

ITALY

Governance

<p><i>Is there a High-Level Steering Committee and/or Technical Committee (or similar) for your SW? If yes, kindly indicate which agency takes the lead (e.g. Ministry of XXXX, Presidents Office, etc.) and list all government and private sector agencies that participate.</i></p>	<p>Yes, there is. The organisational structure of the “Customs Single Window” (<i>Sportello Unico Doganale -SUD</i>) is composed by a High level Steering Committee, with policy making and coordinating functions, as well as by functional-procedural working groups (one for each Other Government Authorities-OGAs).The Italian SW legal framework foresees that the Customs Authority has the leading role to coordinate all the controls related to the cross-border movement of goods in order to guarantee that they must be performed simultaneously and in the same place.</p> <p>All the OGAs involved in the functioning of the CSW are listed in a national Decree (Decree of the Prime Minister n. 242/2010) that regulates all the certificates/licenses/authorizations needed for import and export operations, specifying the competent Authority and the time needed for the release.</p>
<p><i>Is it enshrined in national legislation? (please list the legislation[s])</i></p>	<p>Yes, the legal framework of the CSW is composed by the following national laws and regulatory rules:</p> <ul style="list-style-type: none"> • Financial Law for year 2004 (art. 4 p. 57 and 58, L. 350/2003), that establishes the Customs Single Window (<i>Sportello Unico Doganale - SUD</i>); • Decree of the Prime Minister (DPCM) n. 242/2010, having regulatory nature; • Legislative Decree n. 169/2016, regarding the reform of port authorities, that has foreseen the institution of “<i>Customs and Controls Single Window</i>” (art. 20) as the facility with the competence to coordinate all the controls performed by Customs and OGAs deriving from all the obligations connected to the entry and exit of the goods in or from the national territory, even not closely related to the presentation of the customs declaration.
<p><i>If you have one, how does your SW Committee relate to the National Trade Facilitation Committee (NTFC), if one exists? Is it under the jurisdiction of the NTFC or separate?</i></p>	<p>The National Trade Facilitation Committee (NTFC) is currently under the responsibility of the Ministry of Economic development, whose representatives are also part of the CSW High level Steering Committee. As a consequence, the results of the CSW High level Steering Committee meetings are shared with the NTFC.</p> <p>Anyway the jurisdiction of the CSW High level Steering Committee is separated from the NTFC.</p> <p>Furthermore, the Italian Customs Agency is leading the “Interoperability Working Group”, a working group under the umbrella of the National Trade Facilitation Committee. This working group is composed by OGAs and by representatives from traders and aims to find new solutions to facilitate the interoperability among the several public administrations involved in the clearance process.</p>

<i>How is coordination between the participating government agencies in the SW managed? And how often does the above Committee meet, if one exists?</i>	The High level Steering Committee as well as the functional-procedural working groups meets periodically, however in any case when deemed necessary, following the formally convening by the Customs, as the leading Authority to coordinate, as a consequence of its own initiative or after a specific request coming by the OGAs.
<i>Is there more than one SW official government sponsored facility operating in your country? If yes, how is this managed?</i>	Yes, there are at least two SW impacting on Customs services: <ul style="list-style-type: none"> • Maritime SW, under the responsibility and coordination of Coast Guard (Ministry of Transports); • Customs SW.

