

References

- ADB and ESCAP (2009). *Designing and Implementing Trade Facilitation in Asia and the Pacific*, Asian Development Bank, Philippines. Available at:
http://www.unescap.org/tid/projects/tfforum_adbescapbook.asp (last accessed: 2 April 2010).
- Adobe (2006). "Success Story: Dakosy AG", Available at:
<http://www.adobe.com/showcase/casestudies/dakosy/casestudy.pdf> (last accessed: 25 March 2010).
- APEC (2009). *Assessment and Best Practices on Paperless Trading to Facilitate Cross Border Trade in the APEC Region*. Available at: <http://www.apec-pt.org/download/Final%20report%20CTI%2001-2009T.zip> (last accessed: 29 April 2010).
- APEC Business Advisory Council (1996). *APEC Means Business: Building Prosperity for our Community. Report to the APEC Economic Leaders*. Available at:
<http://www.acds.net/abachome.html> (last accessed: 25 March 2010)
- APEC ECSG (2009). *Data Harmonization towards Single Window Paperless Environment*, APEC Secretariat, Singapore. Available at: http://publications.apec.org/publication-detail.php?pub_id=919 (last accessed: 2 April, 2010).
- Bardach, E. (1998) *Getting Agencies to Work Together: The Practice and Theory of Managerial Craftsmanship*, Brookings Institution Press, Washington D.C.
- Economic Development and Labour Bureau (2002). *Study for the Development of a Digital Trade and Transport Network (DTTN) System to Support the Development of Hong Kong as an International Logistics Hub*, 1-13, Available at:
<http://www.logisticshk.gov.hk/board/dtt1.pdf> (last accessed: 25 March 2010).
- European Port Community Systems Association-EPCSA (2011), "The White Paper: The Role of Port Community Systems in the Development of the Single Window," 15 June 2011.
- Henderson, J., and Venkatraman, N. (1993). Strategic Alignment: Leveraging Information Technology for Transforming Organizations, IBM Systems Journal, 32(1), 4-16.
- Hummels, D. (2001). "Time as a trade barrier". Working Paper, Purdue University, West Lafayette/Indiana.
- Imel, S. (1995). *For the Common Good: The Guide for Developing Local Interagency Linkage Teams* (Revised Edition), Center on Education and Training for Employment, College of Education, The Ohio State University.

Single Window Planning and Implementation Guide

- Jonkers, H., Arbab, F., Bosma, H., and Wierienga, R.J. (2006). "Enterprise Architecture: Management Tool and Blueprint for the Organization". *Information Systems Frontier*, 8(2), 63-66.
- Kanter, R. (1994). "Collaborative Advantage: The Art of Alliances". *Harvard Business Review*, 72(4), 96-108.
- Keretho, S. (2009). Single Window in Thailand. National Workshop on Establishing a Single Window in Mongolia, September 29 – October 1, Ulaanbaatar, Mongolia, Available at: http://www.unescap.org/tid/projects/swmong_s5sommuk.pdf (last accessed: 25 March 2010).
- Keretho, S. and Phuaphanthong, T. (2010). Thailand's Single Window e-Logistics. Presentation for the SWIF workshop January 2010.
- Markus, M.L. (2004). Technochange Management: Using IT to Drive Organizational Change. *Journal of Information Technology*, 19(1), 4-20.
- Neo, B., King, J.L., and Applegate, L.M. (1995). Singapore Tradenet: The Tale Continues. Harvard Business School, Case 9-193-136, 1-10.
- OECD (2002). *Business Benefits of Trade Facilitation*, OECD Publications, Paris.
- OECD (2003). *Quantitative Assessment of the Benefits of Trade Facilitation*, OECD Publications, Paris.
- Overbeek, S., Klievink, B., Janssen, M. (2009). A Flexible, Event-Driven, Service-Oriented Architecture for Orchestrating Service Delivery. *IEEE Intelligent Systems*, 24(5), 31-41.
- Phuaphanthong, T., Bui, T.X., and Keretho, S. (2009). Establishing Interagency Collaboration in Large-Scale Systems Development: Lessons Learned from an E-government Project for Trade and Transport Facilitation. *AMCIS 2009 Proceedings*, Paper 681, 1-9, available at: <http://aisel.aisnet.org/amcis2009/681> (last accessed: 9 February 2010).
- Rukanova, B., Henriksen, H.Z., Van Stijn, E., and Tan, Y. H. (2009). Bringing IS innovation in a highly-regulated environment: a collective action perspective. *FEWEB Research Memoranda series*, 2009-12, 1-33, Free University Amsterdam. Available at: <http://hdl.handle.net/1871/15281> (last accessed: 21 March 2010).
- Robey, D., Im, G., and Wareham, J.D. (2008). Theoretical Foundations of Empirical Research on Interorganizational Systems: Assessing Past Contributions and Guiding Future Directions. *Journal of the Association for Information Systems*, 9(9), 497-518.
- Stuhec, G. (2005). *How to Solve Business Standards Dilemma: The Context-Driven Business Exchange*, SAP Developer Network. Available at: <http://xml.coverpages.org/SAP-BusinessStandardsDilemma-CCTS-1.pdf> (last accessed: 2 April, 2010).

