

Programme



Single Window Project Planning and Implementation

14-15 December 2011, Room IX, Palais des Nations, Geneva, Switzerland

The purpose

For many Governments, Single Windows have become a core instrument to facilitate trade, simplify procedures and implement electronic business. Furthermore, Single Windows are increasingly important to support regional integration of trade, security and regulatory compliance. Policy makers and implementing managers charged with the conceptualization, planning implementation and oversight of Single Windows projects need to have a deep and common understanding of the different steps, tasks and techniques required to implement and manage such complex projects. This involved advanced competence in very different domains such as trade policies, business process analysis, change management, electronic business and information technology management and standards, and Single Windows architectures.

Learning Objectives of this Workshop

To enhance the managerial competence of participants in key project areas for SW planning and implementation including

- The understanding of how the improvement of trade procedures and documentation can increase trade competitiveness of a nation.
- The evolutionary development and roadmap of SW projects
- A holistic SW Implementation Framework & Development Cycle
- How to systematically prepare the SW architecture of the country, including key project components and deliverables
- How to conduct the initial SW concept and the feasibility analysis
- How to develop a High Level SW Master Plan
- How to secure sustained support of key policy makers
- How to put in place the effective inter-agency collaboration mechanisms

Target Audiences

- Policy managers, decision makers, and practitioners in government agencies and other entities involved in international trade, who need to understand and address managerial issues for the planning and oversight of SW implementation projects in their country.

Typical participants are officials from customs, other inspection agencies, ministries of commerce, port authorities, businesses, academia/research institutes and Single Window planning agencies.

Time	Programme	Title of Session	Speakers
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Wednesday 14 December 2011, Morning Sessions

09:00 - 10:00	Registration and welcome coffee	Registration of Participants and Badge Collection	
10:00 - 10:30	Opening	Participants welcome	Tom Butterly
10:30 - 11:00	Module 1	Introduction to the Workshop	Somnuk Keretho
	Module 2	The Vision – Improving Import/Export Procedures and Documentation as a strategic mechanism for Enhancing National Trade Competitiveness <ul style="list-style-type: none"> <input type="checkbox"/> Setting up the TF development vision and quantitative goal(s) for enhancing national trade competitiveness <input type="checkbox"/> These vision and goals could be realized by gradually and systematically transforming related paper-based environment into more efficient paperless/electronic-document environment. <input type="checkbox"/> Benefits of IT-enabled SW environment <input type="checkbox"/> Why a systematic framework and a guide for SW planning and implementation is needed. 	Paul Kimberly
	Module 3	Single Window Roadmap as a recommended long-term roadmap and also as a Reference Model for assessment & prioritization of the SW development <ul style="list-style-type: none"> <input type="checkbox"/> Five different evolutionary/development levels (scopes) of Single Window <input type="checkbox"/> This SW Roadmap can be used as a recommended long-term SW development roadmap for a country, and also to be used as a Reference Model for assessing the current or “as-is” situation and then prioritizing for the next target or “to-be” SW environment where the country wants to go. 	Markus Pikart
11:00 - 13:00		Case Study Presentation and Discussion #1: UNESCWA Single Window Assessment and Roadmap	Paul Kimberly
		Group Exercise 1: <ul style="list-style-type: none"> <input type="checkbox"/> Referring to the WB’s trading-across-borders report: Discuss the “as-is” quantitative indicators of your country, define realistic “to-be” target quantitative goals that you think can be achieved within the next 5 years; <input type="checkbox"/> Identify the current level of SW development in your country using the SW Roadmap as a reference model; <input type="checkbox"/> What would be the next target for the SW development in your country? <input type="checkbox"/> 	

**** 13:00 -15:00 Lunch Break ****

Wednesday 14 December 2011, Afternoon Sessions

15:00 - 16:00	Module 4	<p>SW architecture-based Implementation Framework (SWIF) and Its Development Cycle (SK)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Why a holistic and systematic framework for guiding SW planning and implementation is needed - SW architecture-based implementation Framework (SWIF) is proposed here. <input type="checkbox"/> Architecture Key Concepts/Principles – Decomposition, Viewpoints, and Blueprints. <input type="checkbox"/> Decomposing SW challenges into smaller and easier manageable components (10 key components are recommended) <input type="checkbox"/> Single Window Development Cycles 	Somnuk Keretho
	Module 5	<p>SW Overall Project Management Process (in 5 Phases)</p>	Markus Pikart
16:00 - 17:00	Module 6	<p>Project Management Phase 1 – Inception Phase (Preliminary Study)</p> <p>How to conduct an initial concept analysis to explore a general overview, an initial vision, the scope and potential benefits of possible SW implementation.</p>	Paul Kimberly
		<p>Case Study Presentation and Discussion #3:</p>	
		<p>Group Exercise 2: Continuing from Exercise 1, what should be the scope and initial concept of your country's NSW to be developed within the next 5 years?</p>	
17:00 - 18:00	Module 7	<p>Project Management Phase 2 – Elaboration Phase (Detailed Feasibility Analysis)</p> <ul style="list-style-type: none"> <input type="checkbox"/> How to conduct a detailed feasibility study with the architecture concept & SW development cycle. <input type="checkbox"/> From many real cases, Phase 1 (conceptual analysis) & Phase 2 (detailed feasibility analysis) are normally conducted iteratively in several cycles until most critical issues can be commonly understood, agreed and committed organizationally, politically and financially. 	Somnuk Keretho
17:00		<p>Case Study Presentation and Discussion #4: Mongolia NSW Feasibility Study</p>	Sangwon Lim
18:00		<p>Group Exercise 3: Using an architecture-style picture to visualize and decompose some complicated SW issues.</p> <ol style="list-style-type: none"> 1. Identify those agencies involving in the “to-be” regulatory SW of your country. 2. Identify relevant business users who will interact with and gain benefits from the target SW. 3. What are the key functions and documents that will be electronically submitted and exchanged between those stakeholders? <p>Try to visualize the above components by drawing some pictures with components, relationships/links of those components, and identifying which agency should be in charge of each component.</p>	

Thursday 15 December, Morning Sessions

10:00 - 12:00	Module 8	Project Management Phase 3 – SW Planning Phase (High-level Master Planning)	Somnuk Keretho
		<ul style="list-style-type: none">❑ How to formulate a SW high-level master plan for defining the clear paths for development and deployment of the target to-be Single Window.❑ An architecture-based planning approach.❑ Key contents that should be included in a SW master plan.❑ A suggested template for a SW Master Plan	
		Case Presentation and Discussion #5: Case Studies on SW Master Planning and Plans	Igbal Babayev
		Group Exercise Presentation and Debriefing	

**** 13:00 - 15:00 Lunch Break ****

Thursday 15 December 2011, Afternoon Sessions

Module 9	Project Management Phase 4 – SW Project Implementation Oversight Phase, and Project Management Phase 5 – Lessons Learned and Feedback Phase	Somnuk Keretho
	Case Presentation and Discussion #6: SW Project Implementation & Oversight Challenges	Valentina Mintah
15:00 – 18:00	Other Management Issues <ul style="list-style-type: none">❑ How to secure sustained support of key policy makers.❑ How to put in place inter-agency collaboration and effective change management mechanisms	Paul Kimberly
Module 10	Case Examples & Discussion #: how to sustain support of key policy makers, and how to put in place the effective inter-agency collaboration mechanisms	
Module 11	Summary and Conclusion	Somnuk Keretho