

# Single Window Implementation Framework (SWIF)



# Why a holistic and systematic framework is needed?

**SW from the point of view of a policy maker:  
There are so many challenges to be tackled**



\* Referring to World Bank's Index ([www.doingbusiness.org](http://www.doingbusiness.org))

# Learn from experience and from academia

## Situation:

- Countries had considerable, systematic project planning and implementation issues (Sea-of-death, aborted takeoff, ....)
- Implementers had gained experience in large SW project implementation, completing 4 years of ITAIDE research

## Objective:

- Guide to improve planning, increased transparency and governance, reduce projects risks and costs
- Focus on consensus building, objectives, planning, performance measurement for SW
- Interdisciplinary view: policy makers, implementers and academia
- Based on a tried managerial framework

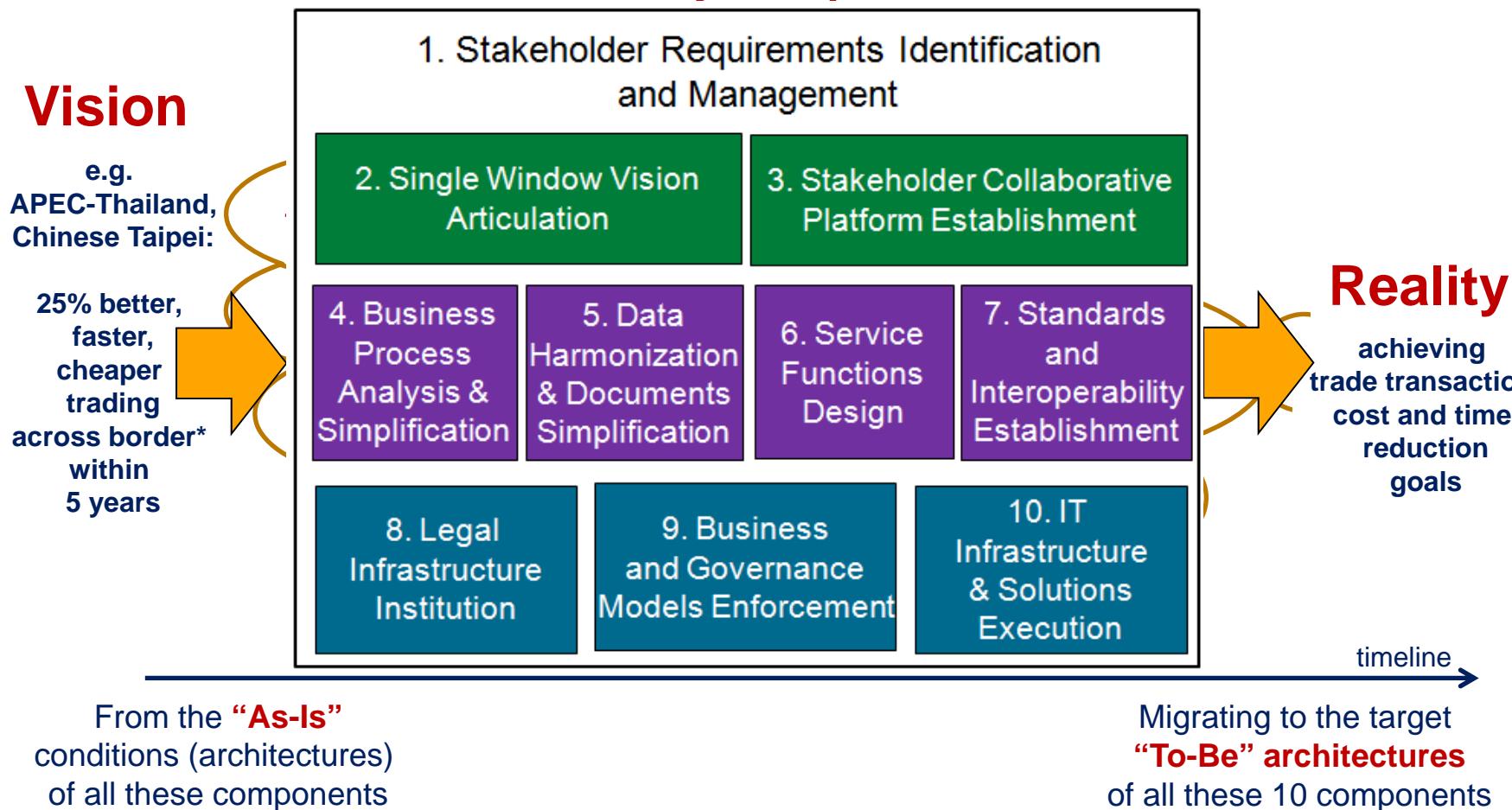
# What is SWIF?

