



How Government Is Innovating With Information Technology

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Presentation Agenda

- Introduction
- Public Sector Strategies & Direction
- Innovations – Shared Services
- Conclusion



INTRODUCTION

OUR 2020 TARGET



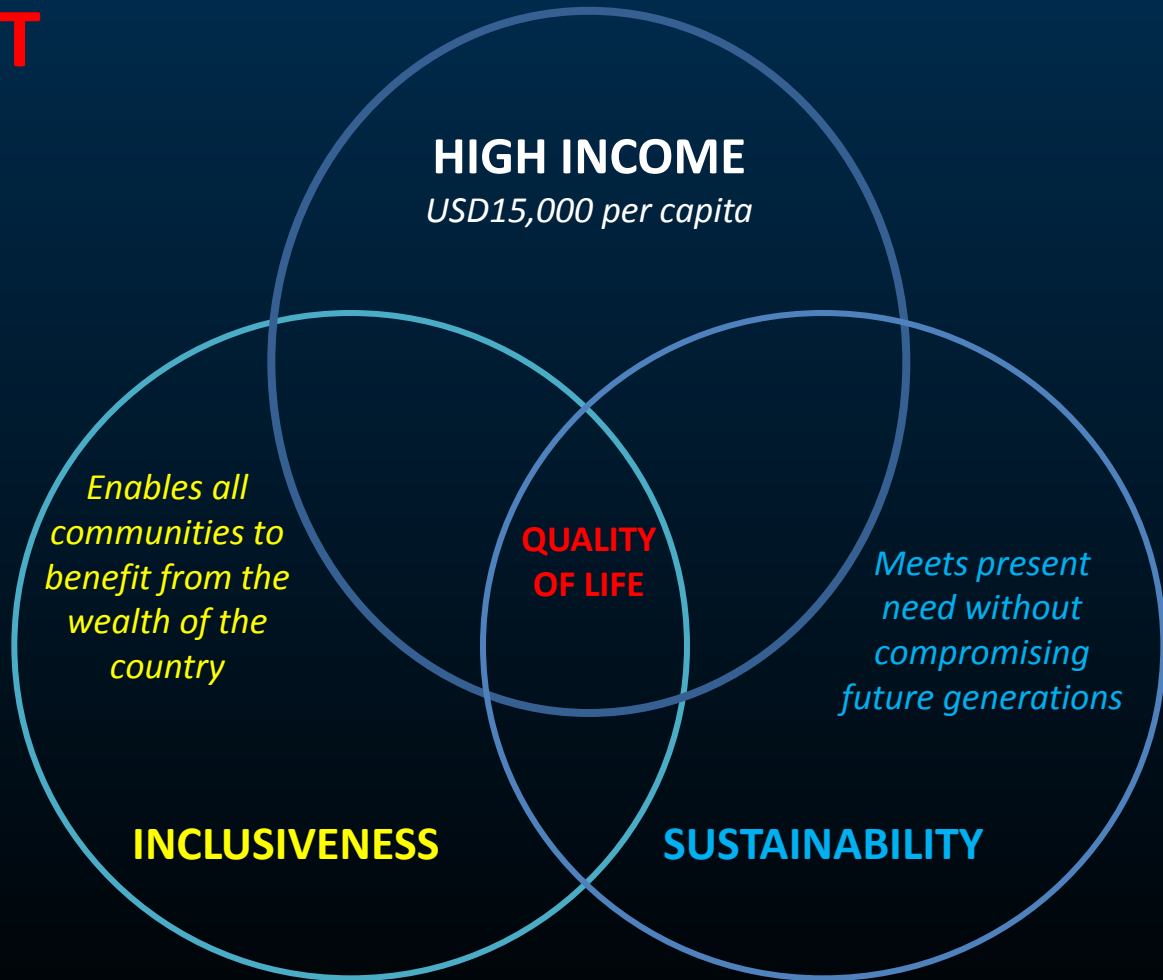
High income



Inclusive



Sustainable





PM'S ASPIRATION



“The New Economic Model together with continuous improvements in the communications and ICT infrastructure seeks to transform the Malaysian economy into one with high income and quality growth over the next decade with knowledge and innovation as our key elements.” – **YAB DATO' SRI MOHD NAJIB BIN TUN HAJI ABDUL RAZAK** at the 10TH ASEAN TELECOMMUNICATIONS AND

INFORMATION TECHNOLOGY MINISTERS MEETING (TELMIN-10), January 13 2011

Web 2.0 solutions empower individuals to utilize the Internet for global collaboration, innovation and information sharing. Not only has it empowered and changed the lives of individuals, the Web 2.0 world has spawned new business models and altered the way goods are sold, content is provided, and value is created.

