official - Transitory
UNCLASSIFIED

From: Herndon, Megan
Sent: Tuesday, October 10, 2017 12:23 PM
To: Perry, Nicholas; Follick, Julia
Subject: RE: DV Issues

OK, Nick. Let me know when is a good time for me to stop by.

Megan

Megan B. Herndon
Chief, Legislation and Regulations, Visa Office
U.S. Department of State
600 19th Street NW
SA-17, 12th Floor, Room 406
Washington, DC 20006
(202) 485-7440

Official - Transitory
UNCLASSIFIED

From: Perry, Nicholas
Sent: Tuesday, October 10, 2017 12:17 PM
To: Herndon, Megan; Follick, Julia
Subject: RE: DV Issues

Julia got all she knows from me so it may best if I update you.

Nicholas J. Perry
Deputy Director of Legal Affairs, Visa Office
Bureau of Consular Affairs, U.S. Department of State

PerryN1@state.gov
(202) 485-7586

Official - Transitory
UNCLASSIFIED

From: Herndon, Megan
Sent: Tuesday, October 10, 2017 12:14 PM
To: Follick, Julia
Cc: Perry, Nicholas
Subject: RE: DV Issues

Thanks, Julia. Can you update me on what's going on at your convenience?

Megan B. Herndon
Chief, Legislation and Regulations, Visa Office
U.S. Department of State
600 19th Street NW
SA-17, 12th Floor, Room 406
Washington, DC 20006
(202) 485-7440

Official - Transitory
UNCLASSIFIED

From: Follick, Julia
Sent: Tuesday, October 10, 2017 12:08 PM
To: Herndon, Megan
Cc: Perry, Nicholas
Subject: DV Issues

Hi Megan,

I just spoke with Nick about the DV issues that arose this weekend and are likely to be ongoing over the next few days. Since I have the IV portfolio, I don't think there is anyone else better positioned to handle this. Unless you think this should go to someone else, I will take the work that arises from this.

Thanks,
Julia

Julia Follick
Attorney Advisor, CA/VO/L/R
Bureau of Consular Affairs, Visa Office
(202) 485-7628
FollickJ@state.gov

**Official
UNCLASSIFIED**

From: Herndon, Megan
Sent: Thu, 12 Oct 2017 13:47:54 -0400
To: Watkins, Pamela K
Cc: Freer, Janet M;Follick, Julia
Subject: RE: CA will have an urgent Federal Register notice

OK. Thank you so much! Our folks who work with you closest are out this week. I believe we have everything we need.

Megan B. Herndon
Chief, Legislation and Regulations, Visa Office
U.S. Department of State
600 19th Street NW
SA-17, 12th Floor, Room 406
Washington, DC 20006
(202) 485-7440

Official
UNCLASSIFIED

From: Watkins, Pamela K
Sent: Thursday, October 12, 2017 1:47 PM
To: Herndon, Megan
Cc: Freer, Janet M; Follick, Julia
Subject: RE: CA will have an urgent Federal Register notice

Megan,

It should be nothing special; just a word document that list the clearances. Also, the initial draft documents should be sent to FederalRegister@state.gov. The Federal Register liaison will assist you with its publication.

If you have further questions regarding public notices, please email Pamela Hardy or Ernesto Rivera at FederalRegister@state.gov.

Thanks!

Pam

This email is UNCLASSIFIED.

From: Herndon, Megan
Sent: Thursday, October 12, 2017 1:00 PM

To: Watkins, Pamela K
Cc: Freer, Janet M; Follick, Julia
Subject: RE: CA will have an urgent Federal Register notice

Pamela-

Is it just a regular clearance sheet, or is there a special one?

Megan

Megan B. Herndon
Chief, Legislation and Regulations, Visa Office
U.S. Department of State
600 19th Street NW
SA-17, 12th Floor, Room 406
Washington, DC 20006
(202) 485-7440

Official
UNCLASSIFIED

From: Watkins, Pamela K
Sent: Thursday, October 12, 2017 12:57 PM
To: Herndon, Megan
Cc: Freer, Janet M; Follick, Julia
Subject: RE: CA will have an urgent Federal Register notice

Megan,

You will also need the clearance sheet.

Pam

This email is UNCLASSIFIED.

From: Herndon, Megan
Sent: Thursday, October 12, 2017 12:54 PM
To: Watkins, Pamela K
Cc: Freer, Janet M; Follick, Julia
Subject: CA will have an urgent Federal Register notice

Pam,

I want to let you know that CA is preparing a Federal Register notice that we need published next week- ideally Wednesday or Thursday. This is an amended notice regarding the Diversity Visa lottery that is

needed due to the fact that we had a technical malfunction, and need to stop, then restart the application dates.

Will we need anything other than the notice itself and the DS-5?

Megan

Megan B. Herndon
Chief, Legislation and Regulations, Visa Office
U.S. Department of State
600 19th Street NW
SA-17, 12th Floor, Room 406
Washington, DC 20006
(202) 485-7440

Official - SBU
UNCLASSIFIED

From: Taylor, Sydney S
Sent: Thu, 12 Oct 2017 13:08:20 -0400
To: Herndon, Megan
Cc: Follick, Julia
Subject: RE: DS-5
Attachments: DS-5 CA.VO Diversity Immigration Visa Program.pdf

Hi all,

The DS-5 for the Diversity Visa program has already been filled out and signed back in August. I attached it. I am assuming this is for the DV program... correct?

Official
UNCLASSIFIED

From: Herndon, Megan
Sent: Thursday, October 12, 2017 1:02 PM
To: Taylor, Sydney S
Cc: Follick, Julia
Subject: DS-5

Sydney-

Do you know how to do the DS-5 (pay for publication in Federal Register)? We will want it filled out ASAP, then to French to grease the wheels on it.

Megan

Megan B. Herndon
Chief, Legislation and Regulations, Visa Office
U.S. Department of State
600 19th Street NW
SA-17, 12th Floor, Room 406
Washington, DC 20006
(202) 485-7440

Official - Transitory
UNCLASSIFIED



U.S. Department of State
**REQUISITION FOR PUBLISHING,
REPRODUCTION, AND DISTRIBUTION
SERVICES**

Security
Classification

Work Order
Number (For
GPS Use Only)

Request Date
(mm-dd-yyyy)

Due Date
(mm-dd-yyyy)

08-16-2017 08-21-2017

SECTION 1: SERVICE CATEGORY

Service Category: Federal Register Publication

SECTION 2: REQUESTOR'S INFORMATION

Contact Person	Taylor, Sydney	E-mail Address	taylorss@state.gov		
Telephone Number	202-485-7637	Office Symbol	Room Number	Building	
		CA/VO/L/R	12.524A	SA-17	

SECTION 3: JOB INFORMATION

Title of job to be reproduced or Title of Job
Registration for the Diversity Immigration (DV-2019) Visa Program

SECTION 4: AUTHORIZATION

Name of Authorizing Official	Phone Number	E-mail Address	Estimated Cost
Mela Fitzgerald	(202) 485-7407	FitzgeraldMelaR2@State.gov	
Authorizing Official Signature		Date (mm-dd-yyyy)	
<i>Mela Fitzgerald</i>		8/24/17	
Appropriation	Allotment	Obligation Number	Organization Code
19X013.6	10+9	709100	280000
			Function Code
			4310
			Object Code
			2488
			Amount
			\$500.00

DS-5
06-2016

US/1411 8/25/2017

From: Beard, Christopher G
Sent: Thu, 12 Oct 2017 07:41:37 -0600
To: Corse, Gary R; Varnan, Beena M; McNeil, Matthew C
Cc: Nantais, Joel D
Subject: RE: DV Restart TPs in Sharepoint

Thanks for the update on the emails. TPs clear for KCC.
Chris

Official - Transitory
UNCLASSIFIED

From: Corse, Gary R
Sent: Thursday, October 12, 2017 9:38 AM
To: Varnan, Beena M; McNeil, Matthew C; Beard, Christopher G
Cc: Nantais, Joel D
Subject: RE: DV Restart TPs in Sharepoint

Done. Thanks.

Also, Karin cleared the email language so I'll be passing this to CST soon with instructions.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Varnan, Beena M
Sent: Thursday, October 12, 2017 9:07 AM
To: McNeil, Matthew C; Corse, Gary R; Beard, Christopher G
Cc: Nantais, Joel D
Subject: DV Restart TPs in Sharepoint
Importance: High

Morning Matt, Gary & Chris,

Please take another look at the DV Restart TPs which I just sent to you in sharepoint. I know you already cleared but CAPress had substantive edits and CST also cleared. Matt, can you please especially take a look at the question about the technical issue – not sure if that is worth mentioning or omitting altogether. I would appreciate VO/L's feedback. Please review as soon as you can.

Thanks!

Beena Varnan
Visa Policy Analyst
CA/VO/F
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

Official
UNCLASSIFIED

From: Kerr, Stephen M
Sent: Thu, 12 Oct 2017 13:10:53 -0400
To: Perry, Nicholas
Cc: Herndon, Megan; Follick, Julia; Osborn, Judith L
Subject: RE: DV Technical Issue Heads Up
Attachments: AM - Restarting the Diversity Visa-2019 Registration Period.docx, Tab 1 - DV-2019 Restart Public Notice.docx

Hi Nick,

L/CA agrees that the general plan makes sense. For your information, I sent Julian and Megan the attached proposed edits to the federal register notice and comments to the AM. Most importantly, I expressed that I think we need to be more explicit in the notice about not considering the DV entries received to date. (It was made clear in the AM, but not the federal register notice.)

Best,

Steve

Official
UNCLASSIFIED

From: Osborn, Judith L
Sent: Thursday, October 12, 2017 1:07 PM
To: Perry, Nicholas
Cc: Herndon, Megan; Follick, Julia; Kerr, Stephen M
Subject: RE: DV Technical Issue Heads Up

Thanks, Nick. Looping in Steve Kerr who discussed this with me this morning.

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UNCLASSIFIED

From: Perry, Nicholas
Sent: Thursday, October 12, 2017 1:06 PM
To: Osborn, Judith L
Cc: Herndon, Megan; Follick, Julia
Subject: DV Technical Issue Heads Up

Judy,

I wanted to give L/CA a heads up on a technical issue that will result in CA re-starting the DV registration. On October 3, CA started the registration period for FY 2019. Over the weekend, CA/CST discovered a technical issue that was resulting in the system not capturing the data from one of the questions answered, specifically those who were claiming eligibility based on a country other than the

country of birth. While a small percentage of entrants would be affected by the issue, there is no way to identify the impacted entrants.

The DV registration was shut down on Monday. CST and VO are planning on restarting the registration afresh with the issue fixed, probably next week. Aliens who have already registered in the week it was open, will need to register again. We will publish the new dates in the Federal Register. The new period will run as long as the old one was scheduled to and that will give time for selectees to be determined and notified.

Let us know if you have any questions.

Nick

Nicholas J. Perry
Deputy Director of Legal Affairs, Visa Office
Bureau of Consular Affairs, U.S. Department of State
PerryN1@state.gov
(202) 485-7586

Official
UNCLASSIFIED



United States Department of State

Washington, D.C. 20520

SENSITIVE BUT UNCLASSIFIED

October 11, 2017/October 12, 2017

ACTION MEMO FOR ASSISTANT SECRETARY RISCH (M)

FROM: CA/VO – Edward T. Ramotowski

SUBJECT: (SBU) Restarting the Diversity Visa-2019 Registration Period

Recommendation(s)

(SBU) That you approve restarting the Diversity Visa-2019 registration period and sign the attached Federal Register notice. (Approve/Disapprove by 10/11/17/10/12/17)

Background

(SBU) On October 3, the 2019 Diversity Visa (DV) lottery registration period opened worldwide for with an anticipated registration period of 35 days. On October 9, during routine statistical analysis, CA/CST uncovered a discrepancy in which data collected from two questions within the application form not replicating to the database

1.8 million applications received to date. To prevent further applications from encountering this issue and to solve the data replication issue, VO and CST agreed to close down the DV registration site for maintenance on the same day.

While CST corrected the discrepancy for all future applications submitted, it concluded there is no way to filter out and repair the unknown subset of the 1.8 million applications already submitted due to lack of data. Therefore, there is no way to differentiate between affected and unaffected applications submitted to date.

To ensure VO/CA does not unfairly disadvantage any subset of applicants, VO proposes to completely restart the DV-2019 registration period, starting October 11, 2017 until November 21, 2017. Completely restarting DV-2019 will negate all DV applications received to date, requiring affected applicants to apply again. With your approval, VO will coordinate with CST to restart DV-2019 and notify affected applicants to reapply through email correspondence, a notification on the DV application status check webpage, and in coordination with CA P, revised outreach campaigns at posts. This will also require a new Federal Register notice, currently under review attached for your signature. Working with CA P, we will also provide appropriate public affairs guidance.

DV Program Overview

The Department of State administers the Congressionally-mandated Diversity Immigrant Visa Program annually. Section 203(c) of the Immigration and Nationality Act (INA) provides for a class of immigrants known as "diversity immigrants" from countries with historically low rates of immigration to the United States. For Fiscal Year 2019, 50,000 Diversity Visas (DVs) will be available.

Commented [SPK1]: This AM does not address how much lead time there was between publication of the federal register notice about the first registration period and the beginning of that registration period.

Recommend giving that lead time between the publication of the new federal register notice and the opening of the new registration period.

Also, VO may want to consider keeping the registration period open longer than normal if possible, to accommodate individuals who submitted entries during the first registration period, but may be less available during the second registration period. (For example, an individual could have planned to be in a location where s/he could submit an entry during the first registration period, but to thereafter be in a location where submitting an entry is more difficult. A longer registration period might accommodate such an individual.)

Commented [C2]: VO/I and VO/DO are interested in taking this step to send out an email with canned language to affected applicants. This was done in the past for the DV program.

Commented [BCG3]: Emails would direct the affected entrants to check the entry system for a message, which is consistent with DV anti-fraud practice.

Commented [SPK4]: Will there be any press statements to get the word out, if such is done normally for a DV registration period?

Commented [NFP5]: If the draft Federal Register notice is cleared at the same time this, then we could add signing the Fed. Register notice to this memo.

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-2-

Applicants who are selected in the program (“selectees”) must meet simple but strict eligibility requirements to qualify for a diversity visa. The Department of State determines selectees through a randomized computer drawing. The Department of State distributes diversity visas among six geographic regions, and no single country may receive more than seven percent of the available DVs in any one year. Applicants may only register once per registration period, or face disqualification.

Attachment:

Tab 1 – Federal Register notice

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SENSITIVE BUT UNCLASSIFIED

-3-

Approved: CA/VO: Edward T. Ramotowski

Drafted: CA/VO/I – Gary Corse, ext. 5-7547 and cell: 202-390-1948

Cleared:	CA/VO: KKing	()
	CA/VO/L: NPerry	(ok)
	CA/VO/L/R: JFollick	(ok)
	CA/VO/F: MParker	(ok)
	CA/VO/F: JNantais	(ok)
	CA/VO/DO: PSlattery	(ok)
	CA/VO/I: RSherman	(ok)
	CA/P: KLang	(ok)
	CA/FPP: SAshby	(ok)

Billing Code:

DEPARTMENT OF STATE

Public Notice:

Bureau of Consular Affairs: Registration for the Diversity Immigrant (DV-2019) Visa Program

AGENCY: Department of State

ACTION: Notice.

SUMMARY: This public notice provides information on changes to the application process for the DV-2019 Program due to unforeseen technical issues and is issued pursuant to 22 CFR 42.33(b)(3), implementing sections 201(a)(3), 201(e), 203(c), and 204(a)(1)(I) of the Immigration and Nationality Act, as amended. (8 U.S.C. 1151, 1153, and 1154(a)(1)(I)).

Changes to the Entry Period

The registration period for the DV-2019 DV program began at noon, Eastern Daylight Time (EDT) (GMT-4), Tuesday, October 3, 2017. Due to unforeseen technical issues with the application systems, the Department did not receive all required information from entries submitted between Tuesday, October 3, 2017 and ~~Monday~~Tuesday, October 9~~10~~, 2017, when the problem was identified and the Department ceased accepting entries. The technical issue has since been resolved, but the missing information was not recovered.

In order to ensure that applications ~~no~~ entries are not unfairly affected by this technical issue, a new registration period will begin at noon, Eastern Daylight Time (EDT) (GMT-4), ~~Tuesday, October 17~~Wednesday, October 18, 2017 and run until noon, Eastern Daylight Time (EDT) (GMT-4), ~~Tuesday, November 21~~Wednesday, November 22, 2017. Entries previously submitted between Tuesday, October 3, 2017, and Tuesday, October 10, 2017, will not be considered for the DV program. Individuals who

Commented [SPK1]: Notice uses "entries" consistently at and below

submitted entries during that period are encouraged to submit a new entry during the new registration period. Do not wait until the last week of the registration period to enter, as heavy demand may result in website delays. No late entries or paper entries will be accepted. The law allows only one entry by or for each person during each registration period. The Department of State uses sophisticated technology to detect multiple entries. Individuals with more than one entry during this registration period will be disqualified. However, applicants who registered/submitted an entry during the initial registration period of October 3, 2017 to October 9/10, 2017, and submit a new entry during/are encouraged to register in the new registration period, and will not be disqualified based on registering in both periods.

In order to participate in DV-2019, individuals must submit an entry during this period; entries submitted between Tuesday, October 3 and ~~Tues~~Monday, October 9 will not be counted. Individuals who submitted entries between Tuesday, October 3 and ~~Monday~~Tuesday, October 9-10 must reapply during the new registration period in order to participate in DV-2019.

All other requirements for entry into DV-2019, and all of the following information in this notice, remain the same with the exception of Frequently Asked Questions #9, 10, and 16 below, which have been updated to reflect the new registration period.

Program Overview

The Department of State administers the Congressionally-mandated Diversity Immigrant Visa Program annually. Section 203(c) of the Immigration and Nationality Act (INA) provides for a class of immigrants known as “diversity immigrants,” from countries with historically low rates of immigration to the United States. For fiscal year 2019, 50,000 diversity visas (DVs) will be available. There is no cost to register for the DV Program.

Applicants who are selected in the lottery (“selectees”) must meet simple, but strict, eligibility requirements to qualify for a diversity visa. The Department of State determines selectees through a randomized computer drawing. Diversity visa numbers are distributed among six geographic regions, and no single country may receive more than seven percent of the available DVs in any one year.

For DV-2019, natives of the following countries are not eligible to apply, because more than 50,000 natives of these countries immigrated to the United States in the previous five years:

Bangladesh, Brazil, Canada, China (mainland-born), Colombia, Dominican Republic, El Salvador, Haiti, India, Jamaica, Mexico, Nigeria, Pakistan, Peru, Philippines, South Korea, United Kingdom (except Northern Ireland) and its dependent territories, and Vietnam.

Persons born in Hong Kong SAR, Macau SAR, and Taiwan are eligible.

There are no changes in eligibility this year.

Eligibility

Requirement #1: Individuals born in countries whose natives qualify may be eligible to enter.

If you were not born in an eligible country, there are two other ways you might be able to qualify.

- Was your spouse born in a country whose natives are eligible? If yes, you can claim your spouse’s country of birth – provided that both you and your spouse are named on the selected entry, are found eligible for and issued diversity visas, and enter the United States simultaneously.
- Were you born in a country whose natives are ineligible, but in which neither of your parents were born or legally resident at the time of your birth? If yes, you

may claim the country of birth of one of your parents if it is a country whose natives are eligible for the DV-2019 program. For more details on what this means, see the Frequently Asked Questions.

Requirement #2: Each applicant must meet the education/work experience requirement of the DV program by having either:

- at least a high school education or its equivalent, defined as successful completion of a 12-year course of formal elementary and secondary education;

OR

- two years of work experience within the past five years in an occupation that requires at least two years of training or experience to perform. The Department of State will use the U.S. Department of Labor's O*Net Online database to determine qualifying work experience. For more information about qualifying work experience for the principal DV applicant, see the Frequently Asked Questions.

Do not submit an entry to the DV program unless you meet both of these requirements.

Completing your Electronic Entry for the DV-2019 Program

Submit your Electronic Diversity Visa Entry Form (E-DV Entry Form or DS-5501), online at dvlottery.state.gov. We will not accept incomplete entries. There is no cost to register for the DV Program.

We strongly encourage you to complete the entry form yourself, without a "visa consultant," "visa agent," or other facilitator who offers to help. If someone else helps you, you should be present when your entry is prepared so that you can provide the correct answers to the questions and retain the confirmation page and your unique confirmation number.

After you submit a complete entry, you will see a confirmation screen that contains your name and a unique confirmation number. Print this confirmation screen for your records. It is extremely important that you retain your confirmation page and unique confirmation number. Without this information, you will not be able to access the online system that will inform you of the status of your entry. You also should retain access to the email account listed in the E-DV. See the Frequently Asked Questions for more information about Diversity Visa scams.

Starting May 15, 2018, you will be able to check the status of your entry by returning to dvlottery.state.gov, clicking on *Entrant Status Check*, and entering your unique confirmation number and personal information. *Entrant Status Check* will be the sole means of informing you of your selection for DV-2019, providing instructions on how to proceed with your application, and notifying you of your appointment for your immigrant visa interview. Please review the Frequently Asked Questions for more information about the selection process.