- SWIF is a **systematic architecture-based framework** to support the planning and Implementation of a Single Window
- SWIF adapts the concept of **enterprise architecture** and **development methodology\*** to describe approaches on how to
  - systematically derive the **SW strategic architecture**,
  - formulate a **master plan**, and
  - guide the **implementation** of the project

\* Adopted from the Open Group Architecture Framework (TOGAF), Architecture Development Method (ADM)

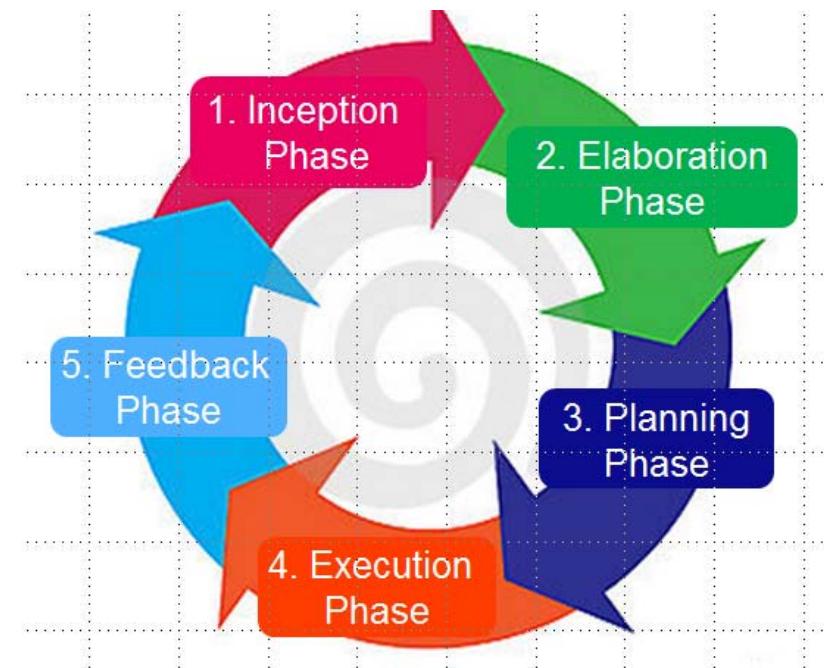
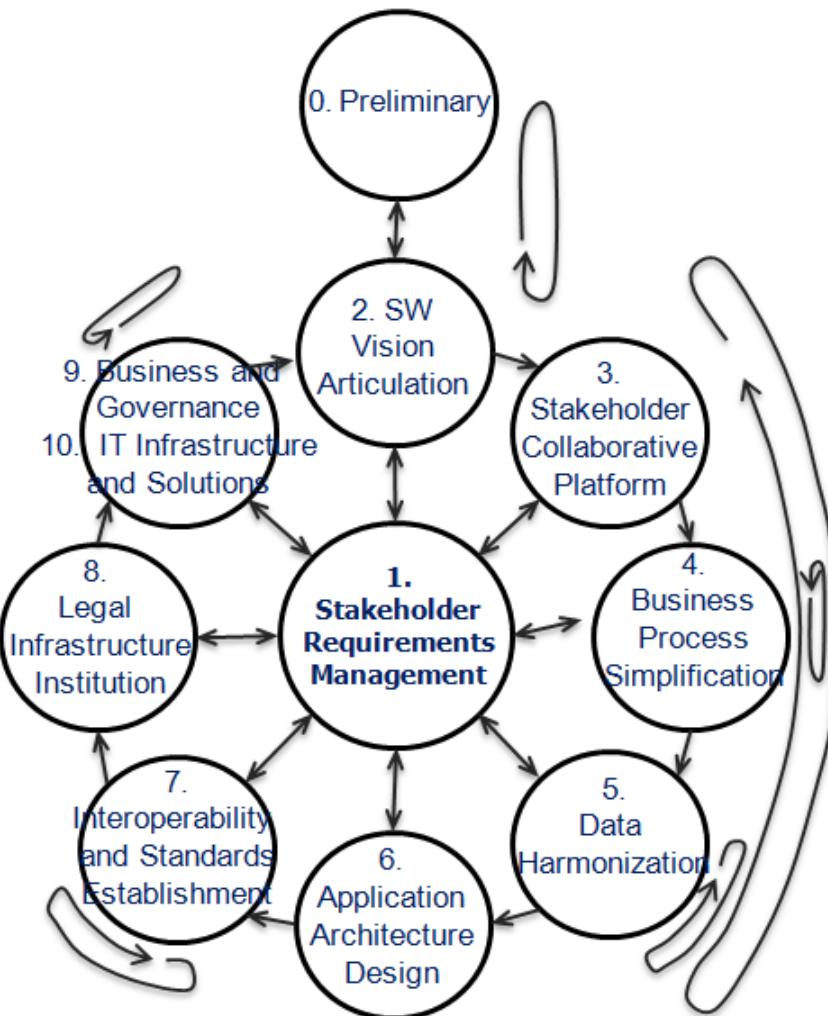
Complexity of Single Window can be handled by decomposing its challenges into smaller and more manageable sub-components.