Establishment

<i>Have you notified the establishment of a SW as category A, B or C type of measure under the WTO Trade Facilitation Agreement (Article 10.4)?</i>	NA Under the responsibility of the Ministry of Economic Development.
<i>What is the current status of the facility (study, pilot phase, running)?</i>	The Italian Customs SW is running.
<i>What motivated the establishment of your Single Window (SW)?</i>	The establishment of a national CSW was motivated by the demands coming from TRADE world to reduce the complexity of Customs operations streamlining the process of release of goods through the implementation of interoperability process between all the actors involved. Furthermore, in order to be aligned to the international recommendations and the obligations provided by the EU regulations, the institution of the CSW was considered a priority for the Customs Authority as well as a fundamental step for the developing of the national economy.
<i>What year was it established?</i>	The Italian Customs SW was established by law in 2003. The functioning of the CSW dates back to 2011.
<i>How did the SW interface with legacy systems (systems that existed prior to the SW project – if applicable)?</i>	The implementation of the CSW has been realized taking into account the legacy systems and trying to adopt the technological solutions able to guarantee, at that time, the interoperability process between Customs and OGAs (<i>Government to Government - G2G domain</i>) without causing, in principle, large costs of developments and maintenance of new systems. In order to enlarge the functionalities of the CSW through the implementation of the single entry point for the economic operator (<i>Business to Government- B2G domain</i>), the Customs Agency is actually reengineering the Customs Declaration Processing System aiming to find the best current technical solution to develop the actual model and further streamline the Customs operations as well as reduce the burdens for the economic operators.
<i>Did any other country's SW model serve as inspiration or model? (which ones)</i>	The implementation of the national CSW was also the result of a continuous process of exchange of experiences with the other EU Member States that were already working on the same topic,

	especially with that ones who were in a phase of assessment (i.e. Netherlands, Spain, France).
<p><i>What process was followed in setting it up? Was there a pilot project?</i></p> <p><i>How long did it take the facility to become operational? Give clear indication on what is the point of starting and what is the operational phase (eg: how long it took from the day the decision was officially taken to implement a single window and the first effective SW transaction)</i></p>	<p>As already mentioned before, the process started with the formal approval of the establishment of CSW in 2004 by law (L. 350/2003).</p> <p>As a result of the formal establishment of the CSW, a thorough impact analysis was conducted within the functional-procedural working groups in order to assess the effects of the implementation of the new facility as well as to make the new planned customs release processes operational.</p> <p>After the publication of the decree that regulates the functioning of the CSW (DPCM n. 242/2010), the new facility was released in 2011, becoming operational through the implementation of the interoperability process between Customs Agency and OGAs in the G2G domain.</p>
<p><i>What kind of training for the staff was required in the establishment and how was it organized?</i></p>	<p>In advance respect to the moment of the release of the new facility, a specific training program was organized at central and operational level with the goal to disseminate Knowledge and skills related to the forthcoming project among all the Customs' as well as OGAs officials involved in the CSW functioning. After the release of the CSW, updated training programs were periodically organized within Customs Authority in order to align the Customs officials to the updates and developments of the CSW environment.</p>

