



Department
for Business
Innovation & Skills

A New Import & Export Licensing Service

Overview

26th November 2015



The Business

- BIS are responsible for the control and licensing of strategic goods for export under the Export Control Act (2002).
- Import and Export licensing and associated security clearance processes are a vital element of the Government's counter-proliferation and international security strategy – and one that is growing in importance given the growth of international trade
- Transactionally c.30,000 import/export licenses are issued annually.
- The value of export licences handled is about £47 million per day or about £12 billion per year (calendar year 2014 data).



Current IT Service (1)

- The current SPIRE IT service provides a paperless, web based e-business environment which enables applications for strategic export licenses to be made on-line.
- SPIRE also provides a platform for MOD licenses (F680 and gifting) and import licenses through ICMS.
- These are reviewed electronically by BIS and other relevant bodies such as FCO, MOD, DECC, CESG and DfId
- Electronic licences are issued with details automatically provided to HMRC for enforcement and monitoring purposes at UK ports.



Current IT Service (2)

- SPIRE was developed in 2006/2007 and launched on schedule and within budget
- However, although a world leader, SPIRE did not do much more than digitise the previous paper-based business processes
- It has been continually extended and expanded to incorporate legislative changes, additional functionality and data
- We have now reached the stage where SPIRE is becoming outdated; there are new technologies and ways of working that would make using SPIRE easier and faster to use
- We plan, therefore, to replace SPIRE



Our Vision

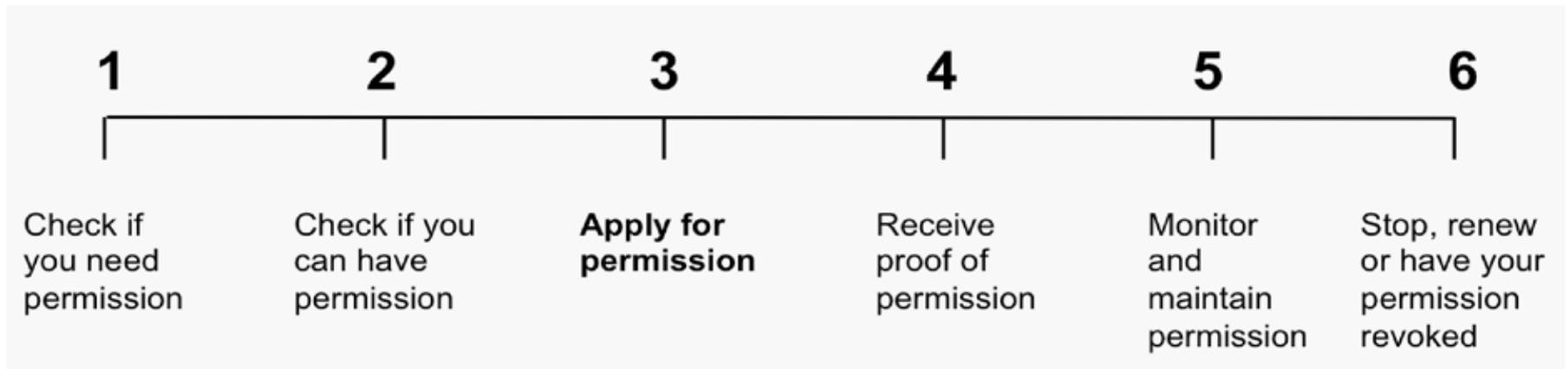
for the new Import and Export Licensing Service

‘To create a cost effective and efficient business process for both government and industry for the import and export licensing of controlled goods, enhancing UK trade, digitally transforming the current service and providing scope for a common cross-government platform for licensing and their associated security processes.’