You must provide the following information to complete your E-DV entry:

1. Name – last/family name, first name, middle name – exactly as on your passport.
2. Gender – male or female.
3. Birth date – day, month, year.
4. City where you were born.
5. Country where you were born – Use the name of the country currently used for the place where you were born.
6. Country of eligibility for the DV Program – Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is not related to where you live.
If you were born in a country that is not eligible, please review the Frequently Asked Questions to see if there is another way you may be eligible.
7. Entrant photograph(s) – Recent photographs (taken within 6 months) of yourself, your spouse, and all your children listed on your entry. See Submitting a Digital

Photograph for compositional and technical specifications. You do not need to include a photograph for a spouse or child who is already a U.S. citizen or a Lawful Permanent Resident, but you will not be penalized if you do. We cannot accept group photographs; you must submit a photograph for each individual. Your entry may be disqualified or your visa refused if the photographs are more than six months old, have been manipulated in any way, or do not meet the specifications explained below. Submitting the same photograph that you submitted with a prior year's entry) will result in disqualification. See Submitting a Digital Photograph for more information.

8. Mailing Address – In Care Of

Address Line 1

Address Line 2

City/Town

District/Country/Province/State

Postal Code/Zip Code

Country

9. Country where you live today.

10. Phone number (optional).

11. Email address – An email address to which you have direct access, and will continue to have direct access after we notify selectees in May of next year. If your entry is selected and you respond to the notification of your selection through the *Entrant Status Check*, you will receive follow-up email communication from the Department of State notifying you that details of your immigrant visa interview are available on *Entrant Status Check*. The Department of State will never send you an email telling you that you have been selected for the DV program. See the Frequently Asked Questions for more information about the selection process.

12. Highest level of education you have achieved, as of today: (1) Primary school only, (2) Some high school, no diploma, (3) High school diploma, (4) Vocational school, (5) Some university courses, (6) University degree, (7) Some graduate-level courses, (8) Master's degree, (9) Some doctoral-level courses, and (10) Doctorate. See the Frequently Asked Questions for more information about educational requirements.

13. Current marital status – (1) Unmarried, (2) married and my spouse is NOT a U.S. citizen or U.S. LPR, (3) married and my spouse IS a U.S. citizen or U.S. LPR, (4) divorced, (5) widowed, or (6) legally separated. Enter the name, date of birth, gender, city/town of birth, country of birth of your spouse, and a photograph of your spouse meeting the same technical specifications as your photo.

Failure to list your eligible spouse will result in disqualification of the principal applicant and refusal of all visas in the case at the time of the visa interview. You must list your spouse even if you currently are separated from him/her, unless you are legally separated. Legal separation is an arrangement when a couple remain married but live apart, following a court order. If you and your spouse are legally separated, your spouse will not be able to immigrate with you through the Diversity Visa program. You will not be penalized if you choose to enter the name of a spouse from whom you are legally separated. If you are not legally separated by a court order, you must include your spouse even if you plan to be divorced before you apply for the Diversity Visa. Failure to list your eligible spouse is grounds for disqualification.

If your spouse is a U.S. citizen or Lawful Permanent Resident, do not list him/her in your entry. A spouse who is already a U.S. citizen or a Lawful Permanent Resident will not require or be issued a DV visa. Therefore, if you select “married and my spouse IS a U.S. citizen or U.S. LPR” on your entry, you will not be prompted to include further information on your spouse. See the Frequently Asked Questions for more information about family members.

14. Number of children – List the name, date of birth, gender, city/town of birth, and country of birth for all living unmarried children under 21 years of age, regardless of whether or not they are living with you or intend to accompany or follow to join you should you immigrate to the United States. Submit individual photographs of each of your children using the same technical specifications as your own photograph.

Be sure to include:

- all living natural children;

- all living children legally adopted by you; and,
- all living step-children who are unmarried and under the age of 21 on the date of your electronic entry, even if you are no longer legally married to the child's parent, and even if the child does not currently reside with you and/or will not immigrate with you.

Married children and children over the age of 21 are not eligible for the DV. However, the Child Status Protection Act protects children from "aging out" in certain circumstances. If you submit your DV entry before your unmarried child turns 21, and the child turns 21 before visa issuance, it is possible that he or she may be treated as though he or she were under 21 for visa-processing purposes.

A child who is already a U.S. citizen or a Lawful Permanent Resident will not require or be issued a diversity visa, and you will not be penalized for either including or omitting such family members from your entry.

Failure to list all children who are eligible will result in disqualification of the principal applicant and refusal of all visas in the case at the time of the visa interview. See the Frequently Asked Questions for more information about family members.

See the Frequently Asked Questions for more information about completing your Electronic Entry for the DV-2019 Program.

Selection of Applicants

Based on the allocations of available visas in each region and country, the Department of State will randomly select individuals by computer from among qualified entries. All DV-2019 entrants must go to the *Entrant Status Check* using the unique confirmation number saved from their DV-2019 online entry registration to find out whether their entry has been selected in the DV program. *Entrant Status Check* will be available on the E-DV website at dvlottery.state.gov starting May 15, 2018, through at least September 30, 2019.

If your entry is selected, you will be directed to a confirmation page that will provide further instructions, including information on fees connected with immigration to the United States. *Entrant Status Check* will be the ONLY means by which the Department of State notifies selectees of their selection for DV-2019. The Department of State will not mail out notification letters or notify selectees by email. U.S. embassies and consulates will not provide a list of selectees. Individuals who have not been selected also will be notified ONLY through *Entrant Status Check*. You are strongly encouraged to access *Entrant Status Check* yourself and not to rely on someone else to check and inform you.

In order to immigrate, DV selectees must be admissible to the United States. The DS-260, Online Immigrant Visa and Alien Registration Application, electronically, and the consular officer, in person will ask you questions about your eligibility to immigrate, and these questions include criminal and security related grounds.

All eligible selectees, including family members, must be issued by September 30, 2019. Under no circumstances can the Department of State issue DVs or approve adjustments after this date, nor can family members obtain DVs to follow-to-join the principal applicant in the United States after this date. See the Frequently Asked Questions for more information about the selection process.

Submitting a Digital Photograph (Image)

You can take a new digital photograph or scan a recent photographic print, taken within the last 6 months, with a digital scanner, as long as it meets the compositional and technical specifications listed below. Test your photos through the photo validation link on the E-DV website, which provides additional technical advice on photo composition and examples of acceptable and unacceptable photos. Do not submit an old photograph. Submitting the same photograph that was submitted with a prior year's entry, a

photograph that has been manipulated, or a photograph that does not meet the specifications below will result in disqualification.

Photographs must be in 24-bit color depth. If you are using a scanner, the settings must be for True Color or 24-bit color mode. See the additional scanning requirements below.

Compositional Specifications:

- **Head Position:** You must directly face the camera. The subject's head should not be tilted up, down, or to the side. The head height or facial region size (measured from the top of the head, including the hair, to the bottom of the chin) must be between 50 percent and 69 percent of the image's total height. The eye height (measured from the bottom of the image to the level of the eyes) should be between 56 percent and 69 percent of the image's height.

- **Light-colored Background:** The subject should be in front of a neutral, light-colored background.

- **Focus:** The photograph must be in focus.

- **No Eyewear:** The subject must not wear glasses or other items that detract from the face.

- **No Head Coverings or Hats:** Head coverings or hats worn for religious beliefs are acceptable, but the head covering may not obscure any portion of the face. Tribal or other headgear not religious in nature may not be worn. Photographs of military, airline, or other personnel wearing hats will not be accepted.

Technical Specifications

- **Taking a New Digital Image.** If you submit a new digital image, it must meet the following specifications:

- **Image File Format:** The image must be in the Joint Photographic Experts Group (JPEG) format.

- Image File Size; The maximum image file size is 240 kilobytes (240KB).
 - Image Resolution and Dimensions: Minimum acceptable dimensions are 600 pixels (width) x 600 pixels (height) up to 1200 pixels x 1200 pixels. Image pixel dimensions must be in a square aspect ratio (meaning the height must be equal to the width).
 - Image Color Depth: Image must be in color (24 bits per pixel). 24-bit black and white or 8-bit images will not be accepted.
- Scanning a Submitted Photograph. Before you scan a photographic print, make sure it meets the color and compositional specifications listed above. Scan the print using the following scanner specifications:
 - Scanner Resolution: Scanned at a resolution of at least 300 dots per inch (dpi).
 - Image File Format: The image must be in the Joint Photographic Experts Group (JPEG) format.
 - Image File Size: The maximum image file size is 240 kilobytes (240 KB).
 - Image Color Depth: 24-bit color. [Note that black and white, monochrome, or grayscale images will not be accepted.]

Frequently Asked Questions (FAQ's)

Eligibility

1. WHAT DO THE TERMS “NATIVE” AND “CHARGEABILITY” MEAN?

“Native” ordinarily means someone born in a particular country, regardless of the individual’s current country of residence or nationality. “Native” can also mean someone who is entitled to be “charged” to a country other than the one in which he/she was born under the provisions of Section 202(b) of the Immigration and Nationality Act.

Because there is a numerical limitation on immigrants who enter from a country or geographic region, each individual is “charged” to a country. Your chargeability” refers to the country towards which limitation you count. Your country of eligibility will normally be the same as your country of birth. However, you may choose your country

of eligibility as the country of birth of your spouse, or the country of birth of either of your parents if you were born in a country in which neither parent was born and in which the parents were not resident at the time of your birth. These are the only three ways to select your country of chargeability.

If you claim alternate chargeability through either of the above, you must provide an explanation on the E-DV Entry Form, in question #6. Listing an incorrect country of eligibility or chargeability (i.e., one to which you cannot establish a valid claim) will disqualify your entry.

2. CAN I STILL APPLY IF I WAS NOT BORN IN A QUALIFYING COUNTRY?

There are two circumstances in which you still might be eligible to apply. First, if your derivative spouse was born in an eligible country, you may claim chargeability to that country. As your eligibility is based on your spouse, you will only be issued a DV-1 immigrant visa if your spouse is also eligible for and issued a DV-2 visa. Both of you must enter the United States together using your DVs. Similarly, your minor dependent child can be “charged” to a parent’s country of birth.

Second, you can be “charged” to the country of birth of either of your parents as long as neither of your parents was born in or a resident of your country of birth at the time of your birth. People are not generally considered residents of a country in which they were not born or legally naturalized, if they were only visiting, studying in the country temporarily, or stationed temporarily for business or professional reasons on behalf of a company or government from a different country other than the one in which you were born.

If you claim alternate chargeability through either of the above, you must provide an explanation on the E-DV Entry Form, in question #6. Listing an incorrect country of eligibility or chargeability (i.e., one to which you cannot establish a valid claim) will disqualify your entry.

3. WHY DO NATIVES OF CERTAIN COUNTRIES NOT QUALIFY FOR THE DV PROGRAM?

DVs are intended to provide an immigration opportunity for persons who are not from “high admission” countries. The law defines “high admission countries” as those from which a total of 50,000 persons in the Family-Sponsored and Employment-Based visa categories immigrated to the United States during the previous five years. Each year, U.S. Citizenship and Immigration Services (USCIS) counts the family and employment immigrant admission and adjustment of status numbers for the previous five years to identify the countries that are considered “high admission” and whose natives will therefore be ineligible for the annual diversity visa program. Because USCIS makes this calculation annually, the list of countries whose natives are eligible or not eligible may change from one year to the next.

4. HOW MANY DV-2019 VISAS WILL GO TO NATIVES OF EACH REGION AND ELIGIBLE COUNTRY?

United States Citizenship and Immigration Services (USCIS) determines the regional DV limits for each year according to a formula specified in Section 203(c) of the Immigration and Nationality Act (INA). The number of visas the Department of State eventually will issue to natives of each country will depend on the regional limits established, how many entrants come from each country, and how many of the selected entrants are found eligible for the visa. No more than seven percent of the total visas available can go to natives of any one country.

5. WHAT ARE THE REQUIREMENTS FOR EDUCATION OR WORK EXPERIENCE?

U.S. immigration law and regulations require that every DV entrant must have at least a high school education or its equivalent or have two years of work experience within the past five years in an occupation that requires at least two years of training or experience. A “high school education or equivalent” is defined as successful completion of a 12-year course of elementary and secondary education in the United States OR the successful completion in another country of a formal course of elementary and secondary education

comparable to a high school education in the United States. Only formal courses of study meet this requirement; correspondence programs or equivalency certificates (such as the General Equivalency Diploma G.E.D.) are not acceptable. You must present documentary proof of education or work experience to the consular officer at the time of the visa interview.

If you do not meet the requirements for education or work experience, your entry will be disqualified at the time of your visa interview, and no visas will be issued to you or any of your family members.

6. WHAT OCCUPATIONS QUALIFY FOR THE DV PROGRAM?

The U.S. Department of Labor's (DOL) O*Net OnLine database will be used to determine qualifying work experience. The O*Net Online Database groups job experience into five "job zones." While the DOL website lists many occupations, not all occupations qualify for the DV Program. To qualify for a DV on the basis of your work experience, you must have, within the past five years, two years of experience in an occupation that is classified in a Specific Vocational Preparation (SVP) range of 7.0 or higher.

If you do not meet the requirements for education or work experience, your entry will be disqualified at the time of your visa interview, and no visas will be issued to you or any of your family members.

7. HOW CAN I FIND THE QUALIFYING DV OCCUPATIONS IN THE DEPARTMENT OF LABOR'S O*NET ONLINE DATABASE?

When you are in O*Net OnLine, follow these steps to find out if your occupation qualifies:

1. Under "Find Occupations" select "Job Family" from the pull down;
2. Browse by "Job Family," make your selection, and click "GO;"
3. Click on the link for your specific occupation.

4. Select the tab “Job Zone” to find the designated Job Zone number and Specific Vocational Preparation (SVP) rating range.

As an example, select Aerospace Engineers. At the bottom of the Summary Report for Aerospace Engineers, under the Job Zone section, you will find the designated Job Zone 4, SVP Range, 7.0 to < 8.0. Using this example, Aerospace Engineering is a qualifying occupation.

For additional information, see the Diversity Visa – List of Occupations webpage (travel.state.gov/visa/immigrants/types/types_1319.html).

8. IS THERE A MINIMUM AGE TO APPLY FOR THE DV PROGRAM?

There is no minimum age to apply, but the requirement of a high school education or work experience for each principal applicant at the time of application will effectively disqualify most persons who are under age 18.

Completing Your Electronic Entry for the DV Program

9. WHEN CAN I SUBMIT MY ENTRY?

The DV-2019 entry period will run from 12:00 pm (noon), Eastern Daylight Time (EDT) (GMT-4), ~~Tuesday, October 17~~ Wednesday, October 18, 2017, until 12:00 pm (noon), Eastern Standard Time (EST) (GMT-5), ~~Tuesday, November 21~~ Wednesday, November 22, 2017. In order to participate in DV-2019, individuals must submit an entry during this period; entries submitted between Tuesday, October 3 and ~~Monday~~ Tuesday, October 9 ~~10~~ will not be counted. Individuals who submitted entries between Tuesday, October 3 and ~~Tues~~ Monday, October 9 ~~10~~ must reapply during the new registration period in order to participate in DV-2019.

Each year, millions of people submit entries. Holding the entry period on these dates ensures selectees receive notification in a timely manner and gives both the visa applicants and our embassies and consulates time to prepare and complete cases for visa

issuance. We strongly encourage you to enter early during the registration period. Excessive demand at the end of the registration period may slow the system down. We cannot accept entries after noon EST ~~Tuesday, November 21~~ Wednesday, November 22, 2017.

10. I AM IN THE UNITED STATES. CAN I ENTER THE DV PROGRAM?

Yes, an entrant may apply while in the United States or another country. An entrant may submit an entry from any location.

11. CAN I ONLY ENTER ONCE DURING THE REGISTRATION PERIOD?

Yes, the law allows only one entry by or for each person during each registration period. The Department of State uses sophisticated technology to detect multiple entries. *Individuals with more than one entry during this registration period will be disqualified.*

In order to participate in DV-2019, individuals must submit an entry during this period; entries submitted between Tuesday, October 3 and ~~Monday~~ Tuesday, October 9-10, will not be counted. Individuals who submitted entries between Tuesday, October 3 and ~~Monday~~ Tuesday, October 9-10 must reapply during the new registration period in order to participate in DV-2019.

12. MAY MY SPOUSE AND I EACH SUBMIT A SEPARATE ENTRY?

Yes, a husband and a wife may each submit one entry if each meets the eligibility requirements. If either spouse is selected, the other is entitled to apply as a derivative dependent.

13. WHAT FAMILY MEMBERS MUST I INCLUDE IN MY DV ENTRY?

Spouse: If you are legally married, you must list your spouse (husband or wife) regardless of whether or not he or she lives with you or intends to immigrate to the United States. You must list your spouse even if you are currently separated from him/her, unless you are legally separated. Legal separation is an arrangement when a couple remain married but live apart, following a court order. If you and your spouse are

legally separated, your spouse will not be able to immigrate with you through the Diversity Visa program. You will not be penalized if you choose to enter the name of a spouse from whom you are legally separated. If you are not legally separated by a court order, you must include your spouse even if you plan to be divorced before you apply for the Diversity Visa. Failure to list your eligible spouse is grounds for disqualification.

If you are divorced or your spouse is deceased, you do not have to list your former spouse.

The only exception to this requirement is if your spouse is already a U.S. citizen or U.S. Lawful Permanent Resident. A spouse who is already a U.S. citizen or a Lawful Permanent Resident will not require or be issued a DV. Therefore, if you select “married and my spouse IS a U.S. citizen or U.S. LPR” on your entry, you will not be able to include further information on your spouse.

Children: You must list ALL your living children who are unmarried and under 21 years of age at the time of your initial E-DV entry, whether they are your natural children, your stepchildren (even if you are now divorced from that child’s parent), your spouse’s children, or children you have formally adopted in accordance with the applicable laws. List all children under 21 years of age at the time of your electronic entry, even if they no longer reside with you or you do not intend for them to immigrate under the DV program. You are not required to list children who are already U.S. citizens or Lawful Permanent Residents, though you will not be penalized if you do include them.

Parents and siblings of the entrant are ineligible to receive DV visas as dependents, and you should not include them in your entry.

If you list family members on your entry, they are not required to apply for a visa or to immigrate or travel with you. However, if you fail to include an eligible dependent on your original entry, your case will be disqualified at the time of your visa interview and

no visas will be issued to you or any of your family members. This only applies to those who were family members at the time the original application was submitted, not those acquired at a later date. Your spouse, if eligible to enter, may still submit a separate entry even though he or she is listed on your entry, as long as both entries include details on all dependents in your family (see FAQ #12 above).

14. MUST I SUBMIT MY OWN ENTRY, OR CAN SOMEONE ELSE DO IT FOR ME?

We encourage you to prepare and submit your own entry, but you may have someone submit the entry for you. Regardless of whether you submit your own entry, or an attorney, friend, relative, or someone else submits it on your behalf, only one entry may be submitted in your name. You, as the entrant, are responsible for ensuring that information in the entry is correct and complete; entries that are not correct or complete may be disqualified. Entrants should keep their own confirmation number so that they are able to independently check the status of their entry using Entrant Status Check at dvlottery.state.gov. Entrants should keep retain access to the email account used in the E-DV submission.

15. I'M ALREADY REGISTERED FOR AN IMMIGRANT VISA IN ANOTHER CATEGORY. CAN I STILL APPLY FOR THE DV PROGRAM?

Yes. Your DV registration will not make you ineligible for another immigrant visa classification.

16. WHEN WILL E-DV BE AVAILABLE ONLINE?

You can enter online during the registration period beginning at 12:00 pm (noon) Eastern Daylight Time (EDT) (GMT-4) on ~~Tuesday, October 17~~ Wednesday, October 18, 2017, and ending at 12:00 pm (noon) Eastern Standard Time (EST) (GMT-5) on ~~Tuesday, November 21~~ Wednesday, November 22, 2017. While E-DV was available between Tuesday, October 3 and ~~Monday~~ Tuesday, October 9¹⁰, entries submitted during that period will not be counted due to unforeseen technical issues. Individuals must

reapply during the new registration period in order to participate in DV-2019.

17. CAN I DOWNLOAD AND SAVE THE E-DV ENTRY FORM INTO A WORD PROCESSING PROGRAM AND FINISH IT LATER?

No, you will not be able to save the form into another program for completion and submission later. The E-DV Entry Form is a Web form only. You must fill in the information and submit it while online.

18. CAN I SAVE THE FORM ONLINE AND FINISH IT LATER?

No. The E-DV Entry Form is designed to be completed and submitted at one time. You will have 60 minutes starting from when you download the form to complete and submit your entry through the E-DV website. If you exceed the 60-minute limit and have not submitted your complete entry electronically, the system discards any information already entered. The system deletes any partial entries so that they are not accidentally identified as duplicates of a later, complete entry. Read the DV instructions completely before you start to complete the form online, so that you know exactly what information you will need.

19. I DON'T HAVE A SCANNER. CAN I SEND PHOTOGRAPHS TO SOMEONE IN THE UNITED STATES TO SCAN THEM, SAVE THEM, AND MAIL THEM BACK TO ME SO I CAN USE THEM IN MY ENTRY?

Yes, as long as the photograph meets the requirements in the instructions and is electronically submitted with, and at the same time as, the E-DV online entry. You must already have the scanned photograph file when you submit the entry online; it cannot be submitted separately from the online application. The entire entry (photograph and application together) can be submitted electronically from the United States or from overseas.

