

Presentation for World Customs Organisation

Topic: **Technology, a Substitute for Experience?**

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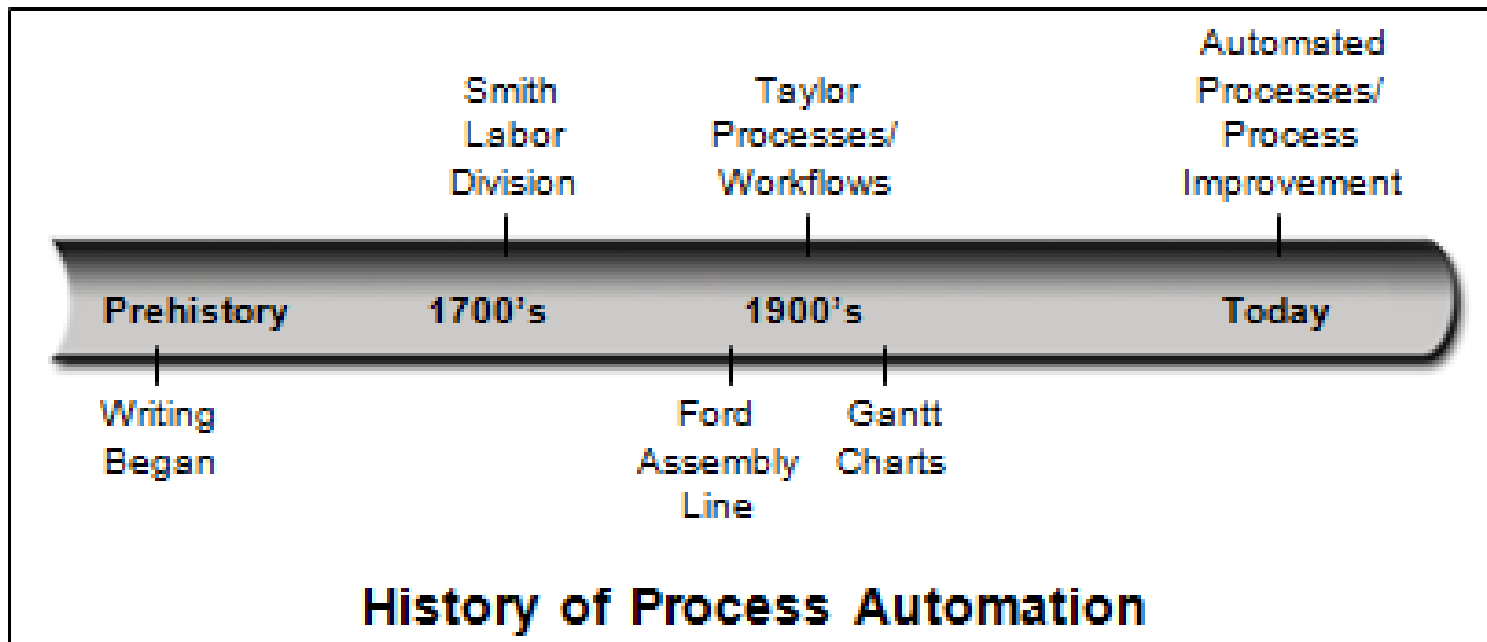
01 The Question

- Is technology a substitute for experience?
- Meaning - can a machine replace you?

02 Role of Automation

- Remove humans from physical and monotonous tasks
- Remove humans from dangerous tasks
- Perform tasks beyond human capabilities

03 History of Process Automation



04 What can be Automated

- Manual tasks?
- Skilled manual tasks (i.e., creating art)?
- Repetitive mental tasks?
- Complex decision making tasks?

05 Limitations

- Costs
- Need experience to automate
- Human pattern recognition
- Language recognition
- Subjective tasks
- Expensive errors

06 Side Effects

- Jobs are lost
- Skills are lost

07 Automation in Customs

- Revenue collection
- Trade facilitation
- Compliance
- Border protection

08 Trends Supporting Automation

- Desire for real-time information / analysis
- Impossible levels of data
- Reduction in experienced people – self-fulfilling trend