

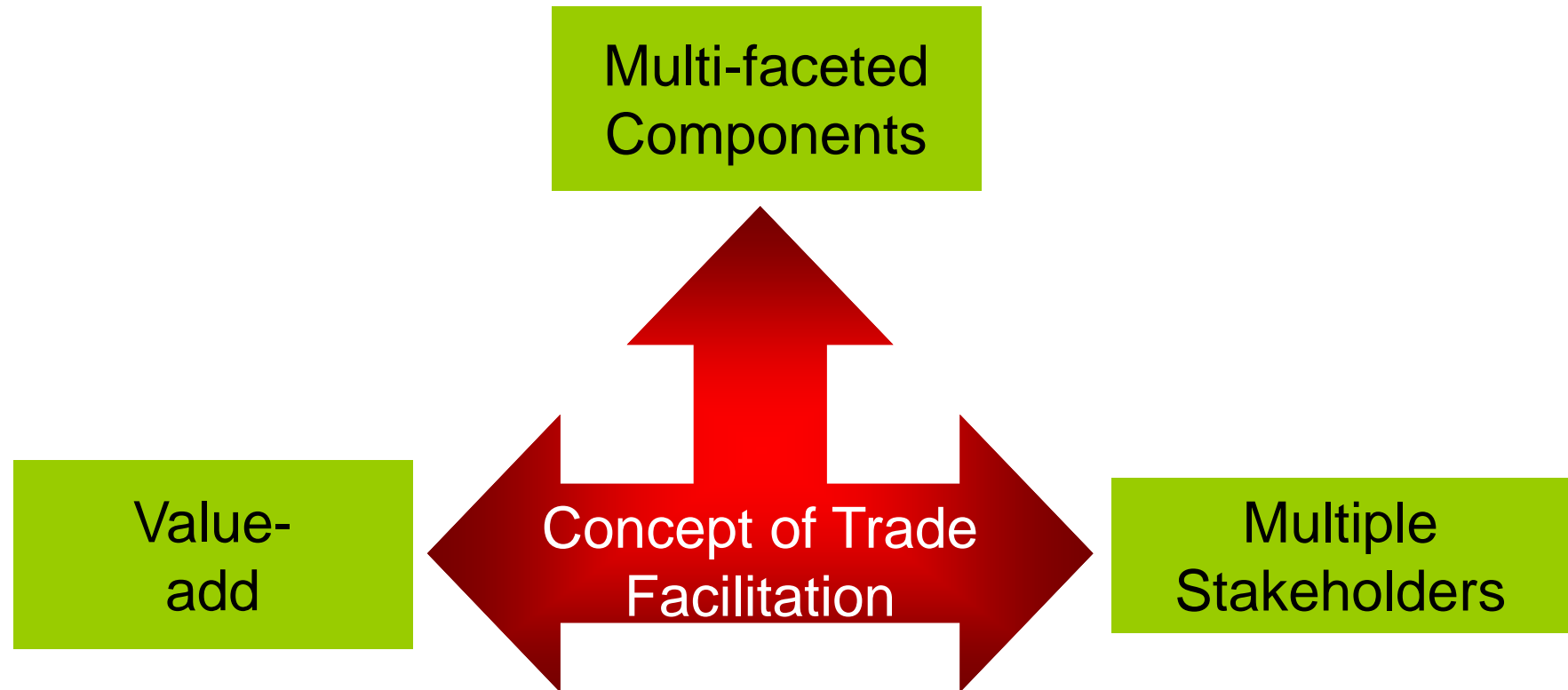


Developing SW : Practical Considerations on Single Window Architecture in Greece

An integrated Trade Facilitation
Strategy for Greece
including Single Window
19-20 July 2012, Athens, Greece

Jonathan Koh Tat Tsen
Director,
Trade Facilitation Centre of Excellence

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Trade Facilitation ~~≠~~ All about Technology

Trade Facilitation = All about People



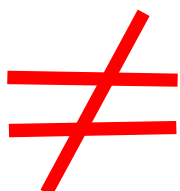
- Technology is only a TOOL
- Need change in mind-set
- Need change in policies/procedures
- Need change in behaviours

Trade Facilitation ~~≠~~ Electronizing Manual Processes

Trade Facilitation = Improving Processes



- Rubbish in, Rubbish out
- Leverage on IT to achieve more streamlined processes that are not possible before

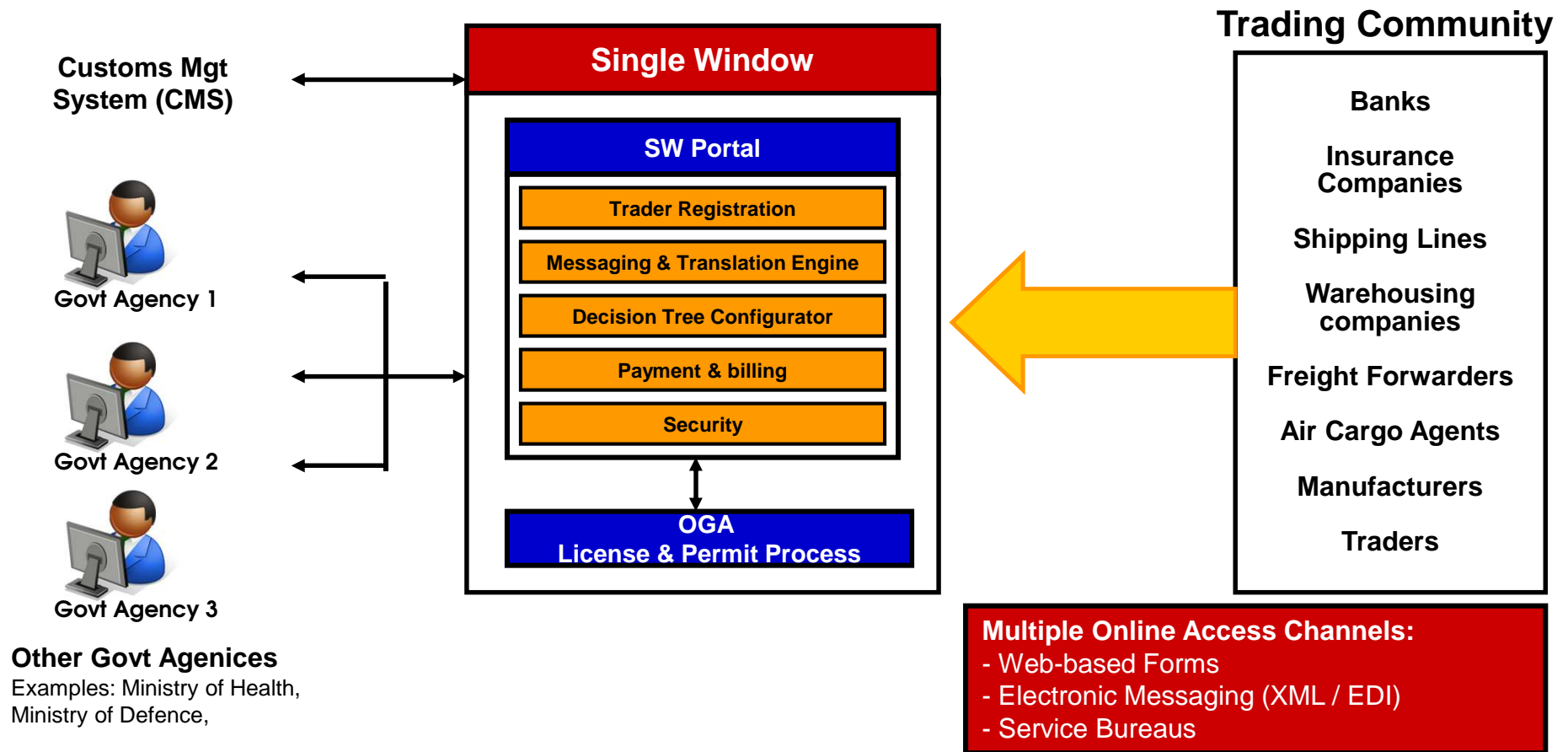
Trade Facilitation  Single Window to All Services

Trade Facilitation  Integrate Related Services



- Customer-oriented perspective
- Over-centralization is a fad
- Over-centralization destroys value

Single Window High-level Architecture



Communication Campaigns	Customer Relationship Management			
	Call Centre	Training	Technical Support	Service Bureau

