



IT Transforms Core Business for Customs and its Stakeholders

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Does IT Transform Core Business?



Before....



- > Paper based
- > Attend at offices to lodge declarations
- Longer and inconsistent clearance times
- Manual Checking inconsistent application
- Manual Risk Assessment
- National printed Tariff with limited updates
- Trader facilitation informal and localised
- Poor audit trails
- Labour intensive and expensive
- > Environmentally unfriendly



Does IT Transform Core Business?



After...



- > Paperless internet based interfaces to trade
- > 99% electronic submission by trade
- Clearance within seconds
- > Movement without Customs interference
- "Real Time" Electronic validation and checks
- Comprehensive Electronic Risk Analysis
- Significant areas of risk targeted
- Legitimate trade unhindered
- > TARIC based assessment daily updates
- Increased Volumes Less staff



IT *Facilitates* Business Transformation



Don't just automate whats there!

Business process redesign

End-to-end view

Clear benefits realisation plan



Senior Management Support

Funding & Resources

Strategic Plan

Marketing Campaign

Committed Team

Customer Consultation

Legislative Change

Partners



Closer look at the Revenue Application Architecture

Integrated Tax and

Customs Framework



Channels - Inbound

EU CCN/CSI

Revenue.ie

Revenue On-Line Services

> Remittance Processing

Contact Mgt. (iC)

Other Agencies e.g. DAFF, DSFA Messaging

Revenue

Integration

Services

Incl.

Enterprise

Service Bus

Common Registration

Integrated Taxation Processing including:

- Returns Generation
- Payment Reception
- Returns Reception
- Transaction Review
- Customer Accounting etc. (20 generic subsystems)

Plus COTS layer especially Customs

Integrated Case management

Integrated Business Intelligence

Risk Profiling & Analytics

Messaging

Revenue

Integration

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Incl.

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Channels - Outbound

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Revenue Online Services

Remittance Processing

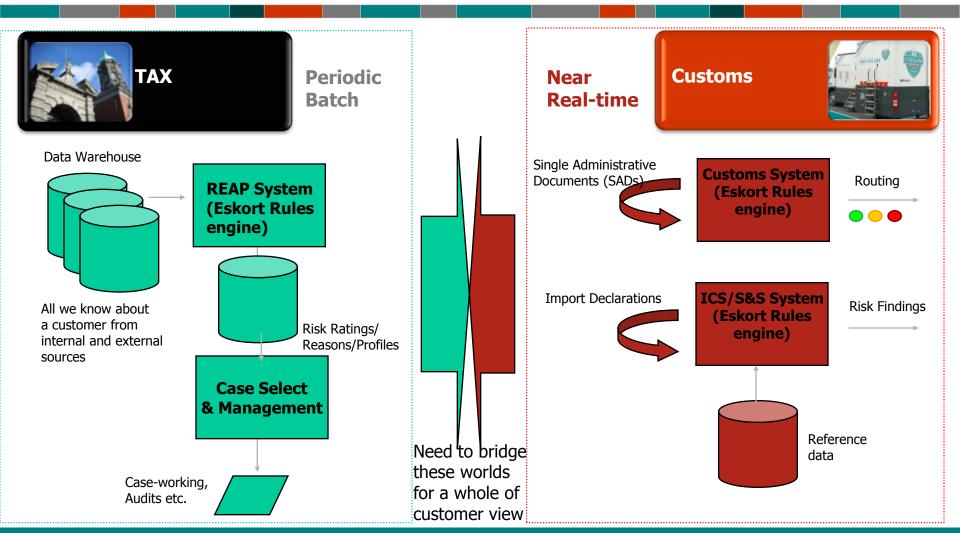
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Other Agencies



Risk Processing – Real Time and Batch







Customs Risk Intervention Selection Programme (CRISP



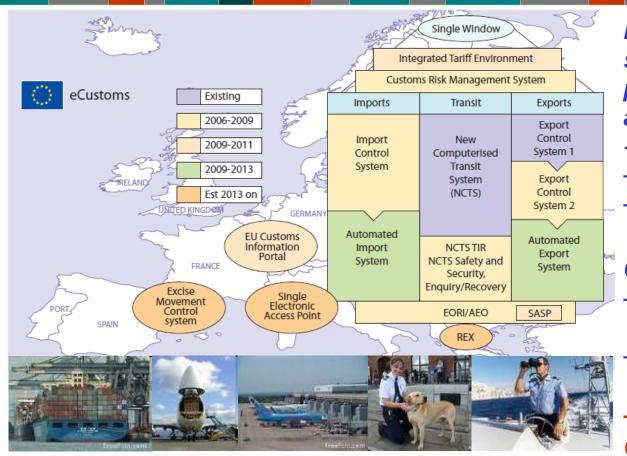


- ➤ Electronic risk tool to select Customs cases for post clearance controls
- > Same technology as for national taxes
- ➤ Two sets of risk rules one for audit, one for post clearance interventions;
- > Rules use Customs and Tax information
- ➤ Live release Q3 2012
- > Select cases for audit in Q 1 2013



EU Multi Multi-Annual Strategic Plan





Given our existing architecture and connections with other Irish departments (e.g. Department of Agriculture) and the EU, our **ROS** system may be an option for the Irish 'single window'

MASP programme stretches to 2013 and probably beyond. As across plus:

- Safety and Security
- eManifests
- Intrastat & ExtraStat

Current Debate:

- Need period to stabilise existing systems
- Selective implementation based on MS volumetrics
- -Co-ordination and Collaboration



Collaboration Project example





Customs Warehousing

- > Finland, Sweden and Ireland
- > Assisted by European Commission
- > Designed to reduce costs
- > Working on common specifications
- > Outputs to be made freely available
- > Provide a model for future activities







IT Can Transform Core Business?



- > Only if we use it!
- > Leverage data into knowledge, information and intelligence
- > Predictive analytics
- > Real Time Risk analysis
- ➤ Share information nationally and globally *GNC*
- Internal security



International Trade Compliance Spectrum



Version 3.0 : 1 Nov 2004

	Level of Compliance		High level of Voluntary C	Compliance					_	incidence of Compliance		
	Behaviours exhibited by Businesses/ Persons		Compliant: Wants to get it right	Ignorant: Makes genuine mistakes	Careless: Not caring of errors	Reckless: Makes errors regardless of consequences	Avoids: Actively looks for and utilises loopholes	Evades: Deliberate mis- description	Conceals: Fails to declare	Fraud: Criminal deception		
	Treatments to improve Business/Person Behaviours Associated Level of facilitation		Supp	ort, Advice	and Educat	ion	Low	Audit and (Disruption nforcement		
A	Accountability Business Services & Taxes (RBS-International Trade + Large Business Group) Law Enforcement											
	G		Strategic Threat Assessments/Risk Identification & Analysis/Causal Analysis of detected errors & frauds/Improve Simplification of Procedures/Processes									
	Supporting enablers					Training and	 Professionalis	m (incl.Comm	ercial Awareı	ness)		

Improved Marketing, Publicity and Information Services



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- > Internal security

- ➤ Only if we manage it and market it
- > 24/7/365 service
- Standards Data Model
- Data quality
- > Trust, data protection and data security
- **Business Continuity**
- Change management
- **Benefits**



Where Next?









Thanks for your attention



