Public Information Management: The Malaysian Experience

Capacity Development Programme on Public Information Management
Suntec City, Singapore
28 – 30 November 2011
Initiatives Towards Modernising The Public Sector

Quality & Productivity

Focus Area: Organisational Research, Consultation & Advisory Services, Computerisation

Initiatives:

1997 – 2007
Focus Area: Secretarial & Administration, Consultation & Advisory Services, Inspectorate, ICT Programme & Services, Awards & Recognition, EG

Initiatives:
- MS ISO 9000:2000, KPI, Customer Services, ICT Strategic Plan (ISP), ICT Security & Integrated Application, National Integrity Plan, Good Values Campaign

E-Government

1997 – 2007
Focus Area: Secretarial & Administration, Consultation & Advisory Services, Inspectorate, ICT Programme & Services, Awards & Recognition, EG

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Transformation

2007 - onwards
Focus Area: Mindset Change, Work Culture, Perception, Strategic Management, Transformational Leadership, Recognition, Consultation, Leveraging On ICT

Initiatives:
- Rebranding, No Wrong Door Policy, e-KL, Business Process Reengineering, Outreaching, Strategic Alliances, Era Of Total Change

1980’s

1990’s

2000’s
MSC Flagships

- Conceptualized in 1996
- Vision: to transform the nation into a knowledge-based society

**MSC Flagship applications**

- Electronic Government
- Smart Card
- Telehealth
- Smart School

![MSC Flagships Diagram](image-url)
E-Government

Achievements

- Intra and inter agencies application systems
- Shared ICT Infrastructure:
  - WAN, PCN
  - Open Source Competency Center
  - Security services
- Single gateway: www.malaysia.gov.my
- ICT Policies
  - Digital Signature Act 1997
  - Computer crimes Act 1997
  - TeleMedicine Act 1997
  - Communications & Multimedia Act 1998
  - EG Activities Act 2007
  - Government Circulars, Standards & Guidelines
Application Systems – G2C, G2B, G2G

CITIZENS
• JobsMalaysia – job application
• e-Services – Online payment for various services
• MyKad (Citizen Information)
• e-Land
• e-PBT (Electronic System for Municipality)
• Telehealth
• MyGovernment Portal
• MySMS

BUSINESS COMMUNITIES
• eProcurement
• Registration of employers and employee – Tax department, SOCSO, EPF
• eLodgement – register company
• BLESS – licenses applications
• Online application of loans, grants and incentives

GOVERNMENT EMPLOYEES
• HRMIS – HR Management Information system
• GFMAS – Government Financial Management and Accounting System
• PMS – Project Monitoring System
Emerging

Enhanced

Interactive

Transactional

Connected

Perpetual Collaboration

Globalisation of Public Service

Connected entity and integrated back office infrastructure

2-way citizen-government interactions, 24 by 7 services, all transaction online

Online services (e.g. tax & license renewal, interactive portal)

Information published to archived info, download documents, forms, reports, laws, newsletters

Online presence (website with static info)

1997

Electronic Government (G2C, G2B, Internet and Intranet)

2005

System integration and web application

2010

Delivering services through an Integrated and Connected Government

Economic collaborations

2020

World collaborations

Global integration & International Collaboration

Regional

Globalisation of Public Service
Public Sector Business Environment Framework

VISION 2020

1Malaysia

Government Transformation Programme (GTP)

New Economic Model

11th Malaysia Plan

10th Malaysia Plan

Federal

State

Statutory Bodies

Local Authorities

Government to Government (G2G)

Government to Citizen (G2C)

Government to Business (G2B)

Leadership & Coordination

Policy & Legislation

People & Culture

Infrastructure & Standards

Pillars of Transformation

Government Entities

ICT Initiatives

Enabling Environments
4 Pillars of National Transformation

1 Malaysia
National Unity

- UNITY = D + I
- Diversity (D) – Multi-racial, multi-cultural, multi-religious and multi-lingual
- Inclusiveness (I) – We accept, respect, and celebrate each other

10th Malaysia Plan

- Represents the Malaysia Plans that form the National Mission
- Is using an outcome based approach and results driven performance