SPEAKING THE SAME LANGUAGE



Practical Application of Business Process Modeling in Single Window

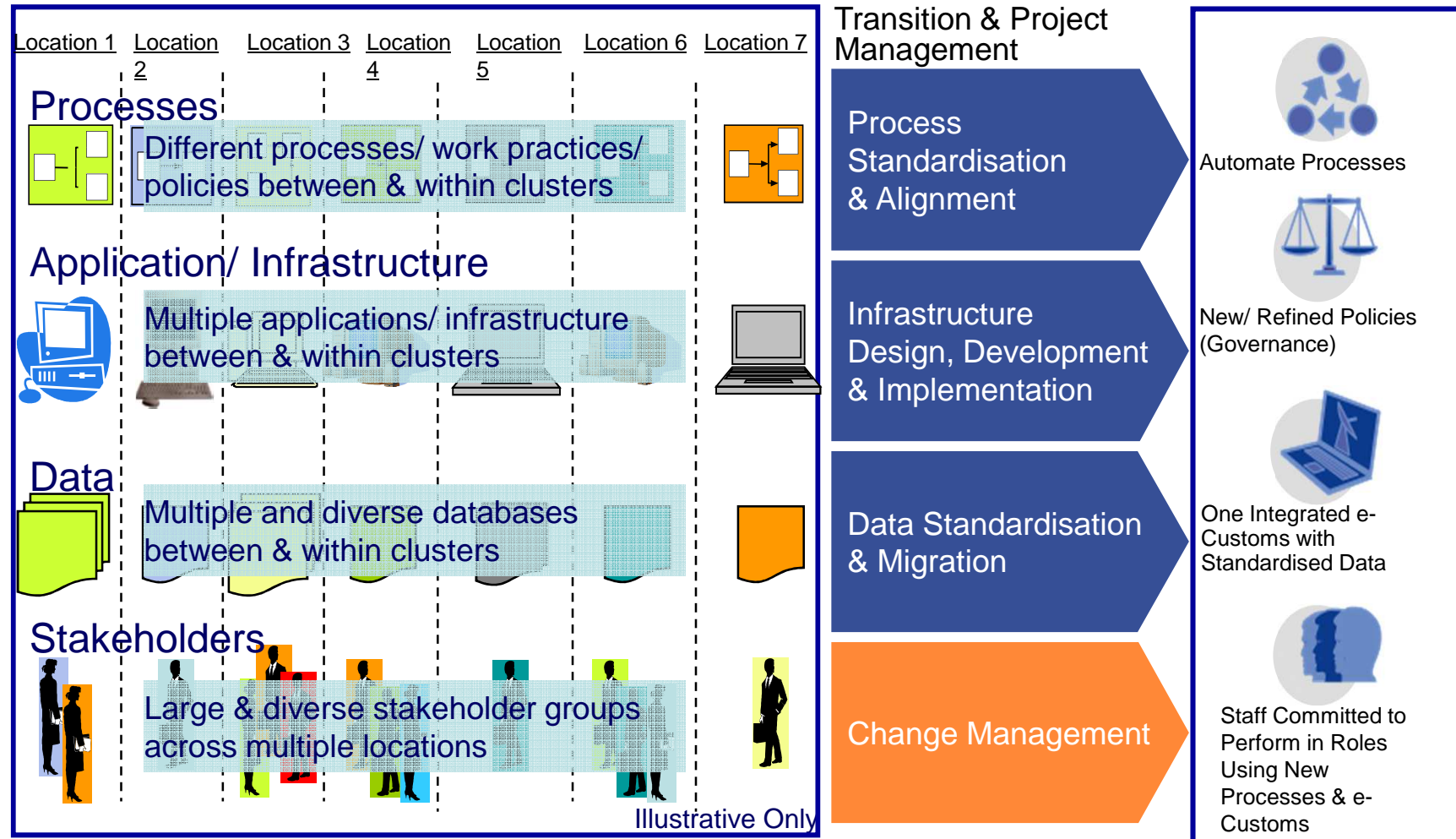
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CrimsonLogic Pte Ltd

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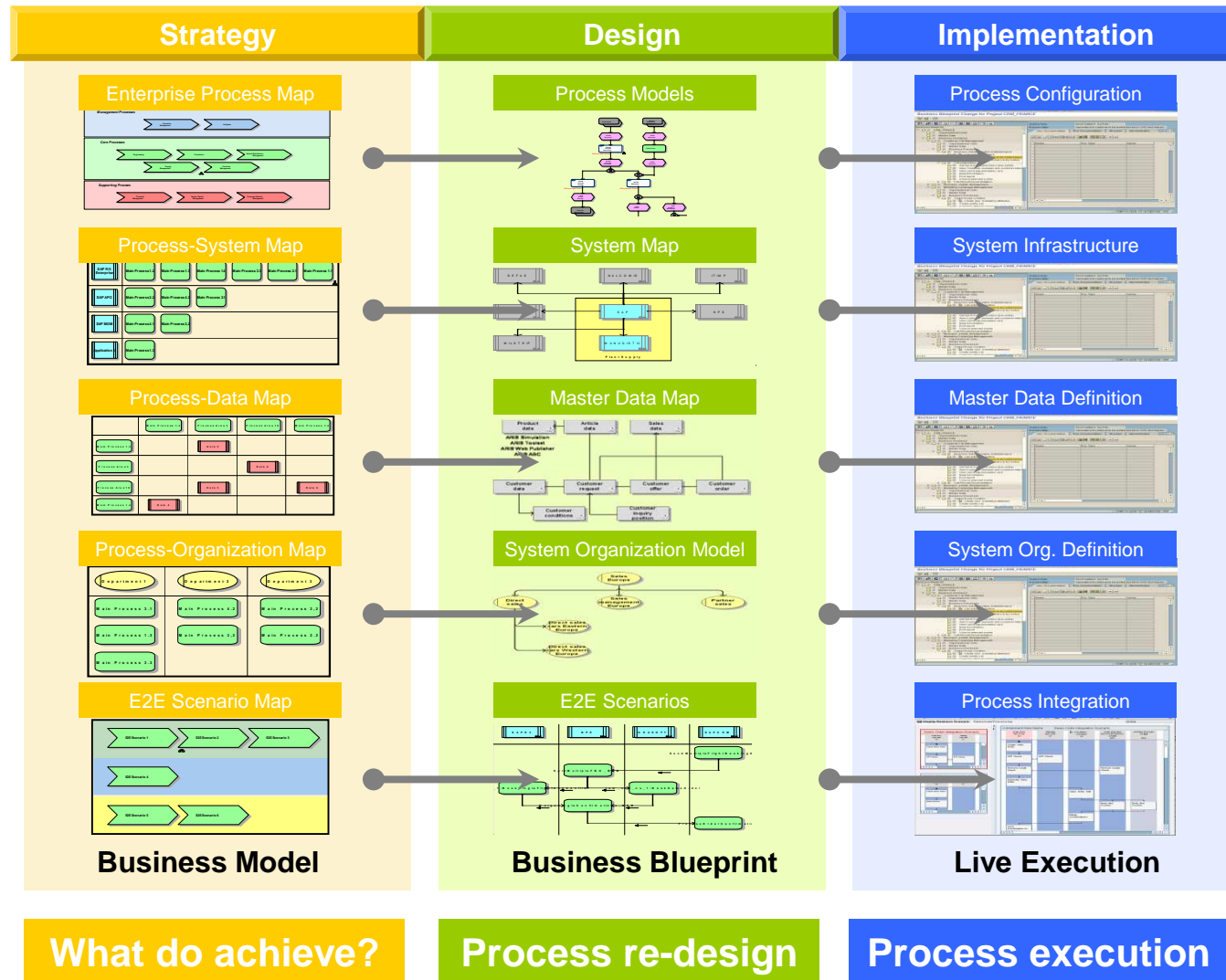
CURRENT STATE




FUTURE STATE



SW Implementation – Improving Trade Facilitation





Where and how
other countries have
incorporated
Business Process
Analysis (BPA) in their
SW projects

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Requirements from the Mexican Single Window for Foreign Trade (VUCEM) - 2010

Translated from the original Spanish

consist of the actions related **to the execution, documentation and modeling of processes for the private agents, as well as modeling the different processes or procedures for the government entities and organizations.**

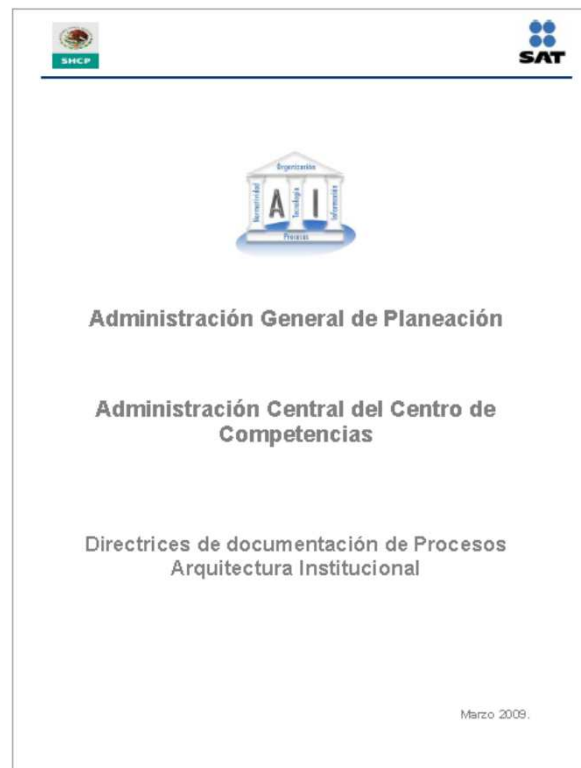
Modeling must be conducted with the SAT's* institutional tool (BPA/ARIS), according to the following.

