

flagship

Governing in the information age

The Malaysian government believes in leading by example and the Multimedia Super Corridor (MSC) Electronic Government Flagship Application is one of its efforts to lead Malaysians into accepting and adopting ICT in their daily lives.

Information and communication technology (ICT) is a critical tool that can assist the government in its efforts to lead the country into the information age. Realising the importance of ICT, the government is seeking to enhance and dramatically improve the convenience, accessibility and quality of its interaction with businesses and the country's citizens in general, by utilising ICT and multimedia technologies. This is also expected to simultaneously improve information flows and processes within the government to increase the speed and quality of policy development, coordination and enforcement.

As the biggest employer and provider of services in the country, the way the government and its agencies operate will have a major effect in our lives. The EG flagship, as one of the MSC Flagship applications, is designed to improve not only how the government operates internally, but also how it delivers services to the people in this digital age. It is also expected to fundamentally change how the government works and implies a new set of responsibilities for civil servants, businesses and citizens.

With new services, information and service channels, as well as improved services levels, there is a need for changes in the people's mindset and the development of new skills to cope with and accept the new way of doing things.

Comprising pilot applications focusing on five main areas within the operations of the government, the EG will play an essential role in catalysing the MSC's development as well as furthering the social, political and economic agenda under Vision 2020.

Pilot applications

The EG's five pilot applications have been awarded to various consortia of private sector companies to deliver the best solutions for each application for the benefit of all Malaysians. The applications that will lead the development of EG in the country are summarised as follows:

All for the better

With the encouraging progress in the implementation of the various applications, processes involving the daily lives of citizens such as the registration of births, school registration, the issuance and renewal of identity cards and driving licenses as well as the filing of tax returns will be transacted electronically soon.

These pilot projects will showcase the enormous potential of EG and the benefits it can bring to the community at large. It is envisioned that the implementation of the various EG projects will affect the community at large as a result of the new forms and standards of service delivery facilitating the creation of an efficient and paperless administrative machinery.

Similarly, government-business transactions such as business and company registration, tax payment, issuance of import/export licenses and procurement have undergone a lot of changes and are making full use of ICT and multimedia.

The EG flagship will also facilitate intra-agency connectivity, resulting in greater collaboration and more efficient and effective communications, thus leading to higher productivity.

On the progress chart, the five pilot applications of the EG flagship, which were implemented in phases from late 1999, are currently making strong progress.

PILOT APPLICATION	DESCRIPTION
Project Monitoring System (PMS)	Under this pilot project, an online end-to-end mechanism for monitoring project implementation will be created. The new system will also create a collaborative environment for better management of development projects.
Generic Office Environment (GOE)	This will provide a fully integrated, distributed, and scalable paperless office environment for the Prime Minister's office by deploying multimedia information technology. Civil servants will be provided with a quick-and-easy method to access up-to-date, accurate information, and ensure that the right information gets to the right people at the right time.
Human Resources Management	A solution to address the present and future needs of the civil service's human resource management, which includes realigning the human resource to play more strategic roles and the streamlining of intra- and inter-agency processes.
Information System (HRMIS)	The electronic procurement system, which is known as ePerolehan, enables suppliers to sell goods and services to the Government through the Internet. The electronic procurement system aims to reengineer, automate and transform the current procurement system. Supporting all Government procurement types, ePerolehan supports the entire procurement cycle; from requesting for quotations, raising requisitions and purchase orders, to fulfilling orders and the processing of payments.
Electronic Procurement Electronic Services	This system is the alternative means for the public to transact and interact with the Government and its agencies faster in line with the government's desire to reduce counter process time. It will be deployed in various ways such as via electronic channels kiosks, personal computers, wireless application protocol (WAP), interactive voice response (IVR) or even web television.



Gayah Gulam Haidar, MDC's senior manager for Electronic Government Flagship

Generic office environment (GOE)

For this particular application, Konsortium Sapura was given the mandate by the government to carry out this project, which involved six pilot agencies namely, the office of the Prime Minister, the Deputy Prime Minister, the Chief Secretary to the government, and three agencies in the Prime Minister's Department - the administration and finance division, the cabinet, constitution and inter-government relations division and MAMPU.

The GOE pilot application consisting of 10 modules - document management, search and retrieval, executive information manager, online information filter, messaging system, electronic meeting, bulletin board, decision tracking, meeting management and discussion forum - has been successfully completed.

Project monitoring system (PMS)

The PMS developed by FSBM CTech Consortium, has been completed recently, right on schedule. Involving 3 phases, operational function, managerial functions and knowledge base functions, the pilot project has been fully implemented and is currently connecting all ministries at the federal level, all development offices at state level and offices at district level across the country that involves, to date, 900 sites. And this includes the installation of numerous servers in 38 locations, of which 24 are ministries and agencies and 14 are state government offices. PMS is now ready to run on its own under the close supervision of the Implementation Coordination Unit.

e-Services

To date, e-Services pilot application is on track with the rollout of a few online services that will benefit both the public as well as public services providers. Some of the services currently being offered to the public include applications such as the Polis Diraja Malaysia (Royal Malaysian Police) inquiry services and Jabatan Pengangkutan Jalan (JPJ or road transport department) electronic theory test. Also available are JPJ summons services, Tenaga Nasional Berhad (TNB) - the national energy company - bill inquiry, TNB bill payment and bill presentment. These services have been designed to cut down counter process time.

The company responsible for the development and implementation of this particular application is Konsortium Multimedia Swasta.

All systems go

As for the other application projects like e-Procurement and HRMIS, MDC's senior manager for Electronic Government Flagship, Gayah Gulam Haidar said they are in various stages of completion.

"The next phase will see more rollouts from the EG applications and more activities that will get more users on board the system, which will include works to stabilise the network and enhance the current application," she added. So, we can expect more to come from this MSC flagship application. ●