

uCustoms Voices

Newsletter Issue July 2015



OPENING REMARKS

DIRECTOR GENERAL MESSAGE

**Assalamualaikum w.b.h,
Salam 1 Kastam, 1 Malaysia.**

First and foremost I would like to wish all Muslim colleagues “Selamat menyambut bulan Ramadhan Al-Mubarak dan Selamat Berpuasa”. May Allah S.W.T gives us the strength and bless us all through the holy month of Ramadhan.

I would also like to take this opportunity to convey my gratitude and congratulate the uCustoms project team who had created history in the recent World Customs Organisation (WCO) Data Standardisation and Harmonisation, where it was the first time ever that Malaysia had presented eight (8) data maintenance request (DMR); of which five (5) DMRs were accepted by the WCO. This had put Malaysia into the global map. Job well done!

We have come into the 2nd quarter of 2015 and six months before uCustoms go live. There will be lots of preparation and engagement to be prepared. The robust Governance is very vital and crucial factor to bring upon the success of the project roll out. Therefore, it was decided by the RMCD Technical Committee to set up the uCustoms implementation committee to ensure its smooth implementation. The committee comprised of all the top management headed by the Director General, all the Deputy Director Generals and the state Directors with their Lead State Change Management Champions. It will be the platform where issues, risks and mitigation plan will be discussed, monitored and solved.

I believed that there were lots of new processes and major changes that will transform the department once the clock ticks to 12:00.01 am on the 1st of January 2016 when the uCustoms system goes live. We will have to face heaps of lumps and bumps ahead during this teething period. However, I am sure with strong team in place and timely preemptive measures in combating all possible obstacles ahead; I am confident we will be able to go through these challenging transition period. At the same time, in order to keep our stakeholder engaged and informed, we would keep them cognizant via various access such as emails, face-to-face engagement, RMCD portal updates etc.

May Allah S.W.T shower us with the strength and blessings to all who are going through this process together. 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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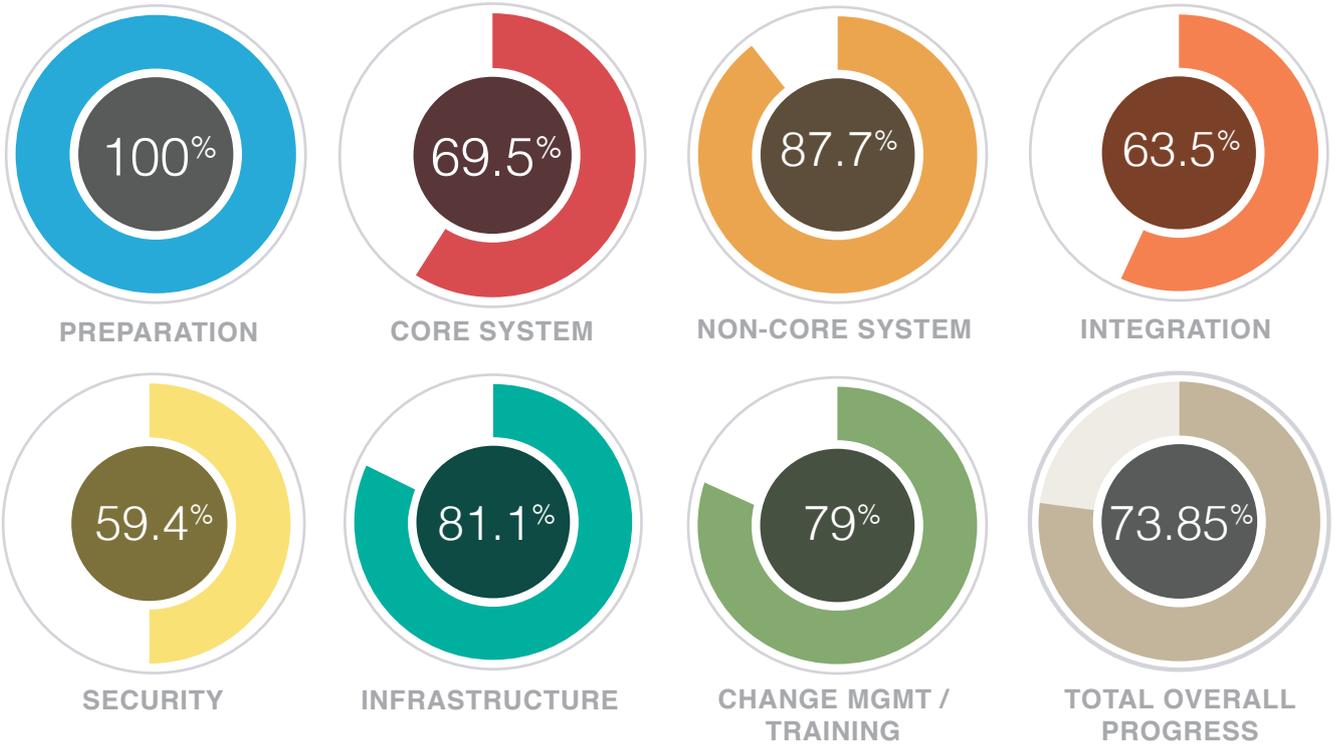
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Please feel free to also contact the *uCustoms* champions in your state or HQ for further details.

