

Enabling Effective e-Government Through Common Platforms

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AGENDA

- ▣ Concerns & Opportunities
- ▣ Enabling Infrastructure
- ▣ Case Study

Key Concerns

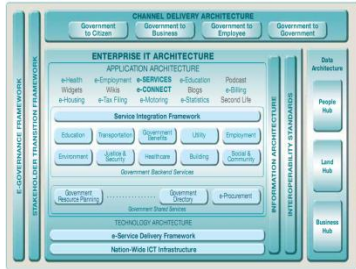
- Sustainable Economic Growth
- Better Healthcare and Education
- Better Utilisation of Resources (Human + Natural)
- Making society a better place for the citizens (urban and rural communities)

Areas to Address

- Stronger Governance, Administration
- Provides convenient services for citizens (including businesses)
- Integrating IT into society (business, agriculture, economy, education)
- Better utilisation/Management of Resources
- Developing long term economy based on IT (export focus)

The Journey

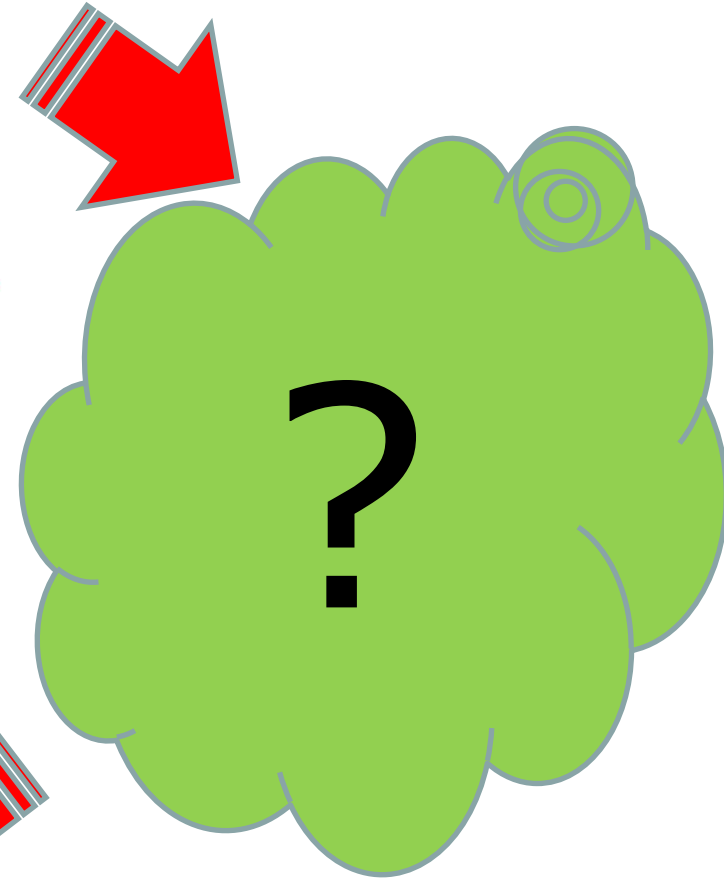
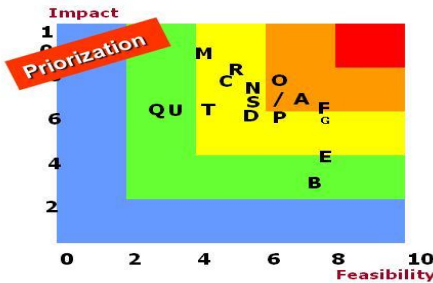
DNA 2.0



Governance



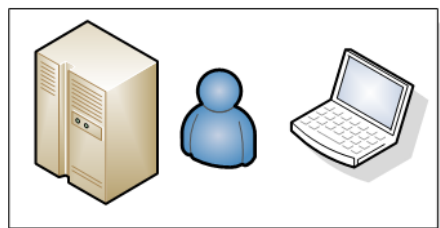
Prioritised e-Services



Early 80's

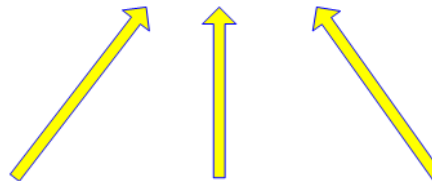
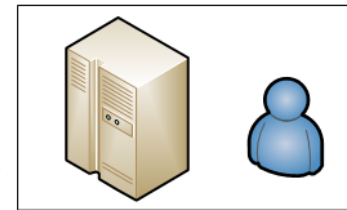
- Centralised IT (hardware, applications and IT staff)
- IT is Expensive

