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MIMPI
JABATAN PERDANA MENTERI



FOREWORD

Assalamualaikum, Salam Kegemilangan and Salam 1Malaysia: People First, Performance Now.

The advancement of Information and Communication Technology (ICT) in the Malaysian public sector has evolved from the use of computers at Government service counters in the 70's to the use of web portals at the turn of the century. Through this e-Government initiative, web portals have brought significant improvement in Government service delivery by enabling online sharing of data and information as well as boosting cross-border inter-agency collaboration. The ICT journey took another giant leap in 2007 with the eKL initiative. Premised on the concept of a 'Connected Government', the eKL initiative introduced the ideas of 'a virtual pool of Government information and services' and the 'No Wrong Door Policy'. The use of ICT by the Malaysian Government in dispensing services to the public is indeed progressing positively. Beginning with the introduction of a transactional-based suite of services that optimises the use of online transactions, round-the-clock services and enhanced 2-way citizen-Government interaction, the time has come for the emergence of a 'Connected Government' that serves the public through an integrated back office infrastructure. This latest foray in ICT strives to connect people, communities and organisations inside and outside the Government, as well as putting people at the centre of responsive networks of knowledge, service, trust and accountability.

The 10th Malaysia Plan (10MP) reiterates the Government's commitment to enhance the delivery and efficiency of its services to the people and the business community by leveraging on ICT. It puts forward implementation strategies that will successfully realise the 'Whole-of-Government' approach in respect to ICT infrastructure consolidation exercise that will increase productivity, minimise redundancies and improve efficiency. The resultant improvement of the public service delivery system through the implementation of the e-Government applications will provide the impetus to the people to support the 10MP in realising Vision 2020.

This book emphasises on the new e-Government programs and those that are being reengineered for improvement, such as eLand, eKL, Citizen Registry System (CRS), Electronic Records Management System (ERMS) and so forth. This is in line with the Government's effort in the 10MP to continue focusing on ICT as the engine to spur greater national productivity and competitiveness as a whole.

I would like to take this opportunity to thank all those who have contributed towards making the publication of this year's EG Book a reality. This noble effort must continue and I believe the contents of this book will be useful for both the public and private sector.

Dato' Mohamad Zabidi Zainal
Director General
Malaysian Administrative Modernisation and Management Planning Unit (MAMPU)
Prime Minister's Department

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The Launching of the Malaysian Public Sector ICT Strategic Plan
7 Julai 2011, Putrajaya International Convention Center (PICC)

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INTRODUCTION





Anugerah Inovasi Sektor Awam (ANSA) 2010 Ceremony
28 Julai 2011, Putrajaya International Convention Center (PICC)

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INTRODUCTION

The public service has undergone a rapid transformation with the advent of information and communications technology (ICT). The use of information technology in providing public sector services, particularly those involving online access, has significantly improved performance in line with demanding customer needs. The services offered have not only expedited the work process but also reduced costs and time, as well as enhanced transparency. In short, ICT is used as a strategic enabler in improving the Government delivery system founded on the concept of "1Malaysia: People First, Performance Now".

The use of ICT has indeed speeded up decision making and the diffusion of information in tandem with heightened customer demand. Recognising the needs of a more complex and sophisticated society has spurred the Government to introduce innovations in the delivery system that can improve the quality of services. The implementation of e-Government is an innovative response in that direction that has resulted in a transformation towards service excellence.

The implementation of online services has received positive feedback from the masses not only because it promises speed



in the delivery of services but also enhanced integrity and accountability of the public service. In order to allay any fears of data security, the implementation of ICT is governed by various statutes, circulars and directives. In the long run, the use of ICT is expected to save the Government on administrative costs in addition to improving the productivity and quality of public services.

To date, many applications have been developed as part of the e-Government initiative to facilitate the Government online services, such as eLand, Electronic Budget Planning and Control System (eSPKB), eProcurement, eSyariah, Generic Office Environment–Electronic Government Document Management System (GOE-EGDMS), Human Resource Management Information System (HRMIS), eServices and Project Management System II (SPPII). Many of these systems have been described in the 'EG 2009' publication while the newer systems or systems that are currently being reengineered, improved or being rolled out are detailed herein.




THE MALAYSIAN PUBLIC SECTOR
ICT STRATEGIC PLAN
POWERING PUBLIC SECTOR DIGITAL TRANSFORMATION
2011-2015
"People First, Performance Now"
7 July 2011

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THE MALAYSIAN PUBLIC SECTOR ICT STRATEGIC PLAN

The Malaysian Public Sector ICT Strategic Plan (2011-2015) provides the blueprint to accelerate the innovative utilisation and development of ICT in readiness for the ever changing service landscape facing the public sector. The Plan describes the strategic intent and direction to allow for the pervasive use of ICT for citizen-centric and 'whole of government' delivery.

The Malaysian Public Sector ICT Strategic Plan (2011- 2015) charts the strategic direction for the implementation of information and communications technology (ICT) in the Malaysian public sector for the next five years. The formulation of strategies in the plan is based on the assessment and analysis of findings of several studies conducted to ensure alignment with national aspirations, stakeholder requirements and global best practices.

The Public Sector Business Environment study assessed requirements in relation to Vision 2020 and the four pillars of national transformation namely 1Malaysia: People First, Performance Now, Government Transformation Programme (GTP), Economic Transformation Programme (ETP) under the New Economic Model and the 10th Malaysia Plan. An ICT Benchmark ranking analysis was conducted to assess best practices in 12 countries to determine and understand current public sector challenges and opportunities. A Gap Analysis that mapped the current ICT scenario against key focus areas was also undertaken to identify challenges and ICT development opportunities for the public sector in Malaysia.

The Public Sector ICT strategic direction is designed to meet seven strategic objectives in line with the national transformation agenda. The objectives are to streamline ICT architecture; consolidate ICT operations; intensify inter-agency collaboration; rationalise ICT governance structure; attract, develop and retain top talent in the Public Service; strengthen performance culture; and foster a knowledge-based environment. Specific strategies have been identified to deliver on these objectives whereby pervasive ICT utilisation will help optimise internal operations and management in ensuring that citizens and businesses are able to obtain services of the highest quality from government agencies. Five programmes encompassing a total of 22 initiatives were identified to support the strategies to achieve the public sector ICT strategic objectives. Ultimately the plan aims to ensure the adoption of a citizen-centric and 'whole-of-government' approach whereby the combination of people, process and technology is leveraged optimally to support policy formulation, programme development and the delivery of outcomes.



The Launching of the National ICT Conference
7 Julai 2011, Putrajaya International Convention Center (PICC)

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ICT PROJECTS





ICT PROJECTS

TELEPRIMARY CARE (TPC)

Teleprimary Care (TPC) integrates the systems used in specialist clinics and systems used in pathology, radiology and pharmacy. With TPC out-patients only need to register once at any clinic or hospital implementing the system and then be able to receive treatment at any other clinic or hospital. Patients are able to receive the same quality treatment no matter where they are through teleconsultancy and sharing of patient record. This means hospitals that are situated in rural and remote areas are still able to get consultancy from specialist at bigger hospitals. Thus patients are not only able to get the best treatment but are also able to save costs as they do not need to travel to the bigger hospitals to get treatment from specialists. There is also no need for the specialist to travel to remote areas to give consultancy at smaller hospitals. The system also has the ability to send reminders to patients on appointment dates and enables checking of appointments through SMS thus enhancing patient management and reducing waiting time for treatment from 30 minutes to 15 minutes.

TPC helps realise the concept of health care with no boundaries by enabling surveillance of notifiable diseases including communicable diseases like dengue, Tuberculosis and H1N1 by providing serices such as SMS, email alerts and auto notification. This system complies to the international clinicle standard National Health Data Dictionary (NHDD), International Classification of Diseases (ICD) 10 and Health Level Seven International (HL7) to enable integration to other systems in the future. The system is accessible from health offices at the district, state and federal level. It helps increase the quality of healthcare to the people by providing high standards in clinics and enabling patients to receive comprehensive health service.

As of 31st December 2010 88 clinics and seven (7) hospitals have implemented TPC.



DIGITAL DISTRICT

The Digital Pekan 1Malaysia project was developed with the noble intention of creating digital districts by setting up ICT/broadband ecosystems in districts (daerah) and sub-districts (mukim). The strategy employs the building block approach where individual districts (i.e. blocks) will be equipped with network infrastructure and supported with programmes for demand stimulation. Each developed district acts as a block that gets integrated into a bigger building block at the state level. In turn, digital states are integrated into a digital nation.

The digital district ecosystem concept was conceived based on the pillars of 3Cs – Connectivity, Content and Capability. This endeavour is aimed at encouraging the population in a particular district to use broadband to access the multitude of Internet uses including, among others, information, entertainment, global social networking in cyberspace, e-Government facilities and e-commerce services transactions. In this regard, the first aspect – connectivity - is related to the creation of infrastructure for a digitally connected district that supports future economic growth and helps the people by providing online services. This involves putting in place an array of communication infrastructure

including wired copper and fibre optic networks; wireless broadband and cellular networks; Wi-Fi hotspots; broadcasting and satellite networks.

The second aspect – content – refers to the array of services and applications that is delivered via infrastructure that is already in place and supported by digital devices which enables the transmission of voice, video and data.

Capability is the engagement with the people on the use of technologies to deliver inclusive and local solutions while encouraging and developing skills that will enable people to exploit the economic, environmental and social benefits of digital innovation.

There have already been numerous ICT/broadband initiatives undertaken by various parties over the past two decades. As such, implementation of a digital district will inevitably incorporate a combination of earlier initiatives and new initiatives to be implemented in the particular district.
Hence, each digital district, as it emerges, may be different and unique subject to the facilities that are already in place, the characteristic features of the district and the plans and requirements for the district that act to enhance the building blocks.
The conceptualisation of Digital Pekan 1Malaysia was based on the theme "Memacu Budaya Teknologi" and the maiden flagship of the digital district strategy was launched by the Hon. Prime Minister Dato' Sri Mohd Najib bin Tun Haji Abdul Razak, on 30 January 2010 at Dewan Konvensyen Sultan Ahmad Shah in Pekan, Pahang.



Prime Minister visiting MAMPU exhibition booth after launching Digital Pekan 1Malaysia.

Digital Pekan 1Malaysia involves the implementation of 7 (seven) key projects:

a. Project 1: Broadband Experience Centre – a one-stop information centre serving as a training and experience centre for new products;

b. Project 2: Computers @Home – to provide PCs (notebooks) packaged with broadband service;

c. Project 3: Wireless @Pekan – to provide free Internet access for a defined period, allowing the public to experience the potential benefits of the service;



The Digital Pekan 1Malaysia press conference

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d. Project 4: Virtual Pekan Memoria – to promote local content development by involving various demand creation activities such as Pekan Blogging Competition and Digital Story Telling;

e. Project 5: In town Portal – Pekan's own portal "Laman Komuniti Pekan, Pahang";

f. Project 6: Promotion and Awareness Campaigns – a series of launching and promotion activities by individual stakeholders; PC Fair; Broadband Show and Carnival; joint awareness and education drive to promote Internet use; and joint promotion on Government services;

g. Project 7: e-Pekan – delivery and implementation of e-Government services.

Besides the above, the Digital Pekan project also includes the delivery of three Community Broadband Centres by SKMM, the supply of 100 PCs to Sri Pekan Secondary School and the upgrading of the school's local area network (LAN) from 4 Mbps to 8 Mbps.

The launching of Digital Pekan 1Malaysia is proof of the Government's resolve to incorporate ICT and broadband in the overall national agenda of 1Malaysia. It also reflects Malaysia's belief that 'going digital with innovation as a way of life' and the adoption of broadband will pave the way towards creating a better quality of life and a brighter future for Malaysians, ultimately realising the concept of 1Malaysia. The Digital District programme can be construed as a key contributor to national economic growth in terms of achieving the National Broadband Plan target, which stipulates a target of 50% broadband penetration by the end of year 2010.

ePekan

The Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) was given the task to implement ePekan, one of the projects under the Digital Pekan initiative.

The objective of ePekan is to transform the district of Pekan into a model district that optimises the use of ICT. This is done by making Government services available online and making them the choice of the public when dealing with the Government. In addition, it also involves extending Government initiatives such as mySMS, myBayar, MyID and other ICT services and systems to Pekan. The outcomes from this project are enhanced delivery service by the Government for the people of Pekan and an increase in the usage of Government online services, thus contributing towards reducing the digital divide.

Seven (7) agencies in Pekan were selected to participate in this project based on the high impact services that they offered. The agencies selected were:

- District Office, Pekan;
- Land Office, Pekan;
- General Hospital Pekan;
- Health Office, Pekan;
- Education Office, Pekan;
- District Islamic Office, Pekan; and
- Welfare Office, Pekan

The quick win strategy used to implement ePekan was to identify and implement online services and systems that are simple and easy to implement and that do not require any additional hardware or software. Some of these implemented online services and systems were acquired from the head offices and from the Ministries. Online services and systems that require acquisition of hardware and software and a longer time for implementation are studied in greater detail before implementation.

ePagoh

After the implementation of Digital Pekan 1Malaysia project by the Malaysian Communication and Multimedia Commission (MCMC), MAMPU began embarking on the implementation of ePagoh, under the ambit of the Digital Pagoh-Muar 1Malaysia initiative.

Digital Pagoh-Muar 1Malaysia was launched by the Hon. Deputy Prime Minister, Tan Sri Dato' Haji Muhyiddin bin Mohd Yassin, on 6 June 2010 at Pagoh Sports Complex, Muar, and Johor. In conjunction with the launch, an ICT Carnival was also held on that day and MAMPU participated in the exhibition to promote the various Government services available to the public.

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The launching of Digital Pagoh 1Malaysia by Yang Amat Berhormat Tan Sri Dato' Hj Muhyiddin Hj Mohd Yassin, Deputy Prime Minister of Malaysia.

Eight (8) agencies in Muar were selected to participate in this project based on the high impact services that they provided. The agencies selected were:

- District Office, Muar;
- Land Office, Muar;
- Muar Municipal Council;
- Education Office, Muar;
- Health Office, Muar;
- Welfare Office, Muar;
- Sultanah Fatimah Hospital, Muar; and
- District Islamic Office, Muar

The ultimate goal of the Digital District initiative is that, the citizens will be able to deal with the Government easily and conveniently through various delivery channels electronically.

CITIZEN REGISTRY SYSTEM (CRS)

The Citizen Registry System (CRS) is a centralised repository of citizens' basic data. It acts as a hub that enables all Government agencies to access and process basic data of the citizens thus eliminating the need to establish similar databases at every agency. Basic data here refers to citizens' essential and frequently used personal data that is captured by the Government and which has undergone a validation process by the citizens themselves to ensure its accuracy and currency. This data will be the official data to be extracted and used by all Government agencies that transact with citizens. By having access to CRS basic data, Government agencies are not allowed to recapture the same data from the citizens.

The objectives of CRS are:

a) To provide citizens' basic data that is captured from source;
b) To facilitate citizens in transacting with Government agencies by eliminating the need for them to provide basic data repeatedly when dealing with the Government;
c) To ensure that citizens' basic data used across all Government agencies is accurate and consistent; and
d) To improve the process of data collection at Government agencies by re-using data that has already been provided to the Government.



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To obtain citizens' basic data, Government agencies will have to access the data from the Citizen Registry System which resides at the National Registration Department. Getting data from source will ensure data accuracy, reliability and consistency across Government agencies. Additionally, the CRS will be able to shorten the process of data capturing and processing thus supporting effective and efficient service delivery to the citizens. However, the implementation of CRS also poses a great challenge. Among the challenges include putting in place the legal framework related to data sharing, providing of data and the standardisation of codes and definitions across all Government agencies.

Phase 1 CRS Implementation

CRS will be implemented in phases. The first phase involves five (5) high impact agencies which include the National Registration Department as the custodian of CRS, and four pilot agencies namely the Road Transport Department, Immigration Department, Employees Provident Fund and Inland Revenue Board, as the users of CRS. The implementation of CRS is expected to go live by December of 2011.

MyID

MyID is an initiative where the Identity Card number is used as the sole reference number for Malaysian citizens in their individual capacity when dealing with Government agencies. The main objective of this initiative is to provide convenience to the citizens.

