The Singapore IT Experience
## E-Government Journey

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### Leveraging Infocomm for Innovation, Integration and Internationalisation

- Unleashing potential of Infocomm to create new values, realise possibilities & enrich lives
- Developing Singapore as global Infocomm Capital, e-Economy and e-Society
- Transforming Singapore into an Intelligent Island
- Extending government systems to private sector e.g. TradeNet, MediNet, LawNet
- Civil Service Computerisation Programme
  - Developing IT industry & IT manpower

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My IT ROLE

* June 1976  Established Systems and Computer Organization (SCO / MINDEF)

Jan 1981  Established Singapore Computer Systems Pte Ltd (SCS)

* Sept 1981  Established National Computer Board (NCB) and the National Computer Systems Pte Ltd (NCS)

* Sept 1996  Launched Pacific Internet Pte Ltd (PacNet)

* Feb 1999  NASDAQ Listing of PacNet

* Nov 1999  Supported the Merger of NCB with...
IDA

> Formed on 1 Dec 1999 through merger of National Computer Board (NCB) and Telecommunication Authority of Singapore (TAS)

> Rationale for merger: To have a single agency responsible for planning, policy formulation, regulation and industry development of the IT and telecommunication sectors
IDA’s Roles

Masterplanning, project-managing, implementing infocomm systems and capabilities for Government

Transforming key people sector clusters & raising the infocomm sophistication of citizens

Develop vibrant and competitive IT and communications industry

Spearheading transformation of key economic sectors, Government and society through more sophisticated and innovative use of infocomm

Architecting Singapore’s ICT roadmap, planning for key infrastructure, manpower development, security and technological developments

Singapore: An Intelligent Nation, a Global City, Powered by Infocomm

Infocomm Infrastructure
Manpower Development
Infocomm Security
Infocomm Policy
International Engagement
Technology
Corporate Functions

**vision**

To be an Integrated Government that delights customers and connects citizens through infocomm

**key enablers**

- Infocomm Management and Governance
- Public Sector Infocomm Competency Development
- Infocomm Security and Infrastructure

**strategic thrusts**

**Increasing Reach & Richness of e-Services**

- Develop insights to enhance e-Services to customers
- Deliver proactive, user-friendly, responsive and integrated e-Services
- Extend the reach of e-Services

**Increasing Citizens’ Mindshare in e-Engagement**

- Deliver clear and useful information online in a vibrant and interesting manner
- Attract participation in online public consultations and feedback

**Enhancing Capacity & Synergy in Government**

- Create synergy through shared data, processes & systems
- Enrich public officers’ work experience through innovative use of infocomm
- Foster innovative exploitation of infocomm in public sector

**Enhancing National Competitive Advantage**

- Enhance economic competitiveness through sectoral transformation
- Collaborate with Infocomm industry in iGov solutions
- Showcase and promote iGov solutions
E-Government Experience

- ICT is a strategic enabler in economic development and Government plays a leading role in the exploitation of ICT.

- Planning and implementation of e-Government require a “whole-of-government” thinking.

- Strong partnerships with the ICT industry sectors are essential to success.
Singapore Government Online Presence

- **Government (Gov.sg)**
  - Official communication platform of the Government
  - A convenient launch pad for users to locate info on the Singapore Govt

- **Citizens & Residents (eCitizen)**
  - 1st-stop for online govt services organised with the needs of citizens in mind
  - Access to a wide range of transactions online with govt agencies

- **Businesses (EnterpriseOne)**
  - Helps local enterprises find the answers they need to start, sustain and grow their businesses

- **Non-Residents**
  - Provides information to those wishing to work, play or study in Singapore

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Gov.sg
Official Communications Platform of the Singapore Government
eCitizen
Government-to-Citizen Portal

- Launched in May 1999
- Provides one-stop access to wide range of government information and services
- Groups according to citizen needs
  - Culture, Recreation & Sports
  - Defence & Security
  - Education, Learning & Employment
  - Family & Community Development
  - Health & Environment
  - Housing
  - Transport & Travel
- 1,600 e-Services implemented

http://www.ecitizen.gov.sg/
INLIS
Integrated Land Information Service
Non-Residents Portal
Government-related information for Non-Residents

Singapore is poised to scale new heights in the 21st century.
With this exciting vision comes opportunities that are at once varied, exciting, challenging - whether you are looking for a career or settling into this culturally-diverse and cosmopolitan city. A city that pulsates unceasingly with life.