BPA / ARIS IDS Scheer AG version 7.1

* SAT – Mexico Tax Administration Service

For the Mexico tender for Single Window, their requirements include business process consulting using modeling and complying to their standards:

Guidelines for documentation of processes



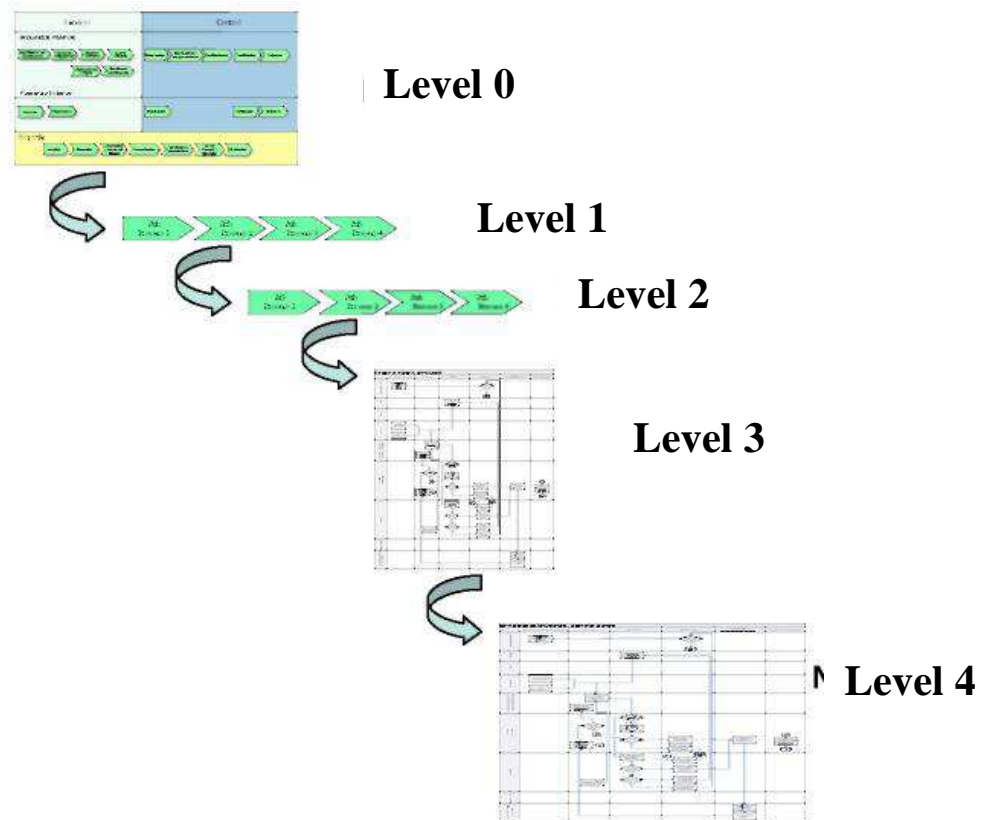
Architecture Methodology



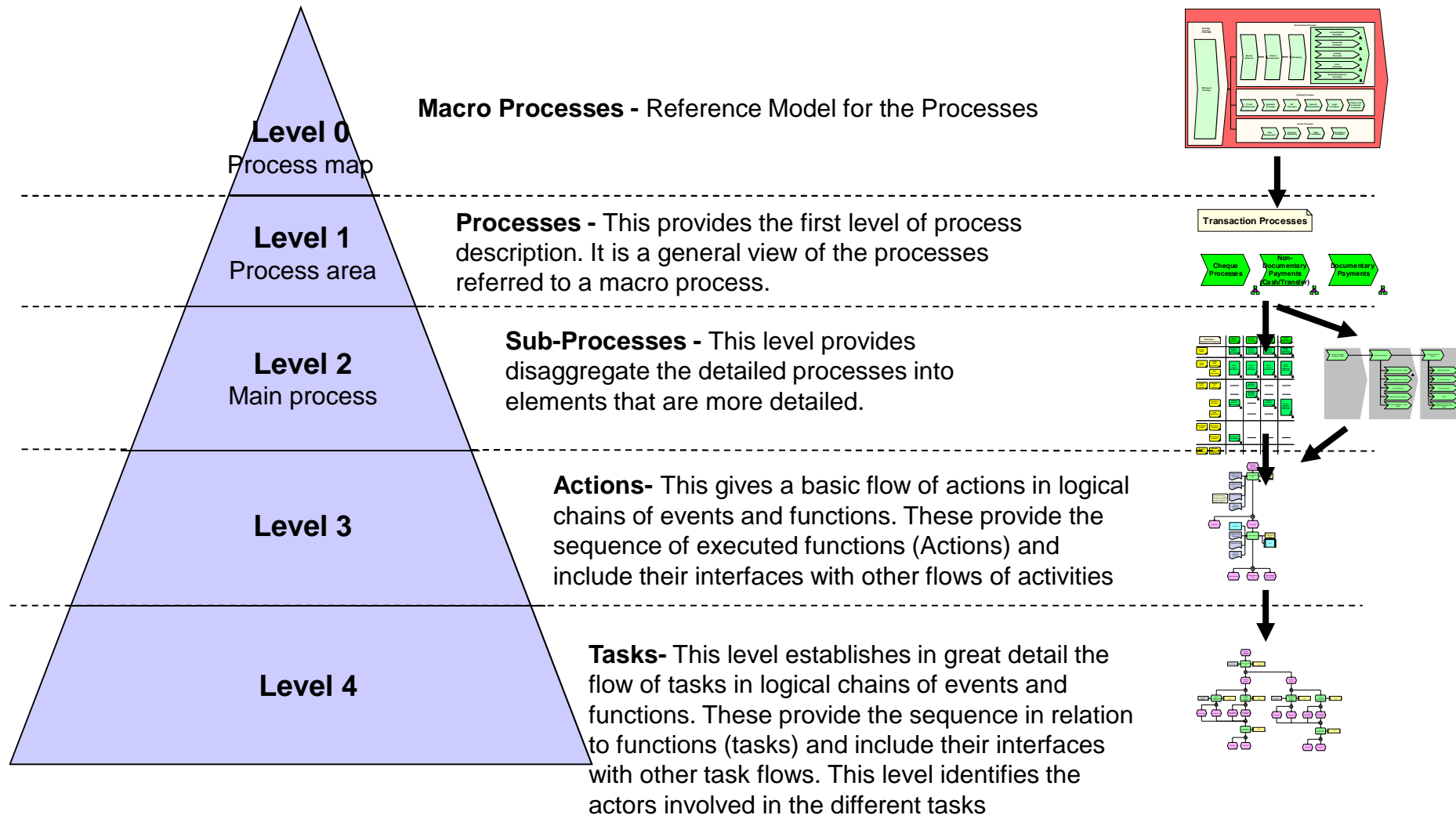
Conventions Manual



Mexico Tax Administration Service (SAT) Process Reference Model

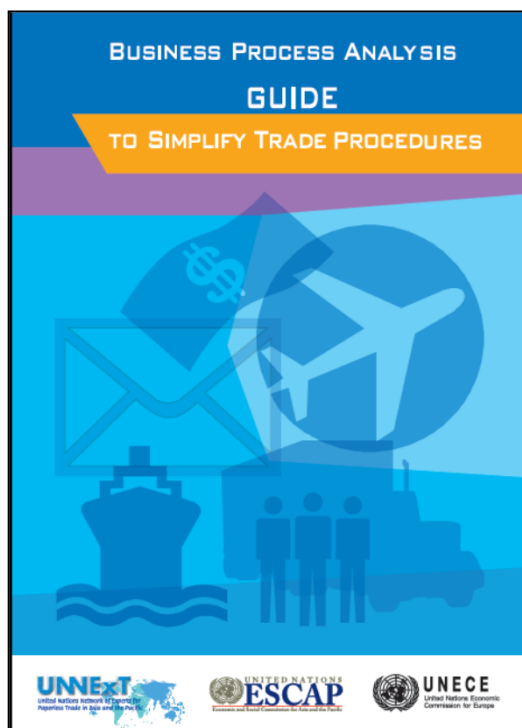


Mexico SW Business Modeling

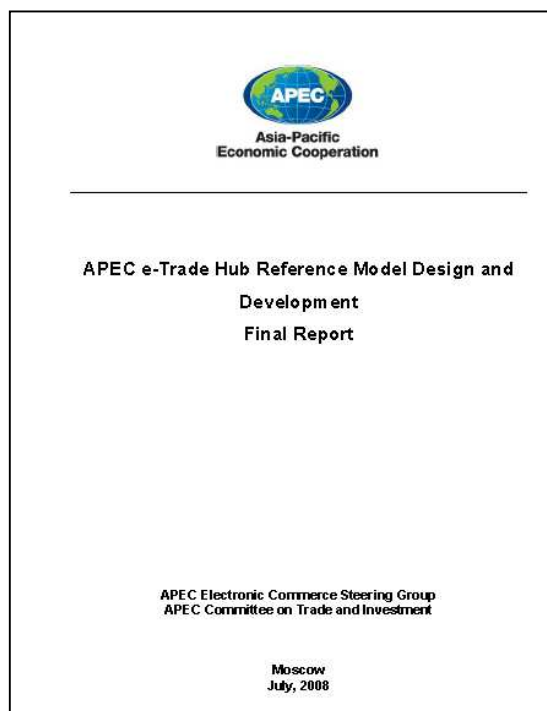


**Many other institutions –
UN, APEC, and National Customs have their Business Process
Implementation Guides, Reference Models:**

