

Digital Government Transformation Action Plan



Disediakan oleh:
TaskForce
MAMPU Jabatan Perdana Menteri

1. SNAPSHOT UN E-GOVERNMENT SURVEY 2016
2. DIGITAL GOVERNMENT TRANSFORMATION ACTION PLAN

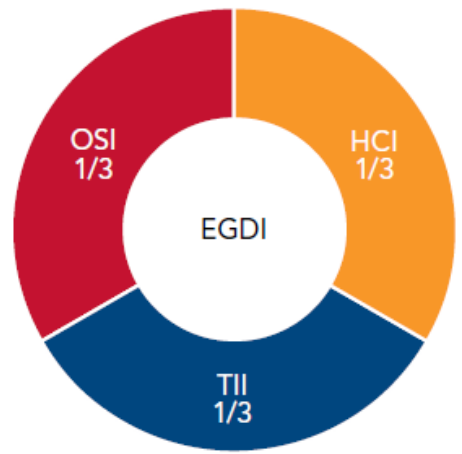
SNAPSHOT UN E-GOVERNMENT SURVEY 2016

- Laporan United Nations E-Government Survey 2016 di keluarkan oleh *Divison for Public Administration and Development Management (DPADM), United Nations Department of Economic and Social Affairs (UNDESA)*.
- Laporan ini dikeluarkan setiap dua (2) tahun sekali.
- E-Government didefinisikan sebagai *“the use of ICT and its application by the government for the provision of information and public services to the people” (Global E-Government Readiness Report 2004)*.
- E-Government dan inovasi dapat menyediakan peluang untuk mengubah (*transform*) pentadbiran awam menjadi satu instrumen bagi mencapai pembangunan yang mampan.
- Kajian dilaksanakan melalui soal selidik, penilaian laman web, berdasarkan maklumat dari *International Telecommunication Union (ITU)* dan UNESCO.

Tahun	Kedudukan	EGDI	OSI	TII	HCI
2016	60	0.6175	0.7174	0.4397	0.6953
2014	52	0.6115	0.6772	0.4455	0.7119

E-Government Development Index (EGDI)

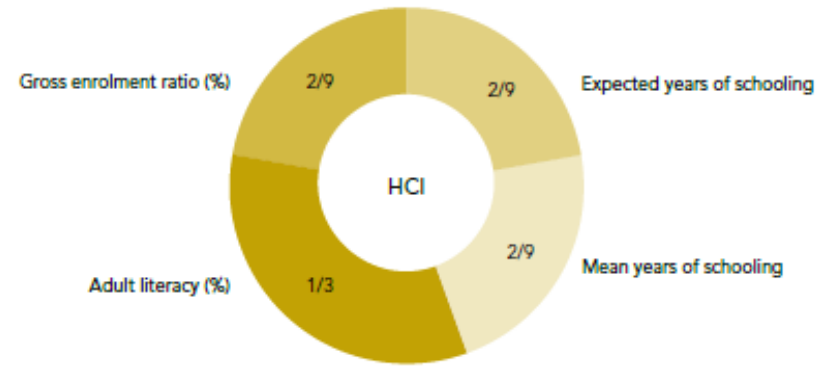
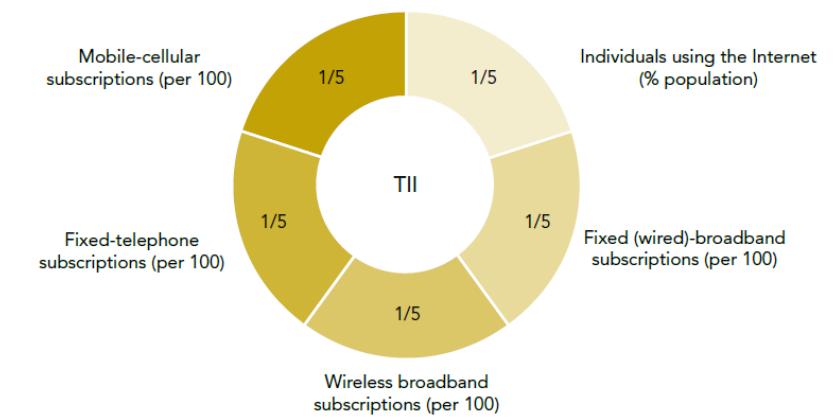
$$EGDI = \frac{1}{3} (OSI_{normalized} + TII_{normalized} + HCI_{normalized})$$