CISCO INNOVATE

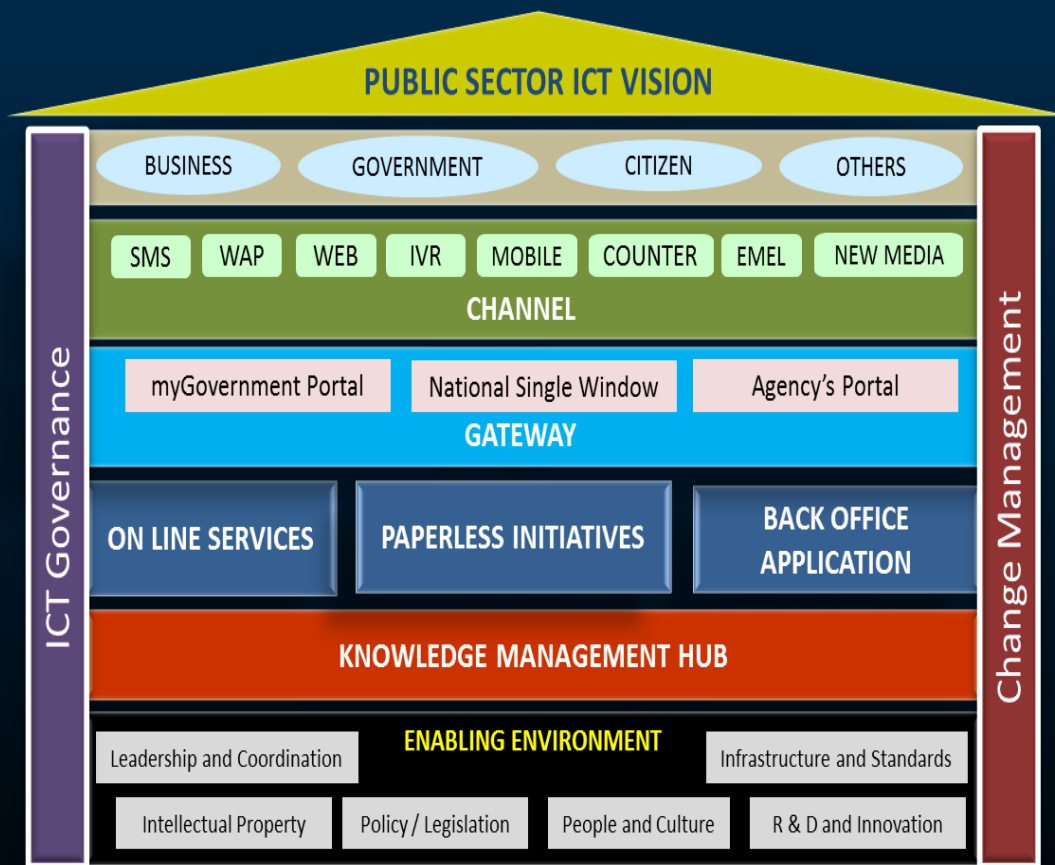
The Internet of Everything –
Connect The Unconnected



PUBLIC SECTOR ICT STRATEGIC PLAN

(2011 – 2015)

POWERING PUBLIC SECTOR DIGITAL TRANSFORMATION



VISION

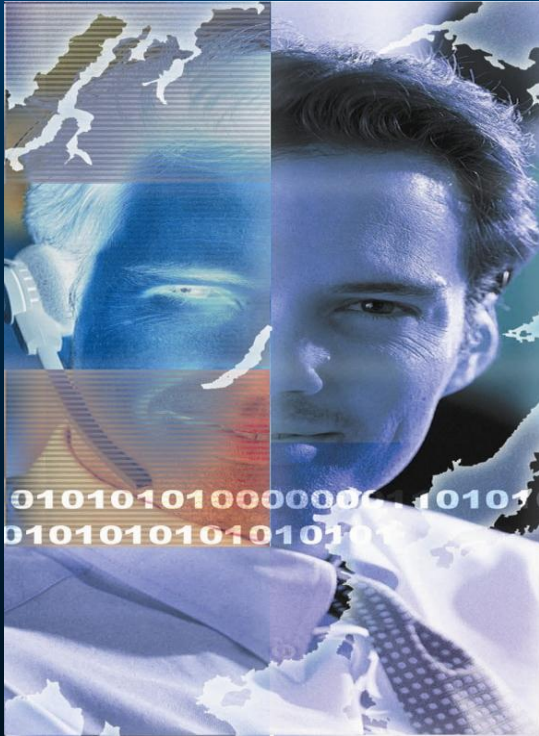
Pervasive use of ICT towards a citizen centric and whole-of-Government Approach Public Service

MISSION

To provide seamless online services to the citizens, business and government through a connected public service

