

uCustoms Voices

Newsletter Issue April 2015



OPENING REMARKS

DIRECTOR GENERAL MESSAGE

Assalamualaikum, Salam 1 Malaysia, Salam 1 Kastam.

Another quarter year had passed and the pressure has started escalating for the *uCustoms* project to meet the deadline on the 31st of December 2015. I understand that the project team is giving their best effort and dedication in making it happen. I would like to congratulate the Non-core team who had successfully completed almost all the deliverables, particularly the new Royal Malaysian Customs Department official portal launched on the 5th of January 2015 and the Complaint Helpdesk modules on the 10th of March 2015. The infrastructure team had also enable us to see our newly launched auto-gate mock-up at KLIA on the 27th of February 2015. The new proposed 'to-be' organisation structure had also being endorsed by the Khidmat Pengurusan dan Sumber Manusia, KPSM. They are preparing the re-allocation exercise to ensure sufficient manpower is appropriately allocated at the respective divisions/stations. The strategy of early sensitisation of state champions by having them to attend second checkpoint session, had allow them to grasp some of the new *uCustoms* system processes and flow for the first time. This would allow them to have some idea on how the system will work and incorporating their valuable inputs during the early development stage itself. It will also allow the state champions to understand and to be equipped with some knowledge to be shared with the stakeholders once they get back to their respective states. I recognised that the rest of the teams are making great progress and I am contented with the achievement thus far. I hope with Allah SWT, will shower us with the strength and blessings to enable all of us as one single team to sail through the sea of challenges ahead. All the best! Thank you.



Yours sincerely,

Dato' Sri Khazali bin Hj Ahmad

Director General of the Royal Malaysian Customs Department, Malaysia.

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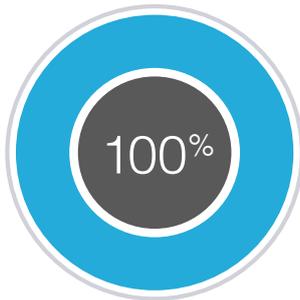
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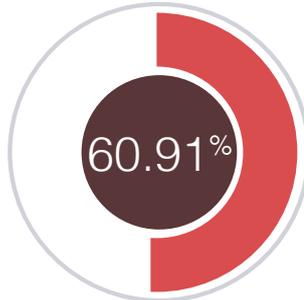
Please feel free to also contact the *uCustoms* champions in your state or HQ for further details.

PROJECT PROGRESS UPDATE

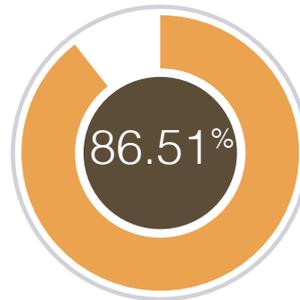
uCustoms PROJECT COMPONENT in progress as of 20th March 2015 (%).