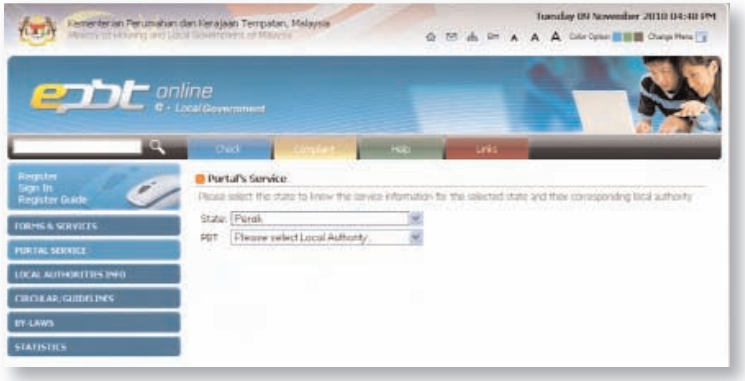
Hence, citizens no longer need to remember various reference numbers generated by the agencies for the different services. With this initiative, only one number needs to be remembered, that is, their Identity Card number. Transacting with various Government agencies will be much easier, faster and hassle free. Apart from expediting service delivery and reducing queues at the counters, it would also eliminate problems arising from lost or misplaced documents.

This initiative involves all Government agencies at both Federal and State levels. To address the concern of the public regarding security aspects, Government agencies are instructed to do the necessary second level verification of the individual's identity before any confidential information can be released or accessed. Further information on MyID initiative and the list of services that have implemented this initiative can be viewed at the following websites:

- http://www.mampu.gov.my/myid_info/index.htm;
- http://www.malaysia.gov.my.



ePBT ONLINE



The Local Government Department (LGD) under the Ministry of Housing and Local Government has initiated the development of a web-based ePBT System called "ePBT Online". ePBT Online comprises of five (5) modules as follows:

a. **eEnquiry**
An online platform for checking the status of:
- Lodged;
- Taxe Assessment;
- License and Permit application and charges;
- Rental; and
- Compound.

b. **eApplication**
An online platform for applying License or Permit for Non Risk Business, Entertainment, Advertisement and Hawking;

c. **ePayment**
Facilitating electronic payment through Financial the Process Exchange (FPX) gateway for payment of assessment, rental, license/permit and compound;

d. **eComplaint**
An online platform for the public to lodge complaints related to the Local Government services; and







e. eGuide
An online platform for public to view the Local Authority Bylaws, Guidelines or Acts.

ePBT Online enables an individual or company to apply for online licenses and permits for non risk business, entertainment, advertisement and hawking from different Local Authorities without having to be present physically at the respective Local Authorities counters. For example, a business owner in Kuala Lumpur, through the ePBT Portal, can apply for licenses and permits under the purview of of Manjung Municipal Council or Tampin District Council from any PBT within the states of Perak and Negeri Sembilan. Users of ePBT Online are required to to use either their Identity Card (IC) number or Registration of Company (ROC) number as their User IDs. When a user logs into the ePBT Online, the system will display all the accounts for licenses or taxes registered with different Local Authorities based on the unique IC or ROC number. This is more effective compared to the previous method of manual processing where different accounts were assigned different account numbers and confined to a certain Local Authority, prohibiting users to check their licenses or taxes from another Local Authority. This feature allows users to manage their accounts more efficiently. In addition, the system is also able to alert them when payments such as rental or compounds are due.

ePBT Online also offers an electronic platform to receive and process complaints from the general public. Complaints regarding Local Authorities can be submitted through the ePBT Portal anywhere and anytime. The complaints will be passed to the respective Local Authorities and assigned electronically to the relevant department for further action. Previously, Local Authorities were criticised for delays in handling complaints. With ePBT Online, the complainant can check the status of his/her complaint online.

As of October 2010, 31 Local Authorities have implemented the ePBT Online.

eKL

eKL is an initiative to improve the delivery system of Government agencies in the Klang Valley. eKL is currently implemented for three (3) states, namely, Selangor (for the districts of Petaling, Klang, Gombak, Hulu Langat, Kuala Langat, Kuala Selangor and Sepang), Wilayah Persekutuan (Kuala Lumpur and Putrajaya) and Negeri Sembilan (Nilai).

The objectives of eKL are:

a) To provide speedy, efficient, secure and user-friendly online services;

b) To diversify the channels of service delivery using cutting edge technology like the web, mobile technology, interactive voice response (IVR), wireless application protocol (WAP) and telephone;

c) To enable the sharing of resources among the various Government agencies via horizontal integration of systems and ICT applications of agencies, thus enabling these agencies to communicate with each other in providing end-to-end online services;

d) To expedite business process reengineering;

e) To strengthen the technological and telecommunication infrastructures so as to make them stable and secure for the provision of online services; and

f) To inculcate and promote the optimal use of Government online services.





eKL Initiatives

1. MyGovXchange

The myGovXchange project was implemented as an initiative to realize the "No Wrong Door" policy,. Its objective is to provide an Integrated One Stop Payment Centre and an Online Submission Portal to facilitate citizens and the business community in the implementation of online transactions that cut across various Government agencies. In addition to providing end-to-end services to customers, the myGovXchange also provides a shared information platform to all the agencies involved. All services provided can be accessed via the myGovernment Portal, the single window to all Government information and services.

a) Electronic Payment (myBayar)

To facilitate the payments made by customers, the myBayar project was launched in March 2008. Its objective is to get all Government agencies to provide a facility for electronic payment of bills, taxes and licenses. During the first phase, myBayarintroducedpayment through Internet Banking, Online Counters and the Financial Process Exchange (FPX).

This Consolidated One-Stop Payment Centre is designed to provide a personalised suite of services that also enables registered users to review and make various kinds of payment without the need for physical bills or statements. myGovXchange will display the outstanding amounts to be paid and the user can choose to make a single or multiple payments in a single transaction.

Among the types of payments that can be made are the sewerage bill of Indah Water Konsortium Sdn. Bhd., assessment tax and compound imposed by Local Authorities, traffic summonses of the Royal Malaysian Police Department (PDRM), zakat payment for Zakat Wilayah Persekutuan and Lembaga Zakat Selangor, National Education Savings Scheme (PTPTN) savings, repayment of

Public Service Department (JPA) study loans and repayment of Skills Development Fund (Ministry of Higher Education) loans. Payments can be made either by credit card or via direct debit from local banks which are listed under the FPX Bank Islam Malaysia (BIMB). After making the payment, the user can print the receipt and review the payment history at any time. Schedule 1 below shows the status of electronic payment services from March 2008 to November 2010.

Schedule 1: Achievement of Electronic Payment Services

March 2008	November 2010
73 services	279 services
43 agencies	117 agencies

b) Online Submission Services (myForms)

The Online Submission Gateway enables the submission of a variety of applications in one easy transaction. The gateway provides services to the business community for the following three categories:

i) Starting a business where the application and registration can be made to the Inland Revenue Board (IRB), Employees Provision Fund (EPF) and Social Security Organisation (PERKESO). This initiative has reduced the time period for the registration of employers and workers from four days to one day;

ii) Starting a business operations by enabling the applicant to apply for business premise and advertising licenses from Local Authorities for non-risk business; and

iii) The development/ expansion of business where the applicant can apply for Multimedia Super Corridor (MSC) status from the Multimedia Development Corporation (MDeC), or apply for various loans and grants offered by the Small and Medium Industries Development Corporation (SMIDEC), Malaysia Technology Development Corporation (MTDC), Perbadanan Nasional Berhad (PNS), Small and Medium Enterprises (SME) Bank, Majlis Amanah Rakyat (MARA), and the Malaysian Industrial Development Authority (MIDA).





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Benefits to Customers and Government Agencies
myGovXchange provides the ease of an integrated and personalised one-stop centre to citizens and the business community to deal interactively and online with various Government agencies anytime and anywhere without having to refer to or log in to respective web sites/portals of Government agencies. The implementation of myGovXchange benefits not only the customers but also the Government agencies in terms of information sharing and monitoring.

2. Government SMS Portal (mySMS 15888)

As of 1 July 2007, 158 Short Message Services (SMS) are provided by 29 agencies using 14 service providers and encompassing a variety of SMS numbers, SMS formats and charge rates. As an effort to enhance the service delivery system of Government agencies via SMS, the Government SMS Portal or mySMS 15888 was introduced on the 15 May 2008. The objective was to facilitate the easy remembering of the single SMS number of 15888 by the public.

The mySMS 15888 project encompasses various services, such as, Information on Demand SMS, Document on Demand SMS, Government Agency Public Messages SMS, Public Complaints to Government Agency SMS, and Community SMS.

The objectives of mySMS are as follows:

- To enhance the Government service delivery system by diversifying the channels of service delivery;
- To capitalise on the high mobile phone penetration rate in Malaysia (104.1%) with an estimate of 29.6 million subscribers;
- To provide Government services at a minimum cost via SMS by using a single number, 15888, for all Government agencies; and
- To simplify, expedite and save on the cost of implementation of Government service through SMS by providing shared infrastructure through the Government SMS Portal.

Schedule 2: Status of SMS Related Services

August 2008	November 2010
158 services	1,810 services
29 agencies	191 agencies
575,827 hits	9,580,331 hits
223,830 messages	12,226,221 messages

3. myGovernment Portal

The myGovernment Portal (http://www.malaysia.gov.my) is the single gateway or one-stop-centre for the public to interact with the Government over the Internet. It links to more than 1,200 Government portals and websites using navigation methods that simplify and facilitate the search for relevant information and services. It is designed as the central portal that adheres to the 'No Wrong Door Policy' allowing visitors to access all types of services. The myGovernment Portal which was formerly known as www.gov.my was rebranded as www.malaysia.gov.my on the 27 of April 2009.

The components of the myGovernment Portal are as follows:

- A content management system to store and simplify the maintenance of thousands of items of information published on the portal;
- A forms submission system to enable users to download and submit online applications for Government services;
- An integration engine that converts the captured information into a format that is easily processed by the relevant Government agencies, and transmit the data to Government agencies securely and reliably over the Internet;
- A search engine that allows users to not only search the portal, but all Malaysian Government websites;
- A user interface that allows users to access the features and the information within the portal in simplified ways; and
- A payment interface (National Payment Gateway) that enables users to make payments for services hosted on the myGovernment Portal.

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4. Business Process Reengineering (BPR)

Reengineering of the work processes and procedures is the main mechanism in realising the transformation of service delivery under the eKL Initiative.

The reengineering programs that have been implemented are as follows:

- Delivery System in the Advertising Sector;
- Foreign Students Intake into Public Institutions of Higher Learning;
- Government Complaints and Communications;
- The Process in the Work Sector with Respect to Service Delivery;
- The Usage of ICT to Improve Government Delivery System; and
- Government Loans and Grants to Small and Medium-sized Enterprises.

BPR has resulted in the following innovations that have been adopted and implemented by the respective Government agencies:

- The streamlining of billboard advertisements through the issuance of a guideline, the `Garis Panduan Iklan Luar menerusi Pekeliling Ketua Setiausaha Kementerian Perumahan dan Kerajaan Tempatan Bilangan 2/2009', dated 22nd of January 2009. This guideline provides clarifications to State Authorities and Local Authorities on external billboards planning policies;
- The extension of eStudent electronic passes application facility to foreign students of Public Institutions of Higher Learning (IPTA), which was previously restricted only to foreign students of Private Institutions of Higher Learning (IPTS). This enables better monitoring of foreign students as a whole;
- The integrated monitoring of complaints received by Government agencies using the iSPAA-X (system for monitoring Public agencie complaints). Led by the Public



Complaints Bureau, this system is used by ministries and Government departments as the single window to manage Government complaints;

- One-stop job application centre for the public to seek jobs with Government and private agencies through the JobsMalaysia Portal;
- The facilitating of dealings between ICT companies and the Government by enabling the simultaneous registration of these companies to various agencies through myGovXchange; and
- The simplification of information access by small and medium-sized enterprises and their applications for loans and grants through the coordination by Small and Medium Enterprises (SME) Corporation.

International Awards and Recognitions

International rating and recognition has been adopted as the standard to gauge the performance of the eKL initiative in improving the performance of the delivery system of agencies in the Klang Valley. The implemented projects have won recognition through the following awards:

- The myGovernment Portal has won The 2008 World Information Technology and Services Alliance (WITSA) Global ICT Excellence Award at the 16th World Congress on Information Technology that took place in Kuala Lumpur on the 20 May 2008. The award represents the highest international recognition of the Government's effort in its implementation of ICT;
- The myGovernment Portal has also received a five (5) star rating in 2009 from Multimedia Development Corporation in its assessment of Government websites and portals;
- The Government SMS Portal project (mySMS 15888) has won the MSC Malaysia Asia Pacific ICT Award (APICTA) 2009 in the category of Best of e-Government and Services on the 8 October 2009;
- The eKL initiative has won the Asia Government Technology Award 2009 (Future Government) in the category of Technology Leadership on the 9 October 2009. This was in recognition of efforts to modernise the public services into best practices for countries in the Asian region;
- The Government SMS Portal has won a special award in the category of Public Service Empowerment through Mobility Innovation at the innovation Malaysia 2009 Awards on the 21 October 2009. This was in recognition of innovations and achievement in efforts to develop mobile applications and content in the public sector;
- The mySMS 15888 project has also received an award at the Asia Pacific ICT Alliance Awards 2009 in the category of e-Government on the 17 December 2009 in conjunction with the Asia Pacific Digital Innovation Summit 2009 held in Melbourne, Australia. The Asia Pacific ICT Alliance Awards 2009 were awards for best ICT projects in the respective categories;
- The myGovXchange "myGovXchange: Gateway to Electronic Submission and Electronic Payment, 1 Click Serves All" won the MSC Malaysia APICTA 2010 Awards in the category of Best of e-Government & Services held at the Hilton Hotel, Kuala Lumpur on the 9 August 2010;
- The "mySMS 15888: Malaysian Government SMS Gateway" has received an award at the eIndia 2010 Citizen Awards in the category of eGov, mGovernance Initiative of the Year on the 5 August 2010 at Hyderabad, India; and
- The myGovernment Portal has received the Anugerah Prestasi Cemerlang in Malaysia Government Portals and Websites Assessment (MGPWA) 2010 as well as Anugerah Prestasi Cemerlang Berterusan (MGPWA) 2005 – 2010 on the 11 November 2010 at One World Hotel, Damansara.



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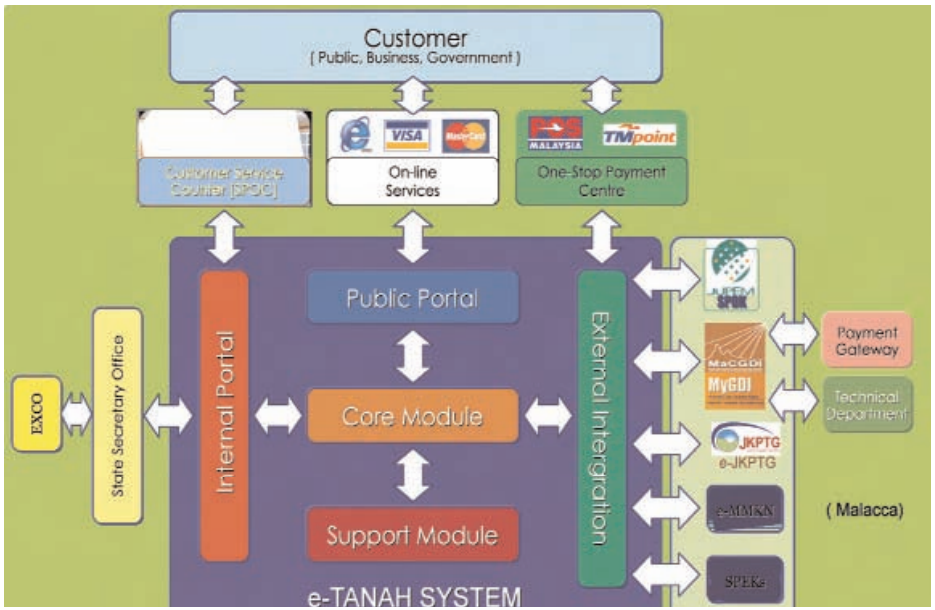
e-LAND

EVOLUTION OF THE LAND OFFICE DELIVERY SYSTEM

Since the launch of the 9th Malaysian Plan (9MP), the Land Office has been advocating the proper maintenance of land records as the basis of good administration. With the advent of information and communication technology (ICT), there is an added impetus to upgrade and streamline land administrative matters through the use of various digital tools. Recognizing the importance of this new technology to effect quantum leap improvements that meet the needs of a more demanding society, the Sixteenth Schedule of the National Land Code (NLC) 1965 dealing with Electronic Land Management System was introduced.

