



DIGITAL GOVERNMENT – ONE-STOP SHOPS AND USER-DRIVEN SERVICES

**BY
MUSTAFA BIN ABDULLAH
ICT SPECIALIST (NETWORK MANAGEMENT)
MAMPU**

14th SEPTEMBER 2016

AGENDA

1

DIGITAL GOVERNMENT

- **E-GOVERNMENT TRANSFORMATION IN MALAYSIA**
- **eGOV 3.0 - PUBLIC SECTOR ICT STRATEGIC PLAN & INITIATIVES**

2

ROLES & CRITICAL SUCCESS FACTORS

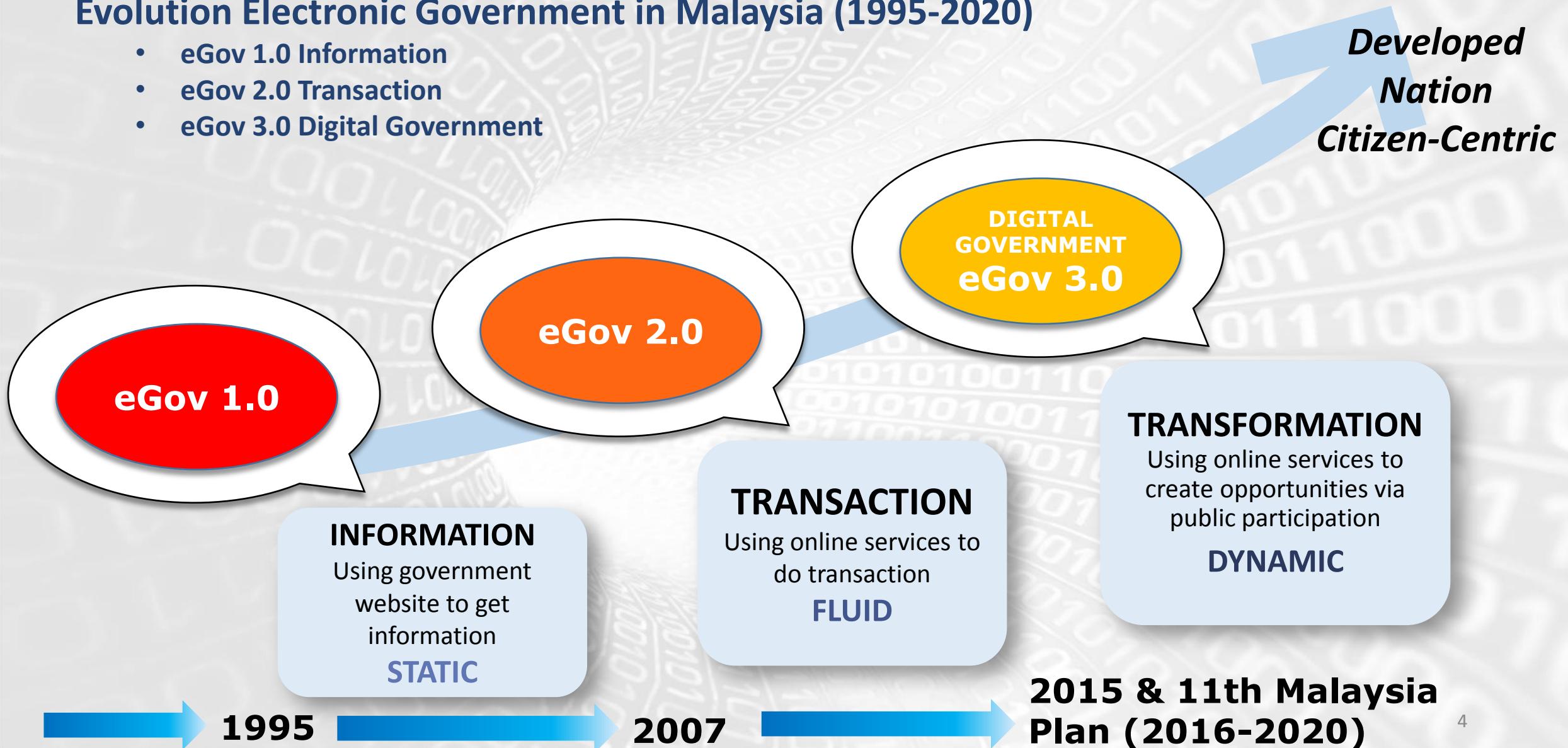
E-GOVERNMENT TRANSFORMATION IN MALAYSIA



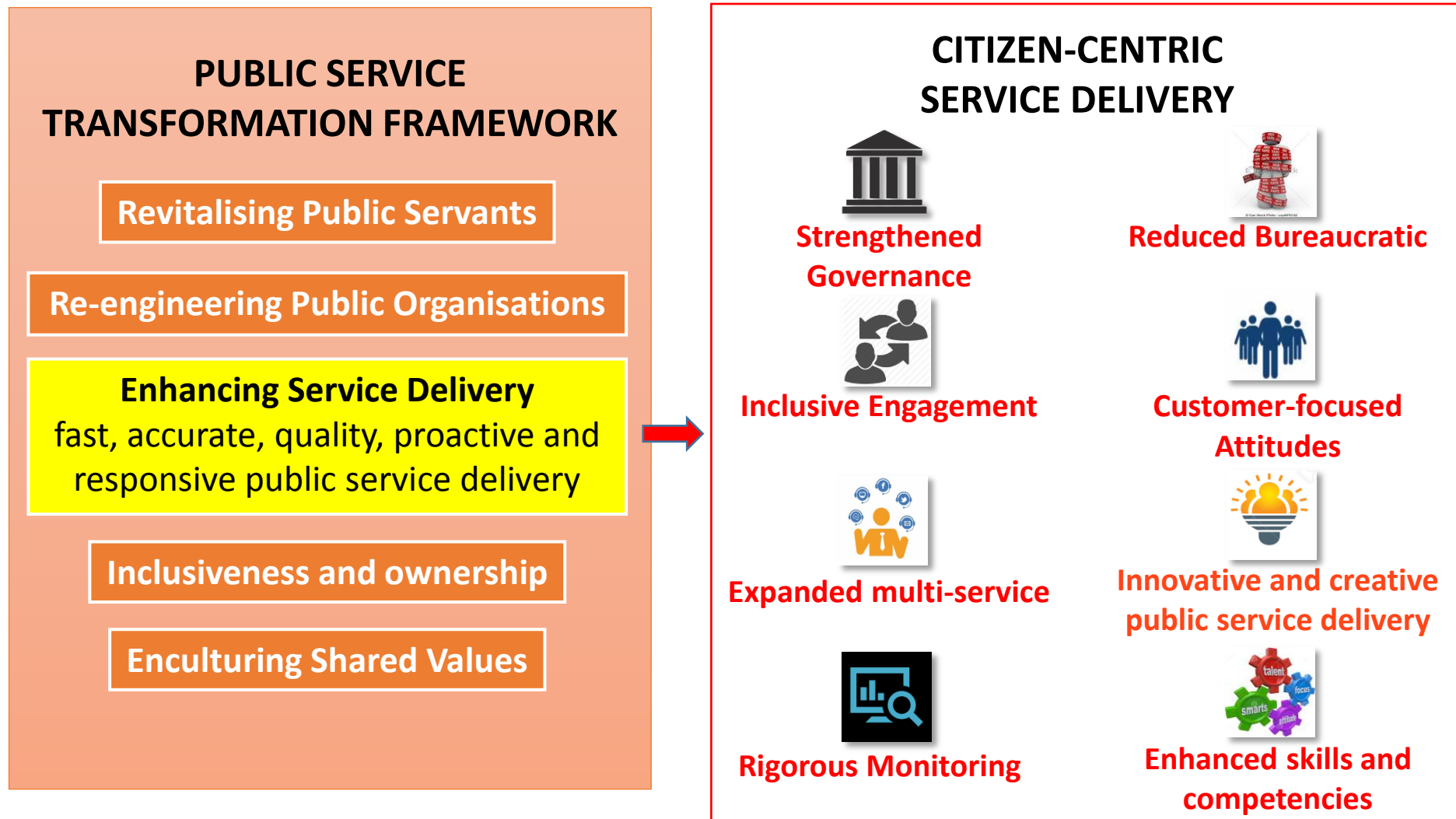
E-GOVERNMENT EVOLUTION IN MALAYSIA

Evolution Electronic Government in Malaysia (1995-2020)

- eGov 1.0 Information
- eGov 2.0 Transaction
- eGov 3.0 Digital Government