20. ACCORDING TO THE PROCEDURES, THE SYSTEM WILL REJECT MY E-DV ENTRY FORM IF MY PHOTOS DON'T MEET THE SPECIFICATIONS. CAN I RESUBMIT MY ENTRY?

Yes, as long as you complete your submission by 12:00 pm (noon) Eastern Standard Time (EST) (GMT-5) on Tuesday, November 7, 2017. If your photo(s) did not meet the specifications, the E-DV website will not accept your entry, so you will not receive a confirmation notice. However, given the unpredictable nature of the Internet, you may not receive the rejection notice immediately. If you can correct the photo(s) and re-send the Form Part One or Two within 60 minutes, you may be able to successfully submit the entry. Otherwise, you will have to restart the entire entry process. You can try to submit an application as many times as is necessary until a complete application is submitted and you receive the confirmation notice. Once you receive a confirmation notice, your entry is complete and you should NOT submit any additional entries.

21. HOW SOON AFTER I SUBMIT MY ENTRY WILL I RECEIVE THE ELECTRONIC CONFIRMATION NOTICE?

You should receive the confirmation notice immediately, including a confirmation number that you must record and keep. However, the unpredictable nature of the Internet can result in delays. You can hit the "Submit" button as many times as is necessary until a complete application is submitted and you receive the confirmation notice. However, once you receive a confirmation notice, do not resubmit your information.

22. I HIT THE "SUBMIT" BUTTON, BUT DID NOT RECEIVE A CONFIRMATION NUMBER. IF I SUBMIT ANOTHER ENTRY, WILL I BE DISQUALIFIED?

If you did not receive a confirmation number, your entry was not recorded. You must submit another entry. It will not be counted as a duplicate. Once you receive a confirmation number, do not resubmit your information.

Selection

23. HOW DO I KNOW IF I AM SELECTED?

You must use your confirmation number to access the Entrant Status Check available on the E-DV website at dvlottery.state.gov starting May 15, 2018 through September 30,

2019. Entrant Status Check is the sole means by which the Department of State will notify you if you are selected, provided further instructions on your visa application, and notify you of your immigrant visa interview appointment date and time. The only authorized Department of State website for official online entry in the Diversity Visa Program and Entrant Status Check is dvlottery.state.gov.

The Department of State will NOT contact you to tell you that you have been selected (see FAQ #24).

24. HOW WILL I KNOW IF I AM NOT SELECTED? WILL I BE NOTIFIED?

You may check the status of your DV-2019 entry through the Entrant Status Check on the E-DV website at dvlottery.state.gov starting May 15, 2018, until September 30, 2019. Keep your confirmation number until at least September 30, 2019. (Status information for the previous year's DV program, DV-2018, is available online from May 2, 2017, through September 30, 2018.) If your entry is not selected, you will not receive any additional instructions.

25. WHAT IF I LOSE MY CONFIRMATION NUMBER?

You must have your confirmation number to access Entrant Status Check. A tool is now available in Entrant Status Check (ESC) on the eDV website that will allow you to retrieve your confirmation number via the email address with which you registered by entering certain personal information to confirm your identity.

U.S. embassies and consulates and the Kentucky Consular Center are unable to check your selection status for you or provide your confirmation number to you directly (other than through the ESC retrieval tool). The Department of State is NOT able to provide a list of those selected to continue the visa process.

26. WILL I RECEIVE INFORMATION FROM THE DEPARTMENT OF STATE BY EMAIL OR BY POSTAL MAIL?

The Department of State will not send you a notification letter. The U.S. government has never sent emails to notify individuals that they have been selected, and there are no plans to use email for this purpose for the DV-2019 program. If you are a selectee, you will only receive email communications regarding your visa appointment after you have responded to the notification instructions on Entrant Status Check. These emails will not contain information on the actual appointment date and time; they will simply tell you that appointment details are available, and you must then access Entrant Status Check for details. The Department of State may send emails reminding DV lottery applicants to check the ESC for their status. However, such emails will never indicate whether the lottery applicant was or was not selected.

Only Internet sites that end with the “.gov” domain suffix are official U.S. government websites. Many other websites (e.g., with the suffixes “.com,” “.org,” or “.net”) provide immigration and visa-related information and services. The Department of State does not endorse, recommend, or sponsor any information or material on these other websites.

You may receive emails from websites that try to trick you into sending money or providing your personal information. You may be asked to pay for forms and information about immigration procedures, all which are available for free on the Department of State website or through U.S. embassy or consulate websites. Additionally, organizations or websites may try to steal your money by charging fees for DV-related services. If you send money to one of these organizations, you will likely never see it again. Also, do not send personal information to these websites, as it may be used for identity fraud/theft.

These deceptive emails may come from people pretending to be affiliated with the Kentucky Consular Center or the Department of State. Remember, the U.S. government has never sent emails to notify individuals that they have been selected, and will not use email to notify selectees for the DV-2019 program. The Department of State will never ask you to send money by mail or by services such as Western Union.

27. HOW MANY INDIVIDUALS WILL BE SELECTED FOR DV-2019?

For DV-2019, 50,000 DV visas are available. Because it is likely that some of the first 50,000 persons who are selected will not qualify for visas or not pursue their cases to visa issuance, more than 50,000 entries will be selected to ensure that all of the available DV visas are issued. However, this also means that there will not be a sufficient number of visas for all those who are initially selected. To maximize use of all available visas, the Department of State may update Entrant Status Check to include additional selectees at any time before the program ends on September 30, 2019.

You can check the E-DV website's Entrant Status Check to see if you have been selected for further processing and your place on the list. Interviews for the DV-2019 program will begin in October 2018 for selectees who have submitted all pre-interview paperwork and other information as requested in the notification instructions. Selectees who provide all required information will be informed of their visa interview appointment through the E-DV website's Entrant Status Check four to six weeks before the scheduled interviews with U.S. consular officers at overseas posts.

Each month, visas will be issued to those applicants who are eligible for issuance during that month, visa-number availability permitting. Once all of the 50,000 DV visas have been issued, the program will end. Visa numbers could be finished before September 2019. Selected applicants who wish to apply for visas must be prepared to act promptly on their cases. *Being randomly chosen as a selectee does not guarantee that you will receive a visa. Selection merely means that you are eligible to apply for a Diversity Visa, and if your rank number becomes eligible for final processing, you potentially may be issued a Diversity Visa. Only 50,000 visas will be issued to such applicants.*

28. HOW WILL SUCCESSFUL ENTRANTS BE SELECTED?

Official notifications of selection will be made through Entrant Status Check, available starting May 15, 2018, through at least September 30, 2019, on the E-DV

website dvlottery.state.gov. The Department of State does not send selectee notifications or letters by regular postal mail or by email. Any email notification or mailed letter stating that you have been selected to receive a DV does not come from the Department of State and is not legitimate. Any email communication you receive from the Department of State will direct you to review Entrant Status Check for new information about your application. The Department of State will never ask you to send money by mail or by services such as Western Union.

All entries received from each region are individually numbered, and at the end of the entry period, a computer will randomly select entries from among all the entries received for each geographic region. Within each region, the first entry randomly selected will be the first case registered; the second entry selected will be the second case registered, etc. All entries received within each region during the entry period will have an equal chance of being selected. When an entry has been selected, the entrant will receive notification of his or her selection through the Entrant Status Check available starting May 15, 2018, on the E-DV website dvlottery.state.gov. If you are selected and you respond to the instructions provided online via Entrant Status Check, the Department of State's Kentucky Consular Center (KCC) will process your case until you are instructed to appear for a visa interview at a U.S. embassy or consulate or, if you are in the United States, until you apply to adjust status with USCIS in the United States.

29. I AM ALREADY IN THE UNITED STATES. IF SELECTED, MAY I ADJUST MY STATUS WITH USCIS?

Yes, provided you are otherwise eligible to adjust status under the terms of Section 245 of the Immigration and Nationality Act (INA), you may apply to USCIS for adjustment of status to permanent resident. You must ensure that USCIS can complete action on your case, including processing of any overseas spouse or children under 21 years of age, before September 30, 2019, since on that date your eligibility for the DV-2019 program expires. The Department of State will not approve any visa numbers or adjustments of status for the DV-2019 program after midnight EDT on September 30, 2019, under any circumstances.

30. IF I AM SELECTED, FOR HOW LONG AM I ENTITLED TO APPLY FOR A DIVERSITY VISA?

If you are selected in the DV-2019 program, you are entitled to apply for visa issuance only during U.S. government fiscal year 2019, which is from October 1, 2018, through September 30, 2019. We encourage selectees to apply for visas as early as possible, once their lottery rank numbers become eligible for further processing.

Without exception, all selected and eligible applicants must obtain their visa or adjust status by the end of the fiscal year. There is no carry-over of DV benefits into the next year for persons who are selected but who do not obtain visas by September 30, 2019 (the end of the fiscal year). Also, spouses and children who derive status from a DV-2019 registration can only obtain visas in the DV category between October 1, 2018 and September 30, 2019. Applicants who apply overseas will receive an appointment notification from the Department through Entrant Status Check on the E-DV website four to six weeks before the scheduled appointment.

31. IF A DV SELECTEE DIES, WHAT HAPPENS TO THE CASE?

If a DV selectee dies at any point before he or she has traveled to the United States or adjusted status, the DV case is automatically terminated. Any derivative spouse and/or children of the deceased selectee will no longer be entitled to a DV visa. Any visas that were issued to them will be revoked.

Fees

32. HOW MUCH DOES IT COST TO ENTER THE E DV PROGRAM?

There is no fee charged for submitting an electronic entry. However, if you are selected and apply for a Diversity Visa, you must pay all required visa application fees at the time of visa application and interview directly to the consular cashier at the U.S. embassy or consulate. If you are a selectee already in the United States and you apply to USCIS to adjust status, you will pay all required application fees directly to USCIS. If

you are selected, you will receive details of required DV and immigrant visa application fees with the instructions provided through the E-DV website at dvlottery.state.gov.

33. HOW AND WHERE DO I PAY DV AND IMMIGRANT VISA FEES IF I AM SELECTED?

If you are a randomly selected entrant, you will receive instructions for the DV visa application process through Entrant Status Check at dvlottery.state.gov. You will pay all DV and immigrant visa application fees in person only at the U.S. embassy or consulate at the time of the visa application. The consular cashier will immediately give you a U.S. government receipt for payment. Do not send money for DV fees to anyone through the mail, Western Union, or any other delivery service if you are applying for an immigrant visa at a U.S. embassy or consulate.

If you are selected and you are already present in the United States and plan to file for adjustment of status with USCIS, the instructions page accessible through Entrant Status Check at dvlottery.state.gov contains separate instructions on how to mail adjustment of status application fees to a U.S. bank.

34. IF I APPLY FOR A DV, BUT DON'T QUALIFY TO RECEIVE ONE, CAN I GET A REFUND OF THE VISA FEES I PAID?

No. Visa application fees cannot be refunded. You must meet all qualifications for the visa as detailed in these instructions. If a consular officer determines you do not meet requirements for the visa, or you are otherwise ineligible for the DV under U.S. law, the officer cannot issue a visa and you will forfeit all fees paid.

Ineligibilities

35. AS A DV APPLICANT, CAN I RECEIVE A WAIVER OF ANY GROUNDS OF VISA INELIGIBILITY? DOES MY WAIVER APPLICATION RECEIVE ANY SPECIAL PROCESSING?

DV applicants are subject to all grounds of ineligibility for immigrant visas specified in the Immigration and Nationality Act (INA). There are no special provisions for the waiver of any ground of visa ineligibility aside from those ordinarily provided in the INA, nor is there special processing for waiver requests. Some general waiver provisions for people with close relatives who are U.S. citizens or Lawful Permanent Resident aliens may be available to DV applicants in some cases, but the time constraints in the DV program may make it difficult for applicants to benefit from such provisions.

DV Fraud Warning and Scams

36. HOW CAN I REPORT INTERNET FRAUD OR UNSOLICITED EMAIL?

Please visit the econsumer.gov website, hosted by the Federal Trade Commission in cooperation with consumer-protection agencies from 17 nations. You may also report fraud to the Federal Bureau of Investigation (FBI) Internet Crime Complaint Center. To file a complaint about unsolicited email, visit the Department of Justice “Contact Us” page.

DV Statistics

37. HOW MANY VISAS WILL BE ISSUED IN DV-2019?

By law, a maximum of 55,000 visas are available each year to eligible persons. However, in November 1997, the U.S. Congress passed the Nicaraguan Adjustment and Central American Relief Act (NACARA), which stipulates that beginning as early as DV-1999, and for as long as necessary, up to 5,000 of the 55,000 annually-allocated DVs will be made available for use under the NACARA program. The actual reduction of the limit began with DV-2000 and will remain in effect through the DV-2019 program, so 50,000 visas remain for the DV program described in these instructions.

38. IF I RECEIVE A VISA THROUGH THE DV PROGRAM, WILL THE U.S. GOVERNMENT PAY FOR MY AIRFARE TO THE UNITED STATES, HELP ME

FIND HOUSING AND EMPLOYMENT, AND/OR PROVIDE HEALTHCARE OR ANY SUBSIDIES UNTIL I AM FULLY SETTLED?

No. The U.S. government will not provide any of these services to you if you receive a visa through the DV program. If you are selected to apply for a DV, you will need to demonstrate that you will not become a public charge in the United States before being issued a visa. This evidence may be in the form of a combination of your personal assets, an Affidavit of Support (Form I-134) submitted by a relative or friend residing in the United States, an offer of employment from an employer in the United States, or other evidence.

List of Countries/Areas by Region Whose Natives are Eligible for DV-2019

The list below shows the countries whose natives are eligible for DV-2019, grouped by geographic region. Dependent areas overseas are included within the region of the governing country. USCIS identified the countries whose natives are not eligible for the DV-2019 program according to the formula in Section 203(c) of the INA. The countries whose natives are not eligible for the DV program (because they are the principal source countries of Family-Sponsored and Employment-Based immigration or “high-admission” countries) are noted after the respective regional lists.

Africa

Algeria
Angola
Benin
Botswana
Burkina Faso
Burundi
Cameroon
Cabo Verde
Central African Republic
Chad
Comoros
Congo
Congo, Democratic Republic of the
Cote D'Ivoire (Ivory Coast)

Djibouti
Egypt*
Equatorial Guinea
Eritrea
Ethiopia
Gabon
Gambia, The
Ghana
Guinea
Guinea-Bissau
Kenya
Lesotho
Liberia
Libya
Madagascar
Malawi
Mali
Mauritania
Mauritius
Morocco
Mozambique
Namibia
Niger
Rwanda
Sao Tome and Principe
Senegal
Seychelles
Sierra Leone
Somalia
South Africa
South Sudan
Sudan
Swaziland
Tanzania
Togo
Tunisia
Uganda
Zambia
Zimbabwe

* Persons born in the areas administered prior to June 1967 by Israel, Jordan, Syria, and Egypt are chargeable, respectively, to Israel, Jordan, Syria, and Egypt. Persons born in the Gaza Strip are chargeable to Egypt; persons born in the West Bank are chargeable to Jordan; persons born in the Golan Heights are chargeable to Syria.

In Africa, natives of Nigeria are not eligible for this year's diversity program.

Asia

Afghanistan
Bahrain
Bhutan
Brunei
Burma
Cambodia
Hong Kong Special Administrative Region**
Indonesia
Iran
Iraq
Israel*
Japan
Jordan*
Kuwait
Laos
Lebanon
Malaysia
Maldives
Mongolia
Nepal
North Korea
Oman
Qatar
Saudi Arabia
Singapore
Sri Lanka
Syria*
Taiwan**
Thailand
Timor-Leste
United Arab Emirates
Yemen

*Persons born in the areas administered prior to June 1967 by Israel, Jordan, Syria, and Egypt are chargeable, respectively, to Israel, Jordan, Syria, and Egypt. Persons born in the Gaza Strip are chargeable to Egypt; persons born in the West Bank are chargeable to Jordan; persons born in the Golan Heights are chargeable to Syria.

****For the purposes of the diversity program only, persons born in Macau S.A.R. derive eligibility from Portugal.**

Natives of the following Asia Region countries are **not** eligible for this year's diversity program:

Bangladesh, China (mainland-born), India, Pakistan, South Korea, Philippines, and Vietnam. Hong Kong S.A.R. (Asia region), Macau S.A.R. (Europe region, chargeable to Portugal), and Taiwan (Asia region) do qualify and are listed here.

Europe

Albania
Andorra
Armenia
Austria
Azerbaijan
Belarus
Belgium
Bosnia and Herzegovina
Bulgaria
Croatia
Cyprus
Czech Republic
Denmark (including components and dependent areas overseas)
Estonia
Finland
France (including components and areas overseas)
Georgia
Germany
Greece
Hungary
Iceland
Ireland
Italy
Kazakhstan
Kosovo
Kyrgyzstan
Latvia
Liechtenstein

Lithuania
 Luxembourg
 Macau Special Administrative Region**
 Macedonia
 Malta
 Moldova
 Monaco
 Montenegro
 Netherlands (including components and
 dependent areas overseas)
 Northern Ireland**
 Norway (including components and
 dependent areas overseas)
 Poland
 Portugal (including components and
 dependent areas overseas)
 Romania
 Russia
 San Marino
 Serbia
 Slovakia
 Slovenia
 Spain
 Sweden
 Switzerland
 Tajikistan
 Turkey
 Turkmenistan
 Ukraine
 Uzbekistan
 Vatican City

** Macau S.A.R. does qualify and is listed above. For the purposes of the diversity program only, persons born in Macau S.A.R. derive eligibility from Portugal.

Natives of the following European countries are not eligible for this year's DV program: Great Britain (United Kingdom). Great Britain (United Kingdom) includes the following dependent areas: Anguilla, Bermuda, British Virgin Islands, British Indian Ocean Territory, Cayman Islands, Falkland Islands, Gibraltar, Montserrat, Pitcairn, South Georgia and the South Sandwich Islands, St. Helena, and Turks and Caicos Islands. Note that for purposes of the diversity program only, Northern Ireland is treated separately; Northern Ireland does qualify and is listed among the qualifying areas.

North America

The Bahamas

In North America, natives of Canada and Mexico are not eligible for this year's diversity program.

Oceania

Australia (including components and dependent areas overseas)

Fiji

Kiribati

Marshall Islands

Micronesia, Federated States of

Nauru

New Zealand (including components and dependent areas overseas)

Palau

Papua New Guinea

Samoa

Solomon Islands

Tonga

Tuvalu

Vanuatu

South America, Central America, and the Caribbean

Antigua and Barbuda

Argentina

Barbados

Belize

Bolivia

Chile

Costa Rica

Cuba

Dominica

Ecuador

Grenada

Guatemala

Guyana

Honduras

Nicaragua

Panama
Paraguay
Saint Kitts and Nevis
Saint Lucia
Saint Vincent and the Grenadines
Suriname
Trinidad and Tobago
Uruguay
Venezuela

Countries in this region whose natives are not eligible for this year's diversity program:
Brazil, Colombia, Dominican Republic, El Salvador, Haiti, Jamaica, Mexico, and Peru.

| _____, 2017

Carl C. Risch
Assistant Secretary,
Bureau of Consular Affairs,
Department of State.

From: Corse, Gary R
Sent: Fri, 13 Oct 2017 08:02:34 -0600
To: Nantais, Joel D;Parker, Morgan A;King, Karin M;Paschke, Matthew J;Slattery, Phillip T;Beard, Christopher G;Grewe, Brenda L;Perry, Nicholas;McNeil, Matthew C;Ramotowski, Edward J;Follick, Julia
Cc: Corse, Gary R;CA-VO-Special Assistant
Subject: DV Updates 13OCT2017

Good morning,

Just a few updates on where we stand on communications via DV:

- Press Talking Points (cleared but CA-P may need to clear again)
- Email Message to posts (cleared and ready to send pending A/S green light)
- Maintenance Page Update and Outage Notices (cleared and ready to send pending A/S green light)
- Federal Registry Notice (pending publication on Wednesday, latest Thursday). As long as publication occurs on the day of the restart, we should be fine.
- AM on Restarting DV-2019 (cleared/approved by A/S on Thursday)

Tasked out this morning:

- IM on Why DV Failed (CST has the lead and due by noon)
- IM to S on the DV Restart (most likely VO)

CA-FO reports that increased press coverage may begin as early as today. Because of this, CA-FO reported that it will notify DHS and the White House to give them a heads up before we can send anything out. CST is aware that we're standing by before anything goes out.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 1:31 PM
To: King, Karin M; Slattery, Phillip T; Parker, Morgan A; Perry, Nicholas; Grewe, Brenda L; Nantais, Joel D
Cc: Corse, Gary R; Paschke, Matthew J
Subject: RE: DV intake paused

Good afternoon,

Here are the latest updates on the DV-2019 issue:

- Yesterday, VO/I informed CST to re-start the DV program with a clean slate next week on 17OCT2017 and end the program on 21NOV2017.
- Due to the later-than-normal DV registration end date of 21NOV2017, KCC is planning to push the selectee announcement date forward two weeks (May 15th, vice May 1st).
- VO/I submitted updated language on various DV website pages to inform applicants to reapply. As soon as VO/F clears its public TPs and gives the OK, the language will be deployed to the public, in sync.
- CST will move 2.1 million applicants (1.8 applications) affected to a separate repository and link it to the application status check site. When an affected applicant enters their application number, a prompt will advise the applicant to re-apply.
- CST should be finishing up testing today. There were no critical issues to report during testing. CST is technically on track to restart DV on Oct. 17th.
- VO/L is working on submitting an updated Federal Register notice.

