

The views expressed in this paper are the views of the author and do not necessarily reflect the views or policies of the Asian Development Bank (ADB) or its Board of Directors, or the governments they represent. ADB does not guarantee the accuracy of the data included in this paper and accepts no responsibility for any consequences of their use. Terminology used may not necessarily be consistent with ADB official terms.

Government Service Transformation Case Studies

Presented by

Vanessa Zehnder
Principal Consultant
eGovernment Consulting
NCS Pte Ltd

Government Service Transformation Case Studies

- ❖ **ICT Planning and Blueprint**
- ❖ **Infrastructure**
- ❖ **G2C**
- ❖ **G2B**
- ❖ **G2G**

Government Service Transformation

Case Studies

- ❖ **ICT Planning and eGovernment Blueprint**
- ❖ **Infrastructure**
- ❖ **G2C**
- ❖ **G2B**
- ❖ **G2G**

Online services is but a starting point to e-Government....

.... e-Government is about improving and enhancing the way you work...

...it is about accountability to your people and the business...

e-Government is ...

Government Service Transformation

a transformation of the way the government serve its people.

a transformation to achieve

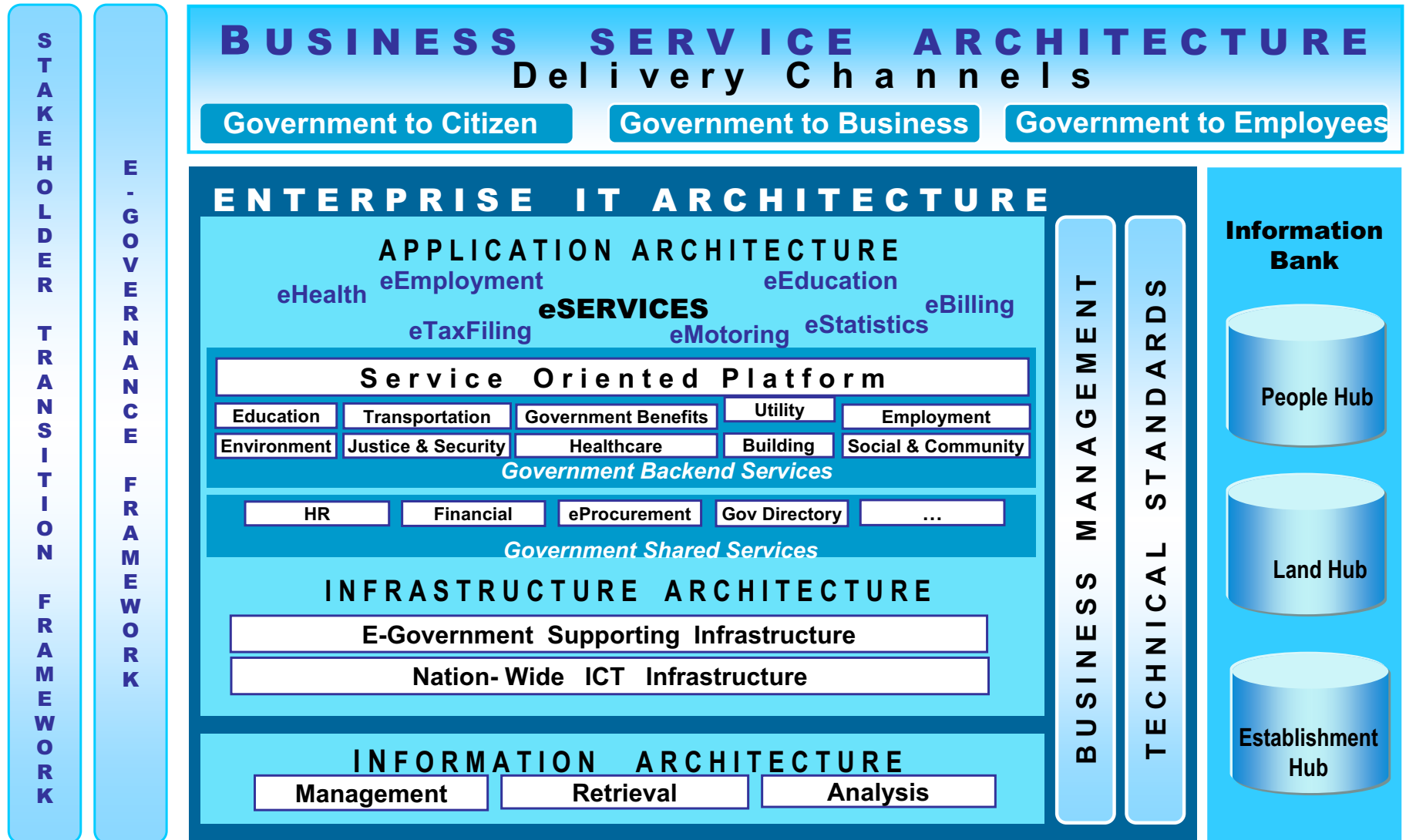
'One Government'

Service Level Experience for its People

Define ValueStarting Right

Digital Nation Framework

NCS consulting Framework for e-Government Planning





ICT Planning and E-Government Blueprint

Singapore

Singapore ICT Plan

- § Delight Customer
- § Connect Customer

- § Create a world's leading e-Government
- § Infocomm as major growth sector
- § Infocomm as enabler of Singapore's competitiveness
- § Enhance e-lifestyle of Singaporeans

- § Connect computers in every home, school and office
- § Develop network communities
- § Increase ICT applications in industry
- § Develop applied research capability

- § Improve ICT infrastructure
- § Develop network communities
- § Increase ICT applications in industry
- § Develop applied research capability

- § Computerisation of civil service
- § Development of IT industry
- § Growing a pool of IT professionals

Connected Singapore
2003 --

Infocomm21: Infocomm Capital
2000 -- 2003

IT 2000: Intelligent Island
1992 -- 2000

National IT Plan
1986 -- 1991

**National
Computerisation
Plan**
1980 -- 1985

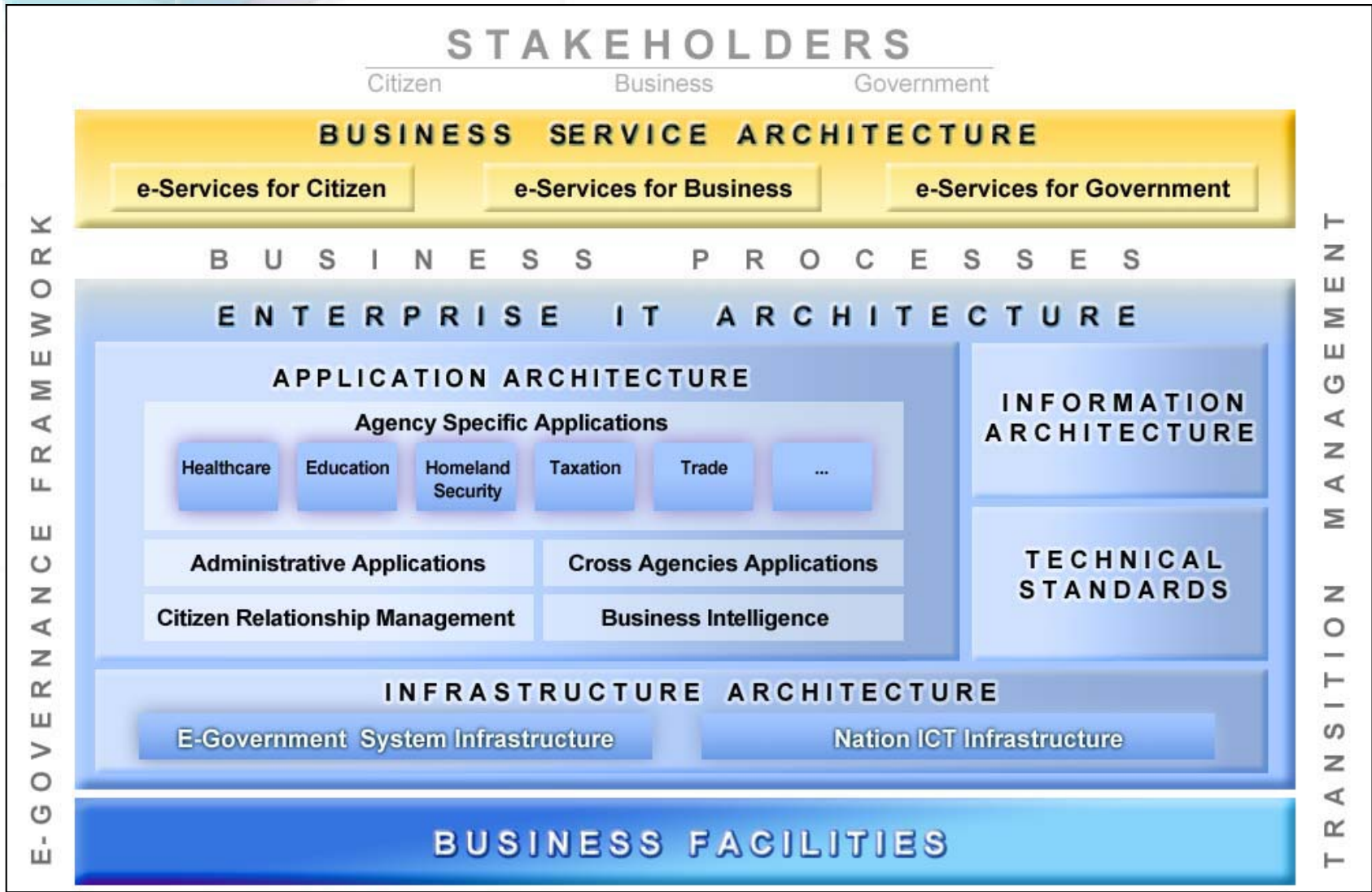


ICT Planning and E-Government Blueprint

Sri Lanka

Sri Lanka e-Government Consulting

Using NCS e-Government Framework



Sri Lanka e-Government Consulting

Strategic Business Review

Business Visioning

Business Strategy Development

Implementation Formulation

Review Current State
Identify Areas of Competitive Advantage
Analyze Industry Trends & Competition

Envision Desired State

Identify & Screen Opportunities
Analyze Opportunity / Gap
Benchmark & Make Recommendations

Define Blueprint
Identify Program
Define Implementation Plan

REVIEW



Current Business Functions

Current IT Infrastructure

Agency Specific Application Systems
Cross Agency Application Systems
Supporting Appln & System Infrastructure
Nation Wide ICT Infrastructure

Current Information Architecture

Current Business Management

Current Technical Standards

Current Information Bank

Current e-Governance Structure

Stakeholder Transition Assessment



DEFINE

Business Service Architecture

e-services
Presentation Models

Enterprise IT Architecture

Agency Specific Application Systems
Cross Agency Application Systems
Supporting Application Systems
Supporting Application & System Infrastructure
Nation Wide ICT Infrastructure

