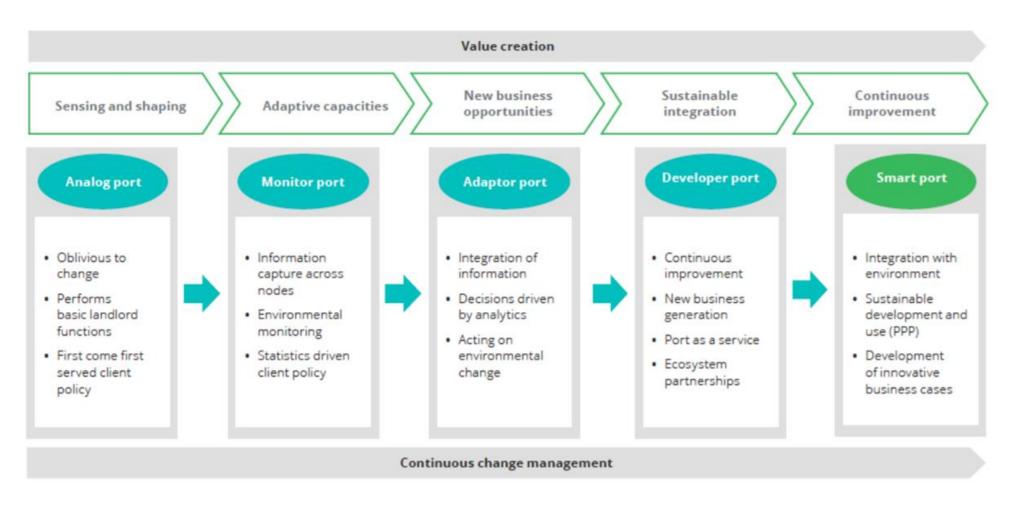




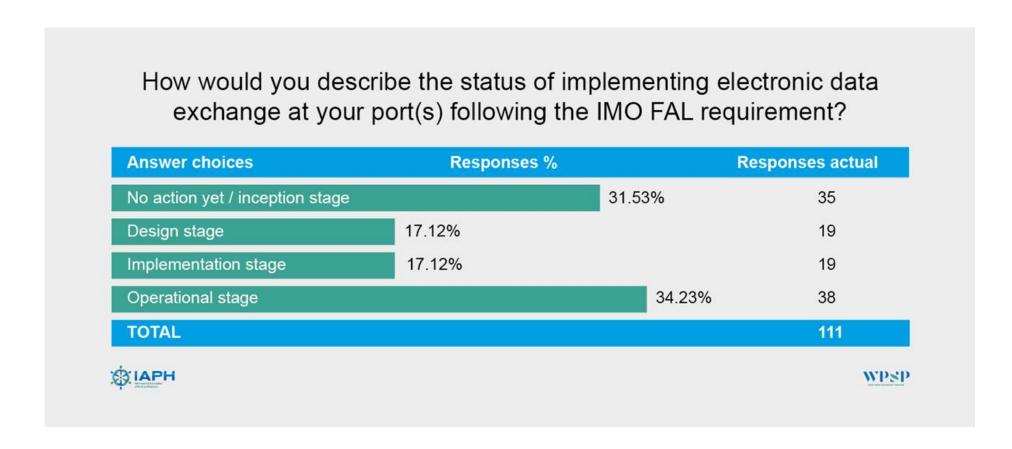
#### The 'smart port' concept



Source: Deloitte (2017)