- OSI—Online Service Index
- TII—Telecommunication Infrastructure Index
- HCI—Human Capital Index

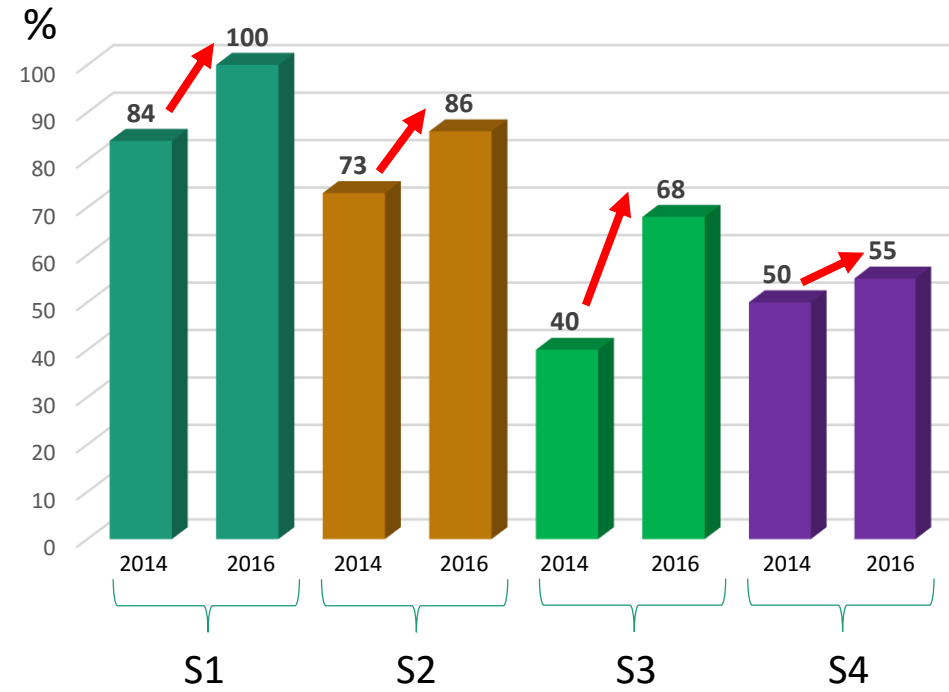
OSI – assessed each country’s national website in the native language, including the national portal, e-services portal and e-participation portal as well as the websites of the related ministries of education, labour, social services, health, finance and environment.

- Whole-of-government;
- Multichannel service delivery;
- Bridging the digital divide;
- Increasing usage;
- Open Government;
- E-participation.



Online Service Index (OSI)
Kedudukan Dunia : 40/193

- S1** Availability of selected basic features
- S2** Availability of selected enhanced features
- S3** Establishment of transactional services online
- S4** Types of services online, by sector



Malaysia ranked 31st in 2014 : 31

- Stage 1 – E-information
- Stage 2 – E-consultation
- Stage 3 – E-decision-making

Malaysia perlu beri perhatian khusus kepada e-decision-making

2016

Table 12. E-Participation Index (EPI) and its utilisation by stages (continued)

