



SOVEREIGN BORDER SOLUTIONS

PROCESS EFFICIENCY HUMAN PERFORMANCE
DUTY STRATEGIC PLANNING
COMPLIANCE
"OFF THE SHELF SOLUTION"
WORLD TRADE ORGANIZATION
CUSTOMS & BORDER MANAGEMENT
INFORMATION TECHNOLOGY TRANSNATIONAL CRIME
TRADE FACILITATION
WORLD CUSTOMS ORGANIZATION
EXCISE HARMONIZATION
CUSTOMS UNION
SINGLE WINDOW
BUSINESS CASE
REVENUE ENHANCEMENT
BORDER SECURITY
STAKEHOLDERS
TRADE AGREEMENTS

High Performing Workforce

The Enabling Role of IT

2012 WCO IT Conference & Exhibition, Tallinn



Discussion Overview

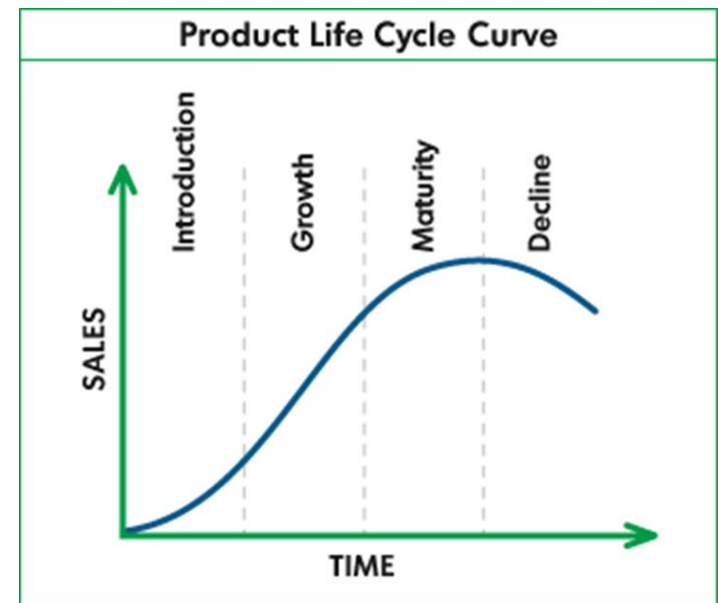
“ICT alone offers no magic solutions. Successful ICT merely enables modernization and improved performance. The most effective programs address policy, process and people issues – and use ICT as an enabler to achieve the agency’s mission and vision”.

Tom Doyle, Border Management Modernization, World Bank 2011



Drivers Impacting Customs' Human Performance

- ❑ Increasing Volume & Complexity of Trade
- ❑ “Do More with Less”
- ❑ Skills, Knowledge & Behavior Gap
- ❑ Market Forces:
 - Shortened Product Life Cycle
 - Market Volatility & Price Dynamics