Please let me know if you have any questions.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Tuesday, October 10, 2017 8:45 AM
To: King, Karin M; Ramotowski, Edward J
Cc: Slattery, Phillip T; Parker, Morgan A; Corse, Gary R
Subject: RE: DV intake paused

Good morning,

Yesterday, CST uncovered a problem with data stored for the Eligibility Country field for records within the DV-2019 database. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database instead (for example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country). It has to do with a script error which pulls data from question's 5 and 6 (below). Because of the error, CST cannot differentiate between accurate and inaccurate records within the applications to date (2.1 million applicants thus far). The DV site was brought down yesterday evening for "maintenance" and the development team already created a fix and is pending a final test. I'm awaiting on a timeline on when testing will be complete in order to bring the site back up.

There are several considerations we'll need to work through to ensure we haven't given a disadvantage to those who've already applied and may need to ask those affected entrants to reapply.

We'll keep you updated as we move forward.

Thank you, Gary

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program. please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country...

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: King, Karin M
Sent: Tuesday, October 10, 2017 7:47 AM
To: Ramotowski, Edward J; Corse, Gary R
Cc: Slattery, Phillip T; Parker, Morgan A
Subject: DV intake paused

Ed –

Due to a technical issue, we have temporarily had to pause DV processing. Looping in Gary, who can provide more details (Matt is out this week due to a death in the family).

Karin

Karin King
Managing Director
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State
(202) 485-7561

Official
UNCLASSIFIED

From: Varnan, Beena M
Sent: Fri, 13 Oct 2017 14:42:29 -0400
To: CA-VO-Special Assistant;Parker, Morgan A;Parker, Christine D;Nantais, Joel D;Corse, Gary R
Cc: Follick, Julia;Perry, Nicholas;King, Karin M
Subject: RE: DV email blast to consular sections

Thanks!

Beena Varnan
Visa Policy Analyst
CA/VO/F
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State

Official
UNCLASSIFIED

From: CA-VO-Special Assistant
Sent: Friday, October 13, 2017 2:39 PM
To: Parker, Morgan A; Parker, Christine D; Nantais, Joel D; Varnan, Beena M; Corse, Gary R
Cc: Follick, Julia; Perry, Nicholas; King, Karin M; CA-VO-Special Assistant
Subject: FW: DV email blast to consular sections

Green light.

Official
UNCLASSIFIED

From: Ramotowski, Edward J
Sent: Friday, October 13, 2017 2:35 PM
To: CA-VO-Special Assistant
Subject: FW: DV email blast to consular sections

We can send the notice to posts.

Thanks,

Ed

Official - SBU
UNCLASSIFIED

From: Risch, Carl C
Sent: Friday, October 13, 2017 2:07 PM
To: Ramotowski, Edward J

Cc: Marigliano, Peter J
Subject: RE: DV email blast to consular sections

Yes, please let the consular sections know. Thanks.

Official - SBU
UNCLASSIFIED

From: Ramotowski, Edward J
Sent: Friday, October 13, 2017 1:50 PM
To: Risch, Carl C
Cc: Marigliano, Peter J
Subject: FW: DV email blast to consular sections

With your approval, VO would like to send the notice below to consular sections to give them a heads-up about the eDV situation, now that 7th floor is aware of the issue.

Thanks,

Ed

Official - SBU
UNCLASSIFIED

From: CA-VO-Special Assistant
Sent: Friday, October 13, 2017 12:50 PM
To: Ramotowski, Edward J
Cc: CA-VO-Special Assistant
Subject: DV email blast

Dear Colleagues,

You have likely noticed by now that the eDV website has been down for maintenance for the past week. Unfortunately, due to technical issues, the current registration period for Diversity Visa-2019 is being extended, and all enrollments made prior to October 18, 2017, will need to be resubmitted. We are currently awaiting the results of systems' testing, but anticipate the new entry period for DV-2019 will open for electronic entries at noon, Eastern Daylight Time, Wednesday, October 18, 2017, and close at noon, Eastern Standard Time, Wednesday, November 22, 2017.

Applicants who entered before Wednesday, October 18, 2017, will not be considered and will need to submit another entry during the new registration period. These applicants may submit a new entry without fear of disqualification for submitting more than one entry.

Talking points and additional guidance are in clearance, and the Visa Office will release these shortly on [CA Web](#). [Travel.state.gov](#) and other outreach materials will also be updated with the new dates as soon as possible. Posts are encouraged to include messaging about the new registration dates in outreach efforts once official guidance is released.

We understand this will generate some confusion and require additional outreach efforts by posts.
Thank you in advance for your hard work.

If you have any additional questions about DV processing, please contact Beena Varnan (VarnanBM@state.gov) or Joel Nantais (nantaisjd@state.gov) in VO/F.

Jenny Cordell

CA/VO Special Assistant
SA-17 - 12.208
202-485-7572

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Wed, 11 Oct 2017 15:05:02 -0600
To: Perry, Nicholas
Cc: Follick, Julia
Subject: RE: DV entrant emails - for clearance

Thanks, Nick, much appreciated!

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Perry, Nicholas
Sent: Wednesday, October 11, 2017 5:04 PM
To: Corse, Gary R
Cc: Follick, Julia
Subject: RE: DV entrant emails - for clearance

Gary,

VO/L clears.

I assume that there is a reason we are directing people to the webpage rather than putting the text in the email but as drafted it is fine.

Nick

Nicholas J. Perry
Deputy Director of Legal Affairs, Visa Office
Bureau of Consular Affairs, U.S. Department of State
PerryN1@state.gov
(202) 485-7586

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 4:13 PM
To: Perry, Nicholas

Cc: Corse, Gary R
Subject: FW: DV entrant emails - for clearance

Hi Nick, Please see the draft language to send to the 1.8 million affected DV applicants and let me know if you have any concerns/questions. VO/F cleared. Thanks!

Per below, the second paragraph is the standard fraud language KCC included on all entrant/applicant communications.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Varnan, Beena M
Sent: Wednesday, October 11, 2017 4:09 PM
To: Corse, Gary R
Subject: FW: DV entrant emails

Official
UNCLASSIFIED

From: Nantais, Joel D
Sent: Wednesday, October 11, 2017 3:57 PM
To: Varnan, Beena M
Cc: Nantais, Joel D
Subject: RE: DV entrant emails

I clear.

Official
UNCLASSIFIED

From: Varnan, Beena M
Sent: Wednesday, October 11, 2017 3:49 PM
To: Nantais, Joel D
Subject: FW: DV entrant emails

I clear. Look okay to you Joel?

Official

UNCLASSIFIED

From: Beard, Christopher G
Sent: Wednesday, October 11, 2017 3:25 PM
To: Varnan, Beena M
Subject: DV entrant emails

Beena,

Here's what I would suggest for the DV emails. The second paragraph is the standard fraud language we have included on all entrant/applicant communications.

Dear Diversity Visa Program entrant:

Please check www.dvlottery.state.gov for an important announcement regarding your Diversity Visa Program entry.

Remember, only internet sites that end with the “.gov” domain suffix are official U.S. government websites. Many other websites (e.g., with the suffixes “.com,” “.org,” or “.net”) provide immigration and visa-related information and services. The Department of State does not endorse, recommend, or sponsor any information or material on these other websites. The Department of State, KCC, or any other U.S. government entity will never ask you to send money via email or request that you reply with personal information. The only fee associated with the DV program will be paid at the time of your interview.
U.S. Department of State

Official
UNCLASSIFIED

From: Atkins, John B
Sent: Fri, 13 Oct 2017 17:13:21 -0400
To: Thompson, Fredrick;Kunz, Sandra M;Maripuri, Sandeep;Siddle, Gail L;Pasatiempo, Gary A;Bae, Heather;Seratte, Kathlene A;Doshi, Hetal J;Yang, Lue;Paschke, Matthew J;Snyder, Kenneth S;Benitez, Jose R;Hudson, Andre C;Robbins, Jillian A;Li, Ben Q;Walker, Timothy R;Plott, Heidi J;Channell, Mark D;Zhu, Jonathan;Corse, Gary R;Todd, Kenneth B;CA-CST-CM-ECM;CA-IVV-Management;CA-IVV-Testing;CA-CCM-GOV;CA-CST-CM-DevSW;CA-CST-SII-IS-GOV;CA-CST-DEDM-DEV;CA-CST-DEDM-PMO-ECM;Zhu, Jonathan;Corse, Gary R;CA-CST-NCS Mgmt Team;Robertson, Samuel B;Barrios, Xiomara D;Dumbuya, Bai S;Patel, Pinal B;CA-CST-DEDM-CCD-DBA;James, Ryan A;Hulen, John S;Varnan, Beena M;Brown, Thanh T;Allen, Thomas E;Rosner, Thomas V;Goins, Stephanie A;CA-CST-NCS-QA;Sherman, Richard M;Rohan, John J;Johnson, Christopher N;CA-EntOps-SystemHosting;Archibald, Michele T;Adamowicz III, Matthew;Rohan, John J;Burke, Steven A;Ericsson, Jeffrey W
Subject: RE: Request Virtual Emergency ECB Supporting eDV-AES 12.3.1 (CR 1028562) - DEDM (CR1028567)

Approved.

Vr.

John Atkins

Chief, Service Transition
Consular Systems and Technology
U.S. Department of State | Bureau of Consular Affairs
(T) (202) 485-7799

This email is UNCLASSIFIED.

From: Thompson, Fredrick
Sent: Friday, October 13, 2017 4:49 PM
To: Atkins, John B; Kunz, Sandra M; Maripuri, Sandeep; Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; Todd, Kenneth B; CA-CST-CM-ECM; CA-IVV-Management; CA-IVV-Testing; CA-CCM-GOV; CA-CST-CM-DevSW; CA-CST-SII-IS-GOV; CA-CST-DEDM-DEV; CA-CST-DEDM-PMO-ECM; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Hulen, John S; Varnan, Beena M; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; CA-CST-NCS-QA; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Archibald, Michele T; Adamowicz III, Matthew; Rohan, John J; Burke, Steven A; Ericsson, Jeffrey W
Subject: RE: Request Virtual Emergency ECB Supporting eDV-AES 12.3.1 (CR 1028562) - DEDM (CR1028567)

John,

Please see IVV pass notification attached of the CRs.

Regards,

Fredd "Double-D"
Fredrick Thompson
US Department of State
CA/CST/SII/IS - Governing Task Manager
O: 202-485-7931
BB: 202-674-9693 / M: 706-513-0831

Official
UNCLASSIFIED

From: Thompson, Fredrick
Sent: Friday, October 13, 2017 4:27 PM
To: Atkins, John B; Kunz, Sandra M; Maripuri, Sandeep; Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; Todd, Kenneth B; CA-CST-CM-ECM; CA-IVV-Management; CA-IVV-Testing; CA-CCM-GOV; CA-CST-CM-DevSW; CA-CST-SII-IS-GOV; CA-CST-DEDM-DEV; CA-CST-DEDM-PMO-ECM; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Hulen, John S; Varnan, Beena M; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; CA-CST-NCS-QA; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Archibald, Michele T; Adamowicz III, Matthew; Rohan, John J; Burke, Steven A; Ericsson, Jeffrey W
Subject: RE: Request Virtual Emergency ECB Supporting eDV-AES 12.3.1 (CR 1028562) - DEDM (CR1028567)

John,

The task will start at 5:00 PM today (10/13/2017) and end at 4:00 PM tomorrow (10/14/2017). IVV has passed the CR and is drafting up the results.

Regards,
Fredd "Double-D"
Fredrick Thompson
US Department of State
CA/CST/SII/IS - Governing Task Manager
O: 202-485-7931
BB: 202-674-9693 / M: 706-513-0831

Official
UNCLASSIFIED

From: Thompson, Fredrick
Sent: Friday, October 13, 2017 4:21 PM
To: Atkins, John B; Kunz, Sandra M; Maripuri, Sandeep; Siddle, Gail L; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Paschke, Matthew J; Snyder, Kenneth S; Benitez, Jose R; Hudson, Andre C; Robbins, Jillian A; Li, Ben Q; Walker, Timothy R; Plott, Heidi J; Channell, Mark D; Zhu, Jonathan; Corse, Gary R; Todd, Kenneth B; CA-CST-CM-ECM; CA-IVV-Management; CA-IVV-Testing; CA-CCM-GOV; CA-CST-CM-DevSW; CA-CST-SII-IS-GOV; CA-CST-DEDM-

DEV; CA-CST-DEDM-PMO-ECM; Zhu, Jonathan; Corse, Gary R; CA-CST-NCS Mgmt Team; Robertson, Samuel B; Barrios, Xiomara D; Dumbuya, Bai S; Patel, Pinal B; CA-CST-DEDM-CCD-DBA; James, Ryan A; Hulen, John S; Varnan, Beena M; Brown, Thanh T; Allen, Thomas E; Rosner, Thomas V; Goins, Stephanie A; CA-CST-NCS-QA; Sherman, Richard M; Rohan, John J; Johnson, Christopher N; CA-EntOps-SystemHosting; Archibald, Michele T; Adamowicz III, Matthew; Rohan, John J; Burke, Steven A; Ericsson, Jeffrey W

Subject: Request Virtual Emergency ECB Supporting eDV-AES 12.3.1 (CR 1028562) - DEDM (CR1028567)

John,

Request virtual, emergency ECB for CR 1028567 to resolve eDV-AES production issues and to restart the eDV process.

1. What is the change? The DEDM team will copy the current edv_2019 schema into a new schema (edv_2019_invalid) on CADB in the DB DMZ. The DBA team will then remove all data from edv_2019 to prepare for re-start and to preserve all performance tuning made during load testing. The same script used to clean up all load testing data before the launch will be used again for restarting eDV-AES. The data in the edv_2019_invalid schema will be used by the application team to investigate the production issue that is now forcing a restart of eDV-AES process. The FR team will extract and save the enrolled images for the first AES run, and then delete the imaged for the ABIS system and the MEP system. The CLASS team will be deleting the records for the first eDV AES run from the CLASS systems as well.
2. Why are you making the change? The NCS Development team discovered a problem with the data stored for the Eligibility Country field for records in the eDV/AES 12.3 database for DV-2019. Therefore, all current entries will be considered ineligible and AES 2019 to be re-started.
3. With whom has this change been coordinated? Hetal Doshi/ Fredd Thompson/ VO.
4. What testing has been conducted? IV&V has been provided with steps to conduct testing in their environment.
5. Is this a major change to the system? No.
6. What are the risk and impact of making the change, and of doing nothing? Doing nothing will result in granting eligibility to applicants applying from non-eligible countries or vice versa. The lottery is administered by the Department of State and conducted under the Immigration and Nationality Act (INA) as amended by the Immigration Act of 1990. Failure to administer the lottery will violate the Immigration Act of 1990.
7. Will the proposed change modify the security posture? No.
8. What impact will the change have on application system availability? The system has been shut down since October 9th.
9. If there is a problem during the deployment describe the back out or recovery plan. There is no rollback, we are removing the entries to re-start AES 2019.
10. Who is the Government Manager responsible for this change? Hetal Doshi/ Fredd Thompson.

Official
UNCLASSIFIED

From: Kerr, Stephen M
Sent: Thu, 12 Oct 2017 12:43:44 -0400
To: Follick, Julia
Cc: Herndon, Megan
Subject: RE: Urgent AM on DV Restart
Attachments: AM - Restarting the Diversity Visa-2019 Registration Period.docx, Tab 1 - DV-2019 Restart Public Notice.docx

Hi Julia,

Made edits to the federal register notice. I think we need to be more explicit about not considering the DV entries received to date. (It was made clear in the AM, but not the federal register notice.) Also, made some bubble comments/questions in the AM.

Best,

Steve

Official - SBU
UNCLASSIFIED

From: Follick, Julia
Sent: Thursday, October 12, 2017 12:10 PM
To: Kerr, Stephen M
Cc: Herndon, Megan
Subject: Urgent AM on DV Restart

Hi Steve,

Please find attached an AM on restarting the DV registration period due to a technical problem that has now been resolved. We are under a time crunch to get everything lined up to restart as soon as possible and we hope the A/S will be able to sign the AM later this afternoon, so your quick review ASAP would be greatly appreciated. If you have any questions, don't hesitate to ask.

Thanks,
Julia

Julia Follick
Attorney Advisor, CA/VO/L/R
Bureau of Consular Affairs, Visa Office
(202) 485-7628
FollickJ@state.gov

Official - SBU
UNCLASSIFIED



United States Department of State

Washington, D.C. 20520

SENSITIVE BUT UNCLASSIFIED

October 11, 2017 / October 12, 2017

ACTION MEMO FOR ASSISTANT SECRETARY RISCH (M)

FROM: CA/VO - Edward T. Ramotowski

SUBJECT: (SBU) Restarting the Diversity Visa-2019 Registration Period

Recommendation(s)

(SBU) That you approve restarting the Diversity Visa-2019 registration period and sign the attached Federal Register notice. (Approve/Disapprove by 10/11/17-10/12/17)

Background

(SBU) On October 3, the 2019 Diversity Visa (DV) lottery registration period opened worldwide for with an anticipated registration period of 35 days. On October 9, during routine statistical analysis, CA/CST uncovered a discrepancy in which data collected from two questions within the application form not replicating to the database

1.8 million applications received to date. To prevent further applications from encountering this issue and to solve the data replication issue, VO and CST agreed to close down the DV registration site for maintenance on the same day.

While CST corrected the discrepancy for all future applications submitted, it concluded there is no way to filter out and repair the unknown subset of the 1.8 million applications already submitted due to lack of data. Therefore, there is no way to differentiate between affected and unaffected applications submitted to date.

To ensure VO/CA does not unfairly disadvantage any subset of applicants, VO proposes to completely restart the DV-2019 registration period, starting October 17, 2017 until November 14, 2017. Completely restarting DV-2019 will negate all DV applications received to date, requiring affected applicants to apply again. With your approval, VO will coordinate with CST to restart DV-2019 and notify affected applicants to reapply through email correspondence, a notification on the DV application status check webpage, and in coordination with CA/P, revised outreach campaigns at posts. This will also require a new Federal Register notice, currently under review attached for your signature. Working with CA/P, we will also provide appropriate public affairs guidance.

DV Program Overview

The Department of State administers the Congressionally-mandated Diversity Immigrant Visa Program annually. Section 203(c) of the Immigration and Nationality Act (INA) provides for a class of immigrants known as "diversity immigrants" from countries with historically low rates of immigration to the United States. For Fiscal Year 2019, 50,000 Diversity Visas (DVs) will be available.

Commented [SPK1]: This AM does not address how much lead time there was between publication of the federal register notice about the first registration period and the beginning of that registration period.

Recommend giving that lead time between the publication of the new federal register notice and the opening of the new registration period.

Also, VO may want to consider keeping the registration period open longer than normal if possible, to accommodate individuals who submitted entries during the first registration period, but may be less available during the second registration period. (For example, an individual could have planned to be in a location where s/he could submit an entry during the first registration period, but to thereafter be in a location where submitting an entry is more difficult. A longer registration period might accommodate such an individual.)

Commented [C2]: VO/I and VO/DO are interested in taking this step to send out an email with canned language to affected applicants. This was done in the past for the DV program.

Commented [BOG3]: Emails would direct the affected entrants to check the entry system for a message, which is consistent with DV anti-fraud practice.

Commented [SPK4]: Will there be any press statements to get the word out, if such is done normally for a DV registration period?

Commented [NPS]: If the draft Federal Register notice is cleared at the same time this, then we could add signing the Fed. Register notice to this memo.

SENSITIVE BUT UNCLASSIFIED

SENSITIVE BUT UNCLASSIFIED

-2-

Applicants who are selected in the program (“selectees”) must meet simple but strict eligibility requirements to qualify for a diversity visa. The Department of State determines selectees through a randomized computer drawing. The Department of State distributes diversity visas among six geographic regions, and no single country may receive more than seven percent of the available DVs in any one year. Applicants may only register once per registration period, or face disqualification.

Attachment:Tab 1 – Federal Register noticeSENSITIVE BUT UNCLASSIFIED

SENSITIVE BUT UNCLASSIFIED

-3-

Approved: CA/VO: Edward T. Ramotowski

Drafted: CA/VO/I – Gary Corse, ext. 5-7547 and cell: 202-390-1948

Cleared:	CA/VO: KKing	()
	CA/VO/L: NPerry	(ok)
	CA/VO/L/R: JFollick	(ok)
	CA/VO/F: MParker	(ok)
	CA/VO/F: JNantais	(ok)
	CA/VO/DO: PSlattery	(ok)
	CA/VO/I: RSherman	(ok)
	CA/P: KLang	(ok)
	CA/FPP: SAshby	(ok)

Billing Code:

DEPARTMENT OF STATE

Public Notice:

Bureau of Consular Affairs: Registration for the Diversity Immigrant (DV-2019) Visa Program

AGENCY: Department of State

ACTION: Notice.

SUMMARY: This public notice provides information on changes to the application process for the DV-2019 Program due to unforeseen technical issues and is issued pursuant to 22 CFR 42.33(b)(3), implementing sections 201(a)(3), 201(e), 203(c), and 204(a)(1)(I) of the Immigration and Nationality Act, as amended, (8 U.S.C. 1151, 1153, and 1154(a)(1)(I)).