Information Architecture

Business Management

Technical Standards

Information Bank

e-Governance Structure

StakeHolder Transition Plan



Development Model

Prioritization

Implementation Strategy

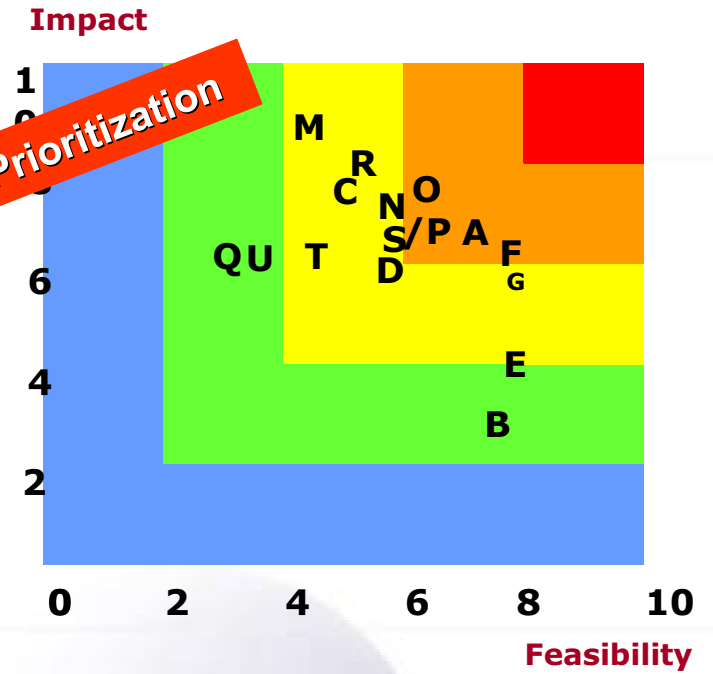
Implementation Plan

Sri Lanka e-Government Consulting - Recommendations

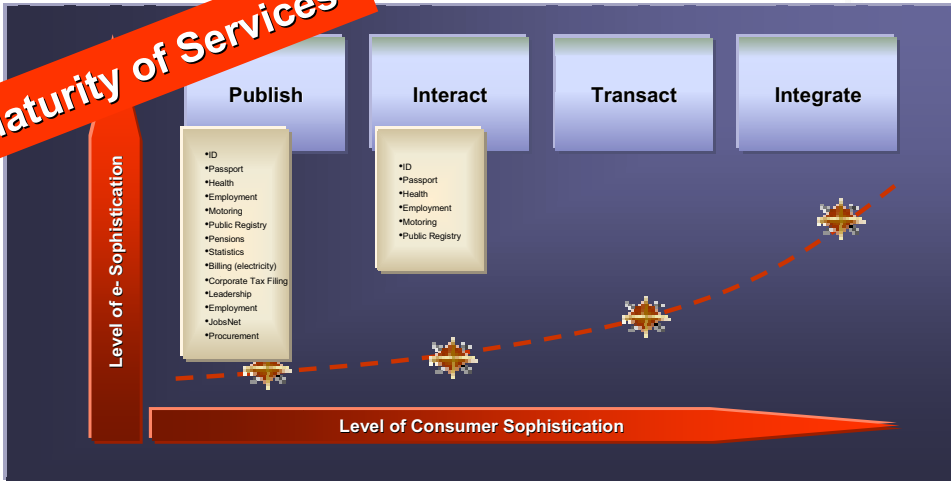
Business Services



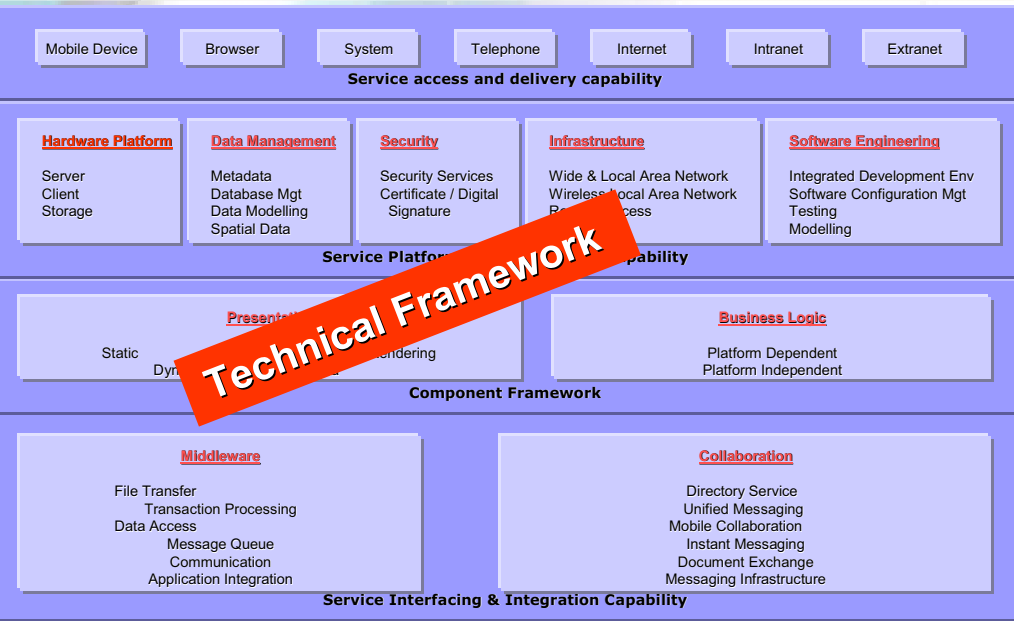
Prioritization



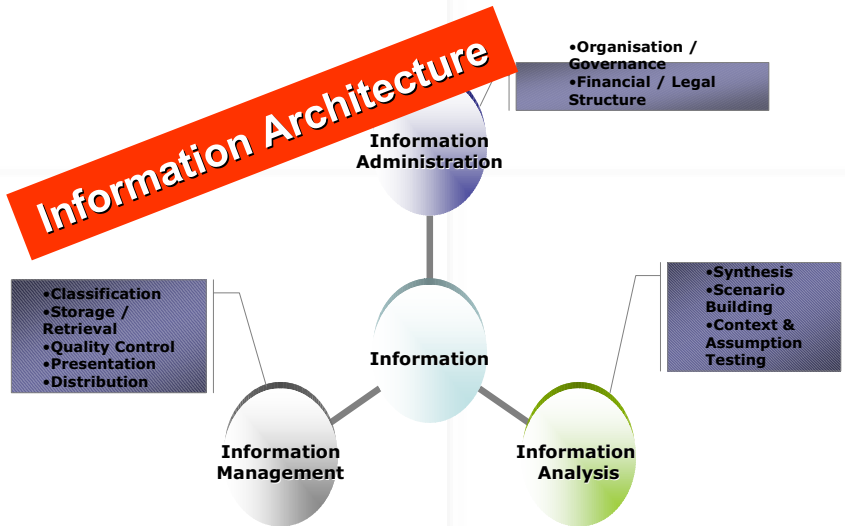
Maturity of Services



Sri Lanka e-Government Consulting - Recommendations

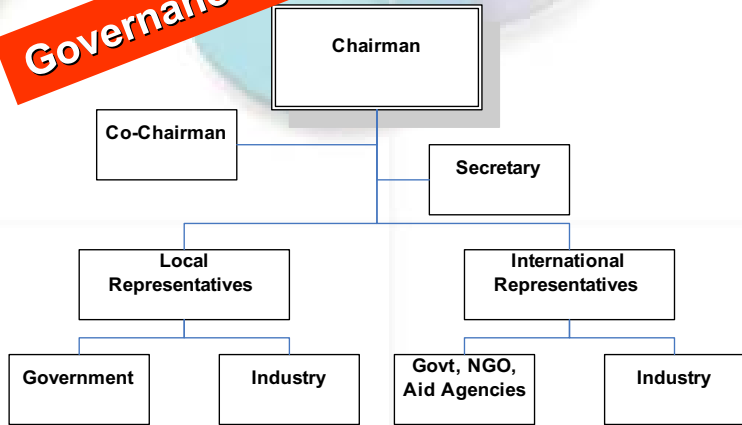


Services	Service Access & Delivery	Service Platform & Infra	Component Framework	Service Interface & Integration	Data Sources
e-Filing -Issuing of Income Tax Return for Companies, Individual Taxpayer, & Notice Assessment -Issuing of PAYE Slips -Issuing of Reminder -Issuing of VAT assessment returns	Browser, Internet	Uses eGate, Rem...	J2EE	XML	Establishment Hub + Operational
e-Stat -Online	Browser, Internet	Uses eGate	J2EE	XML	Operational
e-Customs -Custom Declaration -Container Clearance -Generation of Statistical Reports -Reg of Importer, Exporter and Clearing Agents	Browser, Internet	Uses eGate	J2EE	XML	Operational
e-Ports -Container Discharging & Loading -Container Receiving & Delivery -Loading & Delivery Billing -Export Billing -FCL/KCK Cargo Clearance -Cash/Cheque Receivables -Issuance of Temporary Permits for Persons & vehicles	Browser, Internet	Uses eGate or packaged solution	J2EE	XML	Operational
e-EPF -Registration & Updates Member info -Application of Claims -Withdrawal of Funds	Browser, Internet	Uses eGate	J2EE	XML	Operational



Sri Lanka e-Government Consulting - Recommendations

Governance Structure



Sub-Project	Year 0			Year 1			Year 2			Year 3		
	Capital	Annual Recurrent	Est. Enh.	Capital	Annual Recurrent	Est. Enh.	Capital	Annual Recurrent	Est. Enh.	Capital	Annual Recurrent	Est. Enh.
e-Motoring	Xxx	xxx	x x x	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
e-Health	xxx	xxx	x x x	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
e-Employment	xxx	xxx	x x x	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
e-Bill	xxx	xxx	x x x	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
E-ID	xxx	xxx	x x x	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx

Cost & Returns



Fund Disbursement

Government Service Transformation Case Studies

- ❖ ICT Planning and eGovernment Blueprint
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e-Government Infrastructure
Public Service Infrastructure

Singapore

Public Service Infrastructure (PSI)

- To help the Government agencies bring over-the-counter services online
- To enable public services over the Internet
- To provide citizen-centric e-services

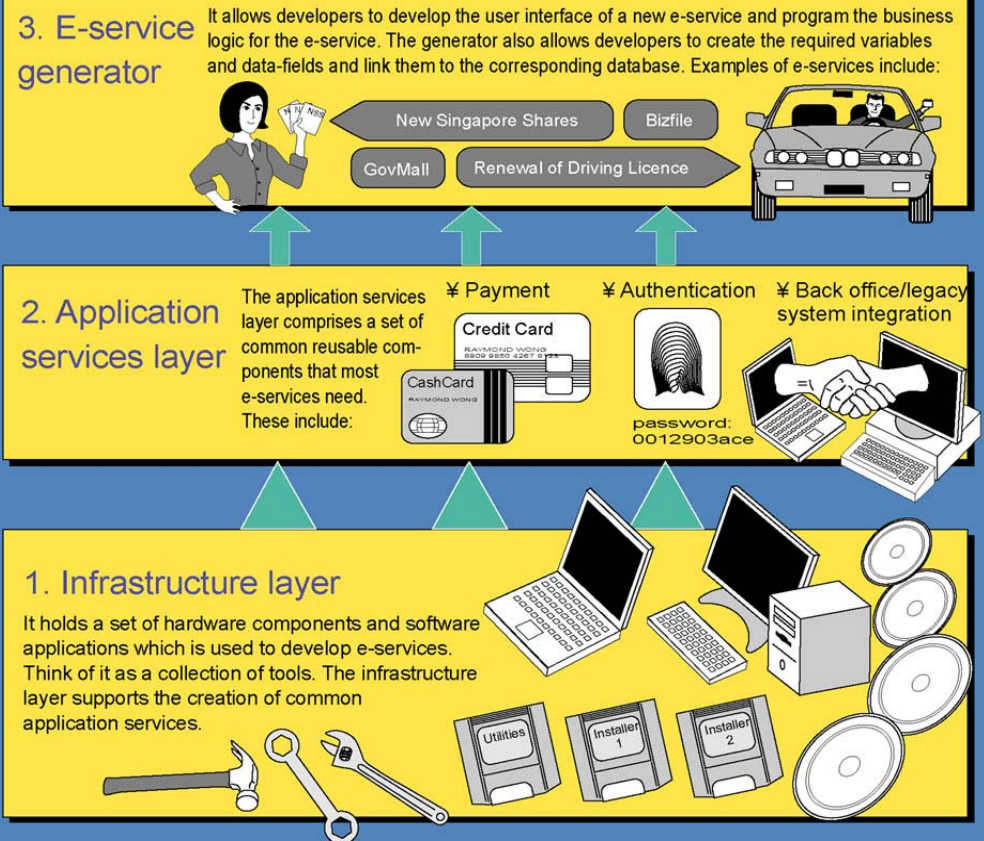


**A common platform for
large scale deployment of Government Services on the Internet**

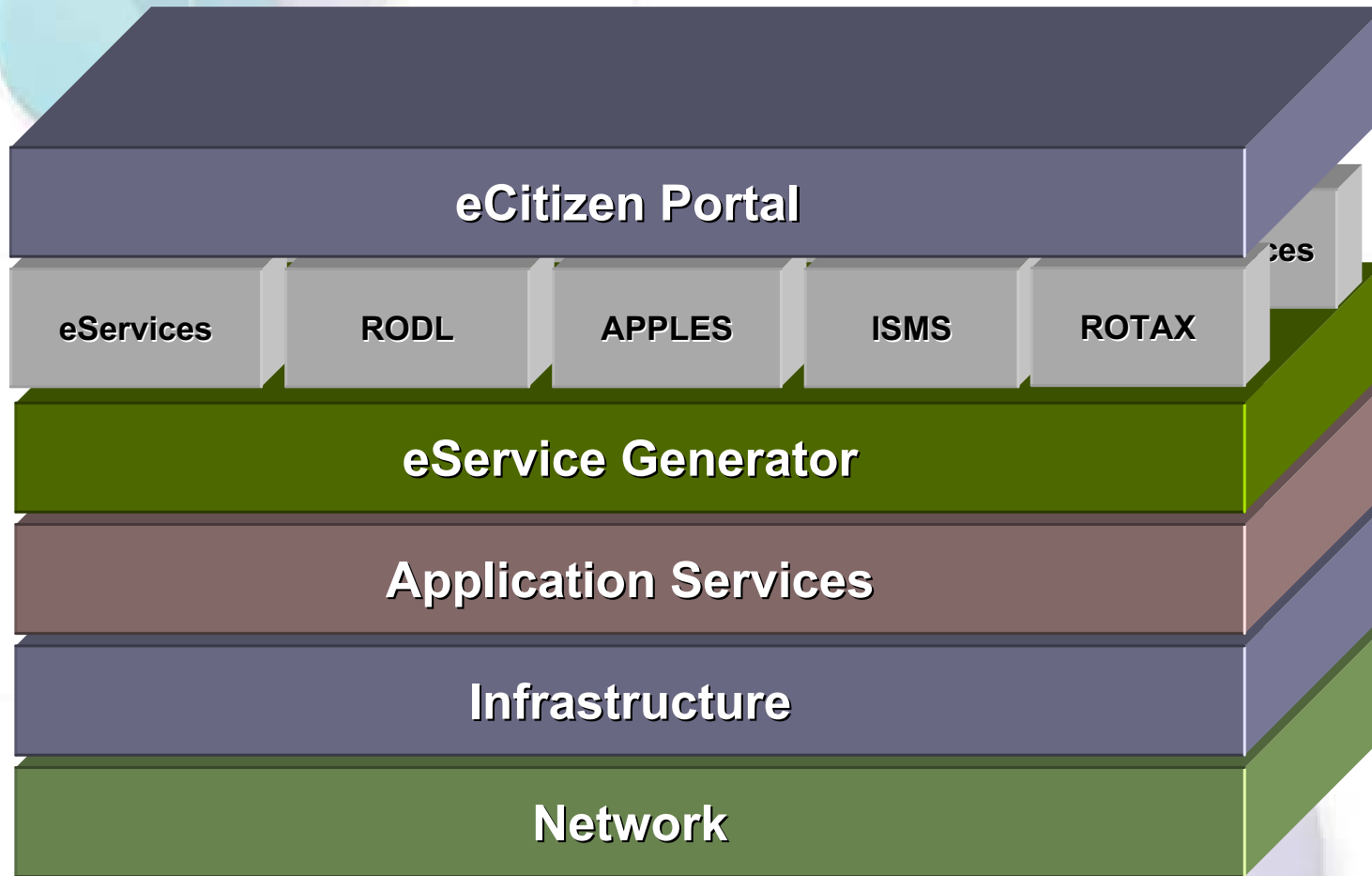
Public Services Infrastructure (PSI)

- Large-scale Internet-based e-service delivery infrastructure planning & deployment
- Supports rapid, standardised development & roll-out of e-services
- More than 50 agencies riding on PSI
- Consultancy and training
- Won US-based e-Gov Award in 2003

The three layers of Public Service Infrastructure (PSI)

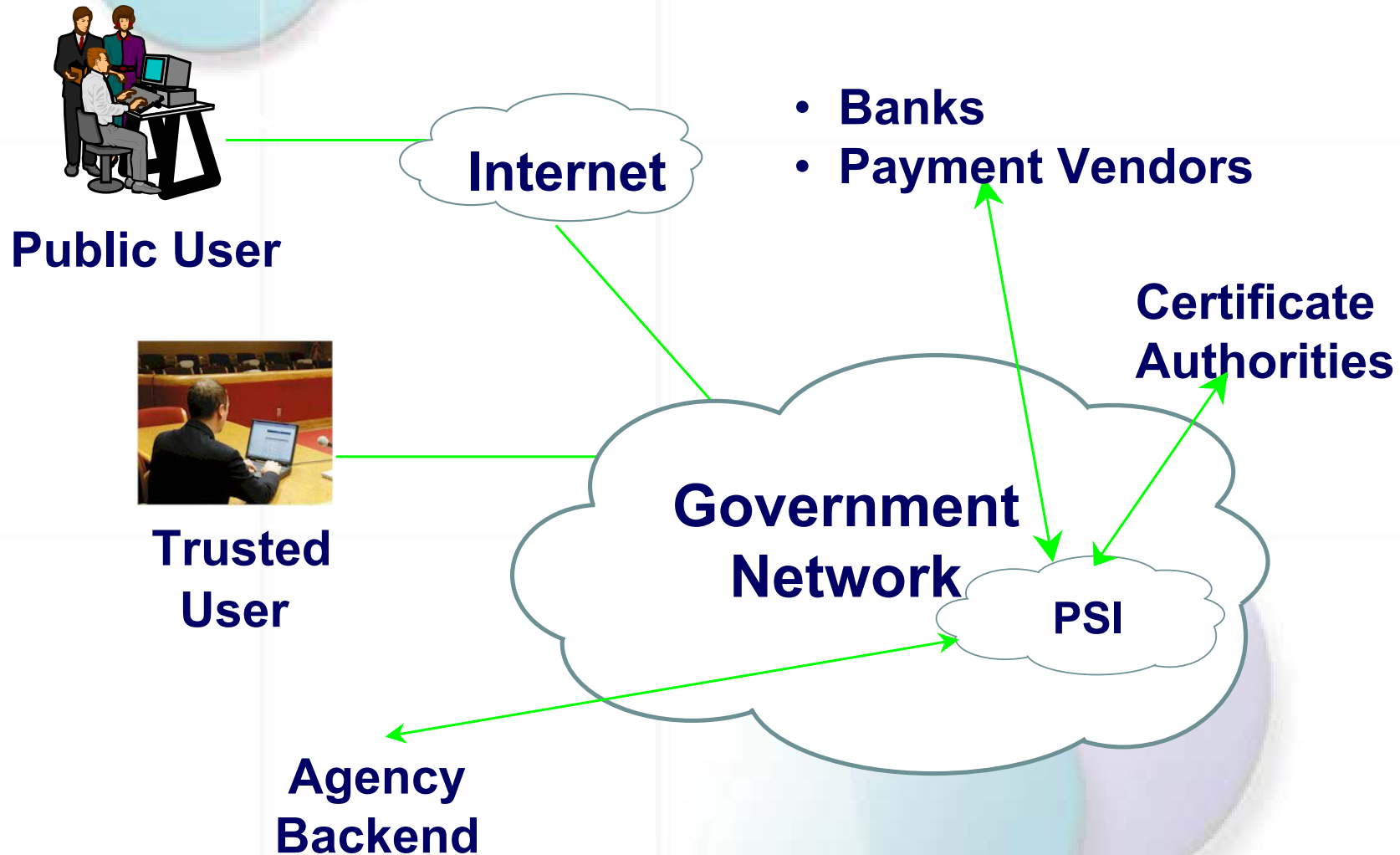


Public Service Infrastructure - Components



Government Public Services Infrastructure (PSI)

One of world's 1st government-wide Internet-based service delivery infrastructures





e-Government Infrastructure

e-Citizen Portal

Singapore

Unifying Platform, Aggregated & Intuitive Service Portal

- **Single access point to all government information and services based on the concept of 'Many Agencies, One Government'**
- **Integrated public services and multi-agency collaboration .e.g. obtaining Public Entertainment licenses - one application replaces 8 and waiting time reduced from 8 wks to 2 wks**
- **Intentions-based approach**
- **Offers both informational and transactional services**
- **High degree of transactional capability involving authentication, security, confidentiality**
- **Prevalence of privacy statements, audio and video clips**

eCitizen Portal

Service By Life Events

Public Consultation on Proposed Names for Stations along the Circle Line Stages 1 to 3

Give us your feedback on national issues and policies.
> [Government Feedback](#)

SINGPASS
SingPass gives you online access to:

- CPF Statements
- Request for ERS Encashment
- IRAS E-filing

> [Find out more about SingPass](#)
> [Get Your SingPass](#)

eCITIZEN HELPER

ELECTIONS • LAW

Some services available:

- Check Names in Register of Electors
- Seek Legal Aid & Advice

EMPLOYMENT • EDUCATION • LIBRARY

Some services available:

- Upgrade My Skills
- Search for School Information
- Browse/Search the Library

FAMILY

Some services available:

- Get Married
- Find Childcare Centre
- Apply for Birth Extract

HEALTH • HOUSING

Some services available:

- Seek Health Care Services
- Buy a Property
- Check Availability of Flats for Select

> [Login to My.eCitizen](#)

BUSINESSES

Your gateway to business-related information and financing schemes, licenses and permits, networking, starting up, etc

eCitizen

Your Gateway to All Government Services

[Government Links](#) | [About eCitizen](#) | [Feedback on eCitizen](#) | [Sitemap](#)

Powered by Google

SEARCH

SINGAPORE



[eCitizen Home](#) | [Businesses](#) | [Non-Residents](#) | [My.eCitizen](#) | [A-Z Government List](#)

[About Family Town](#) | [How to use this Website](#) | [Website Feedback](#) | [Site map](#)



Search [Faq's](#) [E-Services](#)

 Children & Parenthood Register Birth >> • Apply for Birth Extract Adopt A Child >> • Important Considerations Before Adoption Care for Your Children >> • Childcare Options more >>	 Teenage & Youth Experience Youth >> • Apply for Scholarship • Seek Career Guidance Parenting Teenagers >> • Application for Secondary Schools more >>	 Courtship & Marriage Find Your Soulmate >> • Apply for SdO Membership • Apply for SdS Membership Get Married >> • Register a Civil Marriage • Register a Muslim Marriage more >>	 Elderly & Ageing Care for the Elderly >> • Care Arrangements for the Frail Elderly • Healthcare Information Stay Active for the Elderly >> • Avenues for Staying Active more >>
--	--	--	--

What's New

- Building the Next Generation
- Sign up for marriage preparation e-learning course and stand to win a Banyan Tree Bintan getaway!!
- Adoptive Parenting Workshop "Common Development Issues of Adoptees"

Family Support

- Stop Family Violence >>
- Help for the Victim

Online Advice
Enter >>

GOVERNMENT

CITIZENS & RESIDENTS

BUSINESSES

NON-RESIDENTS

eCitizen

Your Gateway to All Government Services

[Contact Info](#) | [Feedback](#) | [Sitemap](#)

Search

Go

powered by 

[eCitizen Home](#) | [About Us](#) | [Useful Links](#) | [My.eCitizen](#)

[A-Z Government List](#)

My.eCitizen

personalised services for

*Personalised Alerts
and Login Page*

Welcome to My.eCitizen. Configure your own personal homepage of e-services and never miss a payment deadline again with our SMS and email alerts.

