

Tracker Poland Customs Pilot 2008 - 2009



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Scope and Participants



- Scope -- to determine the technical requirements for extending Tracker functionality to Polish Customs
- Assessment was conducted of the DEC version of Tracker to accomplish the following:
 - Determine if Tracker 5.0.1 possesses the functionality required by Customs
 - Explore changes that might be needed to incorporate the required functions
 - Understand the connectivity and network requirements
 - Confirm agreement with Customs on system details including operating requirements, administration, and maintenance
- Participants:
 - Deputy Director of Customs Policy, MOF
 - Chief of Customs Export Control Division, MOF
 - MOF and Customs IT experts
 - Director of DEC, MOE
 - Senior Licensing Officer and System Administrator, DEC
 - Contractor support from CTP, EMS, and FGM
 - 32 Customs officials

Workflow Narrative



A. Export From Poland

1. (Declared military or dual-use commodity, with Paper License)

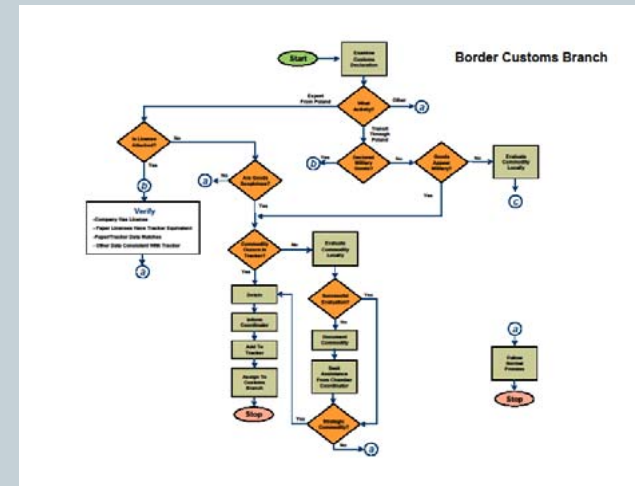
Using Tracker, verify:

- a. Document verification
- b. Commodity analysis

2. (Suspicious shipments, no Paper License)

Commodity occurs in Tracker? If yes,

- a. Commodity analysis
- b. Coordinate with Customs Chamber



Workflow Narrative (cont'd)

B. Transit Through Poland

1. (Declared military commodity, with Paper License)

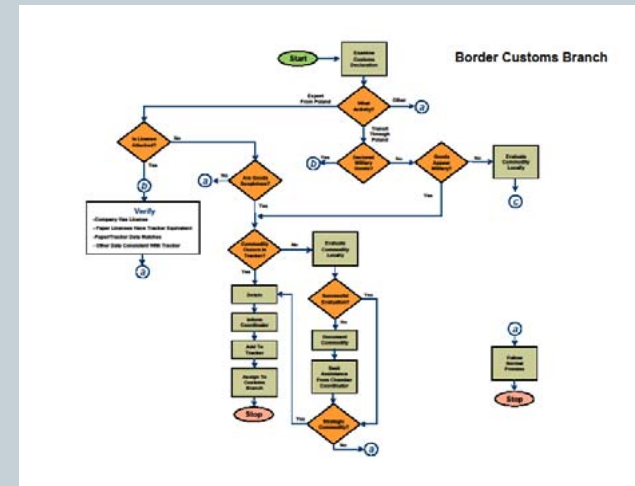
Using Tracker, verify:

- a. Document verification
- b. Commodity analysis

2. (Apparent controlled commodity, no Paper License)

Commodity occurs in Tracker? If yes,

- a. Commodity analysis
- b. Coordinate with Customs Chamber



Project Timeline



Step 1: Initial Assessment (April, 2008)

Step 2: Preparation (May, 2008)