CITIZEN-CENTRIC SERVICE DELIVERY: A CONCEPTUAL



ACHIEVEMENTS

POLICIES & COMPETENCIES



163 personnel
Certified in 8 ICT tracks



50 ICT
Consultants
and experts
in 8 ICT tracks



50 ICT
Circulars/Instructions
and Guidelines

INFRASTRUCTURE



Government Unified
Communication
350,956 users
from 133 agencies



Government
Network
10,772 sites
in 277 agencies



Government
Data Center
150 agencies

APPLICATIONS



31 agencies
18,000 – 20,000 users



64 mobile applications
Government Mobile
Apps Gallery



422 agencies
742 ePayment Services



87.5%
Online Government
Services



1,270 data sets
Malaysia Open Data



98%
Agencies websites achieved 3* and above



Rationalization of websites
websites reduced to
644

GOVERNMENT E-SERVICES

MULTICHANNEL FOR SERVICE DELIVERY

Portal

Bank Portal

Mobile

Kiosk

Counter

1MOCC

PUBLIC SECTOR INITIATIVES

Online Services

Mobile
Services &
Apps

Digitisation
of Documents

Paperless
Government

Integrated
Services

Shared
Services

G2G

G2B

G2C



INITIATIVES: MORE THAN 60 IMPLEMENTED

Engagement



URBAN TRANSFORMATION
CENTRE (UTC)
Ministry of Finance



1MALAYSIA ONE CALL
CENTRE (1MOCC)



1MALAYSIA FOR YOUTH
(1M4U)

Ministry of Youth and
Sports

Collaboration



1Malaysia Family Care



Malaysian Global
Innovation And
Creativity Centre
(MaGIC)