PUBLIC SECTOR ICT STRATEGIC PLAN FRAMEWORK

PUBLIC SECTOR ICT DIRECTION



COMPUTERISATION PROGRAMMES IN
PUBLIC SECTOR



2015 →

**Seamless Online Services
Through a Connected
Public Service**

2010 →

**Delivering Services Through an
Integrated and Connected
Government**

2005 →

**System Integration Web
Applications**

1997 →

**Electronic Government (G2C,
G2B, Internet, Intranet)**

1980 →

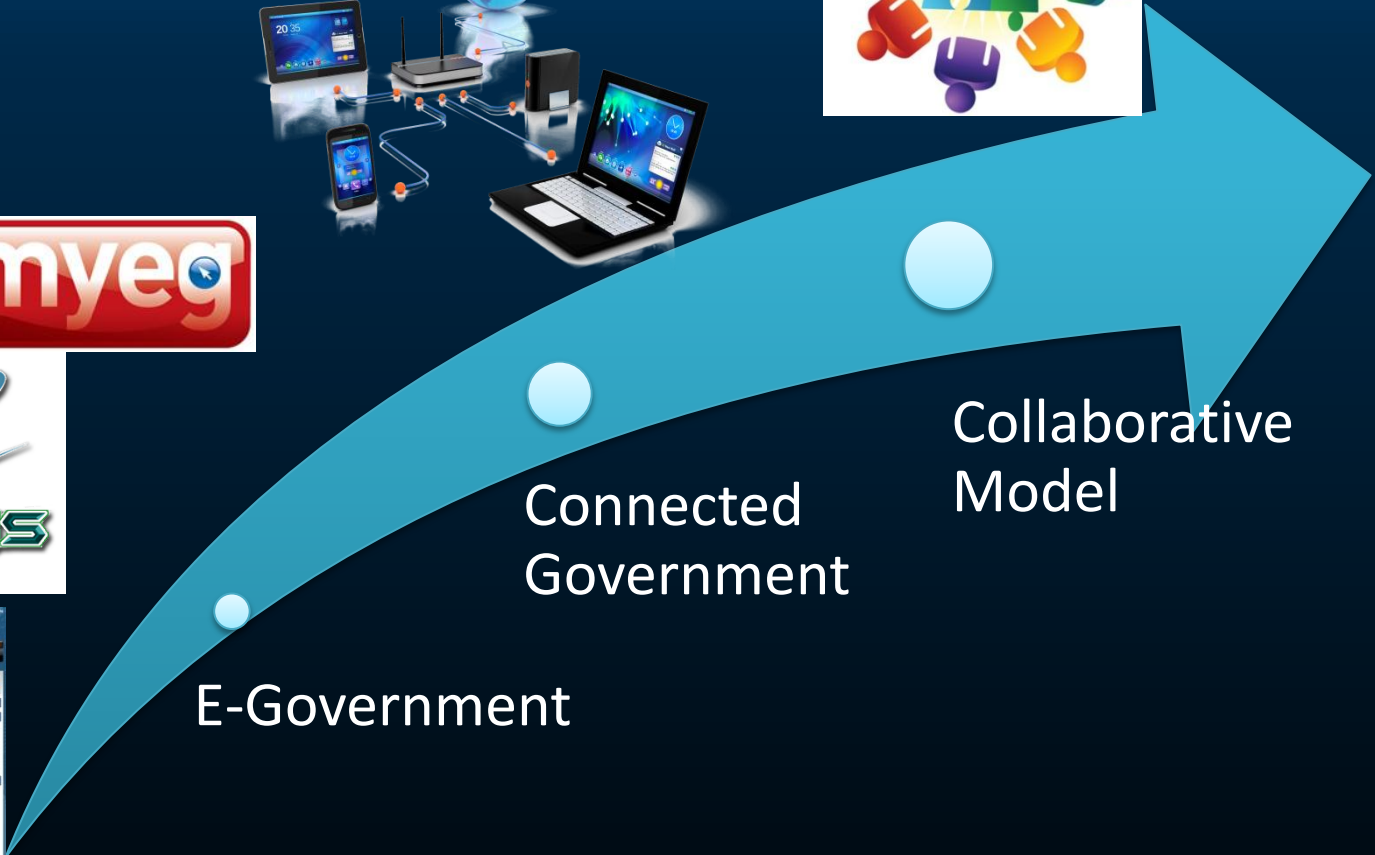
**Management Information
Systems (MIS)**

1970 →

Data Processing

PUBLIC SECTOR DIGITAL EVOLUTION


CISCO
TOMORROW starts here.



E-Government

Connected
Government

Collaborative
Model

CISCO INNOVATE

The Internet of Everything —
Connect The Unconnected



GOVERNMENT 1.0 TO GOVERNMENT 2.0

Government 1.0

- Mainly one way communication, Government to people
- People get information and leave
- Focus on official government information
- Communication through TV, newspaper, seminars



Government 2.0

- Transform Government communications and information from the present website and press release format to a more dynamic web presence that will include photography, videos, Facebook status updates, Twitter feeds and web chat
- Have a single place where people can access all related Government news and share it with the world



INNOVATIONS – SHARED SERVICES



TOMORROW
starts here.

INFRASTRUCTURE



1Gov*Net



APPLICATIONS



SERVICES



CISCO **INNOVATE**

The Internet of Everything –
Connect The Unconnected

“1Malaysia OneCall Centre” is **single point of contact** for easy access to all government agencies through various channels and one phone number (603 80008000)

Without 1MOCC



With 1MOCC



Which agency to call to resolve this problem?

Wow! How easy it is now!

People have difficulty in finding out where and how to call in government

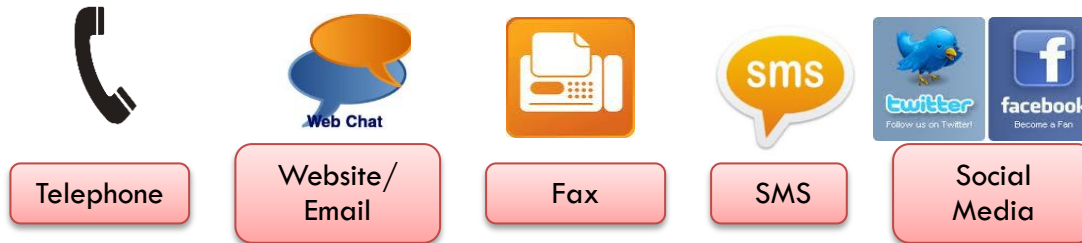
- Different agencies have their own contact numbers
- High number of phone calls
- Putrajaya Campus Network manages ICT infrastructure for 93 agencies

Establish 1MOCC as a single point of contact for the rakyat

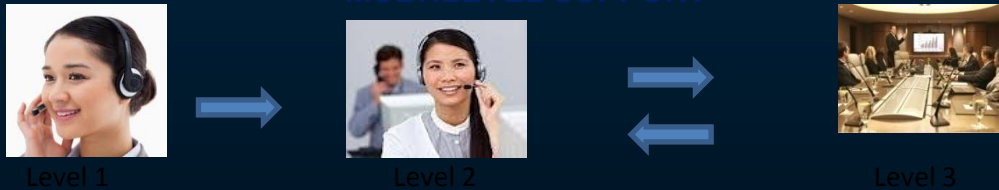
- Zero distance between government and the rakyat
- Redeploy of frontline staff
- Reduce government operational cost

The first phase of 1MOCC targets key agencies that deal directly with the problem.

