

22/11/2016 - Public Sector Convex 2016 - "Digital Government Towards Digital Citizens"

Assalammualaikum Warahmatullahi Wabarakatuh
Good Morning and Salam 1Malaysia

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Distinguished Guests,

Ladies dan Gentlemen, participants of Public Sector CIO Convex 2016

First of all, let us offer our gratitude to Allah SWT, for by His grace, we are here together this morning to participate in the Public Sector Convex 2016.

2. I would like to extend my appreciation to MAMPU for organizing the **Public Sector CIO Convex 2016** and inviting me to deliver the keynote address today.
3. The organisation of this Conference with the theme "**Digital Government towards Digital Citizens**" is indeed timely and apt. **Digital government** is the optimal use of electronic

channels of **communication and engagement** by the **government** to **improve citizen satisfaction** in service delivery, enhance economic competitiveness, forge new levels of engagement and trust, and increase productivity of public services. A digital government encompasses the full range of digitalisation – from the core digitalisation of public services to the digital infrastructure, governance and processes needed to deliver the new service paradigm.

4. **The social media and big data analytics** emphasizing speed and agility, are fundamentally changing the way we live, work and interact with each other. They present governments with opportunities, enabling them to radically transform their complex bureaucracies to become more **agile, citizen centric** and **innovative**.

5. The **public service needs to gauge the level of readiness in being digital**, as to whether civil servants are ready to become digital citizens. A **digital citizen** refers to a person utilizing ICT through computers, mobile phones and other web-ready devices in order to engage in society, politics, and government participation.

6. According to digitalcitizenship.net, some of the key elements of digital citizenship are **digital access, digital literacy, digital law, digital rights and responsibilities**, and **digital security**. Among these, I feel that **digital access** is one of the most fundamental blocks to being a digital citizen as some individuals may not have digital access.

7. Lack of access toward becoming a digital citizen can be a serious drawback, since many elementary procedures such as application for places in universities and other institutions of higher learning are only available online.

8. The **gap between digital citizens and non-digital citizens** is often referred to as the **digital divide** which is a subject that is still being hotly debated as it does have a significant effect on how access to the Internet can be utilized.

9. It is imperative therefore, that the success of Digital Government is very much tied to the level and maturity of the **Digital Citizenry** itself. One without the other would most certainly create an undesirable imbalance.

10. As such, I believe the theme for this Conference is indeed significant and timely because of the growing role given to the public sector where delivering services to citizens through ICT is at the heart of what government agencies do.

Ladies and Gentlemen,

11. In the **11th Malaysia Plan**, the Government will become even more citizen-centric and greater focus will be given to enhancing the efficiency and productivity of the public service.

12. The **Public Sector ICT Strategic Plan (PSISP)** will be the main blueprint for steering the implementation of digital government over the next five years. Encompassing **five strategic thrusts, 12 strategies, and 30 programs** within an enabling ecosystem, the Strategic Plan I believe, will be the most important document that public sector agencies would need to refer as an all-inclusive digital government. Moving ahead, the Malaysian Public Service will need to adopt the **five strategic thrusts.**

13. Firstly, adopting a ***“Customer-Centric”*** approach through integrated digital services that influences how we create, manage, and present data through a single window, and allows customers to shape, share and consume information, whenever and however they want it.

14. Secondly, Government agencies need to provide the opportunity for citizens to reach out via a ***“Multichannel”*** approach, such as email, websites and social media.

15. Thirdly, public sector agencies need to be ***“Information-Centric”***, transitioning from managing “documents” to managing discrete pieces of open data, presented in the way that is most useful for the consumers of those information.

16. Fourthly, rationalising resources and costs through a ***“Shared Platform”*** by centralizing, consolidating and standardizing common applications, and infrastructure such as data centres, networks, and security surveillance.

17. And last but not least, we need to create public trust in the ***“security and privacy”*** of digital information and services used, transacted and communicated.

Ladies and Gentlemen,

18. In the provision of quality end-to-end and inclusive citizen-centric digital services, the Malaysian Public Service has embarked on several key transformational initiatives. These include **Government Open Data, Government Online Services or GOS Gateway, Government Information Exchange Hub, Big Data Analytics**, and the **Public Sector Enterprise Architecture Blueprint**.

19. Many governments across the globe are opening up their data for public information and scrutiny. Making data available online for free allows the government to build rapport and goodwill with the public – and various other civil society organisations. It also leads to innovation and new or improved services, new understanding and ideas.