Services

<p><i>What services does the SW provide? What process/ documents/ information (data) are covered? (include a check list of key business processes and/or documents here)</i></p>	<p>The implementation of the Customs Single Window in Italy changed substantially the process for the clearance of goods. Before the implementation of the SW, the economic operator was forced to deal with two completely separated processes: the economic operator had to submit the request for a certificate to the competent OGAs before the lodging of the Customs declaration. As a consequence of the controls performed by the competent OGA in order to release the certificate, a physical inspection was possible. Only after the release of the certificate, the economic operator submitted the customs declaration and another physical inspection was possible for customs purposes before the release of goods. Therefore, it's clear that there were more costs for the physical inspection and there was a waiting time for the submission of the customs declaration.</p> <p>After the implementation of the Single Window, the customs declaration can be submitted in advance, before the release of the certificate. The economic operator can indeed lodge the Customs declaration simply declaring the request code of the certificate in the box 44 of the SAD. In this way, if other controls must be performed on the same goods by OGAs rather than Customs, it is possible to complete just one control in the same time and the same place.</p>
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	<p>The Italian Customs Agency implemented the interoperability process with the main Other Government Authorities (i.e. Ministry of Health and Ministry of Economic Development, etc.), as well as the process integration between the OGAs certificate management systems and customs systems in the government-to-government (G2G) exchanges, including technical aspects (certificates involved, data sharing, data set and formats, data protection, etc.).</p> <p>Furthermore, the Customs Single Window foresaw the implementation of a Portal developed and managed by the Italian Customs and Monopolies Agency. https://www.adm.gov.it/portale/dogane/operatore/aree-tematiche/sportellounicodoganale.</p> <p>This Portal is characterized by a unique interface which allows the economic operator to:</p> <ul style="list-style-type: none"> • consult in real time the status of the on-going release process of goods; • upload the certificates/documentation needed to fulfill customs formalities; • check the conclusion of the release process of goods.
<i>How many transactions per day are handled?</i>	NA
<i>What percentage of total transactions? [what % of a) total export declarations and b) total import declarations]</i>	NA
<i>Does your SW covers all type of transaction (maritime, air, railroad, road or one or few of them)?</i>	YES, it does.
<i>Who are the clients of the SW? And how many clients does the SW have at the present time?</i>	Economic operators who face the regulatory formalities required for the import, export and transit of goods and all the OGAs involved in the Customs operations.
<i>Does your SW provide a full "single entry point" service? If yes, explain briefly how this operates.</i>	No, but Italian Customs and Monopolies Agency is working on the development of the current CSW in to the "Customs and Controls Single Window", that will formally foresee the implementation of a new Portal functioning as a Single entry Point: on the basis of Only-Once principle for the transmission of information, the new Portal will allow the economic operator to submit a request to the Customs or OGAs for the issuing of documents and certificates needed for customs formalities.
<i>How does your system interface with systems that are out of scope of the Single Window, such as Single Submission Portals (Port Community Systems, B2B eCommerce systems, etc.)?</i>	At the current stage, the national CSW doesn't interface directly with the systems that are out of scope of the Single Window for customs formalities. In principle it has been adopted a different approach: the Italian customs IT system provides information to the subject that has lodged a declaration or that has submitted a request for information, and then the above mentioned subject shares the information with the other actors involved in the supply chain.

Operational Mode

<p><i>How does it work? (step by step functioning)</i> <i>What is the operational model for the SW (describe the operational structure)?</i></p>	<p>As already mentioned before, the implementation of the Customs Single Window in Italy changed substantially the process for the clearance of goods.</p> <p>Before the implementation of the SW, the economic operator was forced to deal with two completely separated processes: the economic operator had to submit the request for a certificate to the competent OGAs before the lodging of the Customs declaration. As a consequence of the controls performed by the competent OGA in order to release the certificate, a physical inspection was possible. Only after the release of the certificate, the economic operator submitted the customs declaration and another physical inspection was possible for customs purposes before the release of goods. Therefore, it's clear that there were more costs for the physical inspection and there was a waiting time for the submission of the customs declaration.</p> <p>After the implementation of the Single Window, the customs declaration can be submitted in advance, before the release of the certificate. The economic operator can indeed lodge the Customs declaration simply declaring the request code of the certificate in the box 44 of the SAD. In this way, if other controls must be performed on the same goods by OGAs rather than Customs, it is possible to complete just one control in the same time and the same place.</p>
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Business Model

<p><i>What is the business model?</i></p>	<p>On the basis of the national Law that established the CSW, each Public Administration involved in the functioning of the new facility has to cover the cost related to the development of the interoperability process as well as the maintenance of the own system.</p>
<p><i>How is it financed (government, private sector, Private-Public partnership)?</i></p>	<p>Financed by government (Customs Authority and OGAs, each one for the costs of own competence).</p>
<p><i>Have parts or the entire development and/or management of the facility been outsourced to a private contractor?</i></p>	<p>Yes but not with reference to the Customs Agency, whose technological services are in charge of its own technological partner (Sogei Spa).</p>
<p><i>What were the costs of establishment of the facility?</i></p>	<p>N.A.</p>
<p><i>How were the costs initially performed? (assessment, tender...) Did you have assistance establishing the estimate?</i></p>	<p>N.A.</p>

