



MARCH 2010

Welcome!

Welcome to this first edition of the **SEW Newz**, where we keep everyone involved with SEW implementation up-to-date and connected. As we all know, the ultimate success of this project depends on close collaboration between all the relevant agencies, both public and private sector, and we're pleased to note the strong support from everyone involved.



Single Electronic Window

In this our first issue we'll take a look at what's happened over the last six months and the road ahead as we continue with this critical task.

MTI LAUNCHES SEW PROJECT – October 2009

In October last year, the Government of Trinidad and Tobago, through the Ministry of Trade and Industry (MTI), launched the Single Electronic Window (SEW) project. The SEW is an IT-based trade facilitation tool which allows parties involved in trade and transport to lodge standardized information utilizing one single document at a single entry point, in order to fulfill all import, export and transit-related regulatory requirements. This mechanism is designed as a one-stop-shop, where private stakeholders and approving government agencies can collaborate to process necessary permits and approvals online in a seamless and efficient manner.

According to Trade and Industry Minister, Senator the Hon. Mariano Browne, "As most of us know, our global competitiveness rating has improved from 92 in 2008-2009 to 86 in 2009-2010 out of 133 countries. While this is definitely a step in the right direction we cannot afford complacency and this requires us to ramp up strategies and implementation since now we are competing with even more advanced countries. In this regard, the SEW project is taking place at a most opportune time."

The SEW system incorporates significant co-operation amongst a range of Ministries and agencies responsible for trade facilitation and because of its interactive nature will require major business process re-engineering on the part of some operators.

In terms of business facilitation, the benefits of such a system include :-

- Greater operational efficiency,
- Transparency of government services,
- Improved collection of state revenue,
- Increase the speed of the trade facilitation process and at the broader level,
- Sharpen the competitive edge of our companies and industries.

All of these factors will strengthen our global competitiveness. The SEW is one of the most important trade and business facilitation tools this country has ever implemented and it has the capability to transform our business environment in a most positive manner.

"SEW...more than an IT solution - an entire national change management process that modernizes the way companies connect with government agencies."



...Enabling Competitive Businesses

IMPLEMENTATION TEAM

The SEW implementation is being handled at the highest levels, with an Interministerial Committee headed by Sen. The Hon Mariano Browne, Minister of Trade and Industry, and including:-

- **Senator Dr. the Hon. Lenny Saith**
Minister in the Office of the Prime Minister
- **The Hon. Kennedy Swaratsingh**
Minister of Public Administration
- **The Hon. Karen Nunez-Tesheira**
Minister of Finance
- **Senator the Hon. Arnold Piggott**
Minister of Agriculture
- **The Hon. Colm Imbert**
Minister of Works and Transport
- **The Hon. Peter Taylor**
Minister of Legal Affairs

As mentioned before, MTI will be partnering with the Singaporean company CrimsonLogic, to implement the system, under the provisions of an MOU signed between Trinidad and Tobago and the Government of Singapore for IT/technology assistance, especially with regard to E-business and E-Government operations.

An agency of the Government of Singapore, CrimsonLogic is the creator/operator of the world famous TradeNet in Singapore, a wide ranging SEW which incorporates a variety of Government services apart from trade and business related activities.

Starting in November 2009, the first batch of officers from CrimsonLogic arrived to work alongside our technical staff in implementing the SEW. Headed by Naveen Bhat, Programme Manager, the team includes:-

- Chan Fook Seng Project Manager, Business Process Reengineering
- Serene Kueh Project Manager, Infrastructure
- Siew Woan Tan Project Manager - eServices
- James May Consultant
- Brayan Cutinha Team Lead, eServices
- Siddharth Priyesh Consultant
- Jojo Mendoza Consultant
- Jayson Casabal Consultant
- Ashok Kumar Consultant
- Sethumannan Consultant

The Team is based on Level 14, Nicholas Tower for the time being, and eventually will be relocated to the 9th Floor of the building. Eventually, as the SEW project roles out, we will be employing local counterparts to the CrimsonLogic Team.

MTI is pleased to partner with CrimsonLogic on this critical project and welcomes this team as new members of the MTI family.

"SEW promotes and expedites data sharing among government agencies, reducing duplication of data submission thereby improving the overall image and efficiency of government."



...Enabling Competitive Businesses



Mr. Leong Peng Kiong, CEO, CrimsonLogic and Minister Browne, MTI, shake hands to mark the commencement of the SEW project.



