

Penyampai : TAN SRI ABDUL HALIM BIN ALI  
Tajuk : MAJLIS PERASMIAN PROJEK PRIME MINISTER'S OFFICE - GENERIC OFFICE ENVIRONMENT  
Lokasi : CYBERLODGE, PUTRAJAYA  
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Y Berusaha Datuk Dr. Muhammad Rais Bin Abdul Karim, Ketua Pengarah MAMPU

Y Bhg Datuk Shahril Bin Tan Sri Shamsuddin, Ketua Pegawai Eksekutif Sapura Consortium

Datuk Datuk, tuan tuan dan puan puan yang saya hormati.

Assalamualaikum W.B.T.

Let me begin by thanking all of you for your presence and for inviting me to say a few words on this occasion. Those assembled here this morning, come from both Government and Business - working together in the spirit of the MSC - for the common good of the country. This, in my opinion, is a real life example of Smart Partnership - a concept that the Government has promoted since 1995. I have also been given to understand that this occasion serve two purposes - to celebrate the progress you have made so far after 16 weeks of intensive work and, what is more important, to reflect on the experiences you have had as you chart your way forward. This pilot project, as you would all agree, is extremely critical for the lessons it will teach us as we seek to improve performance and governance through technology.

2. As we embark on this long road of reinvention, we need to be intellectually and emotionally prepared for the challenges that await us. While the exact nature of the challenges that lie ahead may not be easy to predict, what I can say to you today is "BE PREPARED"

3. But how will you get prepared? The answer, Ladies & Gentlemen, is based on my experience with large-scale changes in Public Administration. Allow me then to list out what I have learnt over the years. These lessons are compressed into three broad statements.

FIRST: Change is learning - loaded with uncertainty.

4. The changes to be brought about by the GOE application and other technologies will require you to learn new methods and systems. Some of it will be easy to learn - others may be unfamiliar terrain and therefore more difficult. The golden rule here is to stay the course - keep experimenting and learning till you master the new processes and technology. This is a message that is applicable to those on the project teams as well as those who will ultimately use the system. The various functional teams should be open to learning from each other just as the users in turn will need to learn how to cope with the demands of the new processes and applications. This learning will take place only if you feel it is safe to learn and make mistakes in the process. It is therefore important that the Program Managers from both the Government and the Sapura Consortium create a safe environment - to facilitate the learning.

5. My next point deals with the need for flexibility coupled with a policy of give and take. In all major change initiatives there will always be moments when the unexpected happens. The rule to remember here is that: Change is a journey - not a blueprint

6. It is impossible to predict what will happen when you introduce new technology into a system. That is why we have the phrase "the unintended consequences of technology".

7. While it is useful to have project plans and timelines, remember that change requires flexibility and the willingness to do more than you have planned - and to do things differently from what you have planned. This ability to deviate from your plans without upsetting timelines and bottom lines is the mark of maturity. I believe all of you present here have that ability and the willingness to go the extra mile.

My third and last point is that Change is Resource Hungry

8. You will also require more time to plan, more time to learn new skills and more time to manage yourselves as you manage the project. But since time is a fixed commodity, you will have to make the time by giving up something else. This sacrifice you make will spell the success of the GOE as you implement it across the agencies.

9. Before I conclude, let me make one final point. We have made the move from KL to Putrajaya. That was a physical move. We also need to make a very BOLD move - a HIJRAH from the old to the new - to a better and more productive office environment...resulting in better ways to deliver services. With your commitment and willingness to learn and by the Grace of ALLAH, I trust we will do everything to make this move a success.

10. On behalf of the Government, I thank you for a job well done so far - I will continue to monitor your progress and your achievements and will in all probability meet you once again to celebrate the successful completion of this pilot phase. With that I end my speech and I Thank you once again.