

CHANGE. DELIVERED



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

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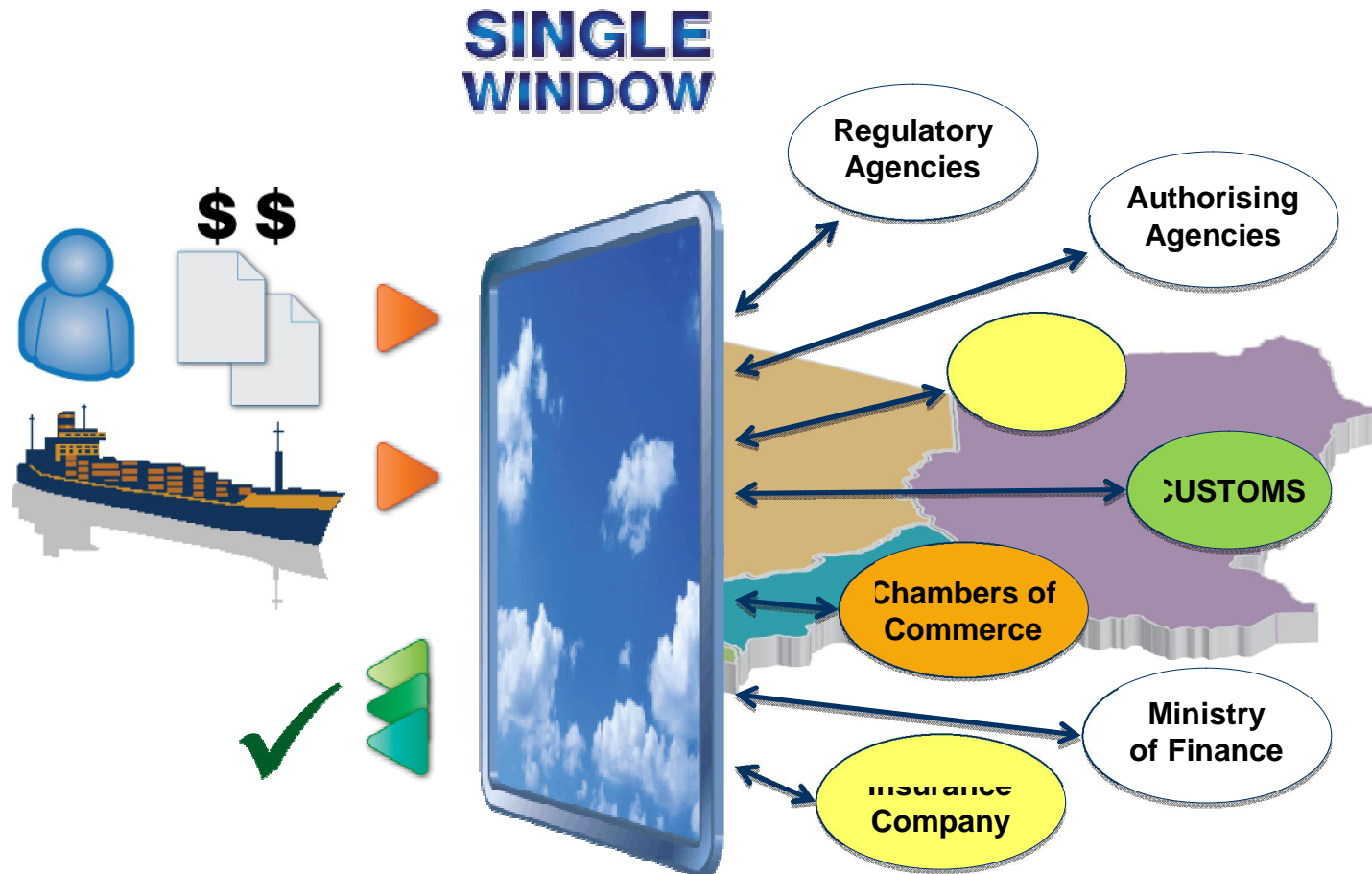
INTRODUCTION