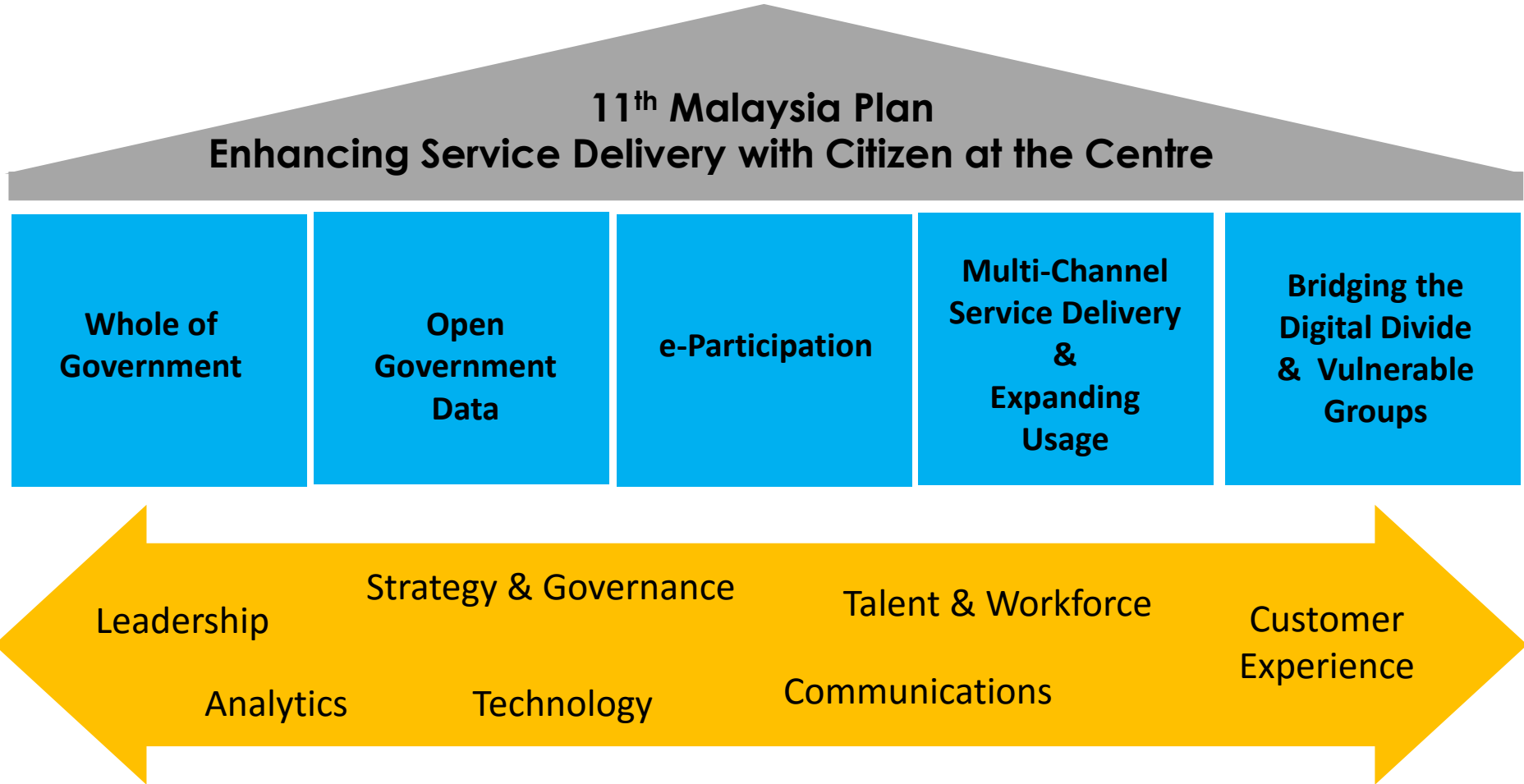
Rank	Country	EPI	Total %	Stage 1 %	Stage 2 %	Stage 3 %
149	Madagascar	0.2034	21.7%	26.5%	21.1%	0.0%
127	Malawi	0.2881	30.0%	47.1%	10.5%	0.0%
47	Malaysia	0.6780	68.3%	79.4%	73.7%	0.0%
146	Maldives	0.2203	23.3%	29.4%	21.1%	0.0%

