

PART 2:
IMPLEMENTATION SERVICES

This Part 2 provides a summary of the approach to implementing the Operational Services as detailed in the Implementation Plan.

1. IMPLEMENTATION BEFORE 1ST JAN 2021

This section provides a summary of the six workstreams and sets out the tasks within those workstreams which comprise the Implementation Services before 1st Jan 2021 which make available the NICTA Portal, TSS Portal, the Contact Centre and implements the Initial Release Trader Journeys. The workstreams are as follows:

Workstream	Focus
1. Management & assurance	Provides reporting across the Implementation Services programme.
2. Trader Journey design	Designs & maintains view of Trader Journeys for the Initial Release Trader Journeys,
3. Trader management & education	Provides guidance on the customs process to Users.
4. Goods movement, clearance & support	Provides Contact Centre support for Users. Recruits Contact Centre Agents.
5. Technology & compliance	Builds the technology solution set out in Part 3 of this Schedule 2.1 to deliver the Initial Release Trader Journeys,.
6. Stakeholder engagement	Engages with Traders, Carriers, Customs Intermediaries and, where agreed, political stakeholders to explain the Services & respond to challenges.

The Implementation Services comprise preparation and development of the following elements each as defined and described in more detail in Parts 3 - 9 of this Schedule 2.1:

Solution element	Detail
NICTA Portal	As set out in paragraph 2.1 of Part 3 of this Schedule 2.1
Training material for trader education	Training materials & short courses as described in Parts 4–9 and Annex 4 of this Schedule 2.1
TSS Portal	The TSS Portal with digital inbound and outbound communications as described in paragraph 2.2 of Part 3 of this Schedule 2.1

Solution element	Detail
Contact Centre	The Contact Centre staffed by 3 lines of support as described in paragraph 2.3 of Part 3 of this Schedule 2.1
Tech solution: Case Management System & workflow	Adaptation of the ServiceNow workflow to the Initial Release Trader Journeys and integrate the technical components and the interfaces identified in Annex 7 for the Initial Release Trader Journeys .
Tech solution: Declaration Management Services	Declaration management solution as described in paragraph 2.4 of Part 3 of this Schedule 2.1 will consolidate declaration data from case management & workflow into a common format to apply automation methods & submit them to the Authority or CSPs, who will forward to the Authority.

WORKSTREAMS:

Workstream 1: management and assurance

Implementation tasks:

1. Set up governance and weekly meeting cadence
2. Provide programme reporting on workstream progress
3. Work on solving high-stakes problems
4. Bring Design Authority inputs into decisions via formal meetings and routine work.

Workstream 2: trader journey design

Implementation tasks:

1. Trader journeys
The Initial Release Trader Journeys.
2. Volumes
The volumes which the Trader Journeys are designed to work within are set out in Annex 2.
3. Changes to the Trader Journeys
All Trader Journeys have been identified by the Parties and the associated business requirements have been finalised to the extent they are required to be complied with by the Supplier for the Initial Release Trader Journeys.
Any changes to the Trader Journeys, the Trader Journey Processes or the Trader Support Service Baseline, shall, subject to paragraph 4 and paragraph 5 of Annex 7, be agreed via the Change Control Procedure.

Workstream 3: trader management and education

Implementation tasks

1. Identify Traders, Carrier and Customs Intermediaries who may benefit from the Services
2. Register traders:

The Supplier's actions to identify potential Users is intended to drive Traders, Customs Intermediaries and Carriers to the TSS Portal to complete the Registration Process.

Once registered, the Supplier shall contact those Users via email to offer guidance and training on their customs obligations and changes in business processes at the end of the Transition Period, as described in Part 4 of this Schedule 2.1 and encourage Users to complete the Ready to Trade Process.

The Supplier shall, to the extent described in Part 4 of this Schedule 2.1, follow-up via email to ask if the User requires additional guidance.

