

08/10/2015 - Forum dan Wadah Perkhidmatan Digital Kerajaan 2015

Bismillahirrahmanirrahim,

Assalamualaikum Warahmatullahi Wabarakatuh, Salam Sejahtera and Salam 1Malaysia.

YBhg. Tan Sri Mohamad Zabidi Zainal,

Ketua Pengarah Perkhidmatan Awam Malaysia;

YBhg. Dato' Seri Zainal Rahim bin Seman,

Ketua Pengarah, Unit Pemodenan Tadbiran dan Perancangan Pengurusan Malaysia (MAMPU),
Jabatan Perdana Menteri;

Yang Berbahagia Ketua-Ketua Setiausaha Kementerian, Yang Berhormat Setiausaha-Setiausaha
Kerajaan Negeri dan Ketua-Ketua Jabatan Persekutuan;

Ketua-Ketua Pegawai Maklumat atau *Chief Information Officer* (CIO) dari agensi-agensi
Kerajaan, Syarikat Berkaitan Kerajaan (GLC) dan pihak industri;

Pegawai-pegawai Kanan Pejabat Setiausaha Kerajaan Negeri dan Ketua-Ketua Jabatan dan
Agensi Kerajaan Negeri;

Yang diraikan, barisan penerima Anugerah Kecemerlangan ICT Agensi, Anugerah Penghargaan
Pelaksana DDMS dan pemenang-pemenang Hackathon;

YBhg. Tan Sri-Tan Sri, Datuk-Datuk, Datin-Datin, Tuan-Tuan dan Puan-Puan yang saya hormati
sekalian.

PENDAHULUAN

1. Alhamdulillah, saya memanjatkan kesyukuran ke hadrat Allah SWT kerana dengan
limpah kurnia dan keizinanNya jua, dapat kita bersama-sama meraikan Forum dan Wadah

Perkhidmatan Digital Kerajaan 2015 bertemakan “Internet Of Things For Smart Service Delivery” yang julung kali diadakan pada hari ini.

2. Saya ingin merakamkan setinggi-tinggi tahniah dan syabas kepada pihak penganjur, khususnya warga MAMPU, dalam menjayakan inisiatif sebegini, sejajar dengan usaha Kerajaan untuk memperkasakan sistem penyampaian perkhidmatan dan selari dengan agenda Transformasi Digital Sektor Awam.

3. Saya berharap sinergi daripada forum ini juga akan mencetuskan pelbagai idea dan inisiatif baharu yang berimpak tinggi dalam memberi manfaat kepada seluruh pihak dalam memantapkan sistem penyampaian perkhidmatan, khususnya di Sektor Awam. Oleh itu, saya ingin menzahirkan penghargaan kepada semua pembentang dan ahli panel dari dalam dan luar negara yang terlibat dalam pembentangan dan sesi perbincangan panel nanti. Izinkan saya untuk meneruskan ucapan saya dalam Bahasa Inggeris.

ELEVENTH MALAYSIA PLAN & NATIONAL BLUE OCEAN STRATEGY

Ladies and Gentlemen,

4. The Eleventh Malaysia Plan reaffirms the Government’s commitment to a vision of growth that is anchored on the prosperity and well-being of its *rakyat*. Launched on May 21st 2015, the Eleventh Malaysia Plan is based on the theme “anchoring growth on people”. It represents the **Government’s commitment to fulfill the aspirations of the people** - the utmost important asset of the nation. The plan has six strategic thrusts and six game changers to catapult Malaysia towards becoming an advanced economy and inclusive nation by the year 2020.

5. Suffice to say, the Eleventh Plan in its blueprint alone can never make our Government achieve its full potential. It requires the plan to be fully implemented to ensure the **public service is fit for purpose, fit for the rakyat, and fit for the future**. There is therefore

no doubt that our public service needs to deliver and transform to best serve the interests and expectations of the *rakyat*.

6. Government agencies are expected to review processes and procedures to identify and eliminate unnecessary bureaucratic processes which are not in line with current needs. Work processes and procedures in frontline agencies are to be reviewed to shorten the time taken for service delivery. This will include the integration of services at the front-end of delivery, and consolidation of inter-agency back-end processes.

