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PACER Plus ePhyto Capability Building Project

Webinar - SPS & TBT Committee Members and Regional Partners

Thursday 15th June 2023

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Duration

August 2022 to June 2023

Participants

Cook Islands, Kiribati, Niue, Samoa, Solomon Islands, Tonga, Tuvalu and Vanuatu

Pending — Nauru

Objective

To build the capacity of PACER Plus countries to support the effective implementation of ePhyto through the Generic ePhyto National System (GeNS).

This aligns with the current Pacific Plant Protection Organisation (PPPO)/Secretary of the Pacific Community (SPC) project to implement GeNS across the Pacific.

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Scope – includes

1. Training and assessment package

Development of simplified, targeted training materials for plant quarantine staff and plant product exporters. These will be used for face-to-face workshops and training, with a strong emphasis on ‘training the trainer’ and biosecurity agencies adopting this training as standard practice.

2. Benefits analysis

Design and develop a structured process to define intended benefits and the measurement of progress in this project. A crucial output on this project will be to measure the benefits and level of implementation of ePhyto across PACER Plus countries.



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Scope – includes

3. Change management

Development of a change management toolkit to support efficient and successful implementation of GeNS in PACER Plus countries. This will include

- Needs analysis
- Testing phase
- Stakeholder engagement and communications
- Implementation
- Sustainability

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Method of Approach

Phase one – development and country preparation (August–December)

The first phase concentrates on the development of a clear understanding of each country's preparedness status and capacity needs and the various project packages that will support a consistent, effective, and timely implementation.

Phase two – country implementation and sustainability (January–June)

The second phase will commence with a reassessment of country feedback on the respective packages, as the projects focuses on implementation and sustainability. Refinements will be made to documented packages and individual country project plans prior to the drafting of country implementation and sustainability plans.

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Assessment of countries specific needs

The PPPO developed a **Readiness Assessment** to provide countries, interested in utilising GeNS, details of the development issues they will need to address prior to being able to successfully implement ePhyto.

Topic	Issues considered
Governance	Identify key personnel responsible for ePhyto implementation and what information is required to support the project
Operations	Does the NPPO have Standard Operating Procedures for import and export procedures? Does the NPPO support the storage of GeNS data by the UNICC?
Legislation	Confirming that the NPPO has legislation to support the issuance and receipt of IPPC compliant phytosanitary certificates. To identify if the NPPO legislation mandates only paper phytosanitary certificates.
Infrastructure	Assessing adequacy of electricity, internet and IT infrastructure to support implementation — and any additional capacity required
Capacity	To identify any barriers to ePhyto operations and any areas of capacity development needs (including financial)
Implementation	Is there sufficient executive and industry support for ePhyto implementation? Does the NPPO have sufficient resource (staffing, financial) to implement?
Sustainability	Does the NPPO have a mechanism (eg. Cost recovery) to sustain the on-going utilisation of GeNS?

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Assessment of countries specific needs

Country	Governance	Operations	Legislation	Infrastructure	Capacity	Implementation	Sustainability
Cook Islands	- Benefits	- Data storage		- Hardware upgrade	- Training - Funding	- Policy - Financial	- Cost recovery
Kiribati	- Objectives and benefits	- Data access		- IT staff - Separate internet connection	- Training	- Resources and support available	- Resources for sustainability
Niue	- Benefits - Security	- Data access		- Hardware upgrade	- Staffing - Training	- Staffing	- Legislation - SOPs
Solomon Islands		- Data access		- reliable internet	- Training - Funding	- ICTU support from Govt	- Cost recovery
Tonga		- Data storage		- backup internet option	- Training - Budget	- Policy	- Planning - Budget
Tuvalu	- Benefits, draw backs, no of countries	- Data storage		- internet upgrade	- Training	- Nil capacity to contribute funds	- Policy - Awareness
Vanuatu		- Data access		- Hardware	- Training	- Policy - Resources	- Budget can be provided

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Assessment of countries specific needs – country comments

