CAREC SINGLE WINDOW IMPLEMENTATION SEMINAR:
AZERBAIJAN CASE STUDY
6–8 July 2010, WCO Training Center, Baku, Azerbaijan

DRAFT PROGRAM
(as of 5 July)

DAY 1 (6 July) Tuesday

09:00–10:00 **Laying wreath on the memorial of the National Leader Heydar Aliyev in the Alley of Honorary Burial and visit to the Martyrs' Alley**

10:30–10:45 **Registration**

10:45–11:00 **Welcoming Remarks by Azerbaijan Customs and WCO**

- Mr. Aydin Aliyev, Chairman, State Customs Committee of the Republic of Azerbaijan
- Mr. Satya Prasad Sahu, WCO

11:00–11:15 **Opening Remarks: by ADB, UNESCAP/UNECE**

11:15–11:45 *Photo Session/ Coffee/Tea Break*

11:45–12:05 **Introduction: Building Consensus for Single Windows**
Resource Person: Yann Duval, UNESCAP

Briefly discuss how other countries and subregions have build consensus for Single Window development, introducing available tools and mechanisms that can help overcome resistance to change.

12:05–12:25 **Overview of Azerbaijan's Single Window System and a Retrospective on its Evolution**
Resource Person: Mr. Chan Fook Seng, CrimsonLogic Pte Ltd

Briefly introduce Azerbaijan's Single Window system and discuss how Azerbaijan was able to overcome perceived obstacles (differing concept and understanding of Single Electronic Window; differing level of computerization among trade agencies; inadequate level of e-readiness among public and private sector staff; scope of SEW defined is too narrow; insufficient participation from Other Trade Agencies) and introduce its Single Window system.

12:25– 13:00 **Designing a Single Window System: Lessons from Azerbaijan's Experience**
Resource Person: Mr. Shahin Baghirov, State Customs Committee of the Republic of Azerbaijan

Briefly discuss the motivations behind Azerbaijan Customs' adoption of a Single Window, the business models studied, the model adopted, the agencies involved, the means by which resistance was overcome, the tools used to identify impediments that a SW system would remove.

13:00–14:00   *Lunch Break*

14:00–15:15   **Developing a Single Window System: Lessons from Azerbaijan's Experience**
Resource Person: Igbal Babayev, State Customs Committee of the Republic of Azerbaijan

Briefly discuss the technology standards adopted, choice of technology (software/hardware), network infrastructure, data security, business continuity planning, etc., integration of government agency systems with the SW system, and data sharing/exchange parameters with principal trading partners.

15:15–15:25   *Coffee Break*

15:25–16:15   **Operating and Refining a Single Window System: Lessons from Azerbaijan's Experience**
Resource Persons: Igbal Babayev and Mr. Shahin Baghirov, State Customs Committee of the Republic of Azerbaijan

Briefly discuss the operational introduction of Azerbaijan Customs' Single Window, the design of the transition process, training provided, start-up costs, outreach to user community, and initial experience/benefits in improving the efficiency of import/export inspection and clearance processes. Describe further improvements introduced and contemplated, the involvement/participation of additional agencies, collaboration with key trading partners in the sharing of information, operating costs, reliability of technology, and frequency of upgrades/modifications.

16:15–16:45   **Open Forum**

16:45–17:00   **Concluding Remarks/Wrap-Up**

19:00–22:00   Welcome Reception

Hosted by Azerbaijan Customs
With remarks to be delivered by senior Azerbaijan Customs official.

DAY 2 (7 July) Wednesday

09:00–09:15   **Opening Remarks by ADB and WCO**

09:15–10:15   **International Standards and Best for Implementing Single Windows: Harmonized Data model and Other Instruments**
Resource Persons: Markus Pikart, UNECE (UNECE Standards, Recommendations and Tools); and Satya Prasad Sahu, WCO (World Customs Organization Data Model)

Briefly discuss the importance of a harmonized data structure for sharing international trade data, and provide updates on data models, recommendations and standards that can facilitate (electronic) exchange and processing of trade documents within and across borders and introduce models to manage a Single Window Implementation.

10:15–11:00   **Pan Asian e-Commerce Alliance (PAA): A Model for a CAREC Regional SW Platform?**
Resource Person: Eva Chan, Dagang Net Technologies Sdn Bhd

Briefly discuss how PAA differs from the ASEAN Single Window initiative and how it might be replicated in CAREC countries.

11:00–11:20   *Coffee/Tea Break*

11:20–13:00   **Azerbaijan's Single Window: Plans for the Future**
Resource Persons: Igbal Babayev, Chief of Statistics and Information Technologies Head Department, State Customs Committee of the Republic of Azerbaijan and Mr. Shahin Baghirov, Chief of Customs Control Organization Head Department, State Customs Committee of the Republic of Azerbaijan

Briefly describe contemplated improvements to Azerbaijan's SW, target performance indicators used to quantify benefits and track the success of improvements, inclusion of additional state agencies, intentions to improve information/data exchange with trading partners, and expand user community.

13:00–14:00   *Lunch Break*

14:00–15:30   **Update on CAREC Single Window Development initiatives**
Resource Person: CAREC Country representatives

Briefly present country experiences in developing/introducing single window systems, problems encountered and plans to advance/accelerate the process.

15:30–15:50   *Coffee Break*

15:50–16:30   **Update on CAREC Single Window Development initiatives (Cont'd)/Open Forum**

16:30–17:00   **Updates on (i) UNNExT project and benefit/involvement of CAREC countries and (ii) Proposed ADB BCP/SW Project Processing/Concluding Remarks/Wrap-Up**
Resource Persons: Yann Duval, ESCAP; Jeff Procak, Regional Cooperation Specialist, ADB

- Provide brief overview of the UN Network of Experts on Paperless Trade activities, including on business process analysis for development/improvement of single window systems.
- Briefly discuss status of project preparation, how the seminar has contributed to this effort, and how countries not planning to borrow can participate and benefit. Summarize key decisions reached, project schedule, and next steps.

18:00   *Dinner Hosted by ADB*

Day 3 (8 July *)* Thursday: Field Visit to BCP

08:00   **Depart hotel for BCP**

 10:30–10:45   **Welcome Remarks by Azerbaijan Customs**

10:45–11:30   **Overview of BCP Customs Programs and Procedures**
- Single Window role
- Treatment of TIR Traffic

11:30–12:30   **Tour of Customs Facilities**

12:30–14:00   *Lunch*

14:00–15:30   **Tour of Logistics Facilities**

15:30–16:00   **Concluding Remarks/Wrap-Up**
Resource Person: Jeff Procak, Regional Cooperation Specialist, ADB

16:00   **Depart BCP for Baku**

19:30   *Farewell Reception*
Featuring remarks by Azerbaijan Customs

Day 4 (9 July) Friday: UNESCAP/UNECE Workshop on Single Window and Business Process Analysis