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## **A Possible Future Border Environment (Virtual)** Innovation through business process re-engineering and new technology

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29th June 2009



**Border Agency**



**Trade Agency**



**Revenue Agency**



## Fiscal Compliance

- Compliance amongst traders and passengers
- More effective enforcement of non-compliance actions



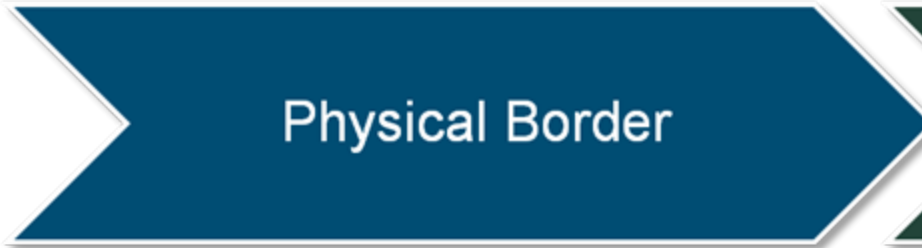
## Security

- Intelligence-led risk-based security
- Focus on environmental safety and security
- Protection of privacy and IPR



## Support globalisation and international trade

- Increases in international travel
- New multi-lateral trade agreements add complexity to customs process
- Single window view of end-to-end declaration process
- Common data accessible by multiple agencies
- Eliminate redundancies and duplication in data submission



- Traditional customs processes result in trade facilitation degrading border security and vice versa



- Both security and control can be improved by moving the declaration process to the 'Virtual Border'





## Advantages to a Virtual Border

- Goods and passengers present documentation at earliest stage in customs process
- Collaboration between border agencies prevents duplication
- Pre-clearance supports a strong focus on high risk individuals and cargo
- Supports WCO SAFE security standards while improving trade facilitation

## Challenges in establishing a Virtual Border

- Differences in customs policy and culture
- Different capabilities, budget and strategies
- Collaboration difficulties between countries
- Poor communication between national agencies
- Data protection and data collection concerns



## Policy

- Collaboration of trusted partners [agencies and trade]
- Differentiated customer treatment
- Compliance incentives
- Data Security

## Process

- End to end process measurement and governance
- Cross-agency intelligence-driven risk management
- Inspection and intervention by exception
- Simplified procedures and shift to audit-based control

## Technology

- Real time connectivity across agencies
- Nationally integrated solutions
- Self-service solutions
- Biometrics-based passenger control



## Stakeholder Interaction

Marketing & Outreach

Customer and Supply Chain Partner Services

Channel Management

## Core Operations

### Operational Analytics

Identity Assurance

Intelligence Analysis

Risk Management

Operational Data & Reporting

### Border Control Operations

Passenger / Crew Control

Cargo Control

Surveillance

Examination / Inspection

### Compliance Controls

Customs Procedure Declaration

Payment / Refund / Guarantee

Debt Management

Audit

Investigation

Enforcement

## Enabling Operations

### Industry Relationship Management

Industry Liaison

Industrial Development

### Inter-Agency Management

Inter-Agency Governance

Inter-Agency Operations

### Performance Tuning

Operational Direction

Resource Capacity

Innovation & Change

Knowledge Management

## Enterprise

Finance & Accounting

Facilities & Services

Corporate Strategy

Human Resources

Procurement

Information Technology

Legal, Quality, & Regulatory Compliance