The Supplier shall make the:

- (a) TSS Portal ready in accordance with the Milestones to support registrations including digital inbound and outbound communications as described in Part 4 of this Schedule 2.1; and
- (b) Contact Centre ready in accordance with the Milestones and, subject to Annex 2 (Key Metrics and Volumes) with capacity primarily to respond to inbound trader communications and queries, and agents will make outbound communications to chase up registrations and to obtain additional User details to the extent described elsewhere in this Schedule 2.1.

3. Educate traders

The Supplier shall make available a list of online training courses and introductory how-to guides (PDFs/audio/video) to educate Traders involved in GB-NI trade. The training courses and guides shall comprise those set out in Annex 4 to this Schedule 2.1 (Services Description).

Workstream 4: goods movement, clearance and support

Summary of requirements

- Provide the Contact Centre in accordance with this Part 2 of Schedule 2.1; and
 - Recruit and train agents to staff the Contact Centre in accordance with Part 2 and this Part 3 of Schedule 2.1,
- in each case in accordance with the activities described in the Implementation Plan and the Milestones.

Implementation tasks

1. Recruit Contact Centre Agents:
The Supplier shall source Contact Centre Agents for the Contact Centre.
2. Train Contact Centre Agents:
The Supplier shall develop a two-week foundation training course that brings candidates with customs experience up to date with the requirements for the Services, so they are ready to support Users.
3. Stand up Contact Centre
The Supplier (or its Sub-contractor) (as applicable) shall set up the infrastructure and staffing for the Contact Centre as described in paragraph 2.3 of Part 3 of this Schedule 2.1 (Services Description).

The Contact Centre shall be capable of accepting inbound calls to provide guidance on the registration process by the applicable Milestone Dates and outbound calls to the extent expressly set out elsewhere in this Schedule 2.1.

Workstream 5: technology solution

Summary of requirements

- Provide means for Users to interface with the Services and access support via the Contact Centre.
- Provide technology for processing declarations as described in paragraph 2.4 of Part 3 of this Schedule 2.1 (Services Description).

Implementation tasks

1. Build TSS Portal:

The Supplier shall build the TSS Portal using a ServiceNow UK platform from standard ServiceNow modules.

2. Build Case Management System and workflow:

The Supplier shall extend the ServiceNow instance referred to above to include the modules in paragraph 2.2 of Part 3 of this Schedule 2.1. The Supplier shall configure these modules to meet the requirements described in Parts 4 - 9 of this Schedule 2.1 and configure the interfaces as described in Schedule 2.1.

Build and deploy Bulk Upload solution as described in Part 3 of Schedule 2.1

3. Build declaration management service:

The Supplier shall integrate the declarations and customs management systems which submit Declarations to Authority Systems and CSPs, provided by Key Sub-contractors, with the TSS Portal and Case Management System and workflow to the extent described in Part 3 of this Schedule 2.1.

4. Build IT service management:

The Supplier shall extend the ServiceNow instance referred to above to support the IT Service Management (ITSM) capability described in paragraph 2.2 of Part 3 of this Schedule 2.1 to support the Services.

5. Perform functional and non-functional testing on the technology solution:

Testing shall be undertaken as described in Schedule 6.2 (Testing Procedures).

Workstream 6: stakeholder engagement

Implementation tasks:

1. Establish TSS links with industry

The Supplier shall engage with its industry connections to explain the Services as follows:

- Three rounds of seminars with industry trade bodies and associations;

- Distribution of weekly bulletin reports;
- Social media marketing on facebook, linkedin and twitter;
- Agreed Contact Centre campaign of outbound conference calls to large Traders and Hauliers
- Creation of video presentation of the Services;
- Mass emails to Users;
- Targeted communication to small Traders; and
- 1-2-1 seminars with Fast Parcel Operators, and selected supermarkets and major manufacturers.

2. IMPLEMENTATION AFTER 1ST JAN 2021

- 2.1 This Part 2 of Schedule 2.1 shall be amended through the Change Control Procedure in accordance with Paragraph 4 of Part 1 of this Schedule 2.1 as agreed by the Parties from time to time in relation to the Designated Trader Journeys.