Overview on Electronic Government in Malaysia

by

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MALAYSIA
BENEFIT OF ELECTRONIC GOVERNMENT

**Improved Level of Service Delivery**

Services including transactional and payment will be offered in one-stop shops as kiosk with multiple channels of delivery such as PC, interactive TV, telephone and fax.

**Increased Effectiveness and Efficiency of Government**

Upgrade the level of connectivity between agencies.
Services under the EG Flagship can be classified into the following three categories:

- Citizen/Business to Government Services
- Inter-Agency Services
- Intra-Agency Services
PILOT PROJECTS OF ELECTRONIC GOVERNMENT

- Electronic Delivery of driver and Vehicle Registration, Licensing and Summons Services, Utility Payments and Ministry of Health On-Line Information (E-Services)

- Electronic Procurement

- Generic Office Environment (GOE)

- Human Resources Management Information System (HRMIS)

- Project Monitoring Systems (PMS)
Electronic Delivery of Driver and Vehicle Registration, Licensing and summons Services, Utility Payments Ministry of Health On-Line Information (E-Services)

**Background:**

To enable the transact between government and core utilities more easily. The following four major services are the first to be delivered under this pilot:

- Driver & Vehicle Registration, Licensing and Summons.
- Electricity Bill, payment - Tenaga Nasional Berhad (TNB)
- Telecommunication bill payment - Telekom Malaysia Berhad (TM) Bill.
- Ministry of Health Information
Objectives:

The objectives for the pioneer pilot are to enhance service access and improve service quality to the public. Enhanced service access may be defined as the following:

⭐ Multiple delivery channels
  - Kiosks
  - PCs
  - Telephone
  - Fax
  - Interactive TV
  - Upgraded ATM

⭐ One-stop service window
  - one-stop shop service window to government
Multilingual capabilities
- Offer multiple language capabilities at each access device

Equality of access
- User-friendly, multimedia and help-responsive, to various population segments (i.e. elderly, non-personnel)

Improved service quality may be defined as the following:
- Speed
- Reliability
- Transparency
- Security
Electronic Government Procurement

**Background:**

Electronic Procurement will automate, reengineer and transform the current procurement system.

**Objectives:**

- To ensure best value for money for electronic procurement.
- To ensure accountability and transparency in all electronic procurement in line with the established procedures.
- To contribute towards achieving Government policy objectives through procurement.
**Scope:**

Electronic Procurement will allow government agencies to electronically select items to be procured from the desktop, initial electronic approval process and also create, submit and receive purchase orders, delivery orders and other related document electronically.

**Pilot Agencies:**

- Government Procurement Management Division, Ministry of Finance
- Administration Division, Ministry of Finance
- Administration Division, MAMPU

**Functionality**

Central Contract Process - the automation or computerization of central contract product and services procurement as well process involved with placing an item on the central contract list.
Generic Office Environment (GOE)

**Background:**

The GOE consists of three modules:

- ★ Enterprise-wide Information Management System (EIMS):
- ★ Enterprise-wide Communication Management System;
- ★ Enterprise-wide Collaboration Management System.
**Objectives:**

The GOE allows the Government to meet the following IT objectives:

- Central management of computing services
- Reduced cost of ownership
- Easier application and data integration
- Central control of policies and guidelines

**Scope:**

The overall scope of the pilot phase of the project will cover the Prime Minister’s Office, Deputy Prime Minister’s Office, Secretary’s Office, Cabinet Division and MAMPU.
Background:

To provide a single interface for government employees to perform HRM function effectively and efficiently in an integrated environment.

Objectives:

Amongst its objectives are as follows:

- To achieve effective staffing and rightsizing of the civil service through better availability of HRM information.
- To automate HRM operational processes which are currently done manually.
Objectives (contd.)

- To build up-to-date consolidated HRM information.
- To achieve better communication, horizontal integration and more streamlined processes.
- To improve paper-less HRM capabilities
- To provide an open and flexible system, which will fulfil and improve the information needs of operational and management processes at different level of agencies.

Scope:

The overall scope of the project will cover areas such as recruitment and selection of personnel, establishment of posts, department organisational structures, performance appraisal and training.
Project Monitoring System

**Background:**

Provide a mechanism for monitoring the implementation of government projects. The service also provides a platform for exchanging ideas and demonstrating best practices models in information management and communication services.

**Objectives:**

- ★ To establish a richer collaborative systems environment towards more efficient and effective project monitoring and communication process.

- ★ To provide an open and flexible systems, at different level of agencies.

- ★ To provide paperless project monitoring in project monitoring.
**Scope:**

The overall scope of PMS covers three services, namely Application Services, Data Services and Communication Services.

**Application Services.** Provide capabilities to support the processes involved in project monitoring and improve the general efficiency and effectiveness of managerial and operational functions. Managerial functions include formulating organisation’s overall mission, goals and objective monitoring performance. Operational functions relate to capturing raw information of individual projects and reporting project operational agencies level.

**Data Services.** Provide the databases to satisfy the different kinds of monitoring activities such as handling different types of information and information sharing capability among and within the agencies and keeping track record and know-how to facilitate the sophisticated management of project monitoring.