MULTIPLE CHANNELS



MULTILEVEL SUPPORT



TECHNOLOGY



Using Big Data (Unstructured, Semi-structured, Structured) : Knowledge Base and Customer Relationship Management (CRM) System, Business Analytics

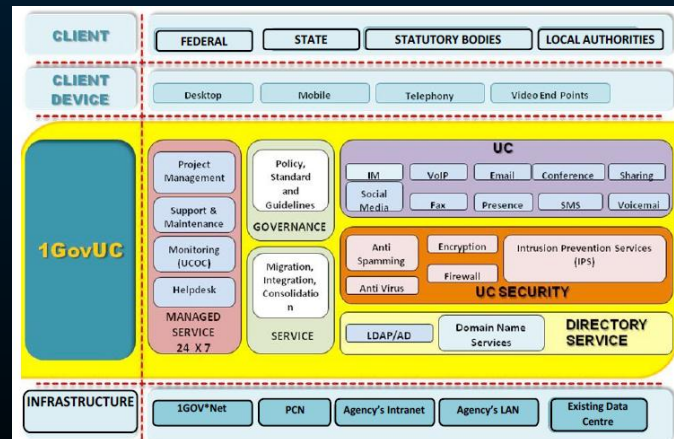


| | | | | | | | | |
|--------------------------|-------------|----------------------------|------------------|-----------------------|----------------------------|---------------------------------|------------------------------------|--------------------------|
| Single number of contact | Cost saving | Centralised knowledge base | Reachable 24 x 7 | Ease of communication | Single point of resolution | Enhanced customer service level | Standardised customer's experience | Mindset change of public |
|--------------------------|-------------|----------------------------|------------------|-----------------------|----------------------------|---------------------------------|------------------------------------|--------------------------|



Strengthens and improves communication service and integrated collaboration that is managed centrally for Public Sector.

Combines various methods of communication such as voice, e-mail, instant messaging, audio/video conferencing, SMS and fax.



- Pay-Per-Use
- 2,500 users on board (pilot phase)
- Single email system
- 200,000 users by 2014

Immersive TX 9000



For dedicated rooms with optimized and customized environments for face-to-face virtual communications and collaboration

MAMPU Cyberjaya

Immersive TX 1310



For multipurpose meeting rooms with optimized and customized environments for face-to-face virtual communications and collaboration

MAMPU Sabah & Sarawak



TelePresence Room at MAMPU
Cyberjaya



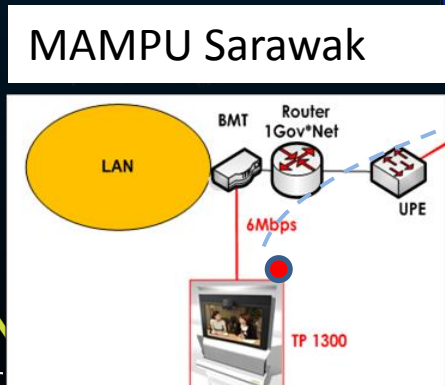
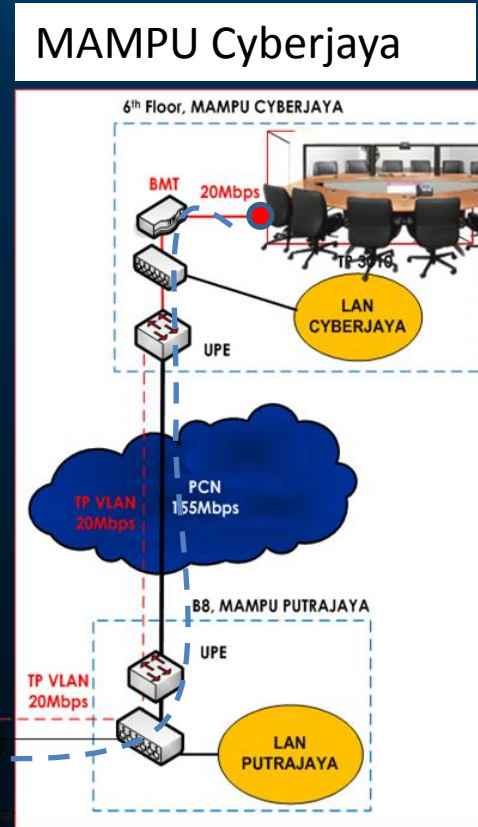
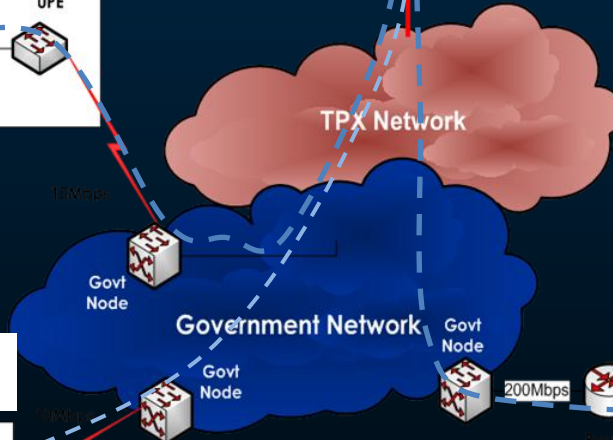
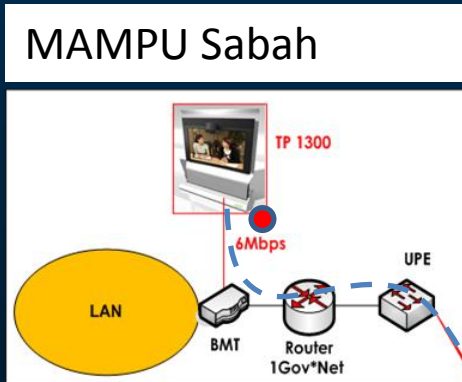
TelePresence
Room at
MAMPU
Sabah