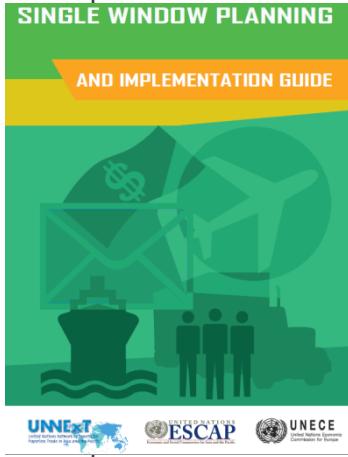
## Decomposing the SW challenges into ten key components



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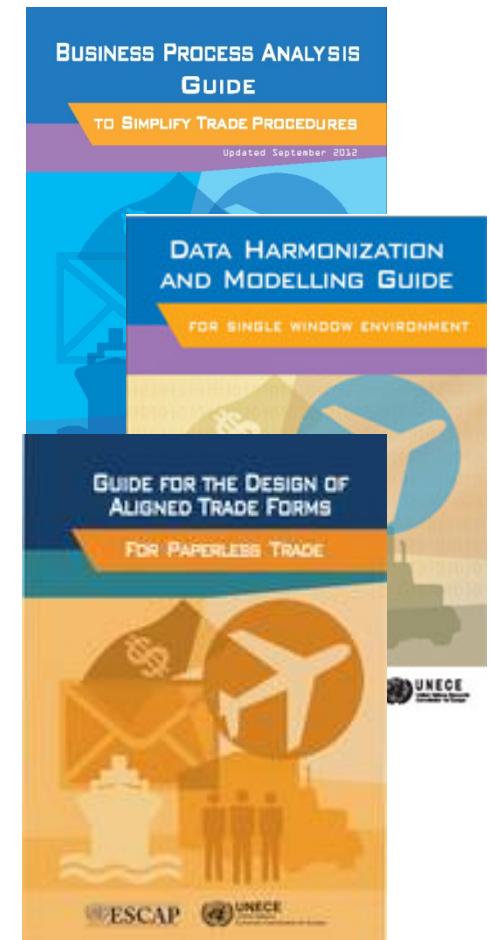
# SW Development Cycle



Components	Objectives	Activities	Deliverables/Expected Results
 <p><b>SINGLE WINDOW PLANNING AND IMPLEMENTATION GUIDE</b></p> <p><b>2</b> <b>Single Window Vision Articulation</b></p>	<ul style="list-style-type: none"> <li>• Create and articulate joint vision, goals and scope of Single Window</li> <li>• Secure the political will and necessary resources</li> </ul>	<ul style="list-style-type: none"> <li>• Elaborate and refine broad vision, strategy, objectives, and goals of the Single Window</li> <li>• Define the scope of Single Window Implementation and constraints in terms of resources and competence availability</li> <li>• Define value proposition of the Single Window and demonstrate its relations to stakeholders priorities</li> <li>• Identify a set of key performance indicators that will serve as target quantitative goals to measure the success of the Single Window implementation</li> <li>• Develop a high level master plan that describes overarching strategies for the overall</li> </ul>	<ul style="list-style-type: none"> <li>• A high-level project management group with key stakeholders established</li> <li>• An initial high level master plan that defines project components, activities and deliverables</li> <li>• Key performance indicators that measure project performance established</li> <li>• A high-level master plan approved</li> <li>• Top level mandate to develop a Single Window, for example, by a formal decision of Prime Minister, President or the Cabinet</li> <li>• Initial finding for funding project components secured</li> </ul>

