

Austrian Customs Administration
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Intelligence Driven Risk Management; Crucial to Industry and Customs

Past

Risk management based on the internal information of administration
Analysis based mainly on available internal data analyzed with business intelligence tools

Now

Administrations know more and more about their customers
Industry knows more and more about their partners
Better cooperation trade and administration
Improving international cooperation
Customs is also learning from business partners

Change

Safety and Security as well as prohibitions and restrictions importance growing
More information for customs through Authorized Economic Operator (AEO)
More information about supply chain management
Growing understanding of trade by administrations
Other sources of information like Internet
Competence Center for Internet and Cyber crime
Better cooperation between different agencies and authorities
Intelligence as collecting and analyzing of all kind of information internal and external) which are relevant for the administration

Challenge

Collecting of information

- New sources
- New methods
- New skills for staff
- Data quality
- Knowledge management

New methods for analyses necessary

- unstructured textual information
- connection to "normal risk management"
- apprehend the interrelationship of facts
- volume of data

Change of culture

- Trusting each other

Strengthening cooperation trade - customs (e.g. MoUs)
Change of informational and organizational structures

Benefits

More trust between administrations and reliable business partners
Better prevention
Better quality of decisions