DIGITALISATION OF MALAYSIA PUBLIC SERVICE: CITIZEN CENTRIC IMPERATIVE

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AGENDA

DIGITAL GOVERNMENT

• E-GOVERNMENT TRANSFORMATION IN MALAYSIA
• PUBLIC SECTOR ICT STRATEGIC PLAN, 2016 - 2020
• ICT INITIATIVES
• WHAT DO WE HAVE TO DO?

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

Public Sector efficiency and productivity


E-GOVERNMENT TRANSFORMATION IN MALAYSIA
5 Focus Areas identified to transform Public Sector to be more efficient and productive

- Capitalising on local authorities for quality services at the local level
- Rationalising public sector institutions for greater productivity and performance
- Enhancing project management for better and faster outcomes
- Strengthening talent management for the public service of the future
- Enhancing service delivery with citizens at the centre
The ICT Framework consists of four main components: ICT Vision, ICT Strategic Thrusts, Enabling Ecosystem and Basic Principles

- **ICT Vision**: Public Sector ICT goal to support Eleventh Malaysia Plan
- **ICT Strategic Thrusts**: Strategic enablers to achieve ICT goals
- **Enabling Ecosystem**: Strategic elements to support/enable the successful implementation of ICT initiatives
- **Basic Principles**: Underlying guiding factors in ICT implementations
OVERVIEW OF PUBLIC SECTOR ICT STRATEGIC PLAN:
2016 - 2020

5 STRATEGIC THRUSTS

T1 INTEGRATED DIGITAL SERVICES

S1 Enhance Government Digital Services
S2 Leapfrog the Usage of Digital Services

T2 DATA DRIVEN GOVERNMENT

S1 Leverage on Government Data
S2 Manage and Coordinate Public Sector Data

T3 OPTIMISE SHARED SERVICES AND STRENGTHEN CYBER SECURITY

S1 Strengthen Public Sector ICT Infrastructure
S2 Strengthen Digital Communication Capability
S3 Strengthen Public Sector Cyber Security

T4 COLLABORATIVE AND DYNAMIC ICT GOVERNANCE

S1 Strengthen Digital Government Strategic Leadership
S2 Strengthen Digital Government ICT Organisation
S3 Strengthen Public Sector ICT Governance

T5 PROFESSIONAL AND CAPABLE WORK FORCE

S1 Strengthen Management of Public Sector ICT Personnel
S2 Develop and Retain ICT Talent in Public Sector

12 STRATEGIES

30 PROGRAMS

6 Programs
5 Programs
8 Programs
6 Programs
5 Programs
- Convergence of Business and Technology Strategies
- Strengthening Cross-agency Collaboration Agenda
- Re-enforcing Capability Development in the Public Sector
- Aligning IT Strategy Development in the Public Sector
PUBLIC SECTOR ENTERPRISE ARCHITECTURE BLUEPRINT (1GOVEA)

Agencies

Mission & Vision
Service Catalog
Data Dictionary
Business Model
Application Catalog
Technology Catalog

Federal Agencies

Public Sector Reference Model

Services Transformation

Requirement Analyst
Transformation Vision Development
EA Development

Solution Development
Solution Proposal
Implementation Plan Development

Implementation
Solution Implementation

Continuous Improvement
Monitoring and Evaluation
Change Management

Business Architecture
Data Architecture
Application Architecture
Technology Architecture
SIGNATURE PROJECTS
Citizen centric and life events

Total end-to-end services

Single access

Single Sign-on

Standard interface
GOVERNMENT ONLINE SERVICES GATEWAY

Service Delivery: Government-Centric

AS-IS
Delivery services in silo

TO BE
Integrated Delivery services

Service Delivery: Citizen-Centric

Traditional Gateway

Which agency?

Government Online Services Gateway

What documents are required?

Life Event Gateway

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GOVERNMENT INFORMATION EXCHANGE HUB

- Data brokerage
- Master data management
- Seamless information sharing and exchange
DATA DRIVEN TRANSFORMATION : PUBLIC SECTOR DATA OCEAN

- Government Data Optimization Transformation Services (GDOTS)

- Data Driven Public Service Transformation

Public use 11,000+ Online Services to Interact with Government
**USE CASE: DATA SHARING ACROSS AGENCIES**

- **Fast and accurate for decision making**
- **Effective planning and strategy development**
- **Inter-agencies data sharing for comprehensive analysis**

**VISUALIZATION**
- Data Cleaning
- Data Processing
- Methodology
- Technology
- Category
- Government Data
- Optimization Transformation Service - GDOTS
- Unified Platform

