



National Public Sector Accountants Conference 2013 (NAPSAC)

on 13-14 June 2013,
at The Zenith Hotel, Kuantan

**Dynamic Transformation Towards
Excellence and Sustainability**

JOINTLY ORGANISED BY:



PERSATUAN
AKAUNTAN
SEKTOR AWAM
MALAYSIA
(PERASAMA)





Future e-Government (EG): New Models, New Challenges, New Instruments

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AGENDA

- Background
- Key Challenges
- Driving Forces
- e-Government (EG): Previous, Present & Future
- Public Sector ICT Delivery Framework
- Leading ICT Initiatives
- Conclusion



BACKGROUND

“In providing excellent services, civil servants must adopt a culture of productivity, creativity and innovation... that will trigger a new paradigm and improve the rakyat’s confidence in a more effective, efficient and responsive public service”.

YAB DATUK SERI NAJIB TUN RAZAK
PERDANA MENTERI MALAYSIA
8 April 2013





KEY CHALLENGES



Standardisation/ consolidation/
collaboration to foster innovation

Services that easily reach to end users

Availability and affordability to the
population at large (consumerisation)

Customising services with
demography (personalisation)

Excellent level of serviceability



Cloud Computing
& Virtualization



Collaboration



Big Data



Mobility
& Consumerization



Security



DRIVING FORCES -

4 Pillars of National Transformation Plan



Strategic Indicators for National Development Model:

1. High income nation
2. Happiness of the people

Developed Nation by the year 2020

VISION

2020



Preservation and enhancement of unity in diversity

1 Malaysia

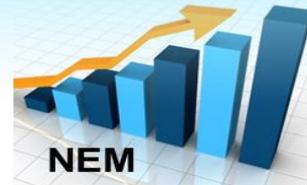
People First, Performance Now



Effective Delivery of Government Services

Government Transformation Program (GTP)

6 National Key Result Areas (NKRA)



New Economic Model: A High Income, Inclusive and Sustainable Nation

Economic Transformation Program (ETP)

131 Entry Point Projects
60 Business Opportunities
8 Strategic Reform Initiatives (SRIs)



Smooth Implementation of Government Programmes

10th Malaysia Plan

Smooth Implementation of Government Development Programmes



Digital strategy for Malaysia – leveraging existing initiatives & creating new opportunities in the digital economy

CTI – Cepat, Tepat & Integriti

PCI - Productivity, Creativity & Innovation



– National Blue Ocean Strategy

The Essence of NBOS

- The Government wants the NBOS way of thinking to be applied more widely in government agencies to better achieve the objectives of the initiatives such as the National Key Result Areas (NKRAs) , Government Transformation Programme (GTP) & Economic Transformation Programme (ETP)
- The NBOS Strategy involved **inculcating creativity, innovation, and out-of-the-box thinking** in coming up with methods to help and enhance the people's lifestyle **with minimum costs.**
- **Fast track implementation** (within 2 to 3 months), on high impact projects by striving for **collaboration** with various Agencies, GLCs and Industry Players



DRIVING FORCES -

Nexus of
Forces



A Nexus of converging forces
transforming user behaviour while creating new
business opportunities

