



# IT Transforms Core Business for Customs and its Stakeholders

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**Chairman, Revenue Commissioners, Ireland and Chairperson WCO Council**

# 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



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**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**

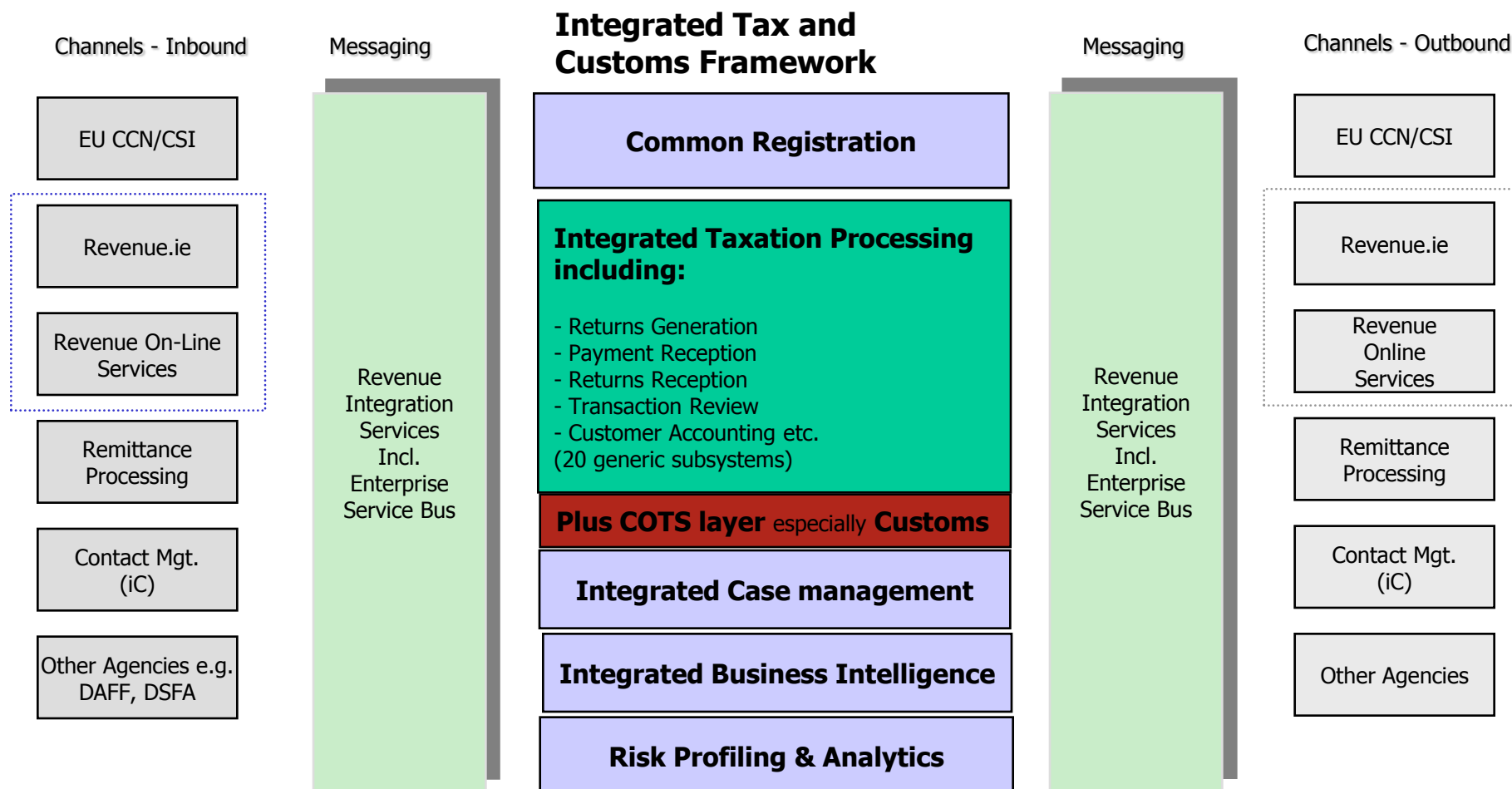
**Committed Team**

**Customer Consultation**

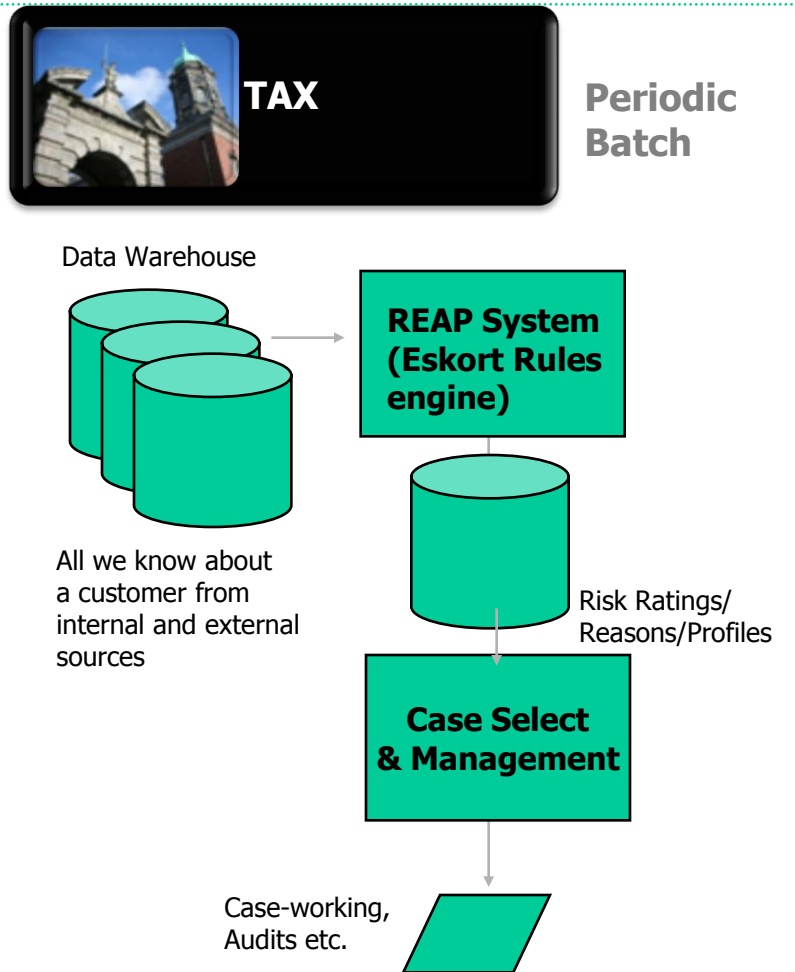
**Legislative Change**

**Partners**

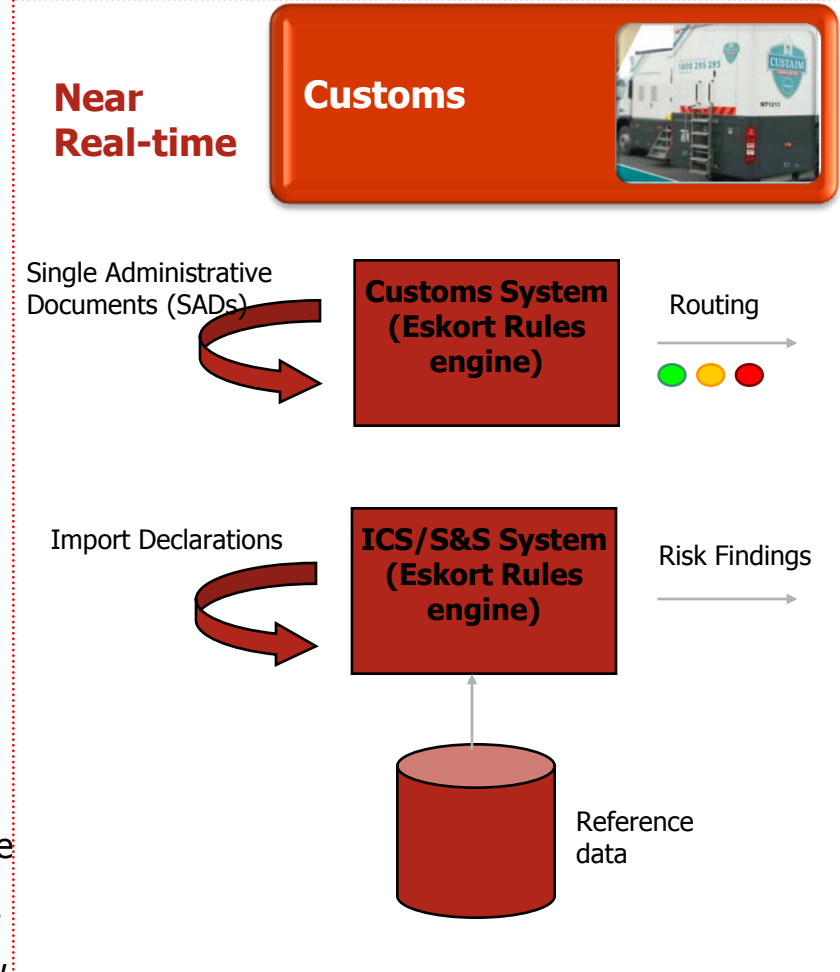
# Closer look at the Revenue Application Architecture



