Single Window Experiences

Delivering Customs expertise all over the world

- Sweden: Provision of design and development of a SW blueprint
- Australia: National Single Window pre-study and International Benchmarking
- UK: Development of a Single Window facility, encompassing part of a government (trade-related) information portal, which enables traders to submit information to government via one single interface
- Ghana: A detailed study to confirm the scope of Single Window mandate.
- Ethiopia: Design and preparations for the implementation of an Electronic Single Window
- Nepal: Blueprint design of governance, regulatory, operational model, business processes, data harmonisation, functional and technical architecture for the NSW
- Nigeria: Single Window feasibility study

THROUGH A RANGE OF OTHER PROJECTS, KGH HAS EXTENSIVE EXPERIENCE IN RISK MANAGEMENT, BUSINESS PROCESS REENGINEERING, DATA HARMONIZATION, CHANGE MANAGEMENT AND CAPACITY BUILDING IN TRADE ENVIRONMENTS

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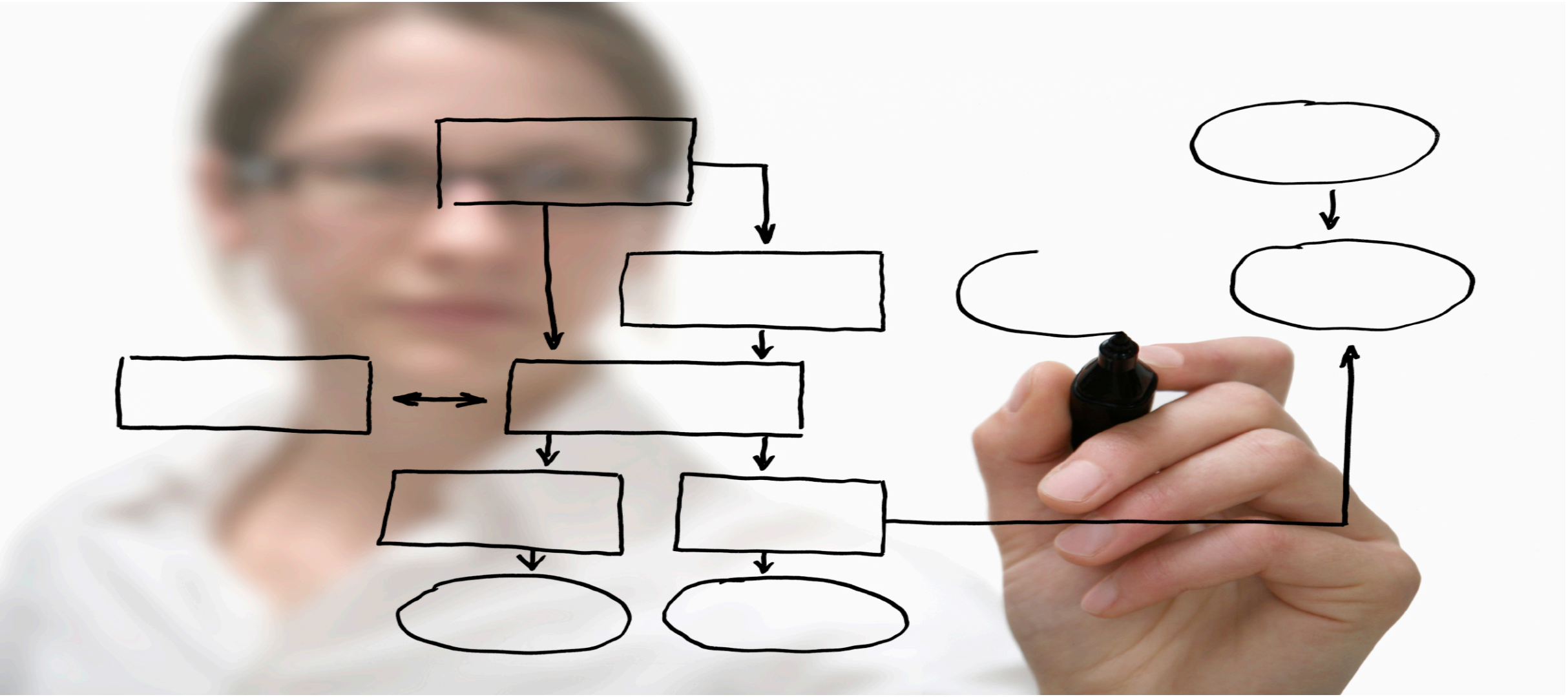
Key Areas For SW Implementation