## The basics: IMO FAL requirements







#### The basics: IMO Maritime Single Window



ABOUT IMO

MEDIA CENTRE

OUR WORK

PUBLICATIONS V

KNOWLEDGE CENTRE

Q

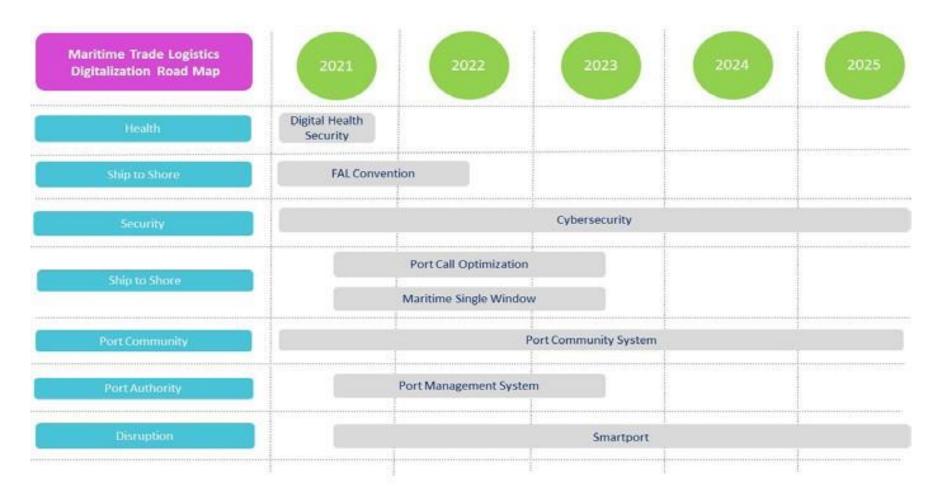
23 May 2022

Single window for ship data exchange to become mandatory



Source: IMO (2022) 5 |

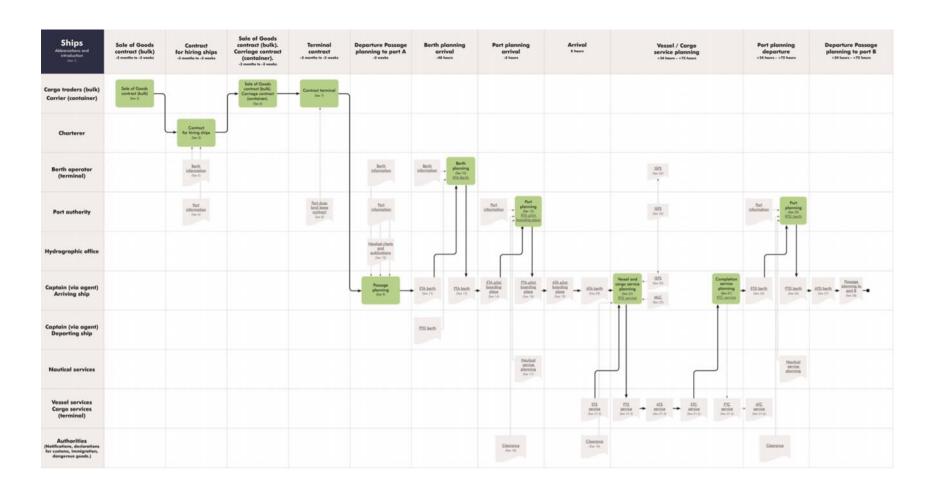
## Roadmap to accelerate maritime digitalisation



Source: World Bank / IAPH (2021)



## Port call optimisation



Source: IMO / International Task Force Port Call Optimisation (2020) – www.portcalloptimization.org



## What the ultimate port customer wants

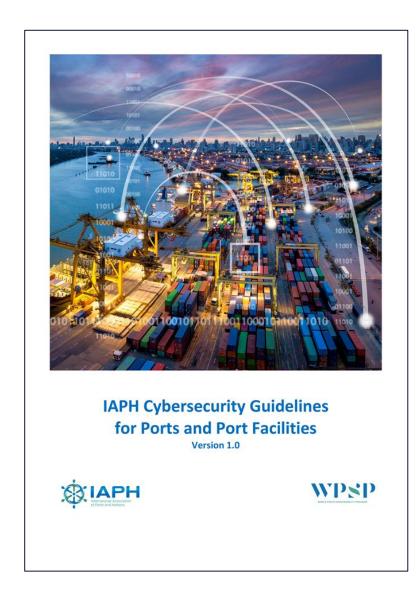


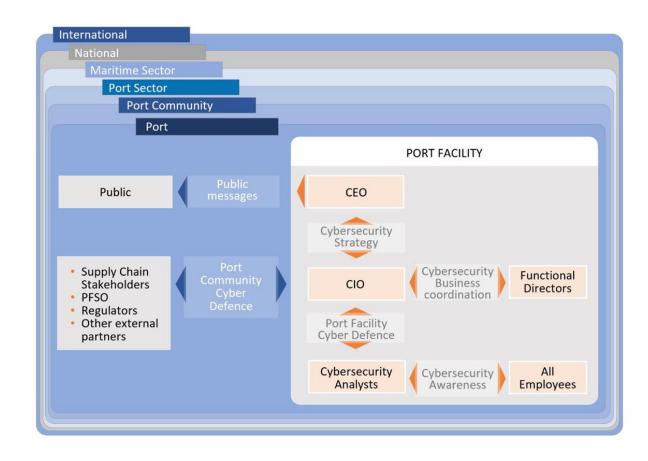
Speed	Vessel arrival – discharge – availability Empty release – empty receiving Grey pool chassis access Connectivity: rail, inland waterways, dry ports
Predictability	Vessel working schedules Cargo receiving windows Cargo availability dates Appointment systems Gate hours Fees
Alignment with cargo owner experience	Service delivery in context Customs and government agency activity Local circumstances Weather effects
Go-to for exception handling	Clarity in roles and responsibilities Co-ordination with service partners Escalation Record-keeping and follow-through

Source: IAPH / Lori Fellmer (2022)



# Cybersecurity





Source: IAPH (2021)



