

GOVERNMENT SERVICES

IT STRATEGY AND ENTERPRISE ARCHITECTURE - GENERAL AUTHORITY OF CUSTOMS



الهيئة العامة للجمارك
General Authority of Customs

Business Objectives

- › Facilitate knowledge transfer to new employees
- › Determine roles of departments and divisions
- › Provide a unified approach to service delivery and compliance to related legislations and policies
- › Effectively reduce investments
- › Follow-up on strategy implementation through a monitoring system that allows following up on plans and respond effectively to obstacles of implementation.
- › Develop a roadmap of the initiatives and information technology projects needed to support business of the General Department of Customs and to determine their importance and priorities to achieve the strategic objectives.

malomatia's Role

- › Build Current Business and IT Architecture
- › Analyze the Current business and IT State
- › Articulate IT Strategy and Future State
- › Develop IT Transition Plan
- › Develop IT Department balanced score card
- › Assess IT employees skills
- › Highlight required development for IT employees

Results Achieved

- › Enterprise Repository including business services, locations, business processes, legislations and policies, organization structure, forms, information model, applications and infrastructure.
- › Detailed Service Catalogue
- › Comprehensive Proc esses Manuals
- › Assessment Report including pain points and recommendations
- › IT Road Map and Balanced Scorecard
- › IT Employees assessment report