# SWIF and use of standards

- SWIF integrates the application of standards into the project framework
  - When, where, how, for what, who?
  - Business Process Analysis
  - Data Analysis, Structure and Semantics
  - High level for project and policy managers
  - Specialised guides:



# EPCSA Architecture Model

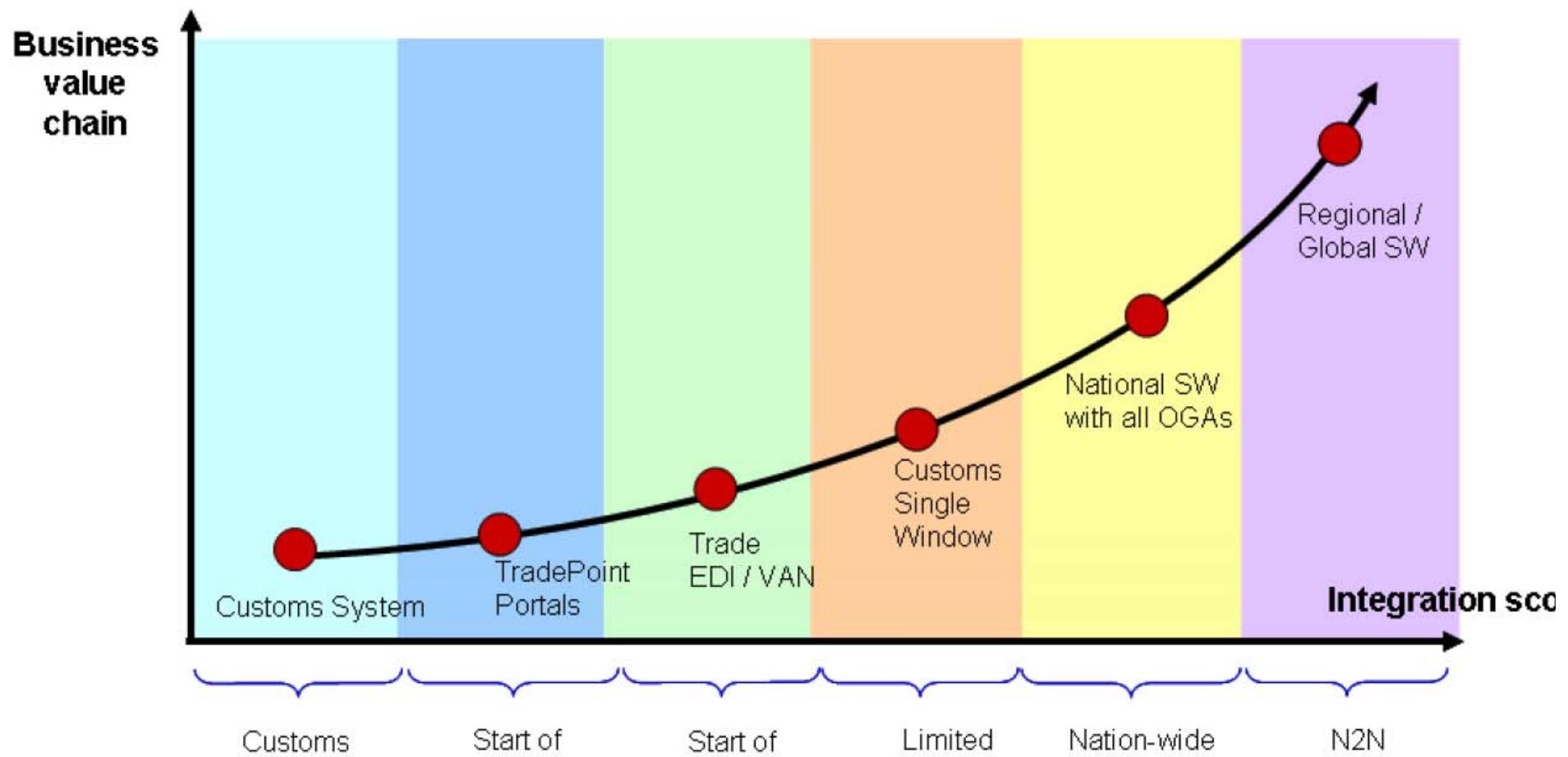


# Experience made an d follow up

- Managerial models for Inter-Organizational Information Systems (IOIS) were good fit to explain SW development
- A work programme is a bitter medicine (humans like to talk and dream, golden solution, ...)
- The objective is not SW but Trade Facilitation → objective driven SW development
- SW is about a process of improvement not about development of a system → Emphasis on policy aspects, change management, PKI, Trade Facilitation actions
- Evolution of SW: how do Customs systems, the different PCS, eGovernment systems, Logistics systems ,.. relate to a SW