The electronic system ensures data security, reduction in land disputes and improved conveyance. It also facilitates implementation of land reform programmes, better management of land, and improvements in planning land related development programmes. It supports land resource management and makes data available any time.

In order to optimize the usage of public lands, the e-Land System was introduced in Penang as a pilot in 2005. The Ministry of Natural Resources and the Environment was entrusted with this implementation. The system helps to enhance transparency and integrity of land administration besides modernising the administration and management of land offices throughout Peninsular Malaysia. Single Point of Contact (SPOC) Counters are placed in every land office premise in Penang to ensure well-organised counter service through centralised counters and direct transactions. The days when the public need to refer to different officers of the land office to settle their land matters are a thing of the past now in Penang. The SPOC Counters play the roles of the different customer service counters, hence



The Concept of e-Land System



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becoming the Land Office's window to the public. The system cuts down a lot of unnecessary uncertainties and waiting. A first-timer to the Land Office can approach any counter to enquire about all of his/her requirements pertaining to land matters.

In order to administer 192,000 land rights and 166,793 strata titles throughout an area in excess of 1056 km^2 in Penang, the e-Land Project Team configured an appropriate work process – one that is supported by a computer system and with procedures tailored to the administrative and legislative contexts of the state. After Penang, the e-Land System was introduced to Negeri Sembilan and Malacca. The system will be implemented in other states of Peninsular Malaysia and in Labuan after taking into consideration their respective administrative needs. This customisation is necessary since, under the National Land Code 1965, control of land rights is vested with the states, which have their own land enactments, acts and rules.



A routine land deal being processed online

The e-Land System, which is based on web application, uses the local network services for electronic data transmission. The transmission is secured since the movement of data is monitored, checked and certified. The data are kept safe and sound in Data Centres and backup data are maintained at the newly designed and built Disaster Recovery Centre (DRC). This security measure prevents data leakages and misuse. In case of any natural calamities or human mishaps at the land offices, the land records can still be recovered from the DRC. The use of electronic signature is being introduced while maintaining the authenticity of land titles and enhancing legal transactions as in NLC 1965.

It is definitely desirable to have properly geo referenced land records data and its integration with other land parameters for planning and quick decision-making. Taking this into consideration, cadastral survey and geospatial data that are based on the latest technology are integrated into the e-Land System, providing it with improved functionality. The integration is successful in co-ordinating the efforts of the Department of Survey and Mapping Malaysia (DSMM) and the Malaysian Geospatial Data Infrastructure (MyGDI). DSMM, through the e-Cadastre System, produce maps in both digital and hard copies. MyGDI, on the other hand, ensures that the analysis on land background is produced within weeks compared to 2 to 3 months previously.

The system also has a built-in accounting system which is linked to all nine core business modules (Registration, Revenue, Consent, Development, Disposal, Acquisition, Strata, Auction and Enforcement) and contains the information of clients' accounts. This account management tool has the ability to manage transactions regardless of the payment methods; cash, credit cards, money order, bank drafts or cheques. In addition, it carries the closing balances to the following financial year, generating outstanding statements and reports on monthly and annual basis. The development and implementation of these accounting tools helps to improve and standardise client friendly payments and online status checking.

It is the objective of the e-Land implementation that a more comprehensive and reliable electronic land administration system is put in place to benefit the nation through efficient services.

The benefits of the e-Land System are as follows:

- Faster Processing Time: The registration of land transfers can now be completed within a working day;
- An increase in revenue collection;
- Easier payment: Payments can be made from any location with access to the Internet;
- Reduced transaction time: The current process with e-Land System only takes 5-10 minutes; and
- Reduced queues at the land offices: Land and Mines Department (LMD) and Land and District Offices (LDO). In addition, the public do not have to wait till the deadline which is 31 of May to make their payments.

HOSPITAL INFORMATION SYSTEM (HIS)

The Hospital Information System (HIS) was developed to support the administrative and clinical processes in a hospital. The system assists healthcare professionals by providing round-the-clock access to patients' medical records, thus saving time and increasing the efficiency of hospital delivery systems. HIS, through its decision support system, is also capable of alerting healthcare professionals regarding vital information involving medication and potential clinical errors. This early alert system ensures patient safety and minimises potentially fatal errors that may occur.

Currently, the Ministry of Health (MOH) has implemented HIS in three Government hospitals, namely Hospital Sultanah NurZahirah (HSNZ) at Kuala Terengganu, Hospital Sultan Haji Ahmad Shah (HSAH) at Temerloh and Hospital Bintulu (HBIN) in Sarawak.







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MyCoID

The Malaysia Corporate Identity Number or its acronym, myCoID, refers to the company incorporation number that is used as the single reference number for all transactions with Government agencies. With the myCoID, the public can utilise a single number derived from the incorporation number assigned by the Companies Commission of Malaysia (CCM) for registration, reference and transaction purposes.



With the introduction of myCoID, it eliminates the need of several serial numbers assigned by different agencies for the purpose of public dealings and internal references.

The development of myCoID started with the idea of a single and unified reference number mooted by the Government's Special Task Force to Facilitate Business (PEMUDAH), a high powered task force to address bureaucracy in business-Government dealings. After due deliberation, it was agreed that the company incorporation number assigned by SSM represents



the most suitable number to be used for myCoID. This is because the company number is unique to each company incorporated in Malaysia. The identity of each company as such can be universally represented by its incorporation number which can be used for multiple transactions and reference with various Government agencies. Currently, the myCoID is used by agencies such as the Inland Revenue Board (IRB), Employees Provident Fund (EPF), Human Resources Development Fund (HRDF), Social Security Organization (SOCSO) and Small and Medium Enterprises Corporation Malaysia (SME Corp.). The usage of myCoID will later be expanded to other relevant ministries and agencies including the Royal Malaysian Customs Department. The Benefits of myCoID are as follows:

a) It facilitates the public especially the corporate and business community in dealing with the Government;

b) It enhances the efficiency of transactions between the people and the relevant Government agencies;

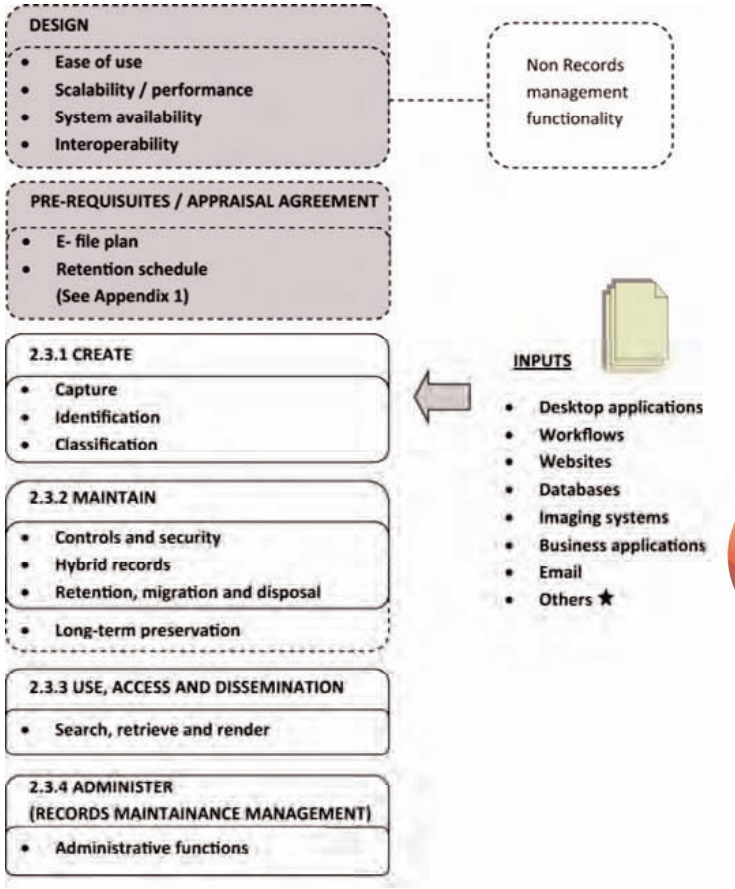
c) It enhances inter-agency interactions; and

d) It serves as a vital and basic component towards the development of a fully automated system which enables a company to simultaneously register with the relevant agencies upon incorporation.

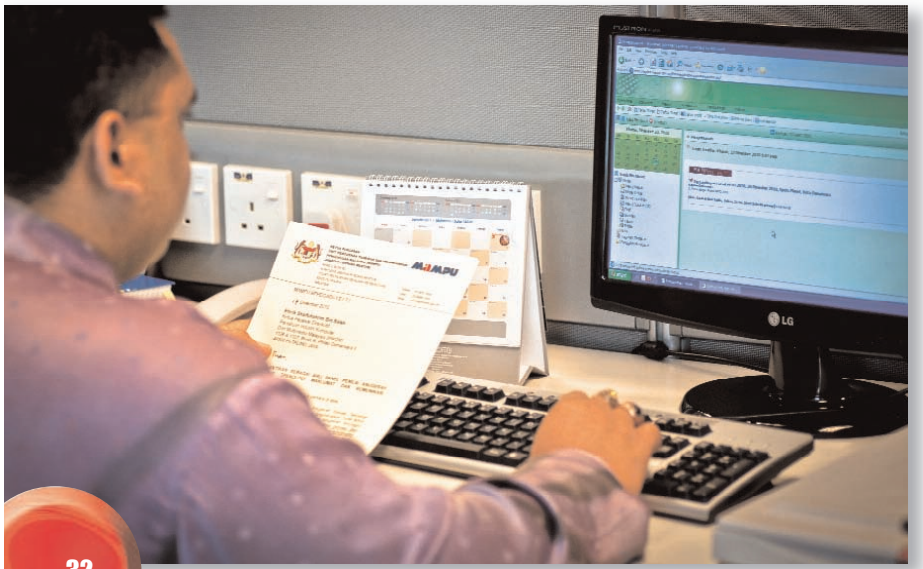
ELECTRONIC RECORD MANAGEMENT SYSTEM (ERMS)

Electronic records management system, commonly referred to as EDRMS or ERMS, is a system that is specifically designed to manage the maintenance and disposition of records. It maintains the content, context and structure of records as well as the links between records in order to enable their accessibility and support their value as evidence.





To ensure that electronic documents and records of Government agencies are stored and maintained in a well organised manner where they can be accessed and used whenever needed, the Government has embarked on the development of Electronic Records Management System (ERMS).



The objective of the ERMS is to ensure that electronic records generated by the Public Sector can be preserved while maintaining their authenticity, reliability, integrity, confidentiality, availability and usability; and that they can be accessed at any time. This system has to take into consideration the requirements for archiving as well as the requirements in handling classified document/records. The ERMS has to address the life cycle of a record from its creation, maintenance and use, and finally disposal.

The development of ERMS involves five (5) major modules:

a) Create and Capture: To capture the content, structure and context of records to ensure that they are reliable and authentic representations of the business activities or transactions in which they were created or transmitted;

b) Usage and Access: To enable search, retrieval and rendering of the records that it maintains;

c) System Administration: To manage records administration to ensure the integrity, authenticity and reliability of the records;

d) Records Administration: To ensure that records are authentic, reliable and always there when needed; and

e) Disposal: To handle the disposal of records. It must be able to conduct reviews on records to ensure that certain criteria are met before the records are disposed.

JobsMalaysia

JobsMalaysia (formerly known as the Electronic Labour Exchange or ELX) was initiated with the aim of making it the official Government hub for the supply, demand and placement of jobs in Malaysia.

Instead of having to register themselves at various job recruitment portals run by various agencies such as Public Service Commission (PSC), Education Service Commission (ESC), uniformed agencies and agencies of other corporations, JobsMalaysia provides a single registration enabling a user to seek jobs from both the public as well as the private sector.

The objectives of the creation of JobsMalaysia are:

- To provide a one-stop centre for Malaysians to gain employment opportunities either within or outside the country;
- To encourage all Government agencies, private agencies and statutory bodies to register, advertise vacancies and obtain candidates through this one-stop centre;
- To enable the sharing of information between public and private agencies;





- To provide a database on potential candidates;
- To prepare complete and accurate reports for the purpose of addressing the manpower needs of the current labour market; and
- To reduce cost of development, maintenance and promotion costs associated with the various job systems/portals of various agencies.

Further improvements that will be incorporated are:

1) As an Integrated Employment Portal
   - Improvements to include the needs of public sector employers such as the Public Service Commission (PSC), SPP, uniformed personnel and other agencies;
   - Getting job seekers information directly from sources such as public/ private institutions of higher learning;
   - The verification and validation of data from relevant agencies such as the National Registration Department (NRD) and the Companies Commission of Malaysia (CCM); and
   - Verification of academic accreditation and qualification from the Malaysian Qualifications Agency (MQA) / Jabatan Perkhidmatan Awam (JPA), Lembaga Peperiksaan Malaysia (LPM) / Majlis Peperiksaan Malaysia (MPM) and Kementerian Pengajian Tinggi (KPT).
2) Use Standard Job Classification Scheme as in Malaysian Standard Classification of Occupation 2008 (MASCO 2008).
3) Enhance Promotion and Marketing Strategy by having Job Carnivals advertisement on radio/TV, print media and meeting with employers as well as diversify delivery channels such as through Short Message Service (SMS), Job Kiosks, telephone, and others.



MyIdeas : AN IDEA BANK FOR MALAYSIA'S INNOVATIVE ECONOMY

MyIdeas "1Malaysia 1Million Ideas"

Innovation and creativity are pivotal in the next stage of economic development for the nation. Malaysians have to go for higher value-added jobs and compete globally to achieve greater economic benefits. In order to reduce cost and increase productivity, Malaysia will need to innovate in order to develop new products and enhance high value services to sustain its economic growth. In this respect, Malaysians are encouraged to contribute innovative ideas that will escalate the country's economic growth to sustain competitive advantage. The terms innovation and creativity are often used interchangeably although many sources of reference indicate that the two terminologies are distinct from one another.

While creativity refers to original ideas that were previously non-existent, innovation is the art of putting these new ideas into practice. Creative ideas are meaningless until they are turned into useful products or processes that can be used to enhance

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the lives of people. Innovation applies when we use inventions or ideas to add value and change the status quo. It can either refer to products or the way we live and conduct our lives.

Realising the importance of innovation and creativity in social and economic development, the Government has taken several measures to strengthen the national innovation eco-systems. Key initiatives that are adopted include the establishment of new institutions, capacity and capability building, research and development, funding and technopreneurship. In 2008, the Government established Malaysia Innovation Foundation (YIM) to bring innovation to the grassroots and communities. Through the establishment of YIM, the Government is gearing towards creating an idea generating society that will help the nation to branch into new areas and explore new things to achieve significant gains.

To encourage people to be creative, the Ministry of Science, Technology and Innovation (MOSTI) has initiated an idea bank portal known as MyIdeas with the tagline "1Malaysia 1Million Ideas". Through this portal, Malaysians are encouraged to submit creative or innovative ideas to help resolve the economic, social



and technological problems that the country is facing. Excellent ideas will be developed further by scientists and the final ideas patented or 'copyrighted' to the original proposers and showcased.

As the national platform for idea generation, MyIdeas reaches out to people at all levels and provides the platform for everyone to participate in the problem-solving process, thus fostering good links and networks in the world of social innovation.

MyIdeas is designed and developed to have features such as online submission of ideas, participation and discussions of ideas in forums, access to database of ideas, access to status on ideas approved, conversion of successful ideas into best practices, listing of top contributors of ideas, moderation of ideas, and implementation of reward and recognition programmes. It is designed to provide user friendly navigation to suit all levels of users.

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MAMPU ICT PROJECTS

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Anugerah Inovasi Jabatan Perdana Menteri Ceremony
(Award for 36-Hour Open Source Software Web Application Development (OSS WebDev) Contest)
22 Mac 2011, Putrajaya International Convention Center (PICC)



MAMPU ICT PROJECTS

MAMPU in its endeavour to promote the use of ICT in improving public service delivery has developed the following applications. These applications are available for any agency to use.

