

uCustoms Voices

Newsletter Issue Jan 2015



OPENING REMARKS

DIRECTOR GENERAL 2015 NEW YEAR MESSAGE

Salam 1 Kastam, Salam 1 Malaysia

I would like to take this opportunity to wish everyone a very Happy New Year that brings a new sun rise of hope, of prosperity, of happiness; it's like a new beginning of thoughts, of words, of actions; a new day of energy, of strength, of ideas for this coming wonderful year.

In the year of 2015, there will be a major change in the department's landscape with two major projects namely myGST and uCustoms. The duos will indeed be the pride of our beloved country; Malaysia. It has been a year since we have ventured into the uCustoms project and lots has been accomplished and much more that will need to be done. I would like to congratulate and show my gratitude to all who were involved in the project for their tireless effort in making things happen. I believed that there will be loads of challenges ahead and lots of teething problems will arise. However, I am confident that with a great leadership and the high team spirit shall overcome all those without any difficulties. The team shall stay united to see the tree that we nurture through rain and shine for the past years will finally bear its fruits in time to come. One thing for sure is our effort will not go in vain if we put the trust into our ability to cooperate, collaborate and coordinate effectively and efficiently. We are in to create a wonderful history that will be proud to be told to our children and grandchildren. I personally have a positive vibe and full confidence that this project will be fruitful and will attest the customs with its strategic partners to have what it takes to create the brilliant landscape in the department's history. As for the poor trends and unhappiness shall be left back in 2014. In this New Year, we shall set a clear and definite goal making sure that the uCustoms system will go live by **1 January 2016**. With Allah's will; Inshaallah, and the effort of this superb team, I am sure we will be able to do it!

Yours sincerely,

Dato' Sri Khazali bin Hj Ahmad

Director General of the Royal Malaysian Customs Department, Malaysia.



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 - Portal Go-Live.
 - Gap analysis Phase 3 and Phase 4 Completion.
 - Baseline Benefits realisation Reports.February 2015
 - Complaint/Helpdesk Module Go-live.
 - uCustoms System Checkpoint II.
 - Final Organisation and Job realignment report.
 - Autogate Pilot Testing.March 2015
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 - Commencement of Go-Live readiness Plan.

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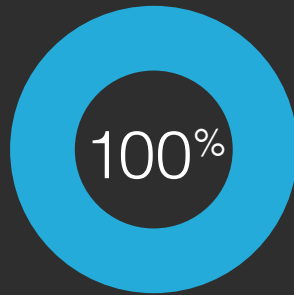
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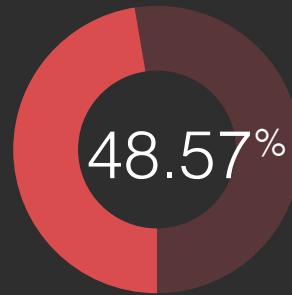
Please feel free to also contact the uCustoms champions in your state or HQ for further details.

PROJECT PROGRESS UPDATE

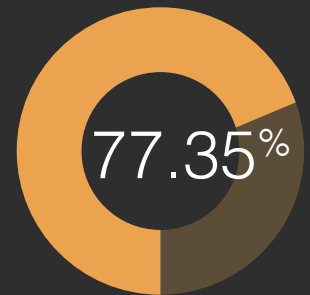
as of 19th
December
2014



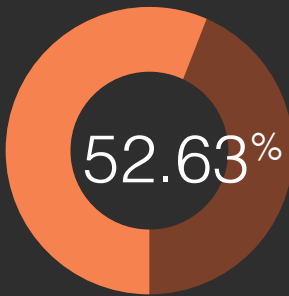
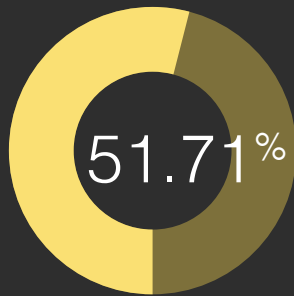
PREPARATION



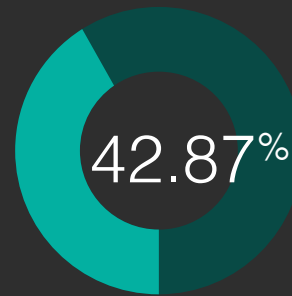
CORE SYSTEM



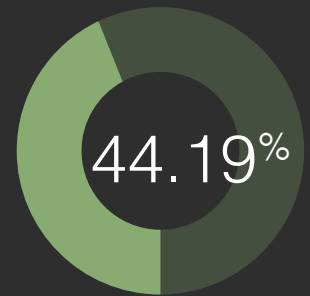
NON-CORE SYSTEM

CHANGE
MANAGEMENT

INFRASTRUCTURE



SECURITY



INTEGRATION

MAJOR MILESTONES HIGHLIGHTS

- a** Completion of the Gap Analysis Phase 2 on October 2014

- b** Organisation and Job realignment exercise completed on the 8th-11th December 2014

- c** First checkpoint on uCustoms system development completed on the 16th December 2014.



d Systems Go-Live!



