

# How can Customs better leverage emerging AI technologies for more sustainable and smarter operations?

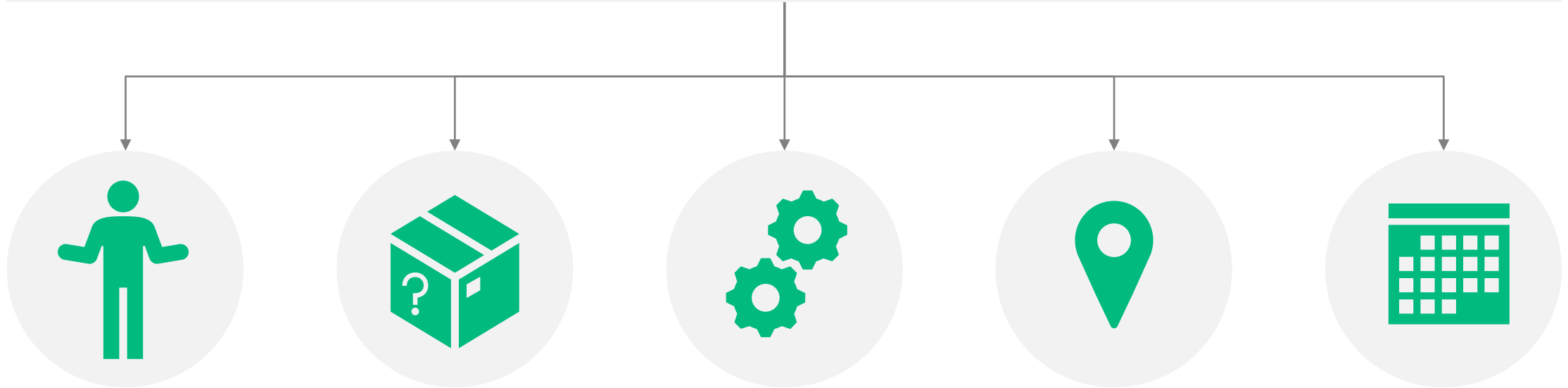
By Mr. Ismael Kafando

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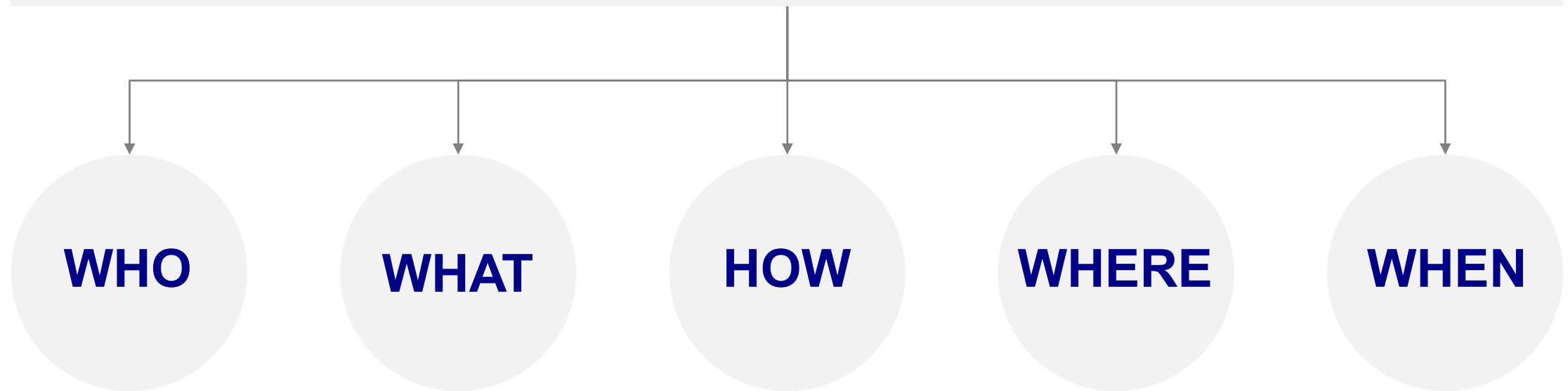
# Key Questions

Key questions to ask when you want to leverage AI-driven technologies to support Customs operations