We want to help you settle down in Singapore, start by selecting a package below.

Visiting Singapore
- Customs Information
- Culture and Festivals
- Healthcare Services
- Tourist Information
- Visa and Entry Requirements

Relocating to Singapore
- Citizenship Application
- Moving to Singapore
- Permanent Resident Services
- Statutes and Laws in Singapore

Working in Singapore
- Career Opportunities
- Information for Jobseekers
- Taxation Information
- Employment Pass
- Singapore Tourism Careers
  Web Portal

Studying in Singapore
- Private Schools
- School Information
- Singapore Education
- Student Pass

Doing Business in Singapore
- Networking Opportunities
- Setting Up Your Foreign Business
- Singapore Tax System

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EnterpriseOne
Government-to-Business Portal

- Licensing services (OBLS) launched in Jan 2004
- Over 80 licences & permits of 17 agencies available online for application
- Over 30,000 business applications online annually (or > 80% of all start-ups)
REACH Portal
Citizen Engagement Platform

- REACH - Reaching Everyone for Active Citizenry @ Home
- Launched in Oct 2006 to engage Singaporeans and promote an active citizenry
- Launched REACH’s Facebook Group in Jun 2008
- Leveraged Twitter for post-Budget feedback in Feb 2009
- Sharing of videos on Youtube and photos on Flickr
SingPass
Common Password to Government e-Services

- Launched in Mar 2003
- Common online authentication system to access government e-services
- A trusted strong authentication platform for the public and private sectors currently being developed

52
Government Agencies

370
e-Services

> 3 mil
registered users

31.7 mil
Transactions (annual)

http://www.singpass.gov.sg/
Unique Entity Number (UEN)

- Launched Jan 2009
- Standardized means of identifying entities in Singapore
- Each entity needs only one number to interact with government agencies

56 Government Agencies

Over 400,000 Entities
(Companies, Businesses, Embassies, Societies, Schools, Hospitals, Associations)
Mobile Government Programme

- Launched in 2006 to increase the reach and richness of e-services via the mobile channel
- Over 300 mobile services implemented
- Some examples:
  - Motorists can access info on latest road conditions to avoid traffic congestions
  - Businesses can receive alerts on approval of various business license applications
  - In 2009, more than 30,000 students were informed of their school posting results via SMS

International Accolades

- **2007** - Top 20 global innovations for “Innovations in Transforming Government Award” by Harvard University & IBM
- **2008** - Certificate of Achievement. Top 10 finalist for CAPAM International Innovations Award
iN2015 ~ An Intelligent Global City

* INNOVATION
* INTEGRATION
* INTERNATIONALISATION
IN2015 ~ People, Private & Public effort

- Express IT! IN2015 Competition for Schools and Public Consumer Focus Groups
- Industry Consultation via Steering Committee, Sub-Committees
  - Industry Focus Groups
  - International Advisory Panel

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iN2015 Desired Outcomes

> *Enriched lives through infocomm*

> *Enhanced economic competitiveness and innovation through infocomm*

> *Increased growth and competitiveness of the infocomm industry*
iN2015 Goals

#1 in the world in harnessing infocomm to add value to the economy and society

- two-fold increase in value-added of infocomm industry to S$26 billion

- three-fold increase in infocomm export revenue to S$60 billion
iN2015 Goals

80,000 additional jobs

90% of homes using broadband

100% computer ownership in homes with school-going children
iN2015 Masterplan Building Blocks

