

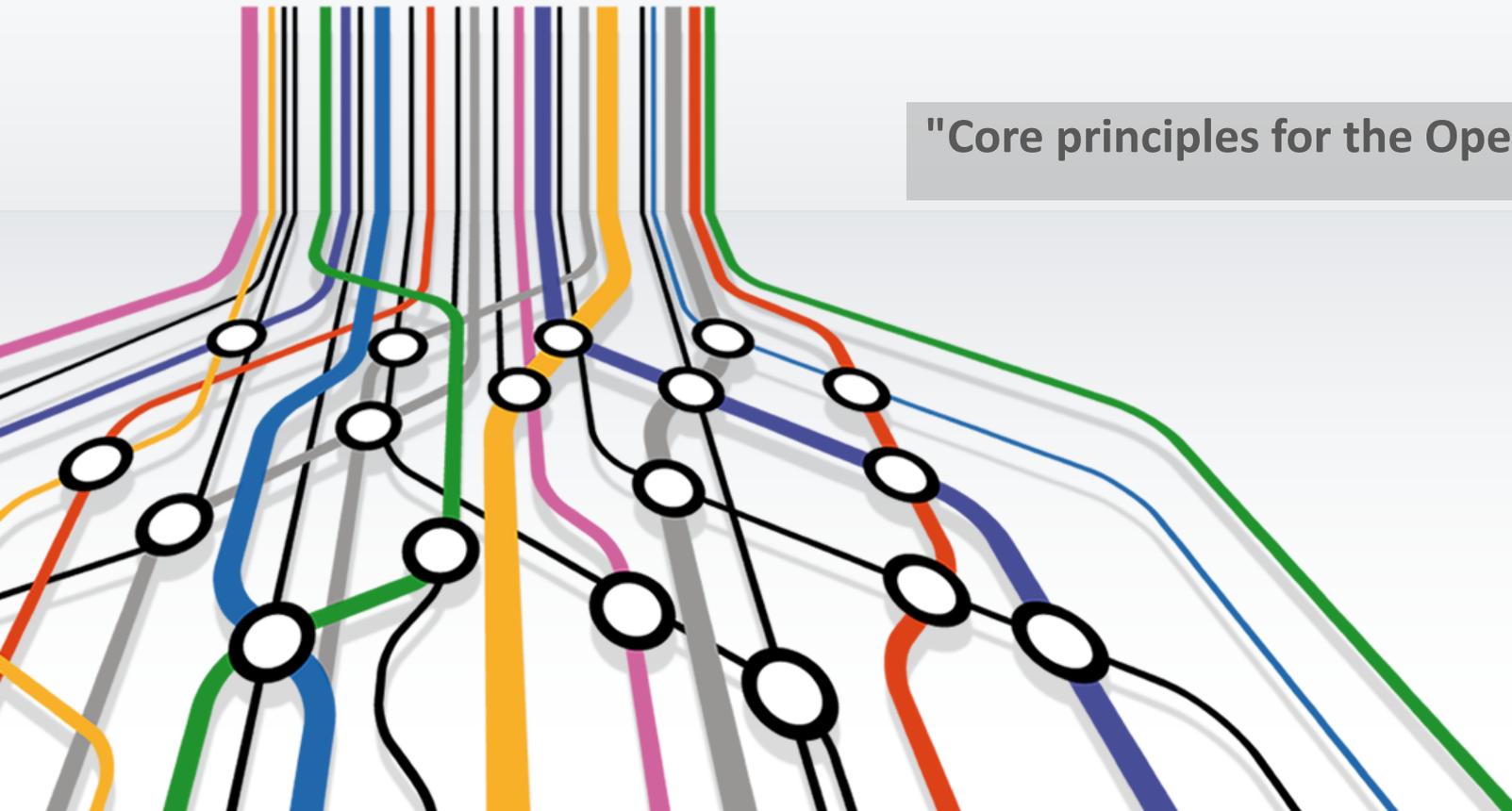


UNECE

Core Principles for the operation of Single Window

“Single Window is an environment and a change management project, not an IT Project”

"Core principles for the Operation of SW"



Core Principles for the operation of Single Window

Heads of delegation support was obtained to initiate the project

- Morocco, Senegal, Ukraine

Purpose:

- To develop a recommendation and guidelines for designing and implementing an approach to Core Principles for the Operation of Single Window.
- Where Systems have the characteristic that a failure of these could potentially endanger the operation of the whole economy of country
- To provide a basis for designing strategies, identifying strengths and weakness and enhancing policies related to strengthening the resilience of SW and associated systems.

Core Principles - Scope

The legal environment relevant to this principle.

- general legal infrastructure in the relevant jurisdictions (such as the law relating to trade, ports operations, security, safety, banking, customs,..)
- specific statutes, case law, contracts (for example, single window rules) or other relevant material;

The determinant of risk and where the risks are borne should be the rules and procedures of the system.

- should define clearly the rights and obligations of all the parties involved and all such parties should be provided with up to date explanatory material.
- Specifically, the relationship between the system rules and the other components of the legal environment.

The stakeholders environment

- system operator, and other involved parties - in some cases including customers
- Identify different risks in the system and where they are borne.

Core Principles - Deliverables

The risk management and repository approach.

- identifying the need for a key risk management tool to handle different types of risk
- manage this within a repository being maintained by stakeholders who must also participate in its evolution and its keeping up to date.

The Project will consider these core elements

- as well as other related elements to create a picture of the complex SW environment
- develop a generic recommendation / guidelines to support in identifying and managing risk of SW operations.

