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" 4th meeting of the Regional Working Group on IT Development of WCO Region of West and Central Africa (WCA),
Republic of Côte d'Ivoire
6, 7, 8, 9 March 2018"

OMD-AOC

QUESTIONNAIRE TO MEMBER COUNTRIES

EVALUATION OF THE IMPLEMENTATION OF THE RECOMMENDATIONS OF THE 1ST MEETING OF THE COMMISSIONS OF THE REGIONAL WORKING GROUP ON COMPUTER DEVELOPMENT OF THE WCO-WCA REGION

EVALUATION RATING

0 = Nothing has been done about the action.

1 = The action is simply planned.

2 = The action is planned and implemented.

3 = The action is planned implemented and monitored.

4 = The action is planned, implemented, monitored and responds to best practice measures.

5 = Action is planned, implemented and fully integrated into the functioning of the administration.

RECOMMENDATIONS TO MEMBER COUNTRIES

FOR THE STRATEGIC ALIGNMENT OF DSI / ACTIVITIES		RATE	OBSERVATIONS
1	Invite customs administrations that do not yet have an IT Department to set up their IT department in the Information Systems Directorate (ISD)		
2	Provide Information Systems Departments (ISD) with flexible financing mechanisms		
3	Put in place a blueprint		
4	Define a strategic action plan		

		RATE	OBSERVATIONS
5	Put in place a system for monitoring activities		
6	Adopt best practice referentials (Cobit, 5 stapes…)		
7	Put in place a communication strategy within CIOs		
FOR SERVICE DELIVERY AND PROCESS OPTIMIZATION		**RATE**	**OBSERVATIONS**
1	Implement a project management methodology		
2	Define and apply work procedures		
3	Set up work procedures in your structure		
UNDER THE RISK MANAGEMENT OF THE INFORMATION SYSTEM		**RATE**	**OBSERVATIONS**
1	Invite Customs administrations to put disaster recovery plans in place (Disaster Recovery)		
2	Implement a risk management methodology		
3	Put in place a security policy		
4	Design a Security Manager within the CIOs.		
IN THE MANAGEMENT AND MEASUREMENT OF THE PERFORMANCE OF INFORMATION SYSTEMS		**RATE**	**OBSERVATIONS**
1	Set up a dashboard based on ISD performance indicators		
2	Put in place a mechanism for measuring return on investment in ICT		
AU TITRE DE LA GESTION DES RESSOURCES ET DES COMPETENCES DU SI		**RATE**	**OBSERVATIONS**
1	Put in place a training policy geared to the needs of the information system and technological developments;		
2	Establish skills management referentials;		
3	Implement a hardware and software asset management policy.		
ON THE MECHANISMS TO BE IMPLEMENTED TO SECURE THE CLEARANCE PROCEDURE		**RATE**	**OBSERVATIONS**
1	Take ownership of the master risk management table in the clearance procedure		
FOR THE IMPLEMENTATION OF AN EFFECTIVE ONLINE ASSISTANCE SERVICE FOR THE MANAGEMENT OF USERS		**RATE**	**OBSERVATIONS**
1	Provide online support services with the following tools: hotline, toll-free numbers, online help, submission applications, use of social networks (Facebook twitter etc.), frequently asked questions (FAQ).		

FOR NATIONAL INTELLIGENCE	RATE	OBSERVATIONS
1 Invite Customs Administrations to take the necessary steps to automate the management of Customs Intelligence.		