"5th Meeting of the Regional Working Group on IT Development of the WCO West and Central Africa (WCA) Region"

24, 25 and 26 April 2019, DAKAR (Senegal)

ASSESSMENT OF THE RECOMMENDATIONS OF COMMISSION 1 ON THE GOVERNANCE OF IS IN THE WCO WCA REGION
OVERVIEW

I- BACKGROUND

II- EVALUATION CRITERIA

III- PROCESS - CONTACT COUNTRIES

IV- RESULTS ACHIEVED

V- RECOMMENDATIONS
As part of the activities of the RWG, the Information Technology Governance Commission was asked to:

- propose best practice standards to customs administrations;
- propose a best practice for the financial management of ISD;
- define strategies for a better alignment of ISD with the Customs DG strategy;
- proposer des organisations pour un fonctionnement optimal des ISD; propose organizations for the optimal functioning of ISD
- develop an ICT promotion policy in all customs administrations;
- define a training policy for IT capacity building of customs administrations in the WCA Region;
- develop research and technological innovation..
The Information Technology Governance Commission is composed of the following countries:

- Burkina Faso;
- Cap Vert;
- Côte d’Ivoire;
- Congo Kinshasa;
- Gambia;
- Guinea Conakry;
- Guinea Bissau;
- Sao-Tomé;
- Senegal.

Senegal coordinates this commission.
II- CRITERES D’ÉVALUATION

The evaluation of the recommendations relating to IS Governance is based on five (05) axes:

**AXIS 1**: STRATEGIC ALIGNMENT OF ISD / ACTIVITIES

**AXIS 2**: SERVICE PROVISION AND OPTIMIZATION OF PROCESSES

**AXIS 3**: SYSTEM RISK MANAGEMENT INFORMATION

**AXIS 4**: MANAGEMENT AND MEASUREMENT OF THE PERFORMANCE OF THE IS

**AXIS 5**: MANAGEMENT OF RESOURCES AND SKILLS OF THE IS

**EVALUATION NOTES TABLE**

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 controlled.

4 = The action is planned, implemented, monitored and responds to the measures of the right practical.
The Questionnaire was sent and three (03) Countries answered the questionnaire namely:

- SENEGAL
- GUINEA
- NIGER
IV- RESULTS ACHIEVED

AXIS 1 : STRATEGIC ALIGNMENT OF DSI / ACTIVITIES

- Invite customs administrations that do not yet have an IT department to set up their IT department as an Information Systems Department (ISD) (5,5,1);
- Provide the Information Systems Departments (IS Departments) with flexible financing mechanisms (5,4,3);
- Set up a master plan (5,2,3);
- Define a strategic action plan (5,3,3,3);
- Set up a system for monitoring activities (5,3,1);
- Adopt best practice standards (Cobit, 5 steps...) (4,2,0);
- Implement a communication strategy within ISDs (4,1,1,1).
AXIS 2: SERVICE PROVISION AND OPTIMIZATION OF PROCESSES

- Implement a project management methodology (4,3,3); (4,3,3);
- Implement work procedures in your structure (4,3,3);
- Adopt a customer-oriented quality approach (4,2,2,2).
IV- RESULTATS OBTENUS

AXIS 3 : RISK MANAGEMENT RELATED TO THE SYSTEM INFORMATION

- Invite customs administrations to implement disaster recovery plans (4,3,2);
- Implement a risk management methodology (4,1,1,1);
- Implement a security policy (4,1,1,1);
- Appoint a Security Officer within the ISDs (4,2,1).
IV- RESULTS ACHIEVED

AXIS 4: MANAGEMENT AND MEASUREMENT OF THE IS PERFORMANCE

- Set up a dashboard based on ISD performance indicators (4,0,0,0);
- Establish a mechanism to measure return on investment in ICT (0.0,0,0).
AXIS 5: MANAGEMENT OF THE RESOURCES AND SKILLS OF THE IS

- Implement a training policy focused on the needs of the information system and technological developments (3,3,4);

- Implement competency management frameworks (3.0.0.0);

- Implement a policy for managing hardware and software assets (3,2,1)
Since few administrations answered the questionnaire, it would be more appropriate:

to share the questionnaire again in order to allow ISDs to take ownership of the said recommendations;

to continue sharing experiences between ISDs for the implementation of certain recommendations which are already effective in some countries;

regularly evaluate the implementation of the recommendations.
Thank you for your kind attention