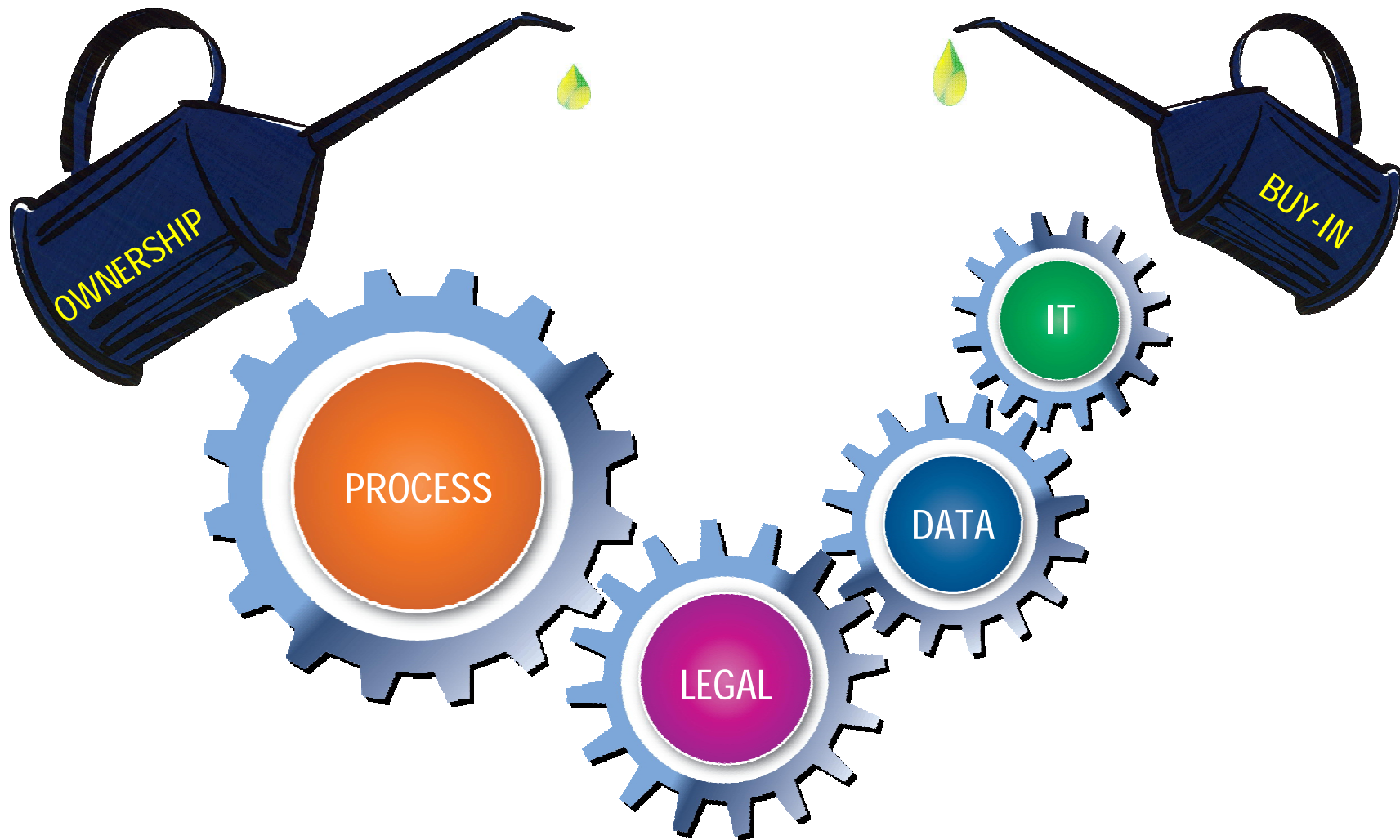
- § Single Window - Delivers Transformational Change
- § Single Window – Demands collaboration between public and private sector stakeholders
- § Complexity can cause implementation delays that result in loss of support and buy-in
- § Approaches to Implementation – One size does not fit All



SINGLE WINDOW – TRANSFORMATIONAL CHANGE



SINGLE WINDOW – DEMANDS COLLABORATION



IMPLEMENTING A SINGLE WINDOW – LONG ROAD TO IMPLEMENTATION = LOSS OF SUPPORT



- § 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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