**How will
Nexus of Forces
contribute to
achieve for
HIGHER INCOME
and HAPPINESS?**



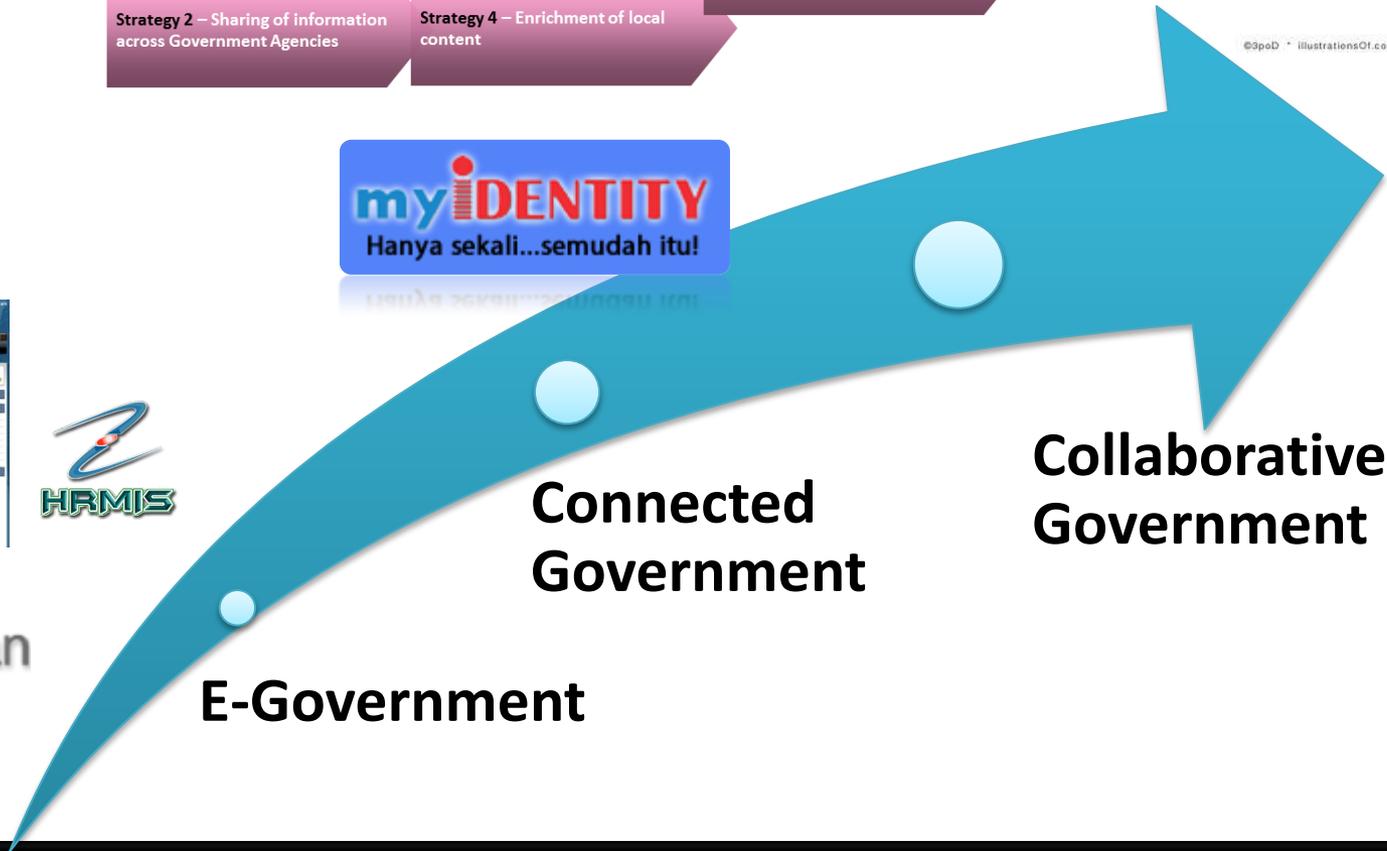


E-GOVERNMENT

Previous, Present and Future



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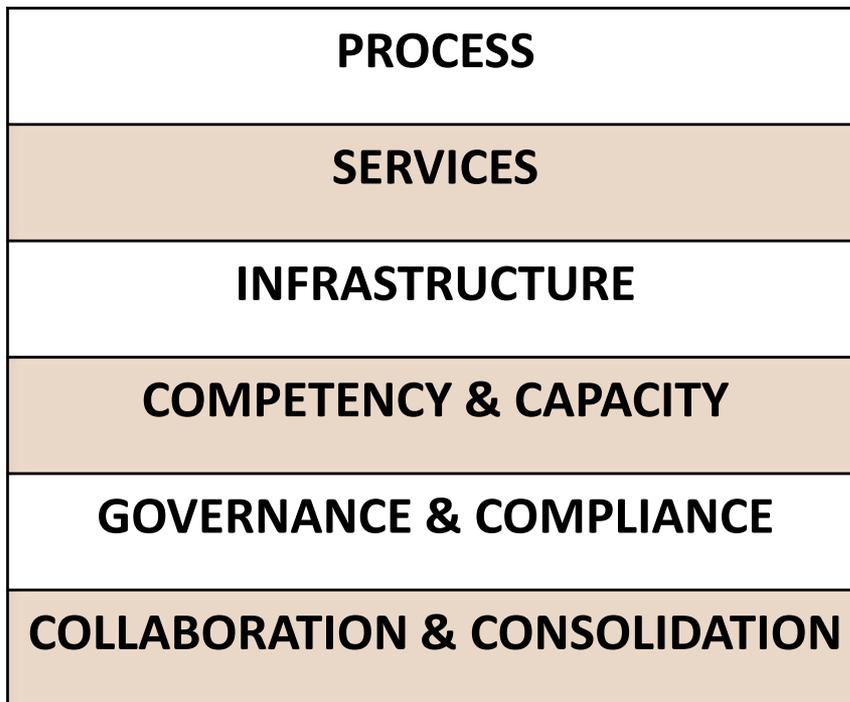