- Slow to respond
- High level of standardisation and control

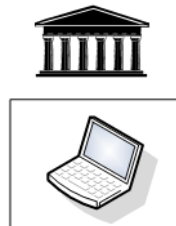


Sensitive Ministry

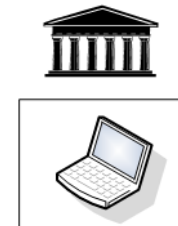
Ministry of Finance



Ministry A



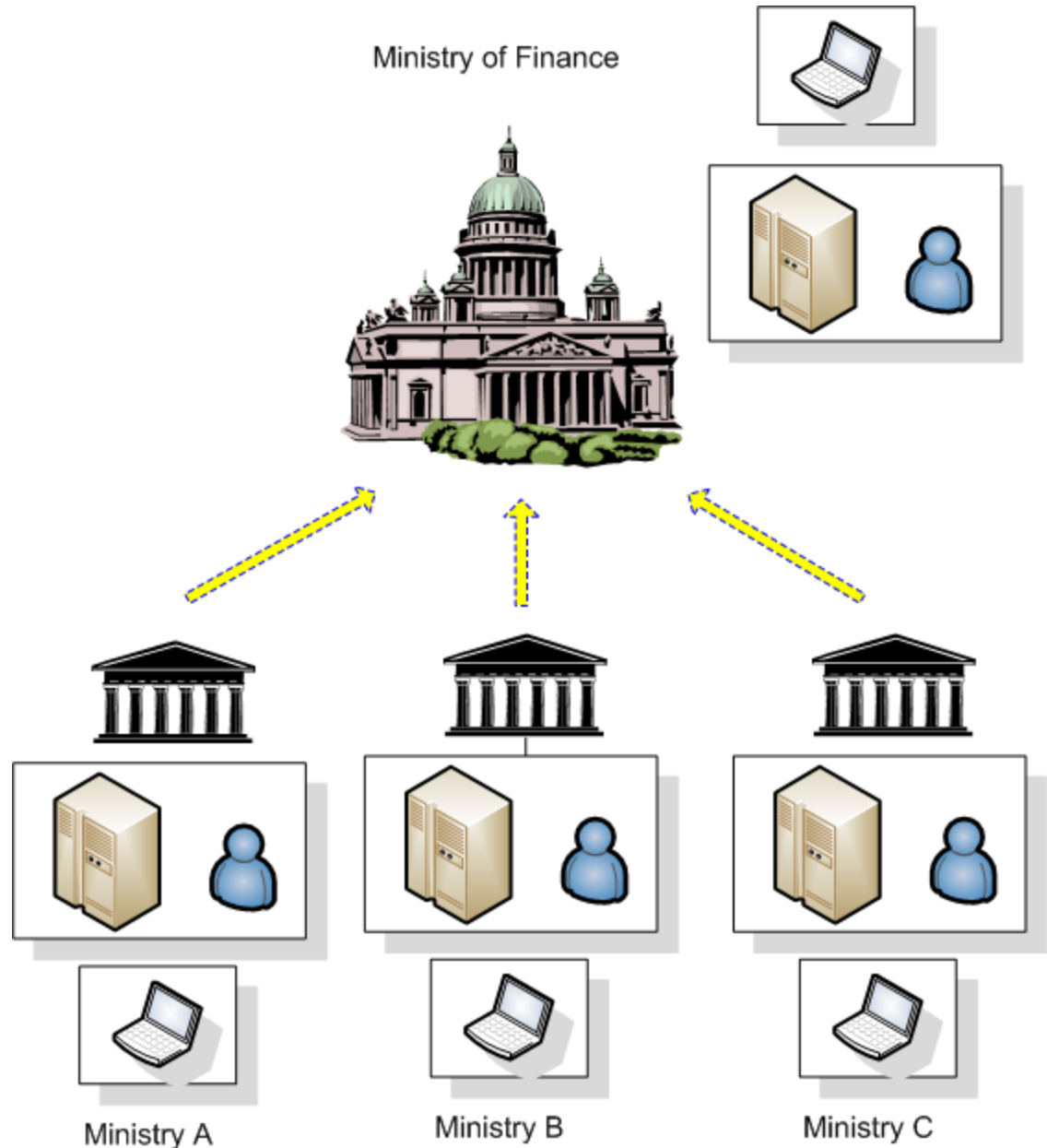
Ministry B