TelePresence
Room at
MAMPU
Sarawak



Multipoint Immersive Session





TelePresence Solutions & Reality

MAMPU Cyberjaya, Sabah and Sarawak Immersive Session



TOMORROW starts here.



MAMPU Cyberjaya



MAMPU Sarawak

MAMPU Sabah

CISCO INNOVATE

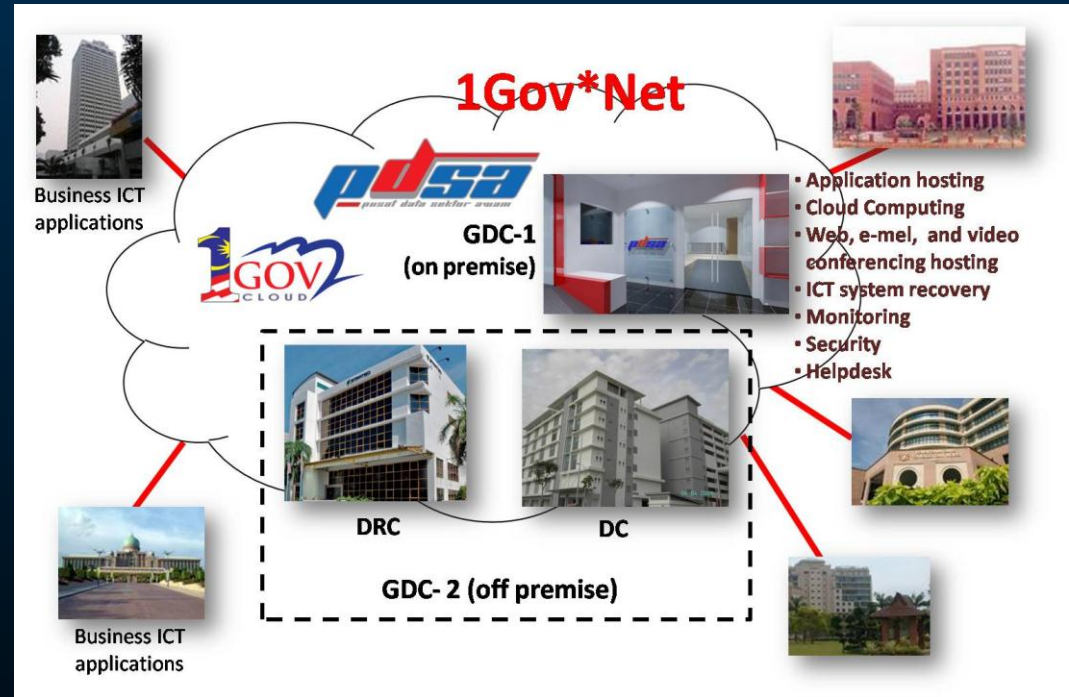
The Internet of Everything —
Connect The Unconnected