PROJECT PROGRESS UPDATE

uCustoms PROJECT COMPONENT in progress as of 12th June 2015 (%).



MAJOR MILESTONES HIGHLIGHTS

13th – 17th April 2015
 Development of *uCustoms* Work process training materials at Bayou Lagoon Park Resort, Melaka.

27th – 30th April 2015
uCustoms Process Workflow training for State Champions at Vistana Hotel, Penang.

1st May 2015
 Single sign on Go Live.

1st May 2015
 RMCD Forum Go Live.

1st June 2015
uCustoms Implementation committee endorsement.

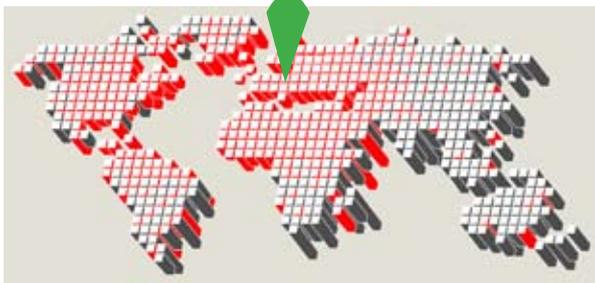
4th – 5th June 2015
uCustoms Go Live preparation and workshop.

17th June 2015
 Risk Management system check point.

3

WORLD CUSTOMS ORGANISATION (WCO) DATA MODEL PROJECT TEAM (DMPT)

Meeting on the 9th to 13th March 2015 at Brussels, Belgium.



The main objective of the meeting was to present the Malaysian uCustoms Data Maintenance Request (DMR) in the WCO DMPT meeting to ensure all data element is standardized and align to the WCO data model. The meetings were conducted every quarterly as a platform to discuss challenges and issues related to the global standardization and harmonization of data in the data model. RMCD managed to get the recognition from WCO on the effort to comply with international best practice in trade facilitation during the recent meet held at the WCO head office in Brussels, Belgium from 9th to 13th of March, 2015. The RMCD team was represented by Tuan Mohd Nor Hisyam Bin Mohd Arshad and Puan Noor Azwa Binti Harun lead by Tuan Haji Ismail Rahman. There were hundred and six DMRs found by the team; Malaysia had tabled out eight (8) DMRs documentation and presented to the committee. Out of which, five DMRs were accepted and supported by the member countries during the occasion. This occasion



DMPT Data Model Project Team; Tuan Mohd Nor Hisyam Bin Mohd Arshad and Puan Noor Azwa Binti Harun for uCustoms at WCO head office in Brussels, Belgium.

had shown a great achievement for Malaysia where the uCustoms data elements will be used as a template and global references for the other countries. Bravo to the data harmonisation team! ●

DEVELOPMENT OF uCUSTOMS WORK PROCESS

Training materials @ Bayou Lagoon Park Resort on the 13th – 14th April 2015.

