

SA26.36

Leveraging Artificial Intelligence and Machine Learning to Enhance Customs Operations

In Person Training | September 14 - 18, 2026

SARTTAC, New Delhi, India

Participating countries: **Bangladesh, Bhutan, Cambodia, Fiji, India, Maldives, Mongolia, Nepal, Sri Lanka, and Vietnam**

The Regional Training on Leveraging Artificial Intelligence and Machine Learning for Enhanced Customs Operations aims to support selected Asia-Pacific economies in advancing digital transformation and strengthening data-driven decision making. In a region where AI adoption is progressing but remains uneven, with notable gaps in infrastructure, skills, and integration, the training will focus on practical pathways for developing and implementing AI strategies in customs operations. Building on emerging regional initiatives and use cases, sessions will explore applications of AI in risk management, trade facilitation, and compliance, while addressing key challenges such as data quality, interoperability, governance frameworks, and resource constraints. Particular emphasis will be placed on supporting participants in designing tailored AI strategies that move from concept to implementation, including identifying investment priorities and resource requirements, financial, technological, and human. Through interactive discussions, country presentations, and group exercises, participants will exchange experiences and develop actionable roadmaps.

Day 1: Monday, September 14, 2026 Topic

9:30 a.m. – 10:15 a.m.

Administrative Briefing

Opening Remarks

Mr. Harald Finger, Director, IMF SARTTAC

Ambassador/Representative from the Embassy of Japan (tbc)

Ms. Alison Lister, Revenue Administration Advisor, IMF SARTTAC

Mr. Mohammad Ehteshamul Hoque, Technical Assistance Advisor, Fiscal Affairs Department, IMF

Mr. Jonathan Koh, Expert, IMF

Ms. Miryang Kim, Expert, IMF

Self-introduction by Course Participants

10:15 a.m. – 11:00 a.m.	GD-1	Discussion on Pre-workshop Survey
11:00 a.m. – 11:30 a.m.		Photo and Coffee Break
11:30 a.m. – 12:30 p.m.	L-1	AI and Digital Transformation in Customs: Why It Matters Now <ul style="list-style-type: none"> - Overview of the regional context - What customs problems are most suitable for AI-enabled solutions? - What risks arise if AI is introduced before data governance foundations are ready? - How can AI support risk management, compliance, and trade facilitation? - What should senior leadership do before launching AI pilots?
12:30 p.m. – 1:30 p.m.		Lunch Break
1:30 p.m. – 2:30 p.m.	L-2	Understanding AI and Machine Learning for Customs Administrations <ul style="list-style-type: none"> - Overview of AI/ML concepts - Practical applications in Customs (classification, valuation control, risk-based targeting, anomaly detection) - Limitations and risks
2:30 p.m. – 3:15 p.m.	W-1	AI Readiness Assessment <ol style="list-style-type: none"> a. What data is available and usable? b. What IT constraints limit AI use? c. What governance structures exist? d. What skills gaps are most critical?
3:15 p.m. – 3:30 p.m.		Coffee Break
3:30 p.m. – 4:30 p.m.		AI Readiness Assessment (continued) <ul style="list-style-type: none"> - Presentations
Day 2: Tuesday, September 15		Topic
9:30 a.m. – 10:30 a.m.	L-3	Legal Framework for AI in Customs <ul style="list-style-type: none"> - Can AI-based decisions be legally defended? - What transparency is required? - What safeguards are needed? - How are disputes handled?
10:30 a.m. – 11:15 a.m.	L-4	Data Governance <ul style="list-style-type: none"> - What are key data gaps? - How reliable is your data? - What integration challenges exist? - What is the minimum dataset needed?
11:15 a.m. – 11:30 a.m.		Coffee Break
11:30 a.m. – 12:30 p.m.	GD-2	Country Presentation (4 Countries) <ul style="list-style-type: none"> - Each country will present one success story.

12:30 p.m. – 1:30 p.m.		Lunch Break
1:30 p.m. – 3:15 p.m.	GD-2	Country Presentation (6 Countries) - Each country will present one success story.
3:15 p.m. – 3:30 p.m.		Coffee Break
3:30 p.m. – 4:30 p.m.	E-1	Promptathon - Participants will join Promptathon exercise (details to be shared during the session)
Day 3: Wednesday, September 16		Topic
9:30 a.m. – 10:30 a.m.	L-5	Use of AI Innovation in Korea Customs Service - Presentation on Korea’s scaling of AI and integration with clearance systems.
10:30 a.m. – 11:15 p.m.	L-6	AI Experience of Singapore Government Agencies – Examples - Presentation on Singapore’s data governance and efficient AI use.
11:15 a.m. – 11:30 a.m.		Coffee Break
11:30 a.m. – 12:30 p.m.	L-7	AI Use Cases - Cargo targeting - Compliance risk scoring - Valuation analysis - Passenger risk analysis
12:30 p.m. – 1:30 p.m.		Lunch Break
1:30 p.m. – 2:15 p.m.	L-8	Technology Overview: Architecture, Integration, Cloud, and Legacy Systems - System architecture, integration, cloud vs legacy systems.
2:15 p.m. – 3:15 p.m.	W-2	Group Exercise: Use Case Development - Each group identifies 2–3 use cases and develop a business case. - Ensure feasibility and alignment with data availability.
3:15 p.m. – 3:30 p.m.		Coffee Break
3:30 p.m. – 4:30 p.m.	L-9	Role of Leadership and Change Management for AI Implementation - Role of leadership in driving AI adoption and managing transformation.
Day 4: Thursday, September 17		Topic
9:30 a.m. – 10:30 a.m.	L-10	Designing an AI Strategy - Core components of AI strategy for customs
10:30 a.m. – 11:15 a.m.	E-2	Development of a Customs AI Strategy - Country teams prepare draft AI strategy (vision, use cases, governance).

11:15 a.m. – 11:30 a.m.		Coffee Break
11:30 a.m.- 12:30 p.m.	E-2	Development of a Customs AI Strategy (Continued)
12:30 p.m. – 1:30 p.m.		Lunch Break
1:30 p.m.- 3:15 p.m.	E-3	Presentation of Draft AI Strategies
3:15 p.m. – 3:30 p.m.		Coffee Break
3.30 p.m. – 4.30 p.m.	W-3	Group Exercise: Responsible, Practical and Sustainable AI in Customs <ul style="list-style-type: none"> - What are the most important lessons from the workshop? - What should Customs administrations avoid when adopting AI? - How can AI strengthen—not weaken—integrity, transparency, and accountability? - What concrete next steps should each administration take after the workshop?
Day 5: Friday, September 18		Topic
9:30 a.m. – 10:30 a.m.	W-3	Presentations from Group Exercise
10:30 a. m. – 11.15 a.m.	L-11	Capacity Needs and Next Steps
11:15 a.m. – 11:30 a.m.		Coffee Break
11:30 a.m. – 12:00 p.m.		Course Evaluation Survey
12:00 p.m. – 12:30 p.m.		Closing Session and Presentation of Certificates
12:30 p.m. onwards		Lunch