PUBLIC SECTOR ICT DELIVERY FRAMEWORK



STRATEGIC COMPONENTS



CHANGE MANAGEMENT PROGRAMME

CREATE BUSINESS VALUES, OPPORTUNITIES, NEW CAPABILITIES COST SAVINGS & EXCELLENT SERVICE DELIVERY

20%-30% Potentially Cost Saving

90% Services Available Online

Towards Paperless Government

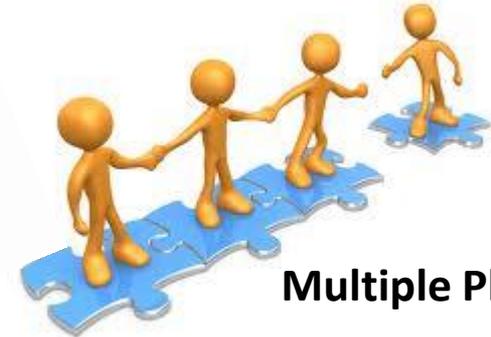
Seamless and Lean Civil Service

Global Competitiveness



CORE VALUES

**New Models,
New Challenges,
New Instruments**



Multiple Players

Engage with the citizen



- **Collaborative**
- **Strategic Partnership**
- **Participative Delivery**
- **High Impact**
- **Value For Money**
- **Consolidated**
- **Highly Secured**



EG SHARED SERVICES

Business Architecture

SERVICES



E-Rating

Information / Application Architecture

APPLICATIONS



64% Services made Online (Q1 2013)

Infrastructure Architecture

INFRASTRUCTURE



1Gov*Net



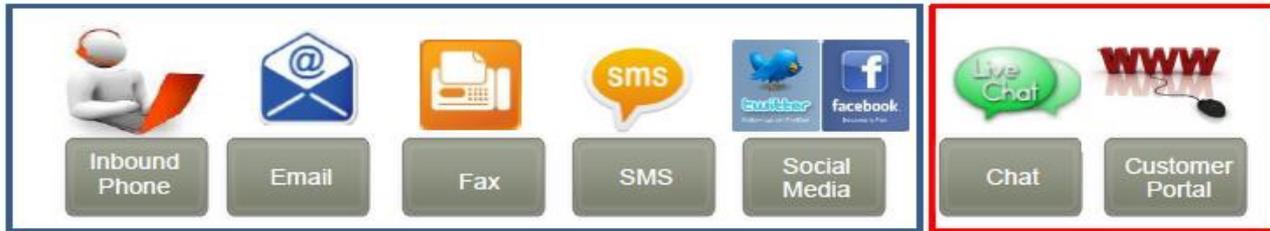
Putra Wifi



- **Single point of contact** that operates 24 hours a day, seven days in a week for ease of communication and improving public service delivery
- A Multi Channel Contact Center that provides a close loop process to ensure that every complaint and feedback are logged in a centralized CRM and **citizens are kept informed on progress until closure.**
- A centralised knowledge bank provides on line information to the call center team to enable **fast response** to basic inquiries.



Enquiry



Transfer Call



Complaint & Suggestion



Feedback & Recommendation



Reconstruct the Boundaries

Effectively sharing of training facilities of Ministries and Government agencies to fully utilise their facilities nationwide

- **120** in-service training institutes
- **124** pre-service training institutes
- **80** public training institutes



- *Across strategic group*
- *Across agencies*
- *Across time*

- an exchange and clearance centre for sharing of training resources and facilities of PTIs
- as focal point for sharing information among PTIs conducting in-service training

324 Public Training Institutions (PTIs)



COMPETENCY & CAPACITY

CORE

- System development
- Information Management
- Project Management
- ICT Security Management
- Data Centre Management
- Network management
- Database Management
- ISP development

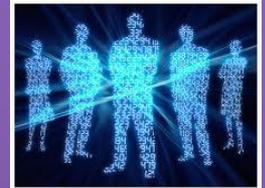
NON CORE

- Business Plan Development
- Sales Proposal Development
- Channel Development
- Sales Management
- Contract Management
- Forecast Development

3R

Reskill
Replace
Redeploy

Change Management Program



Highly
Competent
Public Sector
ICT Personnel



CONCLUSION

Striving for the holistic e-Government initiative shifts to the culture of high value proposition with the ultimate aim for the high impact of the government service delivery system through the collaborative efforts, consolidation of resources, fostering of creative ideas and innovations, with the perspectives to adaptable to New Models, New Challenges, New Instruments





Terima Kasih

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