

## EPHYTO IMPLEMENTATION CASE STORY

### QUESTIONNAIRE

<b>Country</b>	Uzbekistan
<b>NPPO</b>	“Uzstatequarantine”
<b>Contact Person</b>	Muslim Khalilov
<b>Designation</b>	Chief of export development division
<b>Date</b>	16 March 2021

### TYPE OF IMPLEMENTATION

<p><b>Please indicate if you have implemented ePhyto through:</b></p> <ul style="list-style-type: none"> <li>- Your own National System</li> <li style="text-align: center;"><u>or</u></li> <li>- The IPPC Generic ePhyto National System (GeNS)</li> </ul>
Our own National System
<p><b>Briefly describe your ePhyto implementation setup (maximum 150 words)</b></p>
The implementation of the ePhyto system took about a month and was carried out in collaboration with the IPPC ePhyto team via email and video conferencing. Fortunately, we have established our national system, the Automated Informative System E-phyto.uz.
<p><b>Please also indicate briefly (maximum 150 words) the main reasons for your choice of implementation model (i.e. GeNS or National System)</b></p>
Throughout 2020, our team has implemented the project of the Automated Informative System Ephyto.uz and began to introduce it into the national system for monitoring, inspection, issuing an internal and external phytosanitary certificate (FSS) and import quarantine permit (IQR). For this reason, we wanted to integrate the national system into the international ePhyto system of the IPPC.

**BASIC ePHYTO STATISTICS FOR YOUR COUNTRY**

<b>How many ePhytos do you transmit and receive per month through the IPPC ePhyto Hub (average over the past 3 months)?</b>
- Export = 4000 - Re-Export = None - Import = 10 (for testing only)
<b>What main countries are you exchanging ePhytos with?</b>
Korea, US, Italy, Germany, Russia and others...
<b>Are there new countries to and from which you are now trading as a result of implementing ePhyto?</b>
No

**PROJECT DESIGN AND MANAGEMENT**

<b>How did you organise the implementation of ePhyto in your country? Was a project team or steering group established to guide the project?</b>
No, this project was handled by the Department of Innovation and Digitalization and Export development Division
<b>If yes, who participated in the team – what agencies and at what level (we do not need to know the specific names of the team members)?</b>
The team was from the aforementioned management
<b>How were the key Stakeholders identified?</b>
It was not determined in any way, since the Department of Innovation and Digitalization and Export development Division is interested in establishing this system
<b>What process did you have for consulting with these key stakeholders?</b>
See above
<b>Were the stakeholders engaged in the design of the ePhyto service?</b>
No
<b>What process did you undertake to get buy-in from senior management in your NPPO?</b>
Provided management with the reasons and benefits of integrating into the system
<b>Did you do a Business Process Analysis (BPA) of the existing paper processes before designing and implementing the ePhyto service (including a cost comparison)?</b>
Yes
<b>If yes, did you use this to develop the new procedures?</b>
Yes

<b>Was any other research undertaken?</b>
Yes, we have investigated the processes for the implementation of laboratory data for the export and import of plant quarantine products and weather stations for production areas
<b>Was there a pilot project? If yes, please describe (e.g. what countries and or products were chosen)?</b>
No
<b>How long did it take from the initial discussions on ePhyto in your country to the first exchange of Production ePhytos through the Hub?</b>
3 months
<b>Did implementing ePhyto take more or less time than you expected?</b>
We expected more time, but it turned out that there are no difficulties in integrating the system
<b>What was your biggest challenge to overcome in implementing ePhyto in your country?</b>
None of it

## STAKEHOLDER ENGAGEMENT, CHANGE MANAGEMENT

<b>Was there resistance from any specific sectors or agencies in establishing the service? If so, how was this handled?</b>
No
<b>Was a specific Change Management programme implemented? If so, please describe.</b>
No
<b>What kind of training was provided for users?</b>
No
<b>Do you provide any helpdesk or customer service?</b>
Yes

## COMMUNICATIONS

<b>How were the stakeholders kept informed about the ePhyto implementation progress?</b>
Through email
<b>How did you promote ePhyto to the business community, other stakeholders?</b>
Not promoted yet

## MONITORING AND EVALUATION

**How did you monitor and evaluate progress in implementing ePhyto and in achieving the project objectives? What Key Performance Indicators (KPIs) did you use?**

There was no such process, we just worked on implementation. No KPIs

## BENEFITS OBTAINED

**What are the main benefits generated by the introduction of ePhyto?**

(1) **For your NPPO**

- We receive information in advance about goods going to the Republic of Uzbekistan and on the basis of this data, we effectively use resources at border points, airports, railway stations.

(2) **For Companies**

- Reduced queues at the border

(3) **Others? N/A**

**What problems did it solve?**

Accumulation at points of reception of goods

**Is it possible to put a dollar value on the benefits achieved?**

No

## COSTS AND SUSTAINABILITY

**How much did it cost to establish ePhyto in your country?**

Free

**What were the main costs areas?**

None

**What are the ongoing operational costs (annual)?**

None

**Are there any additional user fees for ePhyto?**

None

**If yes, Do the revenues generated cover operational costs?**

N/A

**Are the revenues (if any) reinvested in the facility?**

N/A

**How will the facility/service be sustained over the coming years?**

N/A
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**FUNDING SOURCE(S)**

<b>How was the implementation of ePhyto funded?</b>
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None
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<b>Did you receive Donor Support? If so, please describe.</b>
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None
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**CAPACITY BUILDING AND TECHNICAL ASSISTANCE**

<b>Describe any capacity building or technical assistance you received, including the source:</b>
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(1) to conceptualise and design your country's approach to ePhyto
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None
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(2) to actually implement ePhyto
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None
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**LEGISLATION CHANGES REQUIRED**

<b>Were any specific legislation changes necessary?</b>
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None
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<b>If so, what was the process and how long did this take?</b>
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None
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<b>How is the privacy of information protected?</b>
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None
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**TECHNOLOGY**

<b>What were the additional hardware or software or Internet facilities required to introduce ePhyto in your NPPO?</b>
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We implemented integration gateway and integrated ePhyto with our national system, no extra hardware were required for that.
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**SUCCESS FACTORS AND LESSONS LEARNED**

<b>What are the main lessons learned from implementing this service?</b>
Very comfortably
<b>What were the crucial success factors?</b>
None
<b>What were the greatest obstacles?</b>
None
<b>What are the biggest obstacles to further development of the Facility/service?</b>
None
<b>Are you or other colleagues available to be resources to other countries implementing ePhyto?</b>
Yes

**CONTACT DETAILS FOR FURTHER INFORMATION**

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