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# AI Adoption Framework

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## Business Ecosystem Level

Trend and drivers

Stakeholder involvement and relationship

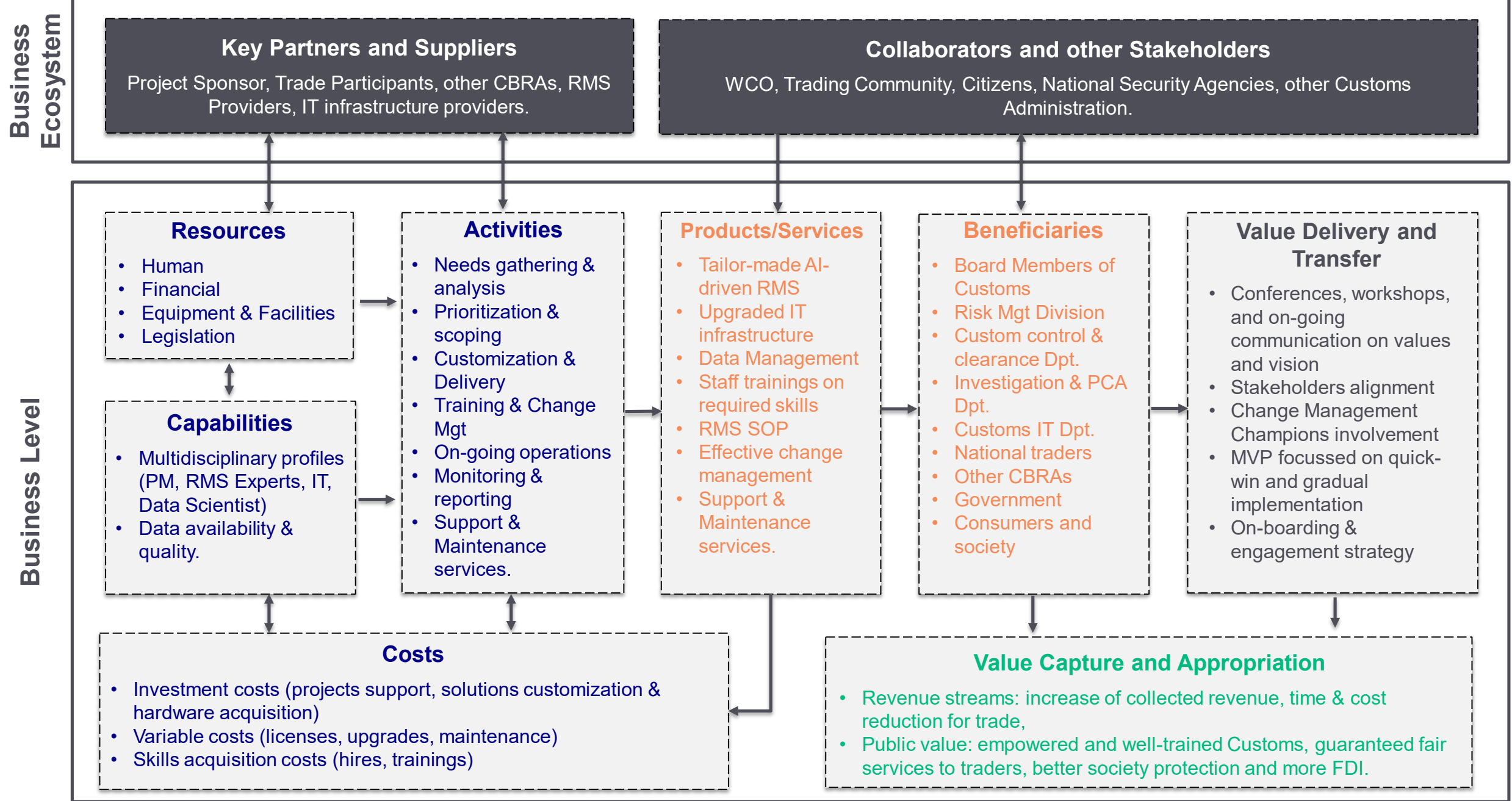
## Business Level

Opportunities for  
New Value Creation

Foundations for  
Value Creation

Value Delivery and  
Transfer

Value Capture and  
Appropriation





# Key Considerations

- 1 Need for political commitment
- 2 AI-savvy workforce empowerment
- 3 Building on solid digital foundations
- 4 Personal data protection & privacy
- 5 Integration of AI technology with existing legacy systems
- 6 Black-box effect and usability





**ISMAEL KAFANDO**

Product Manager, Risk Management

[Ismael.kafando@cotecna.com](mailto:Ismael.kafando@cotecna.com)

**THANK YOU**