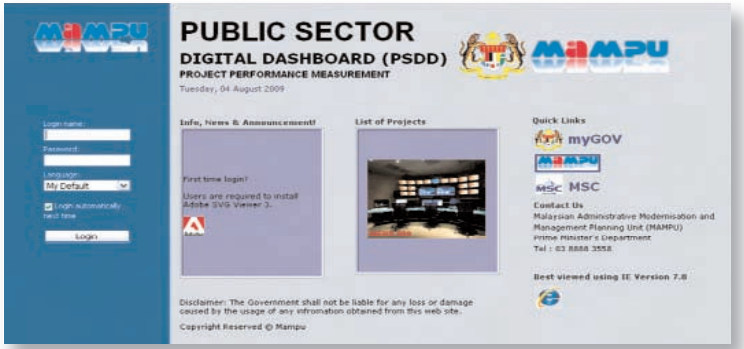
PUBLIC SECTOR DIGITAL DASHBOARD

Public Sector Digital Dashboard or better known as PSDD enables measurement and evaluation of a project using collaborative tools embedded in the application. The objectives of PSDD are:

a) To measure and evaluate the progress of projects using a dashboard;
b) To evaluate actions taken by the agency; and
c) To value add to agencies' project management tasks.

The PSDD enables measurement and evaluation in real time with the capability to communicate and collaborate between stakeholders, project team and end users. With such capabilities, it facilitates intervention as and when needed.

In addition, the PSDD makes possible the alignment and tying up of performance indicators of a project with specific outcome

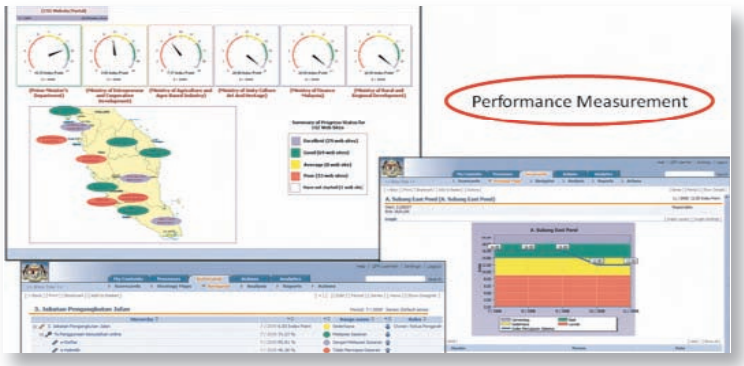


Public Sector Digital Dashboard

indicators of the organisation. The representation of the performance may be seen in graphical form or any other formats.

The PSDD has the capability of filtering project information and performing analysis on the data available including trend analysis. With this capability, it has the ability to perform root-cause analysis of project issues and makes it possible for the project team to be 'spot-specific'.

Another function of the PSDD is the briefing booklet which allows reporting in a form of a booklet which could then be printed out. PSDD uses the dashboard concept, thus enabling an interface that is easy to use, strategic and effective in measuring and evaluating performance. It gives a visual representation of the project indicators and performance in a web based environment. Thus it makes the PSDD accessible 24x7, anywhere via the Internet.



PSDD Screen Capture

The PSDD facilitates proactive and predictive actions in executing projects and activities while past project issues can be stored for future references. With PSDD, the organization's stakeholders will be able to take predictive and corrective action on potential project issues before they become a major problem. It will facilitate the management to develop strategies and plans based on information that is readily available.

MyPrestasi

MyPrestasi enables an organisation to measure and evaluate its performance real time, 24 x 7, anytime, anywhere.



myPrestasi

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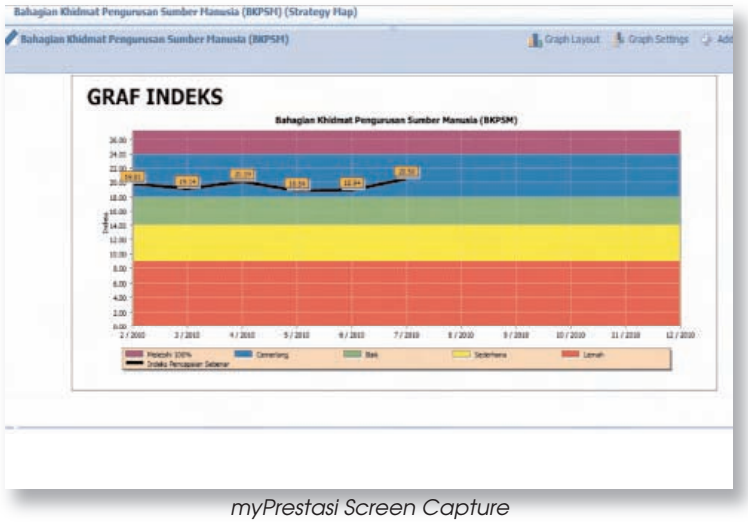
myPrestasi Screen Capture

The application measures the performance of a business unit in the organisation which can then be aligned to the strategic targets of the organisation. It is therefore not just a tool that enables measurement of short term targets but has the ability to predict the performance of the organisation's long term targets.

MyPrestasi enables the measurement and evaluation of a business unit in MAMPU using the approach of a digital dashboard. It represents a new approach of managing



myPrestasi Screen Capture

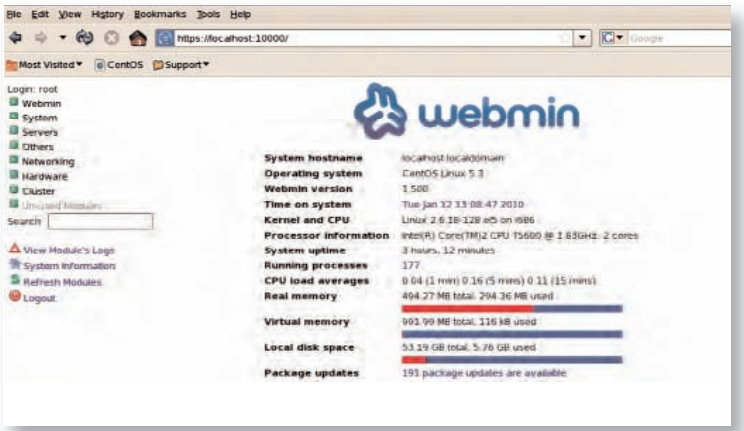


myPrestasi Screen Capture

performance in MAMPU. Even though there were already various mechanisms in place to monitor and manage performance, there were pockets of inefficiencies that could be further improved, such as the issue of timeliness affecting information availability, dissemination of the business unit's project issues to the management, consolidation, and analysis of performance. With myPrestasi, these issues were addressed and its capability has made it possible for business owners to be more analytical in managing their business units.

MySurfGuard

MySurfGuard is an Open Source Software (OSS) content filtering solution that comprises of DansGuardian for Web Content Filtering proxy and Webmin for administration and reporting purposes. It is a software program that either blocks or allows access to Internet content depending on whether or not the content meets a set of criteria. These criteria depend on the filtering rules available in the software.



MySurfGuard Console

Filtering capability is provided by DansGuardian which uses multiple methods for filtering, such as:

a) Uniform Resource Locator (URL) and Domain Filtering;
b) Content Phrase Filtering;
c) Platform for Internet Content Selection (PICS) Filtering;
d) Multipurpose Internet Mail Extensions (MIME) Filtering;
e) File Extension Filtering; and
f) POST Limiting.

URL and domain filtering, which is filtering by web address, have configurable domain, user and source IP exception lists, and are capable of handling a huge list of Internet sites. The content phrase filtering will check for pages that contain profanities and phrases often associated with pornography and other undesirable content. PICS is a technical specification that enables users to easily find appropriate content or avoid content that they consider inappropriate or unwanted. The specification ease the creation of, and access to, labeling schemes associated with content selection and filtering mechanisms. MIME Filtering controls what headers are passed from the browser to websites. The MIME Filtering rule definitions are implemented using the three-part scheme of rules: Global or Default, Allow, and Deny. File extension filtering blocks unwanted file extension, for example, unknown .exe files which can activate viruses in the PC. The POST Filtering allows users to block or limit web upload.

MySurfGuard can be configured according to the organisation needs, thus giving the system administrator flexibility and total control over what to filter. The additional feature of Webadmin software tool enables the system administrator to produce easy to read logs and to easily generate reports/statistics.

MySpamGuard

MySpamGuard is an open source based email security and anti spam system. Its function is to scan all e-mails for viruses, spam and attacks against security vulnerabilities, and plays a major part in the security of a network.



MySpamGuard

MyNetWatch

MyNetWatch is a suite of OSS products that does host, service and network monitoring.

The features of MyNetWatch are:

a) OS Neutrality: MyNetWatch is capable of checking remote hosts that are of any platform, e.g. Linux, Unix, FreeBSD, Mac, Window etc;
b) Protocol Flexibility: It can access/monitor network services with various network protocols, e.g. Hypertext Transfer Protocol (HTTP), File Transfer Protocol (FTP), etc;
c) Wide Reporting Capability: It can generate reports on trends, availability, alerts and notifications easily;
d) Plug-ins: New host and service checks can be easily developed;
e) Downtime Scheduler: Downtime can be scheduled so that no notification will be generated during scheduled maintenance or server upgrade; and
f) Problem Acknowledge ability: Certain problems could be determined and acknowledged so that alert on such problems will not be generated until the problem is resolved.



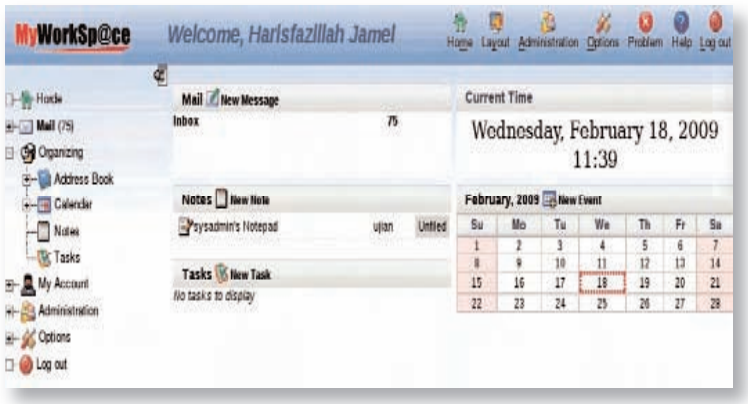
MyNetWatch

MyWorkSpace

MyWorkSpace is a browser based communication suite. Users can read, send and organise email messages as well as manage and share calendars, contacts, tasks and notes.

MyWorkSpace features:

a) Public and shared resources (address books, notepads, calendar, task lists);
b) Translated into 41 languages including right-to-left scripts and Unicode support;
c) Customisable portal screen including applets for weather, quotes, etc;
d) Synchronisation with Personal Digital Assistants (PDAs), mobile phones, groupware clients. Integrated user management, group support and permissions system;
e) User preferences with configurable default values;
f) Strong integration, e.g. address book lookups in meeting planning, task due dates in calendar; and
g) Platform independent: works on any web server with Hypertext Pre-processor (PHP) support i.e. Linux, Windows, Solaris and Mac OS X Server.



MyWorkSpace

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MyMeeting

MyMeeting is an open source web-based, paperless meeting management and decision monitoring application.
The objectives are:
a) To enable efficient project monitoring;
b) To increase the effectiveness of communication; and
c) To enhance efficiency through information sharing.

MyMeeting eliminates the majority of mundane administrative tasks by facilitating meeting preparation with to-do check-lists and meeting attendance functions. Meeting members can update the status of action items electronically from anywhere, any time. Meeting chairman can easily monitor and review the performance of meeting members and provide timely feedback on the status of their action items.



MyMeeting Version 3.0



MyMeeting Main Control Panel

MySurveillance

MySurveillance is a security monitoring system application that collects and analyses security reports from all network devices and system application such as firewall, database, web server and switches. MySurveillance client-server architecture helps organisations/individuals to monitor all devices or applications from a central location (MySurveillance server).

Each client will be installed with the MySurveillance sensor which will collect the security event logs. The Intrusion Detection Message Exchange Format (IDMEF) will then translate the log to common language before sending it to the MySurveillance server for analysis. Reports of all security events will be displayed at the MySurveillance Console.



MySurveillance Console

The resources and features available in MySurveillance allow agencies to achieve the following:
a) To collect and analyse security event logs from various network and system devices;
b) To centrally monitor overall network and system security; and
c) To identify critical security events rapidly and effectively.

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Some of the features available in MySurveillance are:

a) Ability to support log files generated by various devices and applications available in the market;
b) Real-time analysis of events received from MySurveillance sensor;
c) Built-in event log filter enables only critical and error messages to be displayed at the central server; and
d) Data can be collected and correlated from sensors deployed on supported devices.

eRating

The Electronic Customer Satisfaction Evaluation System, better known as eRating is a system to facilitate customers' responses to the services offered by various agencies through the use of electronic inputs.

The objectives of eRating are:

a) To obtain customer feedback quickly and easily;



Kiosk eRating at MAMPU

b) To promote the culture of immediate feedback by customers on the services provided; and
c) To collect data on a real time basis for monitoring and generation of various forms of reports.

eRating can be implemented in two (2) ways - as a kiosk or as an Interactive Customer Terminal (ICT). The Kiosk eRating System evaluates agency services to customers in general, while the ICT eRating System evaluates the services offered by a particular officer who conducts face-to-face business with the customer through the service counter.

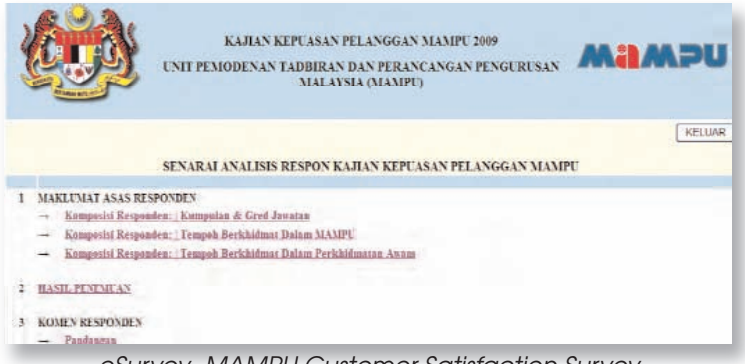
The features of eRating system are:
a) Real Time Result displaying where the customer rating can be seen by customer service officers, supervisors and senior management in real time;
b) Web Based Capabilities;
c) Flexible and Customisable; and
d) Comprehensive Reporting and Analysis.



eRating

eSurvey

eSurvey is a system that allows agencies to conduct various studies online through their websites and is used to obtain feedbacks not only from the staff of the agencies concerned, but also from the public. Questions in the eSurvey system can be modified according to the needs of agencies. This system also generates reports and analyses the data collected.



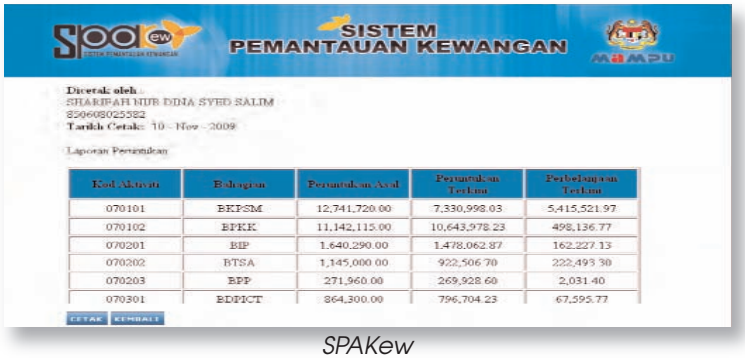
eSurvey- MAMPU Customer Satisfaction Survey



eSurvey – MAMPU Corporate Apparel Study

SPAKew

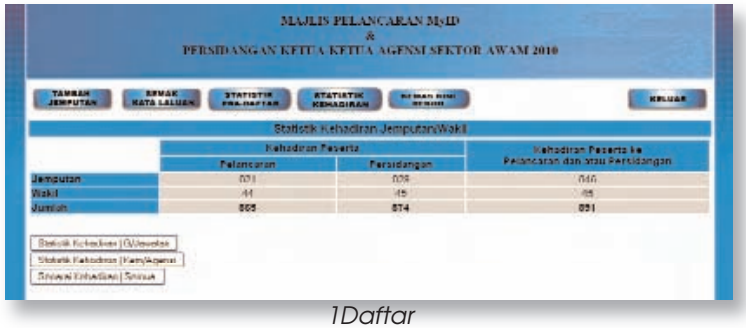
The objective of The Financial Monitoring System (SPAKew) is to monitor the financial expenditure of the agency. The system is capable of making various analyses as well as generating reports.