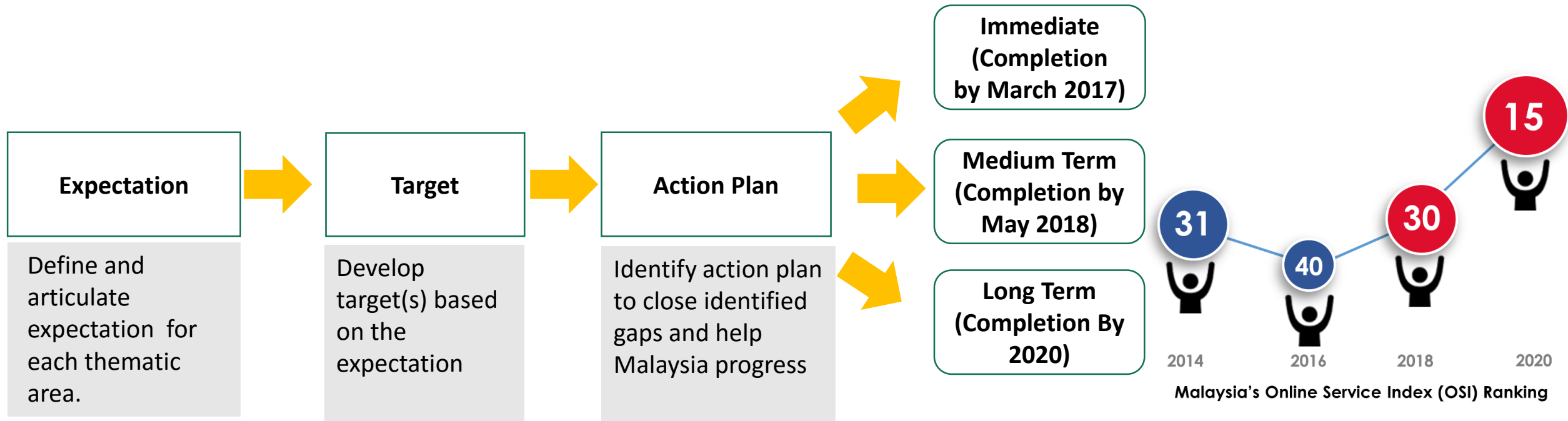
2014

13. E-Participation Index and its utilisation by stages (continued)

Rank 2014*	Country	EPI	Total (%)	Stage 1 (%)	Stage 2 (%)	Stage 3 (%)
59	Malaysia	0.5294	48.28	77.78	31.82	0.00

DIGITAL GOVERNMENT TRANSFORMATION ACTION PLAN





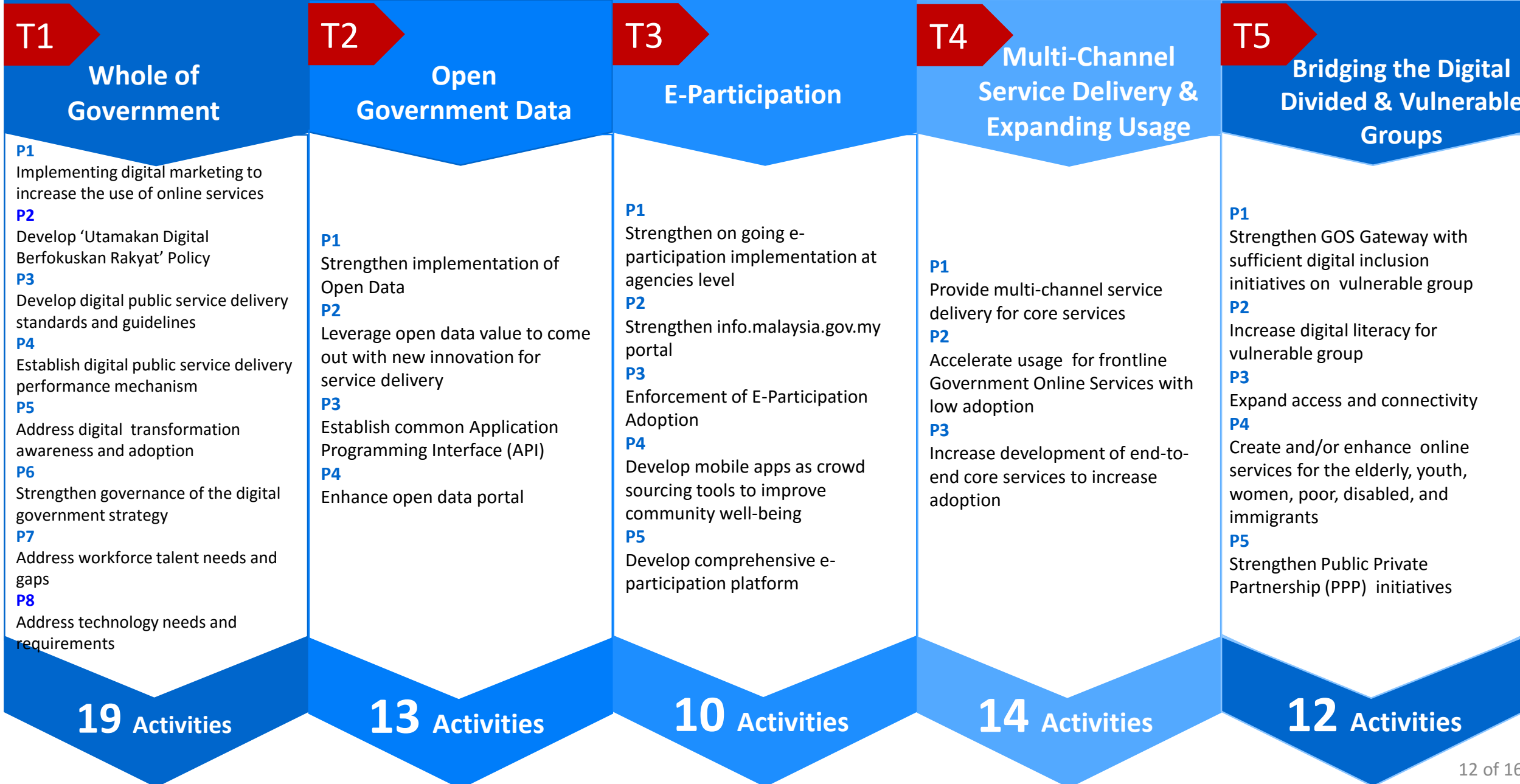
Note:

- **Existing** details from ICT SP and RMK-11 for similar areas (UN EG thematic and Service Dimensions) are included as part of the above process.
- Implementation Timeline in the ICTSP may need to be revisited to align to the UNEG survey timeline
- Angle for upcoming FCC paper to be discussed along the way
- Monitoring unit for OSI Action Plans to be identified

SUMMARY OF ACTION PLAN

SUMMARY SNAPSHOT

Thematic Areas	Whole of Government	Open Government Data	e-Participation	Multi-Channel Service Delivery & Expanding Usage	Bridging the Digital Divide and Vulnerable Groups	
Programmes	8	4	5	3	5	25 Programmes
Immediate (By March 2017)	0	0	3	2	2	7 Immediate Activities
Mid Term (by Mid 2018)	10	2	4	6	7	29 Midterm Activities
Long Term (by 2020)	1	0	0	5	3	9 Long Term Activities
Continuous Implementaion	9	11	3	1	0	24 Continuous Activities
	19	13	10	14	12	Grand Total 25 Programmes 68 Activities



Thematic Area	Programme	Immediate Activities	Lead Agency/ [Key Agency]
T3 E-Participation	P1. Strengthen info.malaysia.gov.my portal	A1. Integrate info portal with up to date social media information on vulnerable group	MAMPU [MOHR, NRE, MOF, KPWKM, MOH, MOE & MOHE]
		A2. Enable info portal access via GOS Gateway	
	P2. Enforcement of E- Participation Adoption	A1. Enable info portal access via GOS Gateway	GOS UNIT

Thematic Area	Programme	Immediate Activities	Lead Agency/ [Key Agency]
T4 Multi-Channel Service Delivery & Expanding Usage	P1. Provide multi-channel service delivery for core services.	A1. Stock take and identify selected core services to be multi-channel enabled (6 sector agencies and key frontline agencies)	GOS UNIT [MAMPU, MOHR, NRE, MOF, KPWKM, MOH, MOE & MOHE]
		A2. Develop pilot service for quick win implementation	
T5 Bridging the Digital Divide and Vulnerable Groups	P1. Publish articles on existing ICT initiatives including on vulnerable groups in GOS Gateway	A1. Identify ongoing initiatives by all relevant ministries/agencies such as KKLW, KKMM, SKMM, PBT, EPU and State etc.	MAMPU [KPWKM]
		A2. Publish identified initiatives in GOS Gateway	