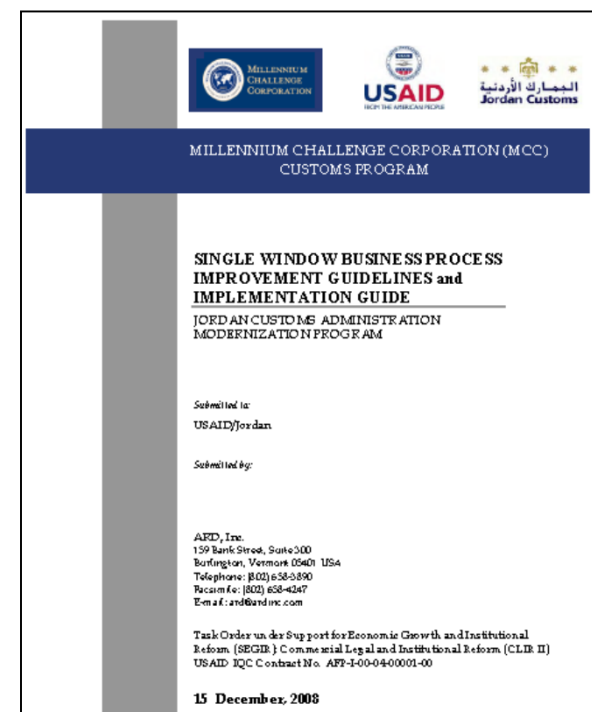
BPA Guide by UN bodies



APEC e-Trade Reference Model Design & Development



Jordan Customs SW Business Process Implementation Guide

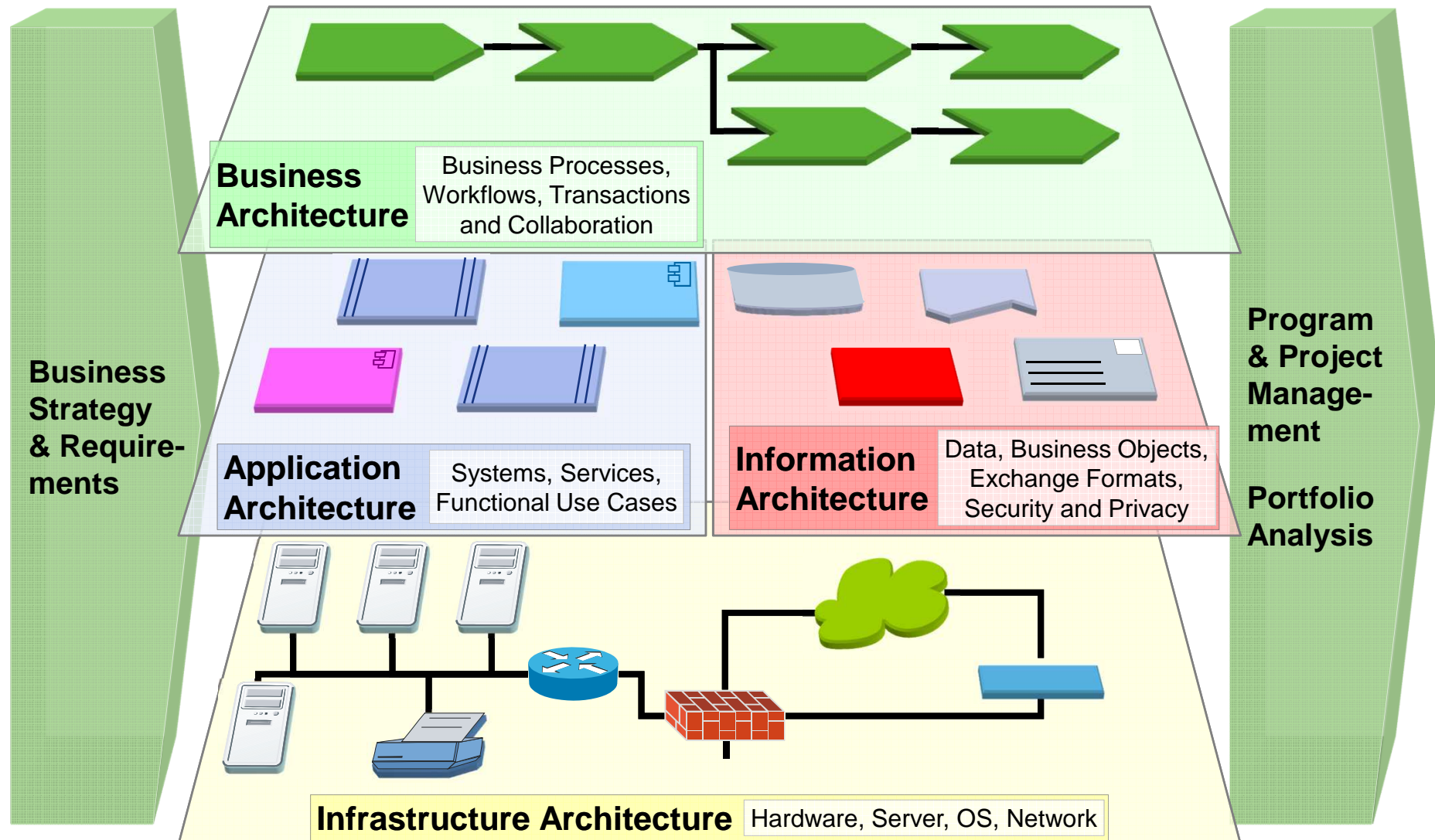




How BPA is done in an actual SW design & implementation

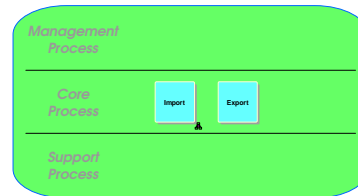
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- The main purpose of a reference model is to generalize
 - e.g. processes of a specific industrial sector
- Cost-savings
- Give the company/organization a **framework**
 - Make it easier for them to identify own processes
 - Find weaknesses in their own running processes easily
- Industry, Business, Business Process Reference Models