- POLITICAL WILL
- COORDINATION
- LEAD AGENCY
- STAKEHOLDER MANAGEMENT

Standardization & Harmonization



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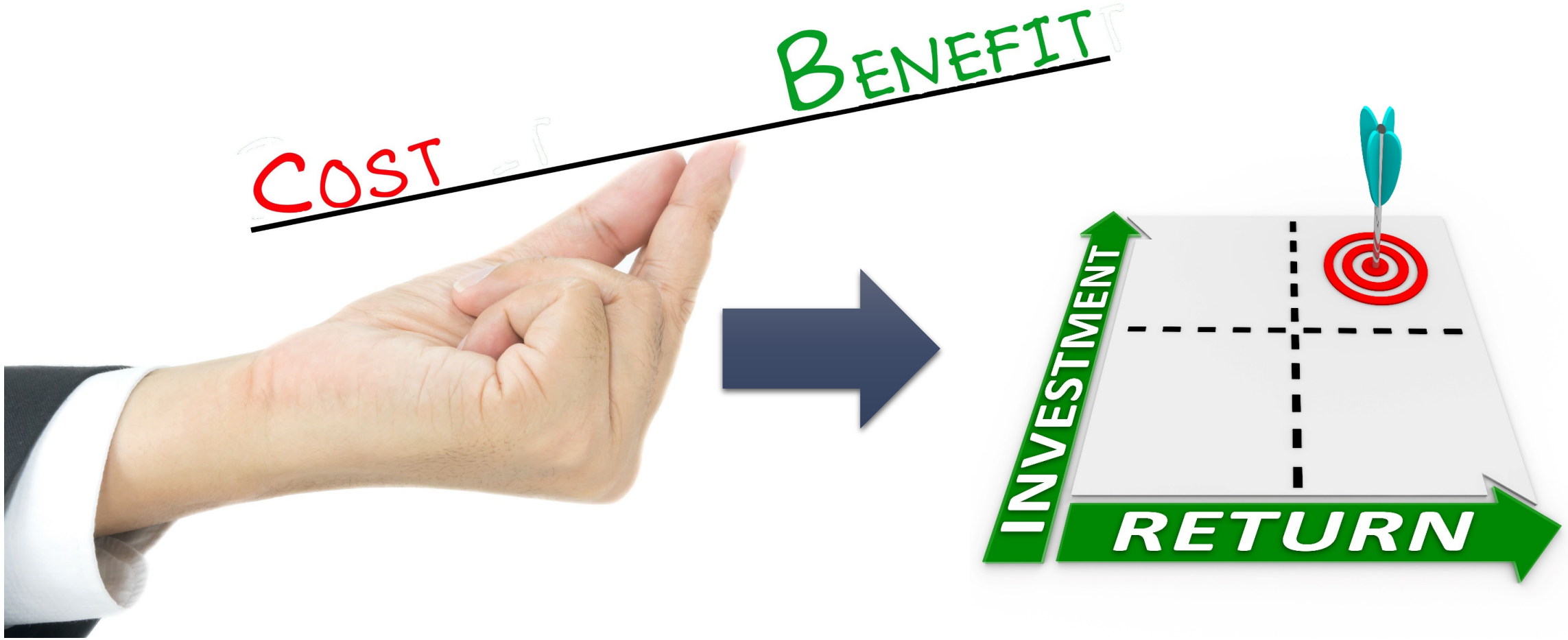
Use a cost-benefit approach

Develop the business case for all services in the SW scope



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Single Window – Common Challenges

