

**22/11/2016 - Welcome Address 42nd Flagship Application Coordination Committee (FCC)  
Dialogue**

Bismillahirrahmanirrahim,

Assalamualaikum Warahmatullahi Wabarakatuh, Salam Sejahtera and Salam 1Malaysia.

**YBhg.Dato' Sri Dr. Sharifah Zarah Syed Ahmad**

Secretary General of Ministry of Communications and Multimedia Malaysia

**YBhg. Dato' Sri Zainal Rahim Seman,**

Director General of the Malaysian Administrative Modernisation and Management Planning Unit (*MAMPU*);

**YBhg. Dato' Yasmin Mahmood,**

Chief Executive Officer of MDeC;

YBhg. Tan Sri-Tan Sri, Datuk-Datuk, Datin-Datin, Ladies and Gentlemen.

**OPENING REMARKS**

1. Thank you for joining me today for the 42<sup>nd</sup> FCC Dialogue. As you are aware, the format of this engagement is not the usual meeting, but more of an experiential learning for all of us present here today. The Matters Arising and action items from the previous FCC meeting have been circulated to the respective FCC members accordingly.

**ELEVENTH MALAYSIA PLAN, e-GOV 3.0, GLOBAL BENCHMARKING**

Ladies and Gentlemen,

2. Digital disruption is here and it is fuelling the 4<sup>th</sup> industrial revolution. Malaysia needs to stay ahead of this change and must always be ready to face it head on.

3. Quoting Prof. Klaus Schwab (Claus Shewab), the Founder and Executive Chairman of the World Economic Forum, we are at the beginning of this revolution which is changing the way we live our lives.

4. We have to realise that the digital disruption has arrived – you can see it impacting the industry and it is already making way into the government sector.

5. As clearly stated in Chapter 9 of the 11<sup>th</sup> Malaysia Plan, the Government must become citizen-centric and focus on enhancing the efficiency and productivity of the public service. I am confident that we will be able to deliver the citizen-centric government online service that encourages greater people participation, on time, on budget and of superior quality.

6. We are fortunate to have the presence of international panel of experts, Mr. Stephen Foreshow-Cain, who led the Government Digital Services of the UK; and Mr Yao Keping (Yao K Ping) from the United Nations, thanks to our partners, MDEC and OpenGov Asia for making this happen.

7. So I wish all of us will take the opportunity today to learn from these experts on what it takes in facing digital disruption in the public sector, as well as striving to deliver citizen-centric online services; whilst being cognizant of our country's bigger aim of delivering Sustainable Development Goals and leaving no one behind in this digital revolution.

## **EXPECTATIONS**

8. As this dialogue is an interactive session, I encourage you to take this opportunity by asking questions towards achieving our objectives of:

a. Innovating the way we provide our services to the public;

- b. Designing our online services by consistently engaging the users who are the Rakyat; and
- c. Validating our current efforts against other leading governments.

9. We must always be mindful that the citizens of Malaysia, especially the millennials are expecting our services to be available anywhere and anytime; and we can only effectively achieve this through digital platforms. This is clearly becoming a challenge in public service delivery.

10. It is my fervent wish that all of us here today continue to work together to achieve the goals of the 11<sup>th</sup> Malaysia Plan. We need to be agile in navigating this digital transformation, and always be conscious that what we do will benefit the citizens of Malaysia.

### **CLOSING**

11. I would like to thank you all for your efforts and support in realising this ambition and I look forward to a fruitful panel discussion today.

Thank you.

*Wabillahi Taufik Walhidayah Wassalamualaikum Warahmatullahi Wabarakatuh.*

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