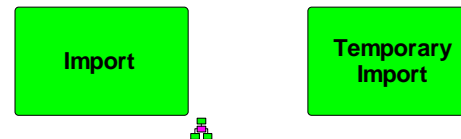
SW Business Processes Reference Model

Business Process Map



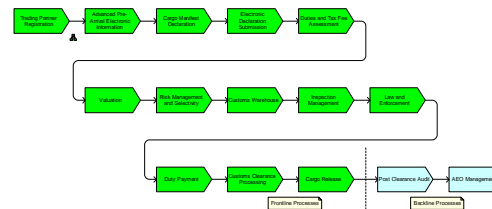
Level 0

Business Process Area

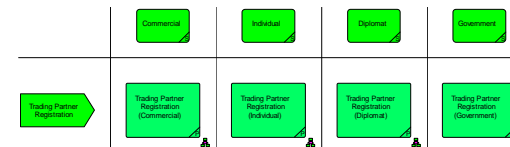


Level 1

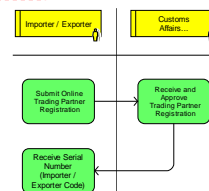
Business Sub Process



Level 2

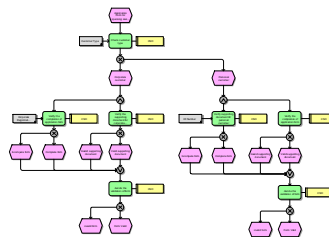


Elements / Activities



Level 3

Tasks / Use Case



Level 4

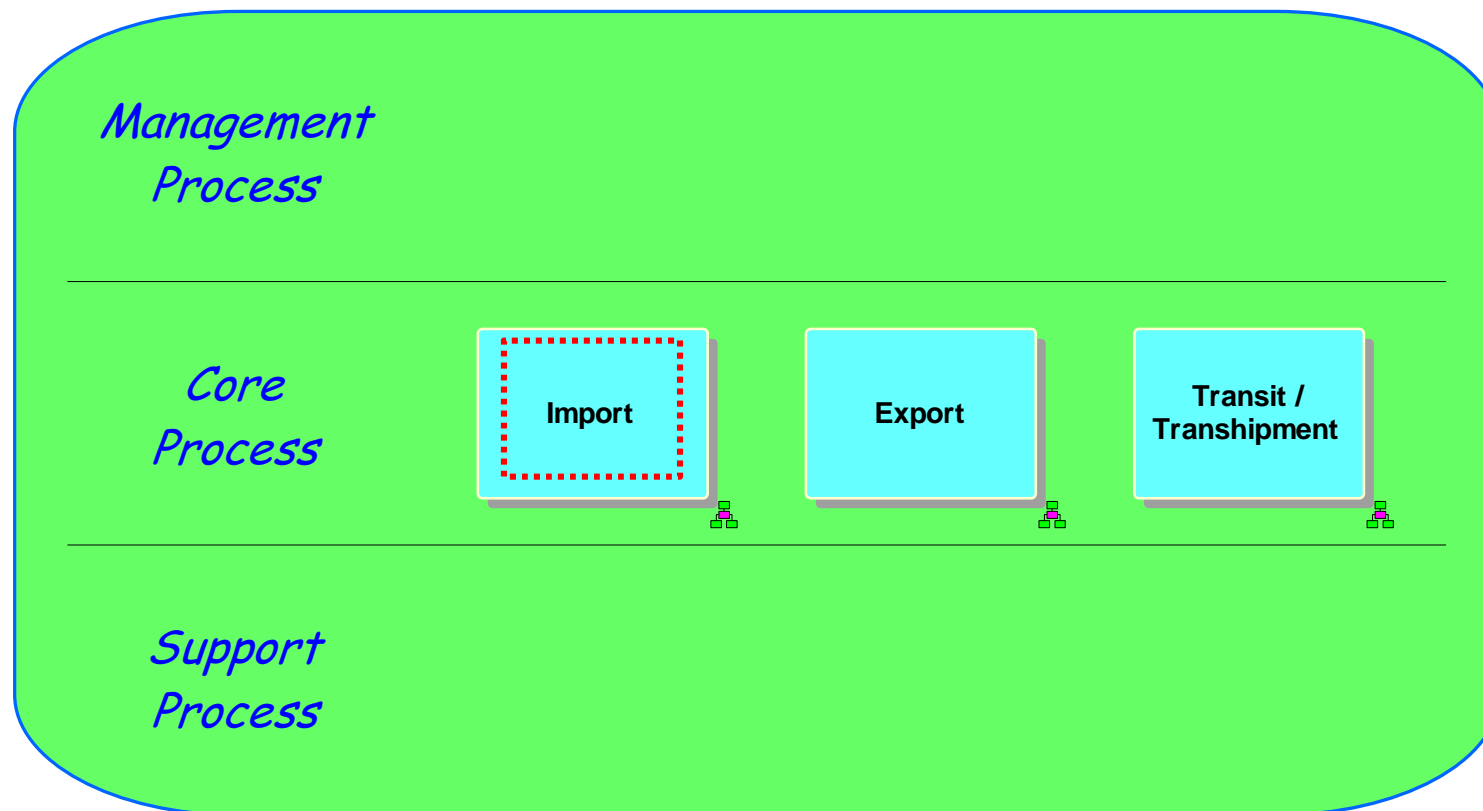
Business Process Model – Level 0

Domain : **Business Process**
Level : **0**
Model Name : **Business process Map**

Specification:

It describes the overall services provided to internal /external customers, such as :

- Import
- Export
- Transit
- Transshipment

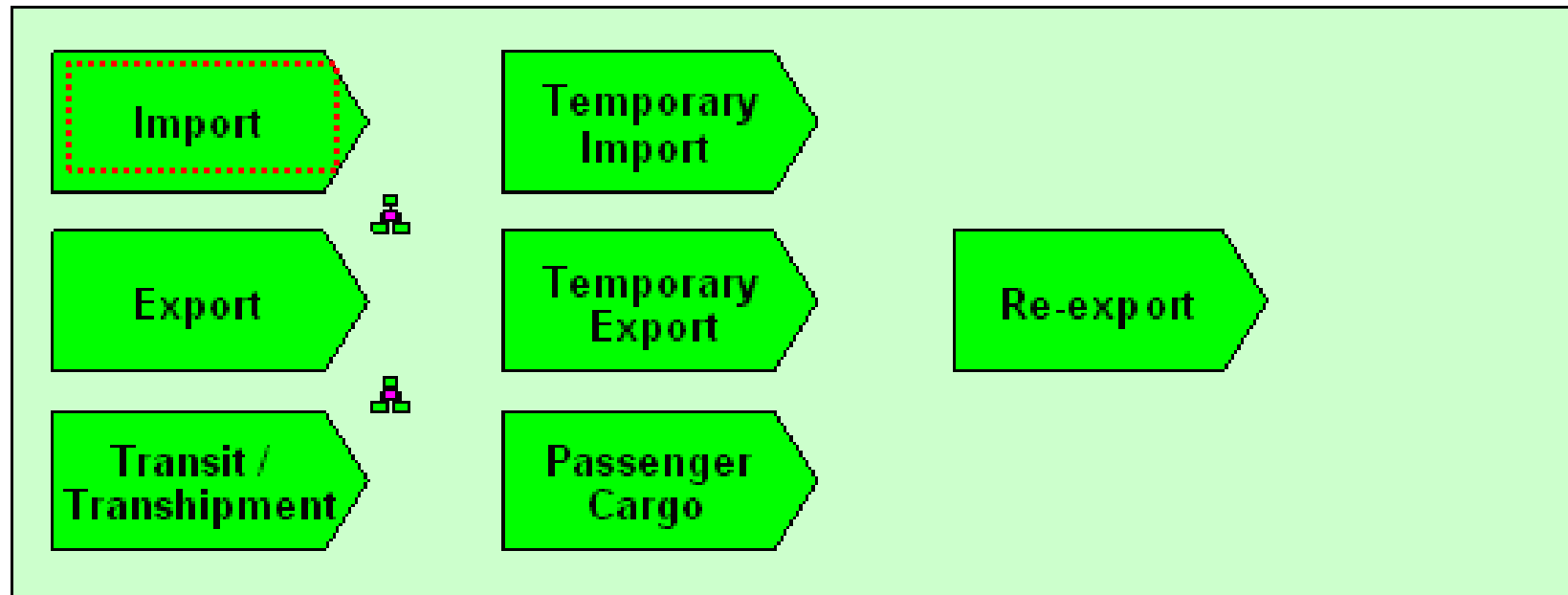


Business Process Model – Level 1

Domain : **Business Process**
Level : **1**
Model Name : **Business Process Area**

Specification:

Each 'business process area' contains a collection of end to end process flow, which provide similar services to the one or a few 'customer cluster'. All these 'end to end' process flow are list out in a 'Business Process Area' diagram, each of 'end to end' process flow is referred as 'business main process'



