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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**

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Government Service Transformation Case Studies

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

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e-Government to NCS

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

ncs making IT happen

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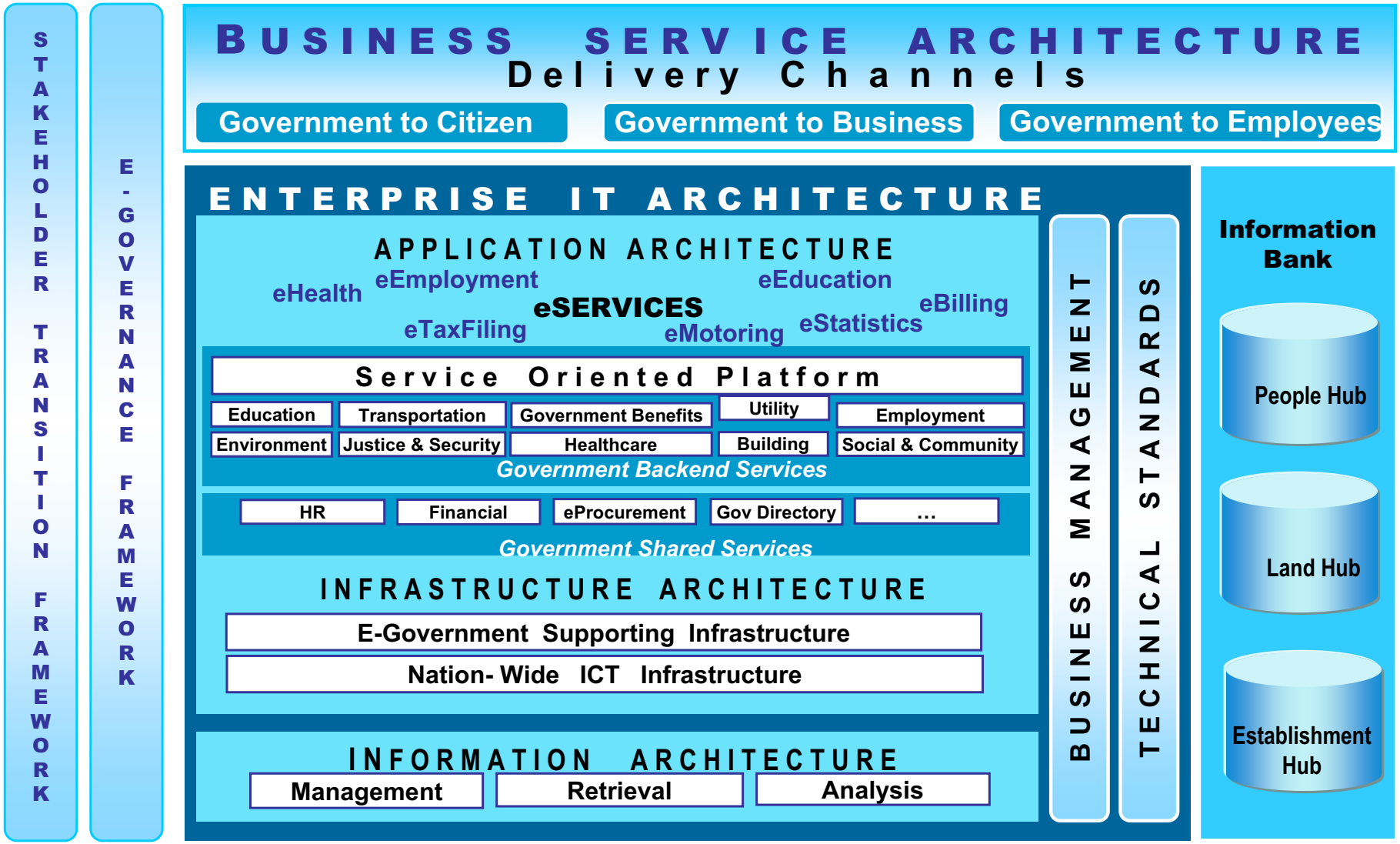
Define Value ….Starting Right

Digtial Nation Framework

NCS consulting Framework for e-Government Planning



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ICT Planning and E-Government Blueprint

Singapore

Singapore ICT Plan

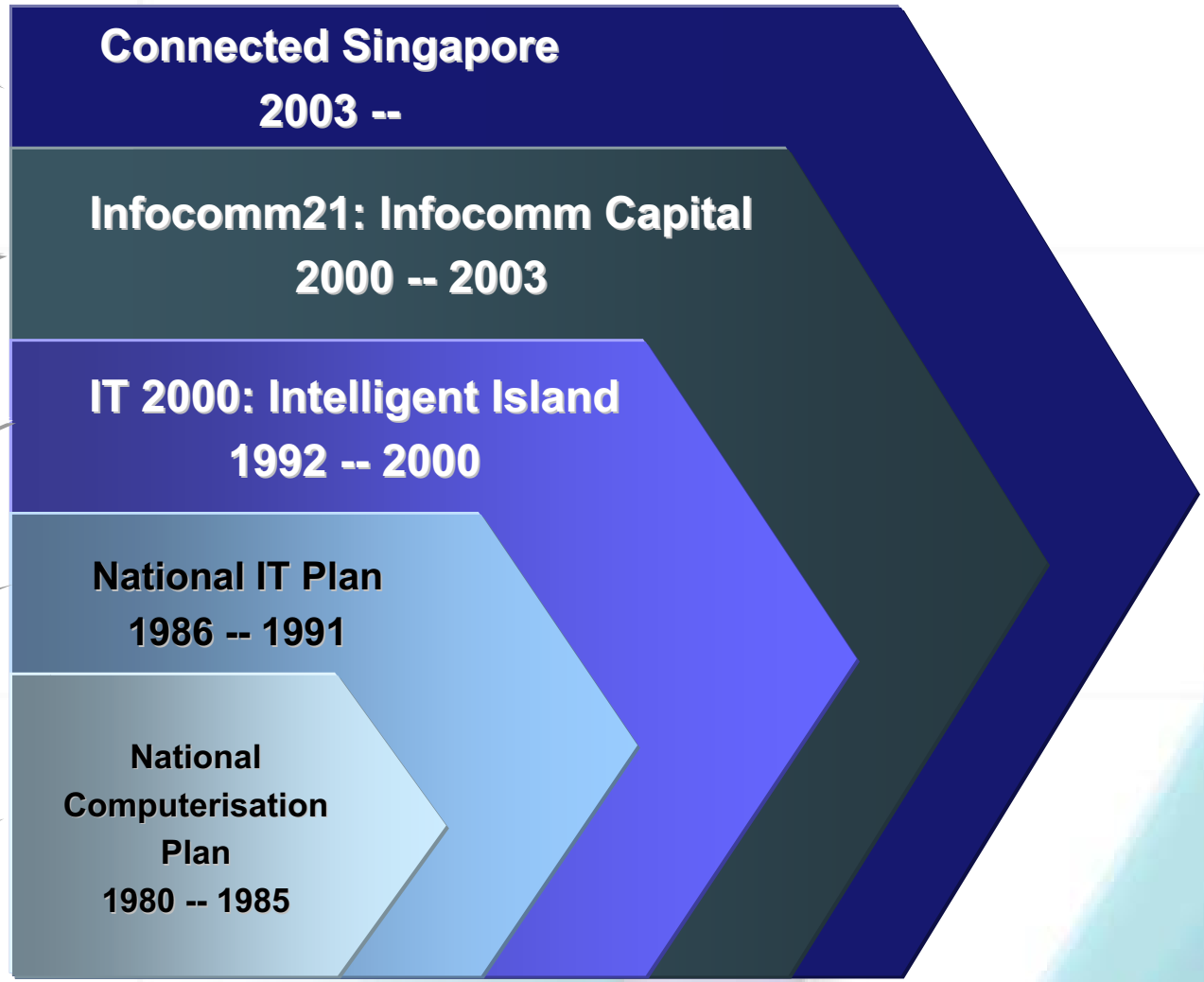
- § Delight Customer
- § Connect Customer

- § 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



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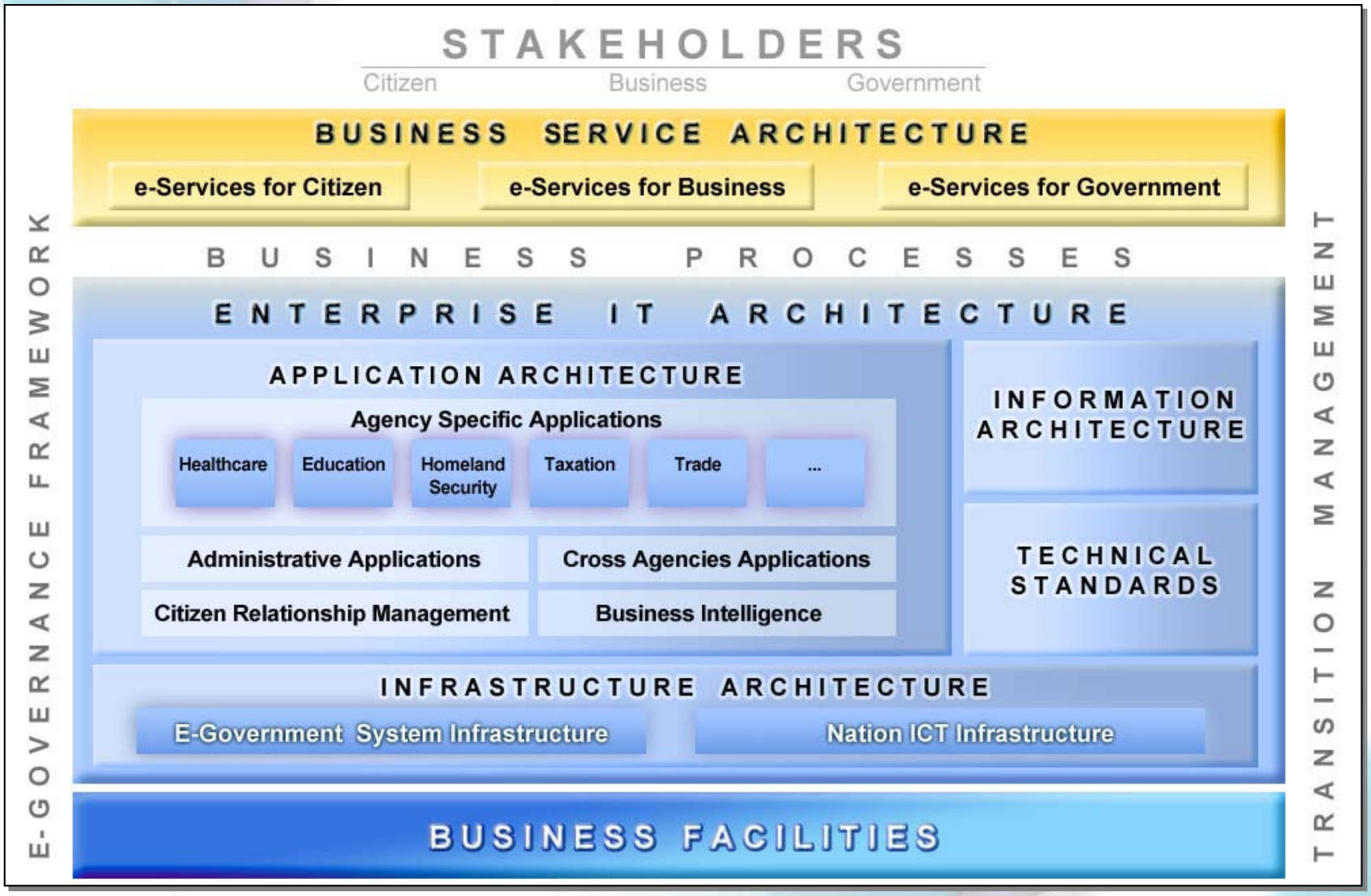
ICT Planning and E-Government Blueprint

Sri Lanka

Sri Lanka e-Government Consulting

Using NCS e-Government Framework



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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

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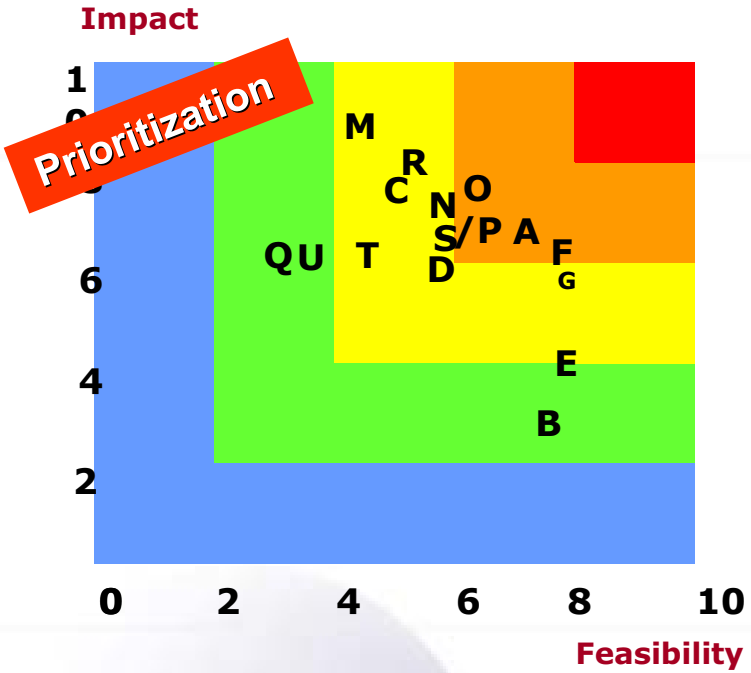
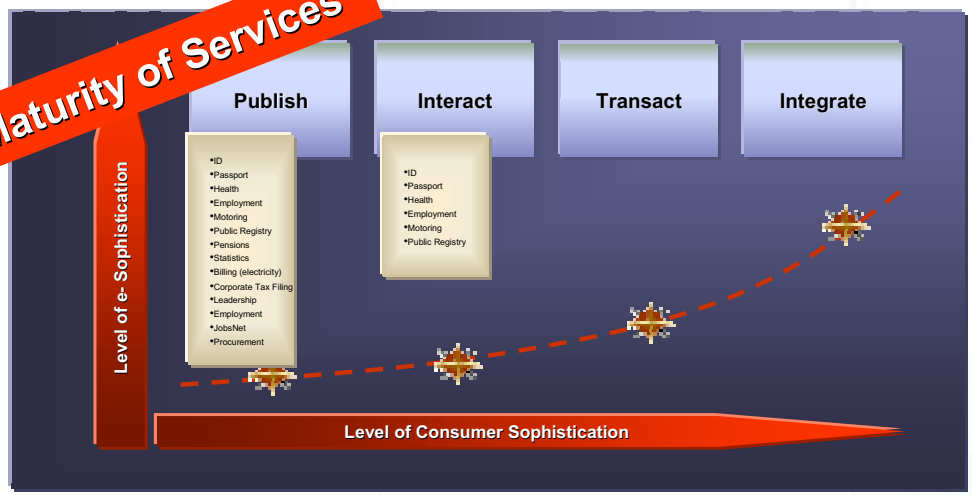
Sri Lanka e-Government Consulting - Recommendations

