Public-Private Collaboration in Single Window Implementation: Lessons and Experiences

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INTRODUCTION

- Single Window - Delivers Transformational Change

- Single Window – Demands collaboration between public and private sector stakeholders

- Complexity can cause implementation delays that result in loss of support and buy-in

- Approaches to Implementation – One size does not fit all
SINGLE WINDOW – DEMANDS COLLABORATION

- Ownership
- Process
- Data
- Legal
- IT
- Buy-in
Issues of ownership and engagement from both public and private sectors

Stakeholders’ diverging needs and attitudes towards change

Governance - Deep-rooted legacy processes with varying degrees of complexity
APPROACHES TO IMPLEMENTATION - ONE SIZE DOES NOT FIT ALL

- Overcome the “I’ll believe it when I see it” attitude by delivering early value

- Rapid launch of initial Single Window functionality can drive support and buy-in

- Once stakeholders see progress they can become champions for continuous enhancement and expansion

- Complexity can cause implementation delays that result in loss of support and buy-in
**RECOMMENDATIONS**

**DO**
- Develop partnerships between local traders associations and government
- Build on shared goal to reduce red tape
- Start the process and allow momentum to build
- Use flexible technology

**Don’t**
- Expect all stakeholders to fully agree
- Force early BPR
- Discourage private sector communications
- Set IT in stone
FOR FURTHER INFORMATION CONTACT

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