<i>What are the ongoing operational costs (annual)? How do these compare with the initially estimated costs?</i>	N.A.
<i>What are the user fees (if any) and annual revenue? Model of payment (fixed price per year, price per transaction, combination, other model)?</i>	No fees are foreseen for the users.
<i>Is the long-term financing model integrated into public budget or self-sufficiency funding? Do you think these sources of revenue are enough to ensure a certain degree of self-sufficiency?</i>	No direct revenues coming from the implementation of CSW
<i>Do the revenues generated cover operational costs or do they make a profit?</i>	No direct revenues coming from the implementation of CSW
<i>Are the revenues (if any) reinvested in the SW?</i>	No direct revenues coming from the implementation of CSW

Technology

<i>What technology is used?</i>	With the aim to implement interoperability process with OGAs within CSW environment, Customs Agency adopted the exchange data model through web-services.
<i>How are data submitted (electronically – what type of format/language; paper – what forms; combination – what kind of combination)?</i>	The data are submitted electronically by economic operators.
<i>Where are data sent and stocked (government or private entity)?</i>	Data are sent to and stocked in a government entity.
<i>Who can submit data (importer, exporter, agent, customs broker)?</i>	Importer, exporter, agent, customs broker who are electronically identified by the Customs Authority through a specific Authorization.
<i>If the submission of data is electronic, are individual data elements submitted only once? Or are there potential of submitting the same information multiple times?</i>	At this stage of the evolution of the CSW facility, it may happen that data are not required only once because the process of exchange of data currently works only at G2G level. It has been foreseen to implement a single entry point to submit information once.
<i>Can client systems interface directly with the SW?</i>	Yes.
<i>Is an electronic signature used in you SW? if yes it is</i>	Yes. It's not mandatory but the majority of the Customs declarations (98%) are submitted electronically to the Customs Declaration

<i>mandatory and for which processes?</i>	Processing System with electronic signature avoiding to use a paper based form.
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Promotion and Communication

<i>How did you promote the Single Window facility?</i>	In order to guarantee visibility to CSW, a specific section of Customs Website was developed with aim to provide information about the status of updating of the process of implementation, the legal framework, the results coming from the meeting of the High level Committee and in general all the initiatives and information related to CSW functioning.
<i>How are all stakeholders kept informed about the facility's progress?</i>	In addition to the Custom Agency communication channel, an E-Customs meeting ("Tavolo tecnico e-customs") is periodically organized with the goal to present to all stakeholder the facility's progress and get from their side the feed-back about the functioning of CSW.
<i>What kind of training is provided for users?</i>	Training material is disseminated among the users through the publication within the official Customs communication Channels as well as specific meetings with economic operators aiming to represent how the system works.
<i>Did you have a change and transition management program for your SW?</i>	No, the process of implementation of CSW has been conducted under the supervision of the High level Committee and the coordination of the Italian Customs Agency.
<i>Do you provide any helpdesk or customer service?</i>	Yes, the Customs Agency implemented an Helpdesk that, among all the other Customs processes, provides a guide to the users for the correct use of the services related to CSW.

Legal Aspects

<i>Is use of the facility obligatory or voluntary?</i>	Voluntary
<i>Do participants need to sign an agreement with provider/agency in order to participate? What are the requirements?</i>	Agreements signed only among public administrations.
<i>Was specific legislation (or change of old legislation) necessary? (Please specify)</i>	Yes, it was necessary. As already mentioned before, the Customs Single Window (<i>Sportello Unico Doganale - SUD</i>) was established by the Financial Law for year 2004 (art. 4 p. 57 and 58, L. 350/2003); The functioning of the CSW is regulated by the Decree of the Prime Minister (DPCM) n. 242/2010, having regulatory nature.
<i>How is the privacy of information protected?</i>	At the moment of the first release, through the national regulation on privacy (Legislative Decree n. 196/2003). Now, Under the GDPR (General Data Protection Regulation, n. 2016/679).