By Tn Mohammad Haizam Hashim



The purpose of the Session was to describe the approach and methodology in preparing the briefing materials for the Trainers on the “To-Be” processes for the uCustoms system in order to equip them with the standardised knowledge and skills to carry out the Expert User Briefing Session independently.

The objectives of the session were as follows:

- ▶ To align the understanding of the uCustoms system and its ‘to-be’ processes.
- ▶ To provide an understanding on how different the processes in uCustoms relate to each other.
- ▶ To highlight the key steps to be taken for each process.
- ▶ To highlight the key internal and external stakeholders that will be impacted by the “To-Be” process.
- ▶ To highlight the key responsibilities of the impacted stakeholders.



The team in the uCustoms work process flow.

The participants for the Trainer Briefing Session will consist of internal staff from different “Bahagian”/“Cawangan”/“Unit” that are identified as Team Leads based on the criteria listed below:

- ▶ Formal appointment as Team Leads for uCustoms.
- ▶ Advocates for uCustoms system.
- ▶ High level of engagement or commitment.
- ▶ Possess training and facilitation skills.
- ▶ Relatively high seniority in the organisation.
- ▶ Has adequate capacity to take on responsibilities of being a trainer.



Team in action till late night.



Team in actions.



Project Director; Tn Zaini Md Desa opening speech for the workshop.



The Outcome

There were fifty (50) participants from various levels of the project team that were involved in the workshop who had put in their tireless effort till late night to validate and streamline the materials throughout the week. The presentation to all the team members were done during the final two days of the workshop where constructive comments were raised to further polished the materials further. The team had managed to produce thirty-two process flow training decks with almost five hundred slides were created. The decks were further classified and categorised based on the stakeholders who are directly impacted by the various decks. ●



Phase 1

SAMPLE

1

Broker Affairs Module



1. Key Activities for Cargo Module : Export Journey – Air

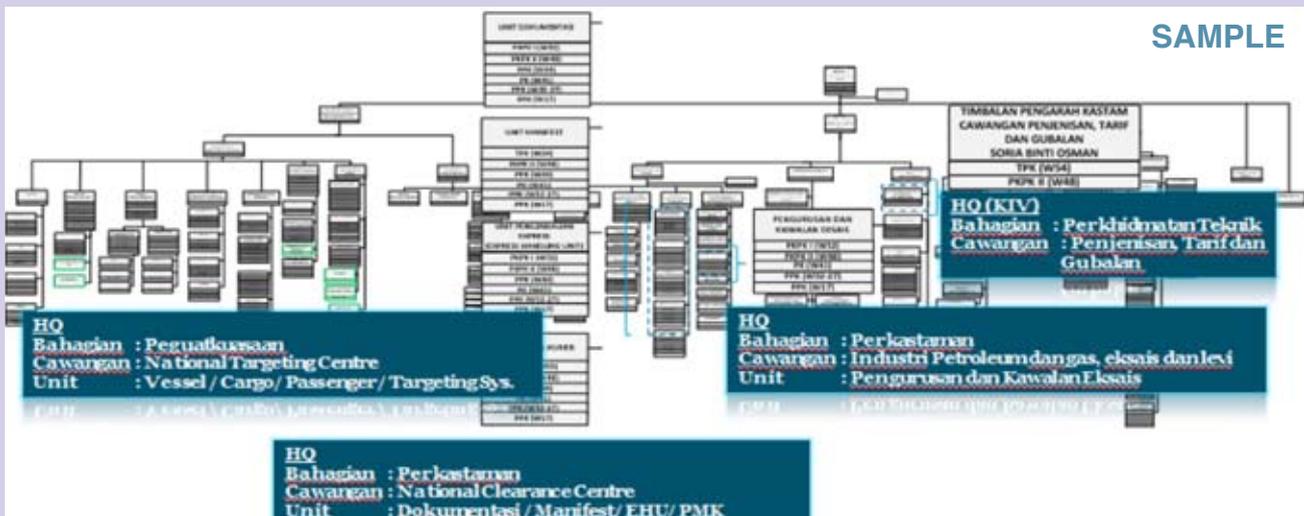
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SAMPLE