Business Services

Prioritization



Maturity of Services



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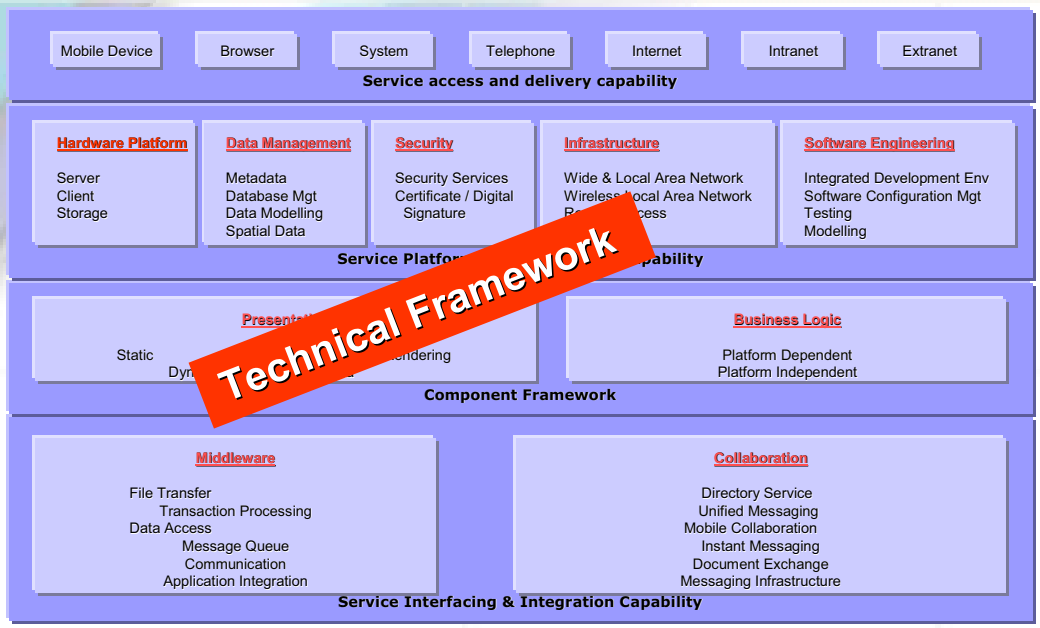
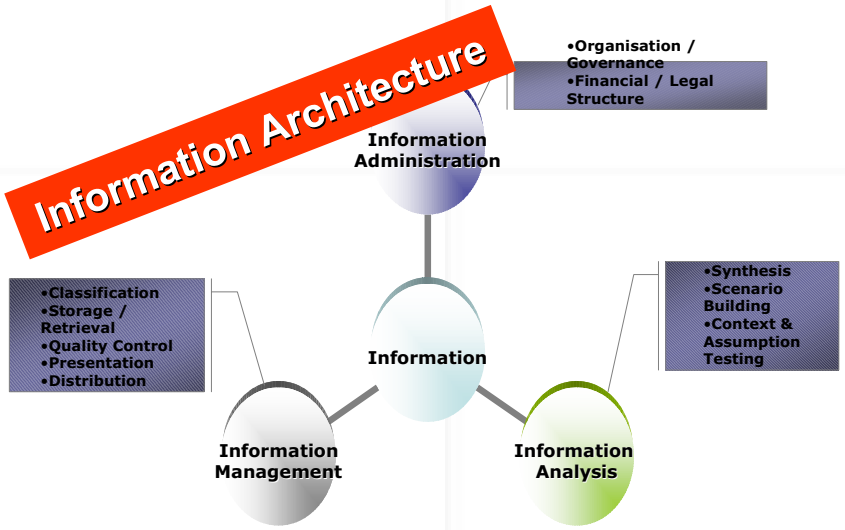
Sri Lanka e-Government Consulting - Recommendations





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, Req…	…E	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

Implementation Strategy

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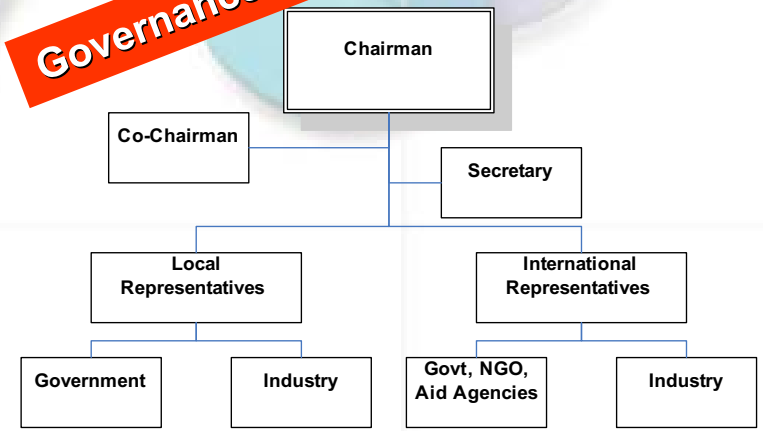
Sri Lanka e-Government Consulting - Recommendations

Governance Structure



Cost & Returns

Sub-Projects	Year 0			Year 1			Year 2			Year 3		
	Capital	Annual Re-current	Est. Enh.	Capital	Annual Re-current	Est. Enh.	Capital	Annual Re-current	Est. Enh.	Capital	Annual Re-current	Est. Enh.
e-Motoring	Xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
e-Health	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
e-Employment	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
e-Bill	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
E-ID	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx

Fund Disbursement

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Government Service Transformation Case Studies

- ICT Planning and eGovernment Blueprint
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making IT happen

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

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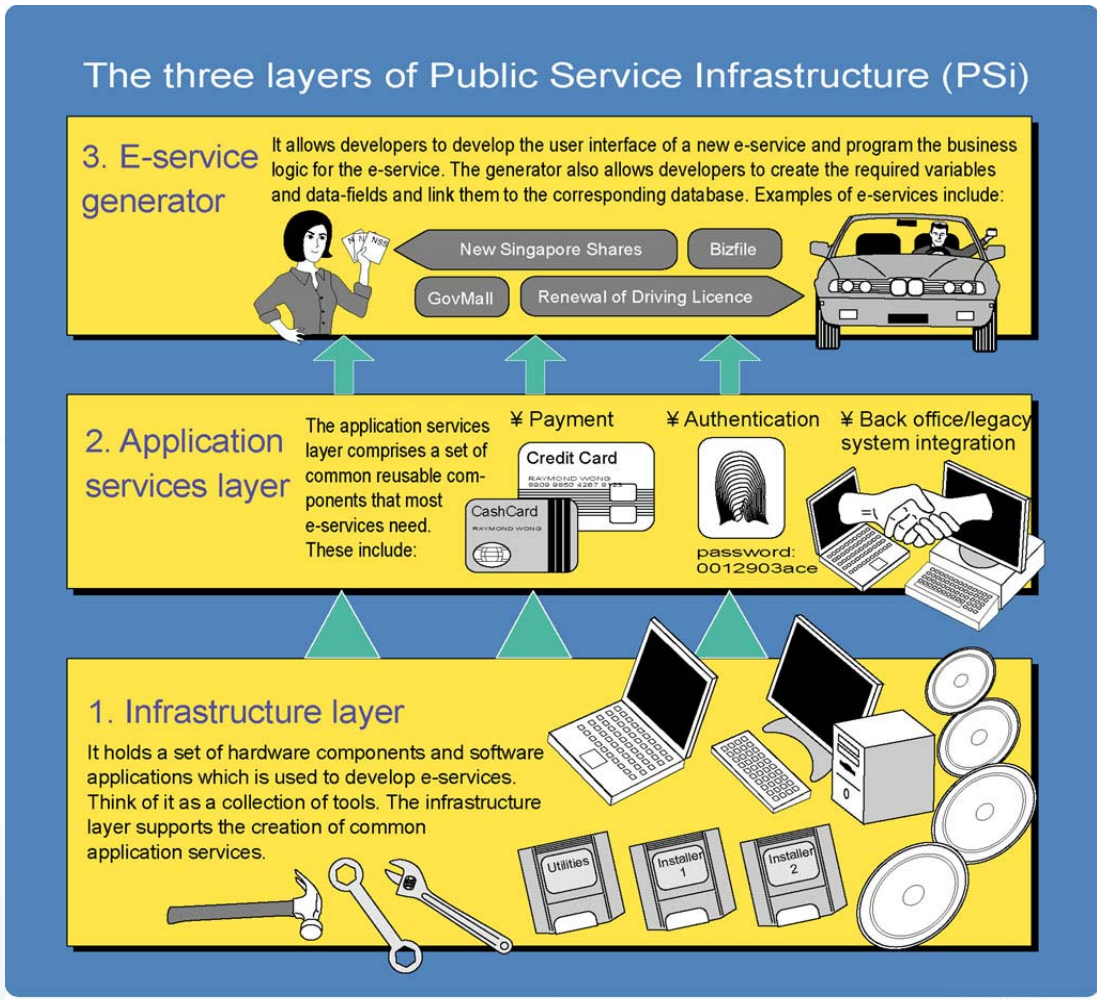
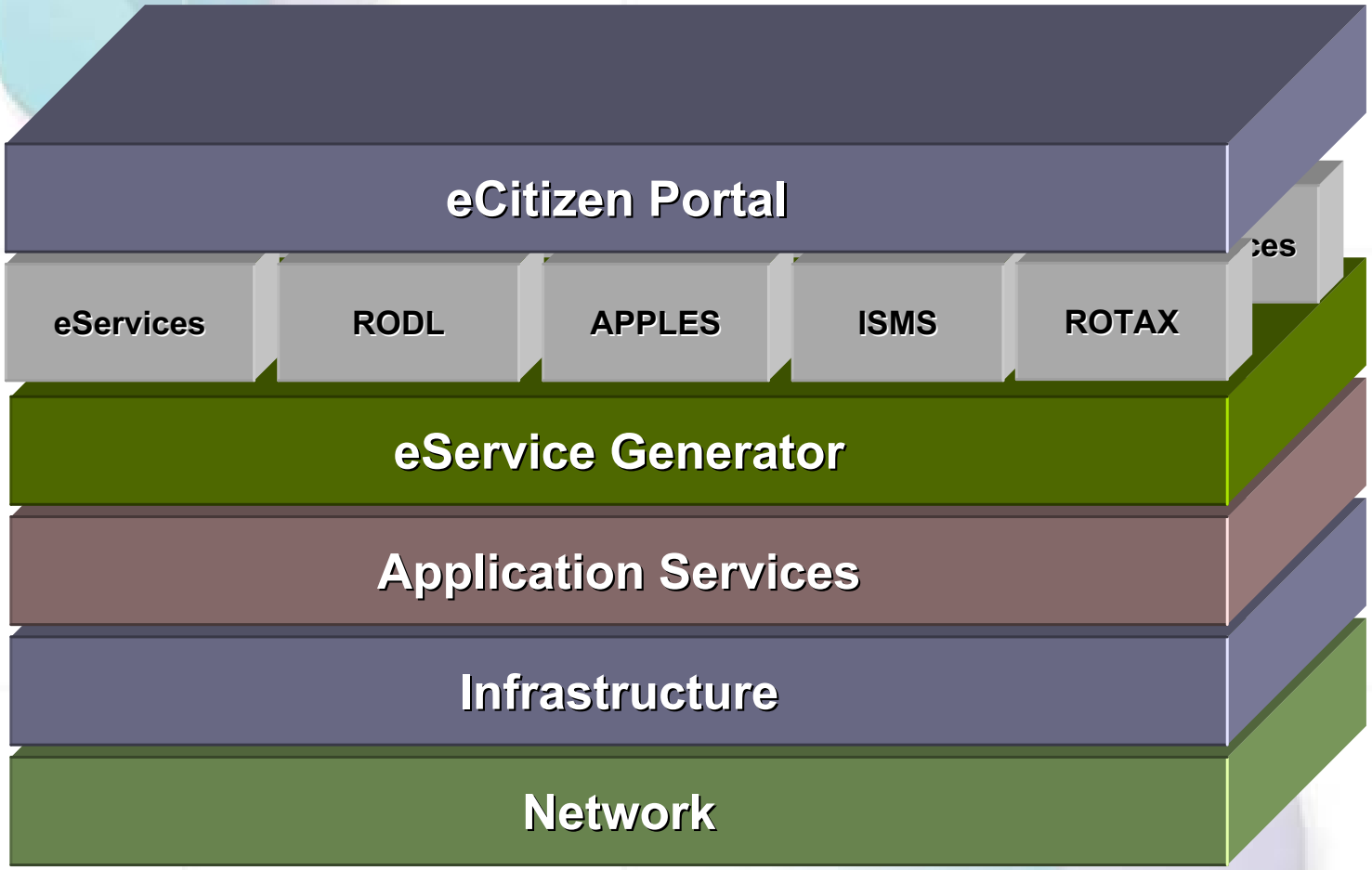
Public Services Infrastructure (PSI)

- 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



Public Service Infrastructure - Components



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Government Public Services Infrastructure (PSI)