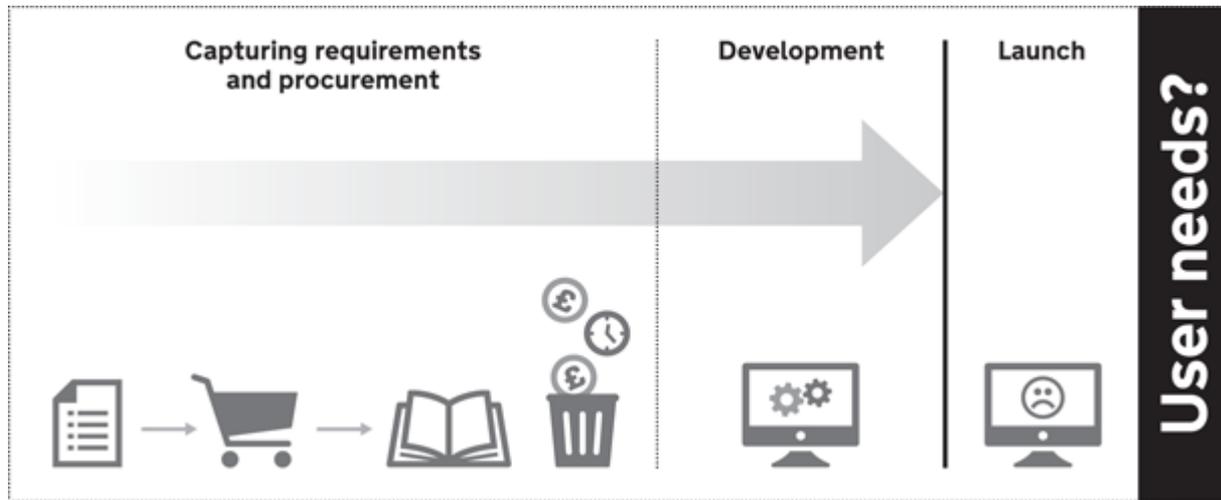


1 Government @ the Border

- Throughout government there are a number of permissions and licences required, the high level user journey is below.
- A large proportion of the 60 or more permissions have to be applied for through a manual application process at present.
- The new BIS led Import/Export Licensing service will be the exemplar for licensing and permissions for 1G@B and will then develop to provide an automated cross government licensing platform.