Country	Key comments
Cook Islands	<p>Governance - to support decision making <i>“Conduct benefits analysis of GeNS during the initial stage and after implementation.”</i></p> <p>Capacity development <i>“Technical assistance associated with E-certification and the key tools in implementing and managing ePhyto”</i></p> <p>Sustainability <i>“In the initial stage of the programme to consider cost recovery plan to sustain its operation.”</i></p>
Kiribati	<p>Governance - to support decision making <i>“Information on GeNS including its objectives & advantages including its benefit to Kiribati”</i></p> <p>IT infrastructure <i>“IT personnel recruited for the division, internet speed and data would be adequate to support the system when established. A separate data would be preferable for e-phyto system if speed would be an issue, availability of buildings but needs renovation and upgrading, Office equipment and computers will be needed”</i></p> <p>Capacity development <i>“IT training on installation of GeNS, Biosecurity staff training on using the e-phytosanitary system”</i></p>
Niue	<p>Governance – to support decision making <i>“The importance of GeNs, its safe operating mechanisms(hack proof) and internet usage and speed”</i></p> <p>Capacity development <i>“Staff dedicated to GeNs and IT personnel to look after the system. Staff training on IT and GeNs”</i></p>

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Assessment of countries specific needs – country comments

Country	Key comments
Solomon Islands	<p>Infrastructure development <i>“Solomon Islands have adequate IT infrastructure. But need financial support to establish systems. Port expansion in Honiara, Noro and Munda. Needs furniture, office space and logistics and facilities”</i></p> <p>Capacity development <i>“Assist with capacity development on, computer training to implement GeNS. Cost of equipment, cost to hire trainers or consultant, cost of venue”</i></p> <p>Implementation <i>“we can use ICTU support from the Government. Solomon Islands government needs to support this to fully implement the legislation and facilitate trade better. Solomon Islands can support some infrastructure, equipment and training of staff and other IT support”</i></p>
Tonga	<p>Legislation (to allow electronic submissions from clients) <i>“Unclear as no electronic is mentioned. However, we allow the Official Biosecurity contacts for sending and receiving verified copies of the original especially during COVID-19 pandemic”</i></p> <p>IT infrastructure <i>“we currently have fiber-optic internet but we need a satellite connection as a backup. 4 computers (required to operate ePhyto)”</i></p> <p>Capacity development <i>“EPHYTO training & Computers. Financial year budget is limited”</i></p>

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Assessment of countries specific needs – country comments

Country	Key comments
Tuvalu	IT infrastructure <i>“According to one of the IT officers, who is also responsible for IT infrastructure in the server room, their available infrastructure meanwhile is enough to accommodate this movement to ePhyto.”</i>
Vanuatu	IT infrastructure <i>“We may require financial support for new computers and storage server for internal archive. We may require 6 computers purposely to operate the ePhyto</i> Capacity development <i>“Training on the implementation of GeNS</i> Sustainability <i>“Budget allocation for maintenance can be provided for sustainability.”</i>

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Assessment of countries specific needs – summary

Governance	Operations	Legislation	Infrastructure	Capacity	Implementation	Sustainability
<ul style="list-style-type: none"> - Objective and Benefits - Security 	<ul style="list-style-type: none"> - Data storage - Data access 		<ul style="list-style-type: none"> - Hardware upgrade - Internet upgrade 	<ul style="list-style-type: none"> - Training - Staffing - Funding 	<ul style="list-style-type: none"> - Policy - Financial 	<ul style="list-style-type: none"> - Cost recovery (resources for sustainability) - SOPs - Policy - Awareness

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Status of ePhyto in PACER Plus Countries – as at August 2022

Country	Readiness Assessment	On-boarding document	Testing	Training	Production	Exporters	Paperless
Samoa							
Cook Islands							
Tonga							
Tuvalu							
Solomon Islands							
Kiribati							
Niue							
Vanuatu							

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Status of ePhyto in PACER Plus Countries – as at May 2023

Country	Readiness Assessment	On-boarding document	Testing	Training	Production	Exporters	Paperless
Samoa			✓	✓		✓	
Cook Islands			✓	✓	✓	✓	
Tonga			✓	✓	✓	✓	
Tuvalu			✓	✓	✓		
Solomon Islands			✓	✓	✓	✓	
Kiribati			✓	✓	✓		
Niue		✓	✓	✓	✓		
Vanuatu		Pending	Pending				

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Phase one – development and country preparation