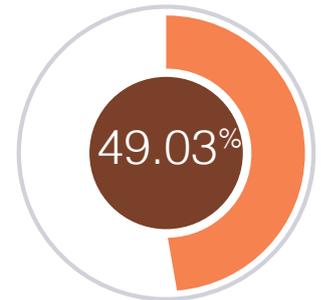
PREPARATION



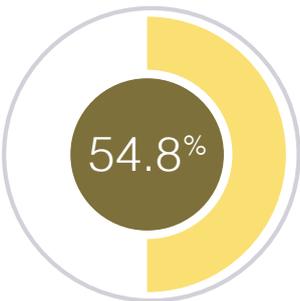
CORE SYSTEM



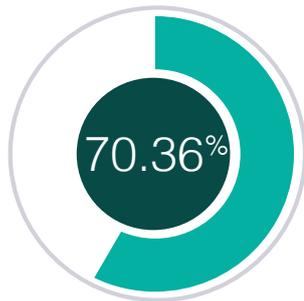
NON-CORE SYSTEM



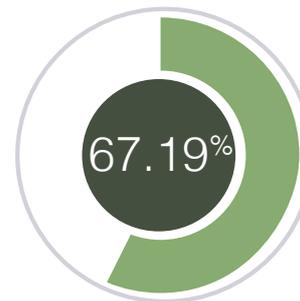
INTEGRATION



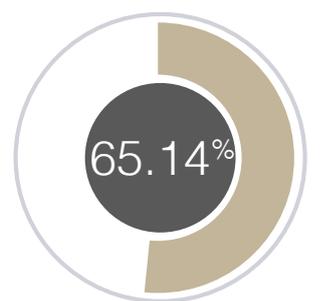
SECURITY



INFRASTRUCTURE

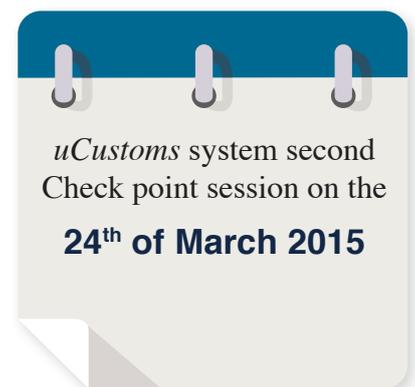
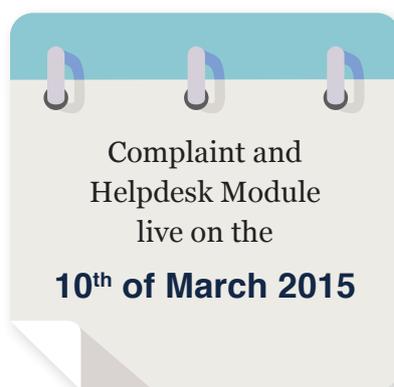


CHANGE MGMT /
TRAINING



TOTAL OVERALL
PROGRESS

MAJOR MILESTONES HIGHLIGHTS



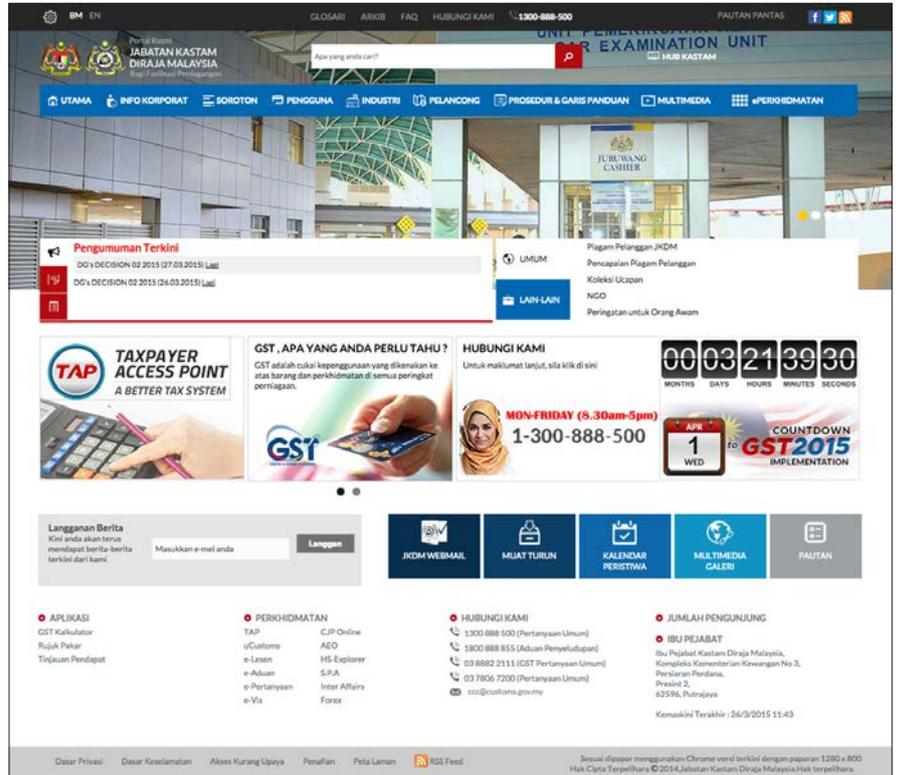
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The Grand New Year 2015 with the splendid facelift!

