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UNECE

UNNExT
United Nations Network of Experts for Paperless Trade in Asia and the Pacific

UNITED NATIONS ESCAP

Single Window Project Planning and Implementation

14-15 December 2011, Room IX, Palais des Nations
Geneva, Switzerland

The purpose

For many Governments, Single Windows have become a core instrument to facilitate trade, simplify procedures and implement electronic business. Furthermore, Single Windows are increasingly important to support regional integration of trade, security and regulatory compliance. Policy makers and implementing managers charged with the conceptualization, planning implementation and oversight of Single Windows projects need to have a deep and common understanding of the different steps, tasks and techniques required to implement and manage such complex projects. This involved advanced competence in very different domains such as trade policies, business process analysis, change management, electronic business and information technology management and standards, and Single Windows architectures.

Learning objectives

To enhance the managerial competence of participants in key project areas for SW planning and implementation including:

The understanding of how the improvement of trade procedures and documentation can increase trade competitiveness of a nation
The evolutionary development and roadmap of SW projects
A holistic SW Implementation Framework & Development Cycle
How to systematically prepare the SW architecture of the country, including key project components and deliverables
How to conduct the initial SW concept and the feasibility analysis
How to develop a High Level SW Master Plan
How to secure sustained support of key policy makers
How to put in place the effective inter-agency collaboration mechanisms

Target audience

Policy managers, decision makers, and practitioners in government agencies and other entities involved in international trade, who need to understand and address managerial issues for the planning and oversight of SW implementation projects in their country. This training is useful for officials from customs, other inspection agencies, ministries of commerce, port authorities, businesses, academia/research institutes and Single Window planning agencies.

Download Workshop Schedule

Mod. 1
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Mod. 11

Module 1

Introduction to the Workshop

Speaker: Somnuk Keretho
Presentation: ENGLISH RUSSIAN

Module 2

The Vision – Improving Import/Export Procedures and Documentation as a strategic mechanism for Enhancing National Trade Competitiveness
Speaker: Paul Kimberly
Presentation: ENGLISH RUSSIAN

Setting up the TF development vision and quantitative goal(s) for enhancing national trade competitiveness
These vision and goals could be realized by gradually and systematically transforming related paper-based environment into more efficient paperless/electronic-document environment.
Benefits of IT-enabled SW environment
Why a systematic framework and a guide for SW planning and implementation is needed.

Module 3

Single Window Roadmap as a recommended long-term roadmap and also as a Reference Model for assessment & prioritization of the SW development (PK)
Speaker: Markus Pikart
Presentations: ENGLISH RUSSIAN

Five different evolutionary/development levels (scopes) of Single Window
This SW Roadmap can be used as a recommended long-term SW development roadmap for a country, and also to be used as a Reference Model for assessing the current or "as-is" situation and then prioritizing for the next target or "to-be" SW environment where the country wants to go.

Case Study Presentation and Discussion #1: UNESCWA Single Window Assessment and Roadmap
Speaker: Paul Kimberly

Group Exercise 1:

Referring to the WB's trading-across-borders report: Discuss the "as-is" quantitative indicators of your country, define realistic "to-be" target quantitative goals that you think can be achieved within the next 5 years;
Identify the current level of SW development in your country using the SW Roadmap as a reference model;
What would be the next target for the SW development in your country?

Module 4

SW architecture-based Implementation Framework (SWIF) and Its Development Cycle (SK)
Speaker: Somuk Keretho
Presentation: ENGLISH RUSSIAN

Why a holistic and systematic framework for guiding SW planning and implementation is needed - SW architecture-based implementation Framework (SWIF) is proposed here.
Architecture Key Concepts/Principles – Decomposition, Viewpoints, and Blueprints.
Decomposing SW challenges into smaller and easier manageable components (10 key components are recommended)
Single Window Development Cycles

Case Study Presentation and Discussion #2:

Module 5

SW Overall Project Management Process (in 5 Phases)
Speaker: Markus Pikart

Presentation: ENGLISH RUSSIAN

Module 6

Project Management Phase 1 - Inception Phase I (Preliminary Study)
Speaker: Paul Kimberly
Presentation: ENGLISH RUSSIAN

How to conduct an initial concept analysis to explore a general overview, an initial vision, the scope and potential benefits of possible SW implementation

Case Study Presentation and Discussion #3:

Group Exercise 2:
Continuing from Exercise 1, what should be the scope and initial concept of your country's NSW to be developed within the next 5 years?

Module 7

Project Management Phase 2 – Elaboration Phase (Detailed Feasibility Analysis)
Speaker: Somnuk Keretho
Presentation: ENGLISH RUSSIAN

How to conduct a detailed feasibility study with the architecture concept & SW development cycle. From many real cases, Phase 1 (conceptual analysis) & Phase 2 (detailed feasibility analysis) are normally conducted iteratively in several cycles until most critical issues can be commonly understood, agreed and committed organizationally, politically and financially.

Case Study Presentation and Discussion #4: Mongolia NSW Feasibility Study

Group Exercise 3:
Speaker: Sangwon Lim

Identify those agencies involving in the "to-be" regulatory SW of your country.
Identify relevant business users who will interact with and gain benefits from the target SW.
What are the key functions and documents that will be electronically submitted and exchanged between those stakeholders?
Try to visualize the above components by drawing some pictures with components, relationships/links of those components, and identifying which agency should be in charge of each component.

Module 8

Project Management Phase 3 – SW Planning Phase (High-level Master Planning)
Speaker: Somnuk Keretho
Presentation: ENGLISH RUSSIAN

How to formulate a SW high-level master plan for defining the clear paths for development and deployment of the target to-be Single Window.
An architecture-based planning approach.
Key contents that should be included in a SW master plan.
A suggested template for a SW Master Plan

Case Presentation and Discussion #5: Case Studies on SW Master Planning and Plans

Group Exercise Presentation and Debriefing

Module 9

Project Management Phase 4 – SW Project Implementation Oversight Phase, and Project Management Phase 5 – Lessons Learned and Feedback Phase
Speaker: Somnuk Keretho

Presentation: ENGLISH RUSSIAN

Case Presentation and Discussion #6: SW Project Implementation & Oversight Challenges

Module 10

Other Management Issues

Speaker: Paul Kimberly
Presentation: ENGLISH RUSSIAN

How to secure sustained support of key policy makers.
How to put in place inter-agency collaboration and effective change management mechanisms

Case Examples & Discussion #: how to sustain support of key policy makers, and how to put in place the effective inter-agency collaboration mechanisms

Module 11

Summary and Conclusion

Speaker: Somuk Keretho
Presentation: ENGLISH RUSSIAN

Updated Conclusions

Download all the Presentations (Modules 1 to 11): ENGLISH RUSSIAN

Other Presentations

Case Stories - Lessions Learnt, Valentina Mintah, Crown Agents

Elaboration Phase – Case Study on Mongolia, Sangwon Lim

Costa Rica - Jorge Sequeira, General Manager, PROCOMER

Peru - Ministerio de Comercio Exterior y Turismo

Situation report: Single windows for trade facilitation in the UNESCWA region 2011, Paul Kimberly

Single Window Master Planning and Plans, Prof. Igbal Babayev ENGLISH RUSSIAN

Reference materials

UNNExT Business Process Analysis Guide for Simplification of Trade Procedures
UNNExT Managerial Guide to Single Window Implementation
Single Window Implementation Framework
UNECE Recommendation 33 on establishing a Single Window