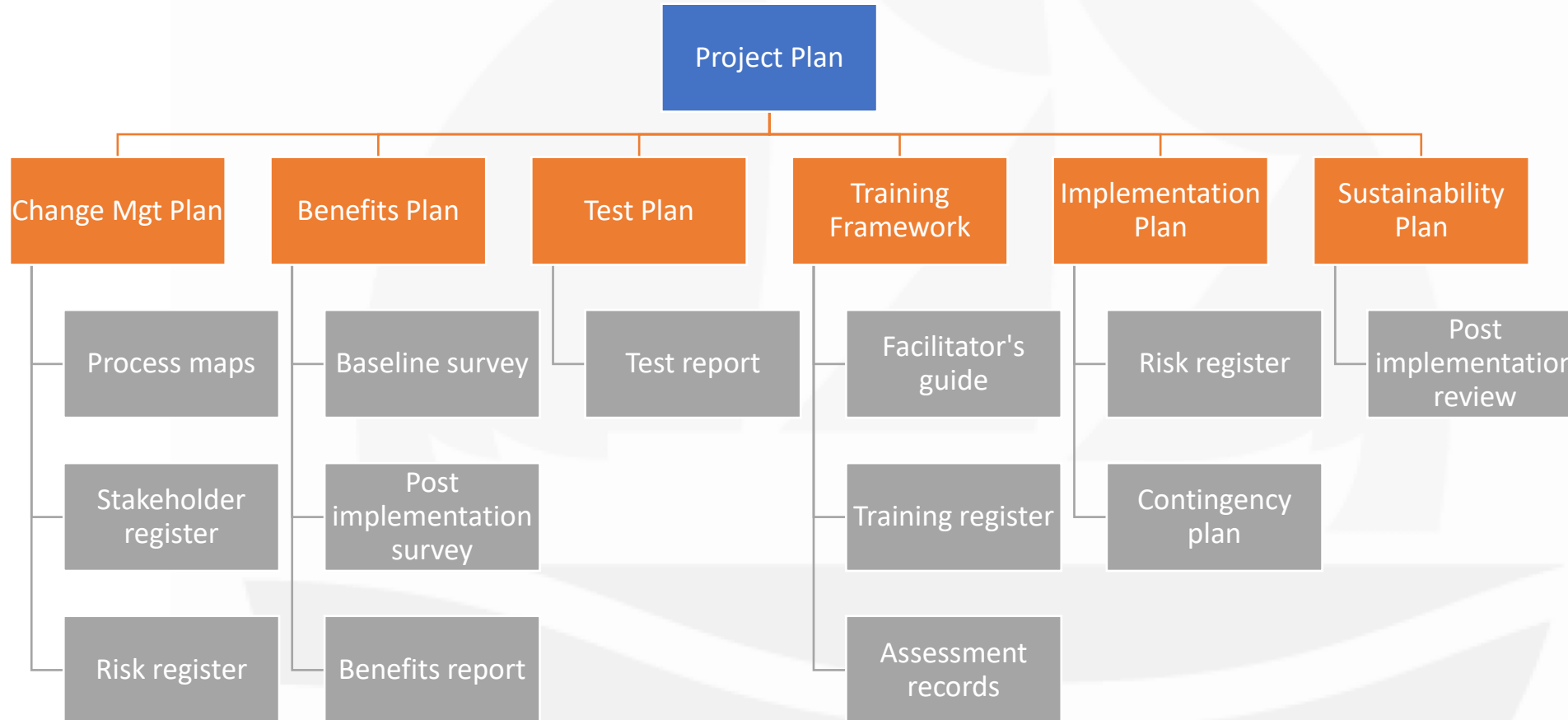
Project stages	Products (inc but not limited to)	
Planning/preparation	Readiness assessment	Country project plan
	On-boarding	Change assessment
Benefit analysis — baseline	Baseline survey	
Testing	Testing plan	
Training	Training framework	Facilitator’s Guide
	Training modules	Assessment records
Implementation	Change management	Implementation checklist
	Country project plan	
Benefit analysis — post implementation	Post implementation survey	
	Benefits analysis report	
Sustainability	Sustainability plan	

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Phase one – development and country preparation



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Phase one – development and country preparation

Planning

- **Governance**
- **Roles and responsibilities**
- **Stakeholder engagement**
- **Training**

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*Phase one –
development and
country preparation*