The Open Group (2009). The Open Group Architecture Framework (TOGAF), Version 9 (Evaluation Copy). San Francisco, CA: The Open Group.

Tan, Y., Bjørn-Andersen, N., Klein, S. and Rukanova, B. (Eds.) (2010). *Accelerating Global Supply Chains with IT-innovation: ITAIDE tools and methods*. 1st edition. Springer.

UN/CEFACT (2001). Recommendation No. 18: Facilitation Measures Related to International Trade Procedures, 1-13. Available at:

http://www.unece.org/cefact/recommendations/rec18/Rec18_pub_2002_ecetr271.pdf (last accessed: 25 March 2010).

UN/CEFACT (2003). *UN/CEFACT Modeling Methodology (UMM) User Guide*, Geneva. Available at: http://www.unece.org/cefact/umm/UMM_userguide_220606.pdf (last accessed: 4 April 2010).

UN/CEFACT (2005). *Recommendation No. 33: Recommendation and Guidelines on establishing a Single Window to enhance the efficient exchange of information between trade and government*, 1-37. Available at:

http://www.unece.org/cefact/recommendations/rec33/rec33_trd352e.pdf (last accessed: 9 February 2010).

UN/CEFACT (2006a). Single Window Common Standards and Interoperability: Contribution to Stakeholders' Perspectives, UN/CEFACT Symposium on Single Window Standards and Interoperability, 3-5 May, Geneva. Available at:

http://www.unece.org/trade/workshop/sw_2006/bk_doc.pdf (last accessed: 31 March 2010).

UNCEFACT (2006b). *Towards an Integrated Strategy for UN/CEFACT*, Geneva. Available at: <http://www.unece.org/unece/collect/unece/pdf/s14943e/s14943e.pdf> (last accessed: 4 April 2010).

UN/CEFACT (2009a). *UN/CEFACT Single Window Repository*, Geneva. Available at:

http://www.unece.org/cefact/single_window/welcome.htm (last accessed: 25 March 2010).

UN/CEFACT (2009b). *UN/CEFACT Draft Recommendation 34 Data Simplification and Standardization for International Trade*, Geneva. Available at:

<http://www.unece.org/cefact/recommendations/rec34/Rec34-PublicReviewDraft-Feb09.doc> (last accessed: 4 April 2010).

UN/CEFACT (2009c). *Recommendation 35 Establishing a legal framework for international trade Single Window* (version for approval of new standards and recommendations), Geneva. Available at: http://www.unece.org/cefact/cf_plenary/plenary09/cf_09_23E.pdf (last accessed: 25 March 2010).

UNCITRAL (1986). *Guide to Enactment of the Model Law on Electronic Commerce*.

UNCITRAL (2001). *Guide to Enactment to the Model Law on Electronic Signatures*.

UNCTAD (1994). *Fact Sheet 5*, United Nations International Symposium on Trade Efficiency, October 17-21, Ohio, USA.

UNECE (2008). Paperless trade in international supply chain: enhancing efficiency and security, 1-80. Available at: http://www.unece.org/cefact/publica/ece_trade_351-PaperlessTrade.pdf (last accessed: 9 February 2010).

UNECE (2006). *A Roadmap towards Paperless Trade*, 1-15. Available at: http://www.unece.org/cefact/publica/ece_trd_371e.pdf (last accessed: 9 February 2010).

UNNExT (2009a). *Business Process Analysis Guide to Simplify Trade Procedures*. Available at: <http://www.unescap.org/tid/publication/tipub2558.asp> (last accessed: 25 March 2010)

UNNExT (2009b). UNNExT Brief No. 1: Towards a Single Window Trading Environment – Gaining Support from Senior-level Policymakers. Available at: <http://www.unescap.org/unnext/pub/brief1.pdf> (lass accessed: 25 March 2010).

Van Stijn, E., Phuaphanthong, T., Keretho, S., Pikart, M., Hofman, W., and Tan, Y. (2010). Implementation Framework for e-Solutions for Trade Facilitation. In: Tan, Y., Bjørn-Andersen, N., Klein, S. and Rukanova, B. (Eds.) (2010). *Accelerating Global Supply Chains with IT-innovation: ITAIDE tools and methods*. 1st edition. Springer, 285-317.

WCO (2008). Single Window: Implications for Customs Administrations. 20-11-2008, living document, 1-4. Available at: http://www.wcoomd.org/files/6.SW_Files/SW%20Initiatives/WCO/003-Implications.pdf (last accessed: 9 February 2010).