Government Data Centre on premise and off premise

GDC-2 Catalogue of services

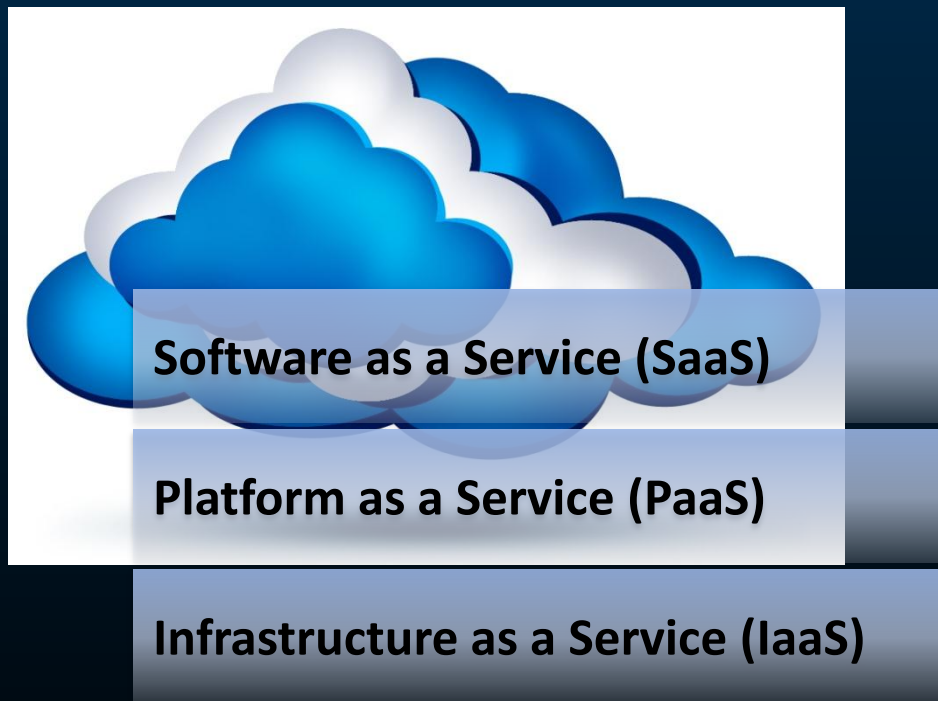
- **Data Centre Services:**
 - Private Data Centre
 - Rack/Cage co-location
 - Disaster Recovery – Mirroring/Hot/Warm/Cold
- **Managed Services:**
 - System Monitoring & Management
 - Backup Management
 - Database Management
 - System Security
 - Technical & Remote Support
- **Business Continuity Services:**
 - Consulting & Planning
 - Disaster Recovery Management
 - Business Work Area
 - Offsite Storage
- **Other Services:**
 - Helpdesk
 - P2V Migration



Pay-Per-Use

LOCATION: 2 SITES OUTSIDE PUTRAJAYA
2012/2013 : 48 AGENCIES

Aims to deliver ICT infrastructure, platform and applications as a utility service through cloud service catalogue within a resilient and secured ICT shared environment

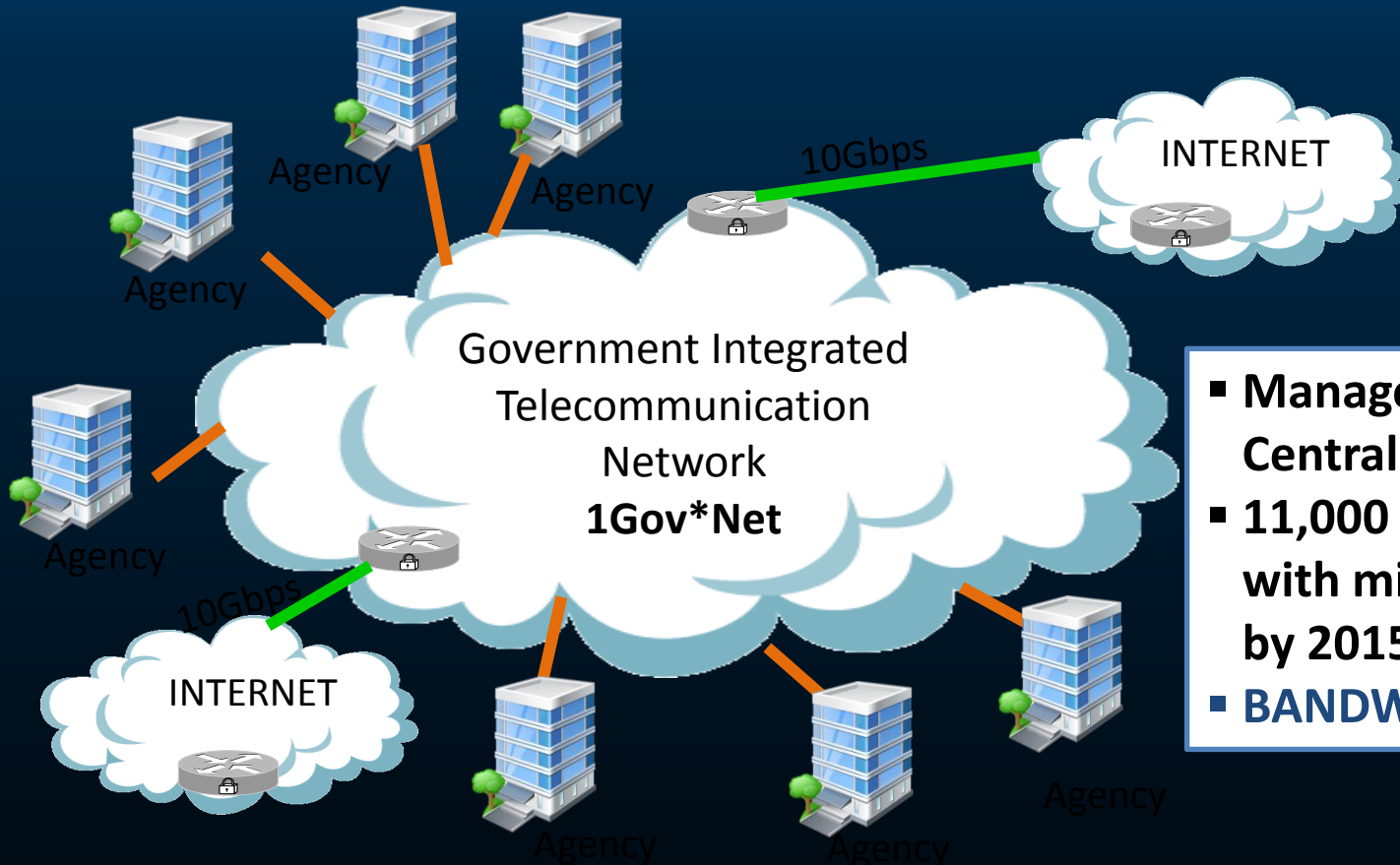


CURRENT

- 1GovCloud to provide **Infrastructure as a Service** via a catalog of predefined infrastructure containers to consumers of these vCloud services.
- The IaaS service layer serves as a foundation for providing additional service offerings, such as PaaS and SaaS.
- MyMesyuarat and DDMS on 1GovCloud

