

NATIONAL DIGITAL CONFERENCE 2012 KEYNOTE ADDRESS

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**3 JULY 2012
PUTRAJAYA INTERNATIONAL CONVENTION CENTRE**

Assalamualaikum warrahmatullahi wabarakatuh
Salam Sejahtera dan Salam 1Malaysia.

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Pengarah Institut Tadbiran Awam Negara (INTAN)

YBhg. Datuk Mohd Badlisham Ghazali
Ketua Pegawai Eksekutif MDeC

Ketua-ketua Setiausaha
Ketua-ketua Jabatan
Dif-dif Jemputan, tuan-tuan dan puan-puan yang dihormati sekalian.

Syukur Alhamdulillah, saya rasa bertuah kerana dapat hadir bersama-sama pada pagi ini ke *National Digital Conference* (NDC) 2012 atau sebelum ini dikenali sebagai *National ICT Conference* (NICT).

Tahniah saya ucapkan kepada INTAN, JPA, MDeC dan MAMPU kerana berjaya menganjurkan persidangan ini untuk kali keempat. Terima kasih kerana telah menjemput saya untuk menyampaikan Ucaptama dalam persidangan ini.

Saya mengambil kesempatan ini untuk turut mengucapkan selamat datang kepada semua penceramah, ahli-ahli panel, moderator dan para peserta sekalian ke NDC 2012. *For speakers and delegates from abroad, I would like to extend my warm welcome to you, and hope you will enjoy your stay in Malaysia.*

Dalam persidangan selama dua hari ini, saya berharap tuan-tuan dan puan-puan akan dapat menjana idea dan strategi bagi memacu transformasi digital negara, ke arah menjadikan Malaysia lebih berdaya saing dan berdiri teguh sebaris dengan negara-negara maju di peringkat global. Ini adalah bersesuaian dengan tema persidangan, "*Accelerating the Government Digital Transformation Momentum*".

BACKGROUND

Ladies and Gentlemen,

According to the World Economic Forum Global Competitiveness Report 2011, Malaysia is among the top twenty-onemost competitive countries in the world. The World Bank's "Doing Business 2012" ranked Malaysia as the 18th easiest country to start or run a business. The report also indicated that in 2011 Malaysia recorded a Gross Domestic Product (GDP) and Gross National Income (GNI) that was the highest since independence. This expansion in economic activity has boosted the government's revenues allowing for even more programmes and projects to be implemented for the benefit of the people.

CURRENT ICT INITIATIVES

Certainly, our continued national economic development in today's technology-driven world depends on our ability to effectively use and adapt ICT in our socio-economic sphere. ICT complements our ongoing development strategies and actions that support the digital transformation to boost socio-economic growth. Digital transformation will lead us into a knowledge-based economy and towards smart government.

The government is creating an eco-system that will encourage the extensive application of ICT in all areas of the economy to build up communities that are connected globally and to interact in real-time. The public sector, has successfully implemented E-Government (EG) and paperless initiatives in moving towards a digital eco-system and green environment in almost all government agencies. EG projects promote the use of technology to enhance access to and delivery of government services to the people and businesses.

Technology has infused into all aspects of service delivery and internal government operations. Thirty-five percent of Government services are currently available online through the myGovernment portal. These include services that allow pensioners and senior citizens to access their various benefits online, quit-rent payments, renewal of licenses, permits and summons payments at local council sites, integration system for all summons issuers and allowing for payments via a single portal. Our target is to have 90 percent of all government services online by 2015.

For instance, as a case study to share, the One Stop Centre (OSC) project undertaken by the Ministry of Housing and Local Government through local authorities throughout Malaysia has improved the delivery performance of government services to citizens. I understand that there are 76 local authorities throughout Malaysia that have implemented OSCs online. Until March 2012 a total of 1,957 project development applications were received through the system.

Through this initiative, the various processes involved in the application can be made simultaneously and processing times reduced to 4 to 6 months from 1 to 2 years previously. Approvals for building plans and planning permission increased from 72% to 90% while the performance of the OSCs in the states has also shown marked improvement. Recently, average applications through the OSCs also increased from 84.7% to 92.5%.

According to the World Bank's Ease of Doing Business Report on Dealing with Construction Permits in Malaysia (Building and Warehouse, in Kuala Lumpur), the number of application procedures have been reduced from 25 to 12. In addition, the number of days required for application approval has gone down from 194 to 105.

Among the main challenges faced in implementing these initiatives is the integration of services between agencies. I hope that there will be a continuous expansion in the provision and coverage of OSC facilities since it is a front desk service that can significantly benefit the people. Initiatives such as this should be continued, enhanced, and extended to services at other agencies.