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MEASURE PROGRESS AND ACHIEVEMENTS

MEASUREMENT OF:

- SPEED
- PREDICTABILITY
- COMPLIANCE
- COST SAVINGS
- PERCEPTION

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16 LESSONS LEARNED

1. Consistent political support
2. One, strong lead agency
3. Define governance and operational model
4. Overall SW vision and objective
5. Scoping and phasing
6. Make use of a cost-benefit approach
7. Coordinated Border Management of Information
8. Partnership among stakeholders (Public and Private Sector)
9. Single Window is not solely IT - business processes and data harmonisation are key
10. Use international standards and best-practices
11. Establish the legal enabler – supporting electronic transactions
12. Change, change, change management and training
13. Integrate payment model
14. Integrate AEO / Trusted Trader Programme with SW
15. Define and include measurable KPIs
16. Promotion and communication

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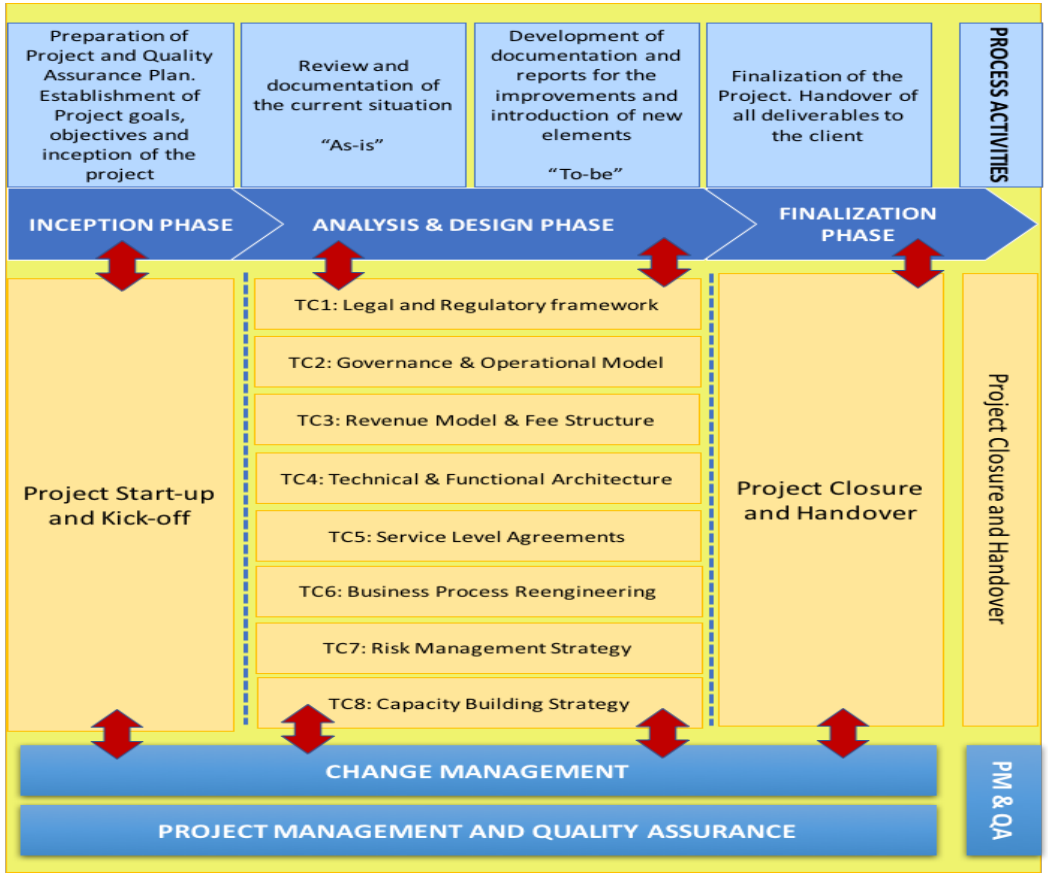
Approach to the project