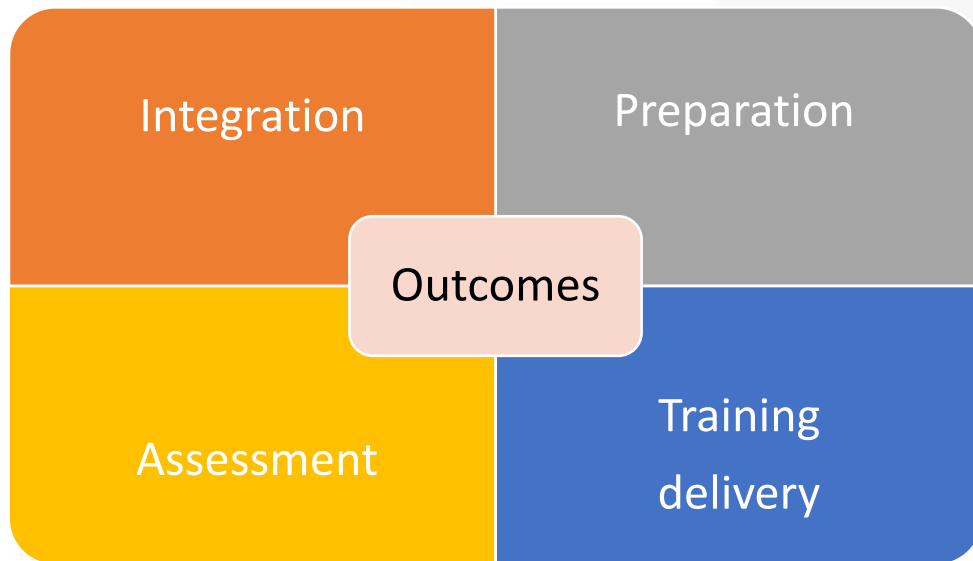
**Key project
performance
indicators for
countries**

Training	Number of staff to be trained	Dates of scheduled training sessions	Number of staff trained	Due date for training completion
Testing	Number of staff to conduct testing	Dates of testing with Pacific trading partners	Number of test ePhytos exchanged	Due date for testing completion
Stakeholder engagement	Number of stakeholders	Scheduled stakeholder engagement sessions	Number of stakeholders engaged	Due date for completion of engagement
Benefits analysis	Numbers of staff exporters to complete surveys	Dates for survey completion	Number of completed surveys	Due dates for survey completion

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Phase one – development and country preparation

Training framework



1. **Preparation** – the training officer must ensure that the correct environments and supporting materials are available for NPPOs officer to receive effective training
2. **Training delivery** – the training officer delivers training in modules to the different user groups
3. **Assessment** – the GeNS users are assessed against competency standards that include the knowledge and skills required for effective use
4. **Integration** – with existing NPPO training packages to ensure that GeNS training becomes part of the on-going plant quarantine business in each PACER Plus country

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Designate a trainer

- the training officer will need to facilitate and deliver the training and assessments

Needs analysis

- considers the knowledge, skill and behaviours that people need and how to develop them effectively

Training register

- the NPPO training officer should establish a training register to keep track of the training and assessment progress of all identified NPPO users

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Training modules and competencies

Module	User group	Competency
Export certification	NPPO Assistant	Create a draft certificate
		Create a copy certificate
	Company user	Delete a draft request
		Submit for inspection and issuance
		Request a certificate withdrawal
		Request a certificate replacement
Import certification	NPPO Assistant	Import certificates
		Country response (to export country) *
Certification administration	NPPO Assistant	View and search certificates
		Add and edit exporters
		Delete an exporter
		Add and edit a consignee
		Delete a consignee
Re-export certification	NPPO Assistant	Create a certificate for re-export

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Training modules and competencies

Module	User group	Competency
Export inspections	NPPO Inspector	Review a certificate
		Conduct inspection and submit for issuance
		Change a request
		Reject a request
		Send a certificate back to “pending inspection”
		View and search certificates
Re-export inspection	NPPO Inspector	Conduct inspection and submit for issuance
Import inspections	NPPO Import Inspector	Import certificates
		Country response (to export country) *

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Training modules and competencies

Module	User group	Competency
Certificate issuance	NPPO Officer	Issue a certificate
		Reject a certificate
		Certificate withdrawal
		Certificate replacement
Import certification	NPPO Officer	Import certificates
		Country response (to export country) *
Certificate admin	NPPO Officer	View and search certificates
		Print an official certificate
User admin	All	Change password, email notifications and set your “primary office”

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Phase one – development and country preparation

Change management plan

provides a structured approach to analysing factors that will impact on the successful implementation of GeNS in each PACER Plus country. The key elements are

- **Vision** — to provide a case for change to engender support
- **Benefits** — realised for both industry and government
- **Needs analysis** — resources to support implementation and sustainability
- **Stakeholder engagement** - facilitate communication and manage resistance

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Phase one – development and country preparation

