

Regional report on best practices in Šibenik-Knin County

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1. Best practices of small ports

 	<h3>BEST PRACTICE REPORT FORM</h3>
<p>Best practice title: Marina Master - PCS</p>	
<p>Best practice title</p> <p>This best practice example derives from the need to ensure an alternative to the traditional Port Community System which needs to be interconnected with all of the port's stakeholders and entities whose need of information availability in a timely manner is a business imperative. As a result, improvement of the quality of the system functionality transfers on all levels. Marina Master has a role of a mediator between the port's business conduct and the National Single Window for the period needed while the two become completely capable of integrating (automated integration is not yet possible, but it's a work in progress).</p> <p>Marina Master is a highly customizable and modifiable software solution which offers a wide range of products and services which greatly enhance port's business conduct through implementation of the modules which are considered most suitable after taking into account port's infrastructure and superstructure background.</p> <p>The implementation of a system that integrates all aspects of the Port Authority's operations will enable optimal control over the operations of the Port Authority in all port areas it manages and at the same time enable the control of the mooring capacity occupancy. The application enables better integration of the operational part of business and management. Additionally; it solves the problem of duplicate data entry and possible errors that occur during the input, facilitates access to the data since all the data is digitized and in one place, the software is also available through the mobile application, statistical reports on traffic in the port are generated, significantly reduces the paperwork, radically speeding up processes, digitizing business and enabling better financial control.</p> <p>Long term goal has to be broadening the technological base of ports and harbors through creating a technological mesh of solutions, adding a new layer of visibility and constantly increasing the security of passenger maritime traffic in the port basins.</p> <p>Give an overview about who it is intended for</p> <p>The port authorities, as the administrative bodies, perform all administrative and inspection works of the safety of the sea in the Republic of Croatia, according to their legal rights and duties. The administrative works enclose particularly keeping the order and safety in harbor, keeping various records and registers, issuing required documents and inspecting the use and regulations about safety of navigation and the ability of ships, therefore there is always room for improvement and update of the current equipment and business processes regarding the specific ports. Digitalization as an inevitable part of modern-day business conduct should be on top of the to-do lists if managing bodies want to keep up with the pace set</p>	

by the most effective ports in the industry, and this can be done through preparing and upgrading of the existing port community system for the eventual integration with National Single 's Window - CIMIS.

Recommend how it can be advanced (Improved)

When implementing the Marina Master program, difficulties were found in adapting the functionality and the program to fit customized needs. This primarily applied to the entries and reports required for the journal entry and general ledger data.

Difficulties also seem to find their way in on the practical part, when cash payments of invoices in nautical traffic is needed. It is difficult because the program requires the entry of a new customer for each issued invoice, which requires greater expertise of employees and knowledge of more complex program settings and number of actions which often times have to be done standing in a tender boat (sometimes regardless of the weather conditions).

Furthermore, difficulties occur during the regular use of the program since menus appear in Croatian, Slovenian and English on the interface and at times presents itself a little bit confusing.

Due to epidemiological measures, staff training is conducted online, which also complicates the process of adopting the basic conditions for using the program.

Please explain potential transferability in region

As it is the case that majority of Croatian port managing authorities operate within the fairly limited and mostly outdated equipment and programs, the need for digitalization and automation of the standard procedures that take part in ports is more than necessary. It is often the case that ports use several different unrelated software systems that make it rather difficult to operate and monitor all the business processes. There is an existing need for the implementation of a system that integrates all the aspects of business operations one port manages.