Changes to the Entry Period

The registration period for the DV-2019 DV program began at noon, Eastern Daylight Time (EDT) (GMT-4), Tuesday, October 3, 2017. Due to unforeseen technical issues with the application systems, the Department did not receive all required information from entries submitted between Tuesday, October 3, 2017 and ~~Monday~~ Tuesday, October ~~9~~ 10, 2017, when the problem was identified and the Department ceased accepting entries. The technical issue has since been resolved, but the missing information was not recovered.

In order to ensure that ~~applications~~ ~~no~~ ~~entries~~ are not unfairly affected by this technical issue, a new registration period will begin at noon, Eastern Daylight Time (EDT) (GMT-4), ~~Tuesday, October 17~~ Wednesday, October 18, 2017 and run until noon, Eastern Daylight Time (EDT) (GMT-4), ~~Tuesday, November 21~~ Wednesday, November 22, 2017. Entries previously submitted between Tuesday, October 3, 2017, and Tuesday, October 10, 2017, will not be considered for the DV program. Individuals who

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submitted entries during that period are encouraged to submit a new entry during the new registration period. Do not wait until the last week of the registration period to enter, as heavy demand may result in website delays. No late entries or paper entries will be accepted. The law allows only one entry by or for each person during each registration period. The Department of State uses sophisticated technology to detect multiple entries. Individuals with more than one entry during this registration period will be disqualified. However, applicants who registered submitted an entry during the initial registration period of October 3, 2017 to October 9, 2017, and submit a new entry during the new registration period, and will not be disqualified based on registering in both periods.

In order to participate in DV-2019, individuals must submit an entry during this period; entries submitted between Tuesday, October 3 and ~~Tuesday~~Monday, October 9 will not be counted. Individuals who submitted entries between Tuesday, October 3 and ~~Monday~~Tuesday, October 9-10 must reapply during the new registration period in order to participate in DV-2019.

All other requirements for entry into DV-2019, and all of the following information in this notice, remain the same with the exception of Frequently Asked Questions #9, 10, and 16 below, which have been updated to reflect the new registration period.

Program Overview

The Department of State administers the Congressionally-mandated Diversity Immigrant Visa Program annually. Section 203(c) of the Immigration and Nationality Act (INA) provides for a class of immigrants known as “diversity immigrants,” from countries with historically low rates of immigration to the United States. For fiscal year 2019, 50,000 diversity visas (DVs) will be available. There is no cost to register for the DV Program.

Applicants who are selected in the lottery (“selectees”) must meet simple, but strict, eligibility requirements to qualify for a diversity visa. The Department of State determines selectees through a randomized computer drawing. Diversity visa numbers are distributed among six geographic regions, and no single country may receive more than seven percent of the available DVs in any one year.

For DV-2019, natives of the following countries are not eligible to apply, because more than 50,000 natives of these countries immigrated to the United States in the previous five years:

Bangladesh, Brazil, Canada, China (mainland-born), Colombia, Dominican Republic, El Salvador, Haiti, India, Jamaica, Mexico, Nigeria, Pakistan, Peru, Philippines, South Korea, United Kingdom (except Northern Ireland) and its dependent territories, and Vietnam.

Persons born in Hong Kong SAR, Macau SAR, and Taiwan are eligible.

There are no changes in eligibility this year.

Eligibility

Requirement #1: Individuals born in countries whose natives qualify may be eligible to enter.

If you were not born in an eligible country, there are two other ways you might be able to qualify.

- Was your spouse born in a country whose natives are eligible? If yes, you can claim your spouse’s country of birth – provided that both you and your spouse are named on the selected entry, are found eligible for and issued diversity visas, and enter the United States simultaneously.
- Were you born in a country whose natives are ineligible, but in which neither of your parents were born or legally resident at the time of your birth? If yes, you

may claim the country of birth of one of your parents if it is a country whose natives are eligible for the DV-2019 program. For more details on what this means, see the Frequently Asked Questions.

Requirement #2: Each applicant must meet the education/work experience requirement of the DV program by having either:

- at least a high school education or its equivalent, defined as successful completion of a 12-year course of formal elementary and secondary education;

OR

- two years of work experience within the past five years in an occupation that requires at least two years of training or experience to perform. The Department of State will use the U.S. Department of Labor's O*Net Online database to determine qualifying work experience. For more information about qualifying work experience for the principal DV applicant, see the Frequently Asked Questions.

Do not submit an entry to the DV program unless you meet both of these requirements.

Completing your Electronic Entry for the DV-2019 Program

Submit your Electronic Diversity Visa Entry Form (E-DV Entry Form or DS-5501), online at dvlottery.state.gov. We will not accept incomplete entries. There is no cost to register for the DV Program.

We strongly encourage you to complete the entry form yourself, without a "visa consultant," "visa agent," or other facilitator who offers to help. If someone else helps you, you should be present when your entry is prepared so that you can provide the correct answers to the questions and retain the confirmation page and your unique confirmation number.

After you submit a complete entry, you will see a confirmation screen that contains your name and a unique confirmation number. Print this confirmation screen for your records. It is extremely important that you retain your confirmation page and unique confirmation number. Without this information, you will not be able to access the online system that will inform you of the status of your entry. You also should retain access to the email account listed in the E-DV. See the Frequently Asked Questions for more information about Diversity Visa scams.

Starting May 15, 2018, you will be able to check the status of your entry by returning to dvlottery.state.gov, clicking on *Entrant Status Check*, and entering your unique confirmation number and personal information. *Entrant Status Check* will be the sole means of informing you of your selection for DV-2019, providing instructions on how to proceed with your application, and notifying you of your appointment for your immigrant visa interview. Please review the Frequently Asked Questions for more information about the selection process.

You must provide the following information to complete your E-DV entry:

1. Name – last/family name, first name, middle name – exactly as on your passport.
2. Gender – male or female.
3. Birth date – day, month, year.
4. City where you were born.
5. Country where you were born – Use the name of the country currently used for the place where you were born.
6. Country of eligibility for the DV Program – Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is not related to where you live.
If you were born in a country that is not eligible, please review the Frequently Asked Questions to see if there is another way you may be eligible.
7. Entrant photograph(s) – Recent photographs (taken within 6 months) of yourself, your spouse, and all your children listed on your entry. See Submitting a Digital

Photograph for compositional and technical specifications. You do not need to include a photograph for a spouse or child who is already a U.S. citizen or a Lawful Permanent Resident, but you will not be penalized if you do. We cannot accept group photographs; you must submit a photograph for each individual. Your entry may be disqualified or your visa refused if the photographs are more than six months old, have been manipulated in any way, or do not meet the specifications explained below. Submitting the same photograph that you submitted with a prior year's entry) will result in disqualification. See Submitting a Digital Photograph for more information.

8. Mailing Address – In Care Of

Address Line 1

Address Line 2

City/Town

District/Country/Province/State

Postal Code/Zip Code

Country

9. Country where you live today.

10. Phone number (optional).

11. Email address – An email address to which you have direct access, and will continue to have direct access after we notify selectees in May of next year. If your entry is selected and you respond to the notification of your selection through the *Entrant Status Check*, you will receive follow-up email communication from the Department of State notifying you that details of your immigrant visa interview are available on *Entrant Status Check*. The Department of State will never send you an email telling you that you have been selected for the DV program. See the Frequently Asked Questions for more information about the selection process.

12. Highest level of education you have achieved, as of today: (1) Primary school only, (2) Some high school, no diploma, (3) High school diploma, (4) Vocational school, (5) Some university courses, (6) University degree, (7) Some graduate-level courses, (8) Master's degree, (9) Some doctoral-level courses, and (10) Doctorate. See the Frequently Asked Questions for more information about educational requirements.

13. Current marital status – (1) Unmarried, (2) married and my spouse is NOT a U.S. citizen or U.S. LPR, (3) married and my spouse IS a U.S. citizen or U.S. LPR, (4) divorced, (5) widowed, or (6) legally separated. Enter the name, date of birth, gender, city/town of birth, country of birth of your spouse, and a photograph of your spouse meeting the same technical specifications as your photo.

Failure to list your eligible spouse will result in disqualification of the principal applicant and refusal of all visas in the case at the time of the visa interview. You must list your spouse even if you currently are separated from him/her, unless you are legally separated. Legal separation is an arrangement when a couple remain married but live apart, following a court order. If you and your spouse are legally separated, your spouse will not be able to immigrate with you through the Diversity Visa program. You will not be penalized if you choose to enter the name of a spouse from whom you are legally separated. If you are not legally separated by a court order, you must include your spouse even if you plan to be divorced before you apply for the Diversity Visa. Failure to list your eligible spouse is grounds for disqualification.

If your spouse is a U.S. citizen or Lawful Permanent Resident, do not list him/her in your entry. A spouse who is already a U.S. citizen or a Lawful Permanent Resident will not require or be issued a DV visa. Therefore, if you select “married and my spouse IS a U.S. citizen or U.S. LPR” on your entry, you will not be prompted to include further information on your spouse. See the Frequently Asked Questions for more information about family members.

14. Number of children – List the name, date of birth, gender, city/town of birth, and country of birth for all living unmarried children under 21 years of age, regardless of whether or not they are living with you or intend to accompany or follow to join you should you immigrate to the United States. Submit individual photographs of each of your children using the same technical specifications as your own photograph.

Be sure to include:

- all living natural children;

- all living children legally adopted by you; and,
- all living step-children who are unmarried and under the age of 21 on the date of your electronic entry, even if you are no longer legally married to the child's parent, and even if the child does not currently reside with you and/or will not immigrate with you.

Married children and children over the age of 21 are not eligible for the DV. However, the Child Status Protection Act protects children from "aging out" in certain circumstances. If you submit your DV entry before your unmarried child turns 21, and the child turns 21 before visa issuance, it is possible that he or she may be treated as though he or she were under 21 for visa-processing purposes.

A child who is already a U.S. citizen or a Lawful Permanent Resident will not require or be issued a diversity visa, and you will not be penalized for either including or omitting such family members from your entry.

Failure to list all children who are eligible will result in disqualification of the principal applicant and refusal of all visas in the case at the time of the visa interview. See the Frequently Asked Questions for more information about family members.

See the Frequently Asked Questions for more information about completing your Electronic Entry for the DV-2019 Program.

Selection of Applicants

Based on the allocations of available visas in each region and country, the Department of State will randomly select individuals by computer from among qualified entries. All DV-2019 entrants must go to the *Entrant Status Check* using the unique confirmation number saved from their DV-2019 online entry registration to find out whether their entry has been selected in the DV program. *Entrant Status Check* will be available on the E-DV website at dvlottery.state.gov starting May 15, 2018, through at least September 30, 2019.

If your entry is selected, you will be directed to a confirmation page that will provide further instructions, including information on fees connected with immigration to the United States. *Entrant Status Check* will be the ONLY means by which the Department of State notifies selectees of their selection for DV-2019. The Department of State will not mail out notification letters or notify selectees by email. U.S. embassies and consulates will not provide a list of selectees. Individuals who have not been selected also will be notified ONLY through *Entrant Status Check*. You are strongly encouraged to access *Entrant Status Check* yourself and not to rely on someone else to check and inform you.

In order to immigrate, DV selectees must be admissible to the United States. The DS-260, Online Immigrant Visa and Alien Registration Application, electronically, and the consular officer, in person will ask you questions about your eligibility to immigrate, and these questions include criminal and security related grounds.

All eligible selectees, including family members, must be issued by September 30, 2019. Under no circumstances can the Department of State issue DVs or approve adjustments after this date, nor can family members obtain DVs to follow-to-join the principal applicant in the United States after this date. See the Frequently Asked Questions for more information about the selection process.

Submitting a Digital Photograph (Image)

You can take a new digital photograph or scan a recent photographic print, taken within the last 6 months, with a digital scanner, as long as it meets the compositional and technical specifications listed below. Test your photos through the photo validation link on the E-DV website, which provides additional technical advice on photo composition and examples of acceptable and unacceptable photos. Do not submit an old photograph. Submitting the same photograph that was submitted with a prior year's entry, a

photograph that has been manipulated, or a photograph that does not meet the specifications below will result in disqualification.

Photographs must be in 24-bit color depth. If you are using a scanner, the settings must be for True Color or 24-bit color mode. See the additional scanning requirements below.

Compositional Specifications:

- **Head Position:** You must directly face the camera. The subject's head should not be tilted up, down, or to the side. The head height or facial region size (measured from the top of the head, including the hair, to the bottom of the chin) must be between 50 percent and 69 percent of the image's total height. The eye height (measured from the bottom of the image to the level of the eyes) should be between 56 percent and 69 percent of the image's height.
- **Light-colored Background:** The subject should be in front of a neutral, light-colored background.
- **Focus:** The photograph must be in focus.
- **No Eyewear:** The subject must not wear glasses or other items that detract from the face.
- **No Head Coverings or Hats:** Head coverings or hats worn for religious beliefs are acceptable, but the head covering may not obscure any portion of the face. Tribal or other headgear not religious in nature may not be worn. Photographs of military, airline, or other personnel wearing hats will not be accepted.

Technical Specifications

- **Taking a New Digital Image.** If you submit a new digital image, it must meet the following specifications:
 - **Image File Format:** The image must be in the Joint Photographic Experts Group (JPEG) format.

- Image File Size; The maximum image file size is 240 kilobytes (240KB).
 - Image Resolution and Dimensions: Minimum acceptable dimensions are 600 pixels (width) x 600 pixels (height) up to 1200 pixels x 1200 pixels. Image pixel dimensions must be in a square aspect ratio (meaning the height must be equal to the width).
 - Image Color Depth: Image must be in color (24 bits per pixel). 24-bit black and white or 8-bit images will not be accepted.
- Scanning a Submitted Photograph. Before you scan a photographic print, make sure it meets the color and compositional specifications listed above. Scan the print using the following scanner specifications:
 - Scanner Resolution: Scanned at a resolution of at least 300 dots per inch (dpi).
 - Image File Format: The image must be in the Joint Photographic Experts Group (JPEG) format.
 - Image File Size: The maximum image file size is 240 kilobytes (240 KB).
 - Image Color Depth: 24-bit color. [Note that black and white, monochrome, or grayscale images will not be accepted.]

Frequently Asked Questions (FAQ's)

Eligibility

1. WHAT DO THE TERMS "NATIVE" AND "CHARGEABILITY" MEAN?

"Native" ordinarily means someone born in a particular country, regardless of the individual's current country of residence or nationality. "Native" can also mean someone who is entitled to be "charged" to a country other than the one in which he/she was born under the provisions of Section 202(b) of the Immigration and Nationality Act.

Because there is a numerical limitation on immigrants who enter from a country or geographic region, each individual is "charged" to a country. Your chargeability" refers to the country towards which limitation you count. Your country of eligibility will normally be the same as your country of birth. However, you may choose your country

of eligibility as the country of birth of your spouse, or the country of birth of either of your parents if you were born in a country in which neither parent was born and in which the parents were not resident at the time of your birth. These are the only three ways to select your country of chargeability.

If you claim alternate chargeability through either of the above, you must provide an explanation on the E-DV Entry Form, in question #6. Listing an incorrect country of eligibility or chargeability (i.e., one to which you cannot establish a valid claim) will disqualify your entry.

2. CAN I STILL APPLY IF I WAS NOT BORN IN A QUALIFYING COUNTRY?

There are two circumstances in which you still might be eligible to apply. First, if your derivative spouse was born in an eligible country, you may claim chargeability to that country. As your eligibility is based on your spouse, you will only be issued a DV-1 immigrant visa if your spouse is also eligible for and issued a DV-2 visa. Both of you must enter the United States together using your DVs. Similarly, your minor dependent child can be “charged” to a parent’s country of birth.

Second, you can be “charged” to the country of birth of either of your parents as long as neither of your parents was born in or a resident of your country of birth at the time of your birth. People are not generally considered residents of a country in which they were not born or legally naturalized, if they were only visiting, studying in the country temporarily, or stationed temporarily for business or professional reasons on behalf of a company or government from a different country other than the one in which you were born.

If you claim alternate chargeability through either of the above, you must provide an explanation on the E-DV Entry Form, in question #6. Listing an incorrect country of eligibility or chargeability (i.e., one to which you cannot establish a valid claim) will disqualify your entry.

3. WHY DO NATIVES OF CERTAIN COUNTRIES NOT QUALIFY FOR THE DV PROGRAM?

DVs are intended to provide an immigration opportunity for persons who are not from “high admission” countries. The law defines “high admission countries” as those from which a total of 50,000 persons in the Family-Sponsored and Employment-Based visa categories immigrated to the United States during the previous five years. Each year, U.S. Citizenship and Immigration Services (USCIS) counts the family and employment immigrant admission and adjustment of status numbers for the previous five years to identify the countries that are considered “high admission” and whose natives will therefore be ineligible for the annual diversity visa program. Because USCIS makes this calculation annually, the list of countries whose natives are eligible or not eligible may change from one year to the next.

4. HOW MANY DV-2019 VISAS WILL GO TO NATIVES OF EACH REGION AND ELIGIBLE COUNTRY?

United States Citizenship and Immigration Services (USCIS) determines the regional DV limits for each year according to a formula specified in Section 203(c) of the Immigration and Nationality Act (INA). The number of visas the Department of State eventually will issue to natives of each country will depend on the regional limits established, how many entrants come from each country, and how many of the selected entrants are found eligible for the visa. No more than seven percent of the total visas available can go to natives of any one country.

5. WHAT ARE THE REQUIREMENTS FOR EDUCATION OR WORK EXPERIENCE?

U.S. immigration law and regulations require that every DV entrant must have at least a high school education or its equivalent or have two years of work experience within the past five years in an occupation that requires at least two years of training or experience. A “high school education or equivalent” is defined as successful completion of a 12-year course of elementary and secondary education in the United States OR the successful completion in another country of a formal course of elementary and secondary education

comparable to a high school education in the United States. Only formal courses of study meet this requirement; correspondence programs or equivalency certificates (such as the General Equivalency Diploma G.E.D.) are not acceptable. You must present documentary proof of education or work experience to the consular officer at the time of the visa interview.

If you do not meet the requirements for education or work experience, your entry will be disqualified at the time of your visa interview, and no visas will be issued to you or any of your family members.

6. WHAT OCCUPATIONS QUALIFY FOR THE DV PROGRAM?

The U.S. Department of Labor's (DOL) O*Net OnLine database will be used to determine qualifying work experience. The O*Net Online Database groups job experience into five "job zones." While the DOL website lists many occupations, not all occupations qualify for the DV Program. To qualify for a DV on the basis of your work experience, you must have, within the past five years, two years of experience in an occupation that is classified in a Specific Vocational Preparation (SVP) range of 7.0 or higher.

If you do not meet the requirements for education or work experience, your entry will be disqualified at the time of your visa interview, and no visas will be issued to you or any of your family members.

7. HOW CAN I FIND THE QUALIFYING DV OCCUPATIONS IN THE DEPARTMENT OF LABOR'S O*NET ONLINE DATABASE?

When you are in O*Net OnLine, follow these steps to find out if your occupation qualifies:

1. Under "Find Occupations" select "Job Family" from the pull down;
2. Browse by "Job Family," make your selection, and click "GO;"
3. Click on the link for your specific occupation.

4. Select the tab “Job Zone” to find the designated Job Zone number and Specific Vocational Preparation (SVP) rating range.

As an example, select Aerospace Engineers. At the bottom of the Summary Report for Aerospace Engineers, under the Job Zone section, you will find the designated Job Zone 4, SVP Range, 7.0 to < 8.0. Using this example, Aerospace Engineering is a qualifying occupation.

For additional information, see the Diversity Visa – List of Occupations webpage (travel.state.gov/visa/immigrants/types/types_1319.html).

8. IS THERE A MINIMUM AGE TO APPLY FOR THE DV PROGRAM?

There is no minimum age to apply, but the requirement of a high school education or work experience for each principal applicant at the time of application will effectively disqualify most persons who are under age 18.

Completing Your Electronic Entry for the DV Program

9. WHEN CAN I SUBMIT MY ENTRY?

The DV-2019 entry period will run from 12:00 pm (noon), Eastern Daylight Time (EDT) (GMT-4), ~~Tuesday, October 17~~ Wednesday, October 18, 2017, until 12:00 pm (noon), Eastern Standard Time (EST) (GMT-5), ~~Tuesday, November 21~~ Wednesday, November 22, 2017. In order to participate in DV-2019, individuals must submit an entry during this period; entries submitted between Tuesday, October 3 and ~~Monday~~ Tuesday, October 9 will not be counted. Individuals who submitted entries between Tuesday, October 3 and ~~Tuesday~~ Monday, October 9 must reapply during the new registration period in order to participate in DV-2019.

Each year, millions of people submit entries. Holding the entry period on these dates ensures selectees receive notification in a timely manner and gives both the visa applicants and our embassies and consulates time to prepare and complete cases for visa

issuance. We strongly encourage you to enter early during the registration period. Excessive demand at the end of the registration period may slow the system down. We cannot accept entries after noon EST ~~Tuesday, November 21~~ Wednesday, November 22, 2017.

10. I AM IN THE UNITED STATES. CAN I ENTER THE DV PROGRAM?

Yes, an entrant may apply while in the United States or another country. An entrant may submit an entry from any location.