Some of the alerts you can receive are:

- Renewal of road tax
- Passport renewal notifications
- Library book reminders
- Season parking reminders
- Parliament notices and alerts

LOGIN NOW



Use My.eCitizen today

You will need [SingPass](#) to login. Request or reset your SingPass [here](#).

eCitizen Portal - Moving House

eCitizen
Your Gateway to All Government Services

Government Links | About eCitizen | Feedback on eCitizen | Sitemap

Powered by Google

SEARCH

SINGAPORE

eCitizen Home | Businesses | Non-Residents | My.eCitizen | A-Z Government List

Housing

Our Aspirations

Moving House

- Selling a Property
- Buying a Property
- Looking for Property
- Renting a Flat
- Moving House**
- Renovating your home
- Developing a Property
- Enjoying Amenities
- Housing-Related Services
- Parking Your Vehicle
- Estate Renewal Programmes

Overview

Home owners often have to deal with a number of agencies when moving house. In addition to arranging for the removal of belongings, the home owner may need to contact various agencies to arrange for daily needs.

Examples of these agencies are: the [Housing & Development Board \(HDB\)](#), [Power Supply Ltd](#), [Public Utilities Board](#), [Singapore Development Authority of Singapore](#), [Immigration & Checkpoints Authority \(ICA\)](#), [Singapore Post \(SingPost\)](#), [Singapore Telecommunications \(SingTel\)](#), and the [Urban Redevelopment Authority \(URA\)](#).

Key Activities

- [Apply for Telephone Line](#)
- [Apply for TV Licence](#)
- [Apply for Utilities](#)
- [Change Address](#)
- [Re-direct Mail](#)
- [HDB Parking](#)
- [URA Parking](#)

- Single access point to all government information and services.*
 - Singapore Telecom*
 - Singapore Broadcasting Authority*
 - Power Supply Ltd*
 - Singapore Post*
 - Housing & Development Board*
- Intentions-Based Approach*

eCitizen Portal – Looking for a Job

eCitizen

Your Gateway to All Government Services

[Government Links](#) | [About eCitizen](#) | [Feedback on eCitizen](#) | [Sitemap](#)

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SEARCH



[eCitizen Home](#)

[Businesses](#)

[Non-Residents](#)

[My.eCitizen](#)

[A-Z Government List](#)

powered by Google

search now

Employment town

Your gateway to labour market information and services



14 April 2004, Wednesday

[About Employment Town](#) | [FAQs](#) | [Contact Us](#) | [Terms of Use](#) | [Site Map](#)

For Employers

- ▶ Recruit Workers
- ▶ Manage My Workforce
- ▶ Train My Workers
- ▶ Manage Excess Manpower

For Individuals

- ▶ Plan My Career
- ▶ Search for Jobs
- ▶ Upgrade My Skills
- ▶ Rejoin the Workforce
- ▶ Cope with Retrenchment

Information On

- ▶ e-Services
- ▶ Employment Laws & Guidelines
- ▶ CPF & Tax
- ▶ HR Information



WHAT'S NEW

28 Feb 2004

1. Central Provident Fund Board
2. Ministry of Manpower
3. Inland Revenue Department

POPULAR LINKS

Highlights

JOBS
JOB System

CareersMatch
SINGAPORE



eCitizen
Government Services

Subscribe to Us

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- ❖ **G2G**



e-Government G2C

e-Library Portal

Singapore

e.Library - Objectives

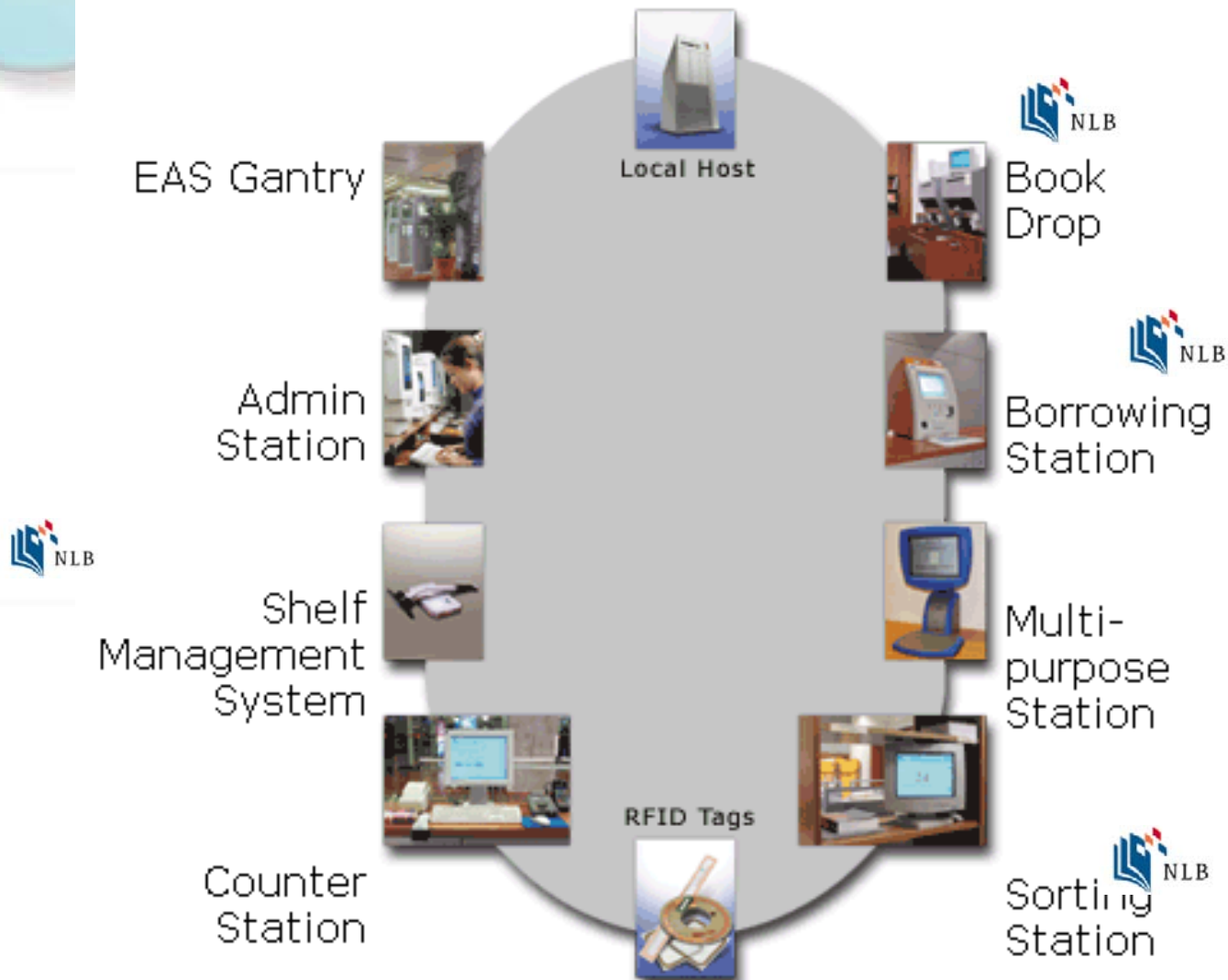
- **Bring the library system to the Internet age with high- tech facilities**
- **Streamline customer-facing activities e.g time to check out and time to shelf a book when it is returned, time-to-information**
- **Remove unfulfilling job functions e.g stamping book**

e.Library – Key Features

- **Electronic Library Management System (ELiMSTM)**
- **Self-check stations for borrowing books**
- **Book drops for immediate update**
- **Borrowers' Enquiry Service/Payment - check library records, make payment for overdue fines using cash card (onsite).**
- **NL.Line - online services e.g book loan services, membership application, loan status**
- **VISTA - handles loan transactions.**
- **Panorama - multimedia stations providing access to streaming content e.g videos, CD-ROMs.**

e.Library – Self Service

ELiMS™



Self-Check Station



National Library Board
Singapore

Following are the step-by-step instructions to using the self-check machine:



Step 1
Select language of transaction.



Step 2
Place library card or NRIC in the slot. Do not remove it throughout the transaction.



Step 3
Open book to the page with the bar code and place on extreme left as shown. Remove book after screen displays 'loan confirmed' message.




Step 4
Repeat step 3 if you want to borrow more books. Otherwise, remove your library card or NRIC from the slot.


e.Library – Re-engineering at National Library Board

Home Feedback Search Site Site Map FAQs Catalogue NLB Online Services



Careers @ NLB Join As A Friend



- About Us
- Our Libraries
- Events & Exhibitions
- Newsletter
- Press Releases
- Our Partners
- Related Sites
- Useful Links




Step 1
Hold your membership card or NRIC without blocking the barcode.
Flash the barcode on your card across the scanner.




Step 2
Your loan record and payment charges (if any) will be displayed.

Step 3
Insert your cashcard into the slot to pay for charges listed under 'Payable Here'.



Step 4
Please wait for the charges to be deducted and for your records to be updated. Remember to collect your cashcard.



Step 5
To clear the screen, flash the barcode on your card across the scanner.

Borrower's Enquiry Terminal

e.Library – Re-engineering at National Library Board

The screenshot shows the National Library Board (NLB) website interface. At the top, there is a navigation bar with links for Home, Feedback, Search Site, Site Map, FAQs, Catalogue, and NLB Online Services. Below this, there are links for Careers @ NLB and Join As A Friend. The main content area features a 'News Flash' section updated on 14 August 2001, listing several news items with 'more' links. On the left, there is a sidebar with the NLB logo and a menu of links including About Us, Our Libraries, Events & Exhibitions, Newsletter, Press Releases, Our Partners, Related Sites, and Useful Links. Below the menu, there are sections for 'Highlights', 'Book Reviews' (with a 'read review' link), and 'Hot AV Arrivals' (with a 'more' link). At the bottom, there is contact information for a 24-Hour Helpdesk, an Automated Enquiry System, and a Library Phone-in Service, along with a note about the best viewing resolution and browser requirements.

Home Feedback Search Site Site Map

FAQs Catalogue NLB Online Services

Careers @ NLB Join As A Friend

News Flash Updated 14 August 2001

- New National Library building @ Victoria Street. Get updates! [more](#)
- Live transactions unavailable from 11.30pm (18 Aug) to 8.00am (19 Aug) [more](#)
- Reference, Regional and Community Libraries close at 4.00pm on 1 Sep [more](#)
- New bookdrop at Maybank Capital Tower Branch Autolobby! [more](#)
- Football Madness at Woodlands RL! Fabulous prizes include an autographed Liverpool jersey! Check it out in the Student Virtual Community [more](#)
- Awareness talks on Scholastic Assessment Test, Graduate Management Admission Test & Graduate Record Examination Requirements [more](#)
- [More news](#)

24-Hour Helpdesk: Call 776 9338 or email helpdesk@nlb.gov.sg
Automated Enquiry System: 1800 332 3188
Library Phone-in Service: 774 7178

Best viewed in 800 x 600 resolution with Internet Explorer 5.x or Netscape Navigator 4.76 and above.

Highlights

Book Reviews:

- The Everything Book [read review](#)

Hot AV Arrivals:

- Belafonte at Carnegie Hall
- Fun With French
- Woof (It's a Dog's Life) [more](#)

Navigation Menu:

- About Us
- Our Libraries
- Events & Exhibitions
- Newsletter
- Press Releases
- Our Partners
- Related Sites
- Useful Links

- Apply for Membership
- Check Account and Loan Status
- Check My Account
- Recommend a Title
- Reference Point
- Report Loss of Card
- Report Change of Address

e.Library – Self Service

In NLB, we are dedicated to making life-long learning an integral part of Singaporean lifestyle. Our members will enjoy much more than just a roomful of books, special facilities and collection. Each library visit promises an innovative learning experience.

Please read our [Library Membership Guide](#)

- ◆ Singaporeans can apply for library membership using this form. Those who opt to use their NRIC as their membership card, must visit the selected branch library to activate it.
- ◆ Permanent residents and foreigners have to register at a branch library.

Please complete all fields marked with an *.

Please note that you will be held responsible for any outstanding library materials borrowed under your card before you report the loss of your library card.

NRIC or BC No. *	<input type="text"/> (S9999999X or T9999999X)
Name as in NRIC or BC *	<input type="text"/>
Age *	<input type="radio"/> Below 15 years (free membership card) <input type="radio"/> 15 years and above (\$5.00 for membership card or you may use your NRIC as membership card)
Telephone (Home) *	<input type="text"/>
Telephone (Office)	<input type="text"/>
Email	<input type="text"/>
Need a membership card? *	<input type="radio"/> Yes <input type="radio"/> No (you may use your NRIC as membership card)
Library to activate or collect card *	Select a Library <input type="text"/>

Click [here](#) for information on NLB branches.