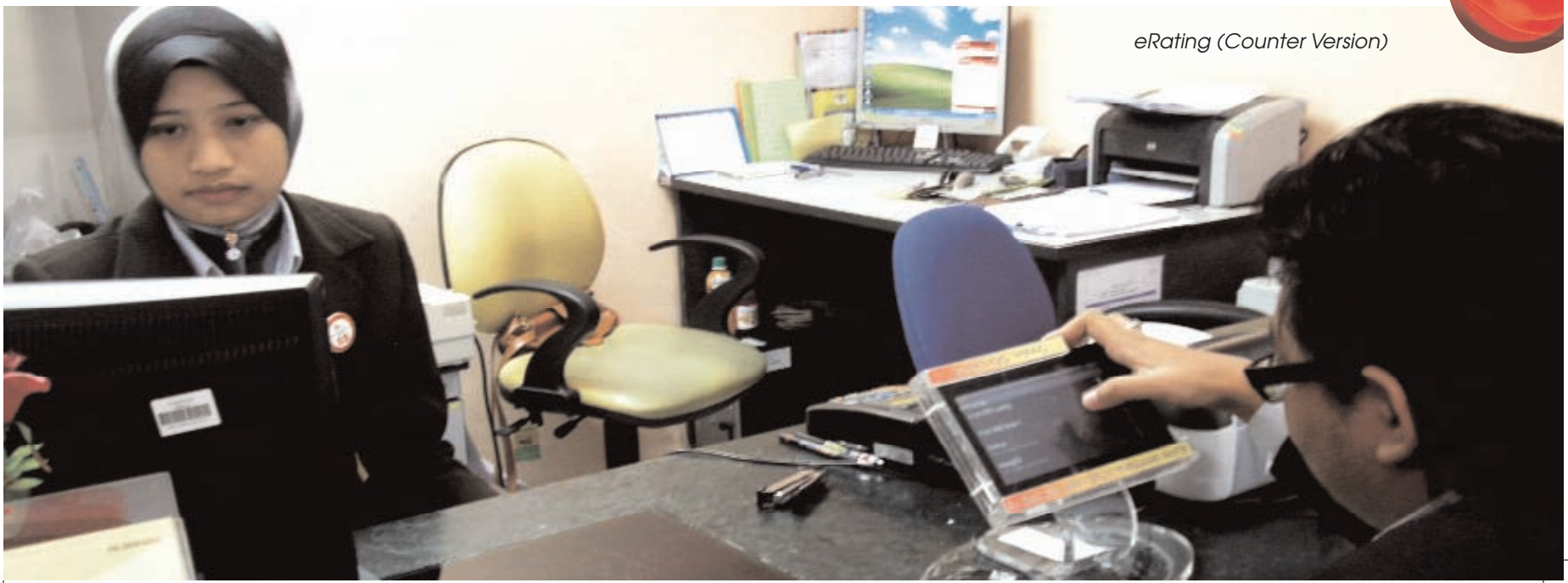
SPAKew

1Daftar

1Daftar is a centralized registration system that registers or records attendance of participants at various departmental activities, such as seminars, gatherings, courses and workshops. It is also capable of analysing and reporting the attendance data.



1Daftar



eRating (Counter Version)


DELL
DELL

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STANDARDS, GUIDELINES AND CYBERLAWS



Public Sector CIO Conference 2010

27 Julai 2010, Putrajaya International Convention Center (PICC)

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STANDARDS, GUIDELINES AND CYBERLAWS

STANDARDS AND GUIDELINES

USE OF SMARTPHONE, PERSONAL DIGITAL ASSISTANT (PDA) AND MOBILE COMMUNICATIONS EQUIPMENT AS ADDITIONAL COMMUNICATION CHANNEL

The ICT Circular on Use of Smartphone, Personal Digital Assistant (PDA) and Mobile Communications Equipment as Additional Communication Channel was issued by the Director General of MAMPU on the 15 September 2009. Its objective is to inform Government agencies on procedures and guidelines related to email access using smart phones, PDAs and mobile communications appliances. These devices are being widely used throughout the world and can improve service delivery by providing a quick and easy means of communication between the Government and customers as well as among the civil servants.

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GUIDELINES ON PUBLIC SECTOR CONTENT DEVELOPMENT

The Public Sector Content Development Guidelines were issued by the Director General of MAMPU on the 11 September 2009. The purpose of the guidelines is to act as a reference to agencies in developing Public Sector content. This is in line with efforts to support the Government's High Speed Broadband initiative in enhancing the efficiency and effectiveness of the Public Sector service delivery by increasing local content.

The guidelines are meant to support the implementation of two types of infrastructure, namely High Speed Broadband (HSBB) of more than 10 megabits per second (Mbps) to major cities and industrial areas and General Broadband Population (BBGP) with speeds up to 2 Mbps to urban and rural areas, as well as to the interiors.





USE OF SOCIAL NETWORKING MEDIA IN THE PUBLIC SECTOR

Circular on the use of Social Networking Media in the Public Sector was issued by the Director General of MAMPU on the 19 November 2009. It aims to inform all Government agencies on the ethics of using social networking media in the public sector. This social networking media is an effective communication channel that has been adopted by various parties to communicate and share variety information.

To ensure that the use of social networking media is controlled, all Government information should be handled according to procedures and regulatory requirements as specified in this circular. Any act of disclosing departmental information is contrary to the provision of General Circular No. 3 Year 2000 relating to Information Technology and Communication Security Policy and Security Instruction.

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GUIDELINES ON PUBLIC SECTOR TRANSITION TO INTERNET PROTOCOL VERSION 6 (IPV6)

The guideline on the transition to IPv6 for the Public Sector was issued on 4 January 2010 by the Director General of MAMPU. This guideline describes the IPv6 transition methodology for Public Sector agencies. This guideline is crucial to ensure agencies' readiness in terms of infrastructure required to support IPv6 technology and thus ensure the continuous functioning of their agency network. This guideline also states the benefits and challenges and provides the best method of implementation that can be used by the agencies to plan their respective IPv6 transition processes.

GUIDELINES FOR THE MANAGEMENT OF ICT PROJECTS IN THE PUBLIC SECTOR

These guidelines were issued on 5 March 2010 by the Director General of MAMPU. The aim of these guidelines is to ensure that ICT projects are implemented according to plan and provide a return of investment that commensurate with the expenditure.

To strengthen the management of Government's ICT projects, mechanisms such as those listed below should be implemented:

- Ensure that every ICT project is managed by a specific team;
- Ensure that contracts contain terms and clauses that protect the interests of the Government;





- Ensure that the clause related Service Level Agreement (SLA) is well stipulated in the contracts and that appropriate monitoring is done on the levels of achievement;
- Ensure that all documentation related to the projects are prepared; and
- Ensure that deliverables are of quality and that the project meets and surpasses established quality standards.

MEASURES TO STRENGTHEN THE IMPLEMENTATION OF ELECTRONIC MAIL SYSTEM IN GOVERNMENT AGENCIES

Administrative Circular No. 1 Year 2000 entitled "Guidelines on Use of Internet and Electronic Mail in the Government Agencies", MAMPU Director General Letter of Instruction dated 1 June 2007 entitled "Measures on the Use of Electronic Mail in Government Agencies" and MAMPU Director General Letter of Instruction dated 23 November 2007 entitled "Measures to

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Strengthen the Implementation of the Electronic Mail System in Government Agencies" were issued with the aim of providing guidelines on the use and handling of official e-mails by Government agencies.

In an effort to further consolidate and strengthen the management and use of e-mails among civil servants, another guideline entitled "Use and Management of E-Mails in Government Agencies" was issued by the Director General of MAMPU. This guideline has 40 instructions on the use and management of emails both from the user as well as the administrator perspective.

GUIDELINES ON IMPLEMENTING GREEN ICT IN THE PUBLIC SERVICE

This guideline was issued on 3 August 2010 by the Director General of MAMPU. The objective is to provide guidelines on the use of ICT in line with Green ICT in support of the National Green Technology Policy. The scope of this guideline includes:

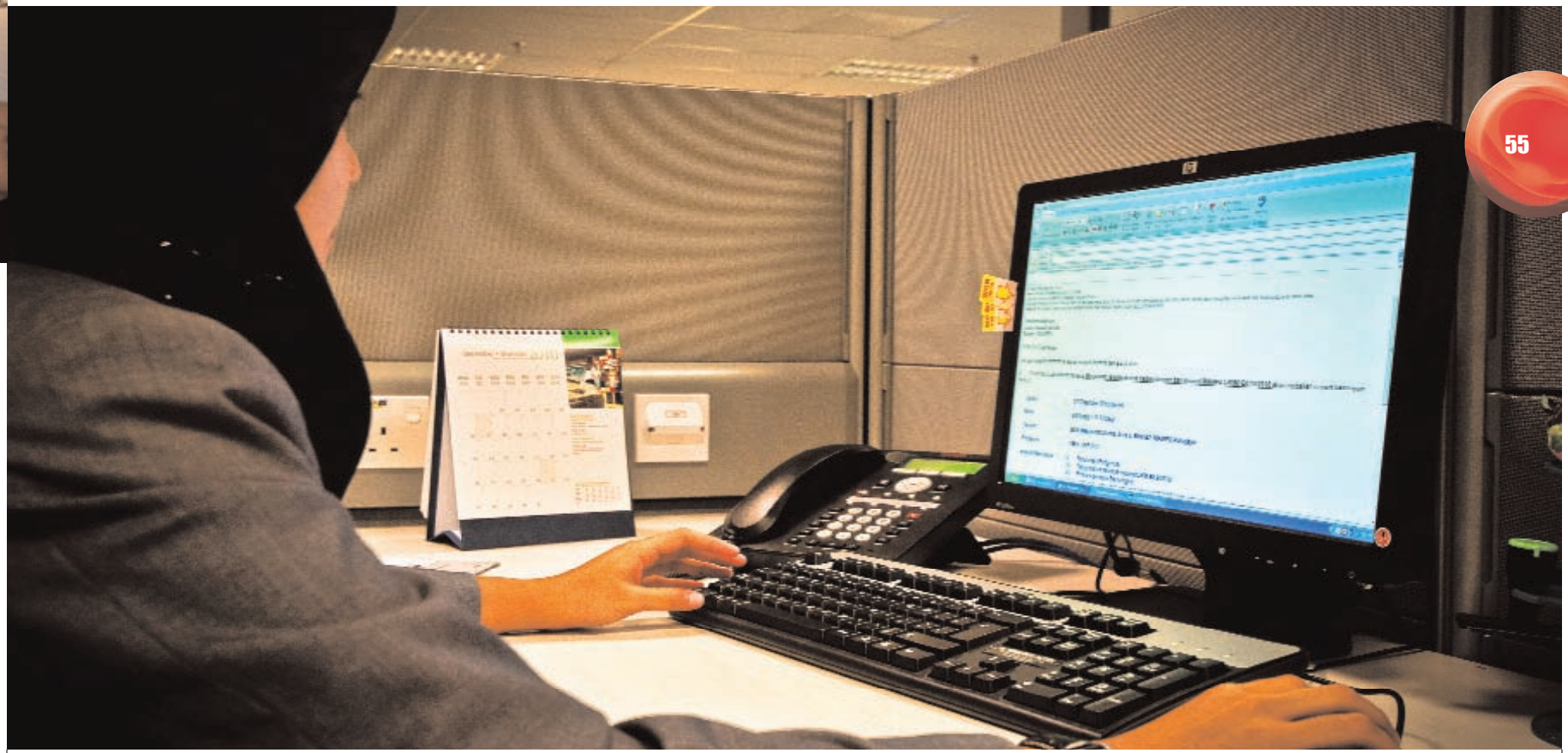
(a) Personal computers;

(b) Laptops;

(c) Printers;

(d) Servers; and

(e) ICT applications.



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PERSONAL DATA PROTECTION ACT 2010

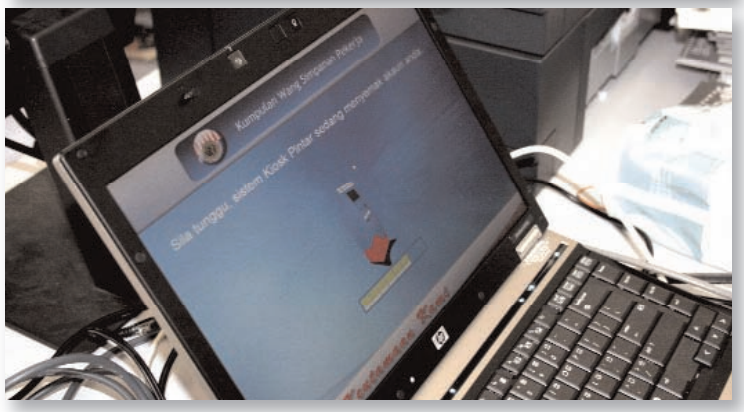
The objective of the legislation is to regulate the processing of personal data in the context of commercial transactions by data users, and to provide a safeguard for the interests of data subjects.

"Commercial transactions", is defined broadly as any transactions of a commercial nature, whether contractual or not, and encompasses matters relating to the supply or exchange of goods or services, agency, investments, financing, banking and insurance.

The Personal Data Protection Act (PDPA) will give rise to new legal rights and obligations in connection with the employer-employee relationship, mergers and acquisition transactions involving personnel issues and the discharge of certain professional services, among others. Organisations which process their individual customers' personal data will also need to re-evaluate their current data privacy policies, processes and personal data consents.









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THE INTEGRATED CONTENT DEVELOPMENT (ICON) PROJECTS

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4th National GIS Conference and Exhibition 2010
8-29 Jun 2010, Putrajaya International Convention Center (PICC)

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THE INTEGRATED CONTENT DEVELOPMENT (ICON) PROJECTS

SARAWAK eTOURISM PORTAL

This project encompasses the development and implementation of a portal that provides online services from the various sectors of the tourism industry such as the travel agencies that provide travel packages, hotels, transport and other tourism services that enables users to plan their vacation in Sarawak.

This eTourism Portal will enable travellers to obtain information and services easily and transparently. The work process enables the user to get all their processing requirements with just a single request. In addition, the Customer Relationship Management (CRM) functionality of the system stores information, such as details of customers in a centralized customer database. The database contributes to the collection of tourist statistics for the benefit of the Sarawak Tourist Association. The CRM can further furnish information on customer profiles and facilitate responses to requests and complaints.

The development of the e-Tourism portal will have a direct impact on the economy since it promotes the tourist attractions available in the state. This indirectly reduces the costs associated with manual or traditional ways of promotion. In addition, it also provides opportunities for small travel agents and suppliers of rural attraction spots to promote their services when previously they were unable to do so.

It will also encourage the people of Sarawak to identify and publicise new places of interest especially in rural areas. This will then generate new employment opportunities in these areas.

MALAYSIAN LAND INTEGRATED INFORMATION SERVICES (MYLIIS)

The Malaysian Land Integrated Information Services (MyLIIS) is an application that displays information on land provided by Land Registry Office (PTG), Valuation and Property Services Department, Kuala Lumpur City Hall (JPPH, DBKL), the Local Authority (LA) and the Department of Survey and Mapping Malaysia (JUPEM). Textual information from the PTG, JPPH and local authorities is integrated with cadastral information from JUPEM for display and location of lots. Unique Parcel Identifier (UPI) plays an important role in integrating land information with cadastre lot. Users can search information on land registration, tax assessment and property sales transactions using the lot number, title number and type of title, and make printouts of the information. Currently, land information in MyLIIS is for the Penang Land Registry Office, Kuala Lumpur Land Registry Office and the District Land Offices of Kuantan and Temerloh. Information on property sales transaction is supplied by JPPH which encompasses information from the 39 branches throughout Malaysia. Information on Assessment Tax is supplied by JPPH, DBKL.