Ministry C

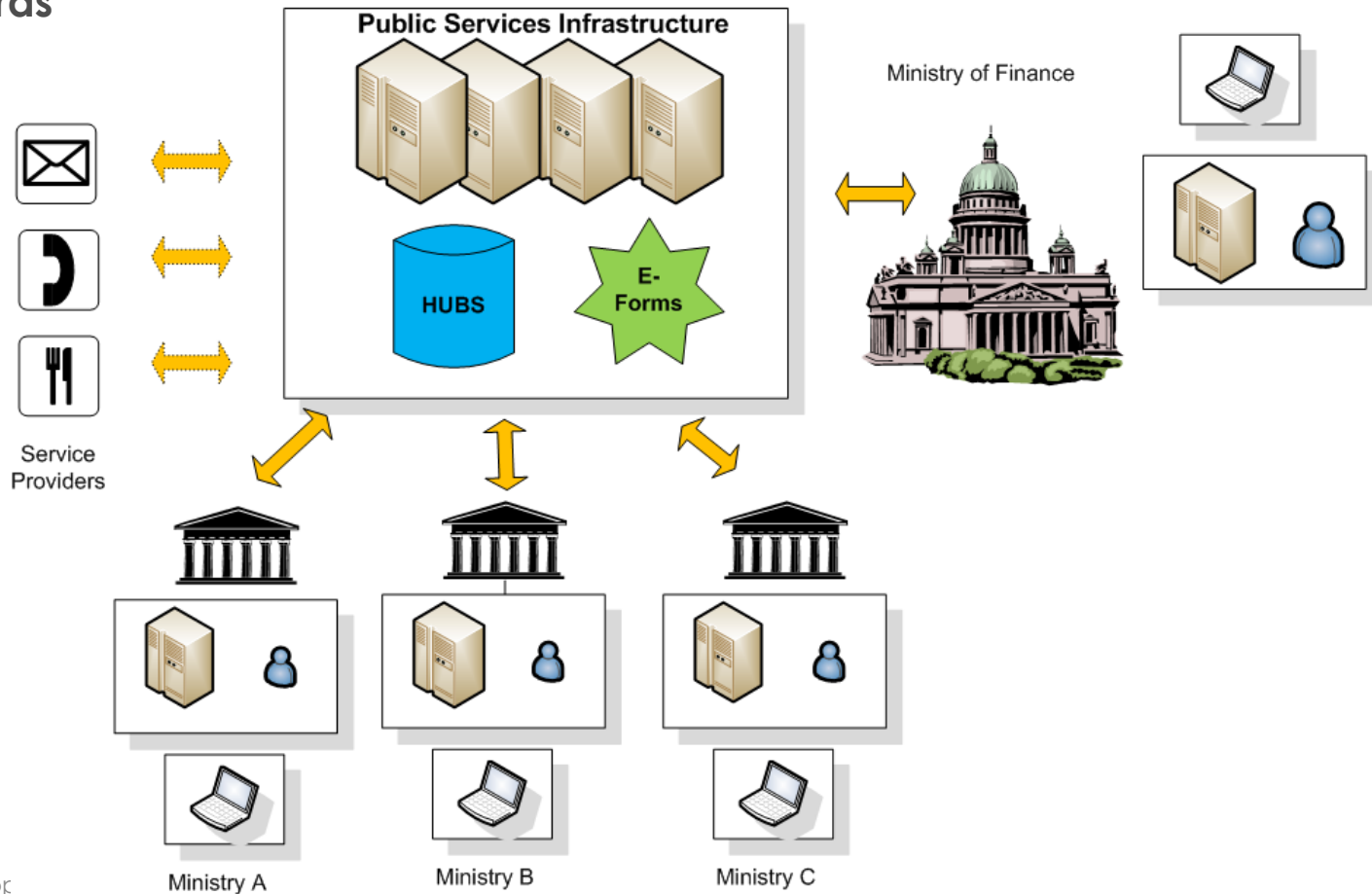
Early 90's

- Decentralised IT Management
- Cost of Hardware comes down
- Respond faster to customer needs
- High level of duplication
- Little sharing
- Increasing sophistication of technology