Traditional role of Information Technology in the Customs Environment

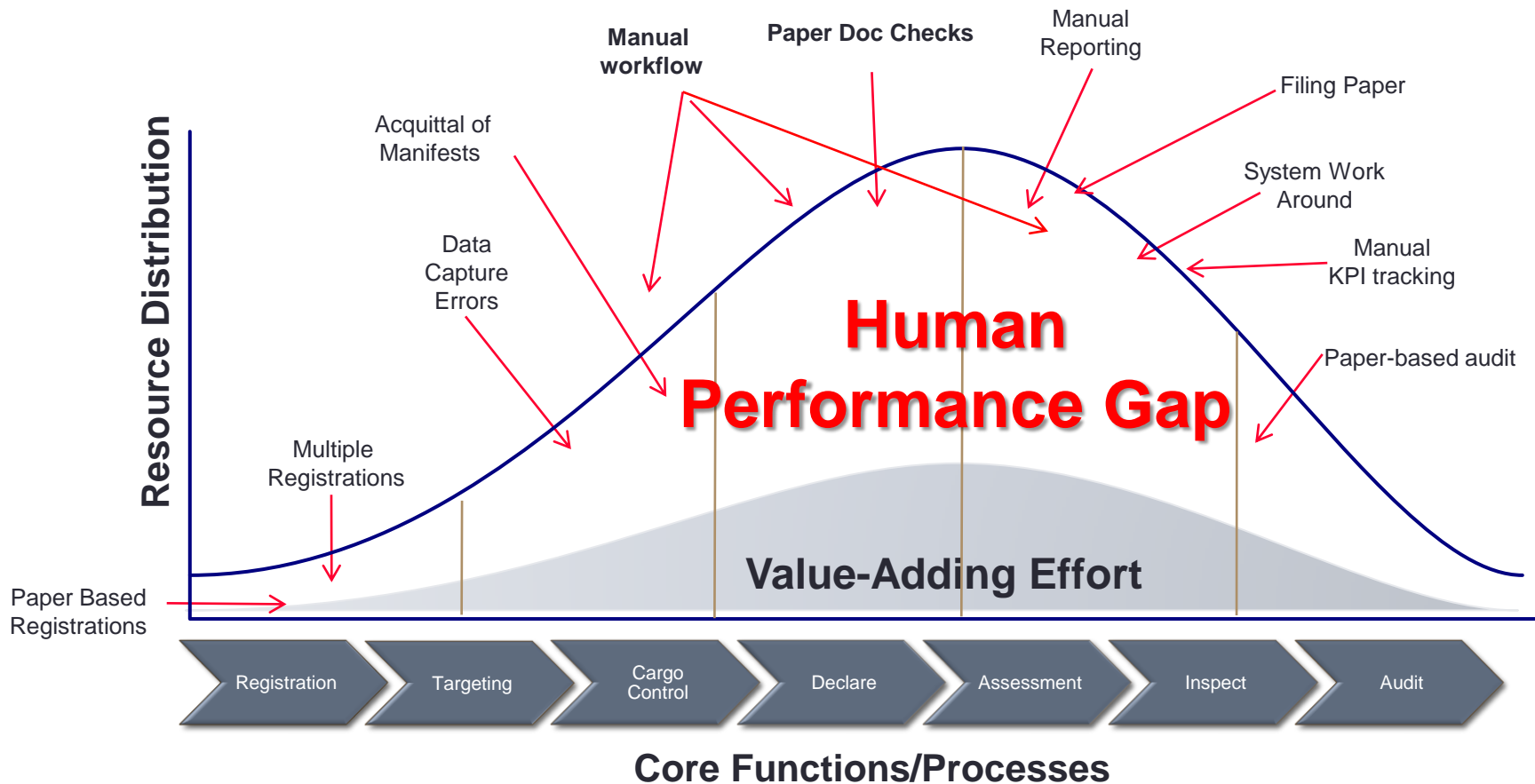
- ❑ Connectivity
- ❑ Data Input
- ❑ Automated procedures
- ❑ Tax & Duty Calculation
- ❑ Trade Statistics
- ❑ Basic Risk Analysis (rules based)
- ❑ Electronic Payments



Primarily focused on automating longstanding processes and procedures and supporting existing structures

Some have achieved Less Paper but few have achieved Paperless

Information Technology does not Guarantee High Performance





A Holistic Diagnostic is Required to Identify Human Performance Gaps



AS-IS Performance Metrics

Process
Family

Documents

TOT
Range

Handoffs

KPI's

Entity Mgt

TO-BE Performance Metrics

24

confir

Process
Family

Documents

TOT
Range

Handoffs

KPI's

Entity Mgt

1

1 to 2
Hours

1

24
confir...

Cargo Mgt

0

1 Hour

0

2 hours

Declare

0

1-2

0-1

90%...