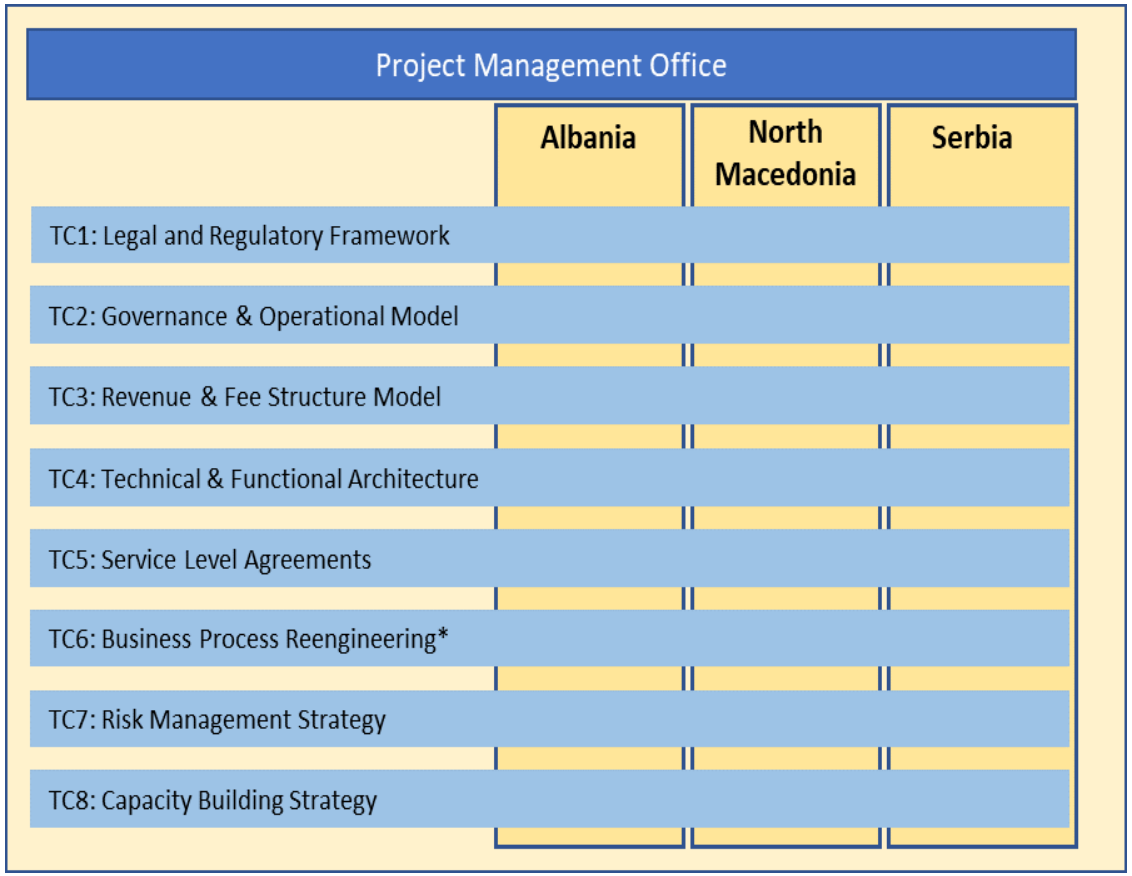
Projects approach

Project Approach



Alignment with EU and international standards

Project Structure



* Broken into three sub-clusters

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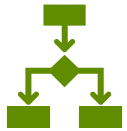
Blueprint (& Task Clusters)

Legal and Regulatory Framework
Ensuring the regulatory environment is fit for purpose

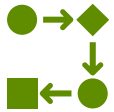


Governance and Operating Model
Options for governance and operating model for the future Single Window

Revenue Model and Fee Structure
A proposed revenue and user fee-based structure + fixed and operational costs

Technical and Functional Architecture
The preferred model for the technical and functional architecture suitable for the preparation of bid documents for procurement

Service Level Agreements
Generalized SLA framework and model SLAs for participating agencies



Business Process Reengineering
Harmonized and simplified business process and data for agencies + change management – ‘as is and ‘to be’

