



## **Optimiza Provides Project Management Services to Jordan Customs Department**

The Jordan Customs Department has undertaken to transform itself into a modern organization based on international best practices. While Jordan National Customs has a training center and offers formalized training that is part of the self-sustaining culture within the organization, there still is some disconnection between training and the Customs' work objectives. This is not an uncommon phenomenon in many organizations where there has previously been substantial reliance on outside training opportunities as provided by donors.

The Jordan Customs Department has been rated high in the Center for Excellence Program for reviews for human resources (HR) practices. However, to fully modernize, a shift in the relationship between the Customs Training Center and the HR Directorate is required.

Optimiza has provided Project Management Services in assisting the Jordan Customs Department in the procurement and implementation of a Human Resources Management System (HRMS) that fulfills the objectives outlined above. Specifically, Optimiza has provided the following services:

- Ensuring that all identified requirements are met by the procured system as defined by the acceptance criteria negotiated with Jordan Customs
- A Pilot program using the system has been executed for 3-5 Customs departments to provide a baseline for future deployments
- A full implementation plan for roll-out of the final solution for the entire customs department was developed
- The full roll-out was initiated and managed by Optimiza