# Risk Processing – Real Time and Batch



Need to bridge these worlds for a whole of customer view





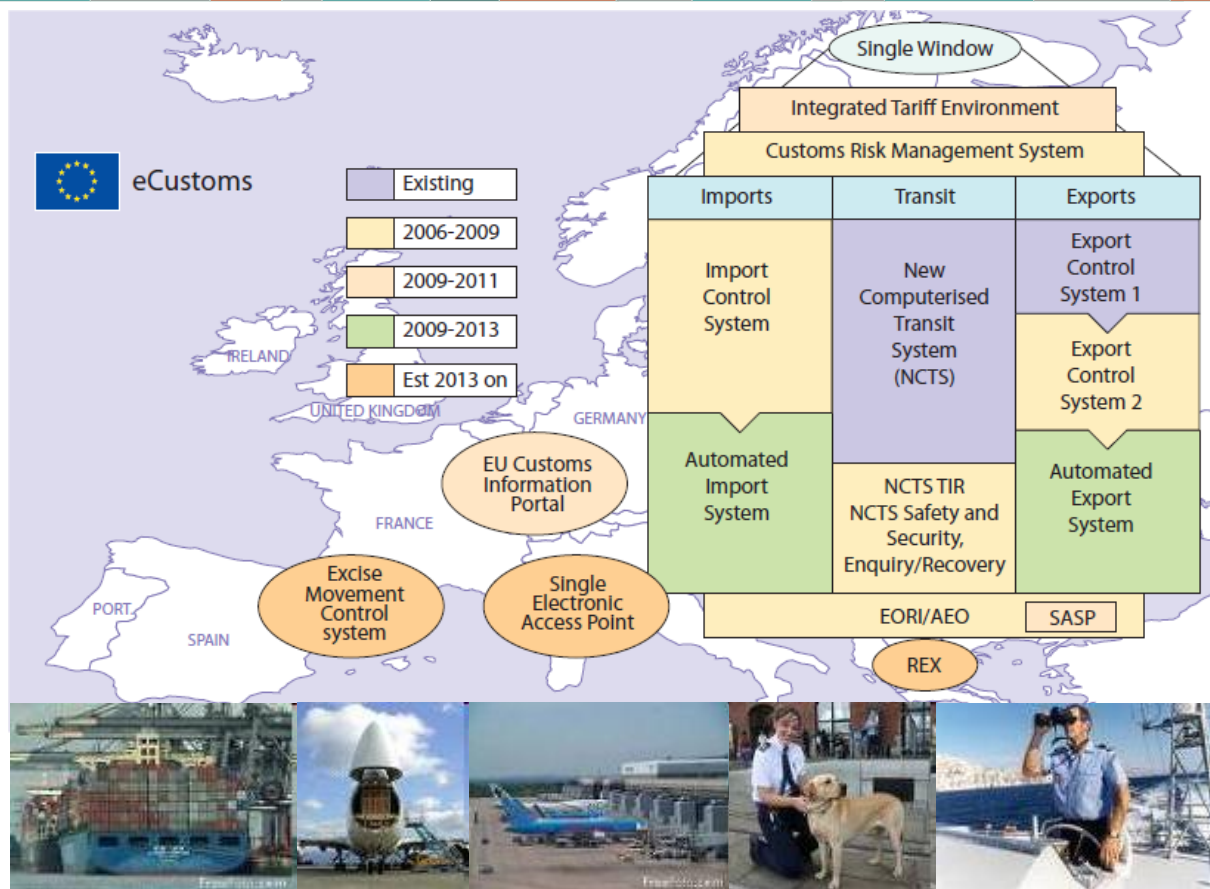
# Customs Risk Intervention Selection Programme (CRISP)