Thematic Area	Programme	Mid Term Activities	Lead Agency/ [Key Agency]
T1 Whole of Government	P1. Implementing digital marketing to increase the use of online services		MAMPU
	P2. Develop 'Utamakan Digital Berfokuskan Rakyat' Policy	A1. Formulate and execute comprehensive 'Utamakan Digital Berfokuskan Rakyat' Policy	MAMPU
		A2. Formulate and execute the policy and sub policies (Single Government Gateway, Multi-Channel Service Delivery and E-participation)	
	P3. Develop digital public service delivery standards and guidelines	A1. Formulate and execute key service standards and guidelines (User interface and user experience design standard, Multi-channels standard and implementation guidelines, Digital ID standard, E-Participation standard and implementation guidelines)	MAMPU
	P4. Establish digital public service delivery performance mechanism	A1. Develop and implement mechanism on supervision, monitoring and reviewing of digital services delivery	MAMPU
		A2. Develop dashboard / tools to monitor and track usage and performance of all online government services (including vulnerable groups)	GOS UNIT

Thematic Area	Programme	Mid Term Activities	Lead Agency/ [Key Agency]	
T1 Whole of Government	P5. Address digital transformation awareness and adoption	A1. Formulate and execute Communication Plan (CP)	MAMPU	
		A2. Formulate and Execute Change Management (CM) Programme		
	P6. Develop Information sharing Hub and repository	A1. Develop robust Government Information sharing Hub for integration and dissemination platform		
		A2. Develop repository as single source of validated data		
T2 Open Government Data	P1. Enhance open data portal	A1. Conduct impact study of portal effectiveness	MAMPU	
		A2. Manage user experience effectively by cluster : i. Community & Social ii. Education iii. Human Resources iv. Agriculture v. Environment vi. Economy & Finance vii. Health viii. Tourism ix. Security		

Thematic Area	Programme	Mid Term Activities	Lead Agency/ [Key Agency]
T3 E-Participation	P3. Strengthen on going e-participation implementation	A1. Identify existing e-participation initiatives and make visible at GOS Gateway	MAMPU [MOHR, NRE, MOF, KPWKM, MOH, MOE & MOHE]
		A2. Develop and promote the use of relevant tools (polling, forum, vote, social media)	
		A3. Publish outcomes of e-consultation and e-decision making	
		A4. Form a responsible unit to take action on citizens' recommendations	
T4 Multi-Channel Service Delivery & Expanding Usage	P1. Provide multi-channel service delivery for core services.	A3. Develop/enhance online applications to accommodate multi-channel services	GOS UNIT [MAMPU, MOHR, NRE, MOF, KPWKM, MOH, MOE & MOHE]
		A4. Promote awareness and usage	
		A5. Monitor and supervise implementation	
	P2. Accelerate usage for frontline Government Online Services with low adoption	A1. Create incentive mechanism to encourage high usage of digital services	MAMPU

Thematic Area	Programme	Mid Term Activities	Lead Agency/ [Key Agency]
T4 Multi-Channel Service Delivery & Expanding Usage	P3. Increase development of end-to-end core services to increase adoption	A1. Identify end to end services and conduct service process reengineering study	MAMPU(BKD) BPP1 [MOHR,NRE,MOF KPWKM,MOH,MOE MOHE]
		A2. Develop/enhance application	
T5 Bridging the Digital Divide and Vulnerable Groups	P2. Increase digital literacy for vulnerable group	A1. Implementing programs on ICT literacy	MAMPU [MOHR,MOHA,KKLW, KKMM]
		A2. Review and improve digital curriculum at community level	
	A3. Engage with established bodies i.e : NGOs and Community Based Organisation (CBO) to expand ICT literacy program		
	P3. Expanding outreach of services with public participation	A1. Engage with NGOs/CBOs to ensure effective execution of initiatives and dissemination information	MAMPU [KPWKM, MOHA, MOHR, KBS,KKLW]

Thematic Area	Programme	Mid Term Activities	Lead Agency/ [Key Agency]
T5 Bridging the Digital Divide and Vulnerable Groups	P4. Expand access and connectivity	A1. Increase level of broadband speed	KKMM,SKMM
		A2. Expand Community Wi-Fi coverage	
		A3. Devise mechanism for affordable broadband package to digital divide and vulnerable groups	