Information in MyLIIS can be accessed and printed for free. Government users can view the display and print the information using post-paid accounts while corporate users and the public can purchase the data using the Financial Process Exchange (FPX) and credit cards.

The information displayed in MyLIIS is updated according to data availability and based on a schedule that is agreed upon by the data providing agencies. Users who want more precise and more up to date information must obtain the data directly from the data providing agencies.

More information about the Malaysian Integrated Land Information Services (MyLIIS):
http://myliis3.mygeoportal.gov.my/macgdi_myliis2/default.aspx



Recent Web Project: Malaysian Land Integrated Information Services (MyLIIS).

MyGeoname

MyGeoname was developed to provide information on the location and spelling of geographical names that are gazetted for official use by the Government, businesses and public. The application enables user to gather this information via internet.

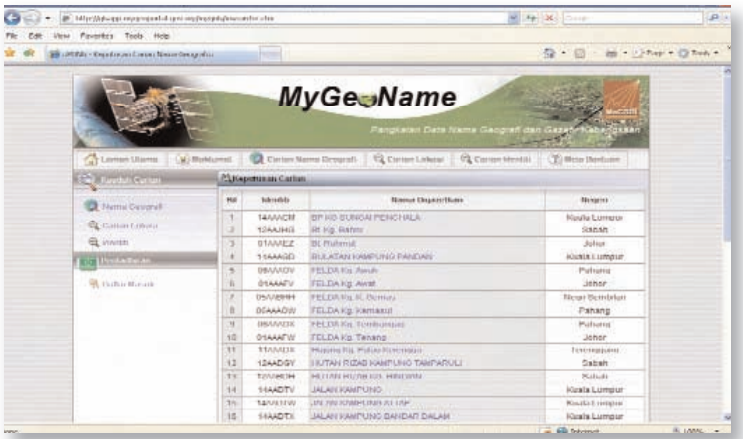
More information about MyGeoname:
http://www.mygeoportal.gov.my/en/575.aspx



Geographical Name Search in the MyGeoname System



Details page of the Geographical Names Search Results



Geographical Name Search Results in the MyGeoname System

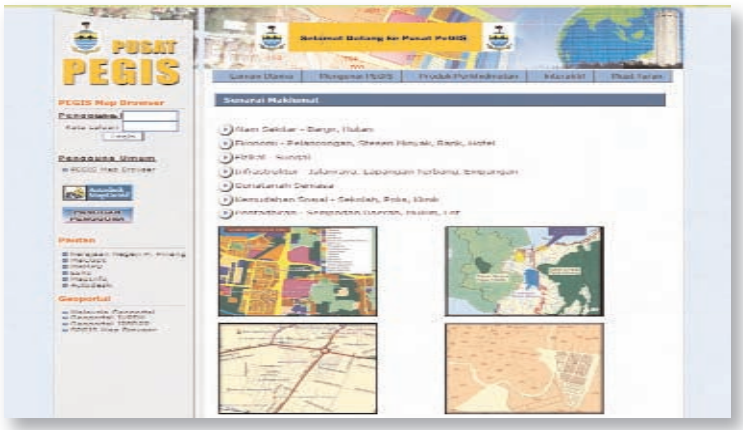
PENANG GEOGRAPHIC INFORMATION SYSTEM (PEGIS)

Geographical Information System Centre of Penang (PEGIS) began with the objective of demonstrating the technological capabilities of Geographic Information System (GIS) in the management and planning of land use.

Today PEGIS is used by Government agencies in Penang to provide information needed for the planning and implementation of development projects in the state. Besides this, data on building for the entire state of Penang and high-resolution satellite images are available to assist in the planning and decision making processes. Information on public facilities, tourist venues and transportation in Penang are also available through internet and mobile devices.

To further enhance this system, effort to improving online access and updating of geospatial information is being done. Further to this, the Development of Mobile Online e-Maps Application is to be implemented to enable accessed through PDA and mobile phones.

The variety of tourism related services offered and the geospatial information that is made available will provide more effective guidance to tourists. This system can be accessed at the following URL: http://pegismap.penang.gov.my/WebPEGIS/index.asp



Main Page of PEGIS

NATURAL RESOURCES AND ENVIRONMENT (NRE) Portal

The Natural Resources and Environment (NRE) Portal acts as a reference centre for information on natural resources and the environment. The main focus of this portal is information on natural resources and the environment that includes water, biodiversity, forest and mineral lands. In addition, the portal also provides information on ecotourism, parliamentary questions and answers, and manages complaints and customer feedback.

The main objective of this portal is to act as a one-stop centre for quality information content on the natural resources available and to provide a user friendly interface.

This portal can be accessed at the following URL:
http://www.nre.gov.my/EN/Pages/HomeBiod.aspx



Flexible User Interface

HEALTH CARE VIDEOS

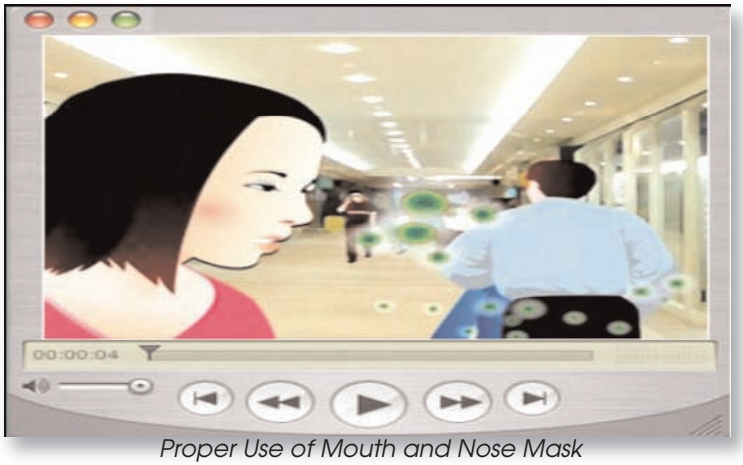
The objective of this project is to provide online health education services to encourage a healthy lifestyle and create greater awareness on the importance of maintaining and improving health. It provides a comprehensive suite of videos and audios which feature interviews with health and medical experts, short documentaries, health discussions and TV and radio advertisements.

It is targeted at people from all walks of life: students, civil servants, private sector workforce, children, adolescents, adults and senior citizens.

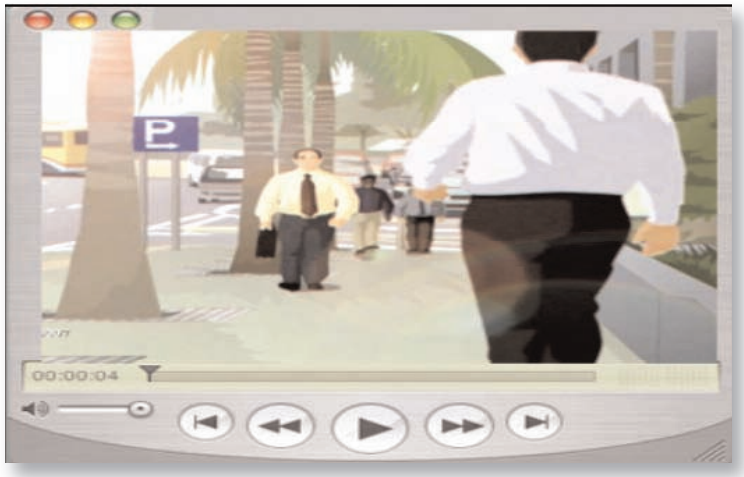
The Health Care Videos Project can be accessed at the URL http://www.infosihat.gov.my/



The Audio Page that is available as part of the Health Care Video Project



Proper Use of Mouth and Nose Mask



Healthy Life Style Campaign



'Nafas baru Bulan Ramadhan' (A Rejuvenated Ramadhan)



Organ Donation

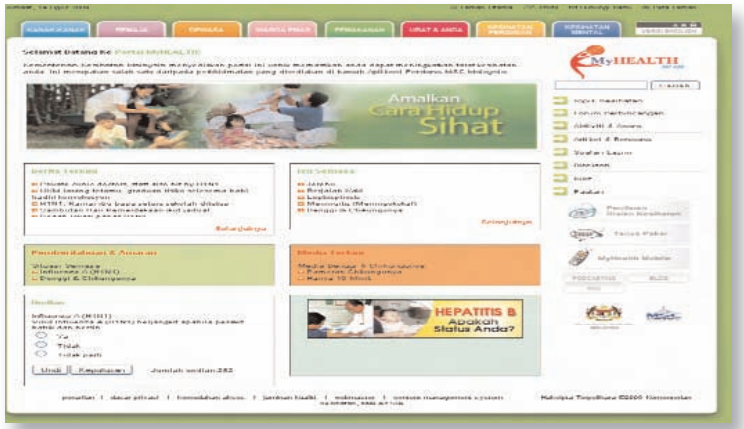
MyHEALTH Portal

MyHEALTH Portal is a portal designed to provide health information and act as a health education resource for the people of Malaysia by making this information available accessible at their fingertips. MyHEALTH Portal is another effort towards health education and health promotion for maintaining lifelong health. The portal would not only be an alternative medium of health information but a more efficient one where users can gain health information easily and access a wider range of educational materials.

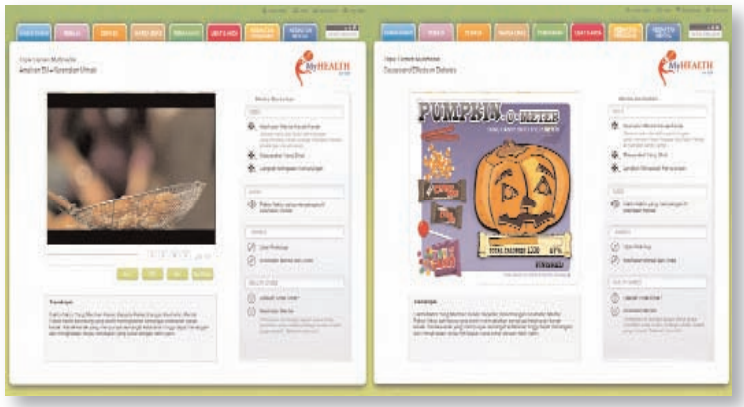
The services provided through this portal include expert viewpoints, Health Risk Assessment, health articles, health warnings, discussion forums, medical assistance, health activities, and directory of health services, health quiz and Frequently Asked Questions (FAQs).

In the pipeline are the inclusions of multimedia elements like video, audio, animation, health games, and other similar applications can increase the level of absorption and facilitate the learning process among the users. Health Games, for instance, can attract the children to learn about health while playing. Other services to be provided include the distribution of information through podcasting as well as downloading of video and audio to mobile devices like iPod, iPhone and mp3/mp4 player.

The portal can be accessed at the website:
www.myhealth.gov.my



MyHealth Portal Main Page



Multimedia Page (Video, Audio, Animation and Health Games)



Ask the Expert Page

LIVE STREAMING RADIO

Live Streaming Radio is a project which provides an online radio broadcasting service for radio stations such as KLFM, TraXXFM, asyikFM, MuzikFM, aiFM, Klasik Nasional, minnalFM and Suara Islam. The main target of this project is Internet users around the world. For more information on the project, visit http://www.rtm.gov.my/

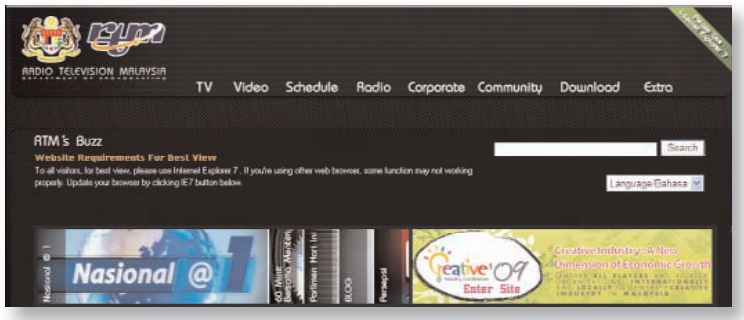


RTM radio stations that provide online broadcasting services

LIVE STREAMING TV

Live Streaming TV is a project that enables the TV station to broadcast video, TV programmes or news, live to the world through the internet. The TV stations that included in this project are TV1 and TV2.The objective of this project is to ensure the citizen will continuously receive government information and entertainment through different channel and using new media technology to maximize the audience reach.

To view the programmes broadcasted live in this project, visit http://www.rtm.gov.my/



RTM's Official Website

DIGITISATION OF ARCHIVE MATERIAL

The objective of this project is to digitize archival materials, recordings and images and store them in COMPASS (Computerized Archival System and Services) database to enable easy access and reference to users, comprising of researchers, historians, students and individuals. It also aims to promote and encourage the use of archival materials.

So far, the materials that have been digitized and accessible via Web COMPASS comprise of a collection of pictures, microfilms, files and other types of records from the Government and from private collections.

Researchers who want to access and retrieve information can do so via WEB-COMPASS at http://compassweb.arkib.gov.my/

Historical photographs, such as the Emergency, Confrontation and Resistance Nationalists like Mat Kilau, Onn Jaafar and others.



Transfer of Population, during the Emergency, 1948-1960



Diamond Jubilee Celebration, Jalan Pantai, Pulau Pinang, 1897



First Healthy Baby Contest in Kuala Lumpur, 1927

Pictures of buildings and historical sites, such as the Sultan Abdul Samad Building, the Sultan Idris Training College and others.



Floods in Kuala Lumpur, 1926



The Residence of Dato' Kelana, Sungai Ujong, 1874



Jalan Ampang circa 1908-1910

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Photos in private collections of such persons as Za'aba, Sheikh Mohd Tahir Jalaluddin, Donald Davies, Mubin Sheppard and others.



Illustration concerning health care of the body - Personal Letter Sheikh Tahir Jalaluddin



Central Police Station, Kuala Lumpur, 1850

DIGITAL PHOTO PROJECT

The objective of the Digital Photo project is to preserve and conserve the intellectual image content of photographs, slides and negatives. In addition to providing reference and research services, it will be national photo resource centre which provides a photo database as well as facilities for online photo booking and payment. As the Central Repository of official Government photos, it enables the preservation of the nation's photos, slides and negatives from the past.

More detailed information, visit the URL
http://ifoto.penerangan.gov.my/html/fjpen6/main.php



Webpage of digitised photo gallery

PAHANG INFO TV

Pahang Info TV Portal is used as one of the interactive media between the Government and the people to provide up-to-date information on Government related news.

Information displayed is on current and future programs related to the state of Pahang. Updates to the website are done once a week but if there is some urgent information that needs to be disseminated, it will be immediately updated. This site is in both Bahasa Malaysia as well as English. The videos, will first be presented in Bahasa Malaysia, and then be translated to English.

This Portal facilitates communication and interaction between the state Government, the state leaders and people of the state of Pahang. The creation of the Pahang Info TV Portal is an important step towards increasing ICT knowledge among the people besides disseminating information on the State Government's agenda. In addition, this project will inspire people's enthusiasm towards the digital lifestyle and the penetration of broadband Internet into homes.

The people of Pahang can share their thoughts and ideas online and the Internet will be one of the front line representatives of the voice of the Government in the near future.

More information available at www.pahanginfo.com.my

NATIONAL SERVICE PARTICIPATION STATUS VERIFICATION

This system enables students and parents to check on the status of selection to the National Service Program as well as the camps the students have been assigned to.

More information available at www.khidmatnegara.gov.my



Examples of successful students chosen for Series 2 / 2009 NS camp



A sample response screen if the entered IC number is no in the NS database



Sample video clips that are currently available on the NS website

DiagnoChili EXPERT SYSTEM

The Malaysian Agricultures, Research and Development Institute (MARDI) developed the DiagnoChili Expert System to assist chilli farmers, researchers and students diagnose diseases affecting chillies and manage them based on the knowledge and experience of experts.

Knowledge Base of Research produced from this project enables knowledge and experience of Research Officers to be maintained even if they retire or move to different workplace. Although some of this knowledge has been kept in the form of working papers, conference, books, journals and so forth, but the tacit knowledge of an expert cannot be captured through these methods only. The system was thus developed to collect and retain the tacit knowledge of experts in digital form in a database where the data and information compiled can be accessed and shared by a broad community.

