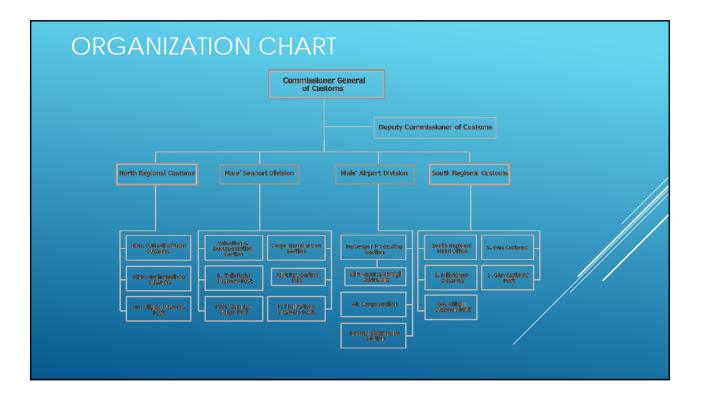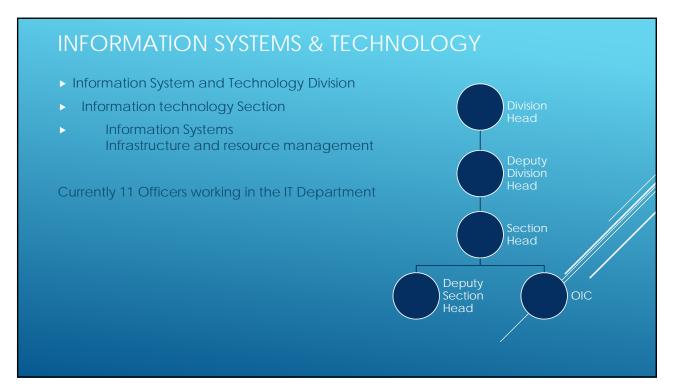# MALDIVES
COUNTRY PRESENTATION
AW MANAGERIAL

Maldives Customs Service

OVERVIEW

- Implementation platform and network structure
- Strategy to maintain and sustain the communication infrastructure for the centralized implementation
- Subsystem within Customs development
- Database structure
- Disaster recovery options
- Status and experience of interfacing/integrating with other government agencies
- Technical problems faces and mitigation measures adopted

ORGANIZATION CHART

INFORMATION SYSTEMS & TECHNOLOGY

- ▸ Information System and Technology Division
- ▸ Information technology Section
- ▸ Information Systems
  Infrastructure and resource management

Currently 11 Officers working in the IT Department

IT ORGANIZATION STRUCTURE

- Information Systems Division

RECURRING COSTS AND FINANCING

- Recurring Costs
  - Communication LINKS
    - Internet
    - Leased Lines
  - Procurement of Network equipment and PCs
  - Software Licenses
- Financing
  - Government Budget
  - Funded Projects (Donor / Government)

RETAINING STAFF

- Staff retention rate is high
- IT staff excluded from general rotation
- Professional Development opportunities

SUPPORT MECHANISM

- ASYCUDA Regional Office supports in technical issues
- Assistance from ASYCUDA user countries

STRATEGY FOR SUSTAINABILITY

- Develop IT professionals capable to support ASYCUDA system
  - ASYCUDA technical and functional expertise
  - Networking and System Administration
  - Software Development
  - System Security
- Training of ASYCUDA users (Customs / Brokers / Traders)
- Networking with other stakeholders

TECHNOLOGY TRANSFER AND INTERNALIZATION

- Change management
- High level commitment and involvement
- Information sessions and training for staff
- Seminars for stakeholders

THANK YOU