National Library Board
Singapore

Applying for Membership

e.Library – Benefits

- **No. of new customers - 1 million in the last 5 years**
- **Checkout time for materials - From 1 hour to 5mins**
- **Return of books - zero time, zero queues**
- **Stock-take of library takes less than a day**
- **Returning a book to shelf within 24 hours**
- **New book to shelf - same day as launch; from 10 to 3 tasks**

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e-Government G2C Transportation

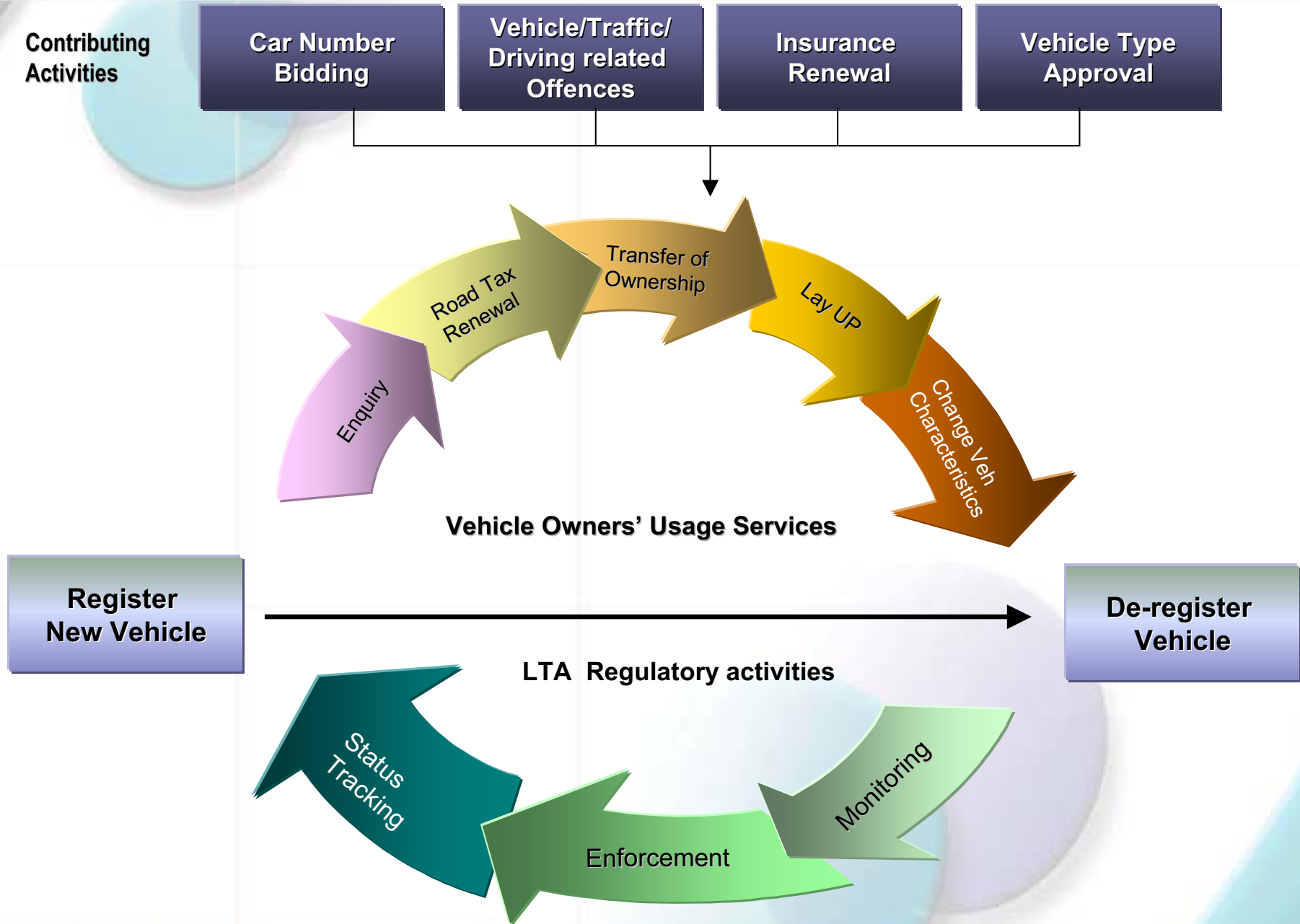
One.Motoring Portal

Singapore

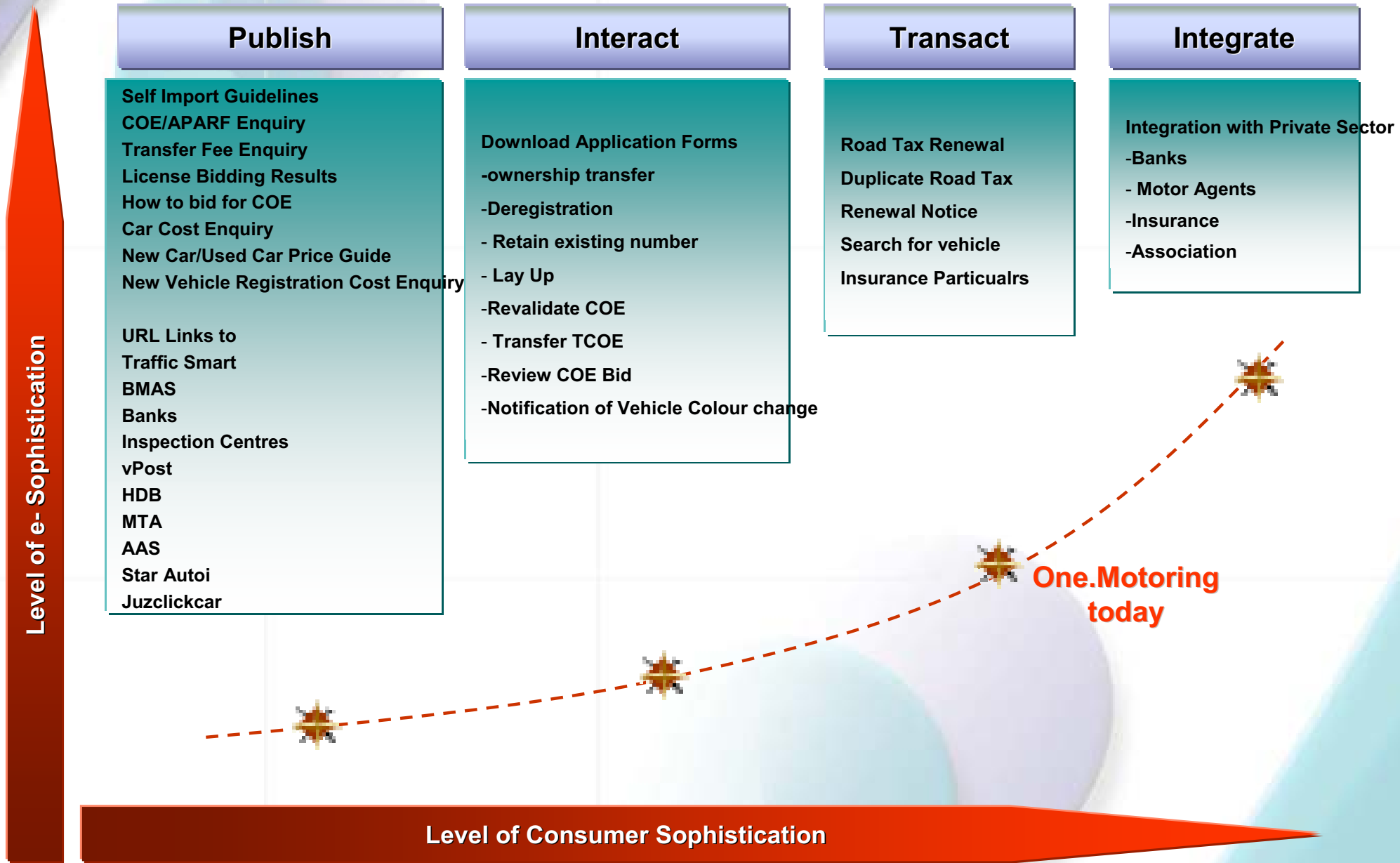
One.Motoring - Objectives

- **Portal for motoring products and services offered by the Land Transport Authority (LTA) and the motoring industry;**
- **Convenient one-stop service for the public to conduct motoring-related transactions over the Internet from the comfort of their homes or offices.**

One.Motoring - Background

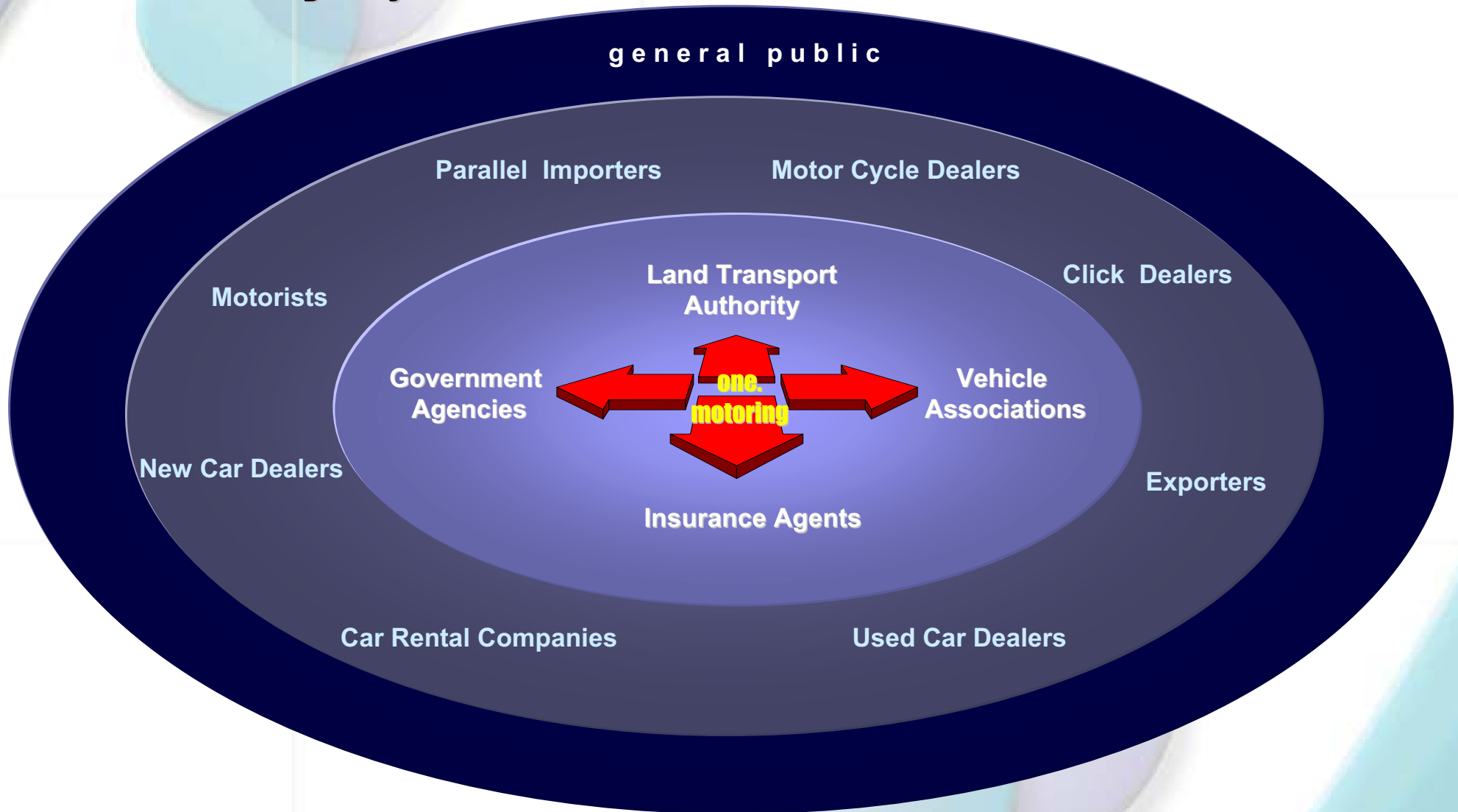


One.Motoring - Evolution



One.Motoring - Users

Heart of the Motoring EcoSystem



One.Motoring – Sample e-Services

Search

Quick Access to ...

Resource & Services

- On-Line Services
- e-Payment Services *New!*
- Forms Download
- Commercial Services
- Checklists
- FAQs
- Government Links

updated news at....
LTA information

- Policies & Schemes
- Vehicle Modification

Latest News

- 03/03/2003 [Temporary Realignment Of Tanjong Rhu Road](#)
- 03/03/2003 [Widening Of Bukit Timah Expressway Between Kranji Expressway and Seletar Expressway](#)
- 28/02/2003 [Temporary Realignment Of Paya Lebar Road Between Pan Island Expressway \(PIE\) And Circuit Link/Ubi Avenue 2](#)
- 28/02/2003 [Vehicle Quota System March 2003 First Open Tender For Vehicle Entitlements](#)
- 24/02/2003 [Temporary Closure Of Slip Road From Bukit Paniang Road into Bukit Timah Expressway](#)
- 22/02/2003 [Temporary Closure Of Slip Road From Tampines Expressway To Tampines Road](#)

[more news](#)

COE Open Bidding System

Bidding status as on 04/03/2003 10:41:49.31 HRS

Category	Current COE Price(\$)
A - Car (1600cc & below) & Taxi	1
B - Car (Above 1600 cc)	1
C - Goods Vehicle & Bus	1
D - Motorcycle	1

Done

Internet

- Renewal of Vehicle Road Tax
- Revision of Certificate of Entitlement (COE) bid amounts
- Changes in vehicle particulars
- Payment of fines
- Purchase of publications
- Search for vehicle insurance particulars

One.Motoring - User Experience

Selected vehicle transactions

- **New Registration by Authorised Agent via LTALink (Leased Network between LTA and Agents)**
- **Renew Road Tax by Proxy via Country Portal (No visits to the counter required)**
- **Transfer of Vehicle at LTA Counter (Do not need to go to multiple counters)**

New Registration by Authorized Agent via LTALink (1)

One Motoring - Home - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Links >>

ONE MOTORING
Your Fast Track To Complete Motoring

About Us | FAQs | Contact Us | SiteMap | Search Enter Key

LTA: Select Motoring: Select Traffic: Select

Register | Login

LTA Quick Links

- e-Transactions
- e-Payments
- Online Enquiries
- FAQs
- Links
- Login to LTA Services
- Login to LTA Services (SingPass)
- Login to LTA Link**

* Maintenance Message

COE Open Bidding System

LIVE bidding results
click here ▶

Bidding status as at
14/09/2004
16:22:12.80 hrs

Category

Buy a New Vehicle
Maintain a Vehicle
Buy & Sell a Used Vehicle
De-Register a Vehicle

Facts & Figures
Policies & Schemes
Modification Grid
Vehicle Modification
Vehicle Tax Stamp
Checklists
Forms Download

On-the-Roads
Traffic Conditions

Latest News

- 13/08/2004 August 2004 Second Open Bidding Exercise For Certificates Of Entitlement
- 04/08/2004 Results Of August 2004 First Open Bidding Exercise For Certificates Of Entitlement
- 04/08/2004 Award of Contract for Construction And Com

Client Authentication

Identification


The Web site you want to view requests identification. Select the certificate to use when connecting.

- yangming
- VRL Test User 10
- VRL Test User 9

More Info... View Certificate...

OK Cancel

New Registration by Authorized Agent via LTALink (3)



General Info Application Help Logout

Available Credit Limit: \$ 12,000.00 Session Date: 7 Oct 2004
User ID: AA_TEST1

Ownership | Licensing | Finance | Vehicle Hub |

Register New Vehicle

Application Details

Save-As-Draft ID:

OR

Owner ID Type*:

Owner ID*:

VITAS Approval Code*:

Vehicle Type*:

Vehicle Attachment 1*:

Vehicle Attachment 2: Vehicle Attachment 3:

Vehicle Scheme:

*Mandatory field

Land Transport Authority

Done My Computer

New Registration by Authorized Agent via LTALink (4)

LTA LINK

General Info Application Help Logout

Available Credit Limit: \$ 12,000.00 Session Date: 7 Oct 2004

User ID: AA_TEST1

Ownership | Licensing | Finance | Vehicle Hub |

Register New Vehicle (Confirmation)

Owner Particulars

Owner ID:	S8410201F		
Salutation:	Mr		
Owner Name:	ALBERT TAN	Gender:	Male
Birth Date:	02 Feb 1984	Handphone/Pager No.:	96260249
Home Telephone No.:		Office Telephone No.:	
Email Address:		Fax No.:	
Registered Address Type:	HDB/ HUDC	Mailing Address Type:	HDB/ HUDC
Registered Block/House No.:	108	Mailing Block/House No.:	116
Registered Street Name:	SERANGOON NORTH AVENUE 1	Mailing Street Name:	CLEMENTI STREET 13
Registered Unit No.:	# 23 - 2332	Mailing Unit No.:	# 09 - 334
Registered Building Name:	LOVELY BUILDING	Mailing Building Name:	
Registered Postal Code:	550108	Mailing Postal Code:	120116
TCOE No.:	2004040101002483H Exp. 31 Oct 2004		
PARF/COE Rebate No.:			

Vehicle Particulars

Vehicle Type:	P 10 - Passenger (Private) Motor Car	Vehicle Scheme:	Normal
---------------	--------------------------------------	-----------------	--------

Done My Computer

New Registration by Authorized Agent via LTALink (5)

The screenshot displays the LTALink web application interface. At the top right, there are navigation links for "General Info", "Application Help", and "Logout". Below these, the system status shows "Available Credit Limit: \$ 12,000.00", "Session Date: 7 Oct 2004", and "User ID: AA_TEST1". The main navigation menu includes "Ownership", "Licensing", "Finance", and "Vehicle Hub". The current page is titled "Register New Vehicle (Acknowledgement)".

Vehicle Registration Details

Owner ID:	S8410201F
Owner Name:	ALBERT TAN
Vehicle No.:	SFN9902T

Transaction Details

Business Transaction Ref. No.:	20041021144954984343
Business Transaction Date:	21 Oct 2004
Business Transaction Time:	14:49:54

Message

The above vehicle has been successfully registered.

Please note that \$42,124.50 will be deducted from your GIRO account.

An "OK" button is located below the message. At the bottom of the page, the Land Transport Authority logo is displayed, along with the text "Best viewed with IE 5.0 and above. 800 X 600 resolution" and a copyright notice: "Copyright © 2004 LTA | [Privacy Policy](#) | [Condition of Access](#) | [Disclaimer Clause](#)".