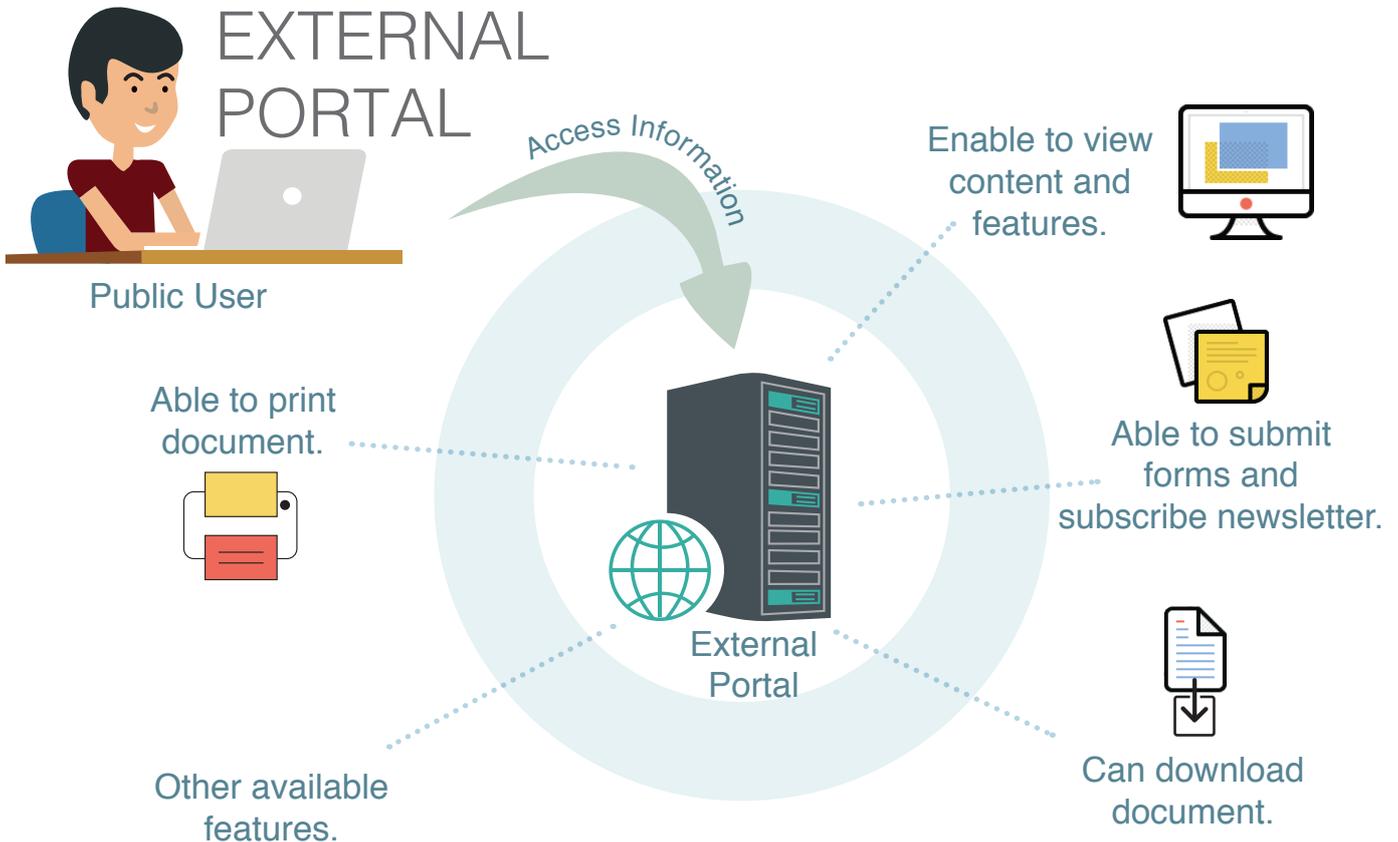
LOG ON
WWW.CUSTOMS.GOV.MY

By Puan Malar A/P Supermaniam

It was time to replace the old portal with the new RMCD portal that comes with some new additional and advanced features in providing an easy access and user friendly to all stakeholders. The new RMCD portal was launched by Dato' Sri Khazali bin Haji Ahmad on the 5th January 2015. The new portal will eventually be the single access window that will be catering all departments' functionality including myGST and the future uCustoms system. As of 17th March 2015, there were already three hundred and fifty five thousand (355,000) hits on the website.