Business Process Model – Level 2 - Import

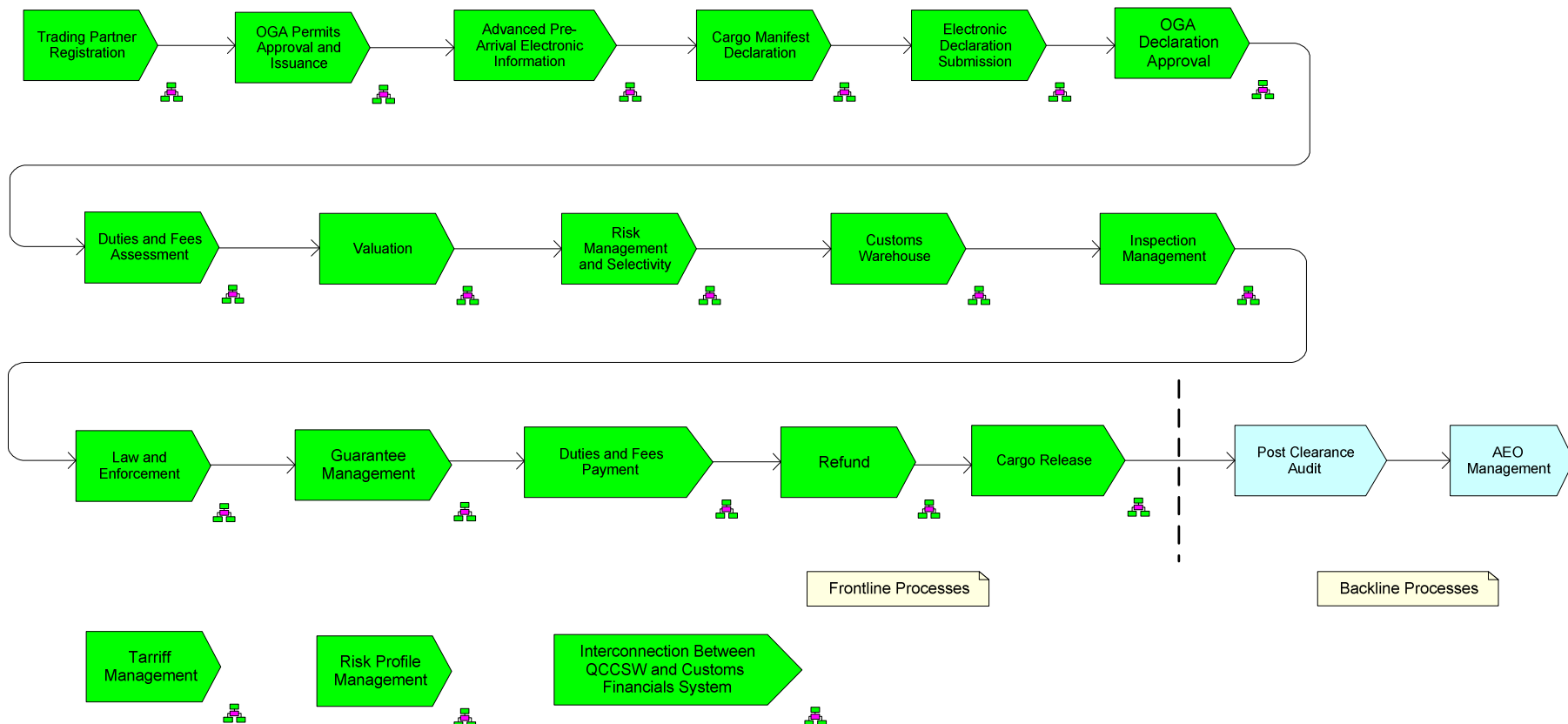
Domain : **Business Process**
Level : **2**
Model Name : **Business Main Process Flow**

Specification:

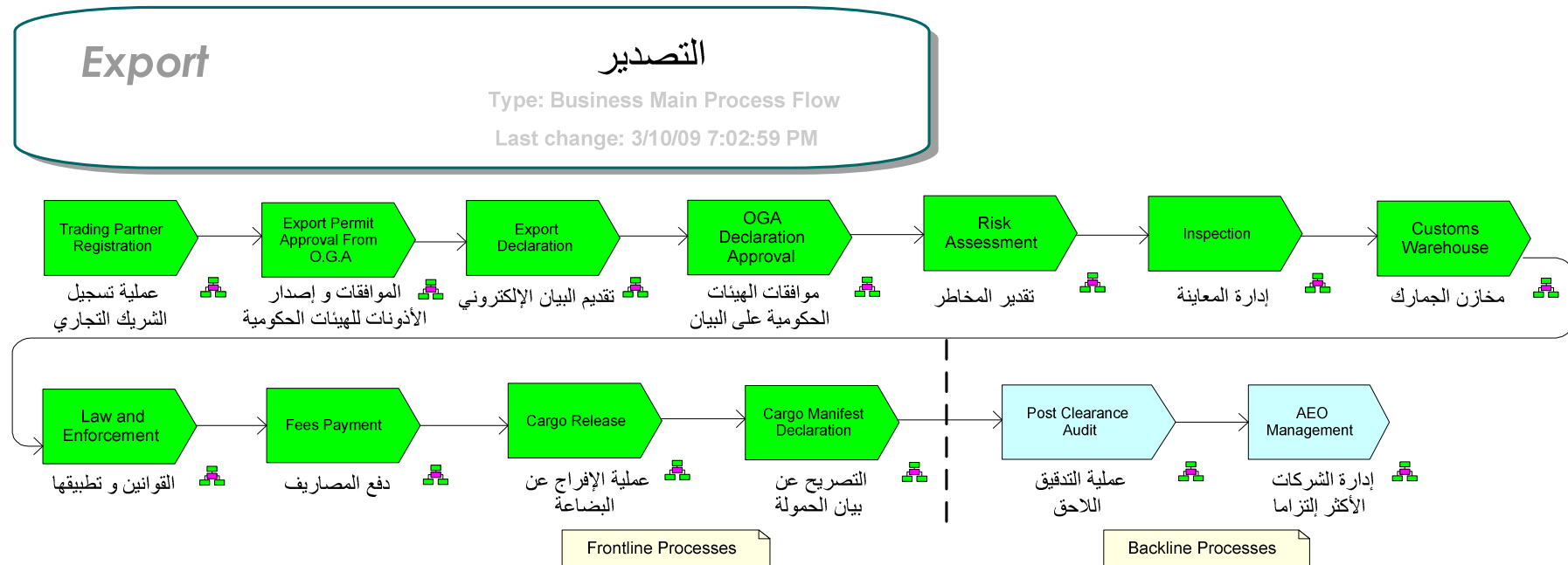
Each 'business Main Process' could be described by some business process', which work together to deliver the service to the customer in different scenario (Variant). This diagram provides a overview picture for the owner and users of this 'business main process' and it serve as basis for business model change or process improvement.

Import

Type: Business Main Process Flow
 Last change: 3/18/09 5:42:36 PM



Business Process Model – Level 2 - Export



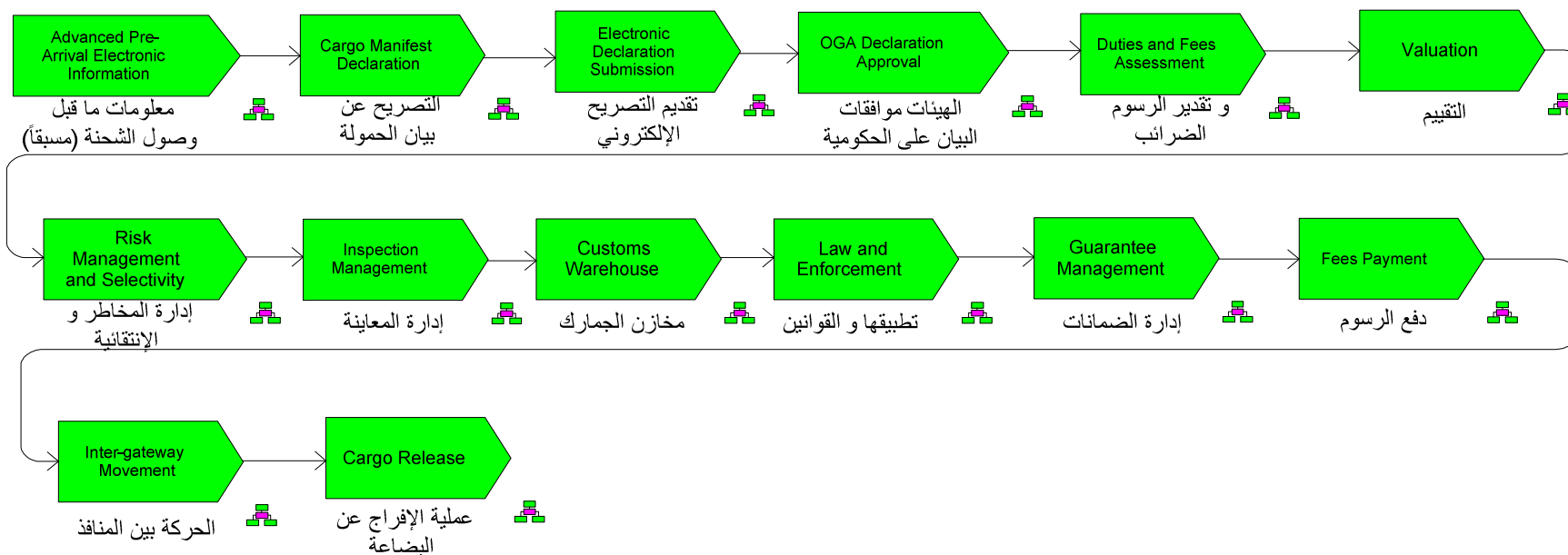
Business Process Model – Level 2 - Transit