# From SWIF to SW evolution model

**Figure 3 Evolution of Single Window development**



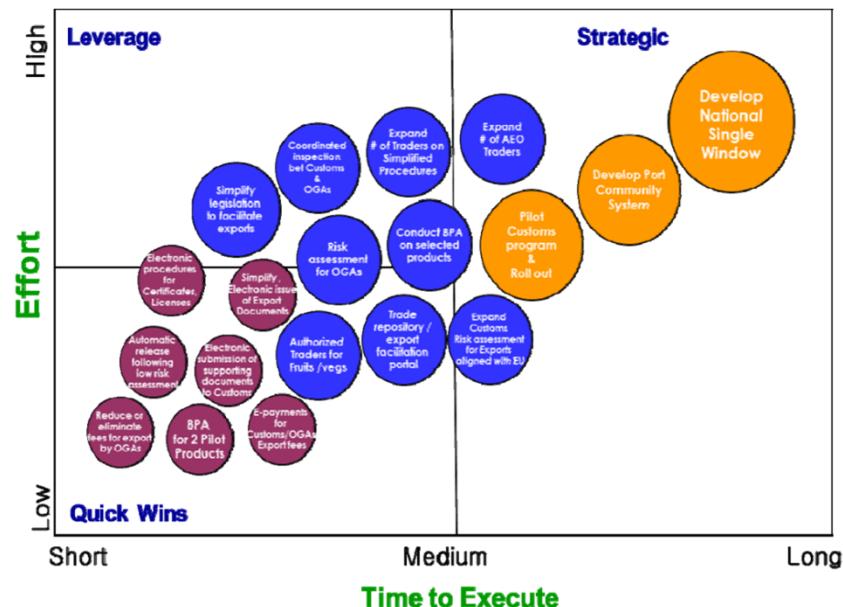
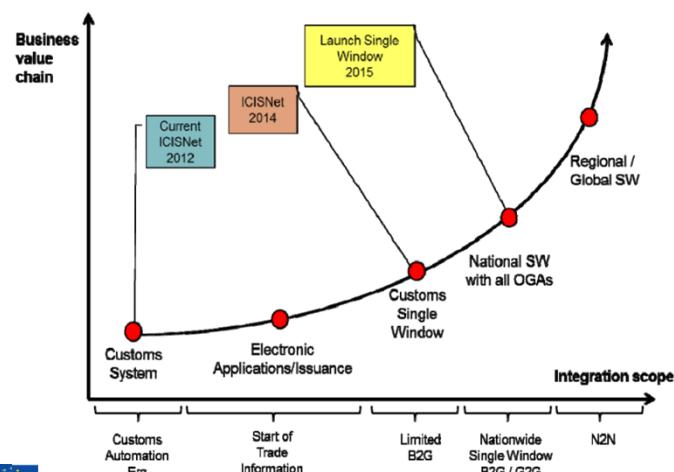


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# Example: Greek National Trade Facilitation Strategy (discussion paper)

## Greek National Trade Facilitation Strategy: Projects and priorities

### SW development:



# Questions

SWIF and SW evolution model lead to a number of questions:

- What is the role of IOIS\* (PCIs, eLogistics platforms, eCustoms, eGovernance, eMaritime, ..) for facilitation of global supply chains
- How do these systems relate to SW: are they linked to a SW, do they add up to a SW, is the SW the gap between these systems?
- If a country has a complex IOIS ecosystem, does it still need a SW? If so, how would that SW look like? Or is the IOIS ecosystem the SW?
- “Single Window” equal “one”. Can it be two? Can it be zero (i.e. can it be a “Single Window environment”)?
- Impact and opportunities of IOIS on SMEs capability for Cross Border Trade

*What is a “Single Window” and how does it relate to the other information systems of global trade?*

# Thank you

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Single Window Planning and Implementation Guide

<http://www.unescap.org/tid/unnext/tools/implement-guide.asp>