With this system as a pilot, MARDI intends to develop other similar expert system using latest ICT technologies to improve services and the economy of the agricultural sector.

The establishment of this system will enable the documentation and dissemination of research on chilli farming to the target groups. The availability of expert service that can easily be accessed through the Internet is expected to contribute towards a more efficient and robust agricultural technology.

HERBS AND MEDICINAL PLANTS OF MALAYSIA INFORMATION SERIES (MePIS)

This system provides information on 50 types of herbs available in Malaysia and their use in health care or medicine. It is a web-based system containing pictures, text, audio and video.

The benefits of MePIS are the establishment of a Knowledge Base on herbs thus enabling the retention of tacit knowledge from the researches and subsequently improving the economy of the agriculture sector.

Herbs medicinal plants of Malaysia information system, helps increase public awareness of the importance and uses of the herbs available in the country thus encouraging them to use herbs as an alternative medicine.

MALAYSIAN TROPICAL FRUITS INFORMATION SYSTEM (MyFruits)

The Myfruits website is a one stop centre for information on tropical fruits available in Malaysia. The information on 11 types of tropical fruits is listed: star fruit, pineapple, durian, watermelon, mangoes, papayas, rambutan, jackfruit, guava and citrus fruits and dragon fruit.

This website contains information on various aspects of tropical fruits including production, processing and marketing.

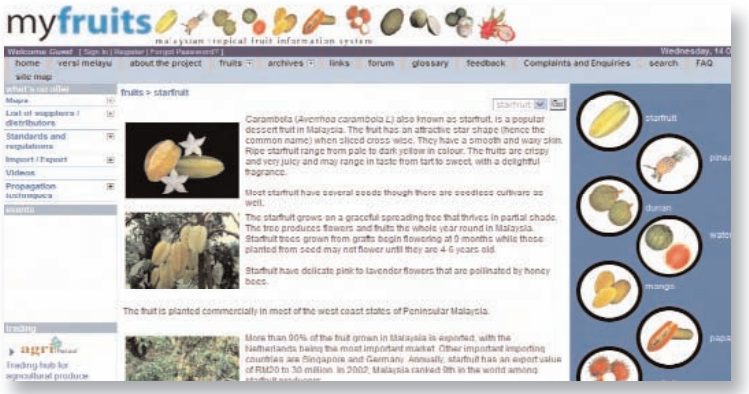
This information enables farmers or producers of fruits improve production, exporters to get latest information on price and market conditions, fruit processing entrepreneurs to obtain latest technology available and latest info for researchers and students.

Further information available at:
http://agromedia.mardi.gov.my/myfruits/



Information on Tropical Fruits

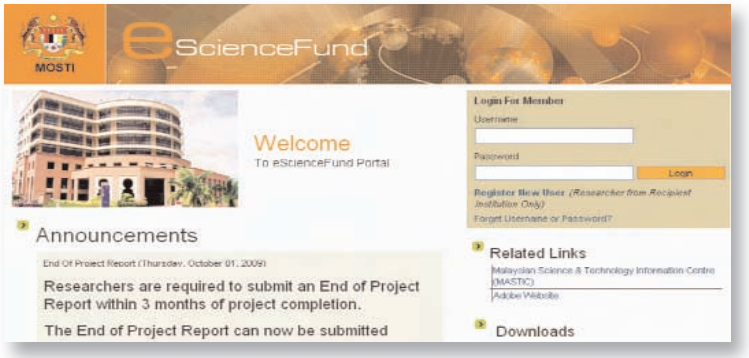
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eScienceFund

The eScienceFund project enables the online applications of Science Fund for implementation of R&D projects in the fields of Biotechnology, Sciences and Technology, Sea to Space and ICT. It also enables the secretariat to manage and process the applications in a more systematic manner.

More information is available at:
http://ernd.mosti.gov.my/eScience/frmLogin.aspx

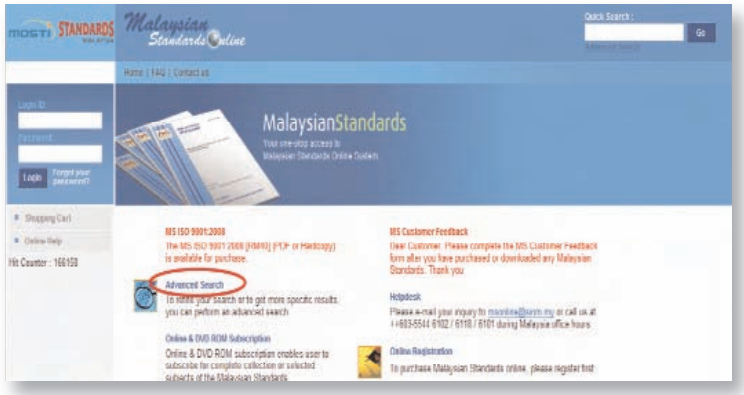


Homepage of eScienceFund

MALAYSIAN STANDARD (MS) ONLINE SYSTEM

The purpose of the Malaysian Standard (MS) Online project is to create a database of the Malaysian Standard documents thus allowing online search and sale of the MS documents.

The system can be accessed at: http://www.msonline.gov.my



Homepage of MS Online System

CYBER 999

Cyber999 is a service that allows Malaysian Internet users to report or escalate computer security incidences to the Malaysian Computer Emergency Response Team (MyCERT). This site also provides guidance on security vulnerabilities, statistics of incidences and latest information on ways to enhance security.

MyCERT is the referral centre for the Internet community in Malaysia, in dealing with computer security incidents and ways to prevent or overcome them. MyCERT cooperates with the law enforcement agencies, such as the Royal Malaysian Police, the

Securities Commission and Bank Negara Malaysia as well as with Internet Service Providers (ISPs), other CERTs and the local Computer Security Incident Response Teams (CSIRT) to address cyber security breaches and attacks, such as malware, botnets and frauds.

MyCERT consists of specialists in various security areas such as Intrusion Analysts, Malware Analysts, Application Security Analysts, and Emergency Response Professionals. MyCERT operates the Cyber999 Help Centre, a public service that provides emergency response to computer security related emergencies as well as assistance in handling incidents such as computer abuses, hack attempts and other information security breaches.

The core functions of the MyCERT project are:

- As a point of contact for reporting security incidents;
- To notify on new attacks or threats that can affect the Net;
- Disseminate information on alerts and advisories; and
- Coordinates and handles security incidents.

For more information, please visit http://www.mycert.org.my.



Homepage of Cyber999

KNOWLEDGE RESOURCE FOR SCIENCE AND TECHNOLOGY EXCELLENCE MALAYSIA (KRSTE.my)

Knowledge Resource for Science and Technology Excellence Malaysia (KRSTE.my) is the nation's science and technology information management and sharing system. It is a platform that manages documents and is a resource for knowledge, collaboration, information sharing and online learning. It is a central repository for information on science, technology and innovation (STI), including a list of researchers and projects and their outputs. Other information available is the directory of Science and Technology (S&T) organizations, laboratory facilities and Research and Development (R&D) equipments. Access to this system is open to the public for free. It facilitates search for R&D and S&T specific information and provides facilities to researchers and k-workers to engage in collaborations and knowledge sharing.

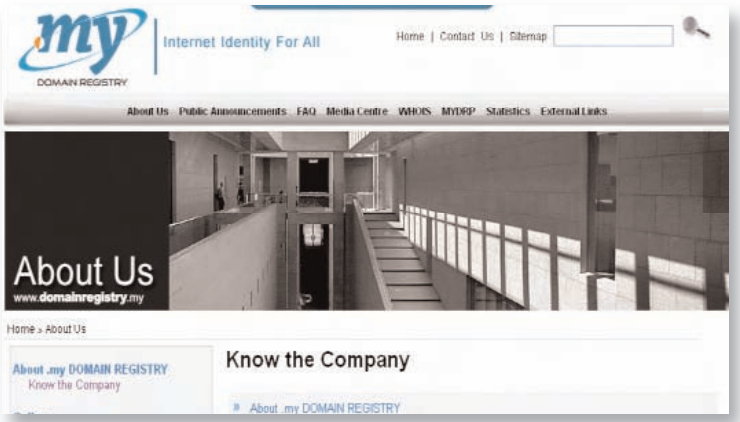
This system can be accessed at the URL:
http://krste.mastic.gov.my

.my DOMAIN REGISTRY

This project provides the following services:

- registering a domain name;
- payment for domain name; and
- checking on the availability/status of a domain name before registering.

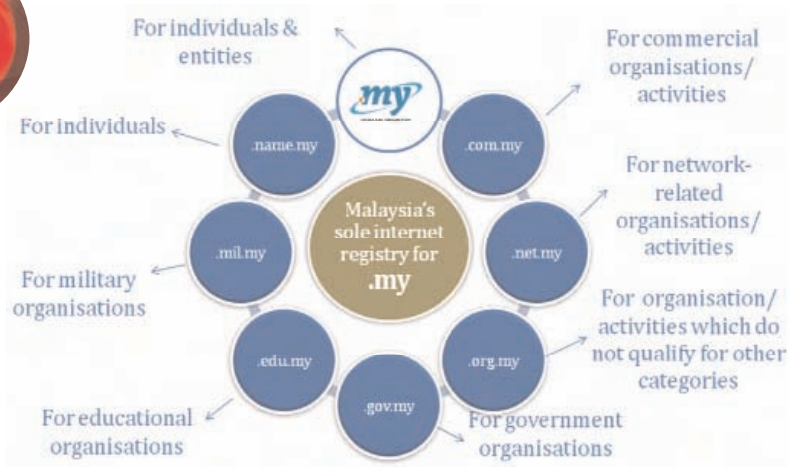
For users who want to know more about this system or wish to register a new domain, please visit http://www.domainregistry.my.



Homepage of .my DOMAIN REGISTRY System



Web page for registration of new domain



Among the domains provided by the system

FISHING SITE IDENTIFICATION SYSTEM

It is an online information service on potential fishing sites. It uses remote sensing data and GIS in producing predictive maps of fishing locations in the current time (i.e. within 3 days of data observation). It also enables making predictions of fishing locations in the absence of specific data caused by particular constraints such as clouds.



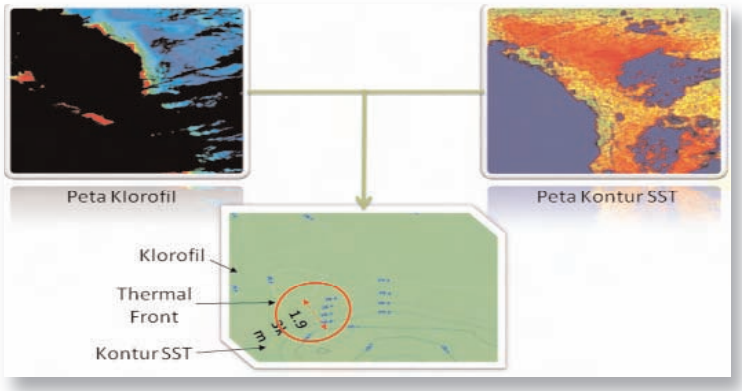
A: The waters of Pulau Perhentian to the north of Peninsular Malaysia

B: The waters of Dungun till the waters of Kuantan

C: The waters of Pulau Tioman to the south of Peninsular Malaysia

Study Location

Through time saving and reduction in vessel operating costs as well as increasing catch, the system improves the living standard and the socio-economic condition of the fishing community.



PFZ Map production methodologies

IslamGRID

The objective of the project is to collect, preserve, disseminate and promote the knowledge of Islam to all Muslims globally, whether in the administrative, industrial or commercial sectors. IslamGRID is a complete and comprehensive central repository of Islamic digital content.

The IslamGRID portal provides information on Islam and the authoritative guide to Muslims.

This portal can be accessed at the URL: www.islamgrid.gov.my



U-Library

The ubiquitous availability of knowledge is crucial to the development of a nation. The role of the ubiquitous library in the context of development, national unity as well as global competitiveness is vital for any nation today.

In transforming Malaysia into an inclusive knowledge society, unlocking knowledge resources using innovative information delivery service could foster an engaging lifelong learning experience anytime, anywhere for continued enhancement to quality of work and life.

Being in an era of knowledge economy is great news for researchers and scholars as this application will provide unparalleled access to the vast collection of knowledge anytime and anywhere.

The u-Library Portal provides integrated and seamless access to content and services in two languages that are Bahasa Melayu and English.



The u-Library Portal fosters an engaging lifelong learning experience for all u-Library members and online Members through the provision of web publishing, collaboration, content management and inter-lending services components.

Web Publishing Components
This component of the u-Library Portal includes a whole gamut of background information, media releases, speeches, information and policies, fact sheets, statistics, top best sellers, links, RSS, electronic resources and the like, to bring knowledge to life from the u-Library Consortium.

U-Library Portal is a convergence of content on events, activities, and news that could be shared by the Consortium Libraries; statistics on registration of u-Members and Internet connection by u-Library members; specially identified links to Government Publications, Public Service Directories, World Libraries and Library Cooperation, Malaysian Libraries, Professional Associations, Ministries and Government Agencies in Malaysia, State Government and Agencies, Local Contents, and Online TV and Radio Channels. Mash up features is also incorporated to convey data, services and ideas.

Content Management Components
The Content Management components of the u-Library Portal contains information created or selected specifically for u-Library Members in the form of e-Reviews, Dashboard for three segments of membership, e-Resources, and Audio Books.

e-Review provides efficient information sharing and reliable access to original documents that could enable faster decision making on the choice of books to be read and also for keeping all u-Library members updated on the availability of information resources in the Consortium Libraries. This is also a form of interacting with readers who are empowered to provide their own reviews upon reading the reviewed information resources by the librarians from the u-Library Consortium. In this connection book reviews offer useful insights on library collections that could be shared with Communities of Interest amongst u-Library members, who could be actively engaged with the services of

the u-Library Consortium.
The Dashboard delivers a comprehensive approach for managing u-Library member information with a fully integrated suite of information which would provide the touch points with the profiled members to be further engaged with the u-Library services offered by the u-Library Consortium.

e-Resources bring about a combination of online resources such as e-books, e-journals, e-brochures and animated oral history.

Audio-books offer books in audio format that could be accessed by all u-Library members and On-line Members.



U- Library Consortium

Collaboration Components

The Collaboration Components offer a platform for social networking, knowledge exploration, knowledge sharing and knowledge exchange for the learning communities in all walks of life to converge at u-Library Portal as a knowledge hub for collaboration, through Chat with Your Expert, Discussion Forum and explore possibilities for knowledge discovery through Ask u-Library.

Ask u-Library is the "Help Desk" of u-Library that is managed by the seven Consortium Libraries, with the provision of information literacy, reference and research advisory service to all u-Library members.

Chat with Your Expert provides online talks, meetings, interviews and seminars, featuring experts in specific knowledge domains as well as special guests who would be invited from time to time by the u-Library Consortium. u-Library members can log on to listen, view slides as well as chat with the experts.
Discussion Forum offers a platform to attract u-Library members and various Communities of Interest to be engaged in online discussions in Business, Economics, Science and Technology.

Services Components



Objectives of U- Library

u-Library Inter-lending Service:

The u-Library inter-lending service provides information access with seamless connection to the National Union Catalogue (KIK) and the existing Library Management Systems (LMS) in the seven libraries. The Inter-lending request, via the u-Library Portal has the capability to be linked to the delivery service gateway of Pos Laju and the cashless payment gateway of Malaysian Electronic Payment System (MEPS) and Touch 'n Go for the purpose of borrowing, returning, reservation and renewal of physical resources anytime, anywhere.

eSearch:

The u-Library Portal enables u-Library members to perform search navigation which would seamlessly unlock the knowledge resources via Title, Author, Subject, International

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Standard Book Number (ISBN)/ International Standard Serial Number (ISSN), Publisher, Year of Publication, and Keyword search functionality. The search results allow the u-Library members to select the physical resources from the u-Library Consortium on the availability of their holdings.

eBorrowing:
The U-Library Portal provides the following features when borrowing books online:

- Selection of physical resources from the available collection in the u-Library Consortium and the provision to 'book' the item;
- Cost of delivery via Pos Laju services;
- Selection of e-payment method, via MEPS Financial Process Exchange (FPX) and Quik2Go through u-Library Portal for delivery service and overdue fines; MEPS e-Debit and Touch 'n Go for overdue fines or fines for lost of loaned items at counter stations or multipurpose kiosk;



- Alerts on Overdue Fines that need to be paid before proceeding with the next borrowing process;
- Online updates on the circulation status of every inter-lending transaction; and
- Request for reservation in the event that the requested item is already circulated in all Consortium Libraries.