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

Public User

Internet

- Banks
- Payment Vendors

Certificate Authorities

Trusted User

Government Network

PSI

Agency Backend

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e-Government Infrastructure

e-Citizen Portal

Singapore

eCitizen Portal

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

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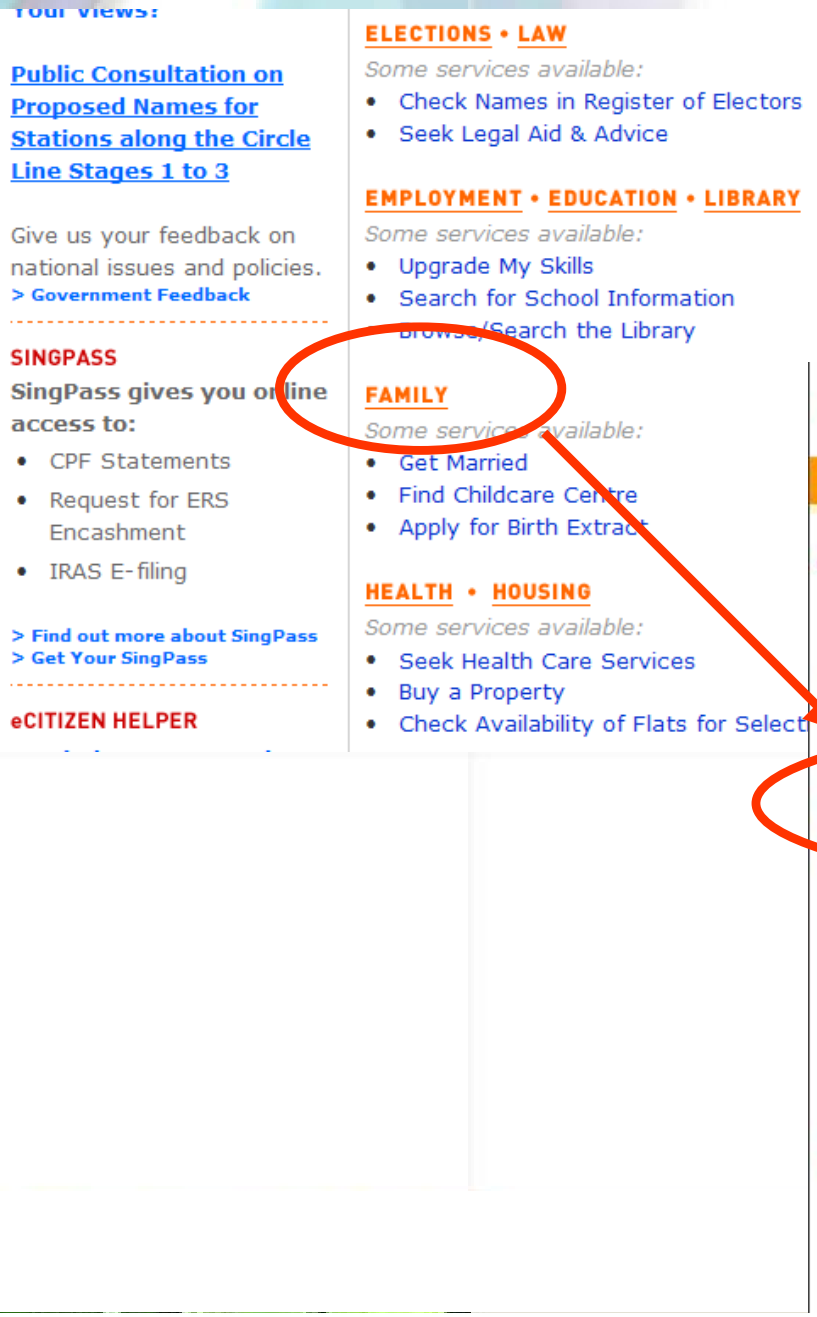
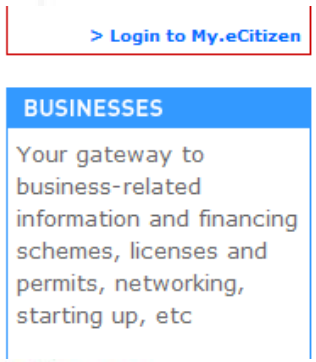
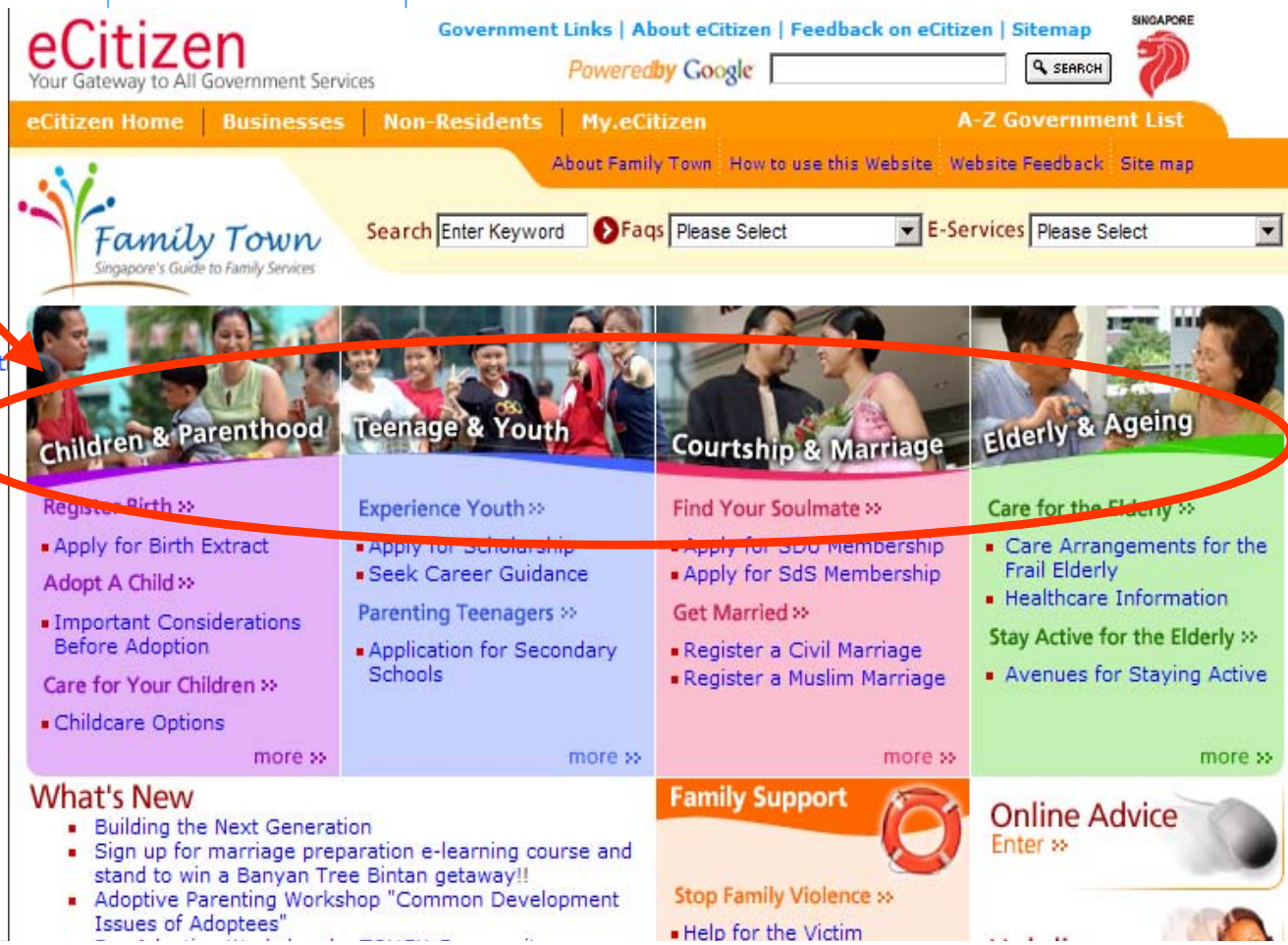
eCitizen Portal

Service By Life Events







eCitizen Portal

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

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 h page of e-services and never miss a payment deadli gain 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

You will need SingPass to login. Request or reset your SingPass here.

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eCitizen Portal - Moving House

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

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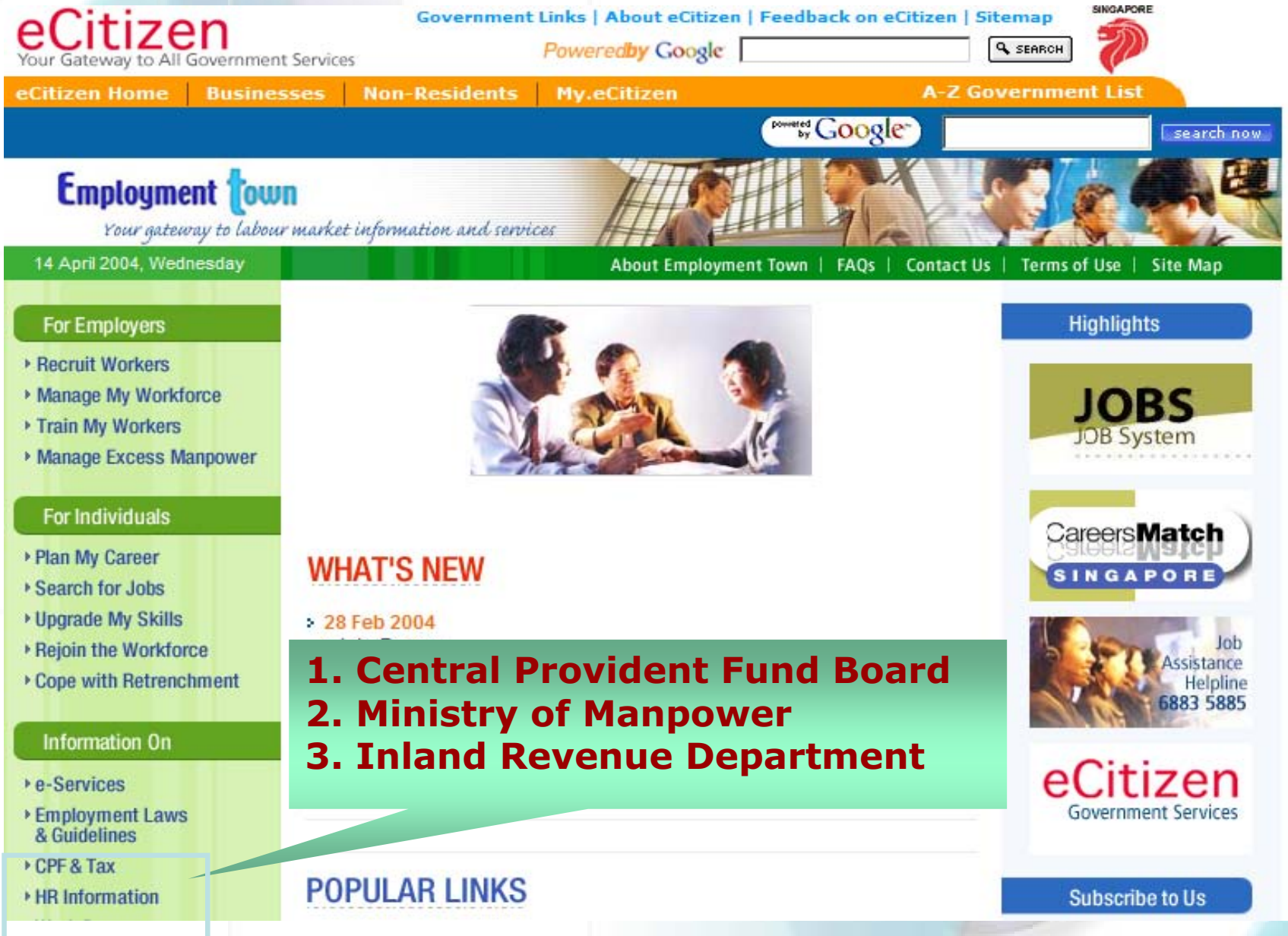
eCitizen Portal – Looking for a Job



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Government Service Transformation Case Studies

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- G2B
- G2G

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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**

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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.

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e.Library – Self Service

ELiMS™

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e.Library – Self Service

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.

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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

NLB
National Library Board
Singapore

- 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.

Borrower's Enquiry Terminal

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.

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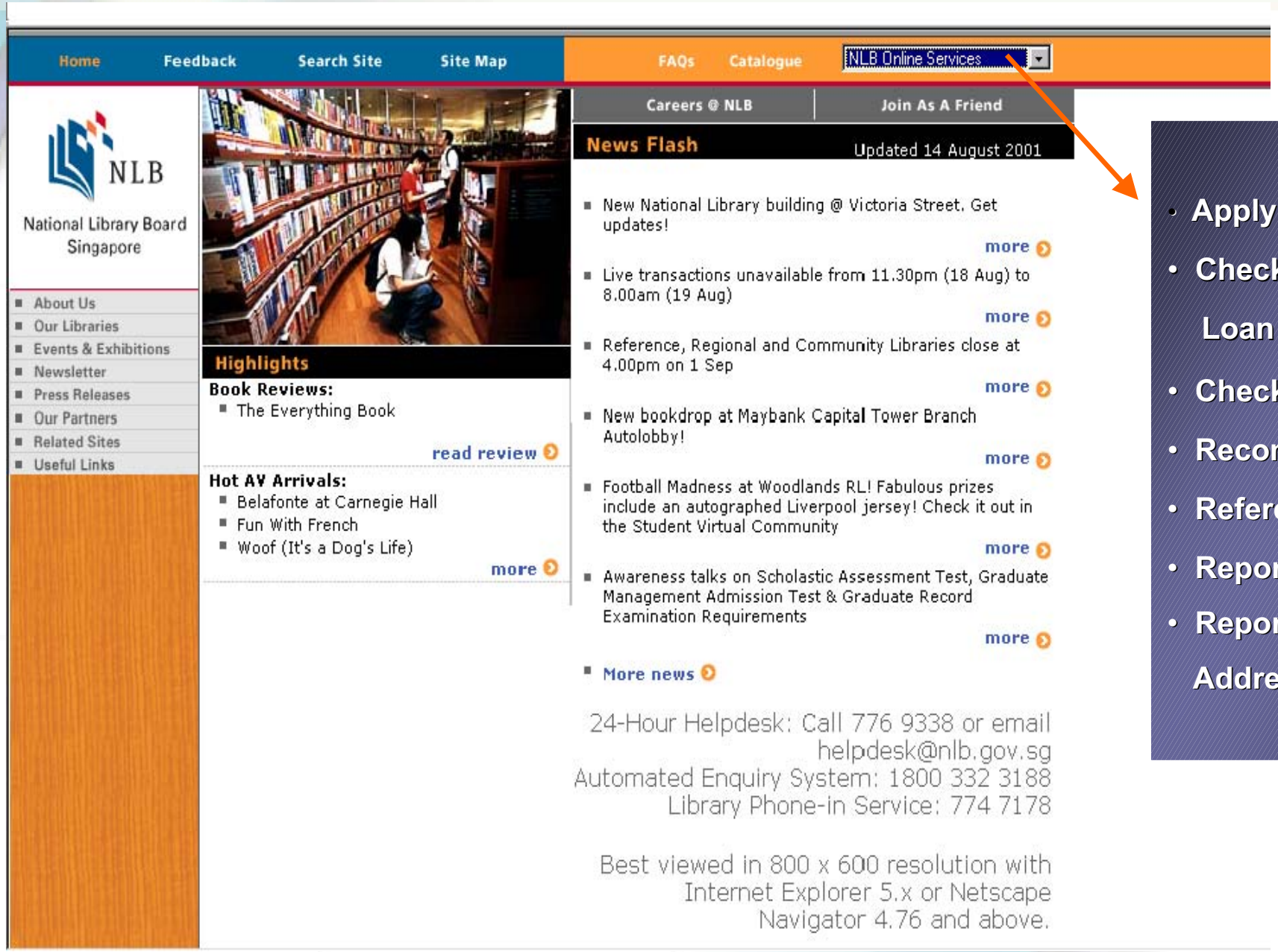
e.Library – Re-engineering at National Library Board



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

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e.Library – Self Service

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

Please read our **Library Membership Guide**

- Singaporeans can apply for library membership us ng 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 foreigrers have to regis:er 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. *
(S9999999X or T9959999X)

Name as in NRIC or BC *

Age *
- Below 15 years (free membership card)
- 15 years and above
($5.00 for membership card or you may use your NRIC as membership card)

Telephone (Home) *

Telephone (Office)

Email

Need a membership card? *
- Yes
- No
(you may use your NRIC as membership card)

Library to activate or collect card *
Select a Library

Click **here** for information on NLB branches.