1Gov*Net

Integrated and secured network connected to all Government agencies



- **Managed WAN Services Centrally 24x7**
- **11,000 premises connected with minimum 2-30 Mbps by 2015**
- **BANDWIDTH ON DEMAND**

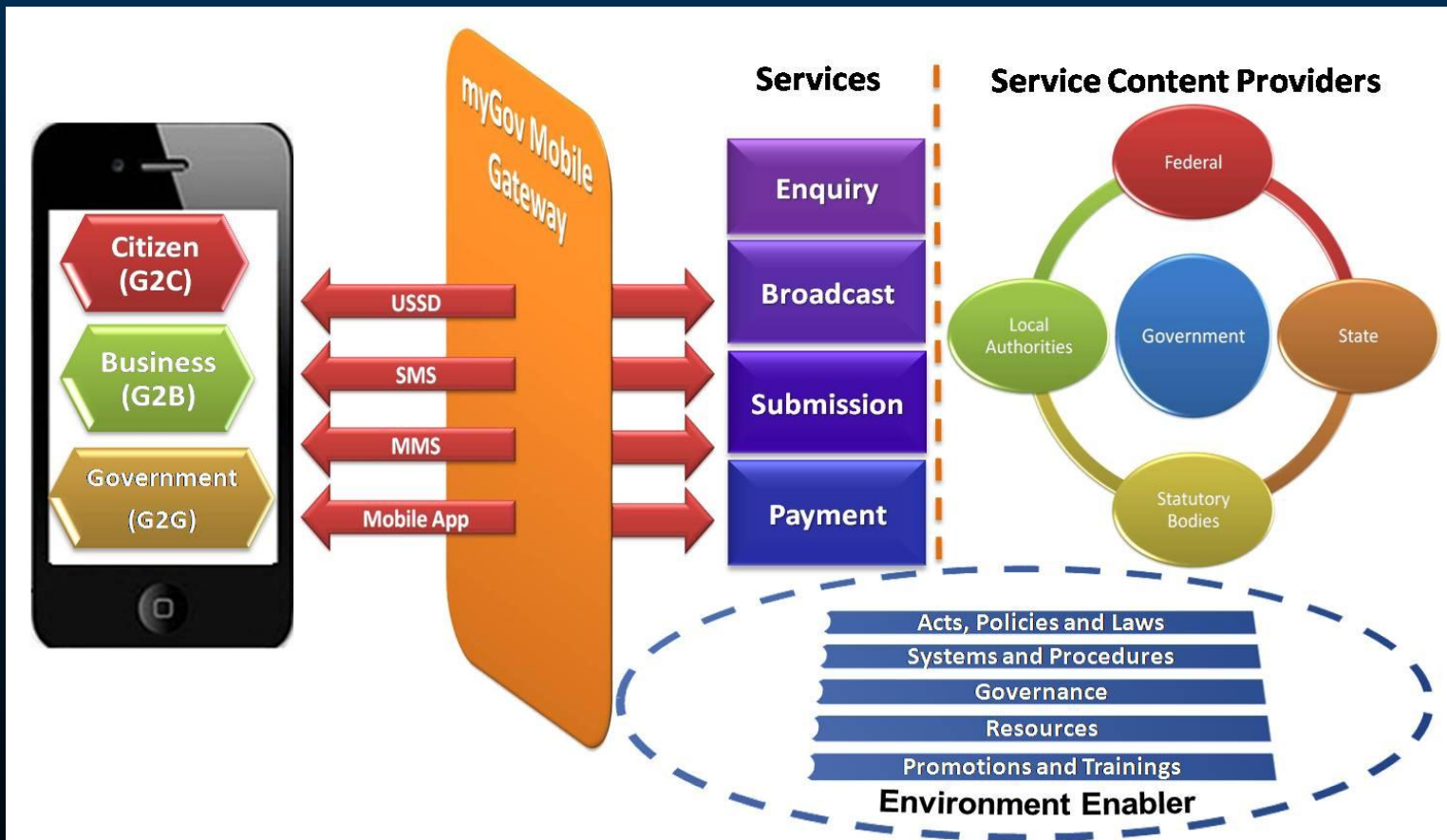


Enhancing information management, retrieval and delivery.