From CrimsonLogic (from left): Leong Peng Keong, CEO, Balagopal Nair, Vice President (Americas) and Naveen Bhat, Programme Manager (SEW).

CRIMSONLOGIC/TRADENET

CrimsonLogic is working with MTI through the provisions of an MOU signed between ourselves and the Government of Singapore for IT/technology assistance, especially with regard to E-business and E-Government operations. CrimsonLogic has over 20 years experience working with governments to harness the transformative power of IT to provide greater efficiency to government business processes.

Owned by the Government of Singapore, CrimsonLogic is the creator/operator of the world famous TradeNet in Singapore, a wide ranging SEW which incorporates a variety of Government services apart from trade and business related activities. Tradenet was implemented in Singapore to lower the cost of doing business in the country and thereby increase that country's competitiveness in external trade. TradeNet is an electronic data exchange trade system that allows various public and private sector stakeholders to exchange structured trade messages and information electronically.

TradeNet integrates the import, export and trans-shipment documentation processing procedures, resulting in reduction in cost and turnaround time and expedites the clearance of cargo. Used by major Government agencies and the private sector, TradeNet brings together the functions and requirements of more than 30 controlling agencies. It allows traders and freight forwarders to apply for and receive trade permits for importing and exporting purposes conveniently and via the Internet within 10 seconds. TradeNet enables 95 percent of all trade permits to be processed within one minute.

"TradeNet is the international best practice for increasing a country's competitiveness in external trade."

UPDATE SESSION – March 2010

SEW implementation continues to gain momentum at the Ministry of Trade and Industry (MTI). Recently the Inter-Ministerial Committee responsible for implementation of the SEW met at MTI's Nicholas Tower offices for a presentation and status update on the project by Director of Policy and Strategy Randall Karim and Naveen Bhat, SEW Project Manager, Crimson Logic.

Since the launch of the SEW in November last year, MTI and Crimson Logic have met with over 20 partner agencies and conducted over 60 stakeholder meetings to discuss their current systems and lay the groundwork for the introduction of new business processes for the successful establishment and operation of the SEW. Stakeholders participating in these sessions included the Ministry of Finance, Ministry of Works and Transport, Ministry of Legal Affairs, Ministry of Health, Ministry of Agriculture, Land and Marine Resources and the Ministry of Works and Transport.

In terms of administrative and support activities, the Ministry of Trade and Industry has also advertised a number of posts within the SEW Project Management Office such as ICT Manager, Manager of Stakeholder Adoption, Marketing Communications Professional and ICT Support Professional. These will form the core staff responsible for managing the system full time once the contractor has completed installation.

In March, stakeholders involved in the implementation process participated in an Update Session, designed to brief them about the project status, share information about any pertinent discoveries made during the requirements gathering phase. Training for several levels of public sector employees in the area of e-governance will also commence during April 2010.

It is expected that SEW Phase I will be fully operational by November 2010 with the onset of e-services such as cargo declaration, manifest declaration, company registration, permits and licenses, work permits, certificates of origin and e-payments. After year one of project implementation, Phase II will commence with other e-services being added.



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Q&A

What exactly is a "Single Electronic Window"?

This is an electronic data interchange (EDI) system that allows computer-to-computer exchange of inter-agency business documents in an established format between connected members of the business community. It will link the multiple parties involved in external trade and business transactions, including government institutions and the private sector, to a single point of transaction for most trade and business documentation tasks

How will this work with the ASYCUDA System?

The SEW project will complement and indeed interface with the ASYCUDA system currently being developed at the Customs and Excise Division and improve the quality and timeliness of trade data, which will be generated two weeks after the end of each month. The SEW system will also be able to support business-to-business transactions (such as applications for Certificates of Origin) which are vital for any trade facilitation platform.

How does it affect my particular company/agency?

SEW will allow customs brokers, traders, ports, banks, Government Departments and business associations to exchange electronic business and other messages and information simultaneously thereby ensuring efficiency in the local business facilitation process. The introduction of an SEW will also reduce data entry errors and duty calculation errors and facilitate other services like electronic payments of duties, which can be interfaced with the local commercial banks.

At the Governmental level, the project incorporates significant co-operation amongst a range of Ministries and agencies responsible for business facilitation and because of its interactive nature will require major business process re-engineering for participating approval-granting agencies.



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As part of ongoing efforts to incorporate stakeholder needs to the SEW, MTI and CrimsonLogic chat with members of the Shipping Association of Trinidad and Tobago (SATT) to assess their requirements for integration in to the SEW system.