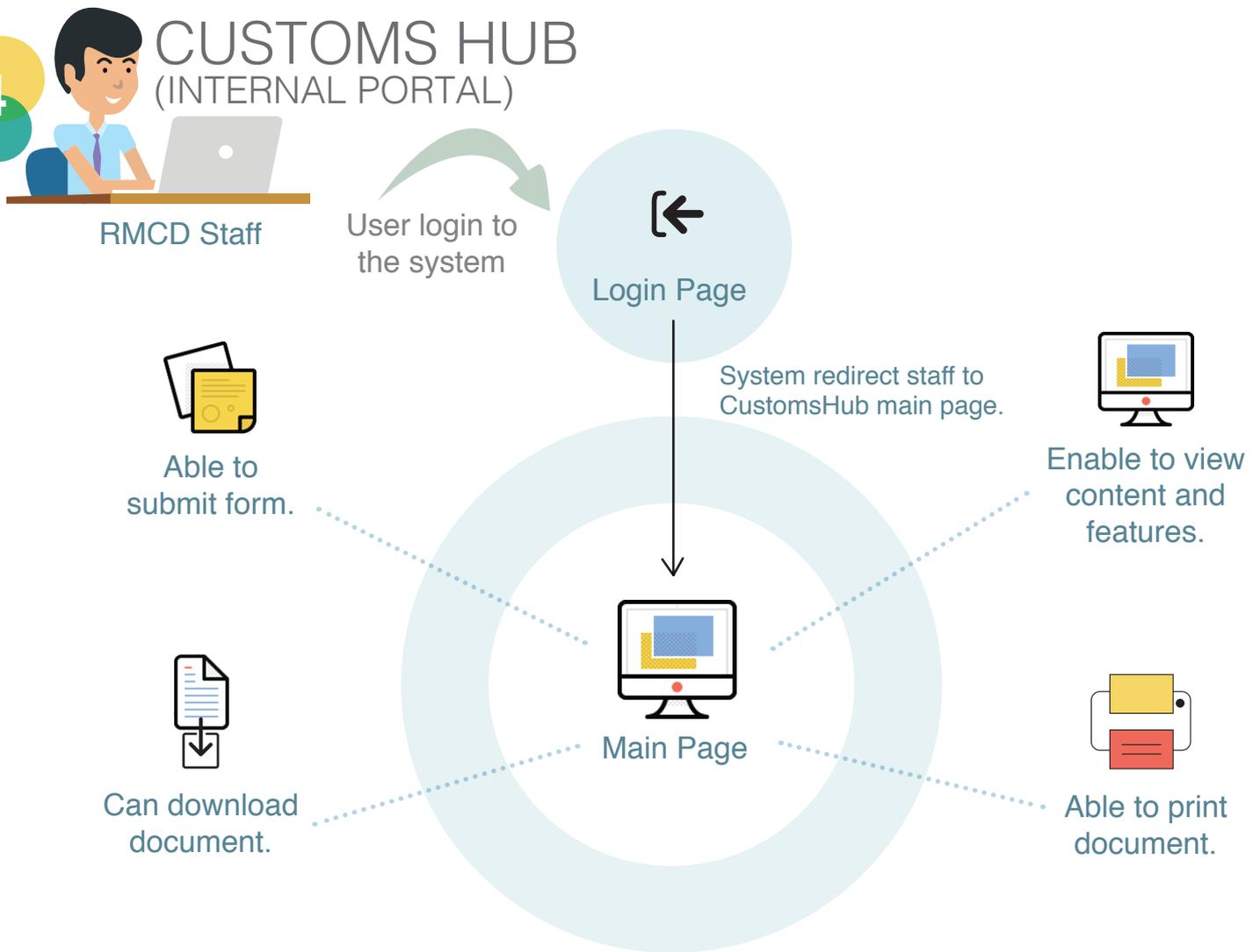


Some of the salient features and workflow in accessing the portal:

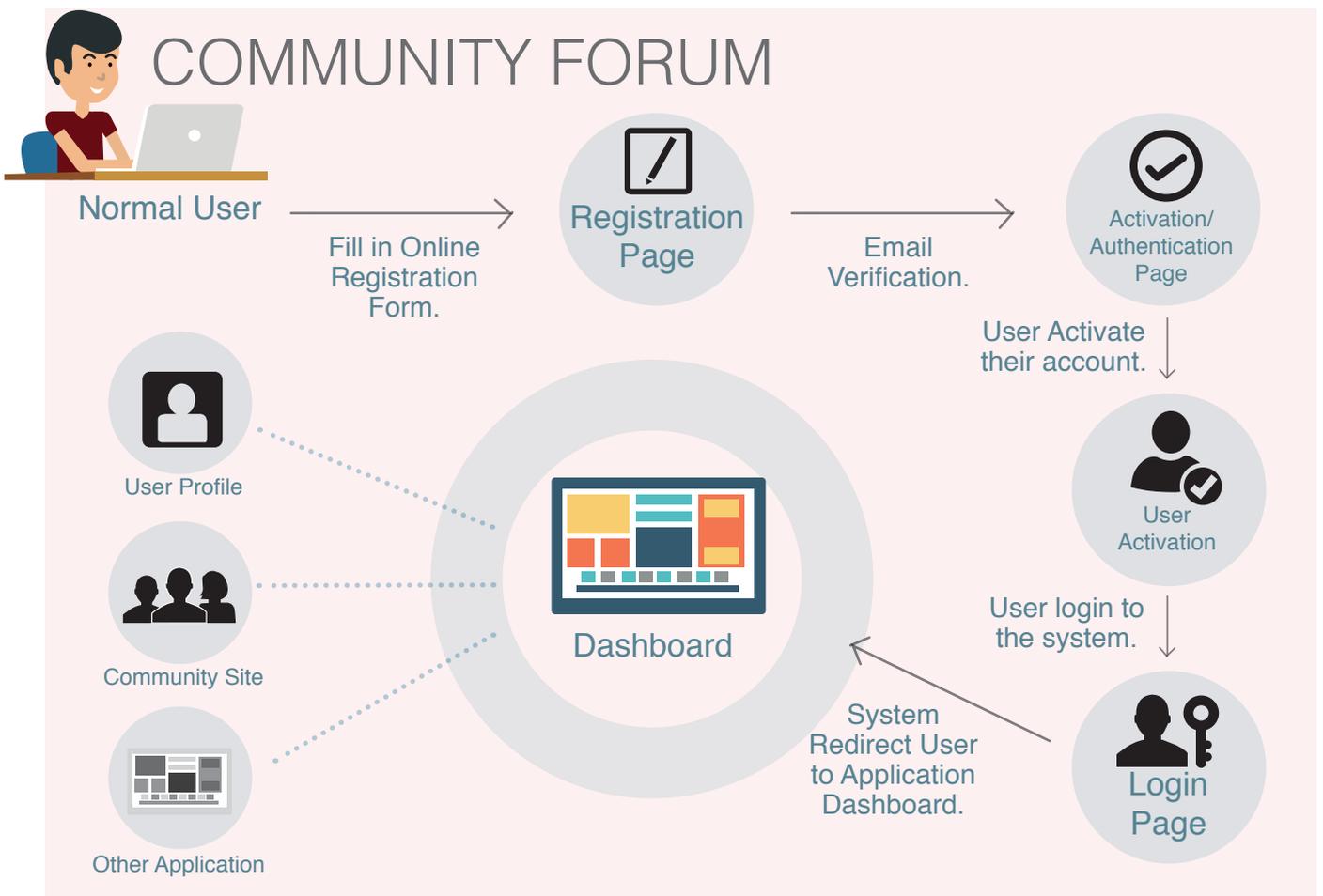


CUSTOMS HUB (INTERNAL PORTAL)

4



COMMUNITY FORUM



*Portal Administrator will assign moderator to the OGA/PIA selected.