Vision 2020

Fully developed nation by the year 2020

Government Transformation Programme

Provides objectives, targeted outcomes, action lists and the roadmap for government transformation

New Economic Model

A Model to transform Malaysia from a middle income to an advanced nation by 2020

1 Malaysia
People First, Performance Now

- Preservation and enhancement of unity in diversity

Government Transformation Programme (GTP)

- 8 National Key Result Areas (KNRAs)
- April 2009

Economic Transformation Programme (ETP)

- 8 Strategic Reform Initiatives (SRIs)
- January 2010

10th Malaysia Plan

- Macroeconomic growth targets & expenditure allocation
- March 2010

- Smooth implementation of government’s development programme
- June 2010
## Six (6) National Key Result Area

<table>
<thead>
<tr>
<th>Reducing Crime</th>
<th>Fighting Corruption</th>
<th>Improve Student Outcome</th>
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</thead>
<tbody>
<tr>
<td>• Reduce reported index of crimes</td>
<td>• Regain public’s confidence in agencies</td>
<td>• Increase the pre-school enrolment rate</td>
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<tr>
<td>• Improve public perception of safety</td>
<td>• Reduce leakages in government procurement</td>
<td>• Ensure all children have acquired foundation skills</td>
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<tr>
<td>• Improve performance of the criminal justice system</td>
<td>• Tackle grand corruption</td>
<td>• Develop high performing schools</td>
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<td>• Improve the performance of staff</td>
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<td><strong>Reducing Crime</strong></td>
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</tr>
<tr>
<td>• Standardise low-income groups definition</td>
<td>• Use quick and least-cost ways of delivery</td>
<td>• Streamline capacity of a system at its limits</td>
</tr>
<tr>
<td>• Implement initiatives immediately and groundwork for longer-term actions</td>
<td>• Revamping existing processes to reduce time</td>
<td>• Attract people to use public transport</td>
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<tr>
<td>• Put enablers in place to ensure delivery of initiatives</td>
<td>• Working closely with suppliers to ensure the availability of supply</td>
<td>• Manage demand</td>
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<tr>
<td><strong>Raising Living Standards for Low-Income Households</strong></td>
<td>• Closely monitor projects</td>
<td></td>
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<td><strong>Improve Rural Basic Infrastructure</strong></td>
<td></td>
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<tr>
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**Improve Public Transport**

• Streamline capacity of a system at its limits

**Improve Rural Basic Infrastructure**

• Use quick and least-cost ways of delivery

**Improve Student Outcome**

• Increase the pre-school enrolment rate

• Ensure all children have acquired foundation skills
National Registry System

Key data elements:
MyKad No, Name, Date of birth, Gender, Race, Religion, Permanent address, Corresponding address

Key data elements:
Business ownership, company shareholding data, business groups

Key data elements:
Individual license, vehicle license, road tax data, summons

Key data elements:
Land and property ownership/titles

Connected
Compulsory Sharing
Policies, Procedures & Governance
“A Citizen Registry System is a centralised repository of citizens information. It acts as a hub that enables Government Agencies to access and process common data of Citizens and reduce the need to establish similar information at every Government Agency”
Identification number will be used as an unique reference number in every single transaction dealing with government agencies.
Initiative to boost service delivery is centered on the ‘ONE GOVERNMENT, MANY AGENCIES, NO WRONG DOOR’ principle to better link the public to the ‘back-end’ services of all government agencies.

More than 1500 SMS services
Health Information

- Outpatient Management
- Ward & Inpatient Management
- Nurse Administration
- Diet & Catering
- Medical Record
- Billing & Payment
- Inquiries
- Maintenance
- Reports
- Discharge Summary
- Order Management
- Radiology Information System
- Critical Care Information System
- OTMS*
- LIS*
- Clinical Documentation*
- PhIS*
- Mortuary*
- CSSD*
The system should reflect the aspects of disaster management coordination to be more effective and efficient.
Gaining benefits from sharing information across all levels of government agencies is a complex task that can only be achieved with consistent national approach. The public sector information sharing strategy will offer the opportunity for government agencies to collaborate and provide ubiquitous, reliable, secured, consistent and hassle-free and seamless services to citizens and investors.
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