**Communication Services.** Provide connections across agencies for data exchange, resource sharing, personal communication and automate the flow of processes.
**Definition**: Name, explanation, size and information of every data element.

**Why data dictionary?**

To establish one definition that enabled to integrate all the systems in government agencies.
BENEFIT OF DATA DICTIONARY

- Exchange data between government agencies
- To support interface between different application
- To provide the basic standard for standardize documentation
DATA DICTIONARY

e.g: SELANGOR—one of the state in Malaysia

ISO 3166: B

Custom department: B

For Identification Card: 10
TECHNICAL COMMITTEES

- Data Generic
- Human Resource
- Project Monitoring
- GIS & Land
- Account & Finance
- Commerce.

**Complete project:**

Data Generic.
Reference

http://mampu.gov.my

http://mdc.com.my
IT standardisation in Malaysia
(Progress report)
by
Siti Mariam Rahmat
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SIRIM Berhad
MALAYSIA
Malaysian standard is a consensus standard developed by Standards Development Committees within the Malaysian Standards Development System and approved by the Minister of Science, Technology and the Environment in accordance with the Standards of Malaysia Act 1996 (Act 549)
STANDARDS DEVELOPMENT

Process is governed by:

> ISO/IEC Guide 59: 1994 - Code of Good Practice for Standardisation; and

> Annex 3 of WTO/TBT Agreement entitled Code of Good Practice for the Preparation, Adoption and Application of Standards
MALAYSIAN STANDARDS SYSTEM DEVELOPMENT STRUCTURE

Minister,
Ministry of Science, Technology and the Environment

Director-General,
Department of Standards Malaysia (DSM)

National Standards Committee
National Accreditation Committee
National IEC Committee

Industry Standards Committee (ISCs)
ISC A TC/WG  ISC J TC/WG
ISC B TC/WG  ISC K TC/WG
ISC C TC/WG  ISC L TC/WG
ISC D TC/WG  ISC M TC/WG
ISC E TC/WG  ISC N TC/WG
ISC F TC/WG  ISC W TC/WG
ISC G TC/WG  ISC Y TC/WG
ISC H TC/WG  ISC Z TC/WG

Standards Writing Organisation (SWO)
MPOB MECWA
MRB C&CA
MPMA MTIB
CIDB TEEAM
JPP-MIGMA IFEM
FMM-MIGMA

DSM

SIRIM Berhad
SWOs

Selected Malaysian organisations appointed to undertake standards development in specific sectors

Objectives

To broaden the base of the national system
• To accelerate production of Malaysian Standards

Current status

11 appointed SWO’s. These SWO’s programme are coordinated by the ISC’s and SIRIM Berhad
ABBREVIATIONS

- ISC A Food and Agriculture
- ISC B Chemicals and Materials
- ISC C Consumer Personal Safety and Services
- ISC D Building and Civil Engineering
- ISC E Electro-technical Engineering
- ISC F Mechanical Engineering
- ISC G IT, Communications & Multimedia
- ISC H Petroleum and Gas
- ISC J Plastics and Plastics Products
- ISC K Packaging and Distribution
- ISC L Road Vehicles
- ISC M Fire Safety and Prevention
- ISC N Rubber and Rubber Products
- ISC W Occupational Health and Safety
- ISC Y Quality Management and Quality Assurance
- ISC Z Environmental Standards
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<th>Standards-Writing Organisations (SWOs)</th>
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<tr>
<td>1</td>
<td>Malaysian Plastics Manufacturers Association (MPMA)</td>
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<td>Cement and Concrete Association (C &amp; CA)</td>
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<td>Malaysian Rubber Board (MRB)</td>
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<td>Malaysian Palm Oil Board (MPOB)</td>
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<td>5</td>
<td>Construction Industry Development Board Malaysia (CIDB)</td>
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<td>6</td>
<td>Malaysian Electric Cable &amp; Wires Association (MECWA)</td>
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<td>7</td>
<td>The Malaysian Timber Industry Board (MTIB)</td>
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<td>8</td>
<td>The Electrical and Electronics Association of Malaysia (TEEAM)</td>
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<td>9</td>
<td>Sewerage Services Department</td>
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<td>10</td>
<td>FMM-Malaysian Gases Manufacturers Group (FMM-MIGMA)</td>
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<td>11</td>
<td>The Institution of Fire Engineers (UK) Malaysia Branch (IFEM)</td>
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SIRIM BERHAD and DSM RELATIONSHIP

DSM - Department of Standards Malaysia

Is the National Standards Body (Standards Act, 1996)

SIRIM Berhad

Is appointed as the sole National Standards Development Agency by agreement and under provisions of the Standards Act, with the tasks of:

- managing the standards development infrastructure
- managing Malaysian representation in regional and international standards bodies
- publishing, printing, selling and distributing Malaysian Standards
<table>
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<th>Functions</th>
<th>Committee/Organisation</th>
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<tr>
<td>Policy</td>
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<td>◆ National IEC Committee (DSM)</td>
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<td>Planning, Strategy and Acceptance of Final Draft</td>
<td>◆ Industry Standard Committees (SIRIM)</td>
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<td>Development of Drafts</td>
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<td>◆ SWO Type 2</td>
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Access to information