National Library Board
Singapore

Applying for Membership

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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.**

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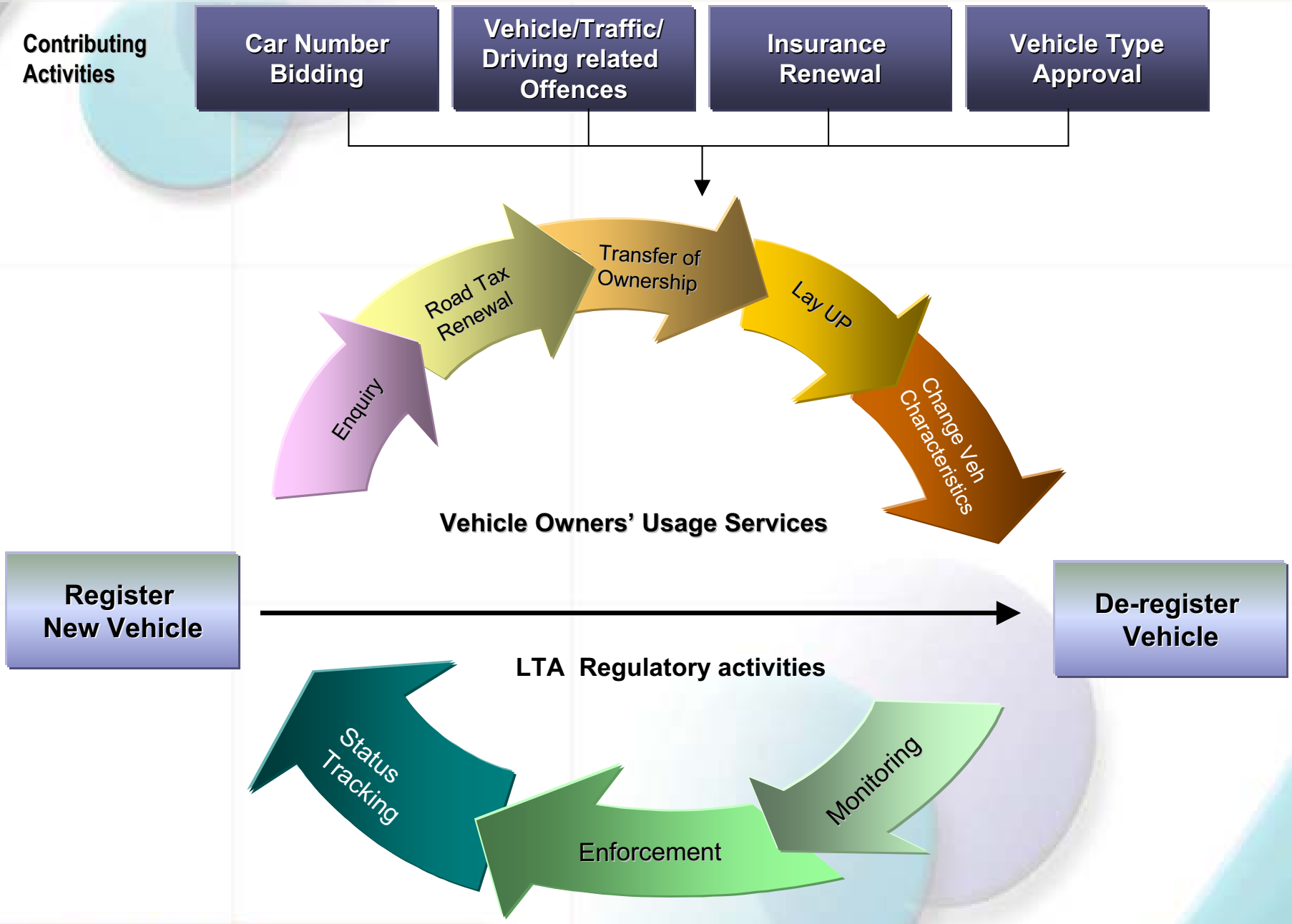
One.Motoring - Background



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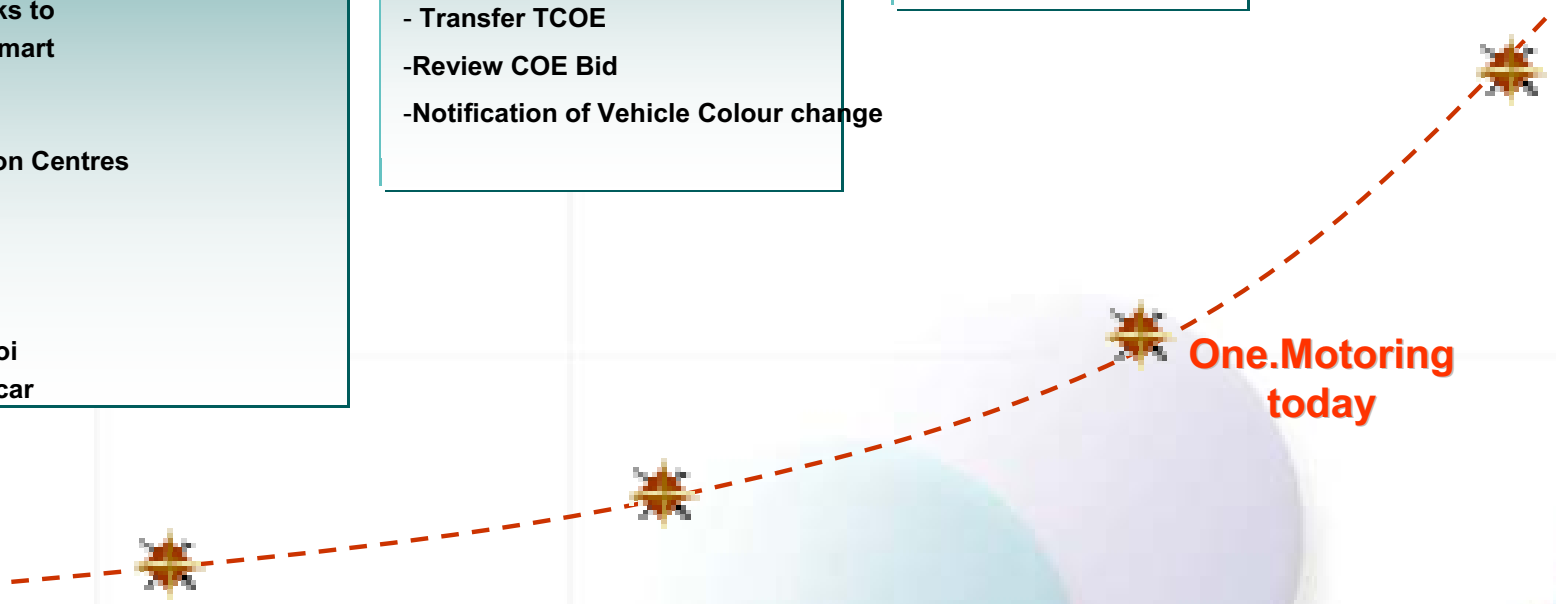
One.Motoring - Evolution

Level of e- Sophistication

Publish	Interact	Transact	Integrate
Self Import Guidelines COE/APARF Enquiry Transfer Fee Enquiry License Bidding Results How to bid for COE Car Cost Enquiry New Car/Used Car Price Guide New Vehicle Registration Cost Enquiry URL Links to Traffic Smart BMAS Banks Inspection Centres vPost HDB MTA AAS Star Autoi Juzclickcar	Download Application Forms -ownership transfer -Deregistration - Retain existing number - Lay Up -Revalidate COE - Transfer TCOE -Review COE Bid -Notification of Vehicle Colour change	Road Tax Renewal Duplicate Road Tax Renewal Notice Search for vehicle Insurance Particualrs	Integration with Private Sector -Banks - Motor Agents -Insurance -Association



Level of Consumer Sophistication

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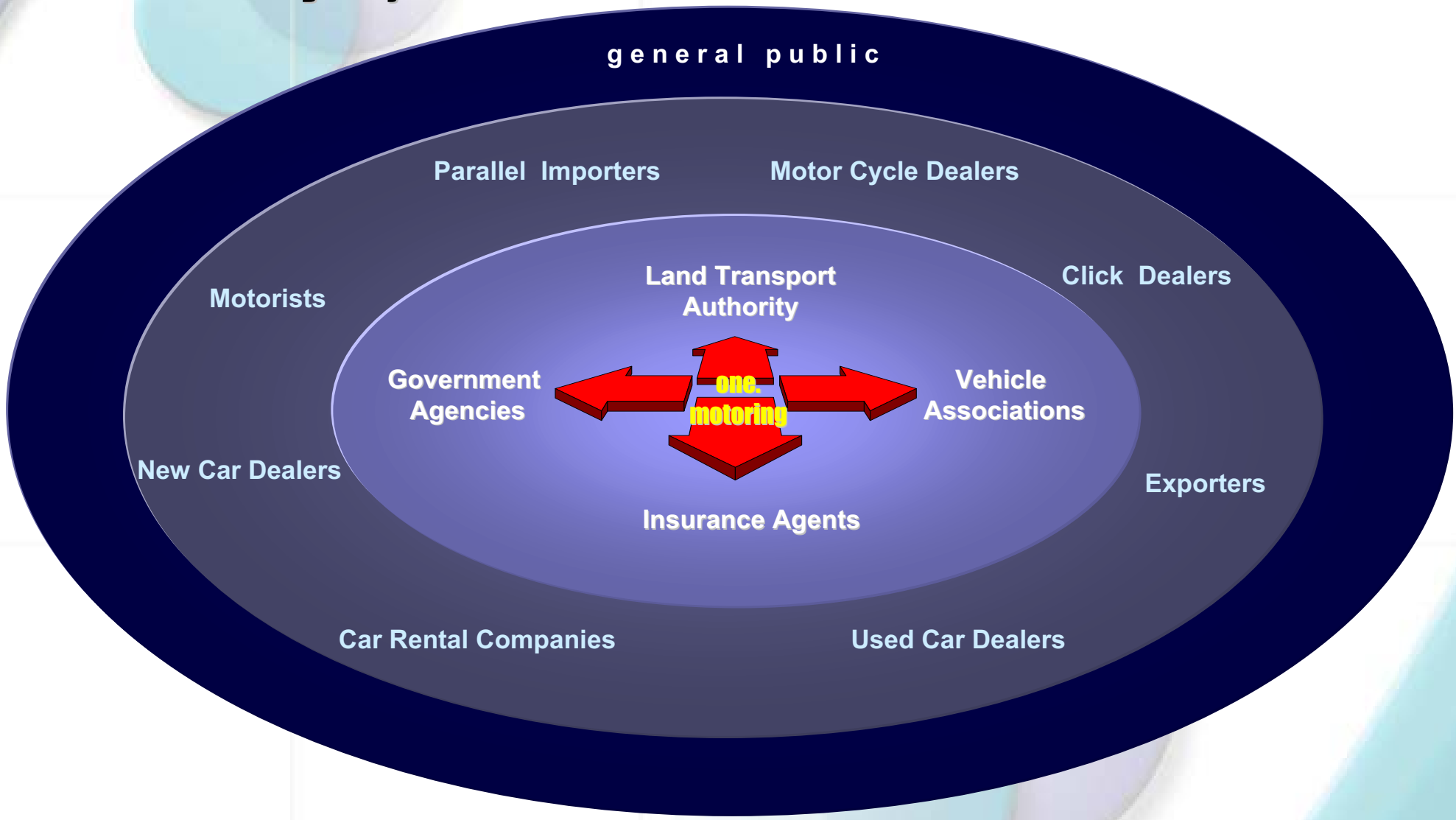
One.Motoring - Users

Heart of the Motoring EcoSystem



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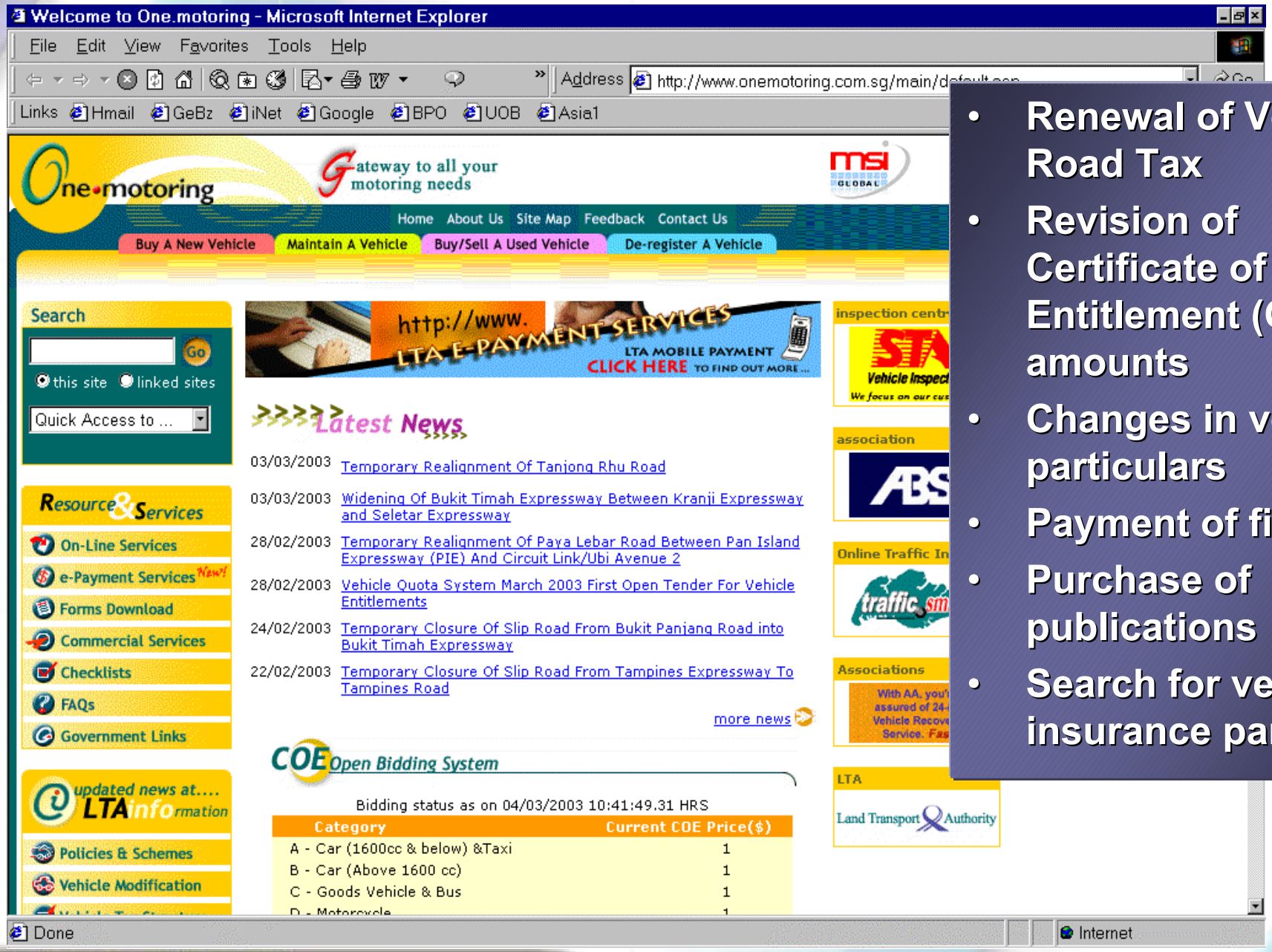
One.Motoring – Sample e-Services