1Malaysia Hawkers
Programme

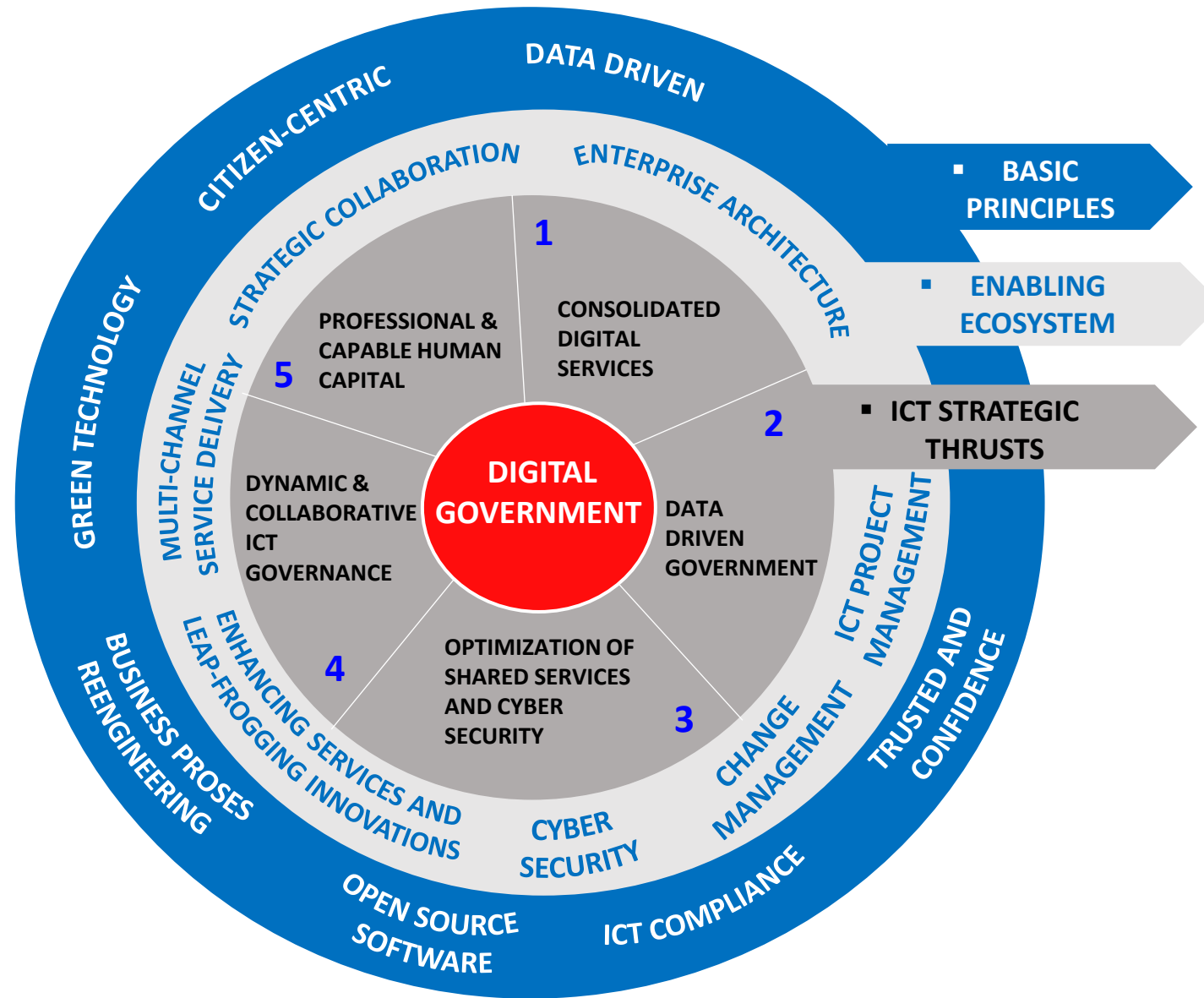
Digital Government



eGOV 3.0 DIGITAL GOVERNMENT (2016 – 2020) : PUBLIC SECTOR ICT STRATEGIC PLAN & INITIATIVES



PUBLIC SECTOR ICT STRATEGIC PLAN : 2016 - 2020



ICT STRATEGIC THRUSTS

CAPABILITY DEVELOPMENT

Capability Development -
Roadmap for ICT Schemes
Data Scientists
Enterprise Architects



DYNAMIC & COLLABORATIVE ICT GOVERNANCE

Government Enterprise
Architecture
Strategic Collaboration with
MCMC, MDeC, MIMOS, IPT,
Cyber Security Malaysia and
International Body
Focus Group with ICT
Industries



INTEGRATED DIGITAL SERVICES

Government Online Services Gateway
Digital Document Management System



DATA DRIVEN SERVICE TRANSFORMATION

Open Data
Big Data Analytics
Government Data Optimization
Transformation Services (GDOTS)
National Registries
Government Information Exchange Hub



OPTIMIZATION OF SHARED SERVICES AND CYBER SECURITY

Public Sector Data Centre (PDSA)
Government Unified Communication (1GovUC)
Government Network (1Gov*Net)
Cyber Security Programs



INTEGRATED DIGITAL SERVICES

PHASE 1 (2015) (target : agencies)

- Rationalization of Public Sector agencies websites
- Engagement sessions with Ministries & State Governments
- **Arahan dan Garis Panduan Pelaksanaan Rasionalisasi Laman Web Sektor Awam**
- **1,641 websites** rationalized to **644 websites**