Core
Functions

License
Registration
SAD
Manifest

License
Registration
SAD

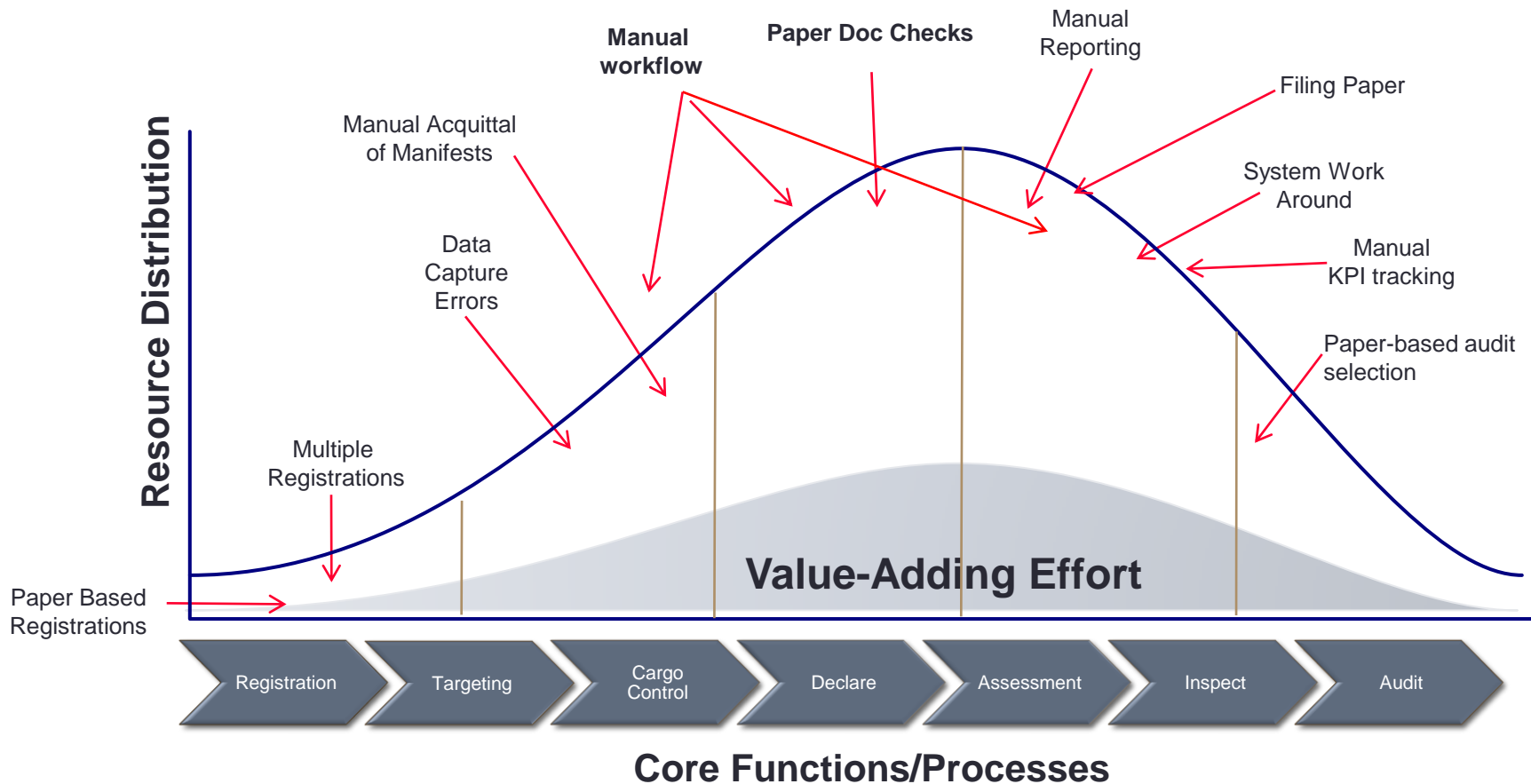
Duty/Tax
Exemptions
Write Off
Controls

Selectivity
SGL

Reporting
Feedback

Payment
Messaging

Information Technology does not Guarantee High Performance



Optimized Customs Organization

- Implementation of IT combined with process optimization and human performance enhancements should result in efficiency gains and opportunities to re-deploy resources and close performance gaps