- 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

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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)

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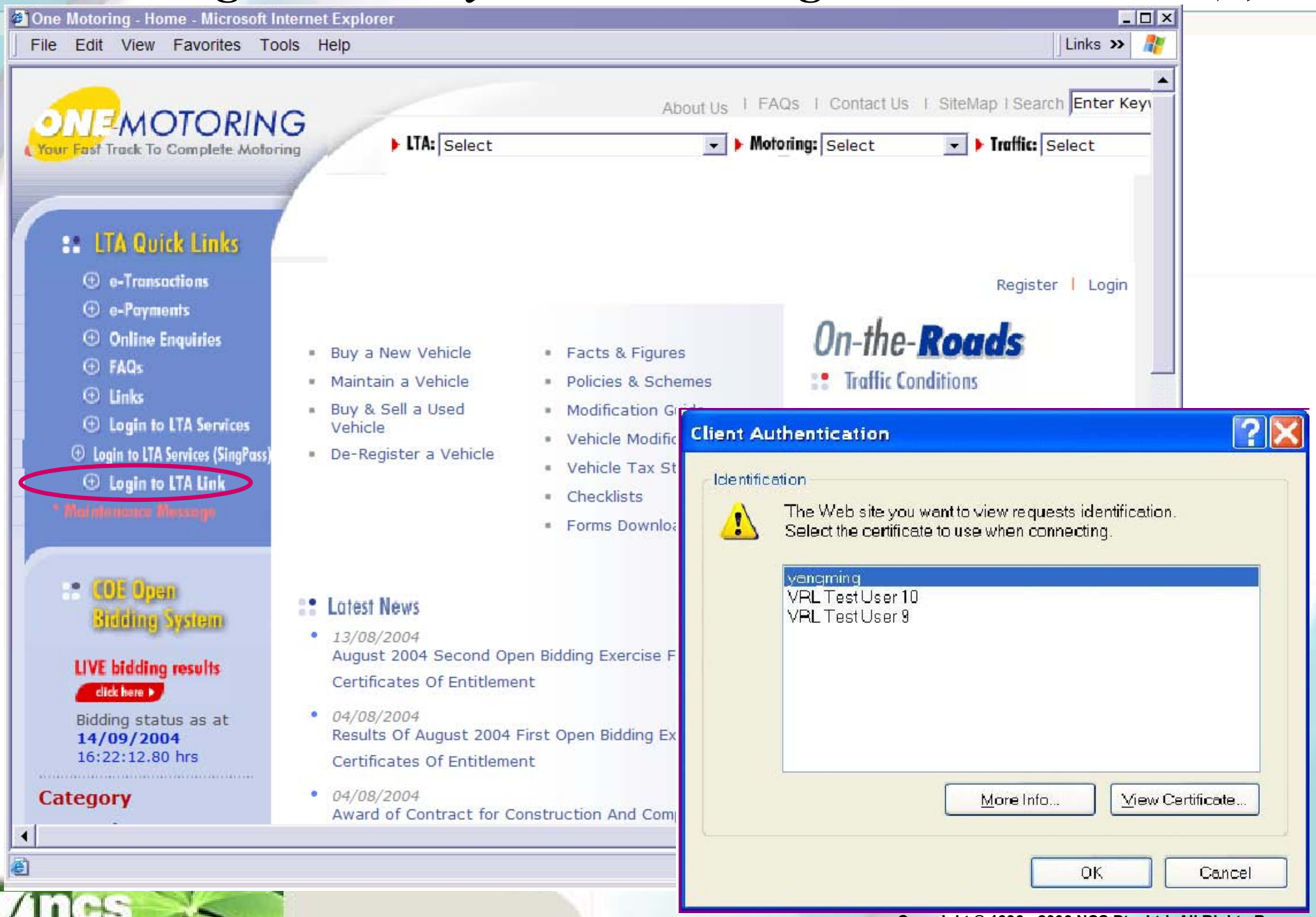
New Registration by Authorized Agent via LTALink (1)



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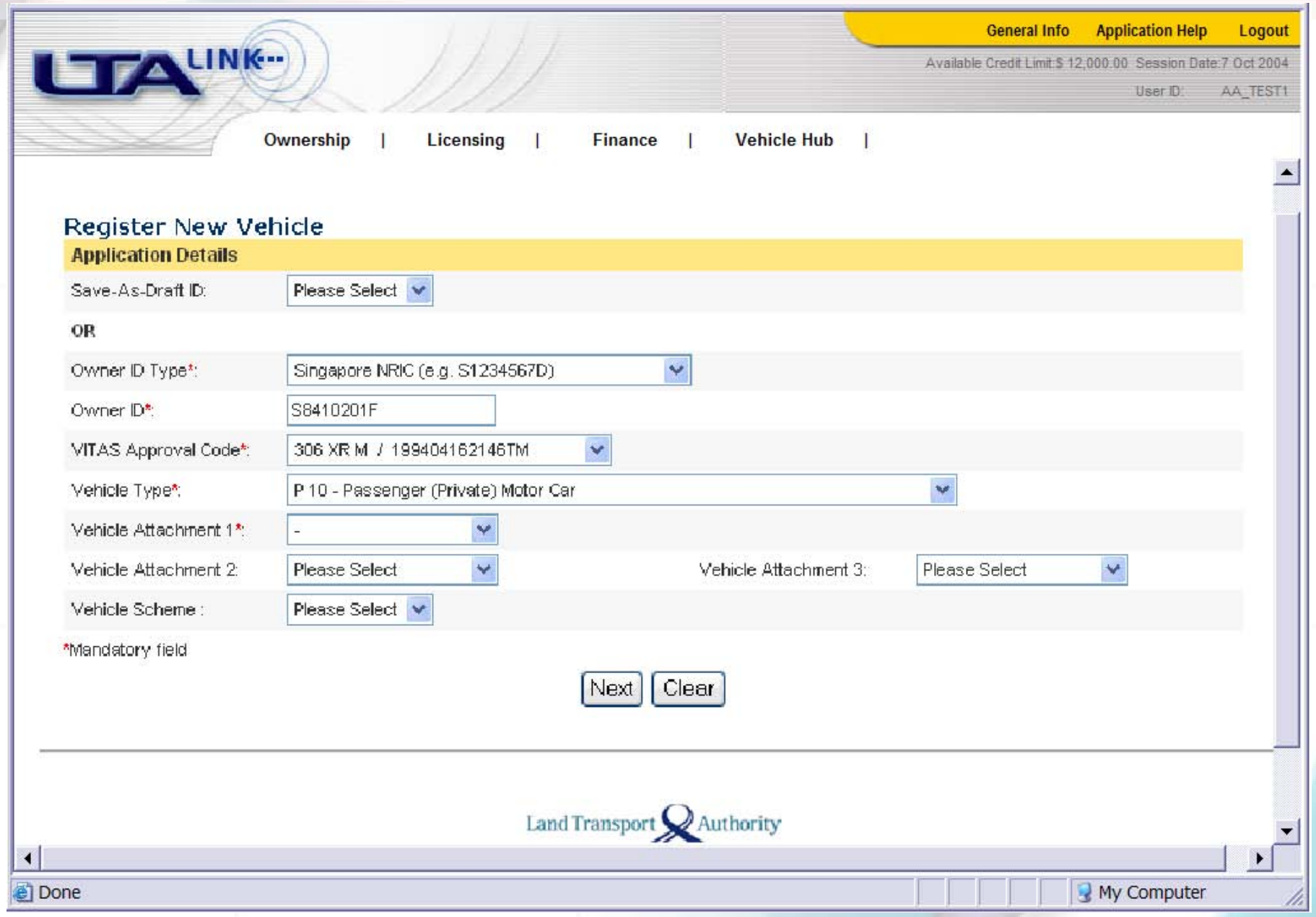
New Registration by Authorized Agent via LTALink (3)



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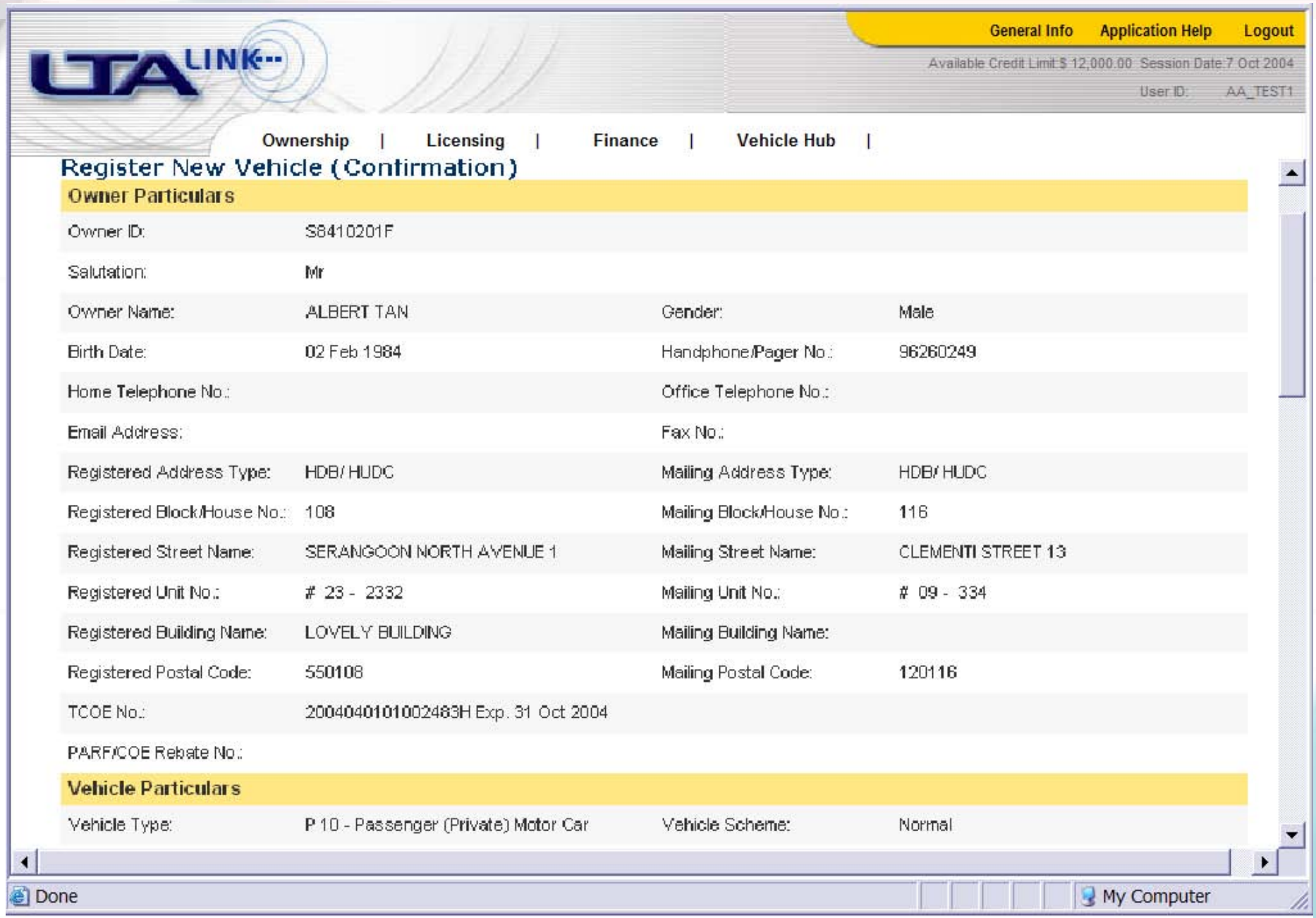
New Registration by Authorized Agent via LTALink (4)



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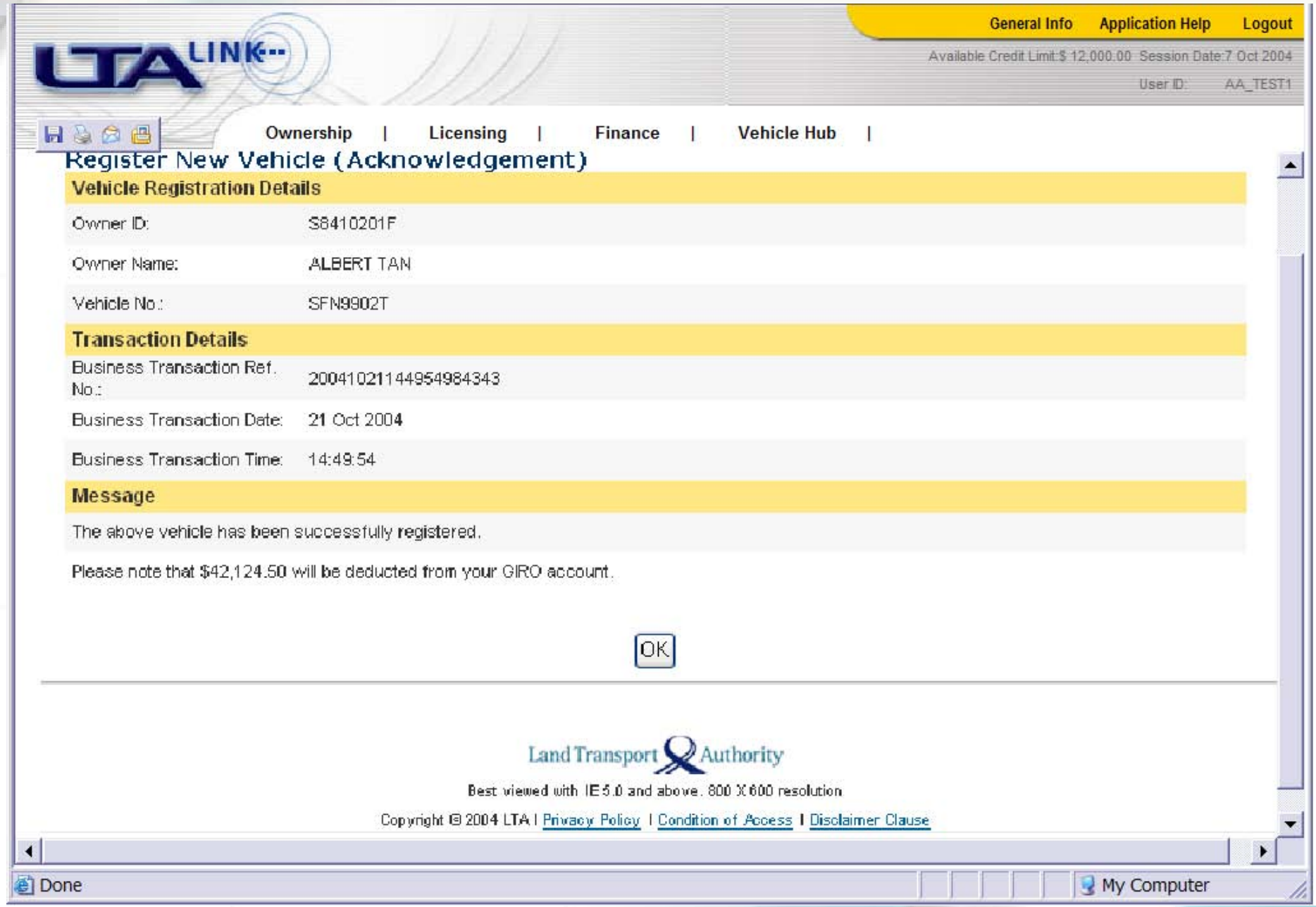
New Registration by Authorized Agent via LTALink (5)