Renew Road Tax by Proxy via Country Portal (1)

eCitizen - Your Gateway to All Government Services: Home - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://www.ecitizen.gov.sg/> Links >> Go

Singapore Government
Integrity • Service • Excellence

GOVERNMENT **CITIZENS & RESIDENTS** BUSINESSES NON-RESIDENTS

eCitizen
Your Gateway to All Government Services

Contact Info | Feedback | Sitemap

Search Go powered by Google

Home | About Us | Useful Links | My.eCitizen A-Z Government List

HIGHLIGHTS

Why Q? e-Pay
Make your government payments with eNETS between 1 Jul - 31 Dec 2005 and stand a chance to win attractive prizes each week!

New Dengue Alert Map on MOH and NEA websites
Visit these sites for weekly updates on dengue incidences, answers to frequently-asked questions (FAQs) and dengue prevention tips.

The Family Card
Apply for The Family Card, a programme supported by Family Matters! Singapore

My CPF Voyage of life
Go on a Voyage of Life with our retirement planning board game and win prizes!

VOICE YOUR OPINION

Government Services - Do it Online!

- Culture, Recreation & Sports**
Arts Calendar, Holiday Facilities, Parks, Learn a Sport, Sports Facilities, more...
- Defence & Security**
SAF Exit Permit, SAF Overseas Notification, Foreigner Status, NRIC, Report Crime, Passport, more...
- Education, Learning & Employment**
School Information, Library, Employment, Government Jobs, Skill Upgrading, more...
- Family & Community Development**
Parenthood, Get Married, Senior Citizens, Donate, Volunteer, more...
- Health & Environment**
Medical Services, Hospital Charging Schemes, Save our Environment, Bird Flu, more...
- Housing**
Buy Property, Sell Property, HDB Resale Transactions, Private Resale Transactions, more...
- Transport & Travel**
Buy a Car, PARF/COE Rebate, ERP Rates, Road Tax, Overseas Assistance. Visa. more...

Why Q? e-Pay
CLICK HERE TO FIND OUT MORE!

QUICK LINKS

- Pay Fines, Fees, Taxes and Licenses
- Check CPF Account
- Enquire PARF/COE Rebates
- Enquire Road Tax Payable
- Enquire Car Transfer Fees
- Buy Government Publications, Reports, Statistics and More
- Donate to Charities
- Unclaimed Monies

SEARCH FOR E-SERVICES

(E.g. "Apply for passport")

Search

MY.eCITIZEN


Get email and SMS alerts for :

Renew Road Tax by Proxy via Country Portal (2)

enquiry of road tax payable - Microsoft Internet Explorer

File Edit View Favorites Tools Help

General Info | Application Help



Renew Road Tax

Input Details

Vehicle No.*:	<input type="text" value="SFG8225H"/>
Owner ID Type*:	<input type="text" value="Singapore NRIC (e.g. S1234567D)"/>
Owner ID*:	<input type="text" value="S8109774G"/>
Renewal Period*:	<input type="radio"/> 12 months <input type="radio"/> 6 months

* Mandatory field

Land Transport Authority


Best viewed with IE 5.0 and above. 800 X 600 resolution

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Done My Computer

Renew Road Tax by Proxy via Country Portal (3)

General Info | Application Help



Renew Road Tax Details

Vehicle Particulars

Vehicle No.:	SFG8225H	Owner ID:	S8109774G
Current Road Tax Expiry Date:	07 Nov 2004		
New Road Tax Start Date:	08 Nov 2004	New Road Tax Expiry Date:	07 May 2005

Amount Payable

	Amount (\$\$)
Road Tax Amount:	475.00
Nett Road Tax Amount:	475.00
Radio Licence Fee:	13.50
Total Amount Payable	Amount (\$\$)
<input checked="" type="radio"/> Without Radio Licence Renewal:	475.00
<input type="radio"/> With Radio Licence Renewal:	488.50


Done My Computer

Renew Road Tax by Proxy via Country Portal (4)

Select Payment Methods JSP - Microsoft Internet Explorer

File Edit View Favorites Tools Help

General Info | Application Help



Collect Payment

Payment Transaction Reference No.: 20041025222920749682

Select Payment Method

Payment Method*:

Payment Summary

Total Amount Payable:	\$488.50
Total Amount Paid:	\$0.00
Total Amount Unpaid:	\$488.50

* Mandatory field

Land Transport Authority



Best viewed with IE 5.0 and above. 800 X 600 resolution


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Done My Computer


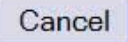
Renew Road Tax by Proxy via Country Portal (5)


eNETS - Microsoft Internet Explorer


 Welcome to eNETS. Please select your bank. 


**Transaction Details**

Merchant Name	LTA - VRL
Merchant Reference Code	20041025223012842571
Merchant Hostname	202.6.161.68
Date	25 Oct 2004
Amount	SGD 488.50
Bank	<input type="text" value="DBS Bank"/>

**Security Tip: How to check the SSL Digital Certificate**

 [Click here to verify](#)

1. Click on the Netrust logo to view the registered domain address.
2. Check against the SSL certificate details on the bottom right corner of your browser.
[Double click on the small icon ]

Renew Road Tax by Proxy via Country Portal (6)

Display Receipt - Microsoft Internet Explorer

File Edit View Favorites Tools Help

GST Registration No.: M4-0006529-2 Print Date/Time: 25 Oct 2004 / 22:31:16

Tax Invoice/Receipt

Receipt No.: ITNET-00000-041025-000408 Receipt Date/Time: 25 Oct 2004 / 22:31:16

Previous Receipt No.:

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
1	Road Tax Renewal - SFG8225H Road Tax 20041025222854217850	475.00	0.00	475.00
2	Road Tax Renewal - SFG8225H Radio Licence 20041025222854217850	13.50	0.00	13.50
Sub-Total		488.50	0.00	488.50
Total Before Rounding		488.50	0.00	488.50
Rounding Difference				0.00
Total Amount Payable				488.50
Paid By				
	25102004223228042192 Direct Debit:eNETS D			488.50
Total				488.50
Cash Change				0.00
Tendered Amount				488.50
Excess Refundable Amount				0.00

THANK YOU AND HAVE A NICE DAY!

Done Internet

Transfer of Vehicle at LTA Counter (1)

Transfer Of Vehicle Ownership

Input Details

Owner ID Type*:	Singapore NRIC (e.g. S1234567D) <input type="button" value="v"/>
Owner ID*:	S1801250B
Vehicle No.*:	SDY702D <input type="button" value="v"/>
Transfer Date*:	20102004 (DDMMYYYY)

Message

Vehicle is under finance encumbrances.

Override Finance
Encumbrance Pre -
requisite*:

Yes No

*Mandatory field

Land Transport  Authority

Best viewed with IE 5.0 and above. 800 X 600 resolution

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Transfer of Vehicle at LTA Counter (2)

Transfer Of Vehicle Ownership

Vehicle Details

Vehicle No.:	SDY702D
Vehicle Type:	P 10 - Passenger (Private) Motor Car
Vehicle Feature:	-
Vehicle Scheme:	Normal
Vehicle Make:	MITSUBISHI
Vehicle Model:	GALA 2.0 GDI
Engine No.:	4G94PK9487
Engine Capacity:	1999 cc
Chassis No.:	JMYSREA7A3Z000328
Lifespan Expiry Date:	31 Dec 9999
First Registration Date:	07 Apr 2003
Original Registration Date:	07 Apr 2003
COE Category:	E - Open Category
COE Expiry Date:	06 Apr 2013
Road Tax Expiry Date:	06 Oct 2004
Open Market Value:	\$22,454.00
PARF Status:	Yes
PARF Eligibility Expiry Date:	06 Apr 2013
Quota Premium:	\$26,001.00
Corresponding Vehicle Category Quota Premium:	\$28,748.00
Transfer Count:	0
Transfer Date:	26 Oct 2004

Owner Particulars

Owner ID Type:	Singapore NRIC
Owner ID:	S1801250B
Owner Name:	TAN AH KOW S1801250B

Buyer Particulars

Buyer ID Type*:	Singapore NRIC (e.g. S1234567D)
Buyer ID*:	S1786051H
Salutation*:	Ms
Buyer Name*:	Susan Tham
Gender*:	<input type="radio"/> Male <input checked="" type="radio"/> Female
Birth Date*:	16101968 (DDMMYYYY)

Buyer Address

Registered Postal Code*:	570233	Mailing Postal Code*:	570237
Registered Street Name:	BISHAN STREET 22	Mailing Street Name:	BISHAN STREET 22
Registered Block/House No.:	233	Mailing Block/House No.:	237
Registered Address Type*:	HDB/ HUDC	Mailing Address Type*:	HDB/ HUDC
Registered Unit No.:	# 10 - 11	Mailing Unit No.:	# 08 - 1123
Registered Building Name:		Mailing Building Name:	
<input checked="" type="checkbox"/> Use Mailing Address For Notification			

Buyer Contacts

Home Telephone No.:	
Handphone/Pager No.:	
Office Telephone No.:	
Fax No.:	
Email Address:	

Message

Please note that the COE Rebate is computed based on the corresponding Quota Premium (\$28,748.00).

Vehicle is under finance encumbrances.

Override Finance Encumbrance Pre - requisite: No

*Mandatory field

Previous Submit Clear Cancel

Transfer of Vehicle at LTA Counter (3)

Transfer Of Vehicle Ownership (Confirmation)

Vehicle Details

Vehicle No.: SDY702D
Vehicle Type: P 10 - Passenger (Private) Motor Car
Vehicle Feature: -
Vehicle Scheme: Normal
Vehicle Make: MITSUBISHI
Vehicle Model: GALA 2.0 GDI
Engine No.: 4G94PK9487
Engine Capacity: 1999 cc
Chassis No.: JMYSREA7A3Z000328
Lifespan Expiry Date: 31 Dec 9999
First Registration Date: 07 Apr 2003
Original Registration Date: 07 Apr 2003
COE Category: E - Open Category
COE Expiry Date: 06 Apr 2013
Road Tax Expiry Date: 06 Oct 2004
Open Market Value: \$22,454.00
PARF Status: Yes
PARF Eligibility Expiry Date: 06 Apr 2013
Quota Premium: \$26,001.00
Corresponding Vehicle Category Quota Premium: \$28,748.00
Transfer Count: 0
Transfer Date: 26 Oct 2004

Owner Particulars

Owner ID Type: Singapore NRIC
Owner ID: S1801250B
Owner Name: TAN AH KOW S1801250B

Buyer Particulars

Buyer ID Type: Singapore NRIC

Transfer Of Vehicle Ownership (Acknowledgement)

Vehicle Details

Vehicle No.: SDY702D

Transaction Details

Business Transaction Ref. No.: 20041026221500480614
Business Transaction Date: 26 Oct 2004
Business Transaction Time: 22:15:00

Message

For the transfer to be effected, confirmation need to be done after 28 Oct 2004 to 02 Nov 2004.

OK

Land Transport Authority

Best viewed with IE 5.0 and above. 800 X 600 resolution

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One.Motoring - Benefits

- **Non-stop availability (24 x 7)**
- **One-stop vehicle related services**
- **Script-less transactions**
- **Multiple Access Channels**
- **Improved turnaround time**



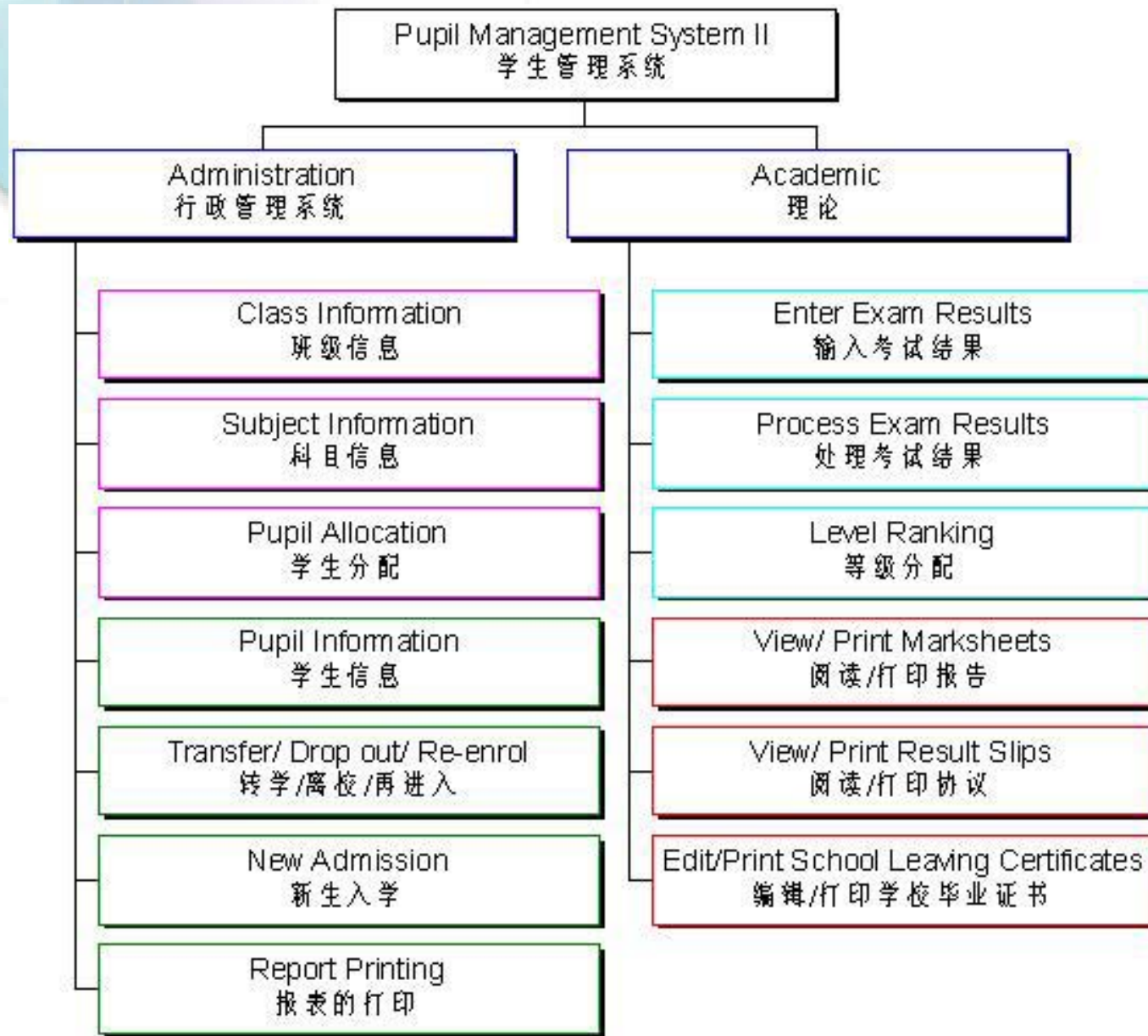
e-Government G2C Education

School Management &

Administration System (SAM)

Hong Kong

SAM - Overview



SAM – The System

學校行政及管理系統

School Administration & Management System



中文版本

English

User ID

Password

Login

SAM - Administration

Sch Mgt

- Sch Details
- Sch Facilities
- Cls Details
- Cross-Cls Subj
- Subj Grp
- Calendar
- Sch Info Confirm
- Report
- Data Comm
- Plan New Sch Yr
- Create Past Sch Yr
- Announcement
- Planned Subj MOI
- Staff
- Staff Deployment
- Student
- Assessment
- HKAT
- HKEA
- FMP
- Timetabling
- SPA

[S-SCH02] Sch Mgmt > Sch Details > Basic Info

Sch Yr 2001

Basic Info | Mgmt Committee | Staff Ent | Class Structure | Documents

Sch ID	000001	Location ID	0001
Sch Name(Eng)	Lui Kee Secondary School		
Sch Name(Chi)	Lui Kee Secondary School		
Sch Lvl & Sess	Primary, AM Primary, PM Secondary, Whole Day		
Sch Reg No	999999	Full Reg Date (DDMMYYYY)	01/07/1987
Sch Tel No		Sch Fax No	
District Board	1 Hong Kong	ED Admin Area	ST Shatin District
Sex Type	1 Boys	<input checked="" type="checkbox"/> Diff Sex Type	Details
Curriculum Type	1 Grammar	Language Group	9 Others
Special Ed Type		Finance Type	3 Aided
Religion	2 Protestant/Christian		
Address(Eng)	269 Queen's Road East		
Address(Chi)			

- Set up classes for enrolment
- Set up class parameters for marks computation
- Update information e.g. teachers name

SAM – Pupil Allocation

- ▶ Sch Mgt
- ▶ Staff
- ▶ Staff Deployment
- ▼ Student
 - Profile
 - Admission
 - Bulk Maintenance
 - NAA
 - Attendance
 - Award & Punish
 - Default Setting
 - Report
 - Data Comm