- Install pilot equipment
 - Customs Chamber in Warsaw
 - Customs Branch Cargo I in Warsaw (Border)
 - Customs Chamber in Białystok
 - Customs Branch in Bobrowniki (Border)
 - Customs Chamber in Biała Podlaska
 - Customs Branch in Małaszewicze (Border)
 - Customs Chamber in Rzepin
 - Customs Branch in Swiecko (Internal)

Step 3: Training (June, 2008)

- Install pilot equipment
- Train-the-trainer session
- User Training

Project Timeline (cont'd)



Step 4: Operational Testing (July – August, 2008)

Step 5: Results and Conclusions (September, 2008)

Step 6: Modifying the software (January – May, 2009)

- Based on requirements acquired during previous steps

Step 7: Deployment of the updated software in MOF and MOE (May, 2009)

- Tracker 7.0 Customs
- Tracker 7.0 Licensing
- Classification Search Tool

Important Factors in the Project

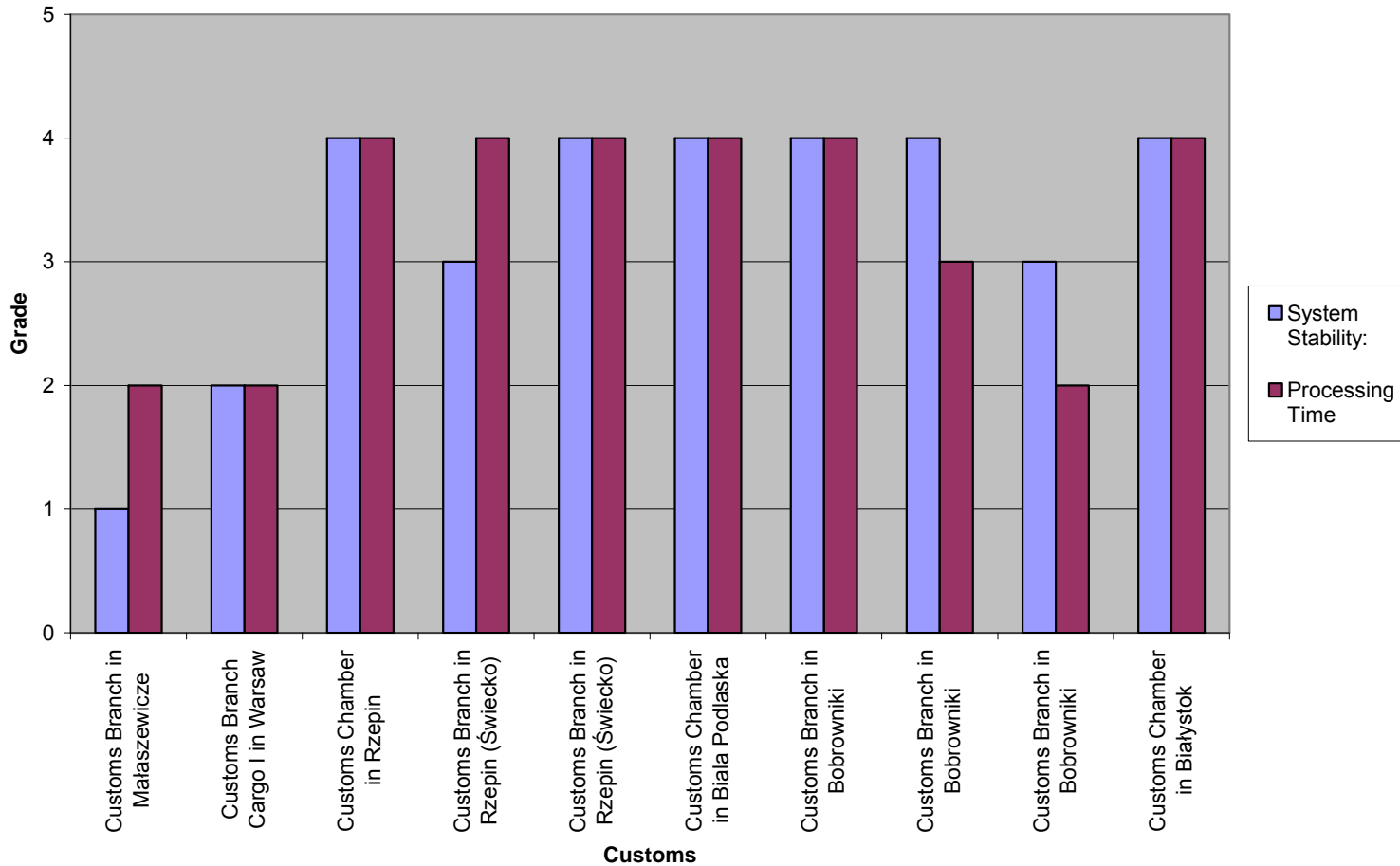


- Support on all levels, from governmental to technical
- Project management
- Planning, communication
- Knowing the field, practical experience
- Attention to the technical details