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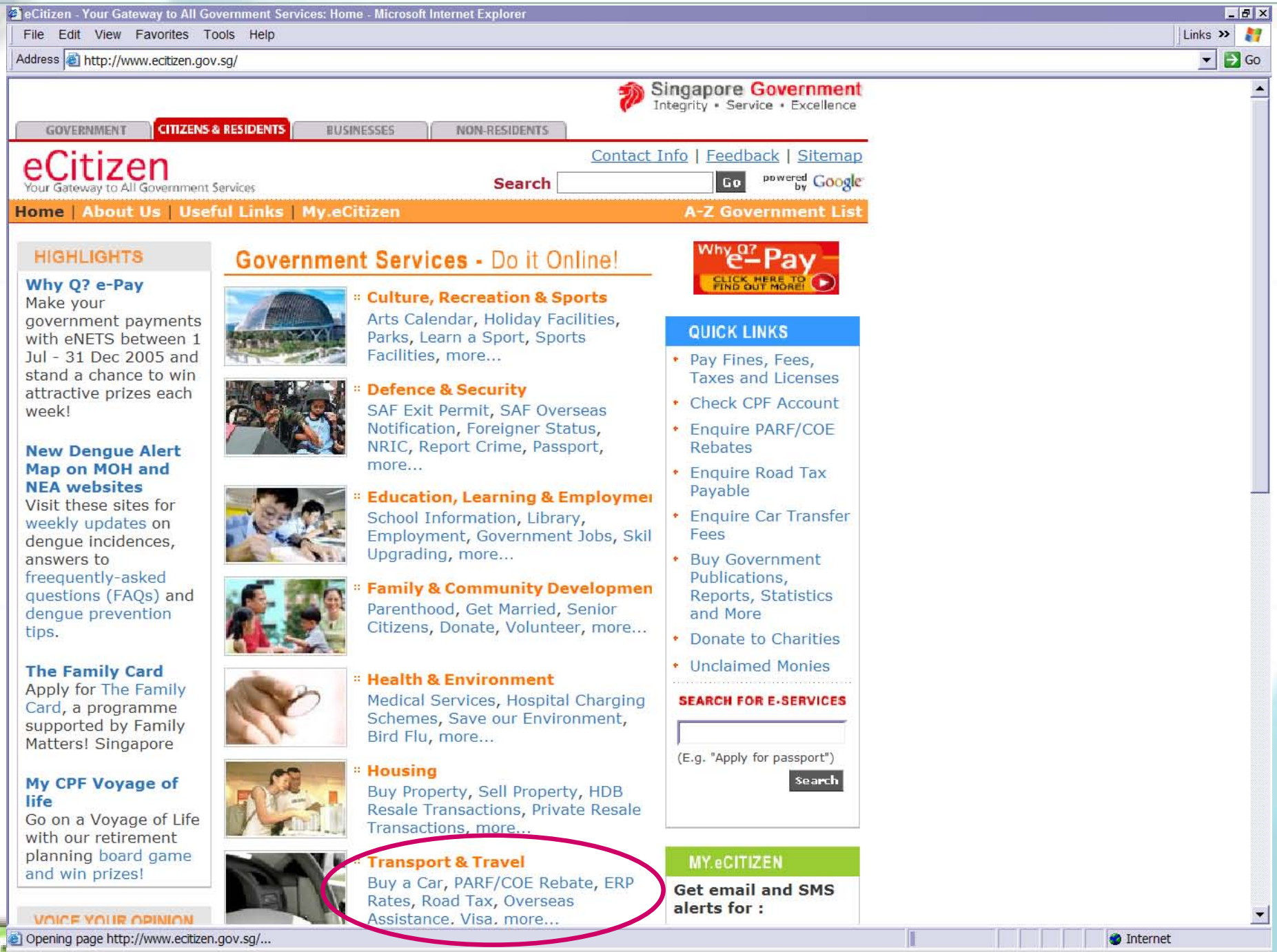
Renew Road Tax by Proxy via Country Portal (1)



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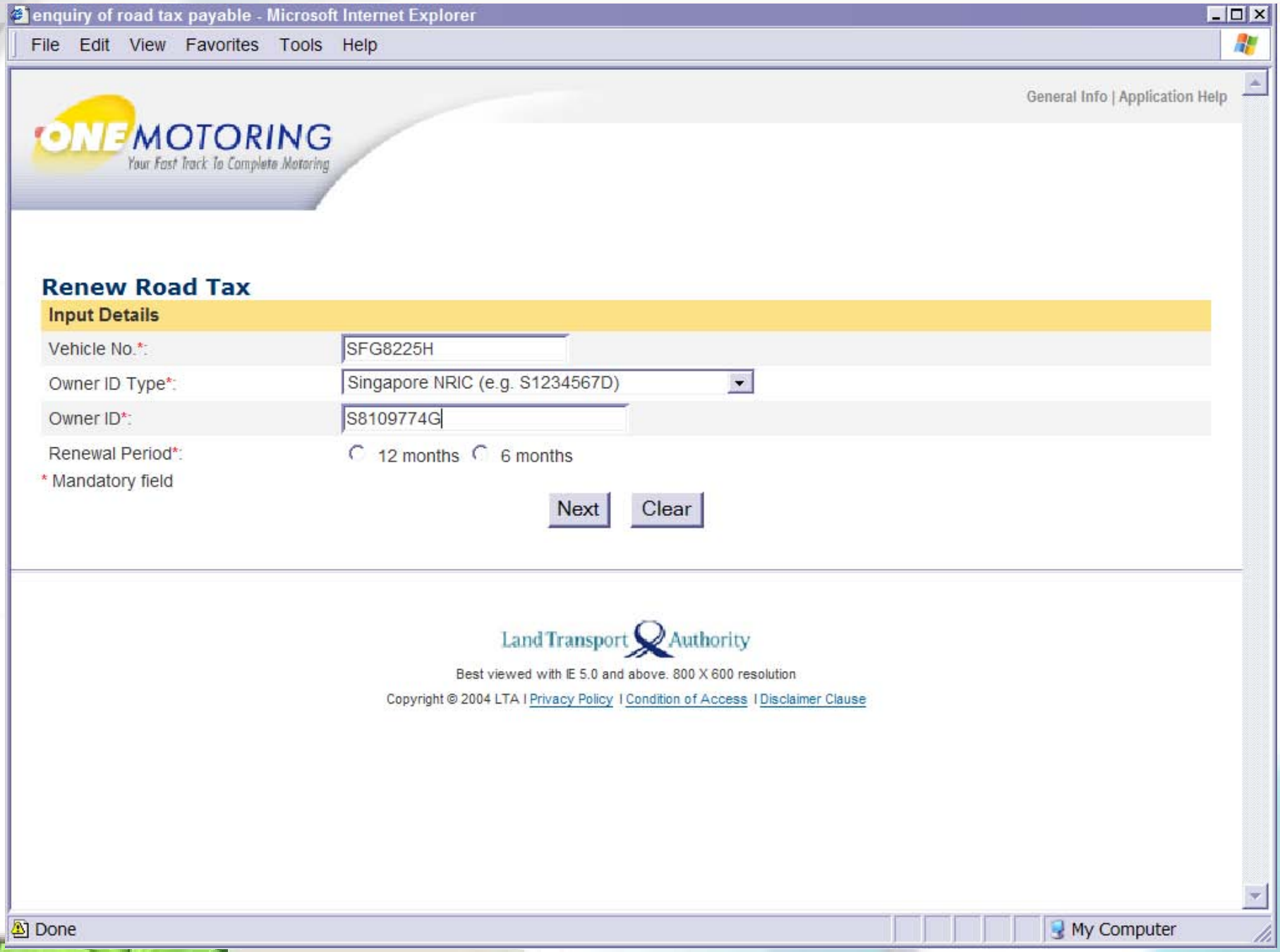
Renew Road Tax by Proxy via Country Portal (2)



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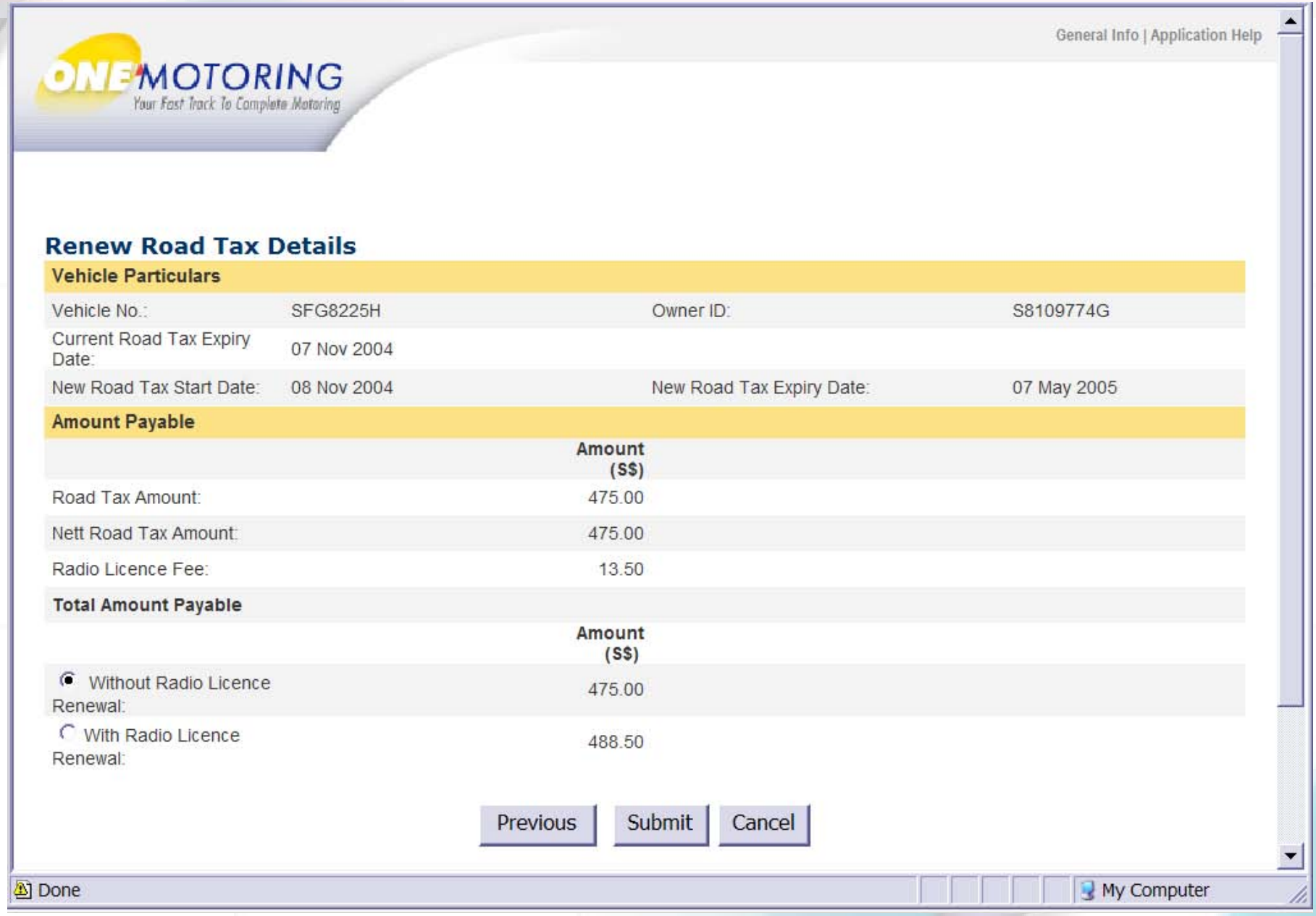
Renew Road Tax by Proxy via Country Portal (3)



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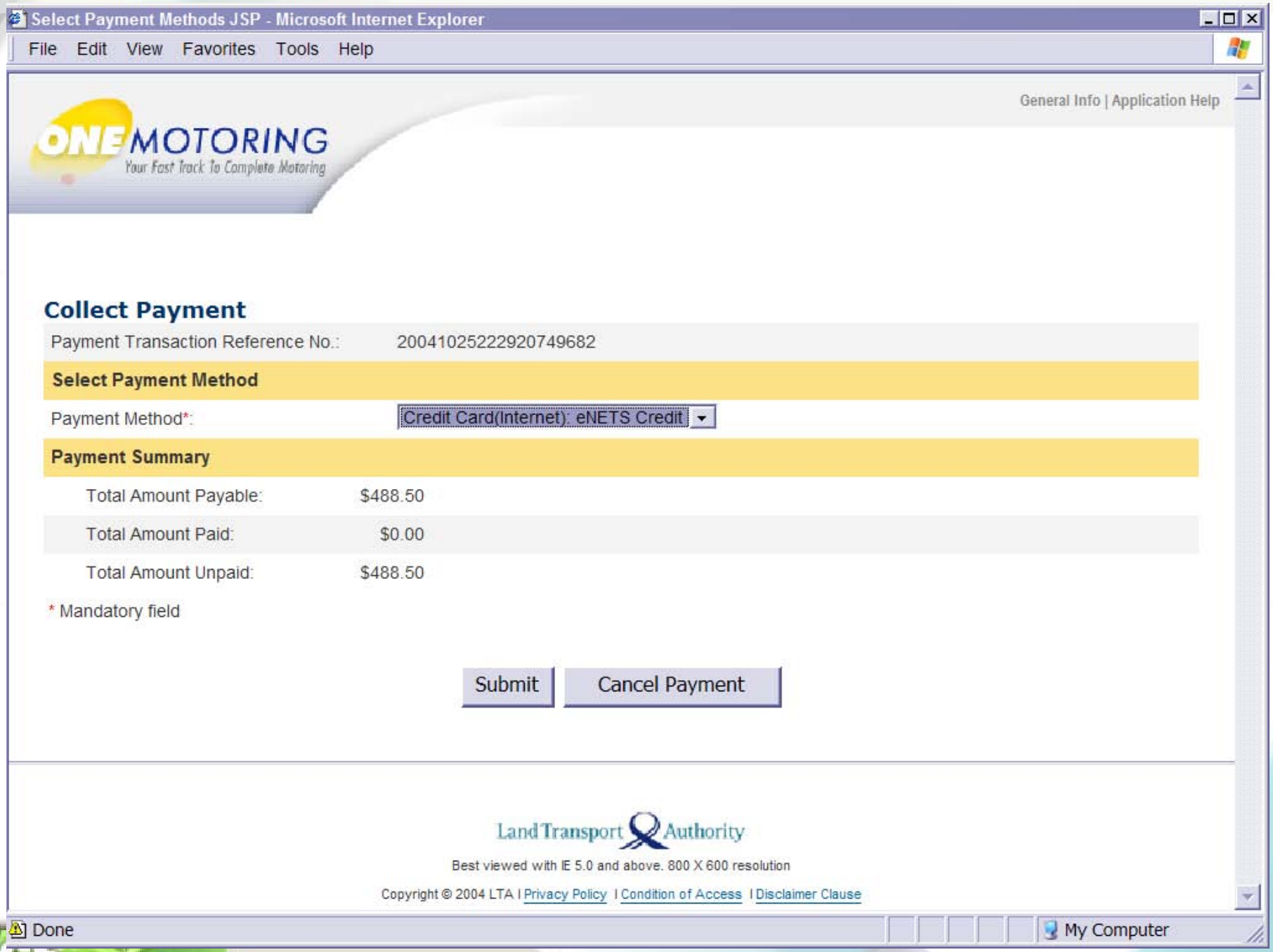
Renew Road Tax by Proxy via Country Portal (4)