20. I believe that **combining transparency of information with big data analytics** has a growing potential that can help **track service delivery and lead to gains in efficiency**. It can also provide governments with the necessary tools that focus on prevention rather than reaction, notably in the area of disaster risk management. The issue that many governments are tackling today, is not whether to open up their data, but how to do so.

21. Proper governance and careful consideration of both opportunities and challenges for open data are needed. Challenges include issues related to legal frameworks, data management and protection, identity management and privacy, quality of datasets, as well as cyber security.

22. I am happy to note that **1,336 datasets** are already published in the Public Sector Open Data Portal. Our goal is to achieve **7,000 datasets by the year 2020!**

23. I would like to take this opportunity to thank all agencies that have cooperated with MAMPU in having their open datasets published.

24. As such, I encourage everyone to go to data.gov.my to try it out and let us know how we can improve this platform. Data.gov.my will not be successful unless there are a lot of business values generated by the community or mobile apps generated using this data.

25. To help spearhead the open data initiative, the Malaysian Public Service is collaborating with international bodies namely the Open Data Institute or ODI and the World Bank. A key exercise conducted by the World Bank together with the Malaysian Government is the **Open Data Readiness Assessment or ODRA** which took place earlier this month. The purpose of was to provide a comprehensive view of the Open Data ecosystem to harness the power to open data to improve among other things, the quality of life of citizens and the livelihood of businesses in the country.

26. MAMPU has organised a **33-hour and 48-hour Hackathons in 2015 and 2016** respectively. The latter with the theme of “Unleashing the Power of Open Data for Innovation” took place last month involving some 126 participants from Government agencies, universities, schools, and citizens alike. I understand that the results will be announced during this Conference and I wish everyone who took part, the best of luck.

27. Big data without analytics is of little value. For the private sector, analysing large data sets is proving to be a powerful competitive differentiator in expanding business market share. **Big data analytics program** in the public sector can lead to among others, better planning and decision making, better customer service, and improved operational efficiency.

Ladies and Gentlemen,

28. The Government has embarked on the **myIDENTITY** project to ensure that citizens do not have to provide their identity information multiple times when interacting with different

agencies. In expanding to a greater number of government agencies, myIDENTITY has evolved to become the Government Data Exchange or GDX, to facilitate digital citizens in transacting with the Government seamlessly and in an integrated manner.

29. As important as having Open Data, an equally important requirement that can help spur Malaysia's digital government would be the establishment of the **Government Online Services (GOS) Gateway**. Starting with the establishment of the myGovernment Online Services Portal or MOSP, it is now evolving into a Government Online Services Gateway that provides to cater to an individual's needs from cradle to grave. This move is crucial towards realising the Government's policy of going **Digital First!**

Ladies and Gentlemen,

30. In the realm of **ICT shared services**, MAMPU has successfully introduced and managed centrally various shared services for the public sector such as the **1Gov*Net** for wide area network connectivity, **Government Data Centres** for data centre hosting and disaster recovery services, **1GovUC** for unified communication services and many others.

31. With the pervasiveness of **cloud computing** and its ability to enable the delivery of information and services to a wide range of users, we will witness an even greater level of sharing of resources.

32. Moving into the future of digital government, we will see the creation of more big data than ever before. For example, the proliferation of the **Internet of Things or IoT** will have a huge impact on how we live, and on how we work in the future.

33. Digital Government unveils a lot of opportunities, but with that, comes along many challenges. We will require a **broad and common set of standards** for the alignment of various ICT tools. **Security threats** will need to be addressed. **Identity and access management** will also become a major concern.

34. In promoting confidence of the citizens to receive Government services digitally, we must ensure **security considerations have been embedded into their implementation.**

35. Realising the importance of cyber security in achieving a successful digital government implementation, the **Public Sector Cyber Security Framework and the National Cryptography Policy** are available to public sector agencies.

Ladies and Gentlemen,

36. Implementation of a **citizen-centric Digital Government** requires that online services are readily available all the time. **Government Data Centres must provide appropriate service levels** as required by client agencies.

37. I am happy to note that this Conference covers a wide range of topics some of which, I have covered in my address. As leaders within your respective organisations, I hope you will make full use of the opportunity offered by this Conference to learn and share as much as possible, and put them into immediate action. We need to ensure that digital technologies and data are strategically utilised to attain inclusive and sustainable growth that is people-centric.

38. On that note, I would like to declare the launch of the Public Sector CIO Convex 2016.
Thank you.

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