

09/10/2014 - National Digital Conference 2014

Bismillahirrahmanirrahim.

Assalamualaikum warahmatullahi wabarakatuh, Salam Sejahtera dan Salam 1Malaysia.

Yang Berbahagia Tan Sri Mohamad Zabidi Zainal,
Ketua Pengarah Perkhidmatan Awam;

Yang Berbahagia Tan Sri Abdul Halim Ali,
Pengerusi, Multimedia Development Corporation (MDeC) dan Mantan Ketua Setiausaha Negara;

Yang Berbahagia Datuk Wira Omar bin Kaseh,
Ketua Pengarah, Unit Pemodenan Tadbiran dan Perancangan Pengurusan Malaysia (MAMPU);

Yang Berbahagia Dato' Dr. Mazlan Yusoff,
Pengarah, Institut Tadbiran Awam Negara (INTAN);

Yang Berbahagia En. Mohit Sagar,
Managing Director, FutureGov;

Yang Berusaha Cik Ng Wan Peng,
Ketua Pegawai Operasi, MDeC;

Yang Berbahagia Tan Sri Dr. Madinah binti Mohamad,
Ketua Setiausaha, Kementerian Pendidikan;

Yang Berbahagia Datuk Dr. Rahamat Bivi Yusoff;
Ketua Pengarah,
Unit Perancang Ekonomi;

Yang Berbahagia Datuk Seri Hj. Adnan bin Hj. Md. Iskhan,
Ketua Setiausaha,
Kementerian Wilayah Persekutuan;

Yang Berbahagia Dato; Sabaraiah binti Hassan,
Ketua Setiausaha,
Kementerian Wanita, Keluarga dan Pembangunan Masyarakat;

Yang Berbahagia Dato' Zohari bin Haji Akob,
Ketua Setiausaha,
Kementerian Kerja Raya;

Yang Berhormat Dato' Seri Farizan bin Darus,
Setiausaha Kerajaan Negeri Pulau Pinang;

Yang Berhormat Dato' Hj. Mohd. Faudzi bin Hj. Che Mamat,
Setiausaha Kerajaan Negeri Kelantan;

Yang Berbahagia Tan Sri-Tan Sri, Dato' Seri-Dato' Seri, Datuk-Datuk, Datin-Datin, Tuan-Tuan Yang Dihormati Sekalian.

INTRODUCTION

1. Saya ingin mengucapkan terima kasih kepada penganjur ini kerana menjemput saya ke majlis pada hari ini. Izinkan saya untuk meneruskan ucapan saya dalam Bahasa Inggeris.

2. It gives me great pleasure to be with all of you this morning at the National Digital Conference 2014. Before I begin, I would like to take this opportunity to thank INTAN, the Public Service Department, MAMPU, Ministry of Communications and Multimedia (KKMM) and MDeC for organising this Conference, which is now into its sixth year, and also thank you for inviting me to deliver the Keynote Address.

3. The Government is pleased to organise this annual conference, which focuses on present and future ICT developments and trends, with the aim to **enhance the public service delivery system** through the **adoption of digital technologies**.

4. I strongly believe that NDC 2014 provides a forum for information sharing, active discourse and learning amongst participants, and at the same time, complements the national digital transformation agenda. Hence, the theme chosen for this year's Conference, as mentioned by the Director of INTAN, "**hashtag Innovate My Gov**" (**#InnovateMyGov**), offers an ideal opportunity for continuous innovation to achieve people-oriented public services excellence, via digital engagement and public sharing of information.

COLLABORATION

5. I am glad to note that this year, the NDC is organised in collaboration with FutureGov, and co-located with the FutureGov Summit 2014 and

FutureGov Forum Malaysia. This collaboration with FutureGov allows open interaction and input from international speakers, thus enabling participants to broaden their perspectives on international digital initiatives. I hope participants of the NDC 2014 and FutureGov will be able to utilise this wonderful opportunity to engage with each other, enhance networking and exchange views and ideas.

6. I also welcome the opportunity for participants from the private sector to get a clearer picture and understanding of the Government's direction in leveraging ICT in its service delivery.

INNOVATION

Distinguished Guests, Ladies and Gentlemen,

7. In an increasingly changing environment, **innovation** has often been considered as a **critical source of competitive advantage**, while **innovation capability** has become one of the most important determinants of organisational performance. There is no doubt that the key for us to remain at the forefront of global economic development is innovation.
8. With that in mind, we often refer to our international rankings to gauge our global competitiveness and reflect on our standing in comparison with the other countries. For example, the Global Innovation Index, which is co-published by Cornell University, the European Institute of Business Administration (INSEAD) and the World Intellectual Property

Organisation (WIPO), ranks the world economies' innovation capabilities and results. In its 2014 report, it ranked Malaysia at **33rd position from 143 countries.**

9. Another useful reference is the **Global Information Technology Report**, published by the World Economic Forum, which provides a comprehensive assessment of how prepared an economy is to apply the benefits of information and communications technologies to promote economic growth and well-being. Malaysia is ranked **30th position from 148 economies in the 2014 report.**
10. These reports provide Government agencies the opportunity to **identify areas for improvement, enhance their working relationships** and **find ways to innovate** in providing excellent service via digital engagement. We understand that ICT can help the Government to provide new and better services to its citizens. We are committed to be the change agent and accelerate the digitisation of our business processes and services, and hence, **provide a fast, efficient and seamless digital experience** to the *rakyat*.
11. To achieve this, and in the spirit of collaboration, I strongly advocate the **"Open Innovation"** concept, which has become one of the popular business buzzwords of the 21st century. The concept is fairly straightforward: none of us has a monopoly on good ideas, so by working together and combining the best ideas from multiple sources, we are more likely to come up with innovative solutions.
12. Open innovation can encompass a broad range of approaches and techniques, such as open-source software development, challenge-led

innovation competitions, and crowdsourcing. Open innovation techniques also include the involvement of customers in design development and product pilots, as well as idea portals where inventive individuals can approach organisations in a user-friendly way. I believe we can leverage on these approaches and techniques to accelerate our digitisation efforts.

