WCO ICT Conference
Developing IT Project Proposals
A Strategic Perspective
June 2016
Challenges Shaping Customs’ Context

SERVICE LEVELS

INCREASING TRADE VOLUMES

CAPACITY BUILDING

INCREASING THREATS

REGULATORY / LEGAL

TRADER COMPLIANCE
Key Principles for Modernising Customs

- Coordinated Processes
- Re-Architected Ports
- Embedded Security
- Knowledge Sharing and Collaboration
- Focused Resources
- Innovative Technology

CUSTOMS
Out of clutter, find simplicity. From discord, find harmony. In the middle of difficulty, lies opportunity

Albert Einstein
Realising the Value Proposition

Employ a comprehensive methodology starting with a diagnostic to establish a baseline for business transformation.

This is followed by a progressive and iterative process that involves:

1. Defining a future strategy;
2. The capacity to deliver; and,
3. Ensuring that innovation and performance continuously improves.
Strategy Driven and Results Orientated

SBS MODERNISATION LIFECYCLE

You cannot change what you don’t understand. Understanding a problem is the first step to finding a solution...

- Understand the context
- Structured Approach
- Rapid development and deployment methodology
- Deliver stable, on the ground results.
A comprehensive exercise to establish the requisite data points that will inform and shape the future strategy, innovations and programs.

It provides answers to the following questions:

- What is the organisation doing well (and not well)?
- Do the current structures support the future state?
- What are the main pain points?
- How will success be measured?
- What systems can be kept & which need to be replaced?
- What are the key priorities and in what order should transformation initiatives be implemented?
Diagnostic Process

DIAGNOSTIQ

Evaluate
Insight into the state of the agency versus the outcomes it seeks

Analyse
Evaluation and mapping of the Agency’s capabilities

Report
Definition and quantification of pertinent issues and problems

Improve
A set of options to address issues and improve performance

A roadmap for Modernization

Diagnostic provides:

• Context and Understanding
• Critical Strategic Direction
DiagnostIQ Customs Data Cube Analysis

**Establishing the DIQ Data Fact Base**

1. **Cleanse & Prepare**
   - Identify System landscape & Data Sources
   - Acquire, Profile, Assess Data Quality, Cleanse, Transform & Augment Data

2. **Profiles & Baseline Stats**
   - Trade and port profiles
   - Heat Maps
   - Risk Management Perf.
   - Trader Analysis
   - Commodity Analysis

**DIQ Customs Data Cube Insights & Analysis**

- Multi-dimension analysis
- Correlation with additional data sources
- Key Findings & insights for follow-up

**OUTPUTS**

- **Strategic Insights**
  Supports key decision making and strategy development

- **Fact Base**
  Understanding the Agency’s performance baseline

- **Business Intelligence**
  Key trends and findings relevant to the Agency across domains of risk, operations and systems
Output from DiagnostIQ

- Benchmarks
- Strategic insights and a fact base
- Operational measures and KPI's
- Opportunities for improvement
- Inform development

Provides a comprehensive data analysis of agency performance
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STRATEGY
Solution Concepts
- Trader Management
- Declaration Processing
- Inspection Management
- Risk Management

PROCESS & POLICY
Business Processes & Procedures

PEOPLE
Capability Requirements
- Resource Distribution across Customs Process Lifecycle

TECHNOLOGY
Functional Specifications
- Systems Designs
- Systems Architecture

A sound solution blueprint must include all components to ensure benefits are realised.

LEGISLATION
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ASSUMPTIONS
Underpinning project benefits, sequencing and dependencies

DEPENDENCIES
Inter-dependencies between activities that determine sequences – to be monitored and managed

EFFORT ESTIMATE
Underpinning project benefits, sequencing and dependencies

INITIATIVE PRIORITISATION & TIMELINE

PROGRAMME TIMELINE
Gantt Chart Visually see dependencies between activities to identify and manage the modernisation critical path

PROGRAMME COST MNGT.
Estimate of initiative costing as input for budget management and control

RESOURCE UTILISATION
Assigned teams, available capacity and utilisation for transformation activities

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Business Operations

- Organization x Value chain

Functional domain map

Business capabilities & data

Data model

IT Applications

- Application domain map

Target application and integration architecture

Business object map
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PEOPLE

PROCESS

TECHNOLOGY

LEGAL

Big Data
Track and Trace
Cloud Computing
Crowd Sourcing
One Stop Border
AEO
Single Window

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Strategy Checklist

- Informed by facts and aligned with values
- Clearly defined and unambiguous
- Realistic
- Understood at all levels
- Inspire action
- Implementable
- Measurable
- Sustainable
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**Strategy & Advice**
We serve as objective advisors to clients in both the public and private sectors, including Governments, private solution providers and system vendors and NGOs.

**Knowledge & Expertise**
Our staff brings deep domain knowledge in the field of Customs, Excise and Border Control, combined with leading-edge business management and information technology expertise.

**Leading Tools & Methodologies**
Together with our proprietary tools and methodologies, we deliver strategic analysis that drives the optimization or modernization of operations, systems and procedures.

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