PHASE 2 (2016 – 2020) (target : services and information)

- Enhancing and upgrading **myGovernment Portal to Government Online Services (GOS) Gateway** : citizen- centric services based on life events & by service clusters:
 - ☐ **Single Window**
 - ☐ **Life Event Government Online Services**
 - ☐ **Citizen Centric**
- Phase Implementation: Business, Education, Health and Welfare

DIGITAL GOVERNMENT – TOWARD ONE-STOP SHOPS AND USER-DRIVEN SERVICES



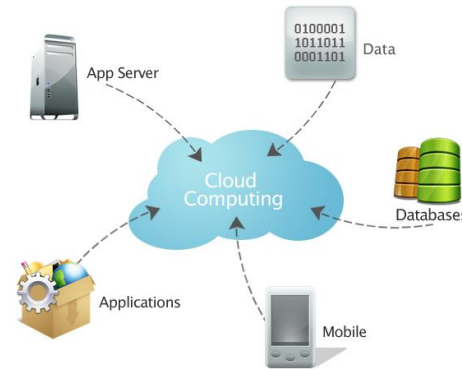
OPTIMIZATION OF SHARED SERVICES

SERVICES OF PUBLIC SECTOR DATA CENTER

Leap Frogging Big Data Usage



Secure Private Government Cloud



PDSA as Source Code Repository



Increasing Open Data Usage



Enhancing Data Sharing



MAMPU as Service Broker for shared services



Master Data Management Services & Centralised Data Exchange (CDX)

