36th UN/CEFACT Forum
Webinar: Single Window and COVID-19

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Revision of Recommendation 33: Single Window
WHY A REVISION?
V1 not performance oriented but description oriented

Few existing and effective SW when V1 was drafted

Maturity of internet technologies was poor in business

Governments and donors were not guided enough on SW

New experts, news challenges, need for a refreshed tool?
HOW REVISED?
EXPERTS DRAFTING SECTIONS

WEEKLY REVIEW CYCLE (ALMOST ONE AND A HALF YEARS)

VALIDATION PROCESS / PUBLIC REVIEW

RECOMMENDATION RELEASE
THE RESULT

CEE-ONU

Recommandation et lignes directrices en vue de la mise en place d’un guichet unique
Rendre plus efficaces les échanges d’informations entre les opérateurs économiques et l’administration publique

Recommandation No.33
Édition 2020
KEY POINTS OF THE REVISION
AMBITIOUS DEFINITION

EXPLICIT TERMINOLOGY

NATIONAL AND REGIONAL CONTEXT

KEY SUCCESS FACTOR INDICATIONS BASED ON EXPERIENCE

PERFORMANCE MONITORING GUIDANCE

.....
CONTEXTS ARE SPECIFIC BUT CHALLENGES ARE SIMILAR

THE BEST MODEL IS THE ONE WORKING

REPETITION OF A SOLUTION WILL NOT LEAD TO THE REPETITION OF THE SAME PERFORMANCE

NO TECHNOLOGY, NO SW
NO LEADERSHIP, NO SW
NO APPROPRIATION, NO SW
NO PERFORMANCE MANAGEMENT, NO SW
Thank you

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