Transit

الترانزيت

Type: Business Main Process Flow

Last change: 3/16/09 9:57:26 AM

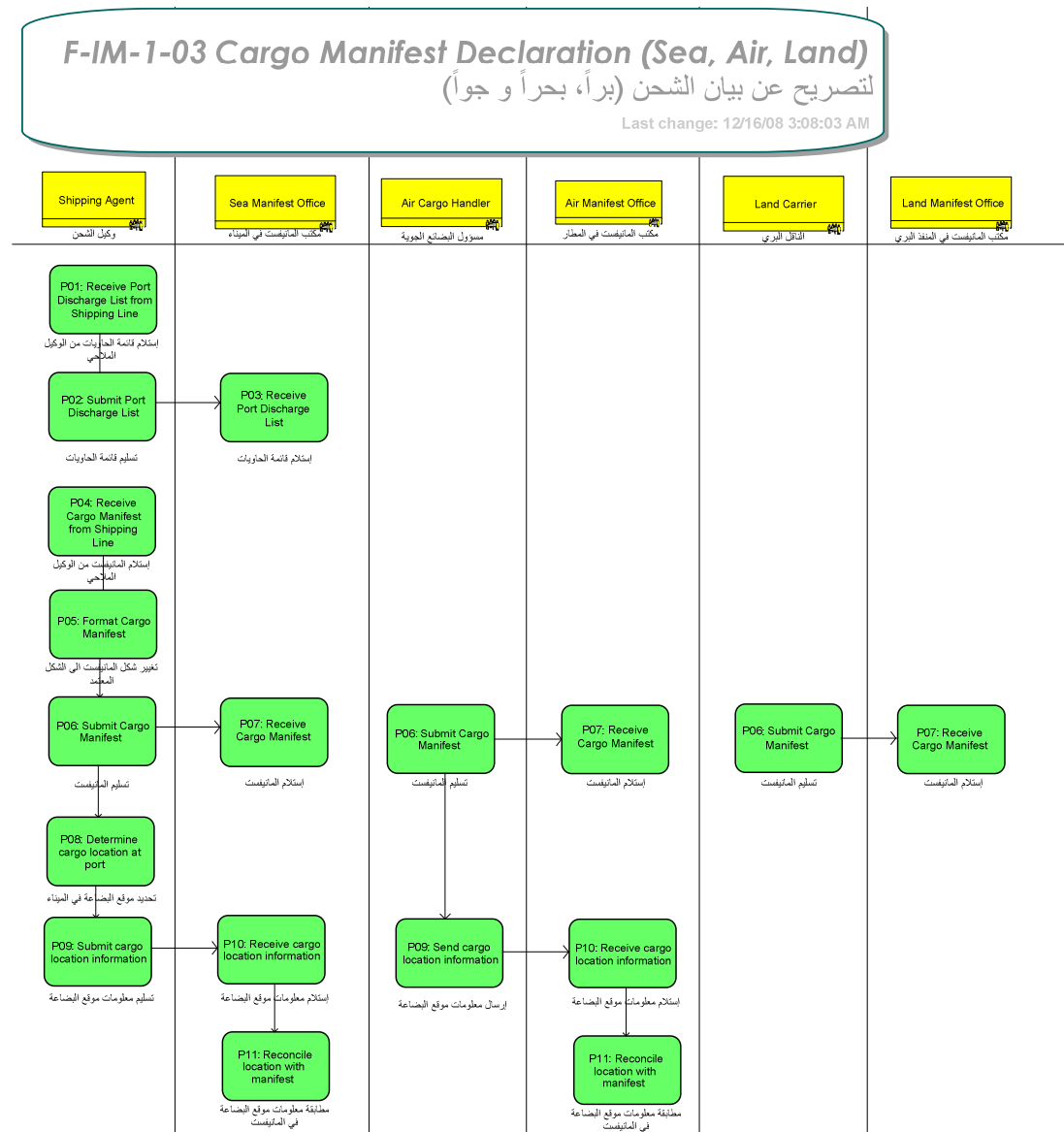


Business Process Model – Level 3

Domain : **Business Process**
Level : **3**
Model Name : **Vertical Swimlane**

Specification:

To describe business process flow in a swim lane style, so that the responsibility of process activities and the place of the handle over are clear defined

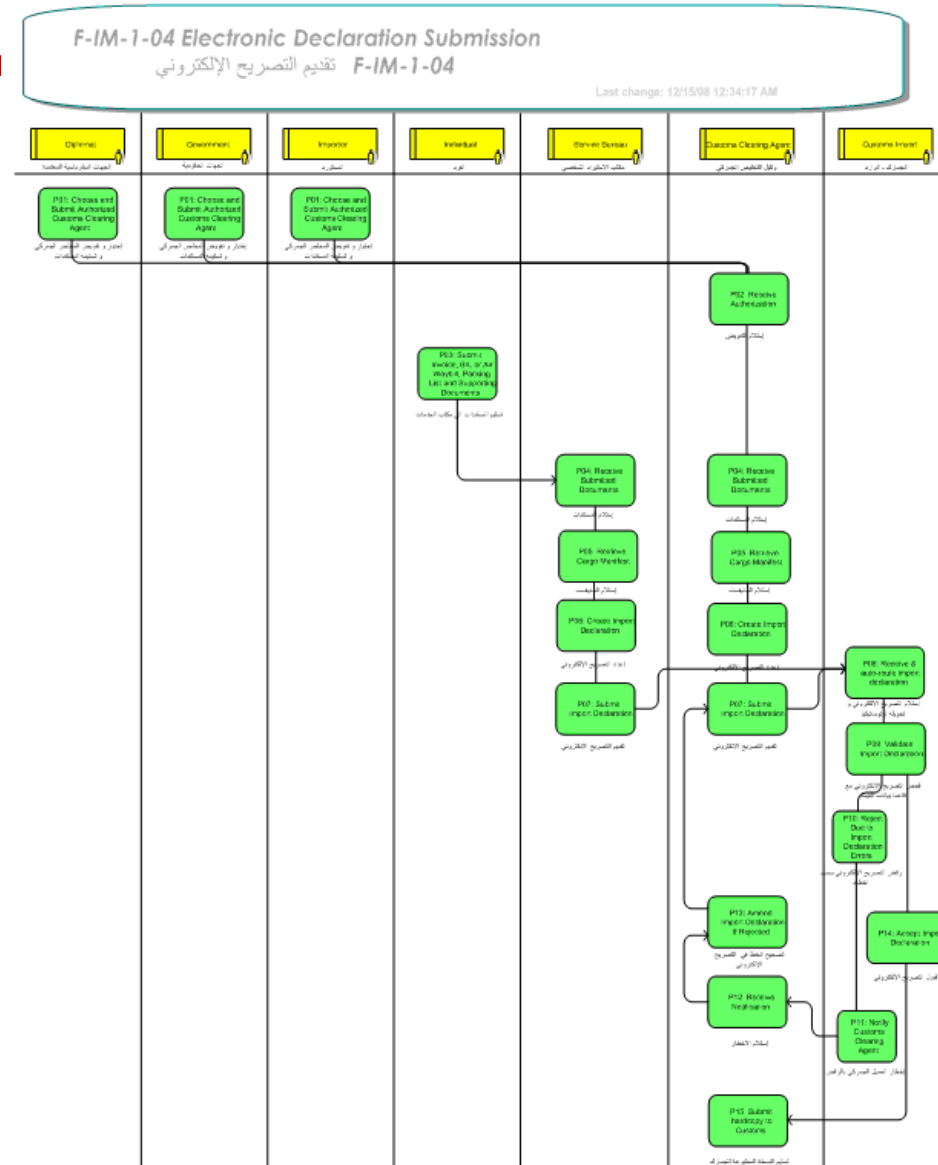


Business Process Model – Level 3

Domain : Business Process - Import
Level : 3
Model Name : Vertical Swimlane

Specification:

To describe business process flow in a swim lane style, so that the responsibility of process activities and the place of the handle over are clear defined