RMCD Internal Stakeholders Impacted for Declaration in HQ

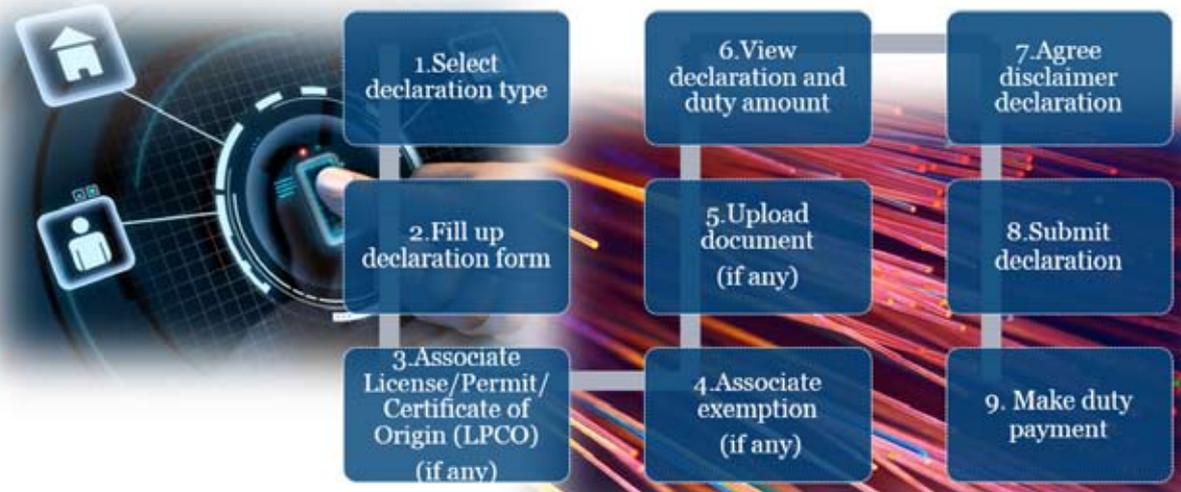
SAMPLE



2. Key Activities: Transaction Type _Import Bill (Master Provisional Declaration) – Importer

SAMPLE

15



3. Operation in Unit Pengurusan Rangkaian

SAMPLE

22



RMCD Internal Stakeholders Impacted for Process 1: Online Registration (New RMCD Officers)

SAMPLE

HQ/Negeri	Bahagian	Cawangan	Unit	Job Grade	Key Responsibilities
HQ	BTM	Aplikasi	Aplikasi Teras	W52	Verify and approve the internal registration application
				W48	Verify and approve the internal registration application
				W44	N/a
				W41	N/a
				F44	Create ID
				F41	Create ID
				F32	Create ID
				F29	Create ID