40

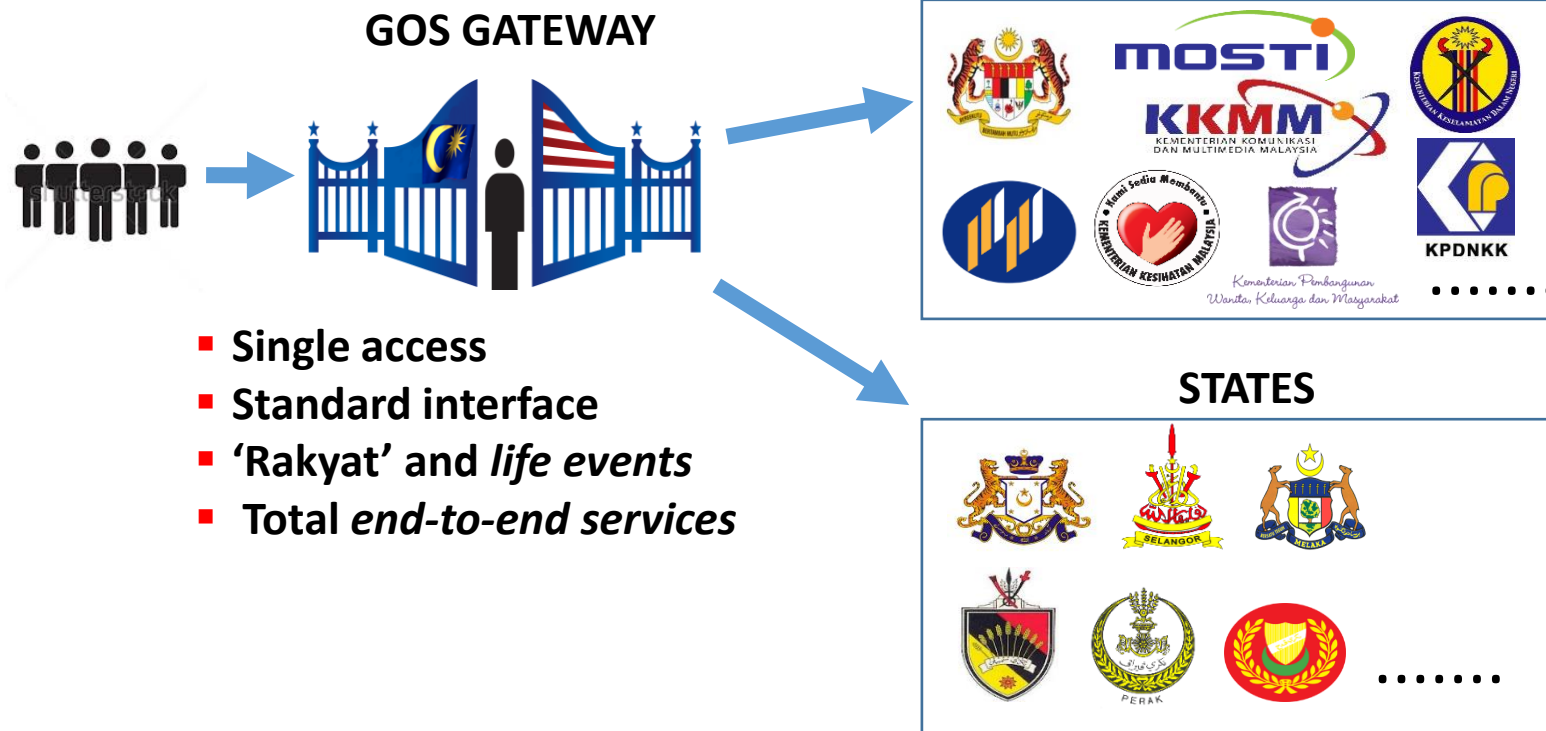
2016

Online Service Index (OSI)
UN EGD

15

2020

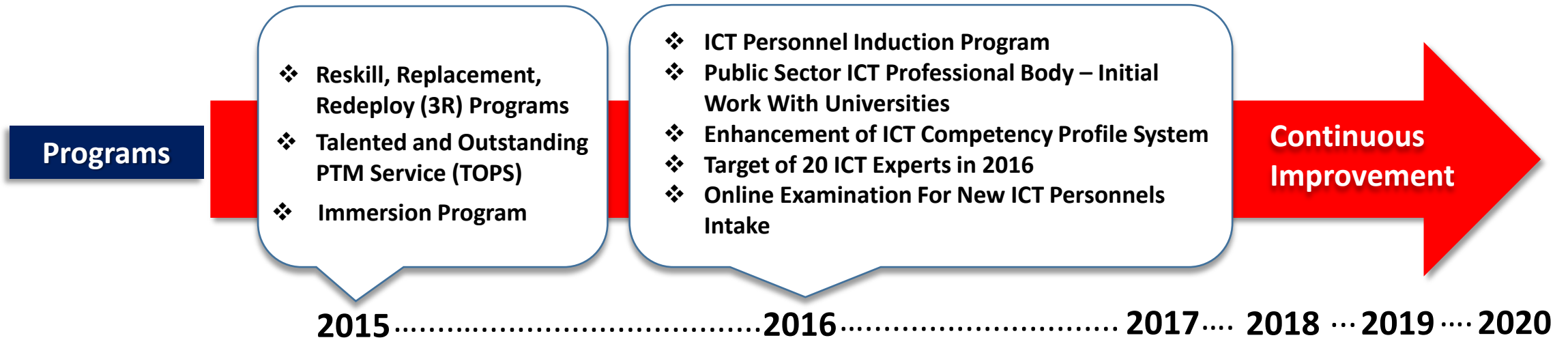
“Uphold GOS towards citizen”



SERVICES TRANSFORMATION

- Single portal to access GOS
- Standard portal interface
- Easy and user friendly – using a same standard
- Focus to the usage and customer happy
- Back-end process still belong to owner