Student > Profile

Go To Search

Search Result

1st Page Page 1 of 3 Last Page

Reg No	Eng Name	Chi Name	Class	Cls No	STRN	Status
21698	Au Ka Man	區家雯	1E			
21822	Au Tsun Lam John	區俊林	1A			
21834	Au Yeung Yu Gual	歐陽汝果	1C			
21737	Buk Man Kit	卜文傑	1E			
21735	But Fei Fei	畢菲菲	1E			
21925	Chak Wing Kei Rick	翟榮基	1C			
21802	Chan Che Fung	陳智峰	1C			
21935	Chan Chi Pun	陳賜斌	1A			
21833	Chan Chun Yeung	陳駿揚	1C			

[S-STU10] Student > Profile

Go To Search

Particulars Address Schooling Guardian Sibling Special Ed Other Documents

Reg No: 21759 Name: Chan Tai Man 姓名: 陳大文

STRN: ZZ9575986

Other Name: CC Code: - - - -

HKID: () Cert No: Sex: F M

DOB (DDMM/YYYY): 11/04/1988 POB: HK Hong Kong Origin:

Religion: Not Applicable Nationality: ---

Travel doc type: --- Travel doc No: DB: Wan Chai

New Immigrant Date Entry From Mainland: Non-Chi Speaking

Previous School Name:

Post School Information:

1997 Schooling Info

Sch Lvl / Sess	Primary / Whole Day	Sch Leaver	N
Cls Lvl / Name	P1 / 1A	Cls No	1

Subj Group: --- Sp Ed Type: --- Sp Ed Serv Type: ---

Sch House: --- Fee Remi Ind: ---

Suspension Ind Case followed by Soc Worker Soc Worker Chi Name:

Transcript Print Ind Suspected Dropout Sign Suspected Dropout Date: ---

Suspected Dropout Case Action:

* Mandatory field

Add Delete Save Upload Picture

Remove Photo

< Reg. No. > < Cls No. >

- Allocate pupils to classes using results or other criteria
- Re-allocate pupils to classes



SAM – Pupil Administration

Particulars	Address	Schooling	Guardian	Sibling	Special Ed	Other	Documents
Reg No	21759		Name Chan Tai Man (陳大文)				
<input type="checkbox"/> Same as Guardian's address							
Address in English							
Flat		Floor		Block			
Building		Street					
Estate		District		---			
Address in Chinese							
室		樓		座			
樓宇		街道					
屋村		區		---			
Other Details							
Area Code	---	Home Tel					
E-mail							
Guardian's Name		Emergency Contact No.					
<input type="button" value="Save"/>		<input type="button" value="Copy from Sibling"/>					

Particulars	Address	Schooling	Guardian	Sibling	Special Ed	Other	Documents
Reg No	21759		Name Chan Tai Man (陳大文)				
Title	---	Eng Name		Chin Name			
HKID	{ }	Relation	---	Occupation			
<input type="checkbox"/> Guardian Ind		<input type="checkbox"/> Contacted in case of emerg		<input type="checkbox"/> Committee Member			
Tel No		Emerg Phone No					
Address							
<input type="checkbox"/> Same as Student's address							
Address in English							
Flat		Floor		Block			
Building		Street					
Estate		District		---			
Address in Chinese							
室		樓		座			
樓宇		街道					
屋村		區		---			
Other Details							
Area Code	---	E-mail					
<input type="button" value="Save"/>		<input type="button" value="Search"/>					

Particulars	Address	Schooling	Guardian	Sibling	Special Ed	Other	Documents
Reg No	21759		Name Chan Tai Man (陳大文)				
SERN	SHEE123499		<input type="checkbox"/> Artistic Case				
Handicap							
Primary	Deaf	Degree					
Secondary							
Special Education Service							
First	Audiological Assessment & Diagnosis		Provider				
Second							
Third							
Boarding							
<input checked="" type="radio"/> Day Student		<input type="radio"/> Boarder - Own School					
<input type="radio"/> Boarder - Other School							
Allowance / Assistance							
Social Welfare Dept. No.							
CRSRehab No.							
<input type="checkbox"/> CSSA No.		<input type="checkbox"/> Disability Allowance		<input type="checkbox"/> Transport Allowance			
<input type="checkbox"/> Textbook Assistance							
Others							
<input type="checkbox"/> Photo / Video Publicity Consent							
Placement: <input type="radio"/> Required <input checked="" type="radio"/> Not Required							
<input type="button" value="Save"/>							

Particulars Address Schooling Guardian Sibling Special Ed Other Documents

Particulars	Address	Schooling	Guardian	Sibling	Special Ed	Other	Documents
Reg No	21759		Name Chan Tai Man (陳大文)				
<input type="checkbox"/>	Eng Name	Chin Name	Sex	Cl/Lvl / Name	DOB	Reg No	
<input type="checkbox"/>	Chan Siu Ming	陳小明	M	P2 / 2A	12/05/1986	ZX8914565	
<input type="checkbox"/>	Chan Siu Fong	陳小芬	F	S1 / 1C	05/08/1982	ZY2154769	
<input type="checkbox"/>	Chan Man Sang	陳文生	M	P5 / 5B	23/09/1985	<td></td>	
<small>* Please check all the sibling(s) you want to delete</small>							
<input type="button" value="Add"/>		<input type="button" value="Delete"/>					

- Update changes to personal particulars eg. address
- Update to schooling information
- Update to parents' particulars

[S-STU20] Student > Profile

Particulars	Address	Schooling	Guardian	Sibling	Special Ed	Other	Documents
School Year	2001		School Level		1		
School Session	1		Class Level		P6		
Class Name	6A		Class No		1		
Subject Group	Science		First Attended		10/09/2001		
<small>(DDMMYYYY)</small>							
Date Admitted	01/09/2000		Admission Type		Other		
<small>(DDMMYYYY)</small>							
Date Departed							
<small>(DDMMYYYY)</small>							
<input type="button" value="Save"/>		<input type="button" value="Cancel"/>					

SAM – Transfer / Drop Out

[S-STU24] Student > Admission > SSA

School Level: Primary School School Session: Whole day

Filter: Stage I to IV

Search

Search Result 1st Page Page 1 of 3 Last Page

Adm. Ind.	STRN	Eng Name	Chi Name	Sex	Reg No	First Date of Attence (DD/MM/YYYY)	Date of Admission (DD/MM/YYYY)	District Counsel	Cls Name	Cls No.
N	FE5454051	Au Ka Man	區家雯	F				A		
Y	NR5406228	Au Tsun Lam John	區俊林	M	12333	01/09/1998	01/09/1998	B		
N	ZA7825724	Au Yeung Yu Gual	歐陽汝果	M				E		
Y	JS8715751	Buk Man Kit	卜文傑	M	45645	01/09/1998	01/09/1998	A		
Y	BM4888451	Bui Fai Fai	畢菲菲	F	65432	01/09/1998	01/09/1998	F		

- Identify movement of Pupils in/out of school
- Re-admit pupils

SAM - Benefits

- **Consistent and accurate exam processing**
- **Consistency and accuracy in exam result presentation**
- **Up-to-date database of pupil information**
- **Ease of report generation**
- **Ease of communication via email amongst pupils, parents, teachers, schools**
- **Pupils can do projects across borders**

Government Service Transformation Case Studies

- ❖ **ICT Planning and eGovernment Blueprint**
- ❖ **Infrastructure**
- ❖ **G2C**
- ❖ **G2B**
- ❖ **G2G**



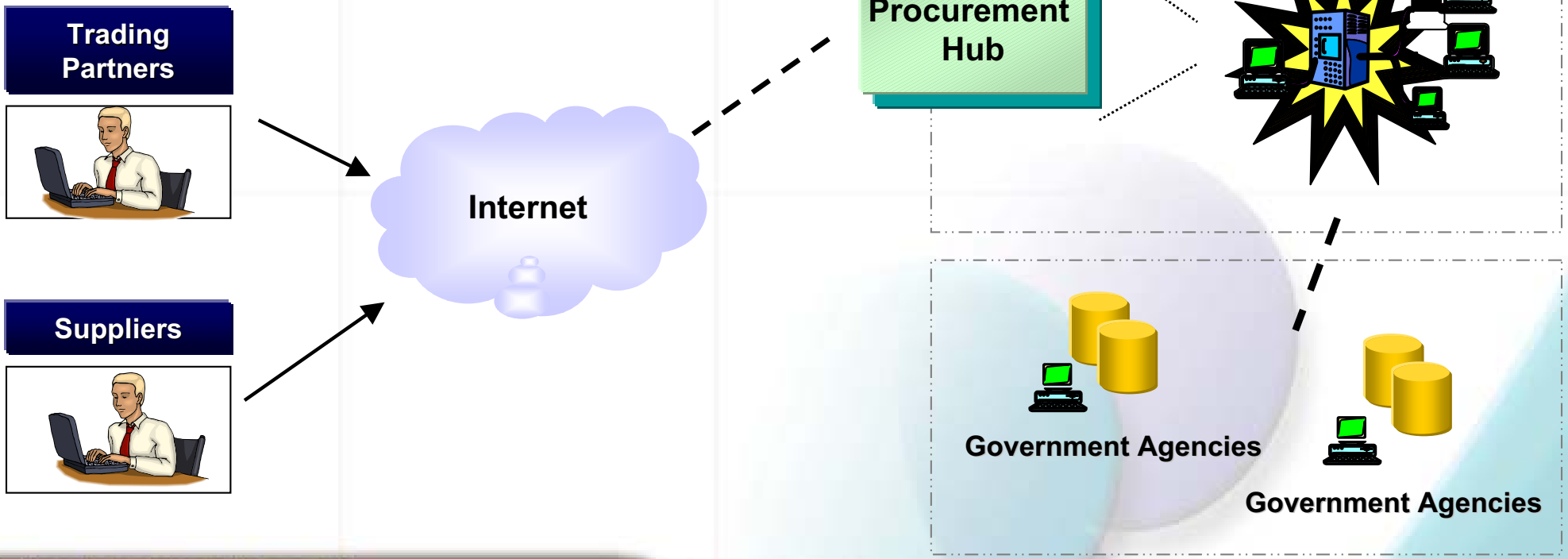
e-Government G2B Procurement

GeBiz

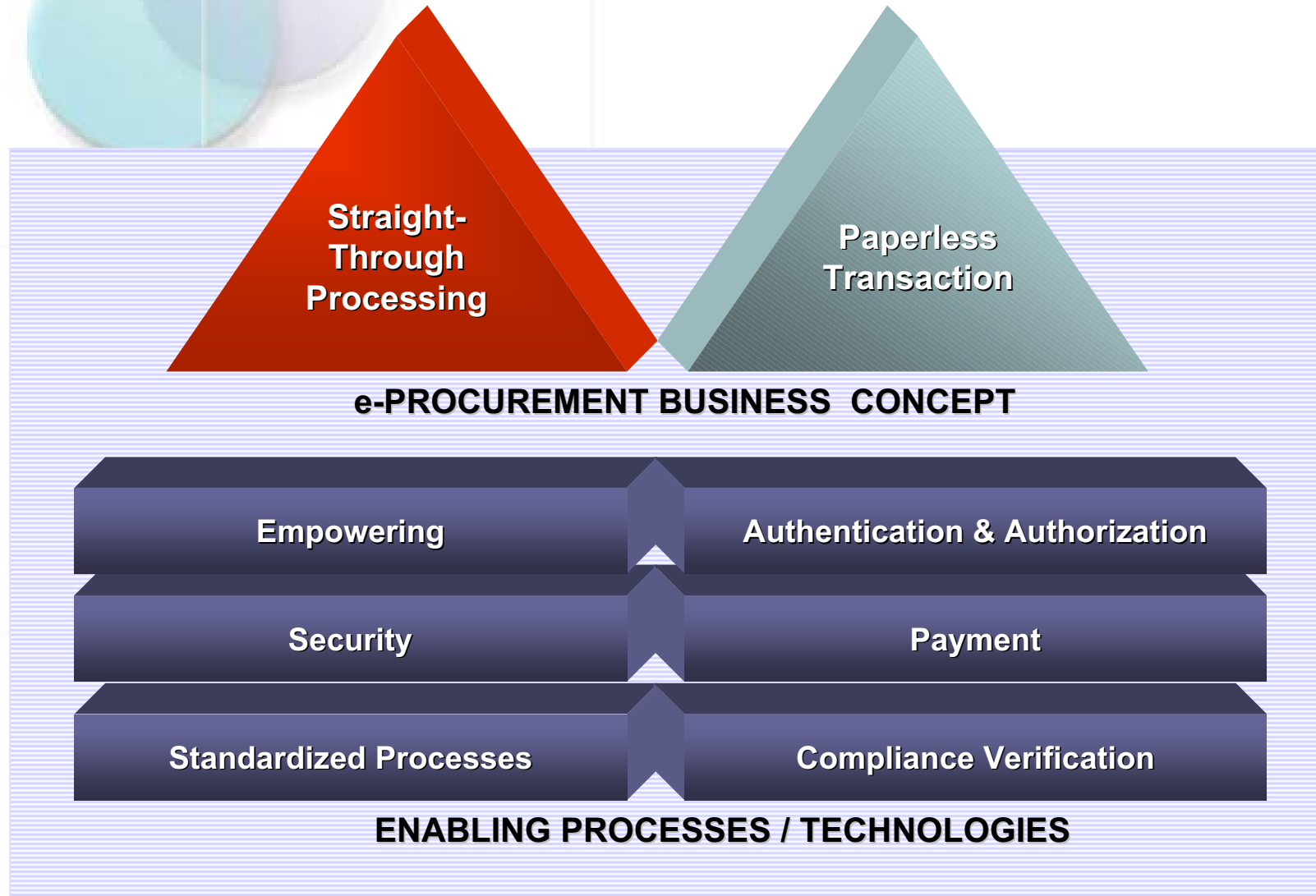
Singapore

GeBiz – One Stop e.Procurement Hub

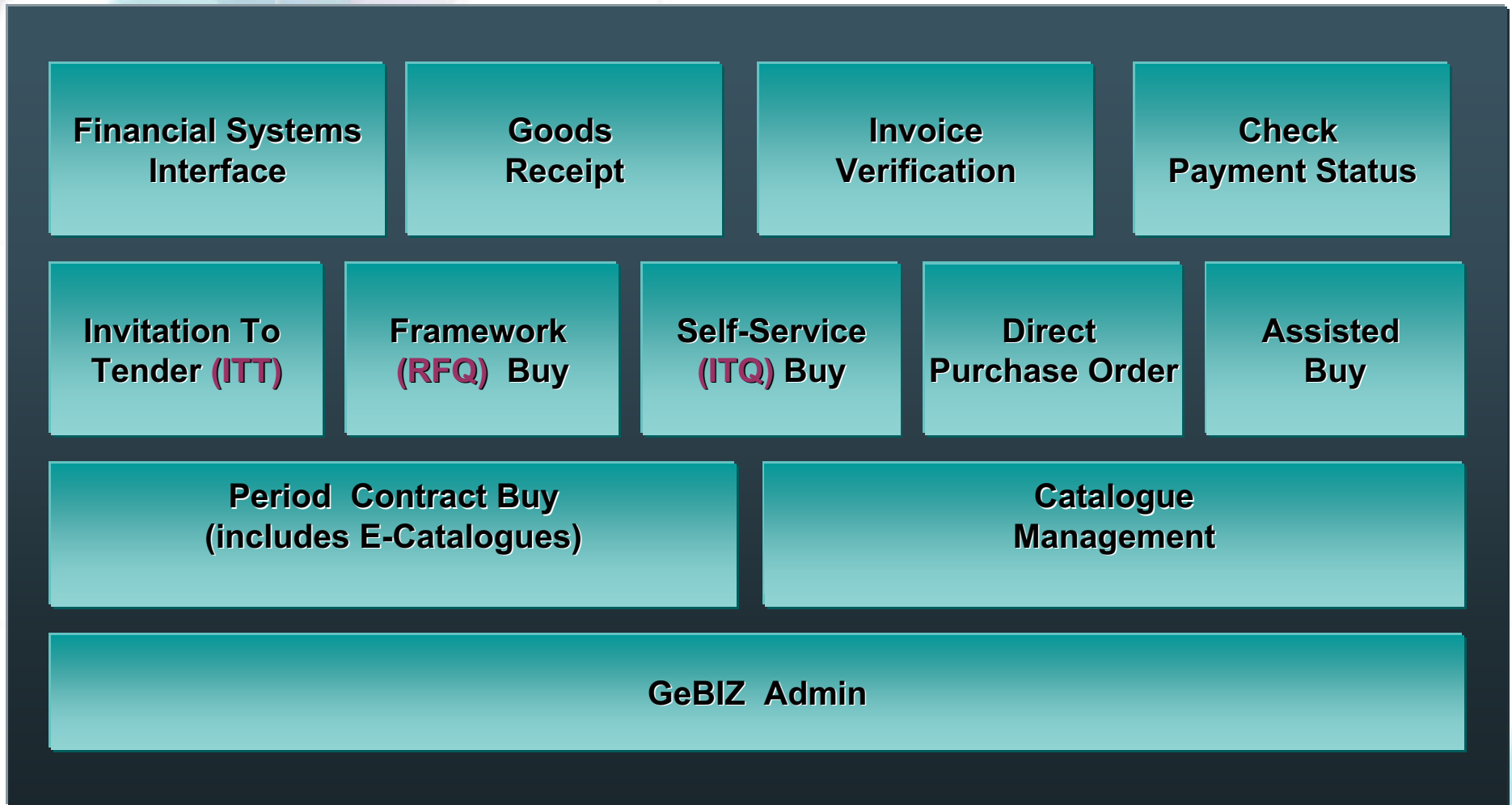
- An integrated online business centre
- Registered suppliers (Trading Partners) conduct e-commerce with the Singapore Government.
- GeBIZ Partner is the internet portal for the supplier community
- Trading Partners able to source for government-extensive business opportunities.