uCUSTOMS PROCESS WORKFLOW TRAINING FOR STATE CHAMPIONS

At Expert Users, Vistana Hotel, Penang on the 27th – 30th April 2015

By Tn Mohammad Razif Yahya

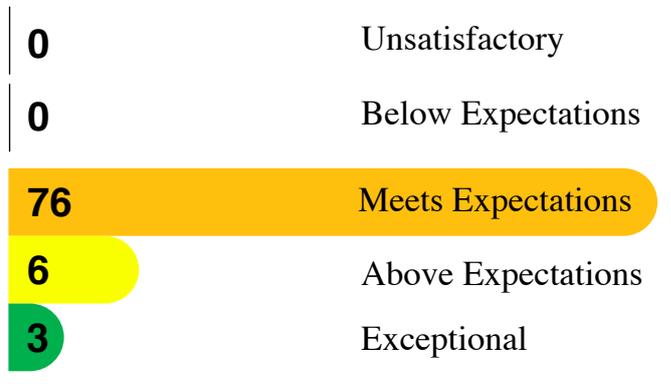
The purpose of this training the trainer session, was to describe the approach and methodology in briefing the Expert Users on the “To-Be” processes for uCustoms system in order to equip them with the necessary knowledge and skills to perform their role as potential Trainers or Go-Live support staff when the system goes live. The pool of Expert Users will consist of internal staff from different “Bahagian”/“Cawangan”/“Unit” in HQ or Negeri who are identified as the State Champions in their respective states. The training materials created by the respective experts during the uCustoms Work process training materials workshop at Bayou Lagoon Park Resort on the 14th-18th April 2015 and further polished by the Change Management team, were used for this purpose. There were eighty-five (85) participants were present for the four days sessions. The Trainee Evaluation was conducted to assess all the Expert Users/State Champions on their general involvement and knowledge of the subject matter. In summary, there are 9 Expert Users who received a rating of 4 and above. This represents almost 10% of the total attendees for the briefing session. This pool of Expert Users can be considered as potential trainers who are ready to deliver training to the end users, given their attitude and knowledge level.

In addition, there are 76 Expert Users who met the minimum score of 3.5 that was required. This pool of Expert Users will be engaged further in order to get them ready to be potential trainers in the future. ●



Briefing sessions in progress @ Vistana Hotel, Penang.

Trainee Evaluation



Summary of Trainee Evaluation Scores



State Champions present in the briefing session.



State Champions present in the briefing session.



GRATITUDE AND APPRECIATION CORNER

by Tn Mohammad Haizam Hashim

Kudos! Sabah State Champions: the champ of the champs!

The state of Sabah was announced recently to have won the title of the best performing uCustoms change champions in Malaysia. The assessment of the award was based on the activities, the number of the state champions and the stakeholder's engagement coverage throughout the state. As of April 2015, it was reported that the state had covered almost 95% of internal stakeholders on the uCustoms awareness campaign by seventeen (17) actively involved champions and the most stations who had put up their uCustoms corners in their respective department. This award was dedicated to the tireless effort from all the Sabah state champions and the excellent leadership from the Sabah State champion lead; Tn Nicholas Marcus.



Sabah State Champion lead: Tn Nicholas Marcus.



uCustoms corner awards



Award for the best National change champion presented to the Sabah Champions representatives Tn Jimi Soliando by Tn Haji Ismail Rahman witnessed by Tn Mohammad Haizam Hashim.

Congratulations also to the winners of the best uCustoms corner competition where all the top three winners were also bagged by the state of Sabah. There were about 20 uCustoms corners created across the states. The winners were selected based on the most online votes received by all champions across the country.

The result was announced in conjunction with the uCustoms champions meeting recently on the 30th of April 2015 at Penang. ●

THE WINNERS WERE AS FOLLOWS:

Champions

Customs Department,
Keningau, Sabah

1st Runner Up

Customs Department,
Lahad Datu, Sabah

2nd Runner Up

Customs department,
Tanjung Aru, Sabah



The winners of uCustoms corner.

COMING SOON

July

- a) uCustoms Check Point Demo 3rd session.
- b) External and internal stakeholders' engagement on uCustoms Process flow.
- c) Portal Publication of uCustoms frequently asked questions 3rd Edition.

August

- a) 1st uCustoms implementation committee meet.
- b) State Champions meeting @ Kuantan, Pahang.
- c) **Phase I:**
 - uCustoms system walkthrough Phase I.
 - Training the trainers.
 - Provisional Acceptance test.
 - Final Acceptance test.
 - uCustoms Quick reference publications.
 - Portal Video tutorials uploads.
- d) Business Impact Assessment study report.
- e) Business Continuity Plan.

September

- a) **Phase I:** Echo Training at the respective State.
- b) **Phase II:**
 - uCustoms system walkthrough Phase I.
 - Training the trainers.
 - Provisional Acceptance test.
 - Final Acceptance test.
- c) uCustoms Pre Go Live preparations.