PROJECT DELIVERABLES

- a) Recommendation
- b) Guidelines
- c) Repository of case studies

Current Status of Core Principles

- Initial Drafting - Core Elements
- Experts Group Meeting - UNCEFACT Forum S.W Domain
- Subsequent Conference Calls - Dates to be confirmed

“The core principles will be intentionally broad enough to apply to a wide range of circumstances in different environments and to have a lasting utility.”

Key Consideration: Dysfunction

Four Core Single Window Risks

- **Regulatory risk:** Single Window manage procedures governed by changing national and international regulations. Regulatory risk is realized when an actor can't be in compliance due to his inability to apply new regulations. Indeed this inability is translated by technical, conceptual and organizational constraint.
- **Operational risk:** the risk that operational factors such as technical or infrastructure failures or operational errors will cause or increase the risk of dysfunction.
- **Risk of actor's dysfunction :** The risk that an actor within the system is unable to offer part or all of the service provided in the context of its exchanges with the single window
- **Systemic risk:** in the context of the single window system, one of the above risks results in a very significant reduction in foreign trade operation.

Core Principles

1. A well-defined legal basis

- The jurisdiction under which the rules and procedures of the system are to be interpreted should be specified.
- Where the system includes cross-border elements such as foreign exchange of documents, identify significant legal risks from other relevant jurisdictions

2. Integrating good understanding of the impact of the System on stakeholders into System Design

- Stakeholders, the system operator and other involved parties, including clients, need to clearly understand the various risks in the system and where they are borne.
- Should consider monitoring, who is authorized and their level of entry.

Core Principles

3. A clear and effective basis of procedures and rules

- The basis of procedures and rules must be established with the participation of all stakeholders.
- Who must also participate in its evolution and maintenance
- Should have clearly defined procedures specifying the respective responsibilities of the operator of the SW
- Providing appropriate incentives to manage and contain these risks
- A balance between the ability to make changes and the ability to lock information
- Rules should be revised on a regular basis and make use of recommendation 40 on consultations

Core Principles

4. The single window and partner systems need to have significant scalability

- To mitigate regulatory risks, the single window and partner systems must have a rapid and efficient evolving capacity
- Stems from the regulatory and economic environment impacting the way in which international trade actors operate.
- Why, because this environment is experiencing permanent changes dictated by national and international political guidelines

5. A Business Continuity Plan is a primary key for managing a single window

- Nature, frequency and cost of crises have evolved significantly over the past two decades
- The development of business continuity management is no longer considered a "best practice" but an obligation
- It should mitigate the impact of operational and systemic risk on the overall international trade activity of the country

Core Principles

6. Integration of the security component into the life cycle of a single window

- The need to set up a risk management system for its information system to allow better control of the security by implementing protective measures proportionate to the stakes and in harmony with the risks incurred
- Regular process of identification, assessment and treatment of risks.
- All actors must be able to trace any event affecting or likely to affect the availability, integrity, confidentiality or traceability of an entity interacting with the SW
- The security aspect is not exclusive to the information system, but exceeds it in terms of human resources, premises and computer centres
- A security incident that reaches the information system belonging to a partner must be isolated and must not, under any circumstances, infect the single window.

Core Principles

6. Integration of the security component into the life cycle of a single window (continued)

The responsible entity for the management and supervision of a single window shall:

- Adopt a scope for the implementation of safety standards;
- Establishing a "single signature" system that helps public services partners to authenticate and access the different applications on the single desk;
- Implementing a common identity management system;
- Provide strong authentication tools for single-window access;
- Provide tools for security oversight and integrity of the single window.

Core Principles

7. **Responsible, efficient and transparent single window governance**

- Single-window governance procedures cover all the relationships between the management of the system, its board of directors and the various stakeholders
- A structure that allows to set global objectives of the system, define how they are realised as well as to allow evaluation of the performances
- SW is likely to exert a direct influence on the international trade community, thus there is a particular need for an effective, accountable and transparent governance regime
- Effective and transparent governance enables the achievement of objectives in line with the expectations of all actors in the foreign trade community
- This ensures that the management of the SW has the appropriate tools and competences to achieve the objectives set

Core Principles

8. Access criteria objective, published and fair

- Single Window systems should have objective and transparent accession criteria for equitable and open access. Indeed, the system should not serve the interests of restricted communities
- These criteria should encourage competition between stakeholders and enable low-cost business operations to be carried out
- This principle of openness will have to be continuously monitored in order to protect the single window of the adhesion of an element which may expose the whole system to an eminent risk
- However, the rules governing access restrictions must be objective and based on appropriate risk criteria and accessible by all actors

Core Principles

9. **Ensure a delicate balance between cost, quality, safety and efficiency**

- ultimate interest of the various actors linked to a single window is to carry out the operations with the lowest possible cost while guaranteeing high requirements in terms of optimisation, quality and safety
- compromise is normally required between this desire to minimize costs and other objectives such as the increase the level of security
- The design and operation of the Single Window should allow it to adapt to changes in foreign trade procedures and expectations at the national and international levels
- choices made in terms of technology, business orientation and governance should be flexible enough to evolve in parallel with demand.

For more information on UN/CEFACT it's projects or to participate in the “Core principles for the operation of Single Window project”

<http://www.unece.org/cefact>

<http://tfig.unece.org/>

Contacts: richard.morton@ipcsa.international

jbenhayoun@portnet.ma