11. CAN I ONLY ENTER ONCE DURING THE REGISTRATION PERIOD?

Yes, the law allows only one entry by or for each person during each registration period. The Department of State uses sophisticated technology to detect multiple entries. *Individuals with more than one entry during this registration period will be disqualified.*

In order to participate in DV-2019, individuals must submit an entry during this period; entries submitted between Tuesday, October 3 and ~~Monday~~ Tuesday, October 9 ~~10~~, will not be counted. Individuals who submitted entries between Tuesday, October 3 and ~~Monday~~ Tuesday, October 9 ~~10~~ must reapply during the new registration period in order to participate in DV-2019.

12. MAY MY SPOUSE AND I EACH SUBMIT A SEPARATE ENTRY?

Yes, a husband and a wife may each submit one entry if each meets the eligibility requirements. If either spouse is selected, the other is entitled to apply as a derivative dependent.

13. WHAT FAMILY MEMBERS MUST I INCLUDE IN MY DV ENTRY?

Spouse: If you are legally married, you must list your spouse (husband or wife) regardless of whether or not he or she lives with you or intends to immigrate to the United States. You must list your spouse even if you are currently separated from him/her, unless you are legally separated. Legal separation is an arrangement when a couple remain married but live apart, following a court order. If you and your spouse are

legally separated, your spouse will not be able to immigrate with you through the Diversity Visa program. You will not be penalized if you choose to enter the name of a spouse from whom you are legally separated. If you are not legally separated by a court order, you must include your spouse even if you plan to be divorced before you apply for the Diversity Visa. Failure to list your eligible spouse is grounds for disqualification.

If you are divorced or your spouse is deceased, you do not have to list your former spouse.

The only exception to this requirement is if your spouse is already a U.S. citizen or U.S. Lawful Permanent Resident. A spouse who is already a U.S. citizen or a Lawful Permanent Resident will not require or be issued a DV. Therefore, if you select “married and my spouse IS a U.S. citizen or U.S. LPR” on your entry, you will not be able to include further information on your spouse.

Children: You must list ALL your living children who are unmarried and under 21 years of age at the time of your initial E-DV entry, whether they are your natural children, your stepchildren (even if you are now divorced from that child’s parent), your spouse’s children, or children you have formally adopted in accordance with the applicable laws. List all children under 21 years of age at the time of your electronic entry, even if they no longer reside with you or you do not intend for them to immigrate under the DV program. You are not required to list children who are already U.S. citizens or Lawful Permanent Residents, though you will not be penalized if you do include them.

Parents and siblings of the entrant are ineligible to receive DV visas as dependents, and you should not include them in your entry.

If you list family members on your entry, they are not required to apply for a visa or to immigrate or travel with you. However, if you fail to include an eligible dependent on your original entry, your case will be disqualified at the time of your visa interview and

no visas will be issued to you or any of your family members. This only applies to those who were family members at the time the original application was submitted, not those acquired at a later date. Your spouse, if eligible to enter, may still submit a separate entry even though he or she is listed on your entry, as long as both entries include details on all dependents in your family (see FAQ #12 above).

14. MUST I SUBMIT MY OWN ENTRY, OR CAN SOMEONE ELSE DO IT FOR ME?

We encourage you to prepare and submit your own entry, but you may have someone submit the entry for you. Regardless of whether you submit your own entry, or an attorney, friend, relative, or someone else submits it on your behalf, only one entry may be submitted in your name. You, as the entrant, are responsible for ensuring that information in the entry is correct and complete; entries that are not correct or complete may be disqualified. Entrants should keep their own confirmation number so that they are able to independently check the status of their entry using Entrant Status Check at dvlottery.state.gov. Entrants should keep retain access to the email account used in the E-DV submission.

15. I'M ALREADY REGISTERED FOR AN IMMIGRANT VISA IN ANOTHER CATEGORY. CAN I STILL APPLY FOR THE DV PROGRAM?

Yes. Your DV registration will not make you ineligible for another immigrant visa classification.

16. WHEN WILL E-DV BE AVAILABLE ONLINE?

You can enter online during the registration period beginning at 12:00 pm (noon) Eastern Daylight Time (EDT) (GMT-4) on ~~Tuesday, October 17~~ Wednesday, October 18, 2017, and ending at 12:00 pm (noon) Eastern Standard Time (EST) (GMT-5) on ~~Tuesday, November 21~~ Wednesday, November 22, 2017. While E-DV was available between Tuesday, October 3 and ~~Monday~~ Tuesday, October 9, entries submitted during that period will not be counted due to unforeseen technical issues. Individuals must

reapply during the new registration period in order to participate in DV-2019.

17. CAN I DOWNLOAD AND SAVE THE E-DV ENTRY FORM INTO A WORD PROCESSING PROGRAM AND FINISH IT LATER?

No, you will not be able to save the form into another program for completion and submission later. The E-DV Entry Form is a Web form only. You must fill in the information and submit it while online.

18. CAN I SAVE THE FORM ONLINE AND FINISH IT LATER?

No. The E-DV Entry Form is designed to be completed and submitted at one time. You will have 60 minutes starting from when you download the form to complete and submit your entry through the E-DV website. If you exceed the 60-minute limit and have not submitted your complete entry electronically, the system discards any information already entered. The system deletes any partial entries so that they are not accidentally identified as duplicates of a later, complete entry. Read the DV instructions completely before you start to complete the form online, so that you know exactly what information you will need.

19. I DON'T HAVE A SCANNER. CAN I SEND PHOTOGRAPHS TO SOMEONE IN THE UNITED STATES TO SCAN THEM, SAVE THEM, AND MAIL THEM BACK TO ME SO I CAN USE THEM IN MY ENTRY?

Yes, as long as the photograph meets the requirements in the instructions and is electronically submitted with, and at the same time as, the E-DV online entry. You must already have the scanned photograph file when you submit the entry online; it cannot be submitted separately from the online application. The entire entry (photograph and application together) can be submitted electronically from the United States or from overseas.

20. ACCORDING TO THE PROCEDURES, THE SYSTEM WILL REJECT MY E-DV ENTRY FORM IF MY PHOTOS DON'T MEET THE SPECIFICATIONS. CAN I RESUBMIT MY ENTRY?

Yes, as long as you complete your submission by 12:00 pm (noon) Eastern Standard Time (EST) (GMT-5) on Tuesday, November 7, 2017. If your photo(s) did not meet the specifications, the E-DV website will not accept your entry, so you will not receive a confirmation notice. However, given the unpredictable nature of the Internet, you may not receive the rejection notice immediately. If you can correct the photo(s) and re-send the Form Part One or Two within 60 minutes, you may be able to successfully submit the entry. Otherwise, you will have to restart the entire entry process. You can try to submit an application as many times as is necessary until a complete application is submitted and you receive the confirmation notice. Once you receive a confirmation notice, your entry is complete and you should NOT submit any additional entries.

21. HOW SOON AFTER I SUBMIT MY ENTRY WILL I RECEIVE THE ELECTRONIC CONFIRMATION NOTICE?

You should receive the confirmation notice immediately, including a confirmation number that you must record and keep. However, the unpredictable nature of the Internet can result in delays. You can hit the "Submit" button as many times as is necessary until a complete application is submitted and you receive the confirmation notice. However, once you receive a confirmation notice, do not resubmit your information.

22. I HIT THE "SUBMIT" BUTTON, BUT DID NOT RECEIVE A CONFIRMATION NUMBER. IF I SUBMIT ANOTHER ENTRY, WILL I BE DISQUALIFIED?

If you did not receive a confirmation number, your entry was not recorded. You must submit another entry. It will not be counted as a duplicate. Once you receive a confirmation number, do not resubmit your information.

Selection

23. HOW DO I KNOW IF I AM SELECTED?

You must use your confirmation number to access the Entrant Status Check available on the E-DV website at dvlottery.state.gov starting May 15, 2018 through September 30,

2019. Entrant Status Check is the sole means by which the Department of State will notify you if you are selected, provided further instructions on your visa application, and notify you of your immigrant visa interview appointment date and time. The only authorized Department of State website for official online entry in the Diversity Visa Program and Entrant Status Check is dvlottery.state.gov.

The Department of State will NOT contact you to tell you that you have been selected (see FAQ #24).

24. HOW WILL I KNOW IF I AM NOT SELECTED? WILL I BE NOTIFIED?

You may check the status of your DV-2019 entry through the Entrant Status Check on the E-DV website at dvlottery.state.gov starting May 15, 2018, until September 30, 2019. Keep your confirmation number until at least September 30, 2019. (Status information for the previous year's DV program, DV-2018, is available online from May 2, 2017, through September 30, 2018.) If your entry is not selected, you will not receive any additional instructions.

25. WHAT IF I LOSE MY CONFIRMATION NUMBER?

You must have your confirmation number to access Entrant Status Check. A tool is now available in Entrant Status Check (ESC) on the eDV website that will allow you to retrieve your confirmation number via the email address with which you registered by entering certain personal information to confirm your identity.

U.S. embassies and consulates and the Kentucky Consular Center are unable to check your selection status for you or provide your confirmation number to you directly (other than through the ESC retrieval tool). The Department of State is NOT able to provide a list of those selected to continue the visa process.

26. WILL I RECEIVE INFORMATION FROM THE DEPARTMENT OF STATE BY EMAIL OR BY POSTAL MAIL?

The Department of State will not send you a notification letter. The U.S. government has never sent emails to notify individuals that they have been selected, and there are no plans to use email for this purpose for the DV-2019 program. If you are a selectee, you will only receive email communications regarding your visa appointment after you have responded to the notification instructions on Entrant Status Check. These emails will not contain information on the actual appointment date and time; they will simply tell you that appointment details are available, and you must then access Entrant Status Check for details. The Department of State may send emails reminding DV lottery applicants to check the ESC for their status. However, such emails will never indicate whether the lottery applicant was or was not selected.

Only Internet sites that end with the “.gov” domain suffix are official U.S. government websites. Many other websites (e.g., with the suffixes “.com,” “.org,” or “.net”) provide immigration and visa-related information and services. The Department of State does not endorse, recommend, or sponsor any information or material on these other websites.

You may receive emails from websites that try to trick you into sending money or providing your personal information. You may be asked to pay for forms and information about immigration procedures, all which are available for free on the Department of State website or through U.S. embassy or consulate websites. Additionally, organizations or websites may try to steal your money by charging fees for DV-related services. If you send money to one of these organizations, you will likely never see it again. Also, do not send personal information to these websites, as it may be used for identity fraud/theft.

These deceptive emails may come from people pretending to be affiliated with the Kentucky Consular Center or the Department of State. Remember, the U.S. government has never sent emails to notify individuals that they have been selected, and will not use email to notify selectees for the DV-2019 program. The Department of State will never ask you to send money by mail or by services such as Western Union.

27. HOW MANY INDIVIDUALS WILL BE SELECTED FOR DV-2019?

For DV-2019, 50,000 DV visas are available. Because it is likely that some of the first 50,000 persons who are selected will not qualify for visas or not pursue their cases to visa issuance, more than 50,000 entries will be selected to ensure that all of the available DV visas are issued. However, this also means that there will not be a sufficient number of visas for all those who are initially selected. To maximize use of all available visas, the Department of State may update Entrant Status Check to include additional selectees at any time before the program ends on September 30, 2019.

You can check the E-DV website's Entrant Status Check to see if you have been selected for further processing and your place on the list. Interviews for the DV-2019 program will begin in October 2018 for selectees who have submitted all pre-interview paperwork and other information as requested in the notification instructions. Selectees who provide all required information will be informed of their visa interview appointment through the E-DV website's Entrant Status Check four to six weeks before the scheduled interviews with U.S. consular officers at overseas posts.

Each month, visas will be issued to those applicants who are eligible for issuance during that month, visa-number availability permitting. Once all of the 50,000 DV visas have been issued, the program will end. Visa numbers could be finished before September 2019. Selected applicants who wish to apply for visas must be prepared to act promptly on their cases. *Being randomly chosen as a selectee does not guarantee that you will receive a visa. Selection merely means that you are eligible to apply for a Diversity Visa, and if your rank number becomes eligible for final processing, you potentially may be issued a Diversity Visa. Only 50,000 visas will be issued to such applicants.*

28. HOW WILL SUCCESSFUL ENTRANTS BE SELECTED?

Official notifications of selection will be made through Entrant Status Check, available starting May 15, 2018, through at least September 30, 2019, on the E-DV

website dvlottery.state.gov. The Department of State does not send selectee notifications or letters by regular postal mail or by email. Any email notification or mailed letter stating that you have been selected to receive a DV does not come from the Department of State and is not legitimate. Any email communication you receive from the Department of State will direct you to review Entrant Status Check for new information about your application. The Department of State will never ask you to send money by mail or by services such as Western Union.

All entries received from each region are individually numbered, and at the end of the entry period, a computer will randomly select entries from among all the entries received for each geographic region. Within each region, the first entry randomly selected will be the first case registered; the second entry selected will be the second case registered, etc. All entries received within each region during the entry period will have an equal chance of being selected. When an entry has been selected, the entrant will receive notification of his or her selection through the Entrant Status Check available starting May 15, 2018, on the E-DV website dvlottery.state.gov. If you are selected and you respond to the instructions provided online via Entrant Status Check, the Department of State's Kentucky Consular Center (KCC) will process your case until you are instructed to appear for a visa interview at a U.S. embassy or consulate or, if you are in the United States, until you apply to adjust status with USCIS in the United States.

29. I AM ALREADY IN THE UNITED STATES. IF SELECTED, MAY I ADJUST MY STATUS WITH USCIS?

Yes, provided you are otherwise eligible to adjust status under the terms of Section 245 of the Immigration and Nationality Act (INA), you may apply to USCIS for adjustment of status to permanent resident. You must ensure that USCIS can complete action on your case, including processing of any overseas spouse or children under 21 years of age, before September 30, 2019, since on that date your eligibility for the DV-2019 program expires. The Department of State will not approve any visa numbers or adjustments of status for the DV-2019 program after midnight EDT on September 30, 2019, under any circumstances.

30. IF I AM SELECTED, FOR HOW LONG AM I ENTITLED TO APPLY FOR A DIVERSITY VISA?

If you are selected in the DV-2019 program, you are entitled to apply for visa issuance only during U.S. government fiscal year 2019, which is from October 1, 2018, through September 30, 2019. We encourage selectees to apply for visas as early as possible, once their lottery rank numbers become eligible for further processing.

Without exception, all selected and eligible applicants must obtain their visa or adjust status by the end of the fiscal year. There is no carry-over of DV benefits into the next year for persons who are selected but who do not obtain visas by September 30, 2019 (the end of the fiscal year). Also, spouses and children who derive status from a DV-2019 registration can only obtain visas in the DV category between October 1, 2018 and September 30, 2019. Applicants who apply overseas will receive an appointment notification from the Department through Entrant Status Check on the E-DV website four to six weeks before the scheduled appointment.

31. IF A DV SELECTEE DIES, WHAT HAPPENS TO THE CASE?

If a DV selectee dies at any point before he or she has traveled to the United States or adjusted status, the DV case is automatically terminated. Any derivative spouse and/or children of the deceased selectee will no longer be entitled to a DV visa. Any visas that were issued to them will be revoked.

Fees

32. HOW MUCH DOES IT COST TO ENTER THE E DV PROGRAM?

There is no fee charged for submitting an electronic entry. However, if you are selected and apply for a Diversity Visa, you must pay all required visa application fees at the time of visa application and interview directly to the consular cashier at the U.S. embassy or consulate. If you are a selectee already in the United States and you apply to USCIS to adjust status, you will pay all required application fees directly to USCIS. If

you are selected, you will receive details of required DV and immigrant visa application fees with the instructions provided through the E-DV website at dvlottery.state.gov.

33. HOW AND WHERE DO I PAY DV AND IMMIGRANT VISA FEES IF I AM SELECTED?

If you are a randomly selected entrant, you will receive instructions for the DV visa application process through Entrant Status Check at dvlottery.state.gov. You will pay all DV and immigrant visa application fees in person only at the U.S. embassy or consulate at the time of the visa application. The consular cashier will immediately give you a U.S. government receipt for payment. Do not send money for DV fees to anyone through the mail, Western Union, or any other delivery service if you are applying for an immigrant visa at a U.S. embassy or consulate.

If you are selected and you are already present in the United States and plan to file for adjustment of status with USCIS, the instructions page accessible through Entrant Status Check at dvlottery.state.gov contains separate instructions on how to mail adjustment of status application fees to a U.S. bank.

34. IF I APPLY FOR A DV, BUT DON'T QUALIFY TO RECEIVE ONE, CAN I GET A REFUND OF THE VISA FEES I PAID?

No. Visa application fees cannot be refunded. You must meet all qualifications for the visa as detailed in these instructions. If a consular officer determines you do not meet requirements for the visa, or you are otherwise ineligible for the DV under U.S. law, the officer cannot issue a visa and you will forfeit all fees paid.

Ineligibilities

35. AS A DV APPLICANT, CAN I RECEIVE A WAIVER OF ANY GROUNDS OF VISA INELIGIBILITY? DOES MY WAIVER APPLICATION RECEIVE ANY SPECIAL PROCESSING?

DV applicants are subject to all grounds of ineligibility for immigrant visas specified in the Immigration and Nationality Act (INA). There are no special provisions for the waiver of any ground of visa ineligibility aside from those ordinarily provided in the INA, nor is there special processing for waiver requests. Some general waiver provisions for people with close relatives who are U.S. citizens or Lawful Permanent Resident aliens may be available to DV applicants in some cases, but the time constraints in the DV program may make it difficult for applicants to benefit from such provisions.

DV Fraud Warning and Scams

36. HOW CAN I REPORT INTERNET FRAUD OR UNSOLICITED EMAIL?

Please visit the econsumer.gov website, hosted by the Federal Trade Commission in cooperation with consumer-protection agencies from 17 nations. You may also report fraud to the Federal Bureau of Investigation (FBI) Internet Crime Complaint Center. To file a complaint about unsolicited email, visit the Department of Justice "Contact Us" page.

DV Statistics

37. HOW MANY VISAS WILL BE ISSUED IN DV-2019?

By law, a maximum of 55,000 visas are available each year to eligible persons. However, in November 1997, the U.S. Congress passed the Nicaraguan Adjustment and Central American Relief Act (NACARA), which stipulates that beginning as early as DV-1999, and for as long as necessary, up to 5,000 of the 55,000 annually-allocated DVs will be made available for use under the NACARA program. The actual reduction of the limit began with DV-2000 and will remain in effect through the DV-2019 program, so 50,000 visas remain for the DV program described in these instructions.

38. IF I RECEIVE A VISA THROUGH THE DV PROGRAM, WILL THE U.S. GOVERNMENT PAY FOR MY AIRFARE TO THE UNITED STATES, HELP ME

FIND HOUSING AND EMPLOYMENT, AND/OR PROVIDE HEALTHCARE OR ANY SUBSIDIES UNTIL I AM FULLY SETTLED?

No. The U.S. government will not provide any of these services to you if you receive a visa through the DV program. If you are selected to apply for a DV, you will need to demonstrate that you will not become a public charge in the United States before being issued a visa. This evidence may be in the form of a combination of your personal assets, an Affidavit of Support (Form I-134) submitted by a relative or friend residing in the United States, an offer of employment from an employer in the United States, or other evidence.

List of Countries/Areas by Region Whose Natives are Eligible for DV-2019

The list below shows the countries whose natives are eligible for DV-2019, grouped by geographic region. Dependent areas overseas are included within the region of the governing country. USCIS identified the countries whose natives are not eligible for the DV-2019 program according to the formula in Section 203(c) of the INA. The countries whose natives are not eligible for the DV program (because they are the principal source countries of Family-Sponsored and Employment-Based immigration or “high-admission” countries) are noted after the respective regional lists.

Africa

Algeria
 Angola
 Benin
 Botswana
 Burkina Faso
 Burundi
 Cameroon
 Cabo Verde
 Central African Republic
 Chad
 Comoros
 Congo
 Congo, Democratic Republic of the
 Cote D’Ivoire (Ivory Coast)

Djibouti
Egypt*
Equatorial Guinea
Eritrea
Ethiopia
Gabon
Gambia, The
Ghana
Guinea
Guinea-Bissau
Kenya
Lesotho
Liberia
Libya
Madagascar
Malawi
Mali
Mauritania
Mauritius
Morocco
Mozambique
Namibia
Niger
Rwanda
Sao Tome and Principe
Senegal
Seychelles
Sierra Leone
Somalia
South Africa
South Sudan
Sudan
Swaziland
Tanzania
Togo
Tunisia
Uganda
Zambia
Zimbabwe

* Persons born in the areas administered prior to June 1967 by Israel, Jordan, Syria, and Egypt are chargeable, respectively, to Israel, Jordan, Syria, and Egypt. Persons born in the Gaza Strip are chargeable to Egypt; persons born in the West Bank are chargeable to Jordan; persons born in the Golan Heights are chargeable to Syria.

In Africa, natives of Nigeria are not eligible for this year's diversity program.

Asia

Afghanistan
Bahrain
Bhutan
Brunei
Burma
Cambodia
Hong Kong Special Administrative Region**
Indonesia
Iran
Iraq
Israel*
Japan
Jordan*
Kuwait
Laos
Lebanon
Malaysia
Maldives
Mongolia
Nepal
North Korea
Oman
Qatar
Saudi Arabia
Singapore
Sri Lanka
Syria*
Taiwan**
Thailand
Timor-Leste
United Arab Emirates
Yemen

*Persons born in the areas administered prior to June 1967 by Israel, Jordan, Syria, and Egypt are chargeable, respectively, to Israel, Jordan, Syria, and Egypt. Persons born in the Gaza Strip are chargeable to Egypt; persons born in the West Bank are chargeable to Jordan; persons born in the Golan Heights are chargeable to Syria.