SUMMARY OF LONG TERM ACTIVITIES

Thematic Area	Programme	Long Term Activities	Lead Agency/ [Key Agency]
T1 Whole of Government	P6. Develop Information sharing Hub and repository.	A4. Define service reference architecture i. Develop Government Enterprise Architecture	MAMPU
T4 Multi-Channel Service Delivery & Expanding Usage	P2. Accelerate usage for frontline Government Online Services with low adoption	A3. Adopt 'assist' and 'force' usage of digital services e.g operator assisted self service digital channel at counters	MAMPU [GOS UNIT]
		A1. Conduct requirement study and best practices including Measuring and Evaluating E-Participation (METEP) Evaluation (UNEG E-participation tools)	MAMPU [BKD]
	P4. Develop comprehensive e-participation platform	A2. Design and build for synthesizing solution consisting of: i. e-info ii. e-consultation iii. e-decision making	MAMPU [BKD]
		A3. Monitor and supervise implementation	MAMPU [BKD]
		A4. Consolidate e-participation with 1MOCC	1MOCC

Thematic Area	Programme	Long Term Activities	Lead Agency/ [Key Agency]
T5 Bridging the Digital Divide and Vulnerable Groups	P5. Enhance current online services functionalities to be accessible by vulnerable group (elderly, youth, women, poor, disabled, and immigrants)	A1. Customise and simplify core digital services to be visible and accessible by vulnerable group	MAMPU [KPWKM]
		A2. Consolidate and integrate data from various initiatives and create vulnerable group data profile	MAMPU [KPWKM, MOHA, MOHR, KBS]
		A3. Personalise government online services based on data profiling of individuals	

Thematic Area	Programme	Continuous Activities	Lead Agency/ [Key Agency]
T1 Whole of Government	P4. Develop mechanism and dashboard / tools to monitor and track usage and performance of all online government services	A1. Develop and implement mechanism on supervision, monitoring and reviewing of digital services delivery	MAMPU
	P7. Formulate and execute Communication Plan (CP) and Change Management Programme	A1. Formulate and execute Communication Plan (CP) i. Promote digital initiative through social media and mass media. ii. Publish articles on digital services (eg: Future Gov, Gov Insider) iii. Report benefits and learnings iv. Archive articles and documentation of Malaysia digital journey (www.digital.gov.my) to be accessible from GOS Gateway.	MAMPU [BKD, BPKK, BPP1] KKMM
		A2. Formulate and Execute Change Management (CM) Programme	

Thematic Area	Programme	Continuous Activities	Lead Agency/ [Key Agency]
T1 Whole of Government	P8. Address workforce talent needs and gaps	A1. Establish digital government capability and competency readiness framework	JPA
		A2. Conduct study to identify skills required to support vision	
		A3. Strengthen specialized pool of talents	
		A4. Assess training needs analysis	
		A5. Refine talent development and management framework	
		A6. Explore partnership to source talent e.g. universities	
T2 Open Government Data	P2. Improving session of engagements to identify new data sets	A1. Conduct Open Data Readiness Assessment (ODRA) with World Bank	MAMPU
		A2. Develop Open Data Blueprint	
		A3. Engage remote mentoring with Open Data Institute (ODI)	
		A4. Engage with public sector agencies to identify datasets	

Thematic Area	Programme	Continuous Activities	Lead Agency/ [Key Agency]
T2 Open Government Data	P2. Improving session of engagements to identify new data sets	A5. Engage with agencies, NGOs, Community, Academia and citizen	MAMPU
		A6. Compile and publish government open data set	
	P3. Increase a new innovation	A1. identify application and services created from published open data set	
		A2. Organize annual Hackaton event	
		A3. Develop monitoring dashboard	
	P4. Develop downloading features	A1. Conduct data cleaning and sanitizing	
		A2. Develop API	

Thematic Area	Programme	Continuous Activities	Lead Agency/ [Key Agency]
T3 E-Participation	P4. Develop mobile apps as crowd sourcing tools to improve community well-being	A1. Conduct requirement study and best practices	MAMPU [MOHR, NRE, MOF, KPWKM, MOH, MOE & MOHE]
		A2. Design and build for synthesizing solution	
		A3. Monitor and supervise implementation	
T4 Multi-Channel Service Delivery & Expanding Usage	P2. Accelerate usage for frontline Government Online Services with low adoption	A2. Promote implementation of incentive	MAMPU



THANK YOU

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