Standards

<i>What is the role of international standards (UN/EDIFACT, UNLK, UNLOCODE, UN/CEFACT Single Window Recommendation, etc) in your SW?</i>	The implementation of the CSW was inspired by the International Recommendations and, in principle, the architecture of the new facility was planned in order to be aligned, as much as possible, to the principles represented within the UNECE Recommendations.
<i>Do you use an international standard for your data library (the UN/CEFACT Core Component Library, the WCO Data Model, other)?</i>	Not currently, but the evolution of CSW foresees the adoption of European Customs Data Model.
<i>Have you used UNECE Recommendations 33, 34, 35 and 36 in developing your SW? If so, please explain how this was done.</i>	Yes, through the consultation and the thorough study of the official section of UNECE dedicated to the SW as well as the participation to the meetings and EU project Group aiming to disseminate among the Member States the UNECE Recommendations as main tool to inspire the analysis and the development of a SW facility for Customs purposes.

Benefits

<i>Can you indicate the reduction in time and cost for import and export procedures as a result of implementing the SW for users?</i>	N.A.
<i>What are the benefits to clients and to participating agencies?</i>	After the implementation of CSW, with reference to Trade World and economic operators, there was a large reduction in terms of time and cost for Customs operations and for the release of goods. With reference to OGAs involved in CSW, there was a general improvement in streamlining the processes of issuance of certificates needed for Customs formalities as well as in enhancing the risk analysis management through the exchange of data with the Customs Agency. In general, the relationship between Customs/OGAs and the legitimate Economic operators was enhanced by the transparency and publicity given by the new facility to the Public administration action.
<i>What was the impact on Customs revenues?</i>	N.A.

Lessons Learned

<i>What were the crucial success factors?</i>	The crucial success factors are mainly linked to the organizational structure, as regulated by the national laws, that allowed Customs Agency to coordinate the CSW activities and create a solid relationship with the OGAs in order to implement an efficient and effective interoperability process within the G2G domain, with specific reference to the majority of certificates currently needed for Customs purposes.
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<i>What were the greatest obstacles?</i>	<p>The initial resistance from OGAs to start the analysis of the interoperability process, in particular due to the following reasons:</p> <ul style="list-style-type: none"> • the general fear to lose the competences related to their own processes; • in some cases, the lack of funding as well as the need to develop IT solution from zero (only paper based processes for the issuance of certificates).
<i>What are the main lessons learned? What could have been done differently?</i>	<p>In order to faster the evolution of the current architecture of the CSW, a larger involvement of national government aiming to push the process of updating of the new functionalities in terms of political and financial support is needed.</p>

Future Plans

<i>What are the plans for further development of the SW?</i>	<p>As already mentioned before, the Legislative Decree n. 169/2016, has foreseen the expansion of the competences of the Customs Single Window with the institution of “<i>Customs and Controls Single Window</i>” (art. 20) as the facility to coordinate all the controls performed by Customs and OGAs deriving from all the obligations connected to the entry and exit of the goods in or from the national territory, even not closely related to the presentation of the customs declaration.</p> <p>The National Government is currently involved in the process of writing and consolidation of a new regulatory act that will regulate the functioning and the funding of the new facility “<i>Customs and Controls Single Window</i>”.</p> <p>Furthermore, the Italian Customs and Monopolies Agency is working on the technical development of the current CSW facility, that will formally foresee the implementation of a new Portal functioning as a Single entry Point: on the basis of Only-Once principle for the transmission of information, the new Portal will allow the economic operator to submit a request to the Customs or OGAs for the issuing of documents and certificates needed for the release of goods.</p> <p>In parallel, Customs Agency is involved in the process of implementation of EU CSW with the aim to develop the interoperability process with the EU CERTEX interface for the exchange of EU certificates data stored in the EU database.</p>
<i>What are the biggest obstacles to further development of the SW?</i>	<p>An evolution of the national legal basis is needed to further develop SW.</p> <p>To adopt new technology solution compatible to the legacy system: the reengineering of the national CDPS as well as the EU SW is needed at this stage and, therefore, to find the funding for the evolution of the new platform is an issue to be solved.</p>
<i>Do you intend to make agreements concerning SW cooperation on the regional level?</i>	No
<i>Are you planning to have agreements for exchange of</i>	No

<i>data with SW running in other countries?</i>	
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Source for further information and contact person:

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