One-Stop Public Service Centre on the Net – www.eCitizen.gov.sg
Presented By
Ms Wu Choy Peng
Assistant Chief Executive, Government Systems

[Slide 1] One-Stop Public Service Centre on the Net – www.eCitizen.gov.sg
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[Slide 2] Scope of Presentation
• Public Service Online Programme
  • Public Service Infrastructure
  • eCitizen Portal
  • Major Considerations in eService Deployment
• Development Approach for ICT in Government
• Critical Success Factors for eGovernment

[Slide 3] What is PS-Online?
• Transform public services to online services
• Comprises
  • Backbone – Public Service Infrastructure
  • Portal – www.ecitizen.gov.sg

[Slide 4] Picture

[Slide 5] PSi Objective
Provide an environment for rapid development, testing and implementation of eServices over the Internet

[Slide 6] PSi Value Proposition to Agency
• Enable rapid deployment of new applications
• Simplify integration with different legacy platforms, security services, payment services
• Be available 24 hours a day, 7 days a week
• Be scalable to large numbers of applications and transactions
• Be secure

[Slide 7] PSi Value Proposition to Agency
• Payment, Security
  • simple usage of services
  • do not deal with external entities
  • need not develop systems to interface
  • need not manage operational issues
• EDX
  • simple way to connect PSi and agency’s backend
  • agency in full control

[Slide 8] www.eCitizen.gov.sg

[Slide 9] Towns/Categories
  • Business
  • Defence
  • Education
  • Employment
  • Family
  • Health
  • Housing
  • Elections
  • Library
  • Recreation
  • Safety & Security
  • Sports
  • Travel
  • Transport
  and more ....

[Slide 10] Moving House in Housing Town

[Slide 11] Moving House in Housing Town

[Slide 12] Moving House in Housing Town
  • Multi-agency collaboration
    • Housing & Development Board (HDB) – car park tickets
    • Power Supply Ltd – electricity, gas, water
    • Singapore Broadcasting Authority – TV/Radio license
    • Singapore Post – mail redirection
    • Singapore Telecom – change telephone number
  • Citizen does not need to visit each agency website individually

[Slide 13] E-Services Implementation

[Slide 14] eCitizen Hits

[Slide 15] eService Deployment
• Plan & Design
  • Review process and re-engineer
  • Minimise inconvenience
  • Question need for authentication
  • Move from publish to interact to transact
  • Make it intuitive
• Care for the Customer
  • Pay attention to user experience
  • Use focus group discussions, surveys and feedback

[Slide 16] **eService Deployment**
• Promote and Communicate
  • Spend time, money and energy on publicity
  • Raise and sustain awareness of online services
  • Increase and sustain actual usage
• Catalyse rapid deployment
  • Develop central infrastructure for hosting and rapid development
  • Develop common shareable application modules
  • Set aside central funding for development of eServices

[Slide 17] **Critical Success Factors**
• Align with National Economic Development Strategy
• Align with Public Sector Reform Agenda
• Leverage on private sector capability and capacity
• Develop capabilities as architects and catalysts
• Develop policies and standards to enable “Many Agencies, One Government”
• Develop good infrastructure, narrow “digital divide”

[Slide 18] **Align with National Economic Development Strategy**

[Slide 19] **ICT Development in Singapore**
1981 - 1985 National Computerisation Plan
Civil Service Computerisation Programme;
Developing IT industry & IT manpower

1986 - 1991 National IT Plan
Extending government systems to private sector e.g. TradeNet, MediNet, LawNet

Transforming Singapore into an Intelligent Island

2000 - 2005 Infocomm 21
Developing Singapore as a global Infocomm Capital,
e-Economy and e-Society
Align with Public Sector Reform Agenda

Public Sector Reform - PS21

Objectives
- Nurture attitude of service excellence in meeting the needs of the public
- Foster environment which induces and welcomes continuous change

Tenets
- Welcome change
- Execute change
- Anticipate change

Leverage on Private Sector capability and capacity

Role of Private Sector
- Vibrant ICT industry
  - Hardware, software, services
  - Foreign MNCs, Singapore-based MNCs, Local Companies
  - Strengths - Systems Integration, Infrastructure Management & Operations, Systems Development, etc.
- ICT development & maintenance extensively outsourced

Develop capabilities as architects and catalysts

Role of In-house ICT Unit
- Developing ICT policies and standards
- Solutioning with business units
- Architecting infrastructures and systems
- Managing ICT-enabled change programmes
- Managing projects and contracts in multi-vendor, multi-platform environment

Develop policies and standards to enable “Many Agencies, One Government”

Service-Wide ICT Policies
- Enhance overall effectiveness of infocomm deployment in the public sector
- Form the framework and basis for infocomm standards, procedures and guidelines

Service-Wide Technical Architecture
Technical standards and policies to enable interoperability and information exchange across agencies

Develop good infrastructure; narrow “digital divide”

Connected Nation
- Launched world’s first nationwide broadband infrastructure in 1998
• More than 950,000 broadband users today
  • access options via ADSL, Cable, ATM and wireless
  • over 200 interactive broadband multimedia applications to date
• All Universities and Polytechnics wired campus-wide

[Slide 31] Connected Nation
Picture
• Internet access increase in middle/lower income households

[Slide 32] Connected Nation
• Internet access increase in Malay/Indian households

[Slide 33] Connected Nation
Picture
• Internet usage increase for 50 years and above

[Slide 34] Thank You

Note: Please visit http://www.apcity.org to browse the original slides.