DIGITAL TRANSFORMATION

Distinguished Guests, Ladies and Gentlemen,

13. MDeC has been given a crucial role to enhance the country's digital transformation agenda, with it being mandated to lead the national digital economy initiative, particularly via **Digital Malaysia**. Digital Malaysia is built on the existing ICT initiatives, and MDeC has introduced the **Digital Malaysia 354 Roadmap**, which is a structured approach to game-change the country's digital landscape.

14. Phase 1 of this roadmap will address **three key ICT** enabling environment focus areas: **Access, Adoption** and **Use**, and generate new growth areas within the **five identified sub-sectors**, which are ICT Services, ICT Manufacturing, ICT Trade, e-Commerce and Content & Media. These efforts will in turn, benefit four initial Digital Malaysia Communities, namely **Digital Entrepreneurs, Youth, SMEs** and **B40**, that is, the bottom 40 percent of the income pyramid.

SMART GOVERNMENT

Distinguished Guests, Ladies and Gentlemen,

15. As we are all very much aware, modern telecommunication technology is now a trusted medium for doing business and performing public and private transactions. Apart from impacting the lifestyle and sources of living for the people, it has also greatly impacted the delivery of Governmental services, development of infrastructures, education and human resources planning.

16. Realising this, the Government has implemented the **SMART Government initiative**, which revolves around the concept of utilising **Social, Mobile, Analytics and Big Data, Radical Openness** and **Trust**. They form the acronym "SMART". These services are delivered via mobile phones and other advanced technology tools, as part of a vision to provide services to clients at anytime, anywhere.

17. We must realise that a Smart Government is all about engaging with citizens, putting the "person" at the centre and building the services around the individual, and moving from pure interaction to a pro-active and predictive relationship. Only then will we be fully optimising technology, to provide the best possible public service to the *rakyat*.

DATA SHARING

Distinguished Guests, Ladies and Gentlemen,

18. In tandem with this, the Government is also focusing its efforts on expediting **data sharing across agencies** in order to provide seamless information access through integrated services that will ultimately benefit all citizens. And at the forefront, data integrity and information security will continue to be the utmost priority in all integration initiatives.
19. I am glad to share that Malaysia has successfully initiated various shared services platforms, and the Government is now providing high quality citizen services across all programmes through various delivery channels. Some of the initiatives that has been implemented thus far are the **1Gov*Net, Government Data Centre** (GDC), **1GovAppStore, myGovMobile** and **1Malaysia One Call Center** (1MOCC).
20. More encouraging is the launch of the Open Data Official Portal at **www.data.gov.my** in August 2014. The Open Data Portal allows interested parties access to the repository of data available on the site, and the opportunity to analyse it freely for intelligence or research work, and to create solutions for their specific needs.

MALAYSIA'S COMPETITIVENESS

21. We must not forget that transformation from an e-Government to a Smart Government is essential for sustaining our economic growth, enhancing our human resources, improving performance excellence and continuing the climb towards global competitiveness. Malaysia's competitiveness ranking has improved by four places to **20th position out of 144 economies** in the **Global Competitiveness Report 2014-**

2015, the highest rung achieved by a Southeast Asian nation since 2006. Malaysia is also ranked ahead of developed economies such as Austria, Australia, France and South Korea.

22. As proud as we are, we are not going to be buoyed into a sense of complacency by these successes. They are in fact, a good reminder for us to continue to shoulder our responsibilities and a call for us to rally our efforts to achieve greater progress for our country. The future belongs to everyone, but only those who heed its call, speak its language and explore its directions, will be able to get the best of it. Therefore, we have to place the future at the hearts of our plans.

EXPECTATION

Distinguished Guests, Ladies and Gentlemen,

23. The success of our country was not a product of mere chance, but a result of self-development, knowledge and the ability to adapt to changes. Our success is complemented by our yearning for excellence and our efforts in encouraging innovation. To move to the next level, let us take **strategic and bold steps to innovate and enhance the existing service delivery systems**, through the **adoption of digital technologies**.
24. I believe NDC 2014 will once again re-establish Malaysia's strong position in the Digital Government space and that participants will gain huge benefit from the insights and inputs from the renowned national and international speakers.

CONCLUSION

25. Last but not least, I take this opportunity to once again convey my appreciation and congratulations to JPA, INTAN, MAMPU, MDeC and FutureGov for their collaboration, and my best wishes to all the participants of the National Digital Conference 2014.

26. With that, it gives me great pleasure to declare the **National Digital Conference 2014, FutureGov Summit 2014** and **FutureGov Forum Malaysia, officially open.**

Thank you.

Wabillahitaufik walhidayah wassalamualaikum warahmatullahi wabar