Risk Management Strategy & Model
Risk management models for agencies and overarching SW risk management model

Implementation & Capacity Building plan
Implementation plan and a capacity building strategy – SW, agencies & private sector

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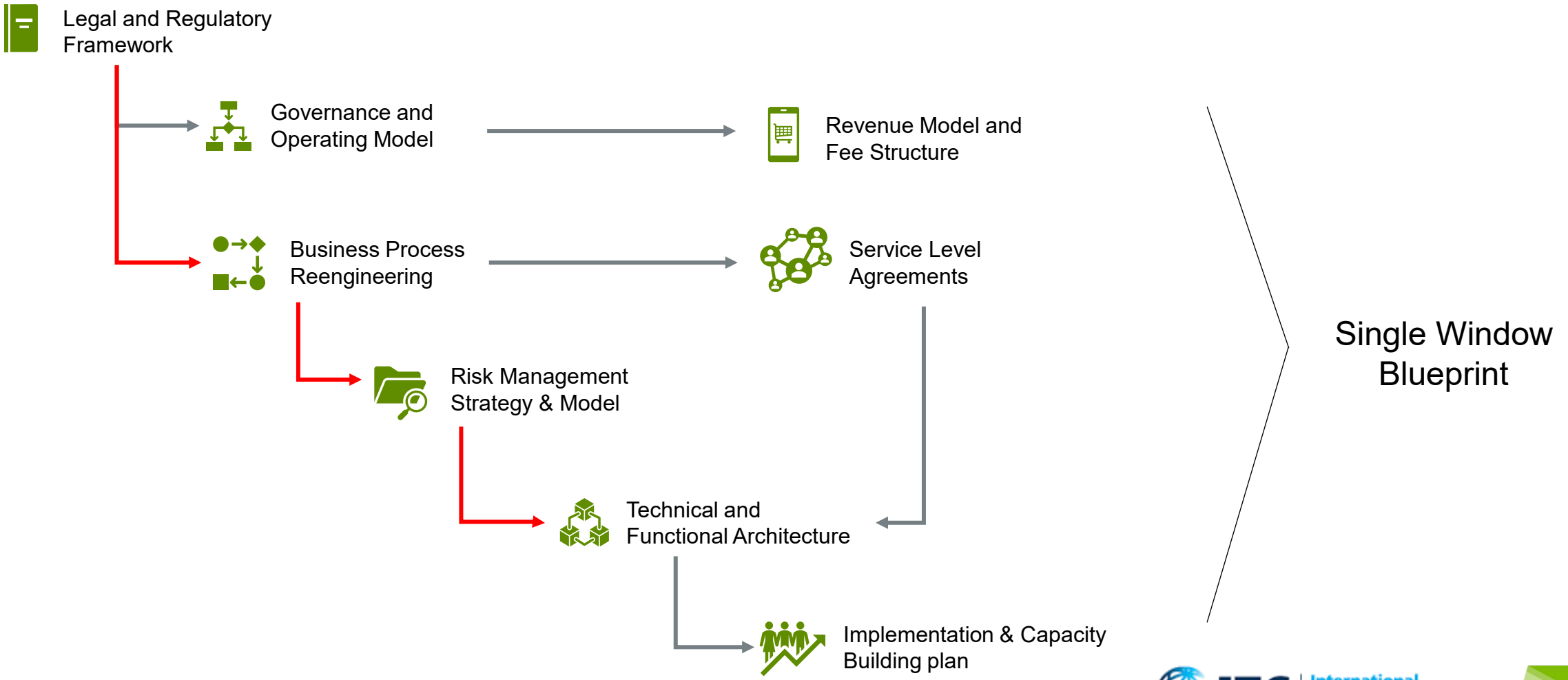
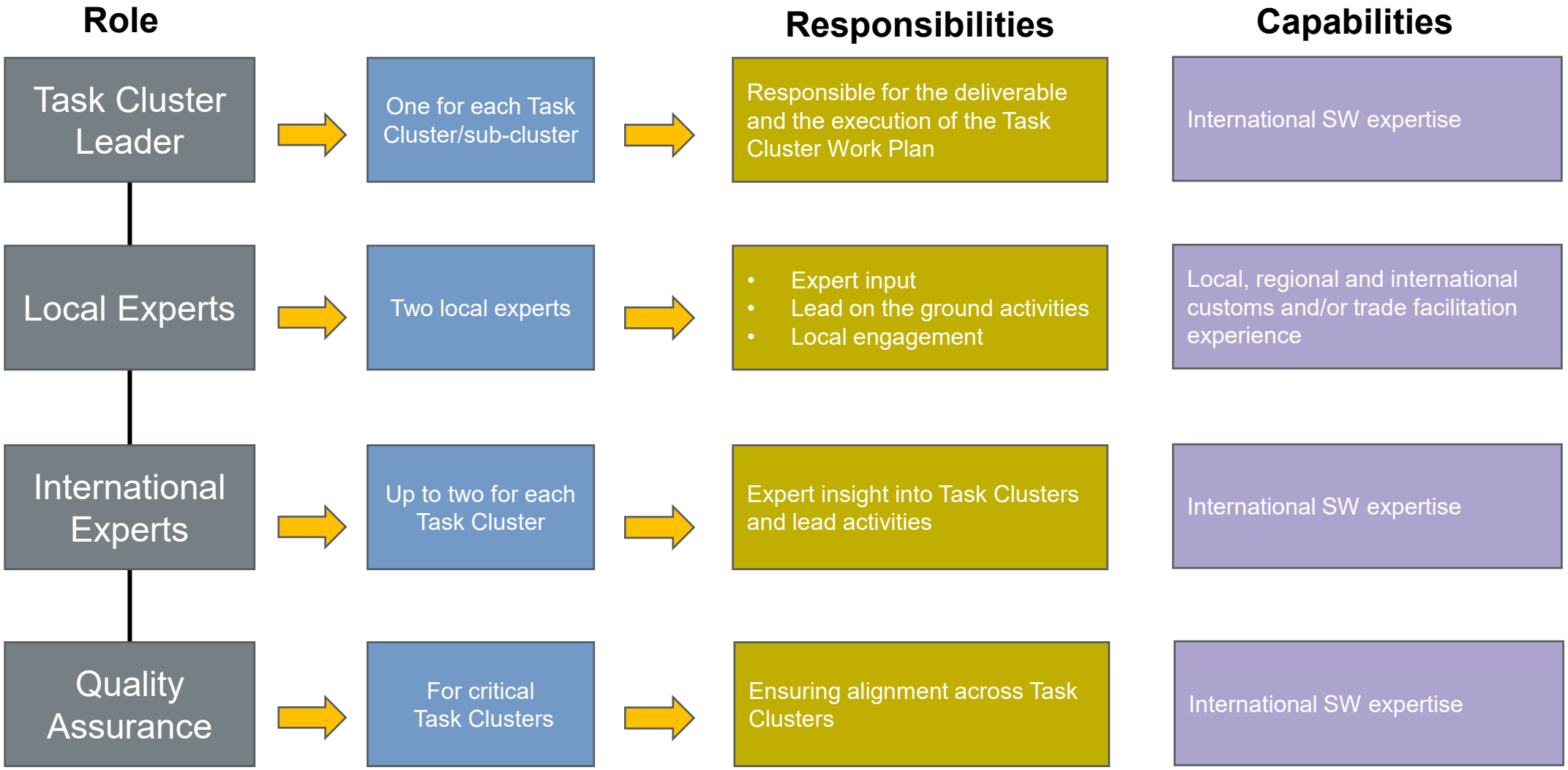
Dependencies & Critical Path



Task Cluster structure



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Drivers & Challenges

Drivers

- Commitment to SW
- Existing frameworks for e-government, e-business and e-trade
- Focus on alignment with EU and international standards

Challenges

- Timings
- Ensuring engagement from all agencies and private sector

QUESTIONS?

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