

MyGovt experience to get easier

By Izwan Ismail

ONLINE dealings with Government agencies will soon be hassle-free under the third phase of the myGovernment portal (www.gov.my).

According to the Malaysian Administrative Modernisation and Management Planning Unit (Mampu), implementation work will start early next year, focusing on incorporating more features and functionalities into the portal.

Mampu's deputy director general Dr Nor Aliah Mohd Zahri told *Tech&U* that improvements include the adoption of new technologies such as Web 2.0 and providing a more convenient means to access the Web site.

Since its launch in 2003, the myGovernment portal has links to 1,080 Government agencies, 474 online services and 2,800 downloadable forms. Following this, the number of users has also increased.

Based on the latest Mampu statistics, the number of visitors to myGovernment increased from 103,267 in January last year to 251,664 in April this year, with average daily visits going up from 3,331 to 8,389 during the same period.

Among the top online services accessed by the public are checking and payment of compounds, summonses and assessment bills, job application, Employees' Provident Fund enquiry and withdrawal application, and recently, income tax filing. The portal also caters to the business community who can get information on business licence application and

renewal, Government tenders, bankruptcy status, company registration, grant application status and trade registration. Government officers can get information on public notices, courses, pension schemes and computation of gratuity.

In terms of new services, Nor Aliah said Mampu will increase the capability of the portal where the public will soon be available to fill in and submit downloadable forms online.

"Currently, the forms are downloaded and printed, but the person needs to go to the relevant Government agency to submit it. Under the third phase, we are looking at enabling this service online."

Nor Aliah added that an intelligent system will be used in which the user will only need to fill in his key information once and the system will automatically fill in certain general particulars the next time he uses the portal.

To increase myGovernment usage further, Mampu plans to make the portal's services available through mobile devices.

"For a start, only selected critical services and information will be featured through this means, as there is a limit to what can be done via the phone screen," Nor Aliah said. "We are still in the planning stage."

The online service through mobile is expected to be fully available by 2010.

As payment is one of the key services used, payment methods have also been expanded to include not just credit cards, but also all the available online banking portals and even the prepaid method.

And to make sure that the portal is always up and running, a disaster recovery centre will be built under the third phase. "This is important as the myGovernment portal carries the image of the Government, and we cannot afford to have downtime or mishaps," Nor Aliah said.

Nor Aliah says the public will soon be available to fill in and submit downloadable forms online with the myGovernment portal.

Showcase of financial apps

ENTERPRISE business solutions provider eProtea Technologies Sdn Bhd will showcase some of its latest applications and technologies for the banking and finance industries at the *BankTech Asia 2007* conference, exhibition and workshop.

One of the company's main products is CardWorks 2007, which runs on the HP Integrity NonStop Servers and delivers scalability, fail-safe data integrity and non-stop card processing capabilities.

"CardWorks 2007 provides a robust set of card management facilities encompassing card authorisation, card acquiring and card issuing, fraud detection and risk management, delivering a reliable and cost-effective card processing solution," said eProtea's group managing partner Clement Loh.

Another product on showcase is ChequeWorks 2007, an integrated cheque truncation and conversion solution that provides banks and billers with the capability to scan, convert and process cheque images or magnetic ink character recognition information that comply with Bank Negara Malaysia's standards.

Also, eProtea will hold a lucky draw for visitors. Prizes include adoption kits for 20 turtles under Aquaria's *Adopt A Turtle* programme.

The three-day event will be held from tomorrow at the Kuala Lumpur Convention Centre. For details, contact Merina at Tel: 03-23301900/012-2697369.

