CARM Experience Simulation (CES)

CSA Importers Update

CARM Experience Simulation Overview

CARM Experience Simulation (CES)

What?

- The CARM Experience Simulation (CES) is an opportunity to simulate CARM business processes and interactions with Trade Chain Partners (TCPs) and CBSA business users (Model Office) in a non-production environment.

- Users are simulating end-to-end, real-life scenarios to familiarize themselves with the target state processes and system.

Why?
- Strengthen and assess CARM readiness
- Build confidence in the solution and processes
- Identify critical gaps that need to be addressed for the R2 Implementation

How?
- Onboard participants to CARM simulation environment
- Simulate through a series of 4-5 week sprints organized by Trade Chain Partner (TCP) groupings with CBSA support (including training)
- Measure confidence and gather feedback throughout
- Share findings with the TCP Working Group and CARM Project Team as key additional input to prepare for full R2 launch
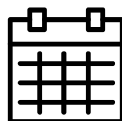
When?
- Onboarding and dry-run occurred in January and February 2023
- Sprints commenced in February and will conclude in June 2023

Who?
- Importers, Brokers, Carriers, Trade Consultants, Service Providers

- Sprint 1 participants: 11 / Sprint 2 participants: 29
- Sprint 3 participants: 32 / Sprint 4 participants: 49 (11 net new)

Key Observations and Update

Sprint 2 (Portal Advanced) Key Observations: TCPs

- **Regular touchpoints** were **valuable** and allowed TCPs to share information and learn from one another

- The activities conducted with the Model Office provided TCPs with an opportunity to **learn more about how processes will work** and **identified opportunities for enhancement**

- Participant experience was **negatively impacted** by **reference data gaps** and **lack of documentation** for mass adjustments and drawbacks

- Overall user experience **executing drawbacks was negative** and TCPs felt that the current process is more efficient

- Participants had **concerns with the timeliness to resolve incidents**, and would benefit from increased visibility on the status of any known system issues.

- Overall, TCPs felt **more confident** in being able **to execute CARM processes** following their participation in CES but **less prepared** from a **process and technology standpoint**
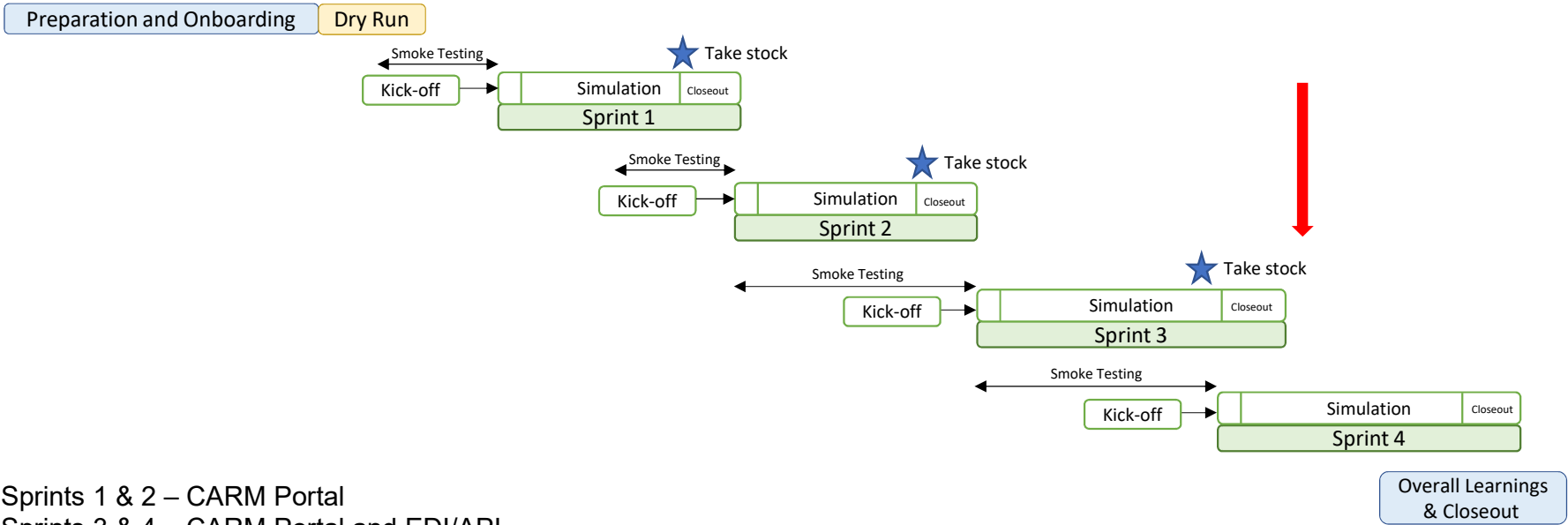
Update

- **Sprint 3 lessons learned** will be shared in the upcoming weeks
- **Sprint 4** "Portal + API/EDI" began last week with **49** participants **(11 net new)**

CES Schedule Overview

2023																										
January					February				March				April				May					June			
2	9	16	23	30	6	13	20	27	6	13	20	27	3	10	17	24	1	8	15	22	29	5	12	19	26

Preparation and Onboarding   Dry Run

Smoke Testing
Kick-off → Simulation   Closeout   ⭐ Take stock
Sprint 1

Smoke Testing
Kick-off → Simulation   Closeout   ⭐ Take stock
Sprint 2

Smoke Testing
Kick-off → Simulation   Closeout   ⭐ Take stock
Sprint 3

Smoke Testing
Kick-off → Simulation   Closeout
Sprint 4

Overall Learnings & Closeout

Sprints 1 & 2 – CARM Portal
Sprints 3 & 4 – CARM Portal and EDI/API