- Sectoral Transformation of Key Economic Sectors, Government and Society
- Globally Competitive Infocomm Industry
- Ultra-high Speed, Pervasive, Intelligent and Trusted Infocomm Infrastructure
- Infocomm-savvy Workforce and Globally Competitive Infocomm Manpower
Infocomm industry revenue registered steady growth since the launch of iN2015

- Infocomm industry reached $58.10b in 2008 from $37.89b in 2005
- Hardware segment major contributor to industry’s revenue
Infocomm 2015: 3 Strategic Thrusts

1. Encouraging sophisticated demand for infocomm
2. Fostering creation of innovative services & knowledge capital
3. Strengthening Singapore as an economic hub
Next Nationwide Broadband Network (NBN)

> To provide nationwide ultra-high speed broadband access of 1Gbps and more

- **Network Company (NetCo)**
  - OpenNet issued Facility-Based-Operator licence
  - 1st installation of fibre to home in Aug 09

- **Operating Company (OpCo)**
  - Signed OpCo contract with Nucleus Connect in May 09

- **On track to achieve**
  - 60% of homes & offices to have access by 2010
  - Nationwide coverage by 2012
Next National Broadband Network

Via effective open access by regulation

Competitive Prices
For both wholesale and retail broadband services

Innovative Services
Supports R&D efforts in and delivery of innovative services such as high-definition video conferencing, healthcare, education and security

Ultra-High Access Speeds
Minimum access speeds of 50Mbps uplink and 100Mbps downlink per end-user connection; scalable up to 1Gbps and more

Pervasive Nationwide Coverage
Ensure that all segments in Singapore benefit
Wireless@SG

- Launched Dec 2006
- Free national Wi-Fi access (1Mbps) till 2013
- 7,500 hotspots, 1.5m subscribers
- Innovative services on-the-go
  - Seamless and Secure Access
  - Wireless@SG Dashboard
  - Centralised Location-Based Engine for location services
Standard ICT Operating Environment (SOEasy)

- To enable public officers to work seamlessly with and across organisational boundaries
  - SOEasy deployment started in Jul 09
  - **IDA is the first agency to implement SOEasy**
  - Successfully deployed at 4 agencies (IDA, MICA, MOF and NHB) with over 2,000 users
  - Currently deploying at 19 agencies with over 8,000 users
Infocomm@SME

> To accelerate adoption of infocomm by SMEs

- **SME Infocomm Package**
  - > 2,500 SMEs gained web presence

- **Technology Innovation Programme**
  - 50 SMEs awarded $5M by IDA & SPRING to transform their businesses using infocomm

- **SME Infocomm Resource Centres**
  - 6,000 SMEs trained to use infocomm

- **Accounting Software Assistance Scheme**
  - Launched in Aug 09 to subsidise accounting software

- **Partnering SPRING to implement an Integrated SME Adoption Scheme in 2010**
Next Gen e-Payment Programme

> To drive pervasive adoption of e-payment in Singapore

- Formed industry roundtable of 12 key industry players to drive development of NFC (Near-Field Communication)
- CFC (Call for Collaboration) launched in mid-2009 for CEPAS deployment in high cash-based merchant segments
  - Awarded CFC in Nov 09 to catalyse the deployment of 18,000 Point-of-Sale terminals
TradeXchange

> To create an integrated, neutral and secured platform for the trade and logistics community

- Launched in Oct 07 to facilitate exchange of information within the trade & logistics community
- Platform to integrate systems & processes
- Seamless trade transactions through a single interface
- 6 B2B value-added services deployed
Transforming the Society

Digital Opportunities for All and Building an iNclusive Digital Society

Senior Citizens

Needy Students

People with Disabilities

Silver Infocomm Initiative

Neu PC Plus

Infocomm Accessibility Centre initiative

CitizenConnect to provide Internet access and personal onsite support to those with difficulties transacting online