Operational Metrics and Results

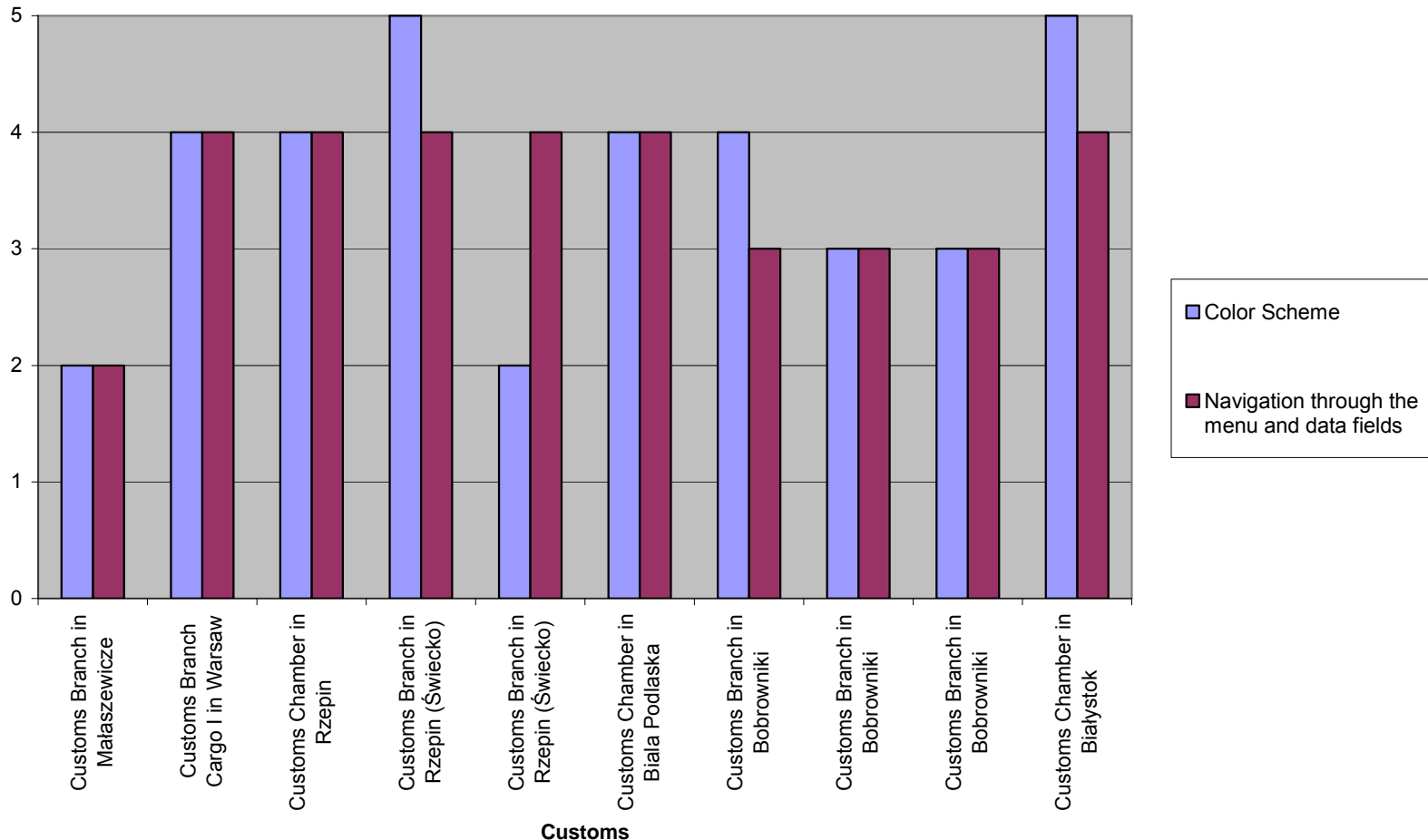
System Access



System Access – how easily the system can be accessed and how long does it take to get the response from the system.

