



UNITED NATIONS ECONOMIC COMMISSION FOR EUROPE

**UNITED NATIONS ECONOMIC AND SOCIAL COMMISSION FOR ASIA
AND THE PACIFIC**

ASIAN DEVELOPMENT BANK

Capacity Building Workshop on Single Window and Business Process Analysis

Azerbaijan, Baku, 9 July 2010

An event organised under the United Nations Network of
Experts for paperless Trade (UN NExT)



Why conduct Business Process Analysis for a Single Window Implementation?

In the context of trade facilitation, business processes are activities a company or a public administration engages in as part of an international trade transaction, such as preparation and submission of Customs declaration, issuance or validation of a license. Given that the existing business processes may entail redundant activities and complexities that lead to inefficiencies and bottlenecks, it is essential to analyse and simplify the existing business processes prior to automate them in a Single Window.

The Business Process Analysis Training developed by UNECE and UNESCAP provides for a structured analysis of the business processes, using Unified Modelling Language (UML), an approved international standard to describe and automate business processes used in trade, transport and government agencies. The training is tailored to support the implementation of paperless trade and Single Window projects.

Competence in Business Process Analysis is of particular interest for countries that intend to

- develop or extend national Single Window projects
- simplify and automate their trade procedures
- implement paperless trade and electronic data exchange
- simplify cross border trade

Objectives of the workshop

In the workshop the participants will:

- Learn the role of business process analysis for simplification of trade, introduction of electronic trade documents and Single Window development;
- Understand the managerial tasks for preparing and conducting Business Process Analysis Projects
- Understand how Business Process Analysis is used to implement paperless trade and electronic Single Window projects
- Learn to use selected graphical notations based on a standardized modelling language for business process modelling; and
- Use a Step-by-step approach to business process analysis and development of recommendations for future improvement.

The training is based on the UNECE/UNESCAP Business Process Analysis Guide. The workshop is part of the activities of the UN Network of Experts for paperless trade (UN Next) for Asia and Pacific (<http://www.unescap.org/unnext/>).

9:00-9:30	<p>Opening statement by:</p> <ul style="list-style-type: none"> • Markus Pikart, Project Manager, UNECE • ESCAP • ADB <p>Introduction</p> <p>Self-introduction of participants</p>
09:30-11:00	<p>Module 1: Introduction to Business Process Analysis</p> <ul style="list-style-type: none"> • Introduction to business process analysis and business process modelling • Outputs of business process analysis • UML notations for use case and activity diagram
<i>11:00 – 11:15</i>	<i>Break</i>
11:15 – 12:45	<p>Module 2: Defining a Scope of a BPA Project</p> <ul style="list-style-type: none"> • Identifying the scope of a BPA project • Defining the terms of reference <p>Module 3: Planning a BPA Project</p> <ul style="list-style-type: none"> • Planning and managing the business process analysis project
<i>12:45 – 13:45</i>	<i>Lunch</i>
13:45 – 15:15	<p>Module 4: Conducting Business Process Modelling</p> <ul style="list-style-type: none"> • Conducting interviews • Activity diagram and process description • Time-procedure chart
<i>15:15 – 15:30</i>	<i>Break</i>
15:30-17:00	<p>Module 5: Conducting Business Process Analysis</p> <ul style="list-style-type: none"> • Analyzing the as-is business processes • Identifying bottlenecks and redundancies • Drawing recommendations <p>Module 6: Business Process Analysis and Trade Facilitation Measures</p> <ul style="list-style-type: none"> • Business process analysis and business process simplification • Business process analysis and data harmonization
<i>17:00-17:30</i>	<p>Summary and Q&A</p> <p>Closing of the Workshop</p>