7. In translating the transformation agenda into action, the government has also adopted more innovative approaches to meet our *rakyat's* expectation. In this context, the National Blue Ocean Strategy or NBOS, aims to deliver **high-impact social and economic outcomes to the rakyat through initiatives that are low cost and rapidly executed**. Through NBOS, over 80 ministries and agencies – from the police and military, to women, youth and higher education – are collaborating to formulate and execute creative blue ocean strategy initiatives that are transforming the country.

8. Various initiatives have been established through this strategy. Close to us is the **1MOCC initiative which handles 3.55 million transactions** on public queries, complaints, suggestions and feedback from the period of November 2012 to September 2015. The Rural Transformation Centres, Urban Transformation Centres and Mobile Community Transformation Centres altogether served a total of 15.4 million customers in 2014. These initiatives not only improve the population at large, but also bring government services closer to the people.

GLOBAL BENCHMARKING INDICES

Ladies and Gentlemen,

9. Malaysia has emerged strongly as a leading digital economy among developing countries. According to EIU's Digital Economy ranking, **Malaysia is ranked 36 out of 70 top countries**. Recently, in conjunction with the International Telecommunications Union's 150th

Anniversary Celebration held at the United Nations in New York, our honorable Prime Minister received the **ICT in Sustainable Development Award**. This award honours the important contribution made by leaders, on behalf of their country, towards harnessing the potential of information and communication technologies for sustainable development. Besides this, the **United Nations E-Government Survey 2014** ranked Malaysia in fourth position for the Online Service Index (middle income group). As of June 2015, **83 percent** or 11,171 out of 13,396 government services are provided online, with more services available via the single sign-on.

10. In our effort towards public service excellence with the *rakyat* at its core, the Government of Malaysia is committed to improve its online services and efficiency level. Major targets for the Eleventh Malaysia Plan period include **moving to the top 15 in the Online Service sub-index of the United Nation's eGovernment Development Index**, and moving into the **Top 10 in the Government Efficiency sub-index of the World Competitiveness Yearbook**.

11. In order to achieve these targets and to transform public service productivity, the Government will introduce several transformative changes focusing on five major areas:

- (a) **Enhancing service delivery** with citizens at the centre;
- (b) **Rationalising public sector institutions** for greater productivity and performance;
- (c) **Strengthening talent management** for the public service of the future;
- (d) **Enhancing project management** for better and faster outcome; and
- (e) **Capitalising on local authorities** for quality services at the local level.

12. To achieve this, the role of MAMPU will be strengthened to spearhead the implementation of digital initiatives. MAMPU will ensure effective and efficient delivery of services and will be the strategic advisor for the modernisation of government service delivery. Together, we shall achieve seamless delivery of services, increased customer satisfaction, increased efficiency and reduced cost.

BIG DATA AND OPEN DATA

Ladies and Gentlemen,

13. There is no doubt that in the public sector, we deal with huge amounts of data. Indeed, we need to understand how to store, analyse and make sense of the massive data generated. Big data analytics (BDA) and specifically, the BDA initiative in the public sector, plays an important role in processing the data into meaningful and useful information.

14. In this regard, MAMPU in collaboration with the Multimedia Development Corporation (MDeC), will spearhead the initiative to leverage BDA. The **BDA Blueprint for the Public Sector** has been formulated to encompass governance mechanisms, communication plan and capability building. The implementation of BDA will utilise existing government infrastructure and shared services outfits, such as the 1Gov*Net, 1GovUC and the Government Data Center.

15. The usage of BDA will also facilitate decision-making based on comprehensive data made available from within and outside of the agency. In relation to this, the Hackathon, held on the 9th and 10th of September as part of the Government Digital Services Forum 2015, was a good platform for us to identify potential developers from both public and private sector agencies and individuals, in using open data and big data in creating innovative solutions to improve service delivery.

NATIONAL IoT STRATEGIC ROADMAP

Ladies and Gentlemen,

16. Allow me to now share with you some thoughts on the “**Internet of Things**” or IoT. Digital transformation is happening across the world, and IoT is becoming an increasingly hot topic today. The number of Internet-connected devices surpassed the number of human beings on the planet in 2011, and by 2020, Internet-connected devices are expected to number between 26 billion and 50 billion. The new rule for the future is going to be, “anything that can be connected, will be connected”. (Jacob Morgan, 2014).