Operational Metrics and Results

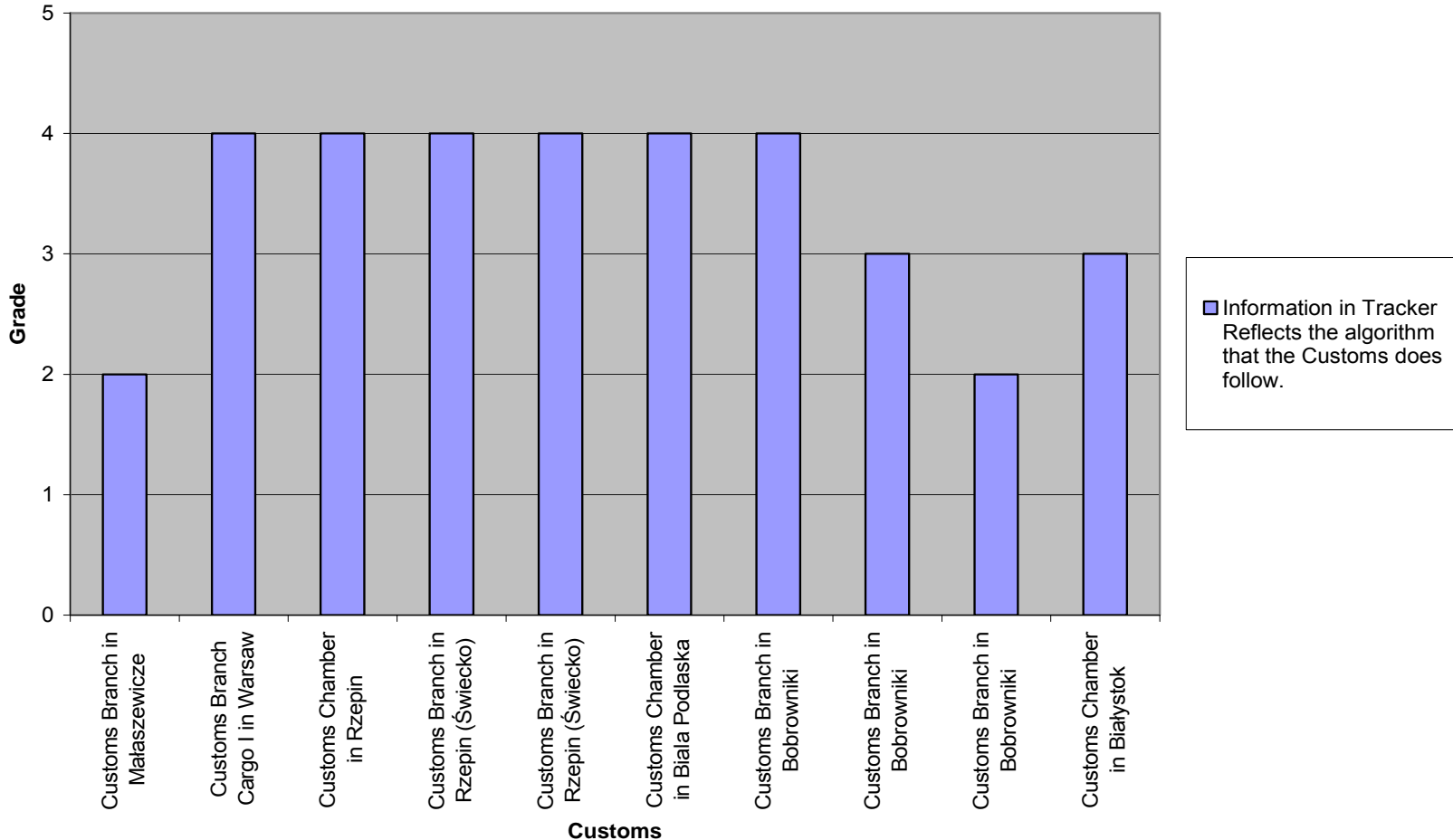
System Usability



System usability – this set of parameters characterize how usable is the system in terms of colors, windows arrangements, navigation, etc. This provides a good insight into how this system will be used in the future.