The New Millennium

- Lower cost of start up
- Ready and robust platform (10,000 e-Services)
- Using Infrastructure to define standards
- Higher security and availability/ sharing of government data
- Centre of Excellence for ICT
- Innovation and Enterprise

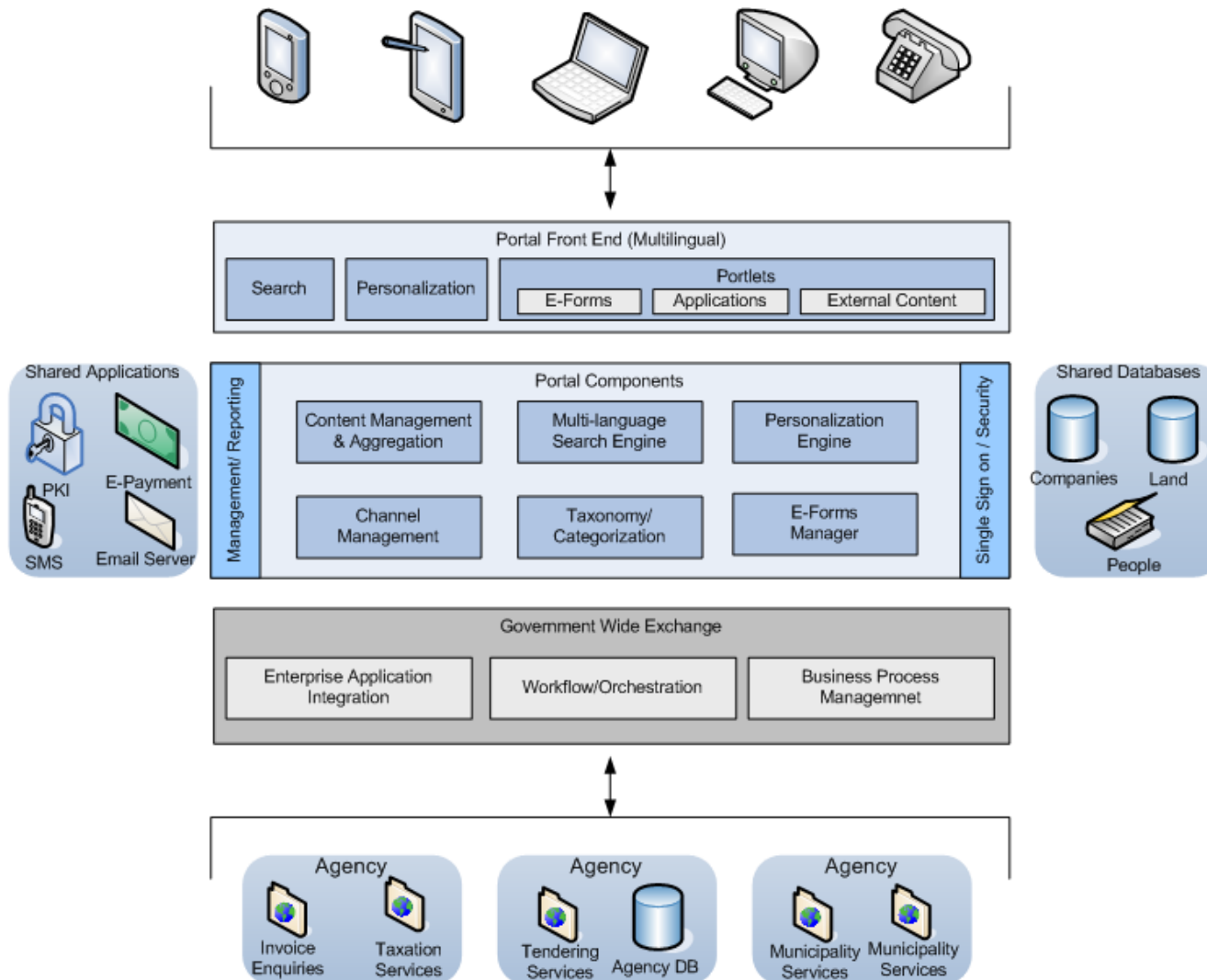


Key Components

- Government Network
- Common Data Centre
- **Application Infrastructure**
- Common Desktop Services