- 1 Customs Call Centre system and Customers Relationship Management (CRM) went live on the 3rd November 2014.
- 2 Customs Call Centre system and Customers Relationship Management (CRM) was successfully deployed on the 3rd November 2014 at the Customs Call centre, WPKL, Kelana Jaya, Selangor.

Training in progress on new call system and CRM application before go-live.



Demonstration of the Wall Board at the Customs call centre.



KNOWLEDGE
BANK

Customs internal Virtual Office (CiVO)
live on the 24th November 2014

Customs internal Virtual Office (CiVO) was
successfully deployed on the 24th November
2014. All officers above W41 are encourage
to access the system by logging on:
<http://mycivo.customs.gov.my>.

HOW DO I GET ACCESS TO THE CiVO SYSTEM?

STEP 1

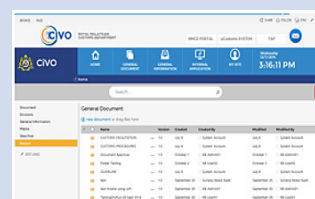


Log on <http://mycivo.customs.gov.my>.

STEP 2

Key in the existing JKDM
webmail user identification
and password. (*Applicable
only for officers grade 41
and above*)

STEP 3



Start navigating the
CiVO portal.

Help desk contact:
uCustoms.Support@brinfo.com.my



Training in progress on CiVO application before go-live.

The Pulse Towards Success!

By Tuan Mohammad Haizam bin Hashim

Change champions are individuals within an organization that volunteer or are selected to facilitate change. The champion is an active member within the change management project during all of its stages. They clearly see the vision for change and desire to actively advocate for, and facilitate the change, while supporting the team in integrating these new changes. They are key to a successful outcome of organizational change.

The family of state champions in RMCD is expanding. Thanks to all the State Directors who believed and support their change champions' activities in their respective states. It has been almost a year since the activation of the state champions programme and it had grown exponentially from the original 18 to 80! Sincere thanks also to the Project Director of uCustoms; Tuan Zaini Mohd Desa who strongly believes that the change champions will drive as catalyst toward the success of the project. The quarterly meetings and gatherings of the champions has been success thus far. The sessions conducted was to equipped

them with various soft skills, tools, methodology and ideology in dealing with the coming challenges once the project has been implemented. They will be the front liners in the "battle field" who will be convincing and "selling" the system to about 13,000 stakeholders out there. They will be trained as trainer on the uCustoms system who will act as the on-site uCustoms "consultants" as well as conducting repetitive training sessions at their stations. It was indeed a challenging task ahead but it shall be overcome with the high spirits in the strongly bonded team. Insyallah, with such momentum going, we are confident that nothing will stop them but to successfully navigating the project to the finishing line! ●



1 Thompson, Estabrooks & Degner, 2004

2 Jisc Info Net, 2012

3 Porter Lynch, 2012



The champions "family" portrait @ Hotel Grand Continental, Langkawi on the 3rd-5th December 2014.



The champions "family" portrait @ Agrotek Resort, Ulu Langat, Selangor on the 29th-30th September 2014.



Champions on Public Speaking exercise @ Agrotek Resort, Ulu Langat, Selangor.



Champions going through the Andragogy exercise @ Agrotek Resort, Ulu Langat, and Selangor.



Champions on Johari's window exercise @ Hotel Grand Continental, Langkawi, Kedah.



The Organisation and job realignment workshop @Aseania Resort Hotel, Langkawi.

The organisation and job realignment is an exercise that will need to be executed particularly on the mega project that will change the whole landscape of the department such as uCustoms. It was indeed a very strenuous exercise for the uCustoms project team and KPSM in coming up with the best amicable solution that is supported by strong evidence based methodology in reallocating the staff across the department when the uCustoms system is rolled out nationwide. Brilliance information Sdn Bhd; the vendor in collaboration with PriceWaterhouse Cooper (PwC) consulting firm were to study the job impact and how best

the realignment exercise can be implemented by KPSM. The methodology adopted were bottoms up approach by going through every single line of the 207 “To-be” processes in order to come up with the proposed organisation structure for the RMCD headquarters and the States. Various department representatives were invited to study and comment on the proposed structure provided. They were also required to provide the required headcounts in each of the level of the organisation. The compilation is still in progress and the final report should be completed and shared by the first quarter of 2015 after they are endorsed by the RMCD policies decision makers. ●



The Job realignment workshop team in progress.

The main objective of the awareness events were to provide the first hand overview information with regards to the concept of the uCustoms system that will be implemented in 2016.

