PROJECT MANAGEMENT

Professional project management is one of the keys to successful implementation of IT. Creating realistic plans, continuous follow-up and communication with all stakeholders are just a few examples of the skills needed for project managers.

Communication is especially important in the Border Management sector where a lot of stakeholders are involved and need to be identified and communicated with.

VENDORS AND PRODUCTS

From a strategy point of view, IT is not the core business for border agencies. It is becoming less common for border agencies to develop IT-solutions in-house due to the increasing availability of standard solutions supporting different parts of the border management process.

But this puts new requirements on the agencies. Selecting the right vendor or partner for the implementation project is a big challenge, as well as matching the requirements with the "best" product. It requires skills and experiences in procurement and vendor management, as well as having a constant overview of the solutions available to be updated on the latest developments.

WHY KGH BORDER SERVICES?

Modern Border Management will facilitate legitimate trade and ensure safety and security from a multi-agency perspective by increasing coordination, using new processes, modern working methods and adopting latest technology.

KGH Border Services is an independent consulting department within KGH Group, assisting Government agencies with implementation of state-of-the-art Border Management Solutions.

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Information Technology
and Border Management

How to realize the Modern Border Management Solution

BEST PRACTICES, INTERNATIONAL STANDARDS AND THE LATEST TECHNOLOGY

Information is one of the most critical assets for border agencies. For example, information on intelligence, operators, consignments, travellers, risk profiles, controls and audits is important and must be managed properly. Information Technology is a key enabler for an efficient, secure and transparent border management solution.

With proper use of IT, agencies can achieve a highly automated border process which increases the efficiency and transparency while reducing the risk for illegal commodities or persons entering the territory. IT is also one of the most effective weapons against corruption.

using IT to **release the power** *of border management*

BENEFITS

For trade
- Predictability
- Faster and smoother border crossing
- Easier to be compliant

For travellers
- Predictability
- Faster and smoother border crossing
- Confidence in public sector

For government
- Increased public confidence
- Integrated risk assessment
- Increased transparency and integrity
- Efficient use of resources
- Better results and increased revenue

THE CHALLENGES

When implementing IT, a common problem is the exceeding of time and budget while ending up with an IT-solution that does not support the business as expected. There are many reasons for this, but when analyzing the implementation projects, it usually comes down to three factors:

- Unclear and ever changing business requirements
- Technology problems
- Optimistic budget and time plan

PLAN FOR THE FUTURE

First of all, before initiating any implementation project, a clear picture of what the desired future regarding the business and IT should look like must be produced and communicated.

This is a high-level description on how IT will support the business. By defining the future processes, information structure, IT-solutions and the technical infrastructure a better and common understanding of the desired future can be achieved.

On the basis of the future state, it is possible to identify the roadmap needed to get there. For doing this we need to know where we are, the current state.

The analysis of the gap between the future state architecture and the current state will identify a number of actions that are needed to reach the desired future. These actions are often in the form of several implementation projects planned in a logical order to provide the optimal benefits as quickly as possible.

IT MANAGEMENT

Strategies and plans are important, but without execution they will remain as paper products and not deliver any value. For strategy to become reality, proper IT management and governance of IT is required.

IT management and governance ensures that projects and other IT-related activities are following the strategic directions and moves the agency to the desired future-state, while being compliant to agency policies and delivering on time and budget.

BUSINESS FIRST
Information and processes must be defined before IT-solutions are implemented.

SOLUTIONS
Our service is focused on your business, we work with independent partners to provide state-of-the-art solutions for the whole border process.

INTEGRATION
Electronic integration of all stakeholders, including other government agencies and companies, is a major step towards the modernized border management solution.