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

HIGH INCOME
USD15,000 per capita

INCLUSIVENESS
Enables all communities to benefit from the wealth of the country

QUALITY OF LIFE
Meets present need without compromising future generations

SUSTAINABILITY
"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.
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 DIGITAL EVOLUTION

Myeg

HRMIS

E-Government

Connected Government

Collaborative Model

INNOVATE
The Internet of Everything – Connect The Unconnected
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

INFRASTRUCTURE

1Gov*Net

APPLICATIONS

mudah.ringkas

SERVICES

1Malaysia One Call Centre

1Malaysia Training Centre

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**

Wow! How easy it is now!

<table>
<thead>
<tr>
<th>People have difficulty in finding out where and how to call in government</th>
<th>Establish 1MOCC as a single point of contact for the rakyat</th>
</tr>
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<tbody>
<tr>
<td>➢ Different agencies have their own contact numbers</td>
<td>➢ Zero distance between government and the rakyat</td>
</tr>
<tr>
<td>➢ High number of phone calls</td>
<td>➢ Redeploy of frontline staff</td>
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<tr>
<td>➢ Putrajaya Campus Network manages ICT infrastructure for 93 agencies</td>
<td>➢ Reduce government operational cost</td>
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The first phase of 1MOCC targets key agencies that deal directly with the problem.
MULTIPLE CHANNELS

- Telephone
- Website/Email
- Fax
- SMS
- Social Media

MULTILEVEL SUPPORT

- Level 1: Telephone, Social media, Fax
- Level 2: CRM
- Level 3: Knowledge Base System

TECHNOLOGY

- CRM

Using Big Data (Unstructured, Semi-structured, Structured): Knowledge Base and Customer Relationship Management (CRM) System, Business Analytics
<table>
<thead>
<tr>
<th>Single number of contact</th>
<th>Cost saving</th>
<th>Centralised knowledge base</th>
<th>Reachable 24 x 7</th>
<th>Ease of communication</th>
<th>Single point of resolution</th>
<th>Enhanced customer service level</th>
<th>Standardised customer’s experience</th>
<th>Mindset change of public</th>
</tr>
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**1MALAYSIA ONE CALL CENTRE (1MOCC)**
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
For dedicated rooms with optimized and customized environments for face-to-face virtual communications and collaboration

MAMPU Cyberjaya

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

MAMPU Sabah & Sarawak
TelePresence Solutions & Reality

TelePresence Room at MAMPU Cyberjaya

TelePresence Room at MAMPU Sabah

TelePresence Room at MAMPU Sarawak
Multipoint Immersive Session

MAMPU Sabah

MAMPU Sarawak

MAMPU Cyberjaya
TelePresence Solutions & Reality

MAMPU Cyberjaya, Sabah and Sarawak Immersive Session

MAMPU Cyberjaya

MAMPU Sarawak

MAMPU Sabah
GOVERNMENT DATA CENTRE (GDC)

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
1GOVCLOUD

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
DIGITAL DOCUMENT MANAGEMENT SYSTEM (DDMS)

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
myGov Mobile

New Generation e-Government Service Delivery

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

- **STANDARD**
- **TECHNICAL SCAN**
- **QUESTIONNAIRE**

**COMPLIANCE LEVEL**

- **High**
  - >75%
- **Medium**
  - >25% - 74%
- **Low**
  - <25%

**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 monitoring and assessment
CONCLUSION

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

- Sir George Bernard Shaw
Questions?

Thank You