- **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



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

- Safety and Security
- eManifests
- Intrastat & ExtraStat

**Current Debate:**

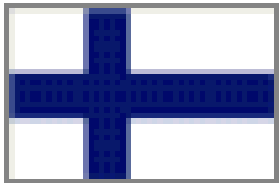
- Need period to stabilise existing systems
- Selective implementation based on MS volumetrics
- **Co-ordination and Collaboration**

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'**



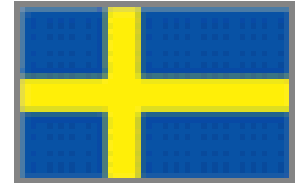


# Collaboration Project example



## 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?



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- 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

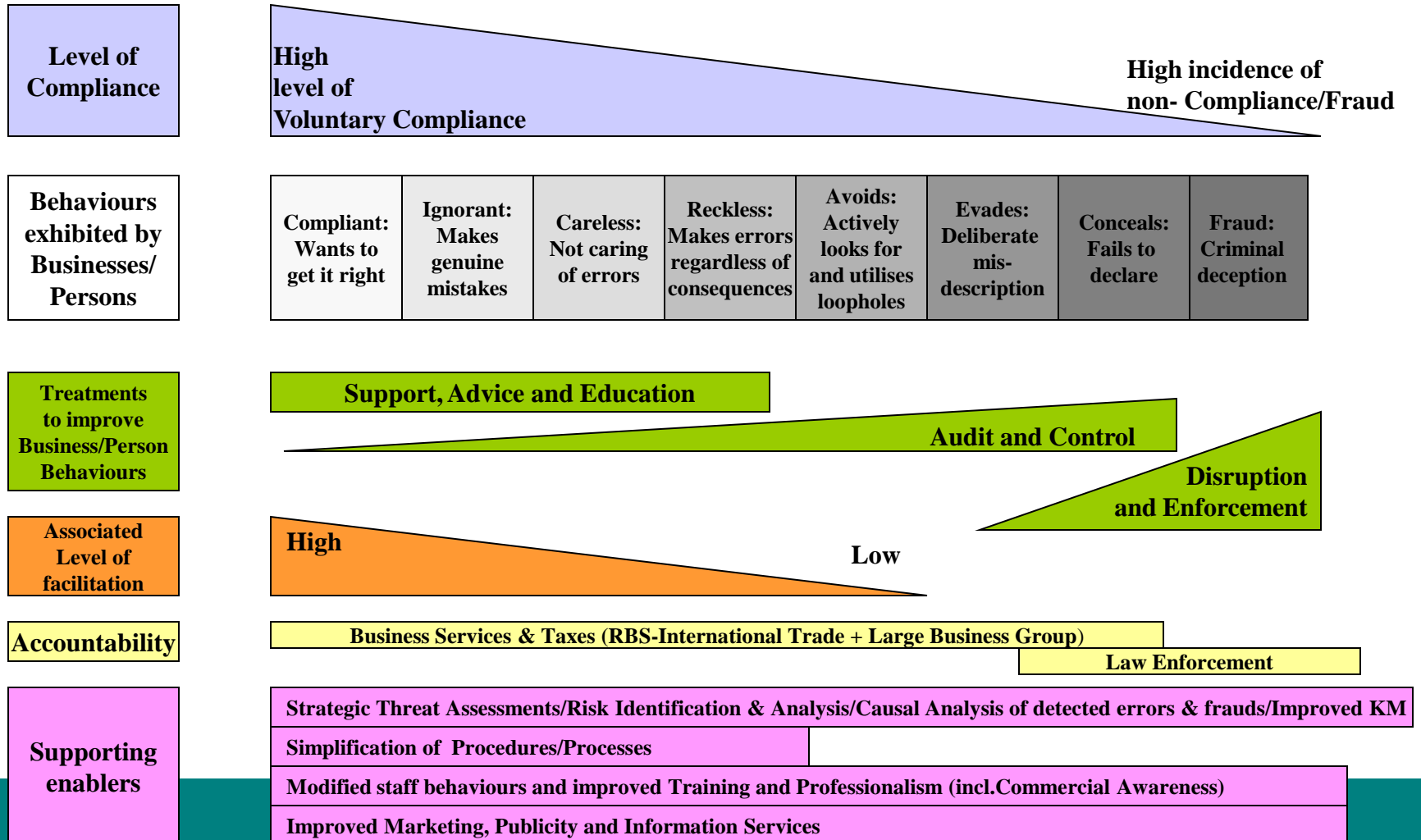


# International Trade Compliance Spectrum



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- 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



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