



CARIBBEAN NETHERLANDS

System Deployment Best Practices

ASYCUDA System was implemented under rigorous and strict measures in a secured and controlled environment

Situation

The Tax Administration (BCN) relies on the National Shared Services Organization (SSO) to host and support the ICT infrastructure. Any software releases for ASYCUDAWorld must adhere to BCN and SSO policies and procedures. The methodology used by both organizations follows a traditional approach where all stages must be completed in a sequential order:

- Enhancements and new features must be documented and recorded
- ASYCUDA software releases must be packaged and delivered to SSO for deployment
- System and User Acceptance testing procedures are required
- Release is finally deployed to production.

Solution

Coordination among all parties is critical for successful software deployment. Thus, a variety of tools and controls are used to achieve the required level of quality, such as:

- A project tracking software to gather requirements, software specifications, additional supporting documents and minutes of meetings
- The use of GitLab as a collaboration tool and version control system
- Packaging ASYCUDA releases using a standardized structure
- SSO approval after release is deployed to an infrastructure testing environment
- BCN's approval to the release further deployed to a user acceptance testing environment
- BCN consent to deploy the release in the production environment.

Result

This methodological approach is appropriate to BCN's size, staff availability and workload assignments required with the introduction of new releases. As the details of each release are visualized and defined in advance, it greatly reduces the need for hotfix deployments, which normally are necessary when employing other agile methodologies. UNCTAD delivers the packaged releases without any direct interaction or access to the pre-production or production environments. This best practice of clear separation of duties reduces security concerns and withstands future audit scrutiny.

1 Hotfix
to troubleshoot errors compared to at least 2 thanks before quality control procedures and measures implementation



The Caribbean Netherlands is enhancing the link between the collection system and ASYCUDA World to make customs procedures faster and easier. Added interoperability is being pursued as part of the current support agreement.

Partners:



Caribisch Nederland
Belastingdienst

Caribbean Netherlands
Tax Administration



Rijksdienst Caribisch Nederland

Caribbean Netherlands Shared
Service Organization



CARIBBEAN NETHERLANDS

System Deployment Best Practices

Total Number of Customs Offices



6 Computerized



0 Paper-based

Volume of Activity (2019)



4,961

Customs **Manifests**



21,253

Customs **Waybills**



44,228

Import Declarations



1,951

Export Declarations

Exports (2019)

32

Million US\$



Imports (2019)

369

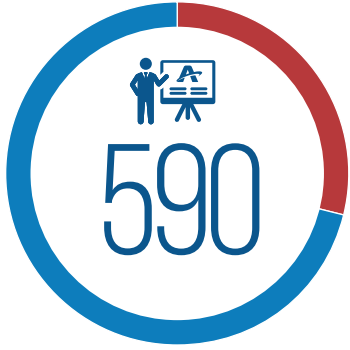
Million US\$

Persons Trained



420

Traders



170

Customs