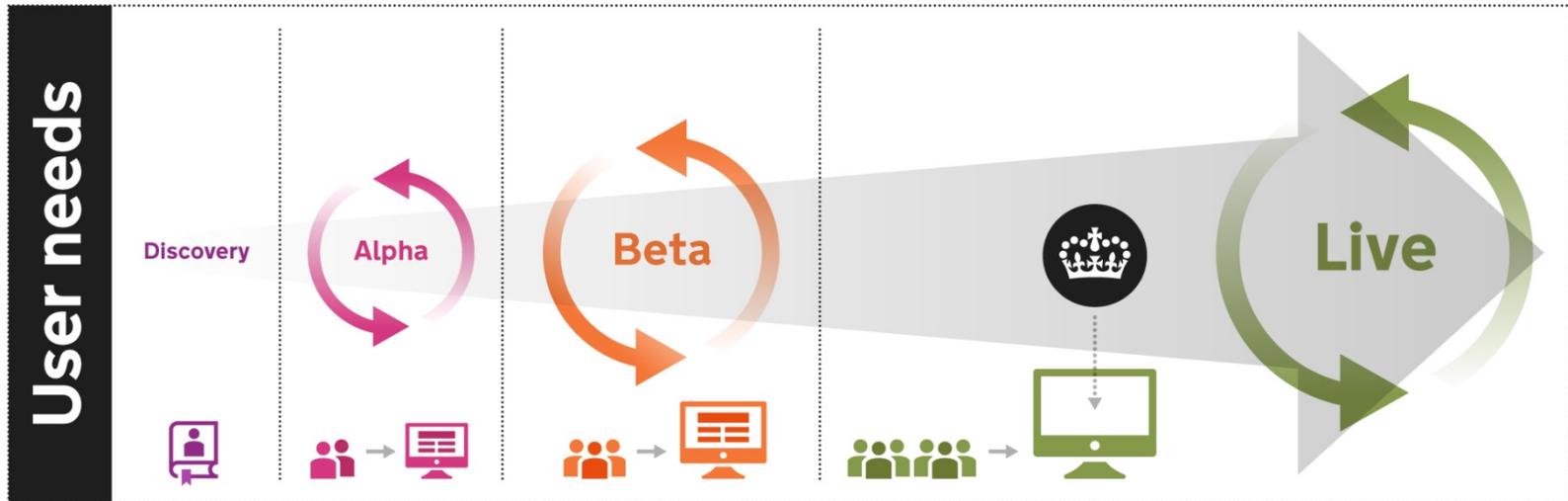


How Government used to develop services



- In this way of working, users are seldom – if ever – consulted about the service they'll be using.
- The first time the public might see a service is when it goes live, by which time it's too late to make any changes when it turns out to be unfit for purpose.

A new way of doing things



- This means building and testing in small chunks, working quickly to deliver improvements to a service.
- Teams will work out how to best meet the needs of users, releasing code regularly and working in an agile way.
- This new approach allows closer working between policy and delivery teams and as a result, the development of more responsive policy, two aims of the Civil Service Reform plan.



Overview of the new way of doing things

- This new way of working is called Agile

<https://www.gov.uk/service-manual/agile> (2min15)



Example of an Agile Project

Lasting power of attorney

(watch a description of the exemplar)

https://www.youtube.com/watch?v=nsWv4yNKkkA&feature=player_embedded (1min25)



And the User's view of the new service

Lasting power of attorney

<https://www.youtube.com/watch?v=GY-NpWFyu8w> (2min33)



Building a Service to meet user needs

- Building good services means meeting the needs of users.
- 82% of the UK population is online. They have high expectations for what makes a good digital service, whether it's from a bank or retailer, and when services don't meet those standards they let the people responsible know.
- Government needs to place users at the heart of service design, incorporating their feedback at every step of the way
- The Digital Service Standard ensures teams build high quality government services



Digital Service Standard

- 1** Understand user needs. Research to develop a deep knowledge of who the service users are and what that means for the design of the service.
- 2** Put a plan in place for ongoing user research and usability testing to continuously seek feedback from users to improve the service.
- 3** Put in place a sustainable multidisciplinary team that can design, build and operate the service, led by a suitably skilled and senior service manager with decision-making responsibility.
- 4** Build the service using the agile, iterative and user-centred methods set out in the manual.
- 5** Build a service that can be iterated and improved on a frequent basis and make sure that you have the capacity, resources and technical flexibility to do so.
- 6** Evaluate what tools and systems will be used to build, host, operate and measure the service, and how to procure them.
- 7** Evaluate what user data and information the digital service will be providing or storing, and address the security level, legal responsibilities, privacy issues and risks associated with the service (consulting with experts where appropriate).
- 8** Make all new source code open and reusable, and publish it under appropriate licences (or provide a convincing explanation as to why this cannot be done for specific subsets of the source code).
- 9** Use open standards and common government platforms where available.
- 10** Be able to test the end-to-end service in an environment identical to that of the live version, including on all common browsers and devices, and using dummy accounts and a representative sample of users.
- 11** Make a plan for the event of the digital service being taken temporarily offline.
- 12** Create a service that is simple and intuitive enough that users succeed first time.
- 13** Build a service consistent with the user experience of the rest of GOV.UK including using the design patterns and style guide.
- 14** Encourage all users to use the digital service (with assisted digital support if required), alongside an appropriate plan to phase out non-digital channels/services.
- 15** Use tools for analysis that collect performance data. Use this data to analyse the success of the service and to translate this into features and tasks for the next phase of development.
- 16** Identify performance indicators for the service, including the 4 mandatory key performance indicators (KPIs) defined in the manual. Establish a benchmark for each metric and make a plan to enable improvements.
- 17** Report performance data on the Performance Platform.
- 18** Test the service from beginning to end with the minister responsible for it.



Building a Service to meet user needs

- We would love to hear from you about your current problems with SPIRE and your user needs for the new system
- Or maybe you would like to get involved in the design and testing of the new service
- For further information, please contact:
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