National Vision
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<tr>
<td>Preservation and enhancement of unity in diversity</td>
<td>Effective delivery of Government services</td>
<td>New Economic Model: A high income, inclusive &amp; sustainable nation</td>
<td>To deliver high-impact, low cost and rapidly executed programs and services</td>
<td>Smooth implementation of government development programme</td>
<td>Anchoring growth on people</td>
<td>Digital strategy for Malaysia-leveraging existing initiatives &amp; creating new opportunities in the digital economy</td>
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Achieving Digital Malaysia’s 2020

**GOALS & OUTCOMES**
- Increased contribution of digital economy to Malaysia’s GNI
- Enhance productivity of Malaysian economic sectors
- Improve standard of living for Malaysians

**TARGETS BY 2020**
- ICT contribution to GDP from 9.8% in 2010 to
- #16 in the IMD 2011 World Competitiveness Scoreboard
- #36 in 2010 in Digital Economy Rankings

17%  TOP10  TOP20

**Strategic Thrust #1**
CREATE
Move from Supply to Demand

**Strategic Thrust #2**
INNOVATE
Shift from Consumption to Production

**Strategic Thrust #3**
GROW
Grow from Low-Knowledge to High-Knowledge added activities

Source: www.digitalmalaysia.my
2 Current Scenario
Public Sector ICT Journey

ICT Advancement enabled the Transformation

eGOV 1.0

1995

TRANSACTION
Using online services to do transaction

FLUID

2007

TRANFORMATION
Using online services to create opportunities via public participation

DYNAMIC

2015

eGOV 2.0

eGOV 3.0

Digital Government

Using government website to get information

INFORMATION

STATIC
Public Sector ICT Strategic Plan 2011-2015

VISION
Pervasive use of ICT towards a citizen centric and whole-of-Government Approach Public Service

MISSION
To provide seamless online services to the citizens, business and Government through a connected Public Service

Source: The Malaysia Public Sector ICT Strategic Plan, MAMPU
Public Sector ICT Blue Print

Objective

To achieve a whole-of-government by providing connected service delivery

Enhancing Information Sharing
- Information Architecture

Improving ICT Governance
- ICT Governance

Managing Knowledge Effectively
- Knowledge Management

Strengthening the Infrastructure
- Infrastructure Architecture

To increase public sector productivity, add value and improve efficiencies through a whole-of-government approach on ICT infrastructure

To improve service delivery and decision making through an informed knowledge environment

To strengthen the ICT governance structure to support and align with the national strategic priorities and initiatives by creating a more responsive governance environment to improve speed of decision making and delivery

Source: Public Sector ICT Study, MAMPU 2010
Public Sector ICT Strategic Areas

- Strengthening ICT Governance
- Enhancing Service Delivery Systems
- Strengthening infrastructure & infostructure
- Strategic Collaborations
- Strengthening ICT Capability, Capacity & Competencies
- Trust & Compliance
- Open Innovation & Stakeholders Engagement
Smart Government

Social, Mobile, Analytics & big data, Radical openness, Trust
3 Government Achievements
Public Sector Directions

- **Transformation Programs**
  - Strategies
  - Connected Government
  - Competency & Capacity Building
  - Governance
  - Web Base Applications
  - Infrastructure
  - Online Services

- **Integration, Standardisation & Consolidations**
  - Shared Services
  - Consolidated Infrastructure
  - Cloud Technologies
  - MyGSOC
  - myGRiC

- **New Game Changing**
  - Big Data
  - Open Data
  - Data Leakage Protection
  - Digital ID

- **1Gov Global**

- **1Gov*Net**

- **1GovEA**

**Programs**

- **2008-2011**
  - Strategies
  - Connected Government
  - Competency & Capacity Building
  - Governance
  - Web Base Applications
  - Infrastructure
  - Online Services

- **2012-2013**
  - Shared Services
  - Consolidated Infrastructure
  - Cloud Technologies
  - MyGSOC
  - myGRiC

- **2014-2015**
  - Smart Devices and BYOD
  - Mobility
  - SMART Government Framework
  - Security & Compliance
  - Competency (Capacity Building)
  - Service Governance
  - Engagement (Crowdsourcing, co-creation, collaboration)
Public Sector Initiatives

Nexus of converging forces - transforming user behaviour & creating new business opportunities