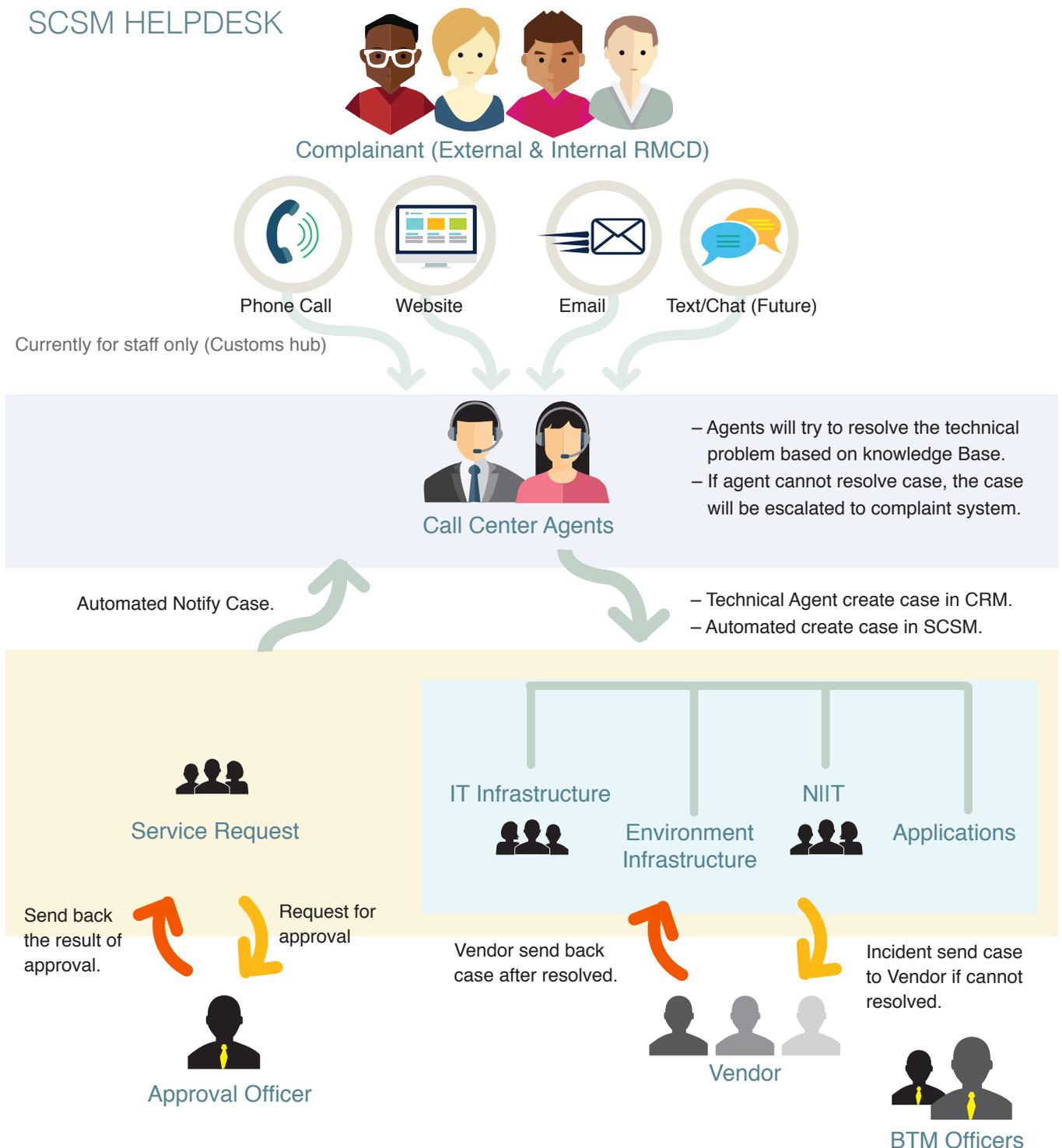
Complaint and Helpdesk Live on the 10th March 2015

By Puan Malar A/P Supermaniam

Complaint (Helpdesk) module is one of the module to be developed as part of *uCustoms* supporting system solution to provide service with an efficient and easy mechanism for Helpdesk administrators to manage technical complaint. The main objectives of this module are:

- 1) To provide deep insight of the infrastructure and software applications by tracking all the complaints reported, allow administration to analyse and do proactive measures.
- 2) To provide an efficient and easy mechanism for help desk administrators for incident management and service request.