GeBiz – Business Operating Framework



GeBiz – Features



GeBiz – Statistics

No of Participating Ministries & Agencies.....	150+
No. of Government Users.....	10,000+
No. of Trading Partners.....	6,000+
No. of Trading Partners' Accounts.....	12,000+
No. of Purchase Orders Issued.....	45,000+
Total Transaction Value	US\$ 400M
No. of Tenders Published Annually	3,500+
Total Value of Tenders	US\$ 4B

The views expressed in this paper are the views of the author and do not necessarily reflect the views or policies of the Asian Development Bank (ADB) or its Board of Directors, or the governments they represent. ADB does not guarantee the accuracy of the data included in this paper and accepts no responsibility for any consequences of their use. Terminology used may not necessarily be consistent with ADB official terms.

e-Government G2B Licensing

Online Business Licensing Service

(OBLS)

Singapore

OBLS – Overview

A one-stop portal to search & apply biz licenses online

- Across > 20 Agencies
- Involved > 70 licenses
- One form for multiple licenses
- Currently FREE
- Only pay for cost of licenses applied
- Available 24 X 7

The screenshot displays the BUSINESS.gov.sg website interface. At the top, the address bar shows the URL: <https://licences.business.gov.sg/SHINE/sop/WebPageHandler?p=OASIS&pn=SelectLicences&LicenceID=RCB1>. The main header features the BUSINESS.gov.sg logo and navigation links for login, faqs, online tutorial, and feedback. Below the header, there are tabs for LICENCES, with sub-tabs for Apply New, Update, Renew, and Terminate. On the right side, there are additional tabs for Retrieve Draft, Check Status, and Make Payment. The main content area is titled "Welcome to Online Business Licensing Service!" and includes a message about redirection from another website. A search box is provided with a "Search" button. Below the search box, there are tabs for Industries / Business Activities and Government Agencies. A table lists available licenses, with "Business Registration" (Registering a business firm) highlighted as being "In Cart". A legend on the right side provides instructions for adding, removing, and downloading forms. At the bottom, there is a "Payment modes" section listing Visa, MasterCard, Direct Debit, Internet Bank Account, and FlexiPay. The Windows taskbar at the bottom shows the start button and several open applications.

OBLs – Creating Winners In The New Economy

“The Online Business Licensing Service was awarded the **UN Public Service Award 2005** in the category of "Application of Information and Communication Technology (ICT) in Government: eGovernment". The award was given to recognise the Singapore Government's efforts to streamline, simplify and integrate the application of licences from various agencies, to save time and costs for enterprises. “



The screenshot shows the BUSINESS.gov.sg website interface. At the top, the URL "BUSINESS.gov.sg" is displayed in red. To the right of the URL are links for "login", "faqs", "online tutorial", and "feedback". Below the URL, the word "LICENCES" is written in blue. Underneath "LICENCES" are several buttons: "Apply New", "Update", "Renew", "Terminate", "Retrieve Draft", "Check Status", and "Make Payment". The main heading "Online Business Licensing Service" is in a large, dark red font. To the left of the text is a gold award badge with a blue ribbon that says "OBLS Award Winning Service 2005". To the right of the badge is a text box with the following content:

United Nations Public Service Award 2005

The Online Business Licensing Service was awarded the UN Public Service Award 2005 in the category of "Application of Information and Communication Technology (ICT) in Government: eGovernment". The award was given to recognise the Singapore Government's efforts to streamline, simplify and integrate the application of licences from various agencies, to save time and costs for enterprises. With the OBLS integrated form, you fill only one form to apply for multiple licences. Use this portal now to experience the ease and convenience of applying for your business licences online.

OBLS – Functions

Apply for new,
Update, Renew,
Terminate
Licenses

- Retrieve draft applications not submitted to Gov Agency,
- Check Status,
- Make Payment Online

- FAQs
- Online Tutorial
- Feedbacks

The screenshot shows the BUSINESS.gov.sg website interface. At the top, the logo "BUSINESS.gov.sg" is displayed. Below it, a navigation bar contains several menu items: "LICENCES" (circled in orange), "login", "faqs", "online tutorial", and "feedback" (circled in orange). Under "LICENCES", there are sub-menu items: "Apply New", "Update", "Renew", and "Terminate" (circled in orange). To the right of these, there are more sub-menu items: "Retrieve Draft", "Check Status", and "Make Payment" (circled in orange). Below the navigation bar, a blue banner reads "Licence Application Guide". The main content area features a heading "Welcome to Online Business Licensing Service!" followed by a paragraph: "You have been redirected to this portal from another website. We have added the relevant registrations, licences or permits into 'My Licence Cart'. Please click on the 'Proceed' button in that box to proceed with your online application." Below this text is a search box with a "Search for" input field, a dropdown menu set to "in Licences", and a "Search" button. On the right side, there is a "My Licence Cart (New Application)" section with a "Business Registration" item and a "PROCEED" button. Below this is a "Manage My Cart(s)" button. At the bottom right, there is a "LEGEND" section.

OBLIS – Search for Information Related License Types

Search Results

Other related information

BUSINESS.gov.sg [login](#) [faqs](#) [online tutorial](#) [feedback](#)

LICENCES [Apply New](#) [Update](#) [Renew](#) [Terminate](#) [Retrieve Draft](#) [Check Status](#) [Make Payment](#)

Welcome to Online Business Licensing Service!

You have been redirected to this portal from another website. We have added the relevant registrations, licences or permits into "My Licence Cart". Please click on the "Proceed" button in that box to proceed with your online application.

Search for:
in: Licences

Industries / Business Activities **Government Agencies**

Industries / Business Activities > Hotel and Accommodation > Camping sites and other provision of short-stay accommodation >

Business / Company Registration

Select either one to add to cart or skip if you have registered your business/company:

• Business Registration Registering a business firm.	In Cart
• Company Incorporation Incorporating a company.	NA
• Foreign Company Registration Registering a branch of a foreign company.	NA

You May Need...

• Halal Food Preparation Area Scheme Issued to central kitchens which operate in hospitals and airport, and food caterers, who prepare Halal food products.	Agency
• Swimming Pool Licence	

Licence Application Guide

My Licence Cart (New Application)

Business Registration

Manage My Cart(s)

LEGEND

-
-
-
-

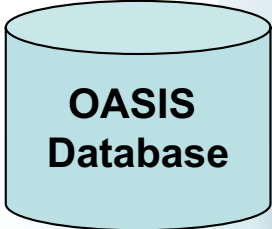
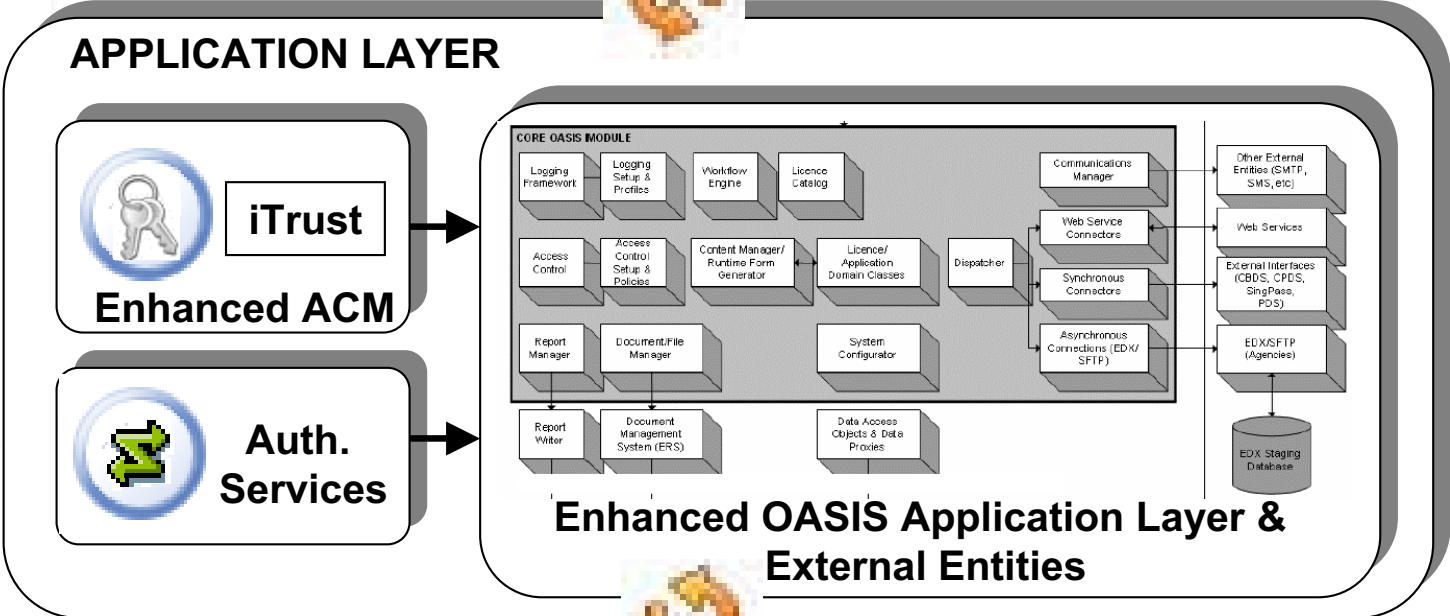
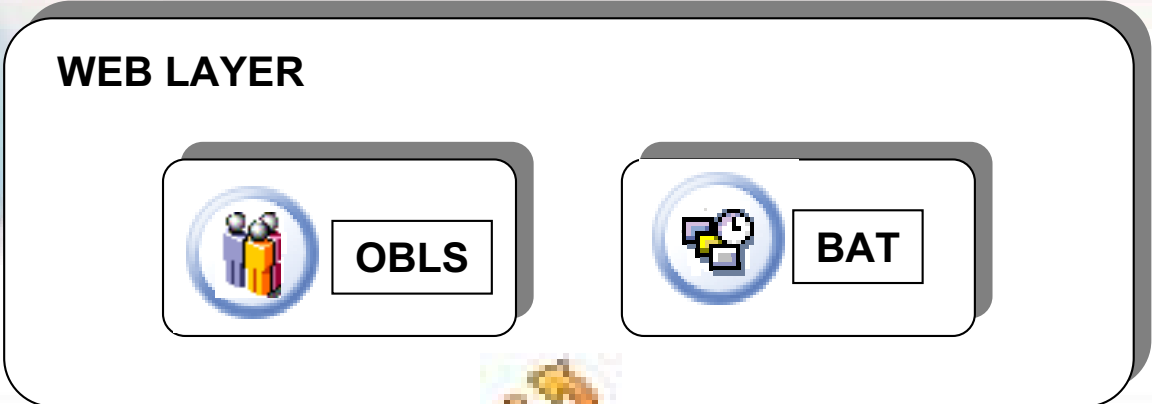
Payment modes

Payment by Visa, MasterCard, Direct Debit through Internet Bank Account and FlexiPay

Get your SingPass

More On

OBS - Application Architecture



Government Service Transformation Case Studies

- ❖ **ICT Planning and eGovernment Blueprint**
- ❖ **Infrastructure**
- ❖ **G2C**
- ❖ **G2B**
- ❖ **G2G**



e-Government G2G Human Resource

People Matters Management

System PM2S

Singapore

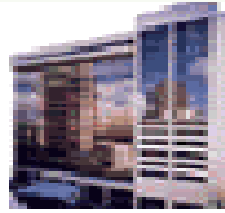
PM2S – Objectives

- **To computerise all personnel records of monthly rated civil service officers**
- **To computerise personnel processes (typically for HR and line managers) & for these personnel processes to drive pay and benefits**
- **To provide a framework for ministries to integrate their local personnel processes with PM2S processes so that ministries will have a fully integrated personnel management system**
- **To meet the requirements of PSD as the Central Authority for central management and analysis of civil service personnel statistics**
- **To empower civil service officers the ability and convenience of viewing and updating their personal information.**

PM2S – Users



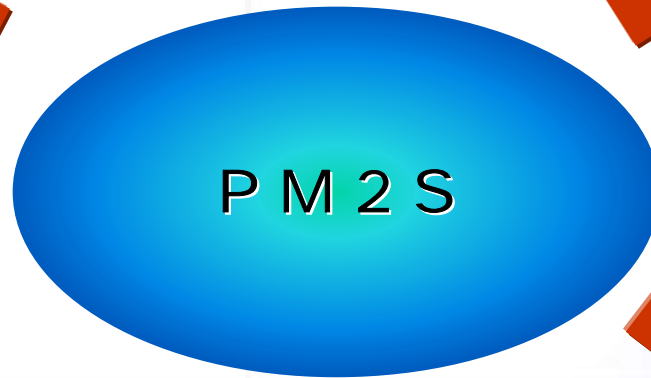
Ministries



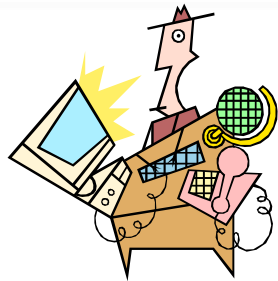
Departments



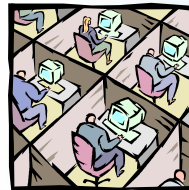
Prime Minister's Office



PM2S



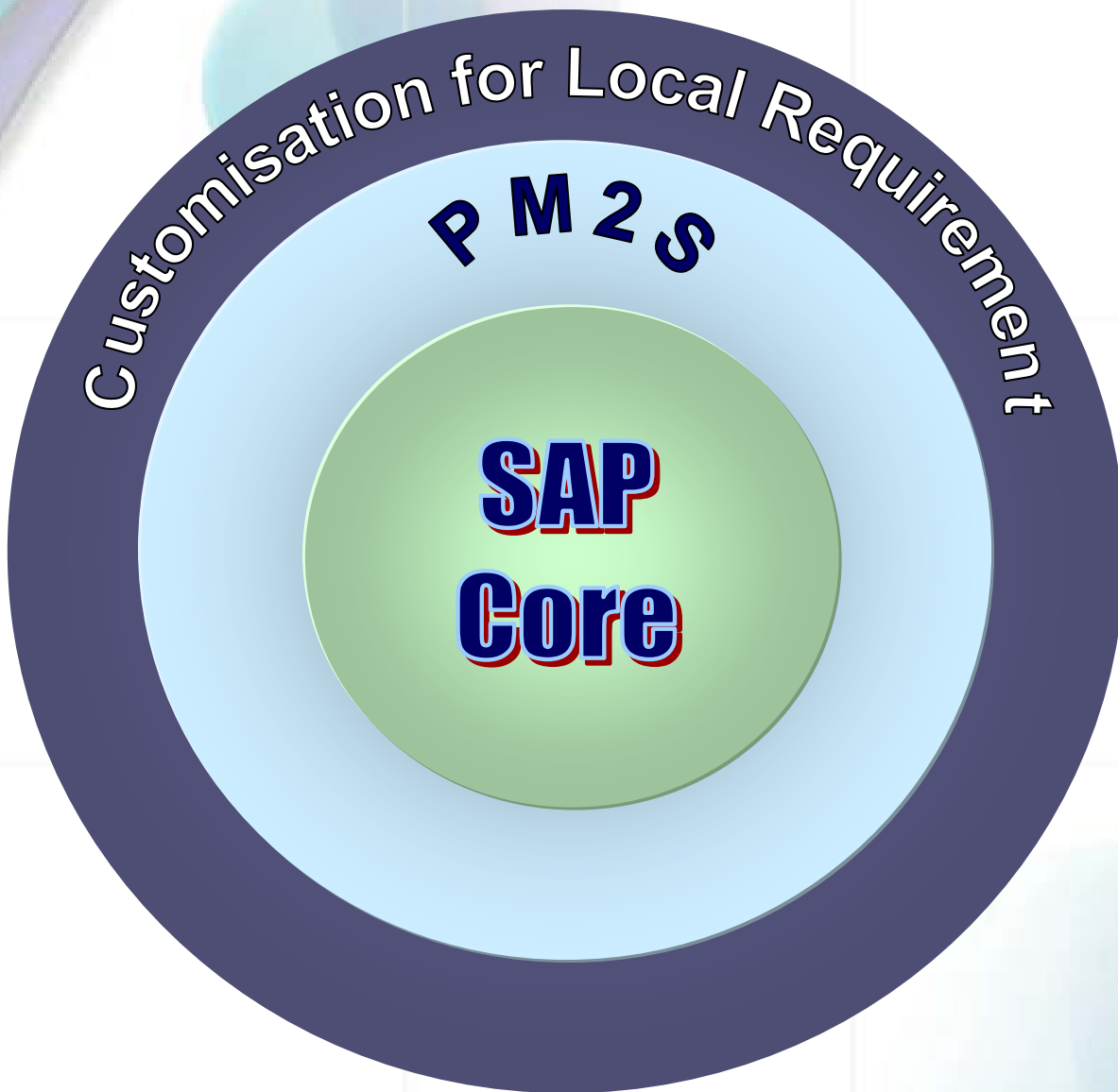
HR Managers



Employees



PSD Managers



PM2S Layers

- Illustration of the different software package layers or versions that the SAP application is built upon.
- PM2S are enhancements done to the SAP Core to meet the Ministries' HR requirements.