Operational Metrics and Results

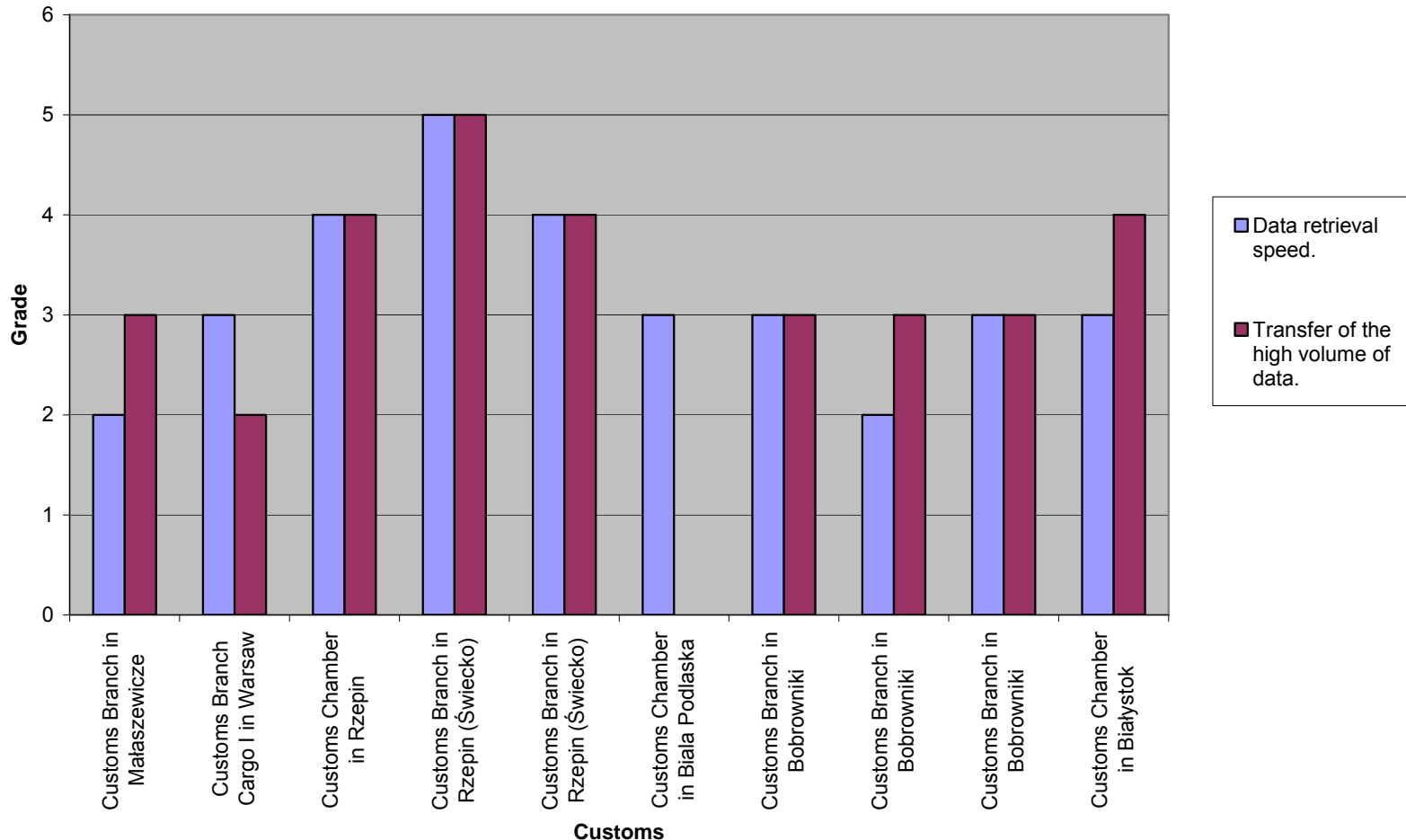
Trackder relevance to job performance



System relevance to job performance – this parameter generally characterizes how close the system reflects tasks, duties and responsibilities of the Customs officials.