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Renew Road Tax by Proxy via Country Portal (5)

eNETS - Microsoft Internet Explorer

eNETS

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	DBS Bank

Submit Cancel

Secured by NETRUST Click here to verify

Security Tip: How to check the SSL Digital Certificate

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 🔒]

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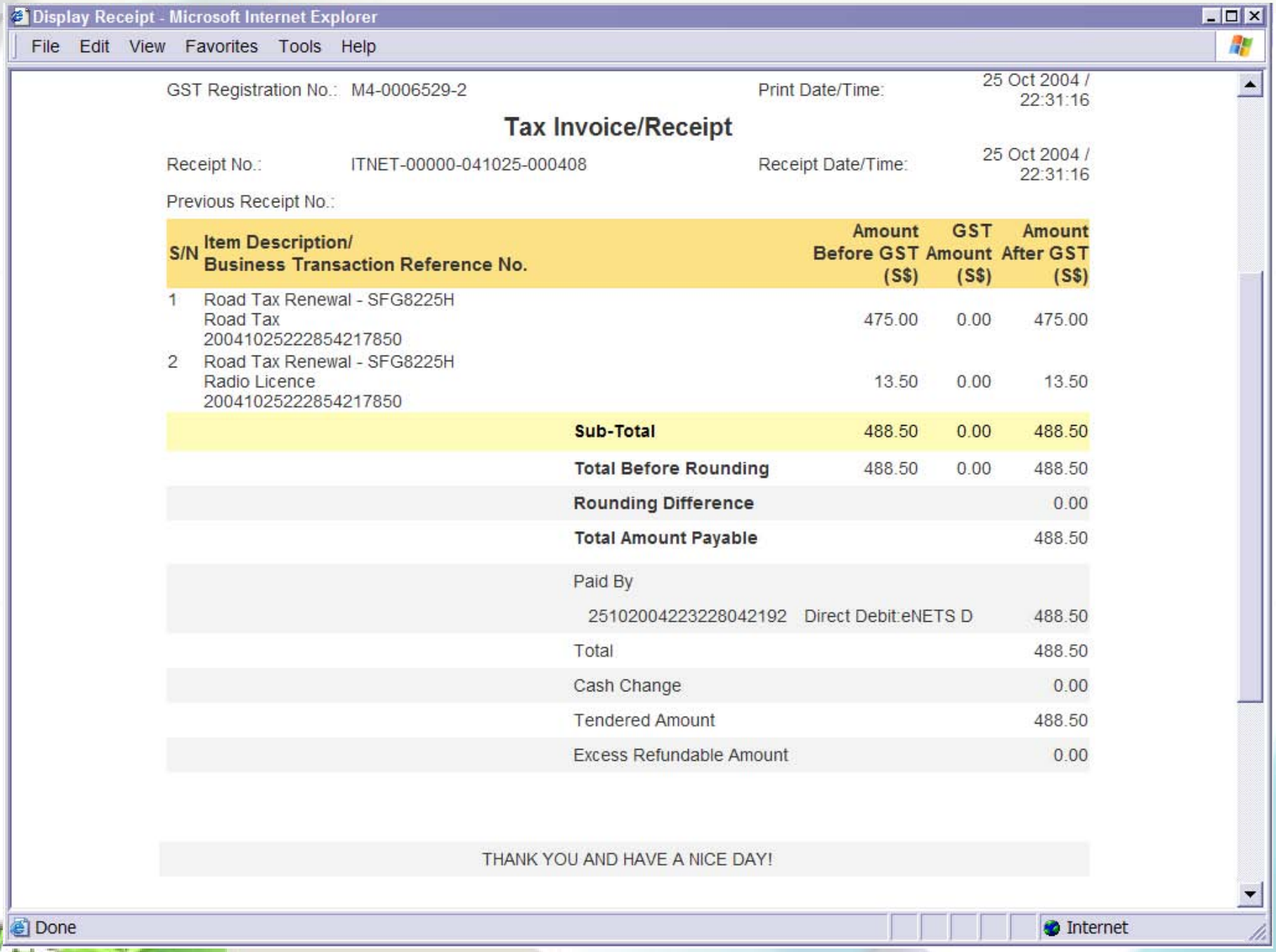
Renew Road Tax by Proxy via Country Portal (6)



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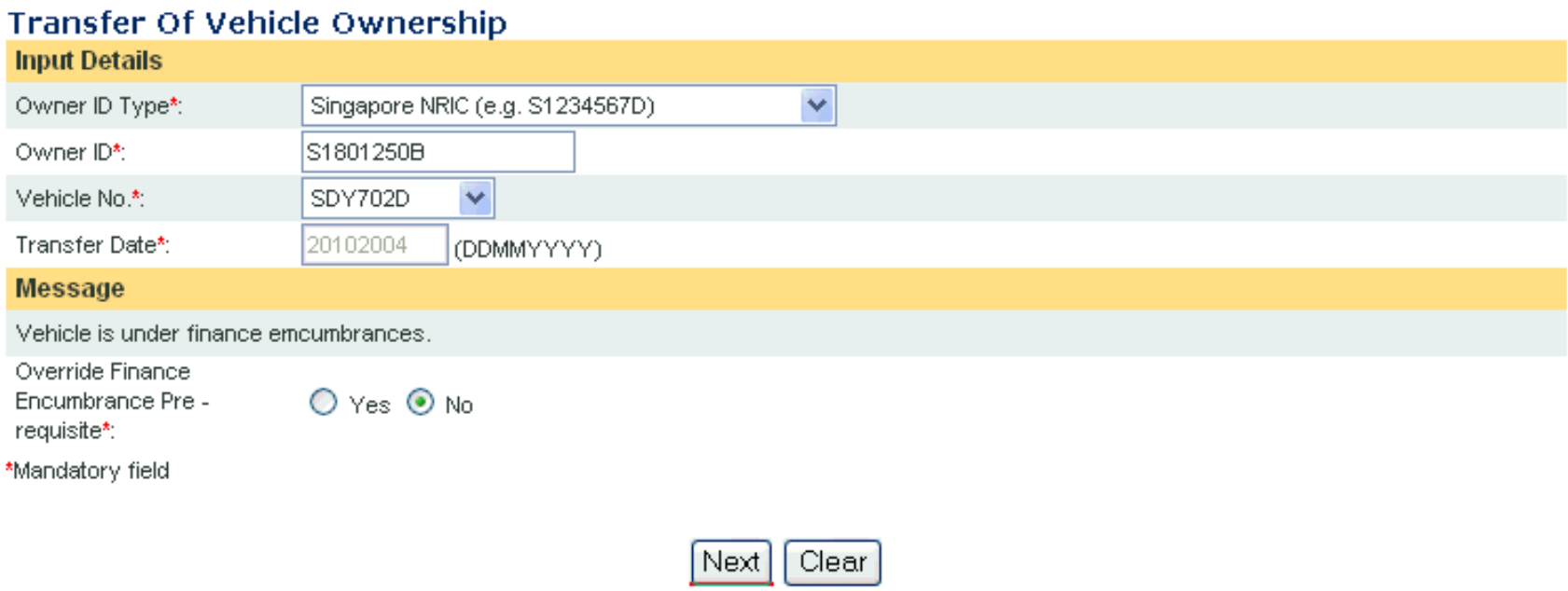
Transfer of Vehicle at LTA Counter (1)



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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*:	Male / 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:	

☑ 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

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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

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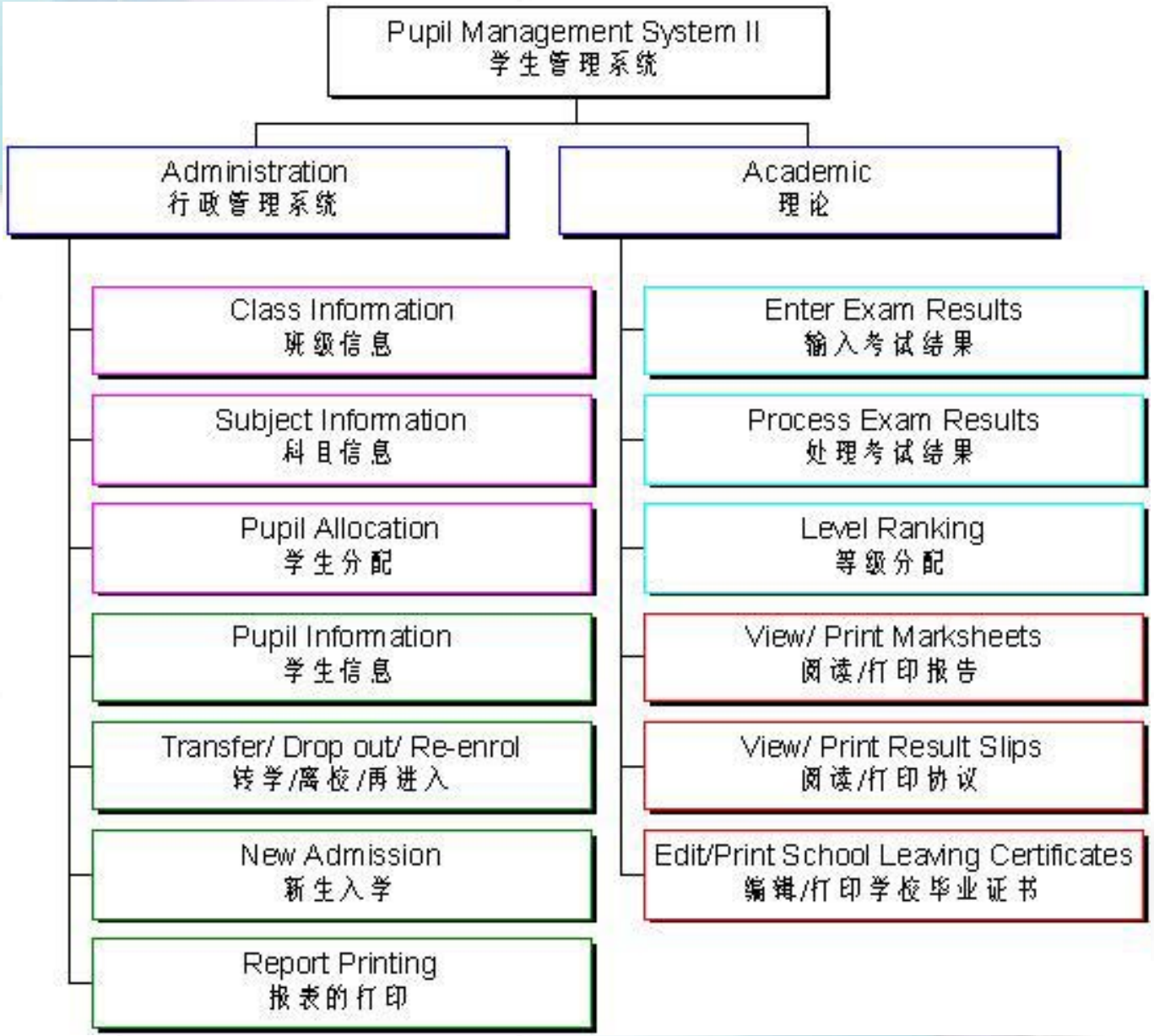
e-Government G2C Education

School Management & Administration System (SAM)