****For the purposes of the diversity program only, persons born in Macau S.A.R. derive eligibility from Portugal.**

Natives of the following Asia Region countries are **not** eligible for this year's diversity program:

Bangladesh, China (mainland-born), India, Pakistan, South Korea, Philippines, and Vietnam. Hong Kong S.A.R. (Asia region), Macau S.A.R. (Europe region, chargeable to Portugal), and Taiwan (Asia region) do qualify and are listed here.

Europe

Albania
Andorra
Armenia
Austria
Azerbaijan
Belarus
Belgium
Bosnia and Herzegovina
Bulgaria
Croatia
Cyprus
Czech Republic
Denmark (including components and dependent areas overseas)
Estonia
Finland
France (including components and areas overseas)
Georgia
Germany
Greece
Hungary
Iceland
Ireland
Italy
Kazakhstan
Kosovo
Kyrgyzstan
Latvia
Liechtenstein

Lithuania
 Luxembourg
 Macau Special Administrative Region**
 Macedonia
 Malta
 Moldova
 Monaco
 Montenegro
 Netherlands (including components and
 dependent areas overseas)
 Northern Ireland**
 Norway (including components and
 dependent areas overseas)
 Poland
 Portugal (including components and
 dependent areas overseas)
 Romania
 Russia
 San Marino
 Serbia
 Slovakia
 Slovenia
 Spain
 Sweden
 Switzerland
 Tajikistan
 Turkey
 Turkmenistan
 Ukraine
 Uzbekistan
 Vatican City

** Macau S.A.R. does qualify and is listed above. For the purposes of the diversity program only, persons born in Macau S.A.R. derive eligibility from Portugal.

Natives of the following European countries are not eligible for this year's DV program: Great Britain (United Kingdom). Great Britain (United Kingdom) includes the following dependent areas: Anguilla, Bermuda, British Virgin Islands, British Indian Ocean Territory, Cayman Islands, Falkland Islands, Gibraltar, Montserrat, Pitcairn, South Georgia and the South Sandwich Islands, St. Helena, and Turks and Caicos Islands. Note that for purposes of the diversity program only, Northern Ireland is treated separately; Northern Ireland does qualify and is listed among the qualifying areas.

North America

The Bahamas

In North America, natives of Canada and Mexico are not eligible for this year's diversity program.

Oceania

Australia (including components and dependent areas overseas)

Fiji

Kiribati

Marshall Islands

Micronesia, Federated States of

Nauru

New Zealand (including components and dependent areas overseas)

Palau

Papua New Guinea

Samoa

Solomon Islands

Tonga

Tuvalu

Vanuatu

South America, Central America, and the Caribbean

Antigua and Barbuda

Argentina

Barbados

Belize

Bolivia

Chile

Costa Rica

Cuba

Dominica

Ecuador

Grenada

Guatemala

Guyana

Honduras

Nicaragua

Panama
Paraguay
Saint Kitts and Nevis
Saint Lucia
Saint Vincent and the Grenadines
Suriname
Trinidad and Tobago
Uruguay
Venezuela

Countries in this region whose natives are not eligible for this year's diversity program:
Brazil, Colombia, Dominican Republic, El Salvador, Haiti, Jamaica, Mexico, and Peru.

| _____, 2017

Carl C. Risch
Assistant Secretary,
Bureau of Consular Affairs,
Department of State.

From: Thomas, French L
Sent: Fri, 13 Oct 2017 11:47:56 -0400
To: Follick, Julia; Herndon, Megan
Cc: Taylor, Sydney S
Subject: RE: VO-Registration for Diversity Visa Immigration Program

You're welcome!

Official - SBU
UNCLASSIFIED

From: Follick, Julia
Sent: Friday, October 13, 2017 11:37 AM
To: Herndon, Megan
Cc: Thomas, French L; Taylor, Sydney S
Subject: RE: VO-Registration for Diversity Visa Immigration Program

Great! Thank you, French. I will send this, along with the signed notice, an editable word version of the notice, and the clearance sheet. -Julia

Official - SBU
UNCLASSIFIED

From: Herndon, Megan
Sent: Friday, October 13, 2017 11:34 AM
To: Follick, Julia
Cc: Thomas, French L; Taylor, Sydney S
Subject: FW: VO-Registration for Diversity Visa Immigration Program

Julia-

French did a great job of moving this through. Can you send the package to our Federal Register @ state folks?

Megan

Megan B. Herndon
Chief, Legislation and Regulations, Visa Office
U.S. Department of State
600 19th Street NW
SA-17, 12th Floor, Room 406
Washington, DC 20006
(202) 485-7440

Official
UNCLASSIFIED

From: Thomas, French L
Sent: Friday, October 13, 2017 11:33 AM
To: Taylor, Sydney S; Herndon, Megan
Subject: FW: VO-Registration for Diversity Visa Immigration Program

FYI!

Official
UNCLASSIFIED

From: Bascombe, Ryan S
Sent: Friday, October 13, 2017 11:24 AM
To: Thomas, French L
Cc: Thorpe, Tracy
Subject: FW: VO-Registration for Diversity Visa Immigration Program

French,

Attached is the funded DS-5.

Thanks in advance,

Ryan S. Bascombe
Support Services Specialist
U.S. Department of State
Bureau of Consular Affairs
CA/EX/GSD
600 19th Street N.W.
Suite 7.300
Washington D.C. 20522
202-485-7403

From: Soma, Paul T
Sent: Friday, October 13, 2017 11:21 AM
To: Bascombe, Ryan S
Cc: Smith, Sharita L
Subject: VO-Registration for Diversity Visa Immigration Program

Ryan,
See attached. Thanks.

Paul T. Soma
CA/C/FMD
202-485-6744

-----Original Message-----

From: Soma, Paul T [<mailto:SomaP@state.gov>]
Sent: Friday, October 13, 2017 11:18 AM
To: Soma, Paul T
Subject: Scanned Document

Please open the attached document. This document was digitally sent to you using an HP Digital Sending device.

Official
UNCLASSIFIED

From: Thompson, Fredrick
Sent: Fri, 13 Oct 2017 16:21:06 -0400
To: Atkins, John B;Kunz, Sandra M;Maripuri, Sandeep;Siddle, Gail L;Pasatiempo, Gary A;Bae, Heather;Seratte, Kathlene A;Doshi, Hetal J;Yang, Lue;Paschke, Matthew J;Snyder, Kenneth S;Benitez, Jose R;Hudson, Andre C;Robbins, Jillian A;Li, Ben Q;Walker, Timothy R;Plott, Heidi J;Channell, Mark D;Zhu, Jonathan;Corse, Gary R;Todd, Kenneth B;CA-CST-CM-ECM;CA-IVV-Management;CA-IVV-Testing;CA-CCM-GOV;CA-CST-CM-DevSW;CA-CST-SII-IS-GOV;CA-CST-DEDM-DEV;CA-CST-DEDM-PMO-ECM;Zhu, Jonathan;Corse, Gary R;CA-CST-NCS Mgmt Team;Robertson, Samuel B;Barrios, Xiomara D;Dumbuya, Bai S;Patel, Pinal B;CA-CST-DEDM-CCD-DBA;James, Ryan A;Hulen, John S;Varnan, Beena M;Brown, Thanh T;Allen, Thomas E;Rosner, Thomas V;Goins, Stephanie A;CA-CST-NCS-QA;Sherman, Richard M;Rohan, John J;Johnson, Christopher N;CA-EntOps-SystemHosting;Archibald, Michele T;Adamowicz III, Matthew;Rohan, John J;Burke, Steven A;Ericsson, Jeffrey W
Subject: Request Virtual Emergency ECB Supporting eDV-AES 12.3.1 (CR 1028562) - DEDM (CR1028567)

John,

Request virtual, emergency ECB for CR 1028567 to resolve eDV-AES production issues and to restart the eDV process.

1. What is the change? The DEDM team will copy the current edv_2019 schema into a new schema (edv_2019_invalid) on CADB in the DB DMZ. The DBA team will then remove all data from edv_2019 to prepare for re-start and to preserve all performance tuning made during load testing. The same script used to clean up all load testing data before the launch will be used again for restarting eDV-AES. The data in the edv_2019_invalid schema will be used by the application team to investigate the production issue that is now forcing a restart of eDV-AES process. The FR team will extract and save the enrolled images for the first AES run, and then delete the imaged for the ABIS system and the MEP system. The CLASS team will be deleting the records for the first eDV AES run from the CLASS systems as well.
2. Why are you making the change? The NCS Development team discovered a problem with the data stored for the Eligibility Country field for records in the eDV/AES 12.3 database for DV-2019. Therefore, all current entries will be considered ineligible and AES 2019 to be re-started.
3. With whom has this change been coordinated? Hetal Doshi/ Fredd Thompson/ VO.
4. What testing has been conducted? IV&V has been provided with steps to conduct testing in their environment.
5. Is this a major change to the system? No.
6. What are the risk and impact of making the change, and of doing nothing? Doing nothing will result in granting eligibility to applicants applying from non-eligible countries or vice versa. The lottery is administered by the Department of State and conducted under the Immigration and Nationality Act (INA) as amended by the Immigration Act of 1990. Failure to administer the lottery will violate the Immigration Act of 1990.
7. Will the proposed change modify the security posture? No.
8. What impact will the change have on application system availability? The system has been shut down since October 9th.
9. If there is a problem during the deployment describe the back out or recovery plan. There is no rollback, we are removing the entries to re-start AES 2019.
10. Who is the Government Manager responsible for this change? Hetal Doshi/ Fredd Thompson.

Official
UNCLASSIFIED

From: Follick, Julia
Sent: Mon, 16 Oct 2017 13:51:02 -0400
To: Corse, Gary R; Nantais, Joel D; Parker, Morgan A; King, Karin M; Paschke, Matthew J; Slattery, Phillip T; Beard, Christopher G; Grewe, Brenda L; Perry, Nicholas; McNeil, Matthew C; Ramotowski, Edward J
Cc: CA-VO-Special Assistant; Herndon, Megan
Subject: RE: DV Updates

All,

We just received confirmation that the Federal Register notice is scheduled to be published on Wednesday. If all goes well, it should be available on the Federal Register website tomorrow. –Julia

Julia Follick
 Attorney Advisor, CA/VO/L/R
 Bureau of Consular Affairs, Visa Office
 (202) 485-7628
 FollickJ@state.gov

Official - SBU
UNCLASSIFIED

From: Corse, Gary R
Sent: Friday, October 13, 2017 10:03 AM
To: Nantais, Joel D; Parker, Morgan A; King, Karin M; Paschke, Matthew J; Slattery, Phillip T; Beard, Christopher G; Grewe, Brenda L; Perry, Nicholas; McNeil, Matthew C; Ramotowski, Edward J; Follick, Julia
Cc: Corse, Gary R; CA-VO-Special Assistant
Subject: DV Updates 13OCT2017

Good morning,

Just a few updates on where we stand on communications via DV:

- Press Talking Points (cleared but CA-P may need to clear again)
- Email Message to posts (cleared and ready to send pending A/S green light)
- Maintenance Page Update and Outage Notices (cleared and ready to send pending A/S green light)
- Federal Registry Notice (pending publication on Wednesday, latest Thursday). As long as publication occurs on the day of the restart, we should be fine.
- AM on Restarting DV-2019 (cleared/approved by A/S on Thursday)

Tasked out this morning:

- IM on Why DV Failed (CST has the lead and due by noon)
- IM to S on the DV Restart (most likely VO)

CA-FO reports that increased press coverage may begin as early as today. Because of this, CA-FO reported that it will notify DHS and the White House to give them a heads up before we can send anything out. CST is aware that we're standing by before anything goes out.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 1:31 PM
To: King, Karin M; Slattery, Phillip T; Parker, Morgan A; Perry, Nicholas; Grewe, Brenda L; Nantais, Joel D
Cc: Corse, Gary R; Paschke, Matthew J
Subject: RE: DV intake paused

Good afternoon,

Here are the latest updates on the DV-2019 issue:

- Yesterday, VO/I informed CST to re-start the DV program with a clean slate next week on 17OCT2017 and end the program on 21NOV2017.
- Due to the later-than-normal DV registration end date of 21NOV2017, KCC is planning to push the selectee announcement date forward two weeks (May 15th, vice May 1st).
- VO/I submitted updated language on various DV website pages to inform applicants to reapply. As soon as VO/F clears its public TPs and gives the OK, the language will be deployed to the public, in sync.
- CST will move 2.1 million applicants (1.8 applications) affected to a separate repository and link it to the application [status check site](#). When an affected applicant enters their application number, a prompt will advise the applicant to re-apply.
- CST should be finishing up testing today. There were no critical issues to report during testing. CST is technically on track to restart DV on Oct. 17th.
- VO/L is working on submitting an updated Federal Register notice.

Please let me know if you have any questions.

Best, Gary

Gary Corse
Deputy Director

Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Tuesday, October 10, 2017 8:45 AM
To: King, Karin M; Ramotowski, Edward J
Cc: Slattery, Phillip T; Parker, Morgan A; Corse, Gary R
Subject: RE: DV intake paused

Good morning,

Yesterday, CST uncovered a problem with data stored for the Eligibility Country field for records within the DV-2019 database. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database instead (for example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country). It has to do with a script error which pulls data from question's 5 and 6 (below). Because of the error, CST cannot differentiate between accurate and inaccurate records within the applications to date (2.1 million applicants thus far). The DV site was brought down yesterday evening for "maintenance" and the development team already created a fix and is pending a final test. I'm awaiting on a timeline on when testing will be complete in order to bring the site back up.

There are several considerations we'll need to work through to ensure we haven't given a disadvantage to those who've already applied and may need to ask those affected entrants to reapply.

We'll keep you updated as we move forward.

Thank you, Gary

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program. please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility.

Select A Country...

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: King, Karin M
Sent: Tuesday, October 10, 2017 7:47 AM
To: Ramotowski, Edward J; Corse, Gary R
Cc: Slattery, Phillip T; Parker, Morgan A
Subject: DV intake paused

Ed –

Due to a technical issue, we have temporarily had to pause DV processing. Looping in Gary, who can provide more details (Matt is out this week due to a death in the family).

Karin

Karin King
Managing Director
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State
(202) 485-7561

Official
UNCLASSIFIED

From: Herndon, Megan
Sent: Tue, 17 Oct 2017 08:49:27 -0400
To: Perry, Nicholas; Newman, David S
Cc: Follick, Julia
Subject: RE: DV Updates

Nick and David-

All is good. This is showing up pre-publication on the FR.

<https://www.federalregister.gov/documents/2017/10/18/2017-22638/registration-for-the-diversity-immigrant-visa-program>

Megan B. Herndon
Chief, Legislation and Regulations, Visa Office
U.S. Department of State
600 19th Street NW
SA-17, 12th Floor, Room 406
Washington, DC 20006
(202) 485-7440

Official - SBU
UNCLASSIFIED

From: Perry, Nicholas
Sent: Monday, October 16, 2017 1:53 PM
To: Follick, Julia; Herndon, Megan
Cc: Newman, David S
Subject: RE: DV Updates

Thanks, Julia and Megan, for pushing this through.

Nicholas J. Perry
Deputy Director of Legal Affairs, Visa Office
Bureau of Consular Affairs, U.S. Department of State
PerryN1@state.gov
(202) 485-7586

Official - SBU
UNCLASSIFIED

From: Follick, Julia
Sent: Monday, October 16, 2017 1:51 PM
To: Corse, Gary R; Nantais, Joel D; Parker, Morgan A; King, Karin M; Paschke, Matthew J; Slattery, Phillip T; Beard, Christopher G; Grewe, Brenda L; Perry, Nicholas; McNeil, Matthew C; Ramotowski, Edward J

Cc: CA-VO-Special Assistant; Herndon, Megan
Subject: RE: DV Updates

All,

We just received confirmation that the Federal Register notice is scheduled to be published on Wednesday. If all goes well, it should be available on the Federal Register website tomorrow. –Julia

Julia Follick
 Attorney Advisor, CA/VO/L/R
 Bureau of Consular Affairs, Visa Office
 (202) 485-7628
FollickJ@state.gov

Official - SBU
UNCLASSIFIED

From: Corse, Gary R
Sent: Friday, October 13, 2017 10:03 AM
To: Nantais, Joel D; Parker, Morgan A; King, Karin M; Paschke, Matthew J; Slattery, Phillip T; Beard, Christopher G; Grewe, Brenda L; Perry, Nicholas; McNeil, Matthew C; Ramotowski, Edward J; Follick, Julia
Cc: Corse, Gary R; CA-VO-Special Assistant
Subject: DV Updates 13OCT2017

Good morning,

Just a few updates on where we stand on communications via DV:

- Press Talking Points (cleared but CA-P may need to clear again)
- Email Message to posts (cleared and ready to send pending A/S green light)
- Maintenance Page Update and Outage Notices (cleared and ready to send pending A/S green light)
- Federal Registry Notice (pending publication on Wednesday, latest Thursday). As long as publication occurs on the day of the restart, we should be fine.
- AM on Restarting DV-2019 (cleared/approved by A/S on Thursday)

Tasked out this morning:

- IM on Why DV Failed (CST has the lead and due by noon)
- IM to S on the DV Restart (most likely VO)

CA-FO reports that increased press coverage may begin as early as today. Because of this, CA-FO reported that it will notify DHS and the White House to give them a heads up before we can send anything out. CST is aware that we're standing by before anything goes out.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 1:31 PM
To: King, Karin M; Slattery, Phillip T; Parker, Morgan A; Perry, Nicholas; Grewe, Brenda L; Nantais, Joel D
Cc: Corse, Gary R; Paschke, Matthew J
Subject: RE: DV intake paused

Good afternoon,

Here are the latest updates on the DV-2019 issue:

- Yesterday, VO/I informed CST to re-start the DV program with a clean slate next week on 17OCT2017 and end the program on 21NOV2017.
- Due to the later-than-normal DV registration end date of 21NOV2017, KCC is planning to push the selectee announcement date forward two weeks (May 15th, vice May 1st).
- VO/I submitted updated language on various DV website pages to inform applicants to reapply. As soon as VO/F clears its public TPs and gives the OK, the language will be deployed to the public, in sync.
- CST will move 2.1 million applicants (1.8 applications) affected to a separate repository and link it to the application status check site. When an affected applicant enters their application number, a prompt will advise the applicant to re-apply.
- CST should be finishing up testing today. There were no critical issues to report during testing. CST is technically on track to restart DV on Oct. 17th.
- VO/L is working on submitting an updated Federal Register notice.

Please let me know if you have any questions.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Tuesday, October 10, 2017 8:45 AM
To: King, Karin M; Ramotowski, Edward J
Cc: Slattery, Phillip T; Parker, Morgan A; Corse, Gary R
Subject: RE: DV intake paused

Good morning,

Yesterday, CST uncovered a problem with data stored for the Eligibility Country field for records within the DV-2019 database. The result is that regardless of Eligibility Country chosen, the Birth Country is being stored in the database instead (for example, if someone is born in Guadeloupe, the system pre-fills France for Eligibility Country). It has to do with a script error which pulls data from question's 5 and 6 (below). Because of the error, CST cannot differentiate between accurate and inaccurate records within the applications to date (2.1 million applicants thus far). The DV site was brought down yesterday evening for "maintenance" and the development team already created a fix and is pending a final test. I'm awaiting on a timeline on when testing will be complete in order to bring the site back up.

There are several considerations we'll need to work through to ensure we haven't given a disadvantage to those who've already applied and may need to ask those affected entrants to reapply.

We'll keep you updated as we move forward.

Thank you, Gary

5. Country Where You Were Born

Select A Country...

6. Country of Eligibility for the DV Program

Your country of eligibility will normally be the same as your country of birth. Your country of eligibility is **NO** eligible for the DV program. please go to **Explanation of Country of Eligibility** to see if there is another o

Are you claiming eligibility based on the country where you were born?

Yes No

If not, you must enter the country from which you are claiming eligibility

Select A Country...

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: King, Karin M
Sent: Tuesday, October 10, 2017 7:47 AM
To: Ramotowski, Edward J; Corse, Gary R
Cc: Slattery, Phillip T; Parker, Morgan A
Subject: DV intake paused

Ed –

Due to a technical issue, we have temporarily had to pause DV processing. Looping in Gary, who can provide more details (Matt is out this week due to a death in the family).

Karin

Karin King
Managing Director
Office of Visa Services, Bureau of Consular Affairs
U.S. Department of State
(202) 485-7561

Official
UNCLASSIFIED

From: FederalRegister
Sent: Fri, 13 Oct 2017 12:16:39 -0400
To: Follick, Julia;Herndon, Megan
Cc: FederalRegister
Subject: RE: URGENT Federal Register Notice for Publication
Importance: High

Hello Julia,

The Office of the Federal Register wont publish the document as written. The SUMMARY would be an issue because it can not have legal citations. They need to be inserted somewhere else in the document. I am still looking at the rest of the document.