Public Services Infrastructure



Public Services Infrastructure

The screenshot shows the eCitizen portal interface with the following components and callouts:

- Single Signon:** Points to the 'SIGN IN' button in the top left sidebar.
- SMS/Mail Gateway:** Points to the 'You have subscribed to: 3 email alerts, 12 SMS alerts' section in the sidebar.
- Personalisation Engine:** Points to the 'Update My Alerts', 'Personalise My Homepage', and 'Update My Profile' links in the sidebar.
- Service Delivery Framework:** Points to the 'QUICKLINKS' and 'eCitizen LINKS' sections in the sidebar.
- Orchestration:** Points to the 'MyCareer', 'MyMoney', and 'MyNS' links in the top navigation bar.
- People Hub:** Points to the 'UPDATE MY PROFILE' section in the main content area.
- Multilingual:** Points to the 'Name*' field in the 'My Profile' form, which contains the Chinese name '黄铭霖'.
- E-Forms Engine:** Points to the 'Date of Birth*' field in the 'My Profile' form.
- E-Payment:** Points to the 'Monthly Income#' field in the 'My Profile' form.

My Profile Form Data:

Field	Value
Name*	黄铭霖
Gender*	Male
Date of Birth*	[Dropdowns]
Occupation#	General Management
Educational Status#	University Degree
Monthly Income#	Over \$8000

Case Study

- PSi started 10 years ago
- Evolved to SHINE (Service Wide Hosting Environment), hosted by NCS
- Subscription-based billing model
- Evens out peak CPU utilisation

SHINE

Hosting on Demand

- Web Server
- Application Server (ASP, DotNet, Java, Weblogic, Domino)
- PSI eService