**GOVERNMENT HEALTH DATA LAKE**

**HEALTH DIGITAL OCEAN**

**PRIVATE HEALTH DATA LAKE**

**THREE TYPES OF DATA PROVIDE SIX MINISTRIES MONITORING**

- Real time diseases updates
- Real time drugs & medicine updates
- Diseases outbreak early warning, highlights

- Real time trade value
- Real time fraud for tax evasion
- Tax Prediction & Collection Planning

- Area for new hospitals and clinics planning
- Subsidy & Budget planning
- Human resource planning
- RMK-11 Quality of Life Transformation

- Real time drugs and medical product trade
- Price analytics and enforcement
- Stock inventory checklists and supply
- Pharmaceutical inventory control
GOVERNMENT OPEN DATA

- Obtaining quality datasets and publish on data.gov.my
- Provide open data advisory
- Identify high impact use cases
- Document best practices and lesson learnt

Clusters

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<tr>
<th>Transport</th>
<th>Agriculture</th>
<th>Education</th>
<th>Health</th>
<th>Social</th>
<th>Economy</th>
<th>Finance</th>
<th>Tourism</th>
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Open Data Users

- Business Communities
- Agencies
- Individuals

1. Request for new data sets
2. Download
3. data.gov.my
4. Innovation

Cost savings to Government
Increase income via innovations
Generating economy via services

USE CASES (UC)

UC1 UC2 ..... UCN

Citizens/users
**OPTIMIZATION OF SHARED SERVICES – PUBLIC SECTOR DATA CENTRE (PSDC)**

- **Enhancement and rollout Public Sector Data Centre**
  - ICT as a service platform
    - Infrastructure as a service
    - Platform as a service
    - Software as a service

**Cloud Services: ICT-As-A-Service**
- Infrastructure-As-A-Service (IAAS)
- Platform-As-A-Service (PAAS)
- Software-As-A-Service (SAAS)

**Data Centre Services**
- Physical Hosting Server
- Virtual Hosting Server
- Rack Hosting/Caging
- Applications Hosting

**Business Continuity and Disaster Recovery**
- ICT Business Continuity
- ICT Disaster Recovery Management
- ICT Disaster Recovery Infrastructure (Mirroring/Hot/Warm/Cold/Offsite Storage)

**Value Add Services**
- Big Data Platform
- Open Data Platform
- Source Codes Repository
- Information Exchange Hub

**Enablers**
- Legislation, Policy, SOP, Guidelines, Best Practices
- Management, Operationalisation dan Support Services (System Management and Monitoring, Backup Management, Database Management, System Migration, Helpdesk)
- Governance
- Security (Physical and Logical)
OPTIMIZATION OF SHARED SERVICES

SERVICES OF PUBLIC SECTOR DATA CENTER

Leap Frogging Big Data Usage

Secure Private Government Cloud

PSDC as Source Code Repository

Increasing Open Data Usage

Enhancing Data Sharing

MAMPU as Service Broker for shared services

Leap Frogging Big Data Usage

Secure Private Government Cloud

PSDC as Source Code Repository

Increasing Open Data Usage

Enhancing Data Sharing

MAMPU as Service Broker for shared services
OTHER ENABLER
CAPABILITY DEVELOPMENT ROADMAP (CDR)

Programs

- Reskill, Replacement, Redeploy (3R) Programs
- Talented and Outstanding PTM Service (TOPS)
- Immersion Program

- ICT Personnel Induction Program
- Public Sector ICT Professional Body – Initial Work With Universities
- Enhancement of ICT Competency Profile System
- Target of 20 ICT Experts in 2016
- Online Examination For New ICT Personnels Intake

2015 ........................................ 2016 ........................................ 2017 ... 2018 ... 2019 ... 2020

Continuous Improvement

**ST1:** Strengthening Management of IT Services

**ST2:** Enhancing ICT Career Path

**ST3:** Enhancement of Competencies

**ST4:** Strengthening of ICT Management & Governance

12 STRATEGIES

48 ACTION PLANS

ICT SERVICES EXPERT TRACKS

- STRATEGY
- TECHNICAL
- SYSTEM DEVELOPMENT
- ICT MANAGEMENT

PUBLIC SECTOR CAREER DEVELOPMENT REPOSITORY SYSTEM
WHAT DO WE HAVE TO DO?

- collaborative and engaged stakeholders
- cross-agencies commitment to mission productivity
- advance towards personalised services
- insight-driven operations
- resilient and secure mission critical infrastructure and systems
THANK YOU

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