TECHNOLOGY TRENDS

We have seen a remarkable transformation in mobile telecommunications technology used in government services. Among the examples are mySMS 15888, tax return submissions (m-filing) and an emergency alert (myDistress) system. In other words, mobile phone networks have been significantly used by Malaysians to perform a wide range of activities beyond voice communication, encompassing all forms of digital communication, commerce, banking and financial transactions.

Payments via text messaging such as online or mobile banking have been practiced successfully. The migration to electronic payments has widened the reach and appeal of electronic payment services to deliver innovative mobile payment products that offer speed, simplicity and convenience at minimal cost to the public as well as providing an efficient and cost-effective method for delivering financial services even in remote areas.

The large mobile subscriber base and the positive transformational effects of mobile banking and payments to disseminate information to the public offer a unique opportunity to open up alternative channels to a wider customer base and to communities in order to achieve digital-transformation-inclusion for all segments of our society.

Apart from mobile technology, social media such as Facebook and Twitter are the latest technology trend nowadays. According to statistics, there are 12 million registered facebook users in Malaysia placing the country 17th of 230 countries, in number of facebook users. The MyGovernment portal also has 242 government agencies actively using social media to connect with communities. It shows that government is starting to take serious notice and incorporate social media into day-to-day activities and operations to enhance productivity.

Technology is changing rapidly and it might cost a lot to implement certain technologies. Cloud computing for instance can reduce operational costs

*by consolidating resources. MAMPU has started to develop a government private cloud under 1Gov*Net initiative. The public sector should take this opportunity to adapt this technology for more efficient information sharing.*

MALAYSIA ICT ACHIEVEMENTS

In a comprehensive survey of online presence, the 2012 United Nation's E-Government Survey ranked Malaysia as 40th amongst its 193-member countries. The survey assessed the technical features of national websites as well as e-government policies and strategies applied in general and by specific sectors for the delivery of essential services.

Although ranked lower in the 2012 compared to the 2010 survey (32nd), Malaysia is grouped among the 25 emerging leaders in e-government development, close behind the top 20 high-income developed economy countries. Tremendous efforts have been carried out by the government in implementing the policy of "one service, one delivery, no wrong door" as outlined in the Malaysian Public Sector ICT Strategic Plan (2011-2015).

I am pleased to note that Malaysia had improved in the World Economic Forum Global Competitiveness Report 2011. However, much more needs to be done especially in our level of technological readiness. It is of utmost importance that both the public and private sectors must work together to further improve the technological readiness of our country such as enhancing the internet penetration rate and bandwidth capacity.

CHALLENGES AND EXPECTATIONS OF THIS CONFERENCE

Ladies and Gentlemen,

I believe that this conference aims to support the government's digital transformation agenda and to add momentum to existing initiatives as well as to provide policy-makers and industry partners an opportunity to establish networks, collaborate and improve business productivity and performance.

This platform encourages open interaction in building synergistic coalitions between the Government and the ICT industry in enhancing productivity and efficiency via digital technologies. While decision makers, CIOs, ICT Heads and Managers from the Government may possibly learn and share up-to-date ICT issues and current technologies in the industry, private

sector CIOs and ICT professionals will have the occasion to understand the Government's direction in ICT implementation.

Many ICT initiatives have been instrumental in bringing significant value for enhancing efficiency of public sector service delivery. Rapid advances in digital online technology have created a new world order that is constantly reinventing our way of life. We should exploit the dynamic opportunities powered by current technologies and promote innovation and creativity in public service delivery.

Government agencies have yet to utilize technology's full potential towards smart government. We can provide the best e-government services that exceed the expectations of citizens and businesses but this will be of no avail if there are no efforts to ensure user take up. In this regard, we need to move faster and should lead even more strategic ICT initiatives in the application and utilisation of ICT and modern technologies such as cloud computing, tablets and social media in improving our delivery systems.

We need to leverage technology's promise to continuously improve government service delivery. We must accelerate the digital transformation momentum to be the global leaders in e-government development.

CONCLUSION

Ladies and Gentlemen,

Do debate, discuss and pick up points that can help the transformation of our economic agents and public agencies to become more competitive via ICT in order for us to gain high economic status. Brainstorm the actual problems and recommend the right and realistic solutions to unravel the government digital transformation.

Once again, I would like to express my appreciation to the organizers for the opportunity to deliver this Keynote Address.

Sekian,

*Wabillahitaufik Walhidayah Wassalamualaikum Warahmatullahi
Wabarakatuh.*

Thank you.