COMPLAINT AND HELPDESK PROCESS FLOW.



uCustoms Autogate mock-up soft launch and awareness

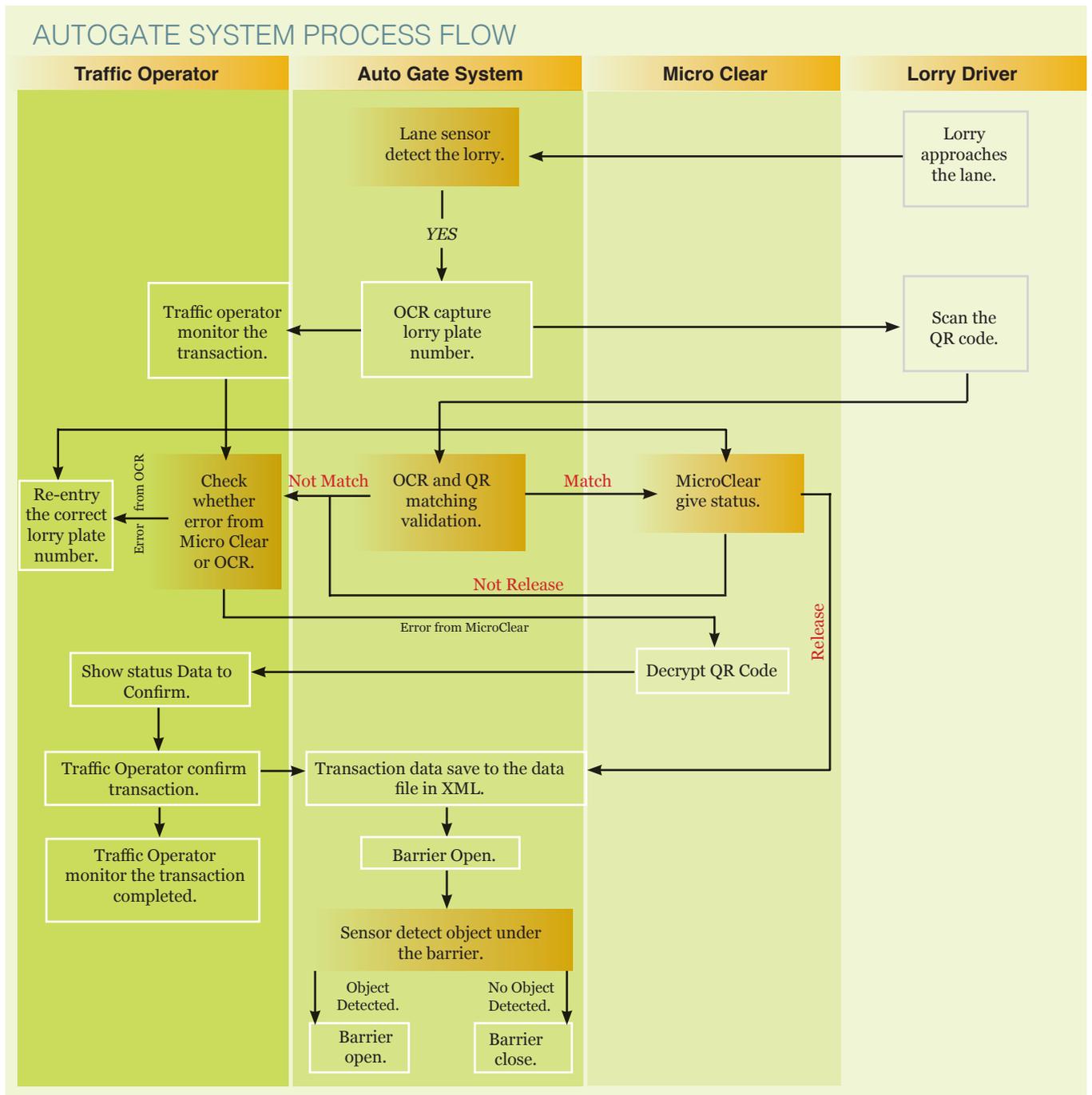
On the 27th February 2015 by Dato' Sri Khazali bin Haji Ahmad, Director General of the Royal Malaysian Customs Department, Malaysia.

By Tuan Mohd Asri bin Seman

uCustoms Autogate System is vehicle motion control system that operates automatically at the entrance of the customs examination area. The system will enable the Gate Pass Quick Reference (QR) code that can be printed or downloaded by the importers, agents, forwarders who require for the entry and exit documents in the Customs Control Area .The Autogate mock-up launching was held



Director General Dato' Sri Khazali bin Haji Ahmad with Dato Hj Matrang Bin Suhaili checking on the Autogate system.