The National awareness roadshows initiated by the RMCD headquarters with the collaborations from the State Customs Department were successfully conducted from March until September 2014. The total coverage on the awareness was about **2066** stakeholders who will be impacted by the uCustoms system. Tremendous credit should be given to the effort of the respective state champions who had made the event a success. The coverage of the national awareness sessions by states and its percentage of the expected to the actual attendances were depicted in figure 7.1.

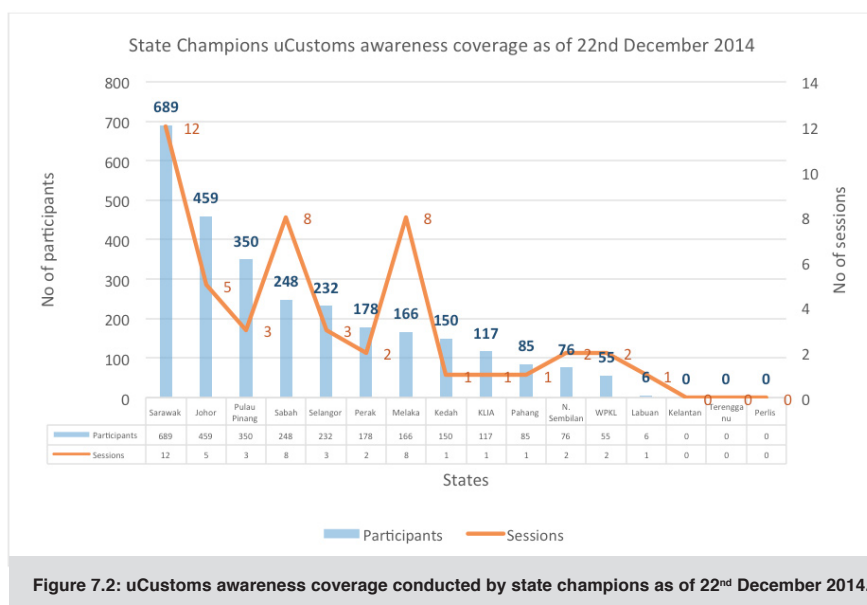
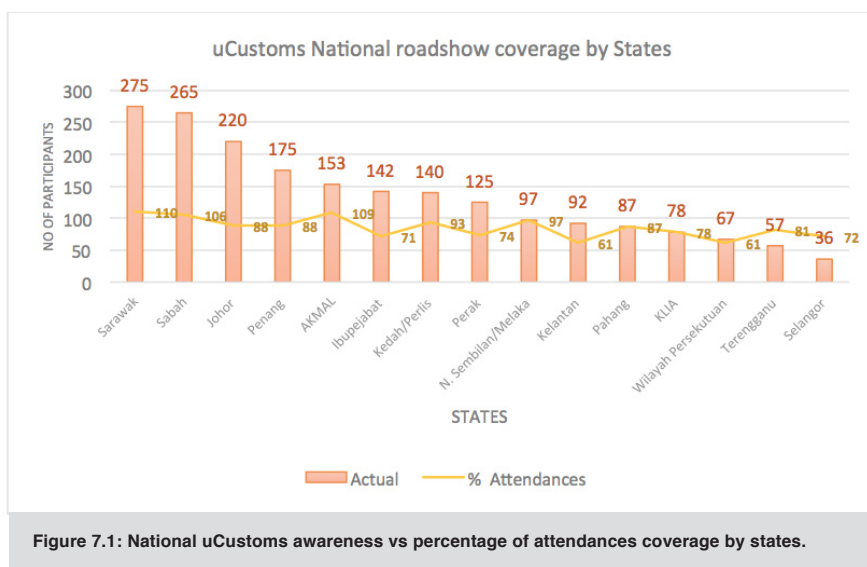
Total Participants
2815

Total Sessions
49

Kudos to state champions again for those who had taken the initiatives to organize the echo uCustoms awareness sessions to the different stakeholders in their respective states. The coverage on the awareness initiated as of 22nd December 2014 by the state champions were about **2800** stakeholders in **49** separate sessions. Sarawak, Johor and Pulau Pinang were the states that had covered the most stakeholders while Sarawak, Sabah and Melaka had organised the most sessions as shown in the Figure 7.2. The states such as Kelantan, Terengganu and Perlis will be planning the awareness sessions in the coming months as there were no activity recorded as of December 2014. ●



Sabah State Champion Tuan Jimi Soliando in action.





Sabah State Champion Tuan Nicholas Marcus in action.



Negeri Sembilan Champions Tuan Raja Yahya Affendi, Tuan Anthony ak Amin and Puan Hazwani Kastolany in action!



Melaka State Champion Tuan Azrul Mohd Salleh in action.



Sarikei, Sarawak uCustoms roadshow.



Bintulu, Sarawak uCustoms roadshow.



First training on uCustoms introduction sessions for officers W41 and above @ AKMAL, Melaka on the 18th-21st November 2014

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