17. The Government has mandated the Ministry of Science, Technology and Innovation (MOSTI) to develop the **National IoT Strategic Roadmap** in order to drive IoT as a new source of growth in catalysing Malaysia’s Digital Economy. Malaysia has an encouraging environment and a strong starting point to foster and spur IoT within the domestic market due to:

(a) **High mobile penetration at 143.7 percent** and observation of multiple handset ownership;

(b) **65.8 percent of Malaysians are Internet users**, with 59 percent being active users;

(c) **Social media penetration in Malaysia is at 45 percent**; and

(d) **Domestic ICT consumption is projected at RM118.6 billion in 2015**, and is expected to register RM117.6 billion by 2020.

18. Indeed, IoT will have a big impact on how we live and work in the future. While it opens up a lot of opportunities, there are many challenges that will come along with it. One of the most basic challenges is getting a broad and common standard for devices to talk to each other. Security threats, privacy and data sharing issues will escalate and need to be addressed. Identity and access management will also become major concerns.

19. Hence, the theme chosen for this forum “IoT for Smart Service Delivery” is indeed timely, and it is of utmost importance that all government agencies start planning and take proactive steps in creating initiatives related to this new technology to further improve our service delivery to the *rakyat*. Therefore, I strongly urge government agencies to harness the potential of IoT and identify opportunities to strengthen and enhance government service delivery. Let us not be left behind with the rest of the world by not embracing IoT and utilise it to transform our services.

20. At the same time, we must also look into developing the expertise related and relevant to this area. For that reason, the Public Service Department together with MAMPU and INTAN can take steps to establish a competency development roadmap as a means to ensure local expertise and skills are developed to address this need.

EXPECTATIONS

Ladies and Gentlemen,

21. I urge all Ministries and Government Agencies to exploit the dynamic opportunities powered by technologies, and promote innovation and creativity in public service delivery. **We can**, and **we must**, deliver services that go beyond the expectations of citizens and businesses. I also challenge all of you to **step out of your comfort zone** and **create innovations that provide high impact and significant value** to the public service and the nation. We have to change the way we think and work to ensure we are producing continuous innovations in all aspects, in line with “Merakyatkan Perkhidmatan Awam”, or Humanising the Public Service.

22. I also hope to see more collaboration between the public and private sectors, with today’s forum being the most opportune avenue for ICT industry players to explore all possible synergies with government bodies that would ultimately benefit our nation as a whole.

PENUTUP

Hadirin yang dihormati sekalian,

23. Saya juga telah difahamkan pada hari ini, akan terdapat Pelancaran Produk dan Inisiatif MAMPU serta Penyampaian Sijil Pengiktirafan Pelaksanaan Cemerlang ICT Agensi bagi agensi-agensi awam yang cemerlang dalam pelaksanaan ICT dan DDMS. Peserta-peserta yang menyertai Pertandingan Hackathon Data Terbuka Sektor Awam pada awal bulan September lalu juga akan dinobatkan pada hari ini. Tahniah dan syabas saya ucapkan kepada semua para

pemenang dan saya berharap agar semangat kejuaraan ini dapat dijadikan sebagai batu lonjakan dalam mencetus idea dan inovasi baharu demi memantapkan lagi sistem penyampaian perkhidmatan di negara ini.

24. Sebelum saya mengakhiri ucapan, saya ingin mengambil kesempatan untuk mengucapkan syabas dan setinggi-tinggi penghargaan sekali lagi kepada MAMPU yang telah berjaya melaksanakan Forum dan Wadah Perkhidmatan Digital Kerajaan 2015. Ucapan terima kasih dan penghargaan juga saya panjangkan kepada rakan-rakan strategik daripada pelbagai peringkat industri yang turut serta memberi sokongan dan kerjasama dalam menjayakan inisiatif agensi Kerajaan.

25. Dengan lafaz Bismillahir Rahmanir Rahim, saya dengan sukacitanya merasmikan Forum dan Wadah Perkhidmatan Digital Kerajaan 2015.

Sekian.

Wabillahi Taufik Walhidayah Wassalamualaikum Warahmatullahi Wabarakatuh.

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