Operational Metrics and Results

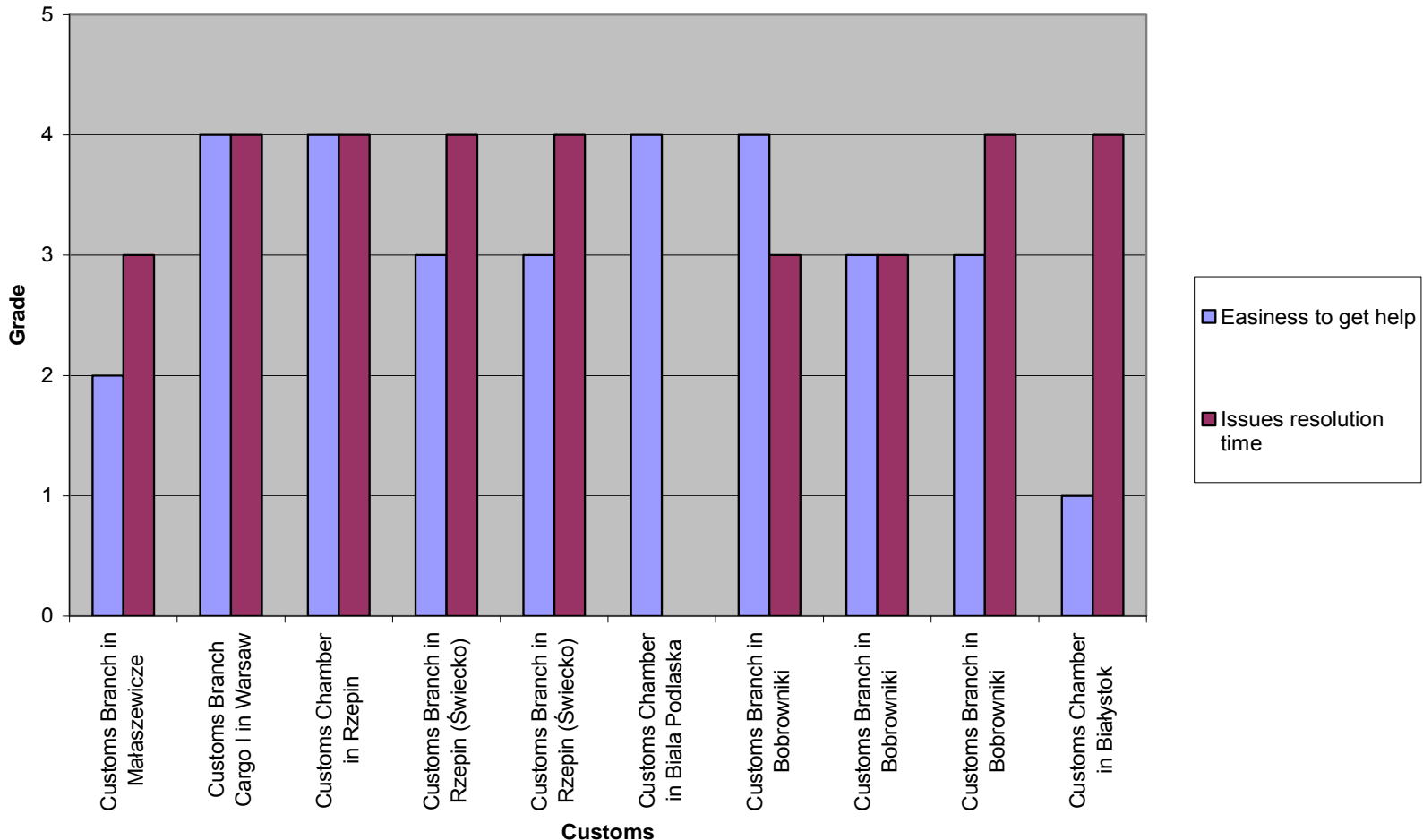
System Performance



System Performance – this is relevant for estimating of the time/efforts that users have to spend with the system to get the most difficult tasks done.

Operational Metrics and Results

Available Help



User support. The level of support provided is important to understand both users' needs and bottleneck in the help/support system.

Operational Metrics and Results

Polish-suggested/submitted changes, enhancements, or fixes to the Tracker 5.0.1 system: unedited (raw).

ID	Date	Originator (Dept/Name)	Type	Software Version	Domain	Sub-domain	Pri	Description	Explanation
1	7/21/2008	Customs Chamber Bialystok	Idea	Tracker 5.01	Procedure		0	Is it possible to include in Tracker scanned copies of export licenses? In case of any doubts about the authenticity of presented documents such copies would help Custom Officers to verify quickly the data included in the license. Currently one needs to analyze all the information concerning the companies and goods, which requires too much time.	This would be a procedural change within MOE/DEC, to allow the scanning and attaching of relevant docs.
2	2008-07-21 2008-08-06	Customs Chamber Bialystok; Customs Branch Bobrowniki	Enhance-ment	Tracker 5.01	Training	User	3	Mark (different color, bold characters) the topics that remain to be completed (positions, confirmations, order) by a user.	Checklist: Based on case/license type - export, transit. Could be addressed as training.