Change management plan – needs analysis

- **IT operations**
- **Service delivery**
- **Policy**
- **Legislation**
- **Resources**
- **Financial**
- **Clients/stakeholders**
- **Trading partners**

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Phase two – country implementation and sustainability

Implementation plan – ready to 'go live'

- **NPPO Admin – GeNS set up**
- **Communicate changes in service delivery**
- **Policy & procedural documents**
- **Staff training – complete**
- **Resources**
- **Financial changes**
- **Communicate to clients/stakeholders and trading partners**

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Phase two – country implementation and sustainability

Sustainability plan – move to the BAU phase

- **benefits realisation**
- **resource requirements**
- **forward budget estimates**
- **post implementation review**
- **on-going staff and exporter training plan**
- **integrated staff operating procedures**

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Key deliverables

Date	Country	Deliverable
September 2022	Tonga	First delivery of training and stakeholder engagement
October	Solomon Islands	First training sessions and stakeholder engagement
November	Kiribati	
	Niue	
	Tonga	Production version 'goes live' and starts exchanging ePhytos
December	Samoa	On-boarding and training of exporters
	Cook Islands	On-boarding and training of exporters

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Key deliverables

Date	Country	Deliverable
January 2023	Kiribati	Production version 'goes live' and starts exchanging ePhytos
February	Tonga	- On-boarding and training of exporters - Refresher training to prepare to use production
	Tuvalu	Training of staff and stakeholder engagement
March	Solomon Islands	- On-boarding and training of exporters - Refresher training to prepare to use production - Production version 'goes live' and starts exchanging ePhytos
		Tuvalu
May	Vanuatu	Collaboration with Vanuatu Single Window to build in ePhyto
	Niue	Production version 'goes live' and starts exchanging ePhytos

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Key deliverables

Country	Dates	Staff trained	Test ePhytos	Country replies	Exporters trained	Stakeholders engaged
Tonga	September 2022	11	165	-	-	13
Solomon Islands	October 2022	18	112	-	-	3
Kiribati	November 2022	11	46	-	-	45
Niue	November 2022	3	49	-	-	7
Samoa	December 2022	12	30	26	8	8
Cook Islands	December 2022	7	26	10	3	8
Phase 1 total		62	428	36	11	84
Tonga	February 2023	11	146	17	9	9
Tuvalu	February 2023	7	57	40	-	6
Solomon Islands	March 2023	7	106	32	16	16
Vanuatu	May 2023	-	-	-	-	17
Phase 2 total		25	309	89	25	48
Total		87	737	125	36	132

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Final report – key recommendations

1. Direct project scope

- Complete uptake and usage by all biosecurity staff and exporters in each country – including non-commercial ePhytos
- Measure realised benefits
- Roll out of new GeNS functionality to all users
- Develop role description and funding requirements for regional advisor on GeNS technical matters and master trainer
- IT resource deployment

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Final report – key recommendations

2. 2023 regional ePhyto workshop
3. Paperless trade
4. Collaboration with customs
5. Pre-arrival risk assessment
6. Non-commercial goods
7. Communications
8. National Trade Portals
9. Regional Technical Advisor
10. Regional Master Trainer
11. Centralised Portal
12. GeNS enhancements
13. GeNS operating model
14. Performance measurement
15. Post Implementation Review

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Final report – key recommendations

16. Regional solutions to country issues

- Pest surveys
- Commodity risk assessments and Pathway management
- Treatments

Regional approach to

- Testing of routine and co-design of future enhancements
- NPPO administration
- Cost recovery
- Shared training

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2023/24 – project priorities

- **Non-commercial ePhytos**
- **Importing country response message**
- **Billing function**
- **Improved reporting**
- **Export pathway registrations**
- **Export/import assurance**
- **Best practise guidelines**
- **Paperless trade**

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Available ePhyto resources

The IPPC has developed a number of products to assist countries with implementation of ePhyto featuring some specific resources for GeNS. These products

- [IPPC Guide to Implementing the GeNS](#)
- [Implementation Check list](#)
- [On-boarding document](#)
- [ePhyto GeNS Implementation Framework](#)

The UNICC, in partnership with the IPPC, developed a series of eLearning modules for the different user roles in GeNS. These user roles, with linked eLearning modules, are

- [GeNS for NPPO Assistants](#)
- [GeNS for NPPO Officers and NPPO Inspectors](#)
- [GeNS for NPPO Administrators](#)
- [GeNS for Company Users and Company Administrators](#)



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