Returning borrowed books incorporate the following:

- Return of borrowed items at any book drop stations, consortium library counter stations or via the Library Portal;
- Ability to check item status (availability, location, fines if any); and
- Pay fines through e-Payment of MEPS FPX or Quik2Go (if any).

eRenewal:

- Renew any borrowed items via u-Library Portal anytime, anywhere in relation to the u-Library Inter-Lending Policy; and
- Ability to check item status.

eReservation:

- Reservation on any item via u-Library Portal anytime, anywhere in relation to the u-Library Inter-Lending Policy.

Radio Frequency Identification (RFID) Enabled Equipment:

- RFID enabled equipment are installed at the Consortium Libraries and strategic locations to support borrowing, payment and returning. u-Library members can also visit the 7 Consortium Libraries and borrow books through the RFID Counter Stations or multipurpose kiosks. Books can be returned through RFID enabled book drops. Gantry or gantry-less entrance is placed at all Consortium Libraries for the purpose of surveillance.

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PROMOTION PROGRAMMES


2010
for Nati
Dirasmi

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PROMOTION PROGRAMMES

NEWSPAPER CUTTINGS



N46 FOCUS

Public Service
TOGETHER WE TRANSFORM

MAMPU

Meeting national demands

Today's competitive and demanding environment has raised the bar for the Public Service in striving to provide efficient and effective services to its diverse clientele.

#1Malaysia. People First. Performance Now. These challenges have to be met in a more coherent manner

STRATEGIC ISSUES FACING THE PUBLIC SECTOR

Increase in expectations and needs of citizens

Ranking and competition

Strengthening leadership capacity

Strengthening organisation management

ONLINE GOVERNMENT SERVICES

www.malaysia.gov.my

Online Payments - myBayar
Online Information - myGuvInfo
Online Forms - myForms
SMS Services - mySMS

THE STAR, FRIDAY 18 MARCH 2011 NATION N55

Public Service
TOGETHER WE TRANSFORM

MAMPU

1,700 services available at 15888

All govt agencies can be accessed by anybody, anywhere, anytime using any type of mobile phone

Hits in myGovernment portal from previous year

Year	Total number of visits	Total number of pages viewed	Total number of hits	Average daily visit
2006	2,242,449	39,512,680	201,855,175	6,144
2007	4,240,481	66,753,559	241,647,761	11,626
2008	5,808,236	84,355,221	296,893,182	16,714
2009	6,936,983	192,191,965	406,874,250	20,964

Summary of services provide in myGovernment portal from previous year

Year	Online services	Downloaded forms
2007	400	2,750
2008	1,243	3,789
2009	1,274	3,092

mySMS Achievement

Phase	Year	No. of participate agency		No. of service	
		Target	Actual	Target	Actual
Before July 2008 with 14 SMS numbers			34		177
After July 2008 using my SMS 15888					
I	2008	50	50	100	260
II	2009	100	78	200	1,350
III	2010	400			
Total			128		

15888 mySMS

hassle free

Single gateway to information and govt services

Check PDRM Summons
Type : POLIS SAMAN <space> [IC Number]
or
POLIS SAMAN <space> [Vehicle Number]
send SMS to 15888

RM0.15 for each SMS sent | RM0.20 for each SMS replied
Careline support : 03 55697810 (24 hours) | Email : careline@15888.my
Service provided by Government of Malaysia

MAMPU

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Public Service – TOGETHER WE TRANSFORM

Think out of the box

By TEH ENG HOCK

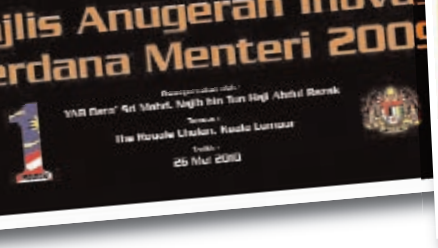


Najib: "I do not want the innovation culture to become the lifestyle among the civil servants."



Award recognises creative and innovative outcome

Majlis Anugerah Inovasi Perdana Menteri 2009



Perkhidmatan Awam Bersama Melaksana Transformasi

www.mampu.gov.my

Penyelesaian rentas agensi myGovXchange

INFO

Agensi myGovXchange

- Indah Water Konsortium (IWK)
- Polis Diraja Malaysia (PDRM)
- Lembaga Perkhidmatan Awam (LPA)
- Perbadanan Tabung Pembangunan Kemahiran (PTPK)
- Perbadanan Tabung Pengajian Tinggi Nasional (PTPTN)
- Lembaga Tabung Haji (LTH)
- Pusat Pungutan Zakat (PPZ)
- Majlis Amanah Rakyat (MARA)
- Suruhanjaya Syarikat Malaysia (SSM)
- Perbadanan Putrajaya (PPJ)
- Majlis Perbandaran Nilai (MPN)
- Majlis Perbandaran Seberang Jaya (MPSJ)
- Majlis Perbandaran Ampang Jaya (MPAJ)
- Majlis Perbandaran Kajang (MPKj)
- Majlis Bandaraya Shah Alam (MBSA)
- Majlis Perbandaran Selayang (MPS)
- Kementerian Pengajian Tinggi (KPT)
- Lembaga Hasil Dalam Negeri (LHDN)
- Perbadanan Kemajuan Sosial (PERKESO)
- Kumpulan Wang Simpanan Pekerja (KWSP)
- Bank Perusahaan Kecil dan Sederhana Malaysia Berhad (SME Bank)
- Perbadanan Nasional Berhad (PNS)
- Multimedia Development Corporation (MDeC)
- Lembaga Kemajuan Pemindahan Malaysia (MDA)
- Malaysian Technology Development Corporation (MTDC)
- SME Corporation Malaysia (SME Corp)
- Kementerian Sains, Teknologi dan Inovasi (MOSTI)
- Lembaga Pelaburan Tenaga Atom (MEB)

Layari www.malaysia.gov.my



"Pembayaran boleh dibuat menggunakan kad kredit atau debit terus dari mana-mana bank pilihan pengguna. Satu resit rasmi akan dijana dan boleh dijadikan sebagai rujukan"

Mohamad Zabidi Zainal
Ketua Pengarah MAMPU

INFO

Untuk mendaftar sebagai pengguna

- Layari www.malaysia.gov.my
- Klik daftar ini sebelah kanan laman web.
- Daftar sebagai individu.
- Isi borang dan hantar.

Tiga langkah mudah untuk myBayar

Langkah 1 : Pilih dan daftar perkhidmatan
Langkah 2 : Lihat/semak semua bayaran
Langkah 3 : Bayar dan cetak resit

Tiga langkah untuk myForms

Langkah 1 : Pilih perkhidmatan
Langkah 2 : Isi borang dikehendaki (lihat bayaran (jika perlu)
Langkah 3 : Hantar dan semak status permohonan

myBayar dan myForms

Serahan borang online

KEANDI



"Melalui myGovXchange, saya bayar guna kad kredit atau debit dan resit rasmi dijanakan sebagai rujukan"

Joseph Ruban
Pegawai Operasi



"Saya mendaftar jadi pengguna myGovXchange dan membuat bayaran utiliti, ia sungguh mudah"

Ngoi Jie Hui
Setiausaha



"Saya tidak perlu tunggu lama bagi bayaran bil dan hantar borang permohonan. myGovXchange menjanjikan urusan"

Abu Zharin Ismail
Pegawai Bank

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BPR mantapkan sistem penyampaian Perkhidmatan Awam



Membudayakan BPR di Sektor Awam



Transformasi MinDef selari agenda negara

Skop pengurusan diperluas capai pemodenan



MENTERI Pertahanan, Datuk Zahid Hamidi melancarkan Agenda Transformasi MinDef sambil diiringi Timbalan Menteri Pertahanan, Datuk Dr Abdul Latif Ahmad, Ketua Setiausaha Pertahanan, Tan Sri Ahmad Ashfar Abu Hassan dan Timbalan Ketua Setiausaha Bahagian Pengurusan (Sumber) Kementerian, Datuk Abdullah Karman.

Rangka strategi perkukuh agensi sektor awam



NEW STRAITS TIMES, THURSDAY, AUGUST 12, 2010

PUBLIC SERVICE
Together We Transform

MAMPU
www.mampu.gov.my

myGovXchange — 1click for all services

The introduction of the 1Malaysia concept by the government in March 2007 was followed by the launch of several service agencies, with the focus on those housed in the Klang Valley.

The most recent, myGovXchange, was launched by Chief Secretary to the Government, Tan Sri Sidek Hassan, on July 27 in conjunction with the Public Sector Chief Information Officer (CIO) Conference 2010.

Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) Director-General Datuk Mohamad Zabidi Zainal said myGovXchange was created as a trusted and secure interface which manages the process flow of services and movement of related data to and from government agencies, clearly defining inter-operability standard for all government agencies.

The solution uses open standard technology to facilitate integration with various ministries and agencies' IT infrastructure.

"The infrastructure offers a single gateway to a one-stop centre for citizen and business communities to interact and transact with multiple government agencies.

"myGovXchange houses two categories of services - mybayar, a consolidated and personalised payment service; and myforex, a consolidated multiple submission/application services.

Access to both services is open to registered users via the government central portal, i.e. myGovernment Portal at www.malaysia.gov.my.

Zabidi said the payment service under myGovXchange would help facilitate transactions with government agencies. Currently, there are 22 payment services available, ranging from utility payment, summon and compound payment to quit rent payment, zakat, deposit and repayment of study loans.

Among the participating agencies are Public Service Department, Royal Malaysian Police, National Higher Education Fund Corporation, Skill Development Fund Corporation, Indah Water Konsortium (IWK), Majlis Amanah Rakyat (Mara), Shah Alam City Council, Petaling Jaya City Council, Perbadanan Putrajaya (PPJ), Subang Jaya Municipal Council, Kajang Municipal Council (MPKJ), Sepang Municipal Council (MPSp), Nilai Municipal Council (MPN), Klang Municipal Council, Pusat Pungutan Zakat and Lembaga Zakat Selangor.

"Come Sept 1, six additional services provided by four agencies will be made available on myGovXchange. The number will increase further as more agencies come on board," said Zabidi.

Registered myGovernment Portal users, said Zabidi, had the advantage of using the payment services on MyGovXchange which allow them to view list of payment services, select and register the required services without the need of any MyAssessment from the respective agencies.

The total amount due will be automatically calculated by the system. Users have the choice to pay one or more bills (lump sum payment) in just a single transaction. Further, it enables flexibility to users to register new services or remove the registration of any unwanted services at anytime.

Zabidi said payment could be made using credit card or direct debit card from the selected bank of the user's choice. A single official receipt will be generated which can be printed by the user for reference.

"Users are also able to check payment history and reprint receipts anytime. myGovXchange will automatically send end of day transaction reports to agencies for reconciliation purposes."

He said myGovXchange users could also register and make payment for others. For example, one can pay the Indah Water Konsortium bills for his rented house on behalf of the owner while a father is able to pay his children's study loan instalments.

Another advantage of myGovXchange is it also offers electronic forms submission service, referred to as myForms.

Currently, the service provides convenience to businesses as they can submit multiple forms to various agencies via a single transaction.

Forty-five services are being offered by 16 agencies, with more services to be included in the future. The services provided are in three categories:

- Starting a business - registration can be made to Inland Revenue Board (IRB), Employees Provident Fund (EPF) and Social Security Department (SOCSO).
- Starting business operations - companies can apply business and advertisement licenses with PPJ, MPKJ, MPSp and MPN. MPAJ will be offering the same services by Sept 1.
- Business expansion - businesses already in operations and require assistance from the government to expand their businesses can apply for loans and grants from various agencies such as SME Corp, MTDC, PNS, SME Bank, Mara, Ministry of Science, Technology and Innovation and the Malaysian Industrial Development Authority. Established ICT companies can also apply for MSC status to the Multimedia Development Corporation (MDeC) while Malaysia External Trade Development Corporation (MATRADE) will be joining myGovXchange by Sept 1.

Zabidi said users would be able to make one or more applications by selecting the related forms and filling them up at their convenience.

"Information filled can be saved and changed anytime before submission. To ease users and make applications simpler, data is auto-populated from other sources, such as from Suruhanjaya Syarikat Malaysia (SSM).

"This service is integrated with mybayar services in display payment instructions accordingly and instantly. Payment to SSM is only RM15 regardless of the services/forms populated.

"This is cost savings to companies as SSM normally charges RM15 for each form requiring SSM data. Forms can be submitted to agencies in stages or all in a single transaction."

Zabidi said applicants could view agencies' feedback on applications made as well as check submission history anytime.

Under SSM's 2010 Reform Initiatives in promoting ease of doing business in Malaysia for World Bank ranking, myGovXchange facilitates business startup.

SSM's initiative in collaboration with MAMPU has managed to reduce business startup from nine processes in 11 days to three processes in three days.

Registrations to IRB, EPF and SOCSO in a single transaction provided by myGovXchange have managed to reduce three processes in four days to one process in just one day.

Touching on security of myGovXchange, Zabidi said it had been made a priority for the entire initiative.

"Only registered users are allowed access to the system and all myGovernment Portal registrations using identity card numbers are verified with the National Registration Department.

"Although communications between myGovXchange and agencies' servers are without human intervention, encryption and digital certificate is being used to ensure secured communication between the servers," he said.

Zabidi revealed a



MAMPU Director-General Datuk Mohamad Zabidi Zainal



Chief Secretary to the Government, Tan Sri Sidek Hassan, launching myGovXchange in conjunction with the Public Sector Chief Information Officer Conference 2010 last month.

3 easy steps to mybayar

Step 1 Select and register service

Step 2 Check amount to be paid

Step 3 Pay and print receipt



MAMPU
www.mampu.gov.my

Perkhidmatan Awam Bersama Melaksana Transformasi

Sinergi transformasi sektor awam

MUKADIMAH

Perkembangan ICT yang ditangani MAMPU telah memperkukuh jaringkomunikasi antara kerajaan dan rakyat dalam sebarang urusan dan memastikan penyampaian perkhidmatan dilaksanakan

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PROMOTION PROGRAMMES






1Malaysia Broadband Carnival, Sabah
6-7 November 2010






1Malaysia Broadband Carnival, Sarawak
30-31 October 2010

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National ICT Conference, KLCC
11-12 October 2010





National Islamic Inovation Carnival, Putrajaya
5-8 August 2010






GIS Conference and Exhibition, Putrajaya 28-29 June 2010






Johor Science Technology & ICT Week 2010 22-27 June 2010






The Launching Ceremony of Digital Pagoh-Muar 1Malaysia 6 June 2010





Government Homeland Programme at Malaysia Luxury Property Exhibition 2010
23-25 April 2010





Terengganu ICT & Multimedia Exhibition
1-4 April 2010





The Launching Ceremony of Digital Pekan 1Malaysia, Pekan, Pahang
30-31 January 2010





MyID Launching Ceremony, Putrajaya
18 January 2010

TV/RADIO INTERVIEWS





Director General MAMPU, YBhg. Dato' Mohamad Zabidi Zainal on TV1, 'Selamat Pagi Malaysia', in conjunction with 'Anugerah Inovasi Perdana Menteri (AIPM)' 2010 Ceremony
24 May 2011



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Director General MAMPU, YBhg. Dato' Mohamad Zabidi Zainal on TV3, 'Malaysia Hari Ini', in conjunction with 'Anugerah Inovasi Perdana Menteri (AIPM)' 2010 Ceremony
25 May 2011







Director of EG Development and Management Division, MAMPU, Mrs. Parmjit Kaur on NTV7, 'The Breakfast Show', promoting MyID
13 January 2010


MSC MALAYSIA
APICTA


Dirasmikan Oleh
PERDANA MENT
Kerjasama




PENGURUSAN MALAYSIA
MAMPU


mySMS
15888
percuma









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ACKNOWLEDGEMENT

The Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) would like to thank all individuals and agencies who have contributed and given valuable insights to enable the publication of this book. We hope that the strategic alliance formed and cooperation given throughout the preparation and publication of this book will continue in the future.