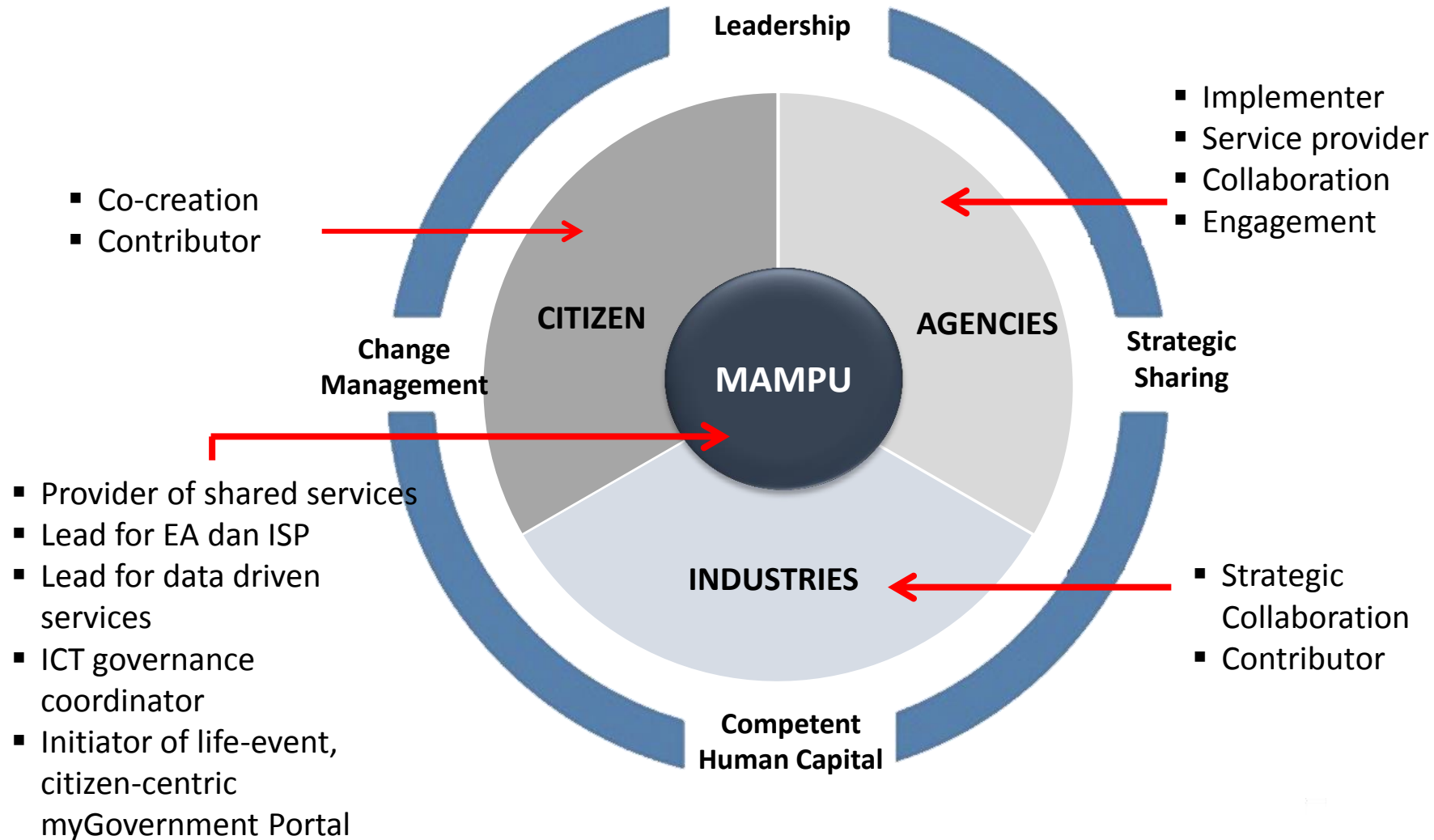
CAPABILITY DEVELOPMENT : IMPLEMENTATION OF CAPABILITY DEVELOPMENT ROADMAP (CDR) FOR ICT PERSONNELS



ROLES & CRITICAL SUCCESS FACTORS



ROLES AND CRITICAL SUCCESS FACTORS





THANK YOU

www.mampu.gov.my

All information incorporated within this slide is created for Malaysian Administrative Management and Planning Unit (MAMPU),
Prime Minister's Department, Malaysia.

All information is the property of MAMPU and any unauthorised reproduction is prohibited.