Optimizing - Examining Commonalities

	1 Business Transactions (Internet)	2 Foreign Company Transactio...	4 Limited Liability Partnershi...	5 Local Company Transactio...	8 LP Transactions (Internet)
Apply	1.1 Business Name Application...	2.1 Name Application & Registration	4.1 Name Application & Registration	5.1 Name Application, Incorporatio...	8.1 Application to Register for a new Limite...
Change	4.3 Changes in Particulars of LLP	2.3 Changes to Foreign Company...	4.3 Changes in Particulars of LLP	5.4 Change Particulars	8.7 Change of LP Name, Activity,...
Annual Filing	To be determined	2.3 Annual Filing	4.3 Annual Declaration	5.3 Annual Returns	Appeal EntrePass decision
Termination	1.6 Termination of Business	2.4 Ending of Foreign Company	4.6 Ending of LLP	To be determined	To be determined

The Trade Process is organized along Govt and Private Sector entities

Expansion of "APPLY" process type to look for common components at the detailed level

Matrix offers another Process type view to help identify opportunities for common services and standardization

- Most organizations achieve process standardization between 30-50% while best in class companies can achieve up to 70%

- Results in process standardization, simplification and integration will translate to real savings in IT effort

	1 Business Transactions	2 Foreign Company Transactions	4 Limited Liability Partnershi...	5 Local Company Transactions	8 LP Transactions
Apply (New)	1.1.1 Application to Register a...	2.1.1 Apply a New Foreign Company...	4.1.1 Application to register a...	5.1.1 Apply For a New Compan...	To be determined
Apply (Extension)		2.1.5 Apply for Extension of Time to Lod...			To be determined
Apply (Payment)	5.1.4 Payment for New Business...		4.1.4 Payment for new LLP Registration...		To be determined
Apply (Remove)	1.1.3 Remove Names of Owners...		4.1.3 Remove Partners/Managers/Secretaries...	5.1.8 Remove Directors/Secretaries...	To be determined
Apply (Enquiry)	1.1.2 Transaction Status Enquiry...		4.1.5 Status Enquiry for LLP...	5.1.10 Transaction Status Enquiry...	

Example for illustration only

Commonalities across Import

No.	Business Process	Import		Remarks
		F-IM-1 Import الإستيراد	F-IM-2 Temp Import الإستيراد المؤقت	
1	Trading Partner Registration عملية التسجيل	V 0.5	V 0.3	Business process same for both
2	Advanced Pre-Arrival Electronic Information معلومات ما قبل الوصول	V 0.4	V 0.2	Business process same for both
3	Cargo Manifest Declaration (الصریح عن بيان الحمولة/المانيفست)	V 0.6	V 0.2	Business process same for both
4	Electronic Declaration Submission إدخال البيان الإلكتروني	V 0.6	V 0.6	Business process same for both
5	Duties and Fee Assessment تقدير الرسوم والخصومات	V 0.3	V 0.1	Business process same for both
6	Valuation التقييم	V 0.3	V 0.1	Business process same for both
7	Risk Management and Selectivity إدارة المخاطر والانتقائية	V 0.2	V 0.2	Business process same for both
8	Customs Warehouse مستودع الجمارك	V 0.2	V 0.2	Business process same for both
9	Inspection Management إدارة المعاينة	V 0.2 OR V 0.4	V 0.1	Business process same for both
10	Law and Enforcement القوانين وتطبيقها	V 0.1	V 0.1	Business process same for both
11	Duties and Fees Payment دفع الرسوم والخصومات	V 0.2	V 0.1	Business process same for both
13	Cargo Release الإفراج عن البضاعة	V 0.3	V 0.1 OR V 0.2	Different business process
14	Post Clearance Audit التدقيق اللاحق	V 0.1	V 0.1	Business process same for both
15	AEO Management إدارة الشركات الأكثر التزاماً	V 1.0 OR V 0.1	V 0.1	Business process same for both
16	Tariff Management إدارة التعريفة	V 0.1		
17	Guarantee Management إدارة الضمانات	V 0.2	V 0.2	Business process same for both
18	OGA Permit Approval موافقات الجهات الأخرى	V 0.1 OR V 0.2	V 0.2	Business process same for both
19	Temporary Import Application طلب الإستيراد المؤقت		V 0.1 OR V 0.2	
20	Passenger Cargo (Import) بضائع الركاب - إستيراد	V 0.1		
21	Interconnection with QCCSW and Customs Financials System	V 0.1		
22	OGA Declaration Processing موافقات الجهات الأخرى على البيان	V 0.1	V 0.1	Business process same for both
23	Risk Profile Management إدارة أنماط المخاطر	V 0.1		
24	Inter-Gateway Movement إدارة أنماط المخاطر			
25	Refund	V ???	V ???	Business process same for both

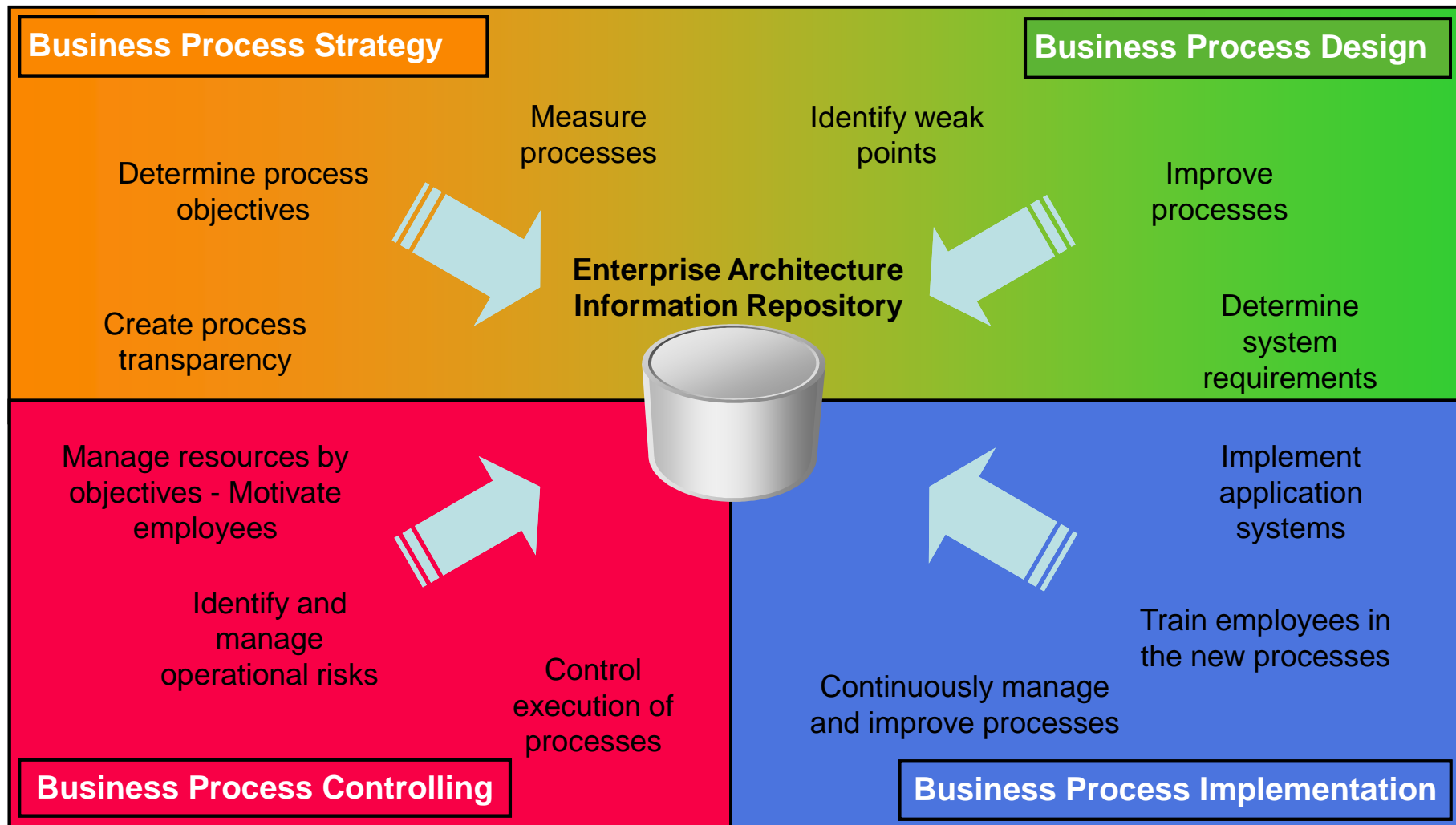


Desired Outcome

Reference Model
for
Single Window
Implementation

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SW Reference Model Framework



SW Business Processes Repository