Ernesto Rivera
Federal Register Liaison
Office of Directives Management
U.S. Department of State
SA-22, Suite 2400
1800 G Street NW
Washington, DC
(202) 312-9619 (Direct line)
(202) 312-9603 (Fax)

Official - SBU
UNCLASSIFIED

From: Follick, Julia
Sent: Friday, October 13, 2017 11:47 AM
To: FederalRegister
Cc: Herndon, Megan
Subject: URGENT Federal Register Notice for Publication

Hello,

Attached please find the documents for publication of a Federal Register notice announcing changes to the entry period for the Diversity Visa program, including a signed and locked copy of the notice, the notice in an editable format, the DS-5, and a clearance sheet. A similar notice was published in September 2017, but due to unforeseen technical issues, we need to update the notice as soon as possible, ideally before the entry period re-starts on Wednesday, October 18.

Thanks in advance for your quick work on this. If you need any further documentation or information, please don't hesitate to ask.

Regards,
Julia

Julia Follick

Attorney Advisor, CA/VO/L/R

Bureau of Consular Affairs, Visa Office

(202) 485-7628

FollickJ@state.gov

Official - SBU

UNCLASSIFIED

From: Kottmyer, Alice M
Sent: Thu, 12 Oct 2017 12:51:43 -0400
To: Follick, Julia
Cc: Herndon, Megan;Kottmyer, Alice M
Subject: RE: Urgent Federal Register Notice for Review

Defer to L/CA.

Official - SBU
UNCLASSIFIED

From: Follick, Julia
Sent: Thursday, October 12, 2017 12:19 PM
To: Kottmyer, Alice M
Cc: Herndon, Megan
Subject: Urgent Federal Register Notice for Review

Hi Alice,

Attached is a Federal Register notice that we plan to publish ASAP next week, hopefully before the Diversity Visa program re-starts on Wednesday following a technical issue that forced us to shut down the application period earlier this week. Much of the notice is the standard language that is published every year at the start of the DV entry period, but given the unusual circumstances of re-doing the entry period, we wanted to double check this with you.

Steve Kerr in L/CA is also reviewing – if you don't think you need to review, just let me know. And of course, I'm happy to answer any questions you might have.

Thanks,
Julia

Julia Follick
Attorney Advisor, CA/VO/L/R
Bureau of Consular Affairs, Visa Office
(202) 485-7628
FollickJ@state.gov

Official - SBU
UNCLASSIFIED

From: Corse, Gary R
Sent: Wed, 11 Oct 2017 09:30:24 -0600
To: Varnan, Beena M; Nantais, Joel D; Follick, Julia; Perry, Nicholas; Parker, Morgan A; Parker, Christine D
Cc: Paschke, Matthew J; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

Thanks, Beena!

Hi Heather, the below language was cleared by VO leadership (up to MD Karin King). Over to CST. If you have any questions, feel free to email me. I'll be on the CST call shortly.

Suggested language for the top red box:

Due to a technical issue, the DV-2019 entry period that began on October 3 has been closed. Entries submitted during October 3-10 are not valid and have been excluded from the system; they will not count as a duplicate entry. The technical issue has been resolved and a new full entry period will begin at noon, U.S. Eastern Daylight Time on Tuesday October 17, 2017 and will run until noon Eastern Standard Time on Tuesday November 21, 2017. Only entries submitted during this period will be accepted and considered for selection in the lottery. Please throw away any confirmation number or other documentation that you have if you submitted an entry during Oct. 3-10.

Suggested language for the lower red box:

DV-19 Entrants may enter their confirmation information through the link below starting at noon EDT on May 15, 2018. The DV-2019 entry period opened on October 17, 2017 and closed on November 21, 2017. Only confirmation information for entries submitted during this period will be valid for checking your status. DV-2019 Entrants should keep their confirmation number until September 30, 2019.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official - SBU
UNCLASSIFIED

From: Varnan, Beena M
Sent: Wednesday, October 11, 2017 10:27 AM
To: Nantais, Joel D; Follick, Julia; Perry, Nicholas; Corse, Gary R; Parker, Morgan A; Parker, Christine D
Cc: Paschke, Matthew J; Bae, Heather
Subject: RE: VO Verbiage Updates for AES 12.3.1

Looping in Heather in CST.

Official - SBU
UNCLASSIFIED

From: Nantais, Joel D
Sent: Wednesday, October 11, 2017 9:52 AM
To: Follick, Julia; Perry, Nicholas; Corse, Gary R; Parker, Morgan A; Varnan, Beena M; Parker, Christine D
Cc: Paschke, Matthew J; Nantais, Joel D
Subject: RE: VO Verbiage Updates for AES 12.3.1

I clear without edits.

Official - SBU
UNCLASSIFIED

From: Follick, Julia
Sent: Wednesday, October 11, 2017 9:48 AM
To: Perry, Nicholas; Corse, Gary R; Nantais, Joel D; Parker, Morgan A; Varnan, Beena M; Parker, Christine D
Cc: Paschke, Matthew J
Subject: RE: VO Verbiage Updates for AES 12.3.1

Just one small discrepancy between this language and that in the Federal Register notice – were any entries submitted on October 10? The FR notice currently references entries submitted between October 3 and October 9 as being invalid; I can change that to October 10 if that is more correct. -Julia

Official - SBU
UNCLASSIFIED

From: Perry, Nicholas
Sent: Wednesday, October 11, 2017 8:48 AM
To: Corse, Gary R; Nantais, Joel D; Parker, Morgan A; Varnan, Beena M; Parker, Christine D; Follick, Julia
Cc: Paschke, Matthew J
Subject: RE: VO Verbiage Updates for AES 12.3.1

Add Julia Follick.

Nicholas J. Perry
Deputy Director of Legal Affairs, Visa Office
Bureau of Consular Affairs, U.S. Department of State
PerryN1@state.gov
(202) 485-7586

Official
UNCLASSIFIED

From: Corse, Gary R
Sent: Wednesday, October 11, 2017 8:46 AM
To: Nantais, Joel D; Perry, Nicholas; Parker, Morgan A; Varnan, Beena M; Parker, Christine D
Cc: Corse, Gary R; Paschke, Matthew J
Subject: FW: VO Verbiage Updates for AES 12.3.1

Good morning!

VO/F and VO/L, Would you mind reviewing/clearing the draft language to be posted the current maintenance page after the DV-2019 registration period is restarted?

Suggested language for the top red box:

Due to a technical issue, the DV-2019 entry period that began on October 3 has been closed. Entries submitted during **October 3-10** are not valid and have been excluded from the system; they will not count as a duplicate entry. The technical issue has been resolved and a new full entry period will begin at noon, U.S. Eastern Daylight Time on Tuesday October 17, 2017 and will run until noon Eastern Standard Time on Tuesday November 21, 2017. Only entries submitted during this period will be accepted and considered for selection in the lottery. Please throw away any confirmation number or other documentation that you have if you submitted an entry during Oct. 3-10.

Suggested language for the lower red box:

DV-19 Entrants may enter their confirmation information through the link below starting at noon EDT on May 15, 2018. The DV-2019 entry period opened on October 17, 2017 and closed on November 21, 2017. Only confirmation information for entries submitted during this period will be valid for checking your status. DV-2019 Entrants should keep their confirmation number until September 30, 2019.

Best, Gary

Gary Corse
Deputy Director
Visa Office, Information Management and Liaison (CA/VO/I)
202-485-7547

Official
UNCLASSIFIED

From: Robbins, Jillian A
Sent: Tuesday, October 10, 2017 6:05 PM
To: Varnan, Beena M; Sherman, Richard M; Corse, Gary R; Beard, Christopher G; Bryant, Adam C; Lovitt, Darrell R
Cc: Siddle, Gail L; CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Li, Ben Q
Subject: VO Verbiage Updates for AES 12.3.1
Importance: High

Hi All –

I understand that the verbiage for the AES pages are still being finalized. We just wanted to reach out to confirm the changes and display for the maintenance page, welcome page, submission (confirmation) page, and thank you page (see screenshots below). Please review and provide approval/feedback on additional changes required ASAP.

Maintenance Page (current version on dvlottery.state.gov):

- Place VO-provided text in the top red box underneath the “Down for Maintenance” banner.
- Update the “2019 Entrant Status Check” verbiage (second red box) to read as follows: **(Please new confirm entry period will be from Oct 17 – Nov 21.)**
“DV-2019 Entrants may enter their confirmation information through the link below in May 2018. The DV-2019 registration period will re-open on October 17, 2017, and will close on November 21, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.”
- **Any other changes?**



U.S. Department of State
Bureau of Consular Affairs

Electronic Diversity Visa Lottery

Down for Maintenance!

AES is currently down for maintenance. Please try again la

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below, starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opened on October 3, 2017, and closed on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

DV-2018 Entrants may enter their confirmation information through this web entry through this web.

Click the link below to check DV-2019 and DV-2018 Entrant

Check Status

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including reviewing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless it is required by law. If you have comments on this burden estimate and/or recommendations for reducing it, please send them to: PRA, EOP, OMB, Paperwork Reduction Project (1545-0047).

CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act. The information shall be considered confidential and shall be used only for the formulation, amendment, administration, or enforcement of the immigration and naturalization laws. The information shall not be made available to a court which certifies that the information contained in such records is needed in a case pending before the court.

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Welcome Page:

- Add new verbiage to welcome message (first red box) to explain new entry period and update the submission period dates. **Please confirm new entry period will be from Oct 17 – Nov 21.**
- **Is the current message in the “Entry Instructions” box (next to red arrow) confusing (text below)? Should we add more clarifying language?**

“Please read the DV-2019 Entry Instructions carefully. Entrants may be disqualified for not completing the entry form correctly or by submitting more than one entry. Use the link below to view the instructions.”

- Change dates under the “2019 Entrant Status Check” header (bottom red box). **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants. Please also confirm new entry period will be from Oct 17 – Nov 21.**
- **Any other changes?**

Electronic Diversity Visa Lottery

Welcome

Our State Department Web site for the 2019 Diversity Visa program (DV-2019) is now open. The entry submission period for DV-2019 is from 12:00PM EST (GMT -5) on November 7, 2017 to 12:00PM EST (GMT -5) on November 7, 2017. The entry form will only be available for submission during this period and this period is subject to change by the U.S. Postal Service.

After reading the instructions, click the "Begin Entry" button below to enter the DV Lottery

Entry Instructions

Please read the DV-2019 Entry Instructions carefully. Entrants may be disqualified for not completing the entry form correctly or by submitting an incorrect entry. Click the link below to view the instructions.

[DV-2019 Instructions](#)

Photo Tool

Before beginning the entry process, you can verify that your picture(s) comply with all requirements by clicking the link below.

[Photo Tool](#)

Entry Form

The entry form is prepared in two parts, one for the primary Entrant and one for derivatives (if any). Each part must be completed correctly. After all parts are completed, the entry will be submitted to the DV-2019 Processing Center. Click the link below to begin the entry process.

[Begin Entry](#)

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opens on October 3, 2017, and closes on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

2018 Entrant Status Check

DV-2018 Entrants have until September 30, 2018 to enter their confirmation information through this website. The DV-2018 registration period closes on November 7, 2017, until November 7, 2018.

Click the link below to check DV-2019 and DV-2018 Entrant Status.

[Check Status](#)

PAPERWORK REDUCTION ACT Public reporting burden for this collection of information is estimated to average 30 minutes per response, including time required for reviewing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless it is necessary for the collection of information. Send comments regarding this burden estimate or any aspect of this collection of information, including suggestions for reducing this burden, to PRA_BurdenComment@ic.dhs.gov. If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to: PRA_BurdenComment@ic.dhs.gov.

CONFIDENTIALITY STATEMENT The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act (INA Section 222). Records shall be considered confidential and shall be used only for the formulation, amendment, administration, or enforcement of the immigration, nationality, and other visa records may be made available to a court which certifies that the information contained in such records is needed in a case pending before the court.

Submission Confirmation Page:

- Change header text from "Submission Confirmation: Entry Received" to "DV-2019 Submission Confirmation: Entry Received" and verify in printer friendly view. This will allow KCC to easily differentiate original entries (without "DV-2019" in header) from new entries when viewing the confirmation page.
- Change the date for ESC in confirmation message. **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants.**
- **Any other changes?**



Submission Confirmation: Entry Received

Success!

Your entry for the 2019 Diversity Visa Lottery program was received on Wednesday, October 11, 2017 at 1:54:43 AM EST. Please do **NOT** close this confirmation page or made a record of your Confirmation Number.

Entrant Name:	DSAFFD, QSADF SDF DADF
Confirmation Number:	201913WS00MUGORL
Year of Birth:	1981
Digital Signature:	438F03352A51C23982240AA31F38D09F431990A0

Thank you for your entry for the 2019 Diversity Visa Lottery.

Please either print this page or make a record of the confirmation number before closing this window. You will not be able to retrieve this window.

You must retain your confirmation number in order to check your entry status via **Entrant Status Check** between May 1, 2018 and September 30, 2018. If your entry was selected for further processing in the 2019 Diversity Visa Lottery, you will be **REQUIRED** to enter your confirmation number in our system in order to check on your entry status.

Selectees will not receive selectee notifications or letters by regular postal mail from the Kentucky Consular Center (KCC).

Do not submit additional Entry Forms with this person as the Primary Entrant! Multiple entries will disqualify the Entrant from participating in the Lottery.

[USA.gov](#) [travel.state.gov](#) [Welcome Page](#) [Top of Page](#)

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Thank You Page (displays after DV-2019 registration period closes):

- Update dates in thank you message (top red box) **Please confirm new entry period will be from Oct 17 – Nov 21. Any other verbiage?**
- Update the "2019 Entrant Status Check" verbiage (second red box) to read as follows: **Please confirm if ESC will be available on May 1 or May 15 for DV-2019 entrants. Please also confirm new entry period will be from Oct 17 – Nov 21.**

"DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May XX, 2018. The DV-2019 registration period opened on

October 17, 2017, and closed on November 21, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.”

- Any other changes?



U.S. Department of State
Bureau of Consular Affairs

Electronic Diversity Visa Lottery

Thank You!

The entry registration period for the 2018 Diversity Visa program (DV-2019) was between October 3, 2017 and November 21, 2017. The registration period is now finished.

DV Entrant Status Check

2019 Entrant Status Check

DV-2019 Entrants may enter their confirmation information through the link below starting at noon (EDT) on May 1, 2018. The DV-2019 registration period opened on October 3, 2017, and closed on November 7, 2017. DV-2019 Entrants should keep their confirmation number until at least September 30, 2019.

DV-2018 Entrants may enter their confirmation information through this website.

Click the link below to check DV-2019 and DV-2018 Entrant Status

Check Status

PAPERWORK REDUCTION ACT: Public reporting burden for this collection of information is estimated to average 30 minutes per response, including reviewing the instructions, searching existing data sources, gathering the data, reviewing the information and/or documents required, and reviewing the final collection. You do not have to supply the information if it does not affect your operation. If you estimate that this collection of information is no longer necessary, your comments and suggestions are invited. If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to the Office of Management and Budget, Paperwork Project Director, Washington, DC 20503.

CONFIDENTIALITY STATEMENT: The information asked for on this form is requested pursuant to Section 222 of the Immigration and Nationality Act. The information you provide on this form will be used to determine your eligibility for the Diversity Visa program. Your information and records shall be considered confidential and shall be used only for the formulation, amendment, administration, or enforcement of the immigration and naturalization laws. Your information and records may be made available to a court which certifies that the information contained in such records is needed in a case pending before it.

USA.gov travel.state.gov Top of page

Thank you,

Jillian Robbins

NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs

(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA/CST/PSDD

Production Services Design & Development

Providing innovative solutions through collaboration, excellence, and accountability.

From: Robbins, Jillian A
Sent: Tue, 10 Oct 2017 07:44:00 -0600
To: Bae, Heather; Sherman, Richard M; Siddle, Gail L; Channell, Mark D; Snyder, Kenneth S
Cc: Corse, Gary R; Pasatiempo, Gary A
Subject: RE: Special Considerations for DV-2019 related to the emergency patch

Heather,

That is correct. We do not store the yes/no response in the database.

Thanks,

Jillian Robbins

NCS Development Team
Deloitte Consulting, LLP
U.S. Department of State | Bureau of Consular Affairs
(T) 202-255-1283 | (E) RobbinsJA@state.gov

CA/CS/PSDD

Production Services Design & Development

Providing innovative solutions through collaboration, excellence, and accountability.

From: Bae, Heather
Sent: Tuesday, October 10, 2017 8:42 AM
To: Sherman, Richard M; Siddle, Gail L; Robbins, Jillian A; Channell, Mark D; Snyder, Kenneth S
Cc: Corse, Gary R; Pasatiempo, Gary A
Subject: RE: Special Considerations for DV-2019 related to the emergency patch

Rich - It is my understanding that there is no way to find out if they selected yes or no.

Jillian – please correct me if my understanding is incorrect.

Official
UNCLASSIFIED

From: Sherman, Richard M
Sent: Tuesday, October 10, 2017 8:38 AM
To: Siddle, Gail L; Robbins, Jillian A; Channell, Mark D; Bae, Heather; Snyder, Kenneth S
Cc: Corse, Gary R; Pasatiempo, Gary A
Subject: RE: Special Considerations for DV-2019 related to the emergency patch

Adding Gary P.

Rich

Richard M. Sherman
Management Consultant

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From: Sherman, Richard M
Sent: Tuesday, October 10, 2017 8:23 AM
To: Siddle, Gail L; Robbins, Jillian A; Channell, Mark D; Bae, Heather; Snyder, Kenneth S
Cc: Corse, Gary R
Subject: RE: Special Considerations for DV-2019 related to the emergency patch

In terms of retaining data, wouldn't the only problematic cases be the ones that answered No to question 6 – if they answer Yes, the countries should be the same. So couldn't we simply flag those that answered No that they need to reapply?

Rich

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From: Siddle, Gail L
Sent: Monday, October 09, 2017 11:14 PM
To: Corse, Gary R; Paschke, Matthew J; Varnan, Beena M
Cc: CA-CST-NCS Mgmt Team; Pasatiempo, Gary A; Bae, Heather; Seratte, Kathlene A; Doshi, Hetal J; Yang, Lue; Channell, Mark D; Patel, Pinal B; James, Ryan A; Siddle, Gail L; Plott, Heidi J; Robbins, Jillian A; Shehzad, Nadeem; Li, Ben Q; Dumbuya, Bai S; Walker, Timothy R; Barrios, Xiomara D; Robertson, Samuel B; Bruner, Peter; Sherman, Richard M
Subject: Special Considerations for DV-2019 related to the emergency patch
Importance: High

Visa Office,
 Below is a list of special considerations for DV-2019 going forward. **These are primarily technical items that will require policy decisions.**

Data management before the patch goes live

1. Determine IF any of the current data can be kept (pending analysis – not likely to be possible)
2. Ensure that AES doesn't reject entries for those re-applying as duplicates (delivered script to rename the hash table and create a new table addresses this – if any data is kept, this needs an update).
3. Determine what DV-2019 statistics to publish for the daily summary report

4. Check with iCLASS and/or facial recognition teams to quit processing the original entries and/or clear out that data?
5. Determine method to contact entrants that must re-apply
6. Mark the invalid records with a unique "current stage" value (=0) to ensure the records are not included in downstream processes in the DMZ (with replication off).
7. Mark the invalid records with a unique "current stage" value (=0) to ensure the records are not included in downstream processes in RI99 (with replication off).

During the registration period

8. Consider the registration period duration and if the end date must be extended.
9. Create a script to update the system-live date, add partitions for applicant & dependent photos, and change the web.config for the updated end date IF the date for the end of the registration period must be extended.
10. Modify the hourly and daily statistics to exclude entries from prior to 10/10 (IF we modify the original data by updating the current_stage).
11. Update DV-2019 statistics with new start date (and end date, if extended)

After the registration period

12. Ensure that the photos don't get duped out during the stages between the entry period and the notification period in May (depending on DEDM processes).

Preparing for ESC Go Live in May

13. Ensure that the AES data load into ESC job excludes only specific current_stage values (would include these original records so that the appropriate status displays)
14. Ensure that "Find Confirmation Number" function works for original entries as well as for those that re-apply in eDV/ESC.
15. Consider changes in ESC to potentially show a different "not selected" message for these original entries

Please advise.

Thanks,

Gail Siddle

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IVAMS (CA/VO)

To: JohannesburgIV
Cc: Mills, NaaKoshie A (Johannesburg)
Subject: RE: Visa Number Allocation - JHN2016633001

Hello,

Here's the allocation:

To: AmConGen JOHANNESBURG
Visa Allocation – FEBRUARY 2018
VISAS FOURTEEN

QTY	FSC	PREF.	PRIORITY DATE	QTY
2	SAFR	FX	Prior to 01FEB16	2

Best, Yoko

From: JohannesburgIV
Sent: Thursday, February 08, 2018 8:02 AM
To: IVAMS (CA/VO)
Cc: Mills, NaaKoshie A (Johannesburg)
Subject: Visa Number Allocation - JHN2016633001

Dear Colleagues,

Hope this email finds you well.

Can you please allocate visa number(s) for the above mentioned case.

PRIORITY DATE	VISA CLASS/PREF	FSC	Quantity
09-Nov-2015	FX	SAFR	2

Sincerely,

Immigrant Visa Unit
United States Consulate General, South Africa
Address: 1 Sandton Drive, c/o Sandton Drive & Rivonia Road, Sandhurst
Email: JohannesburgIV@state.gov
Interviews: Services are by appointment only Tuesday and Thursday from 1pm.

All foreign passport holders entering SA are required to have a minimum of 2 blank visa pages in their passport in order to be allowed entry.

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