- Full transparency in development processes through procedures, publications and announcements

Participation

- Participation accessible to all interested parties

Consensus-based Approval

- All decisions with regards to content and approval of Malaysian Standards subject to consensus.
REFERENCES USED IN DEVELOPING STANDARDS

- International standards
- Foreign national standards
- R & D data and results
- Books, journals and international publications
- Data collected from industry and association
STANDARDS DEVELOPMENT PROCESS FOR MALAYSIAN STANDARDS

Responsibility
- SIRIM Berhad
- DSM

Publication of Malaysian Standards

Approval by Minister

Verification by DSM

ISC Acceptance of Final Draft

Review of Public Comments

Issue for Public Comment

Committee Draft

Working Draft

Acceptance of NWIP by the ISC & NWIP Registered

Request for New Standard

Alternative Process for Standards developed by SWO's operating without balanced Committees*

Review by ISC

Submission to ISC and Registration

Association/SWO Draft Standard

* SWOs with balanced committees have the option of operating through the same process as adopted by SIRIM Berhad

Technical Committee

Technical Committee/Working Group

DSM and/or SIRIM Berhad
CATEGORIES OF MALAYSIAN STANDARDS

• Specifications
• Methods of sampling, testing, measuring
• Codes of practice, guides, recommendations
• Terminology/glossaries/vocabulary/symbols/nomenclature
• Classification/grading
Malaysian Standards

- When published are voluntary and available for adoption by all private sector or government agencies.

- Regulatory authorities can stipulate mandatory compliance to any of these standards.

- Regulatory authorities may either:
  # publish their own regulatory standards, or
  # adopt Malaysian Standards fully or partially in their regulations.

In Malaysia both options are practised.
IMPLEMENTATION OF MALAYSIAN STANDARDS

- Voluntary adoption by industry and trade organisations for production and commerce

- Third party certification to provide independent assurance to users of products and services

- Adoption by regulatory agencies for meeting specific regulatory objectives, e.g. Fire safety: adoption by Fire & Rescue Services Department Electrical safety: adoption by JBEG

- Government procurement - to ensure suitability of purchased products and services
National Standards Infrastructure Managed

Industry Standards Committees/National Committees 16

Technical Committees/Working Groups 150

Current standards projects undertaken 500

Standards-Writing Organisations (SWO) 11

Participation in ISO/IEC Committees
19 TC’s & 29 SC’s (P member)
65 TC’s & 82 SC’s (O member)
APEC-SCSC, ACCSQ
PASC

Committees members involved 1,500
MALAYSIA’S MEMBERSHIP STATUS
IN ISO & IEC 2001
As of September 2001

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INTERNATIONAL STANDARDIZATION

Basis: National interest (limited by availability of resources and budget)

Review - continuously

Progress in ISO/IEC/JTC 1:P members in the following SC:

- SC 27 - IT security
- SC 29 - Coding of audio, picture, multimedia and hypermedia information.
ISC G

IT
- TC ON MLIT (TC 1)
- TC GIS (TC 2)
- TC INFORMATION SECURITY (TC5)

TELECOMMUNICATION
- TC E-COMMERCE (TC4)

MULTIMEDIA
- TC ITS (TC3)
- TC6

WG1
WG3
WG5
WG EDI (WG4)
WG2
WG6
TELECOMMUNICATION

TC
E-Commerce
(TC4)

TC
ITS
(TC3)
ISO/TC204
Transport
Information and
Control Systems

WG EDI (WG4)

SC 32
Data management
and interchange

SC34
Document description
and processing
languages

WG2

SC25
Interconnection of
information technology
equipment

SC6
Telecommunications and
information exchange
between systems
NEW PROJECTS APPROVED IN 2001

1. Information technology - Universal Multiple Octet Coded Character Set (UCS) Part 1 : Architecture and Basic Multilingual Plane ISO/IEC (10646-1)

2. Geographic information - Conformance and testing

3. Information technology - Guidelines for the management of IT Security - Part 4 : Selection of safeguards


5. Information technology - Security techniques - Evaluation criteria for IT security - Part 2 : Security functional requirements

NEW PROJECTS APPROVED (continued)


NEW PROJECTS APPROVED IN 2001
(PROBLEM OCCURRED)

Information technology - Universal Multiple Octet Coded Character Set (UCS) Part 1 : Architecture and Basic Multilingual Plane ISO/IEC (10646-1)

• How do we adopt it? _adopt partly? Eliminate unnecessary code

• Country with varies language?

1. Malaysian Standard on coded character for Jawi character
2. Malaysian Standard on coded character for Indian character
3. Malaysian Standard on coded character for Chinese character

• How do we cater the regular amendment/PDAM made to the 10646?

• How the participation in the JTC 1/SC 2?
  - Not all the topic is related to certain country
SMD is the first department in SIRIM Berhad certified with no non-conformance
CONCLUSION