- Agency presence in portals, websites & social media
  - MyEmail
  - 1GovUC

- Service Intelligence
  - myGovernment Portal
  - myMesyuarat

- Information

- Mobile
  - mySMS
  - myUSSD
  - myMMS
  - Mobile web
  - Mobile apps

- Cloud
  - 1Gov*Net
  - PDSA
  - myGRiC
  - MTSA
  - ISMS
  - MyGSOC
  - my1LogIn
  - DDMS

Mobile web
Mobile apps
Agency presence in portals, websites & social media
Service Intelligence
Information
Mobile
Cloud
Government Achievements

DELIVERY CHANNELS
- Portal
- Portal Bank
- Mobile
- Kiosk
- Counter
- 1MOCC

PUBLIC SECTOR INITIATIVES
- Online Services
- Mobile Services & Apps
- Digitisation of Documents
- Paperless Government
- Integrated Services
- Shared Services

DElIVERY CHANNELS

- Portal
- Portal Bank
- Mobile
- Kiosk
- Counter
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PUBLIC SECTOR INITIATIVES
- Online Services
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- Digitisation of Documents
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- Integrated Services
- Shared Services

PROJECTS AND INITIATIVES
- 1Gov*Net
- MyHEALTH
- MAKLUM
- E-Halal
- BLESS
- e-HASIL
- HRMIS
- SPPB
- PortalOSC
- ePERCAYA
- my1Login
- 1MOCC
- pdsa
- E-HALAL
- eHASIL
- SIKAP
- myBayar
- MTSA
- ePERCAYA
- eCuaca
- MOSTI
- myIdentity
- Big Data & Open Data
- 1Akses
- PRICEDWATCH
4
Way Forward
The Nexus of Forces Is Driving Innovation in Government

In 2020: Everyone and Everything is Connected to Internet

New way of Delivering Public Services

Source: Gartner (2013)
Citizen centric approach focusing on sustained & inclusive economic growth, social development & environmental protection

Source: EPU(2015)
Enhancing service delivery with citizens at the centre

Leveraging data to enhance outcomes and lower costs

Proliferating open data among agencies

Encouraging cross-agency data sharing

Leveraging big data analytics

1Gov*Net  GDC  ICT Security
Proliferating Open Data Among Agencies

www.data.gov.my
Datasets as of 17 August 2016

363 Datasets
17 Ministries
10 Sectors

To unhindered the implementation
Across federal, state and local authorities
As guidelines to agencies
To increase awareness among agencies and public
Open Data roadmap
Communication plan
Review legislation and guidelines

1Gov*Net GDC ICT Security
Encouraging Cross-agency Data Sharing

Data Consumers
- BI Reports & Analytics
- IoT
- Mobile Applications
- ESB, ETL
- SOA Applications & Portals

Data Virtualization
- Standard Based Data Provisioning
  JDBC, ODBC, SOAP, REST, OData
- Unified Virtual Database / Common Data Model
- Data Transformations

Data Sources
- Unstructured Data
- Databases
- XML, CSV & Excel Files
- Application Systems

Data Sources
- 1Gov*Net
- GDC
- ICT Security
IMPLEMENTATION OF BDA UNDER 11th MALAYSIA PLAN (2016 – 2020)

Leveraging Big Data Analytics

- Business
  - Blueprint
  - BDA Governance
  - Communication Plan

- Technology
  - Big Data Cloud
  - Analytical Tools

- Talent
  - Talent Acquisition
  - Data Science Consultancy
  - Capability Development

1Gov*Net GDC ICT Security
Internet of Things

National Internet of Things Strategic Roadmap

- Led by Ministry of Science, Technology and Innovation
- 14th May 2014 IoT Technical Working Group was launched

Source: National IoT Strategic Roadmap, MOSTI
5

Critical Success Factor
Critical Success Factor

Information Sharing

Across Agencies, Beyond Organisation

Citizen Participations for Better Nation

e-Participation & Co-creation

Information Architect, Data Scientist, Developer, Predictive Analytic Developer etc

Capability Development

End-to-end information security plans and executions

Information Security
THANK YOU

“TOGETHER WE TRANSFORM”

Malaysian Administrative Modernisation and Management Planning Unit
Prime Minister’s Department
MALAYSIA
www.mampu.gov.my
www.malaysia.gov.my