The Leadership and Management Development Workshop at WCO Headquarters, Brussels.

tor Capacity Building. This introduction serves as a prelude to a series of conferences given by WCO experts, as well as to the eight-day Leadership and Management Development Workshop, facilitated by two experts, one from Uganda and the other from the WCO Secretariat. The fellows also benefited from a round-table discussion with Mr. Sergio Mujica, Deputy Secretary General of the WCO, during their first day at the Secretariat.

The participants will remain at WCO Headquarters until 24 October 2014 in order to prepare an in-depth study on a technical subject of their choice, under the supervision of a Secretariat tutor, and to make recommendations to their respective administrations for possible subsequent implementation. Lastly, the participants will spend a fortnight in one of the Programme's partner Administrations (the Republic of Korea or Japan) to round off their study trip.

The English-speaking Fellowship Programme is funded by the Customs Administration of Japan and the Ministry of Foreign Affairs of the Republic of Korea.

List of countries participating in the 64th Fellow-

ship Programme: Malaysia, Mongolia, Papua New Guinea, Trinidad & Tobago, Zimbabwe, Bosnia and Herzegovina, Fiji, Indonesia, Kenya, Malawi, Maldives, Mauritius, Serbia and Vietnam.

The selection was based on candidates' skills, analytical abilities and their work; particularly on the development capacities. I was selected among 14 participants from the 80 over customs administration from all over the world for the prestigious Customs Fellowship programme in the World Customs Organization (WCO). I am proud to represent Royal Malaysian Customs at the highest pinnacle of International Customs Fora in WCO, Brussels, Belgium as the last participant from Malaysia for such WCO Fellowship programme was back in 2008.

WCO recognised and believed in investing and endorsing human capital development into the future leaders who will be capable of executing and generating noble leadership, policies and plans. Of late, the WCO has positioned their emphasis on the change management perspective and development. Eureka! My intended research and task assigned happened to be related on the Capacity Building/Change Manage-



Representing Royal Malaysian Customs Department at the pinnacle of International Customs Headquarters, WCO Brussels.

ment entitled: “*ACTIONS ON CHANGE MANAGEMENT FOR uCustoms PROJECT IN ROYAL MALAYSIAN CUSTOMS DEPARTMENT (RMCD)*” supervised by Ms. Harumi Chikada, a WCO Expert in Capacity Building Directorate from Japan.

The first two weeks on the fellowship covered on the Leadership and Management Development Workshop (LMD Workshop) by Mr Rob Jensen, a WCO Expert from Capacity Building Directorate who was the key presenter and facilitator. I have acquired loads of knowledge from the LMD workshop. It was indeed an eyes opener session that provide enormous invaluable knowledge that emphasize on sharpening one’s management skills in becoming a future good leader in the organisation.

The following two weeks was to prepare on my research paper that is required to be submitted; approved by the tutor before they are presented in the end of the Fellowship Programme. It was a real uphill tasks in completing the paper within the period of two weeks. However, with all the WCO resources and access at our disposal had indeed facilitated us in making the impossible possible!

In between the fellowship exercise, we were given the opportunity to get to know our fellow colleagues and widen our network within the WCO headquarter. The session was closed by Mr. Kunio Mikuriya, the WCO’s Secretary General who presented the WCO Fellowship Programme Certificate to each Fellows and thus marked the end of four very memorable weeks in Brussels. The Fellows then departed from WCO and were separated into two groups for our Field Study Trip in Japan and Korea respectively.

COMING SOON

April

- uCustoms Process workshop @ Melaka.
- Change Management State Champion Meeting and uCustoms Process walk-through @ Penang.
- Completion of SDS sign-off.
- IT Business Continuity Plan workshop on Business Impact analysis.
- Single sign on and Forum Go Live.

May

- Business Continuity Plan training.
- Handing over of the Data Center to RMCD.

June

- Commencement of Benefit Realisation Projection analysis.
- Commencement of uCustoms Processes and workflow briefing sessions.
- uCustoms system Check point 3.