EPHYTO IMPLEMENTATION CASE STORY

QUESTIONNAIRE

Country	Costa Rica
NPPO	Servicio Fitosanitario del Estado
Contact Person	Gina Monterverde
Designation	Chief of Phytosanitary Certification Department
Date	22 October 2021

TYPE OF IMPLEMENTATION

Please indicate if you have implemented ePhyto through:
- National System
Briefly describe your ePhyto implementation setup (maximum 150 words)
The implementation is through the Single Window system of Costa Rica, transmitted to the e-Phyto Hub
Please also indicate briefly (maximum 150 words) the main reasons for your choice of implementation model (i.e. GeNS or National System)
In Costa Rica, the Single Window system (VUCE 2.0), was already working for the creation of the Phytosanitary Certificate, it was only needed adjust the Data Model to be harmonized with the e-phyto and to send the XML to the HUB

BASIC ePHYTO STATISTICS FOR YOUR COUNTRY

How many ePhytos do you transmit and receive per month through the IPPC ePhyto Hub (average over the past 3 months)?
- Export = 4358
- Re-Export = N/A
- Import = 372
What main countries are you exchanging ePhytos with via the IPPC ePhyto Hub?
1- USA   2- Argentina   3- Chile

Are there new countries to and from which you are now trading as a result of implementing ePhyto?

1- European Union

PROJECT DESIGN AND MANAGEMENT

How did you organise the implementation of ePhyto in your country? Was a project team or steering group established to guide the project?
It was an specific group working in the project
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)?
1- Servicio Fitosanitario del Estado 2- Costa Rica Single Window
How were the key Stakeholders identified?
The NPPO for Costa Rica was a necessity, and the Single Window of Costa Rica because it already was the owner of the system to create the certificates
What process did you have for consulting with these key stakeholders?
Many conversations and registration in the e-Phyto HUB to gather information
Were the stakeholders engaged in the design of the ePhyto service?
Yes, both the Servicio Fitosanitario del Estado, and Costa Rica Single Window were active participant in the process with their respective IT teams
What process did you undertake to get buy-in from senior management in your NPPO?
With a simple conversation between the chief Gina Monteverde with the director Fernando Araya after sessions of e-Phyto in Argentina 2018.
Did you do a Business Process Analysis (BPA) of the existing paper processes before designing and implementing the ePhyto service (including a cost comparison)?
No
If yes, did you use this to develop the new procedures?
N/A
Was any other research undertaken?
No
Was there a pilot project? If yes, please describe (e.g. what countries and or products were chosen)?
Yes, there were several test with Argentina, Chile, Mexico and the USA
How long did it take from the initial discussions on ePhyto in your country to the first exchange of Production ePhytos through the Hub?
16 months

Did implementing ePhyto take more or less time than you expected?
More time, but not because of e-phyto itself. It was more because of other priorities of the Single Window

What was your biggest challenge to overcome in implementing ePhyto in your country?
Giving the necessary priority internally in the single window (considering there was another implementations in process)

STAKEHOLDER ENGAGEMENT, CHANGE MANAGEMENT

Was there resistance from any specific sectors or agencies in establishing the service? If so, how was this handled?
No, generally all the stakeholders were expecting the implementation

Was a specific Change Management programme implemented? If so, please describe.
No, the system was constructed in a way that the user don't have the necessity to do any extra steps.

What kind of training was provided for users?
The only formal training was for the inspector of the Servicio Fitosanitario del Estado, to the external user there wasn't any training necessary because the current process was the same

Do you provide any helpdesk or customer service?
No, it's not necessary but we manage a contingent plan for each country we are transmitting

COMMUNICATIONS

How were the stakeholders kept informed about the ePhyto implementation progress?
Between the internal users we used calls, email, meeting. These resources were also used for the countries implementation

How did you promote ePhyto to the business community, other stakeholders?
Through official communicates from the Servicio Fitosanitario del Estado

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?
Different transmission for test certificates and constant communication with the countries for results. Also sprints for IT implementation

BENEFITS OBTAINED

What are the main benefits generated by the introduction of ePhyto?
(1)   **For your NPPO**
-      The is no possibility for falsification or alteration of the Certificates
-      The speed of the transmission of data
-      The are no lost certificates or damaged of the documentation
-      The corrections for the certificates are easier and faster
(2)   **For Companies**
-      The speed of the transmission of data
-      The are no lost certificates or damaged of the documentation
-      The corrections for the certificates are easier and faster
-      Reduction in costs of the impression and shipping of the documentation
(3)   **Others?**
-      N/A

What problems did it solve?
The is no possibility for falsification or alteration of the Certificates
The are no lost certificates or damaged of the documentation

Is it possible to put a dollar value on the benefits achieved?
The benefit varies from user to user. But there is definitely a reduction of costs

COSTS AND SUSTAINABILITY

How much did it cost to establish ePhyto in your country?
$29850 USD

What were the main costs areas?
IT development

What are the ongoing operational costs (annual)?
Specifically for e-phyto none, it is included as part of the general maintenance of the Single Window system which covers several processes (around 161 total)

Do you charge for issuing a Phytosanitary Certificate? If yes, what is the charge per certificate?
Yes, 6,58 USD

Are there any additional user fees for ePhyto?
No

If yes, Do the revenues generated cover operational costs?
N/A

Are the revenues (if any) reinvested in the facility?
No

How will the facility/service be sustained over the coming years?
Through both Servicios Sanitario del Estado and Costa Rica Single Window investment

FUNDING SOURCE(S)

How was the implementation of ePhyto funded?
With initial resources of Costa Rica Single Window

Did you receive Donor Support? If so, please describe.
No

CAPACITY BUILDING AND TECHNICAL ASSISTANCE

Describe any capacity building or technical assistance you received, including the source:
(1)   **to conceptualise and design your country's approach to ePhyto**
All the assistance was because of the personal support of previous interactions between NPPOs of the countries that collaborated in the process (USA, Chile, Argentina and Mexico)
(2)   **to actually implement ePhyto**
Same answers that previous question

LEGISLATION CHANGES REQUIRED

Were any specific legislation changes necessary?
No
If so, what was the process and how long did this take?
N/A
How is the privacy of information protected?
Its protected in the servers of the Single Window and only shared to the Servicio Fitosanitario del Estado key contacts.

TECHNOLOGY

What were the additional hardware or software or Internet facilities required to introduce ePhyto in your NPPO?
Making the mapping process and adapt the XML structure to the harmonized data model for the single window. Also the need for an implementation software for a security certificated specially with the EU.

SUCCESS FACTORS AND LESSONS LEARNED

What are the main lessons learned from implementing this service?
The main factor was that is was possible to do the implementation. At first it was an objective to do the implantation, after COVID-19 it was a necessity to do the implementation.

What were the crucial success factors?
The working team for both agencies Servicio Fitosanitario del Estado and Costa Rica Single Window.

What were the greatest obstacles?
Prioritization of the e-phyto with the rest of the implementations of the Single Window

What are the biggest obstacles to further development of the Facility/service?
Connection with the rest of the countries that are also using the e-phyto

Are you or other colleagues available to be resources to other countries implementing ePhyto?
Yes

CONTACT DETAILS FOR FURTHER INFORMATION

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