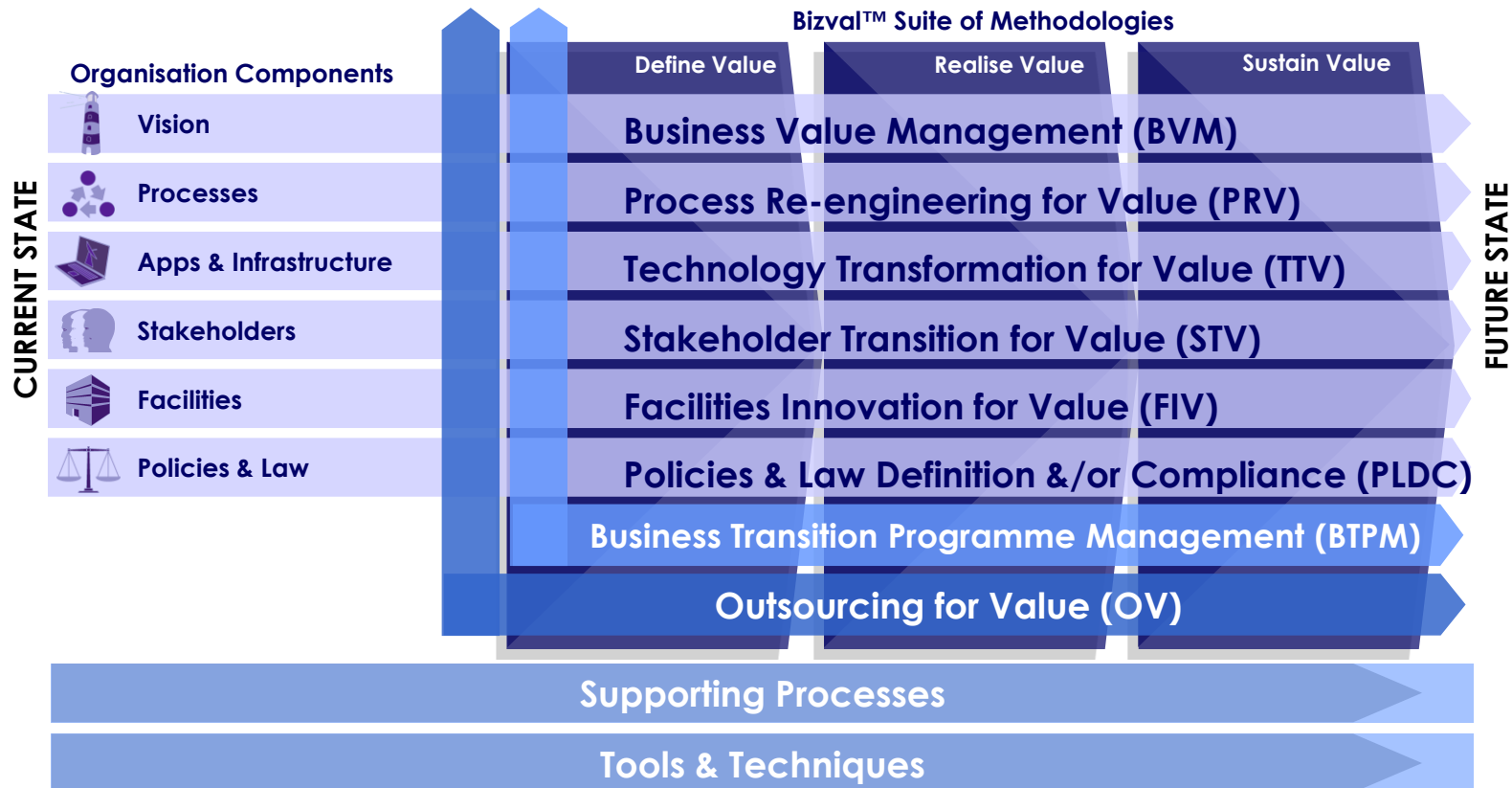
Storage on Demand

- Oracle
- MS SQL

Services on Demand

- Security and Authentication Gateway (SingPass, EASY, Shared NAM)
- Payment Gateway (eNETs Credit, eNETS Debit, BillCollect, Flexipay, CPDS)
- Data Gateway (Companies and Business Data, People Data)
- Content Management (CMS Server, Video Server, SGMS)
- Reporting (Reporting Application, Website Statistics Report)
- Notification (Mailing List, SMTP Server)
- Others (FTP/SSH, EDX Gateway)

NCS Value Delivery Methodologies



E-Government & National ICT Planning Experience

- Vietnam eGovernment Interoperability Framework (eGIF)
- Oman Ubar Portal
- Kuwait Government Portal
- Qatar eGovernment Portal
- Maldives Government online services
- **Pakistan eGovernment Citizen Services**
- Fiji eGovernment Blueprint / Governance / ICT Competency
- **Kyrgyz Republic – Customs Modernisation Consultancy**
- Kuwait eGovernment Blueprint for Online Human Services
- **Sri Lankan eGovernment Blueprint**
- **Thailand eCitizen Portal Blueprint**
- **Thailand Government-wide ICT Competency Development**
- Singapore Intelligent Island : IT2000 Masterplan
- Mauritius Government IT Plan
- Malaysia's Sarawak State Government IT planning
- Singapore - Broadband Infrastructure for Government
- Singapore Government – Public Service Infrastructure



E-Government & National ICT Planning Experience

GOVERNMENT

- e-Customs System
- Human Resource Matters Management System
- Population Census System
- e-Government Hosting Infrastructure System
- e-Government Consulting
- Electronic Handheld Terminal System (EHT)
- Electronic Registration & Filing System (iBizFile)

HEALTHCARE

- Integrated Hospital Information System (iHIS)
- Healthcare Information Exchange System
- Integrated Pharmacy System (iPharm)

EDUCATION

- School Administration and Management System
- School Examination System
- Virtual Canvas

HOMELAND SECURITY

- Emergency Preparation and Management Solution
- Case Management Solution
- People Population System
- Immigration and Registration Solution
- Prisons and Rehabilitation Solution

INFRASTRUCTURE MANAGEMENT SOLUTIONS

- Managed/Technology Solutions
- Regional Operations
- Consultancy Services

Thank You | *Let us be a Value Creator for your organisation*