- 1. Implementation cloud-based**
- 2. Pay-Per-Use**
- 3. GNI RM 28.2 million – 4 years**
- 4. Job created - 180**

- 1. Replace paper records with digital records**
- 2. Wipe out usage of paper gradually**
- 3. Enable digital and non-digital document captured, kept, managed, accessed, used and archived electronically**

New Generation e-Government Service Delivery



Mobile Apps: 80 services
USSD: 42 services
SMS: 2,218 services

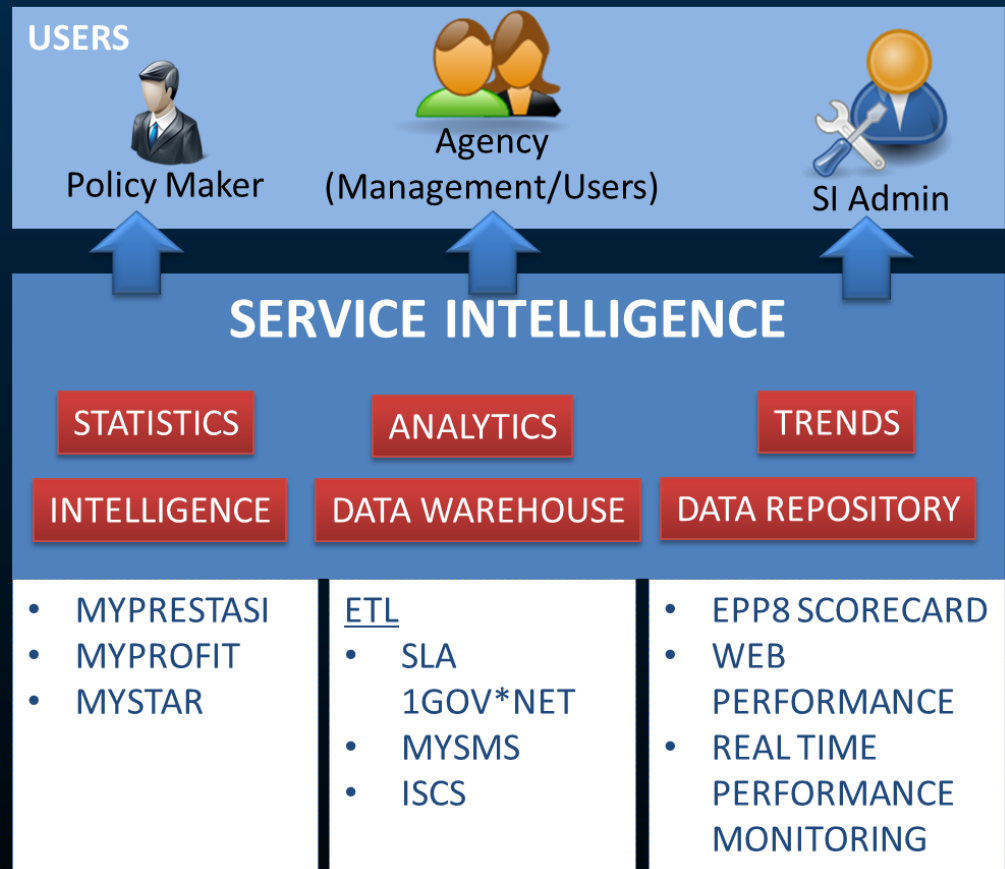
SERVICE INTELLIGENCE

A mechanism to measure, evaluate and monitor of KPIs from the perspective of people, process and technology

S.I. AS SHARED SERVICES

- myPrestasi
- myStar
- myPROFIT
- RPM

- ✓ *Diagnostic*
- ✓ *Intervention*
- ✓ *Pre-emptive*





MALAYSIA GOVERNANCE RISK AND COMPLIANCE (myGRiC)

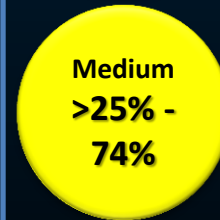
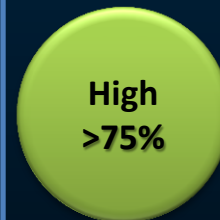
To monitor and assess ICT security compliance in Government agencies in accordance with security best practises and the standard of MS ISO/IEC 27001:2007



SYSTEM ARCHITECTURE



COMPLIANCE LEVEL



OUTCOME

Increasing the online facility for the Public Sector ICT Security Compliance

Increasing the availability of ICT asset

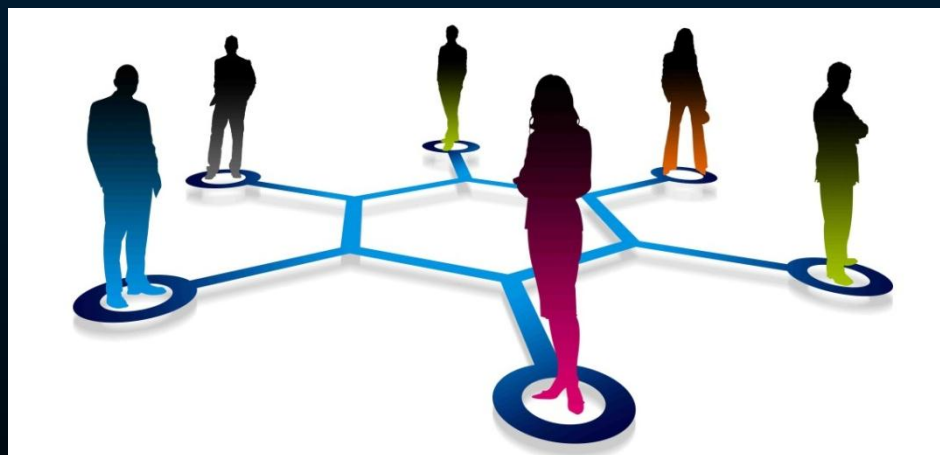
Simplify the management of ICT Security

Simplify the monitoring and assesment

CONCLUSION

“Progress is impossible without change, and those who cannot change their minds cannot change anything.”

- Sir George Bernard Shaw



Questions?

Thank You