3	7/29/2008	Customs Chamber Rzepin	N/A	Tracker 5.01	Training	User	0	The input data boxes should be inactivated after the case creation because of the possibility of data changing.	Data cannot be changed in Decided cases
4	7/29/2008	Customs Chamber Rzepin	N/A	Tracker 5.01	Procedure	MOF	0	For the delivery confirmation of DU commodity the case should be arrogated using hardcopy and electronic registration in particular entity.	This would be a procedural change within MOE/MOF, to allow the scanning and attaching of relevant docs.
5	7/29/2008	Customs Chamber Rzepin	Enhance-ment	Tracker 5.01	Server	java-help	1	Help system should be in Polish language.	Localized online help is essential for using the system.
6	7/30/2008	Customs Branch Malaszewicze	Idea	Tracker 5.01	Database, Client	GUI	1	The system Tracker in Customs Branch Malaszewicze can be mainly used for input of the licenses on transfer of the military and DU goods.	This will encourage Customs usage of the system: and provide

Summary



- Direct outcomes of the pilot:
 - Remarks, suggestions, and evaluations of participants concerning the usability of the system from Customs standpoint
 - Technical and functional requirements for expanded version of Tracker to support Polish Customs
 - Software development: Tracker 7.0 (Licensing and Customs)
 - Implementation at MOF and MOE