e-Government G2G Payroll & Benefits

Pac@Gov

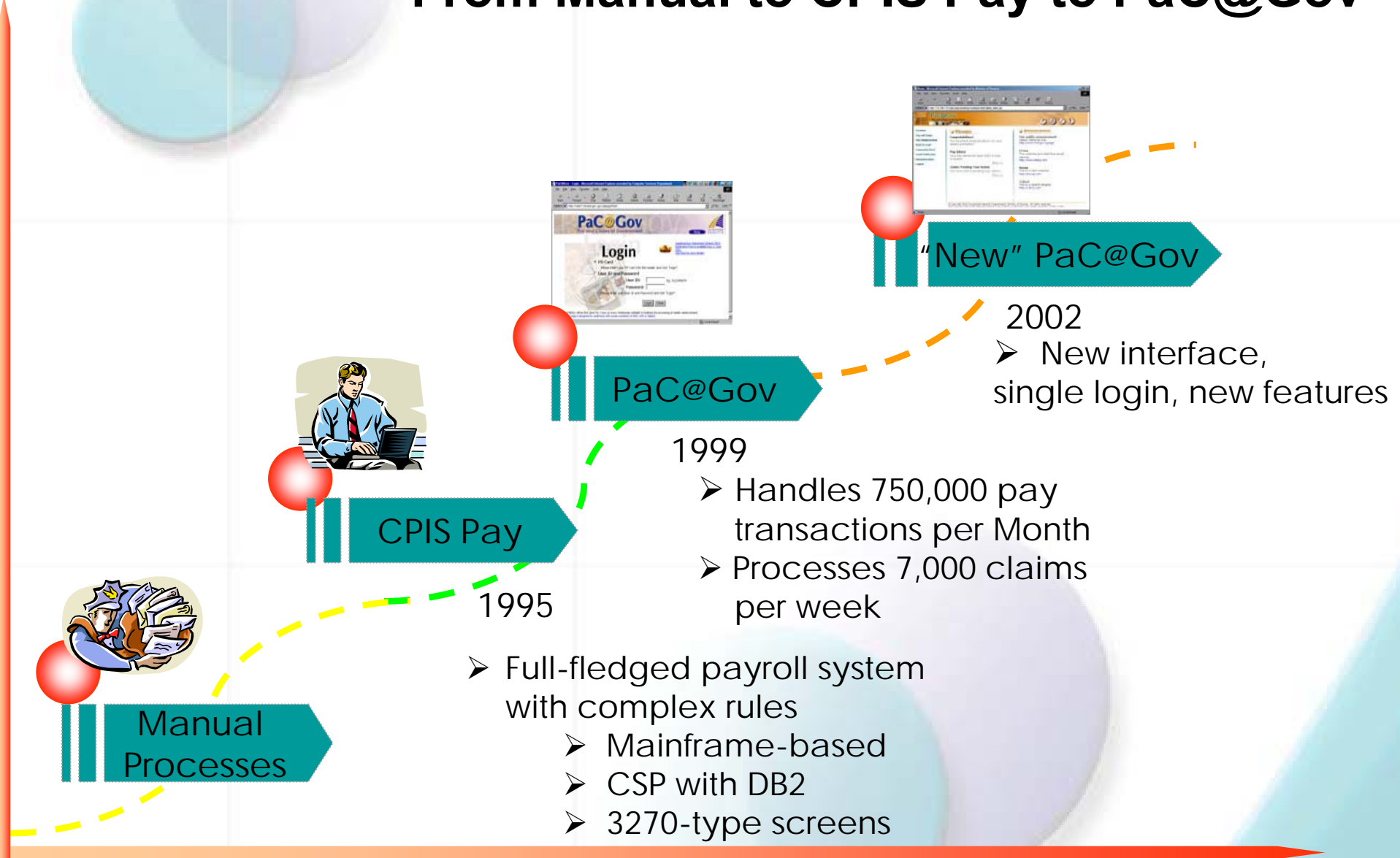
Singapore

- **Standardise and integrate Pay and Claims processes across government ministries for greater efficiency**
- **Automation of routine transactions for greater productivity**
- **Provide One-Stop Access for all Users**
- **Provide Self-Service Functions**

Evolution of Civil Service Pay Management

Quality of Service

From Manual to CPIS Pay to PaC@Gov



Time

History of Central Pay Office

- PaC@Gov (Pay and Claims)
- Phase 1 (launched in 1999)
 - Web-based
 - web-server on MVS
 - Unix services on MVS
 - focused on general civil servants
 - allows officers to view pay slips
 - on screen or emails
 - allows all types of claims
 - with appropriate approving facility & verification
 - random audits

PaC@Gov - Login - Microsoft Internet Explorer provided by Computer Services Department

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Messenger

Address <http://web11.intranet.gov.sg/csdepay/html/> Go Links >>

PaC@Gov
Pay and Claims at Government

Help ACCOUNTING SERVICE

Login

NEW

[Supplementary Retirement Scheme \(SRS\) Declaration Form is available from 11 June 2001. Click here for more details!](#)

PS Card
Please insert your PS Card into the reader and click "Login".

User ID and Password

User ID: Eg. S1234567H

Password:

Please enter your User ID and Password and click "Login".

Login Clear

PaC@Gov will be shut down for 1 hour on every Wednesday midnight to facilitate the processing of weekly reimbursement.
[This page is designed for small fonts with screen resolution of 800 x 600 or higher]

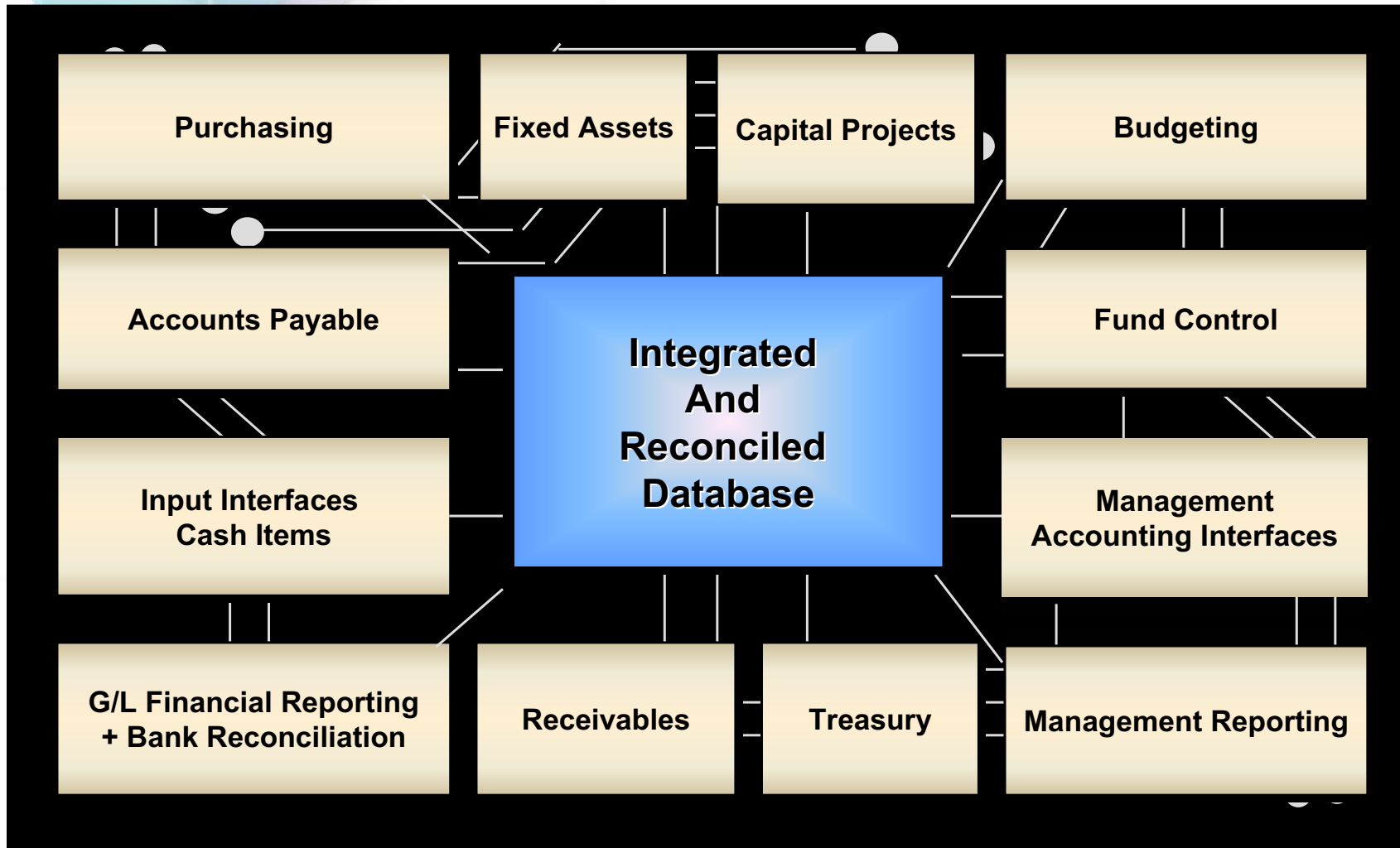
Done Local intranet

History of Central Pay Office

- PaC@Gov (Pay and Claims)
- Phase 2 (launched in Aug 2003)
 - technical architecture
 - vLinux
 - DB2 on mainframe
 - full pay admin functions
 - extended features
 - changing bank account number
 - specifying ComChest contribution
 - claims for overseas allowances
 - portal-based
 - PortalConnect
 - pay portal for government officers
 - includes statutory boards



Towards Integration of common services across ministries



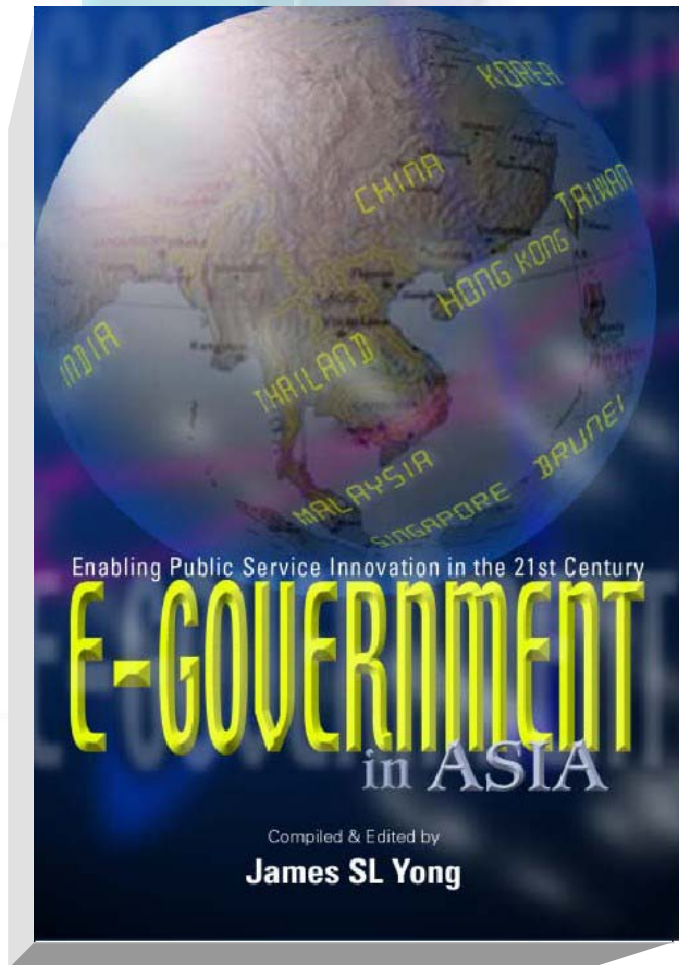
Pac@ Gov – Benefits

- **Shorter turnaround time and improved accuracy**
- **Estimated savings for Ministries about \$800K**
- **Staff can be redeployed for higher value-added role**

The background features a light blue gradient with abstract shapes. On the left, there are three vertical panels: the top one is grey with white dots, the middle one is dark green with white dots, and the bottom one is grey with white water droplets. A small blue square is positioned between the top and middle panels.

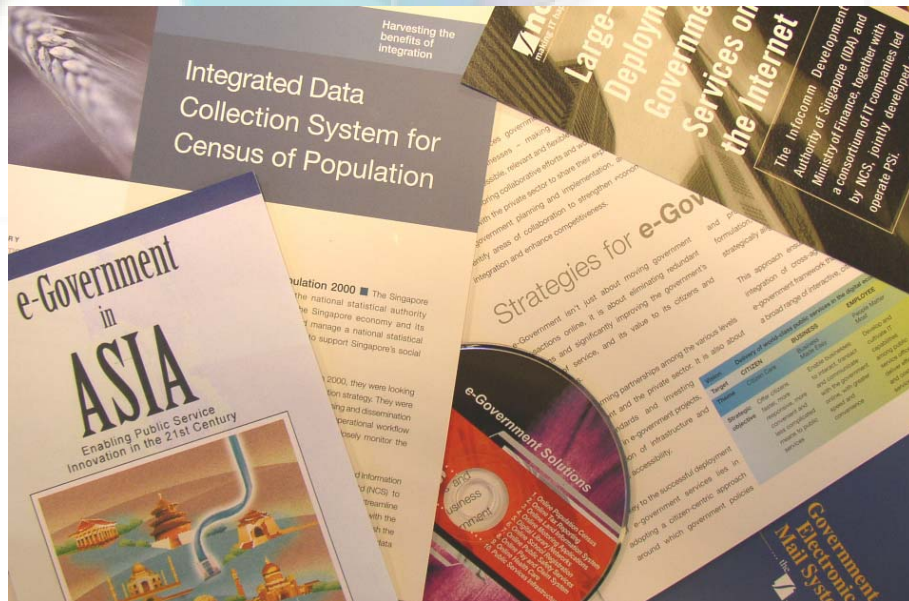
NCS – eGovernment Thought Leadership in the Region

“e-Government in Asia” book



- **Status of e-Govt initiatives in 9 Asian economies: Brunei, China, Hong Kong, India, S Korea, Malaysia, Singapore, Taiwan & Thailand**
- **Scope of coverage: vision, strategies, plans, maturity indicators, programmes, etc.**
- **Sharing new perspectives, insights & leading practices on e-Government**
- **Published by Times Media (August 2003)**
- **Second Edition (2005)**

NCS Centre for e-Government



Thought Leadership & Research in eGovernment

Nurturing Public Service Innovation



Key Success Factors

- Have a clear **Vision**
- ‘Think big, start small, scale fast’. The first project is critical. Quick wins – show **Results**
- ‘A sprinter mentality, a marathon runner stamina’
- eGovernment is about meeting the needs of its citizenry...so get their buy-in.
- eLeadership and Information policy are critical
- Effective management is vital for the success. Set up management mechanisms at the national, state and project levels with defined roles and responsibilities.
- New partnerships with the private sector are needed.



THANK YOU

For more information on the
NCS Group, check our
website www.ncs.com.sg

 **ncs**
making IT happen