

Key Points to aid prospective applicants/Consultants

Consulting Service for Single Investment Associate

Note that the Terms of Reference has more detailed information for the consultancy.

KEY TERMS RELATING TO CONSULTANCY

The term *Single Investment Window* is used for service centers for citizens and entities that offer consolidated access to various public and/or private sector services in a single place and through one or more service channels.

Single Investment Window unique point of entry for investors.

- **One-stop-shop:** A common physical space with one official from each organization
- **Digitalization:** Digital Information Single Windows.
- **Transactions:** Digital Single Windows which inform and allow transactions

Designing a SIW

- Prioritization of sectors and/or regions
- **Process mapping** – Refers to a technique used to visually map out workflows and processes to communicate how a process works in a concise and straightforward way, in defining what an entity does, who is responsible, to what standard a process should be completed, and how the success of a process can be determined.
- **Process simplification** – Refers to the minimization of activities and tasks to make a process more feasible and manageable, while maintaining or improving efficiency, effectiveness and productivity in order to add value to the customer.
- **Process modelling** - Refers to the practice of creating data-driven visual or graphical representations (including activity diagrams and flowcharts) of key business processes and sub-processes that documents how work gets done and provide insights about business functions.
- **Process reengineering** – Refers to a methodology that includes the redesign of processes to achieve significant improvements in productivity, efficiency and quality.
- **Process optimization** -
- **Digitization/automation of processes and assembly of the platform** - Digitization is the process of converting information into a digital format.