Hong Kong

SAM - Overview



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SAM – The System

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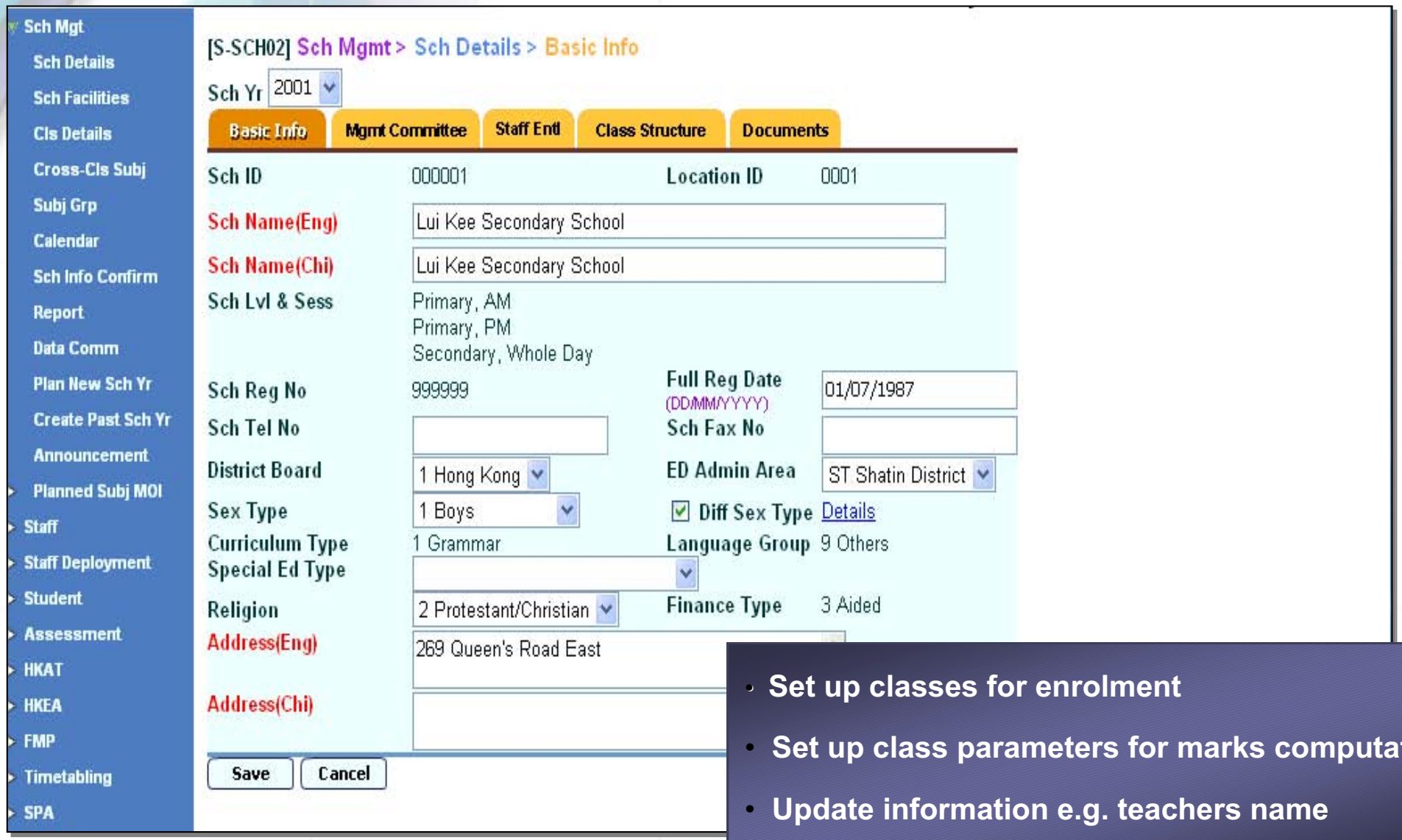
SAM - Administration



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

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SAM – Pupil Allocation

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

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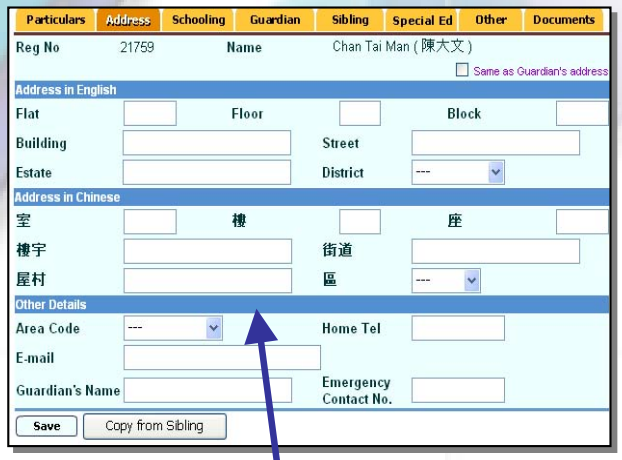
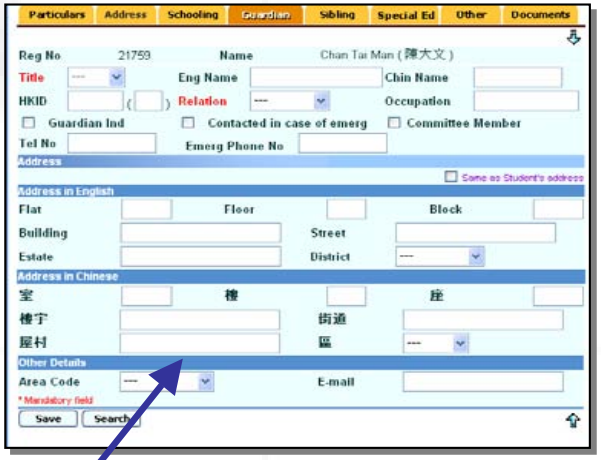
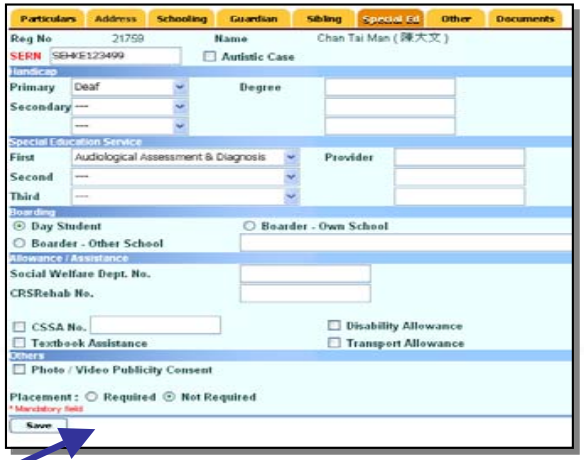
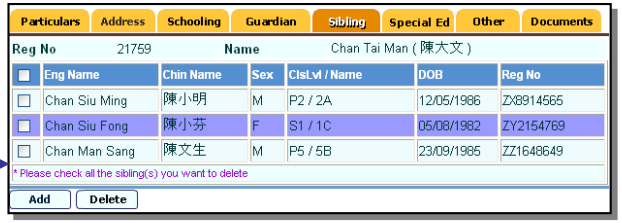
SAM – Pupil Administration

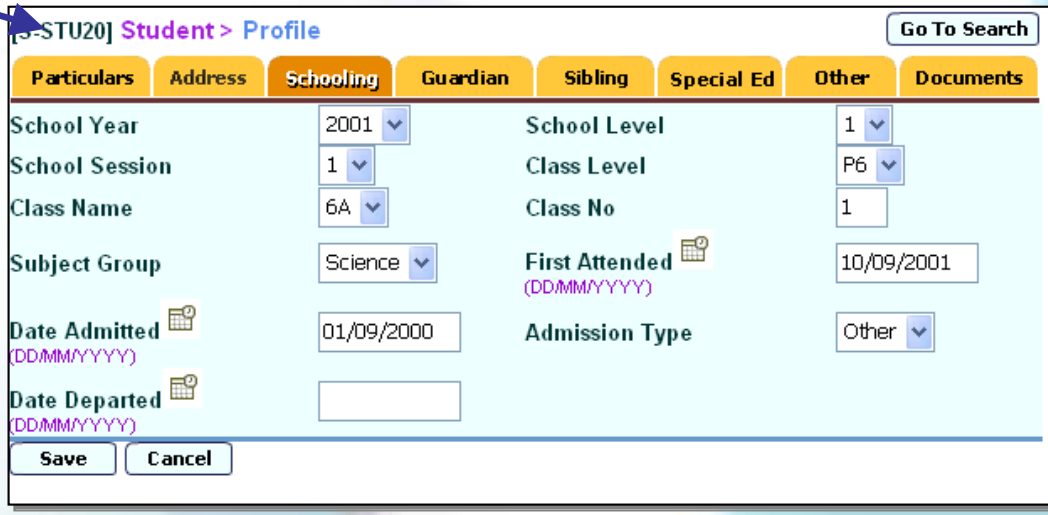








- Update changes to personal particulars eg. address
- Update to schooling information
- Update to parents' particulars



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SAM – Transfer / Drop Out

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

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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

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Government Service Transformation Case Studies

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

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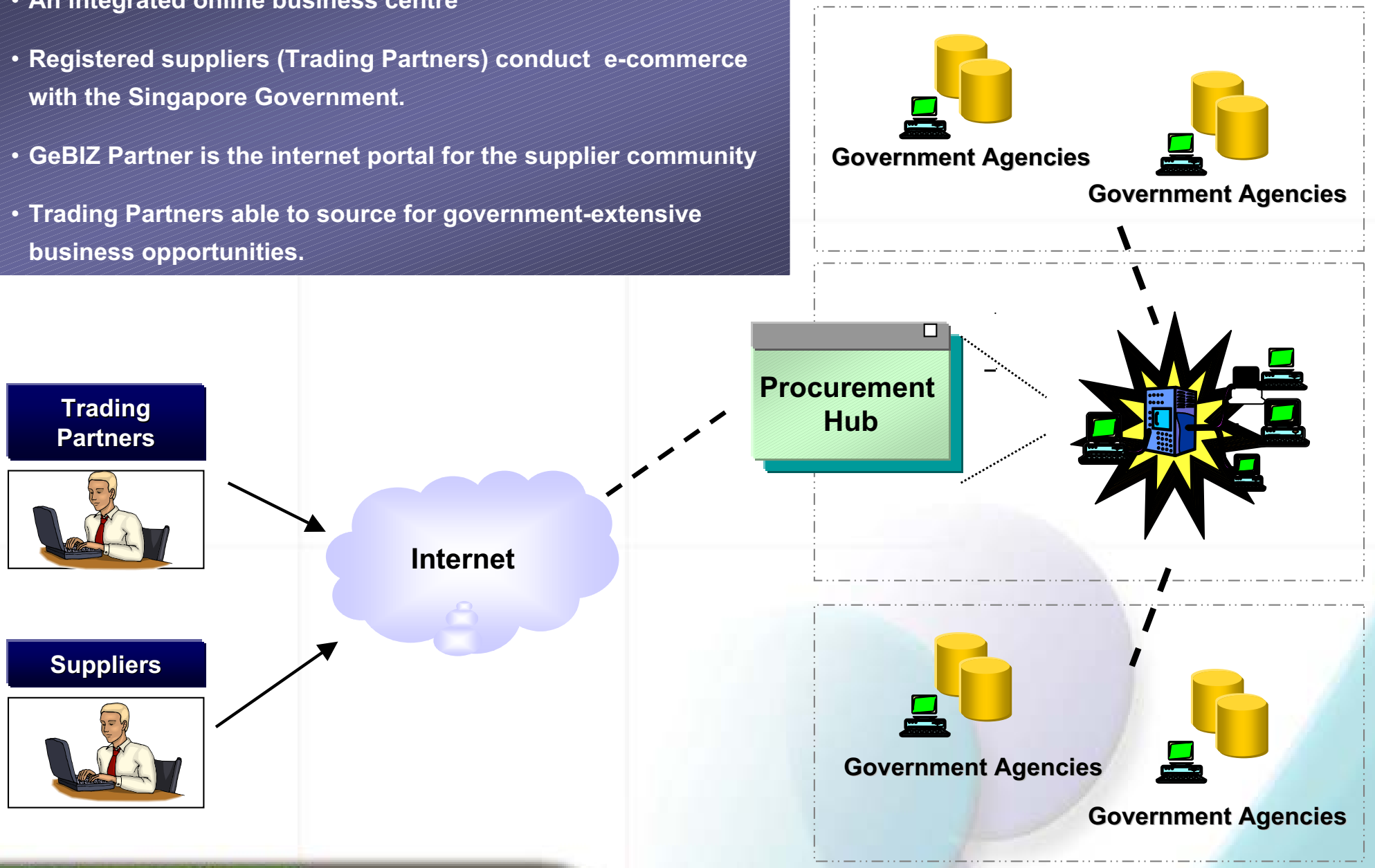
e-Government G2B Procurement

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.



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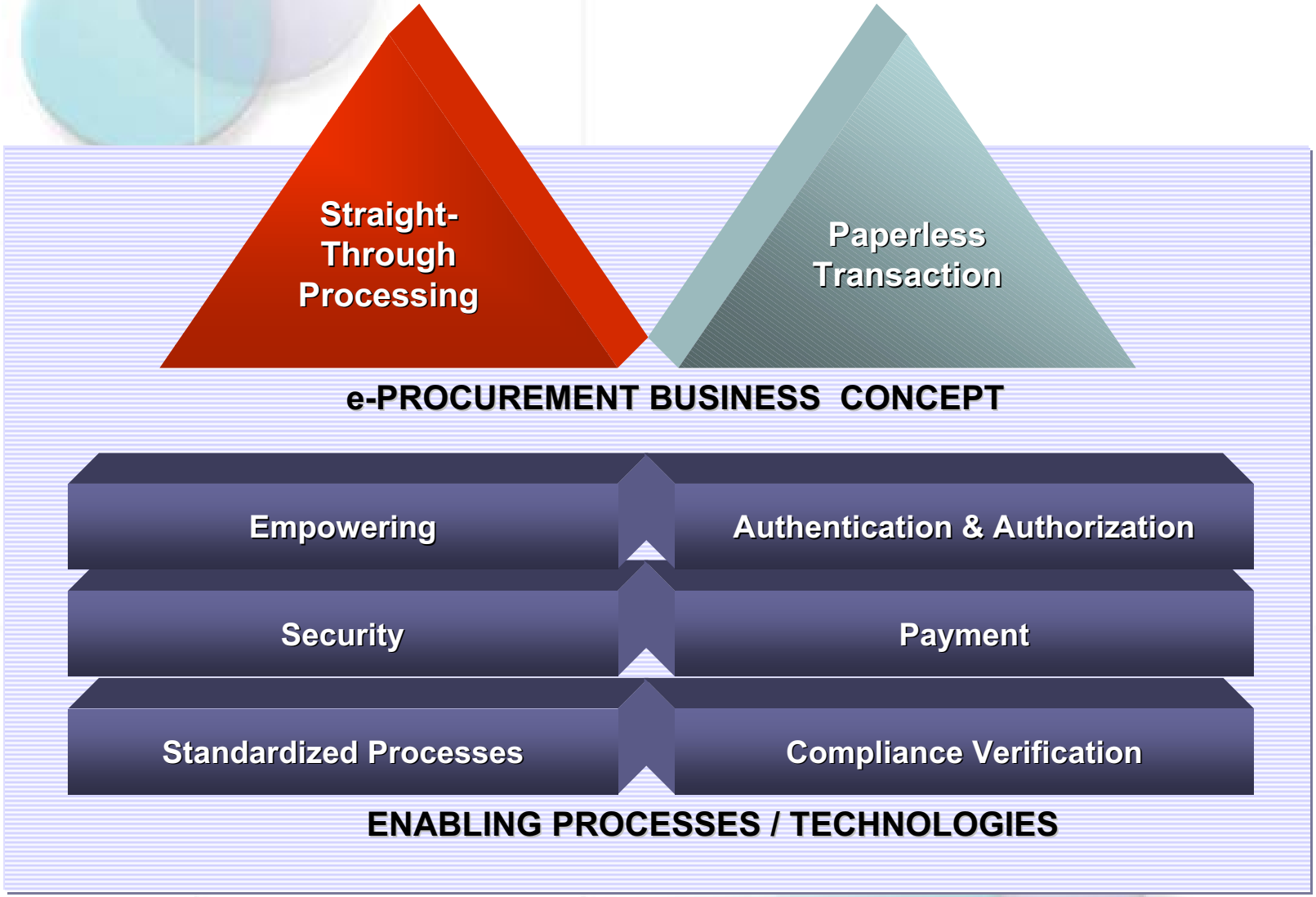
GeBiz – Business Operating Framework



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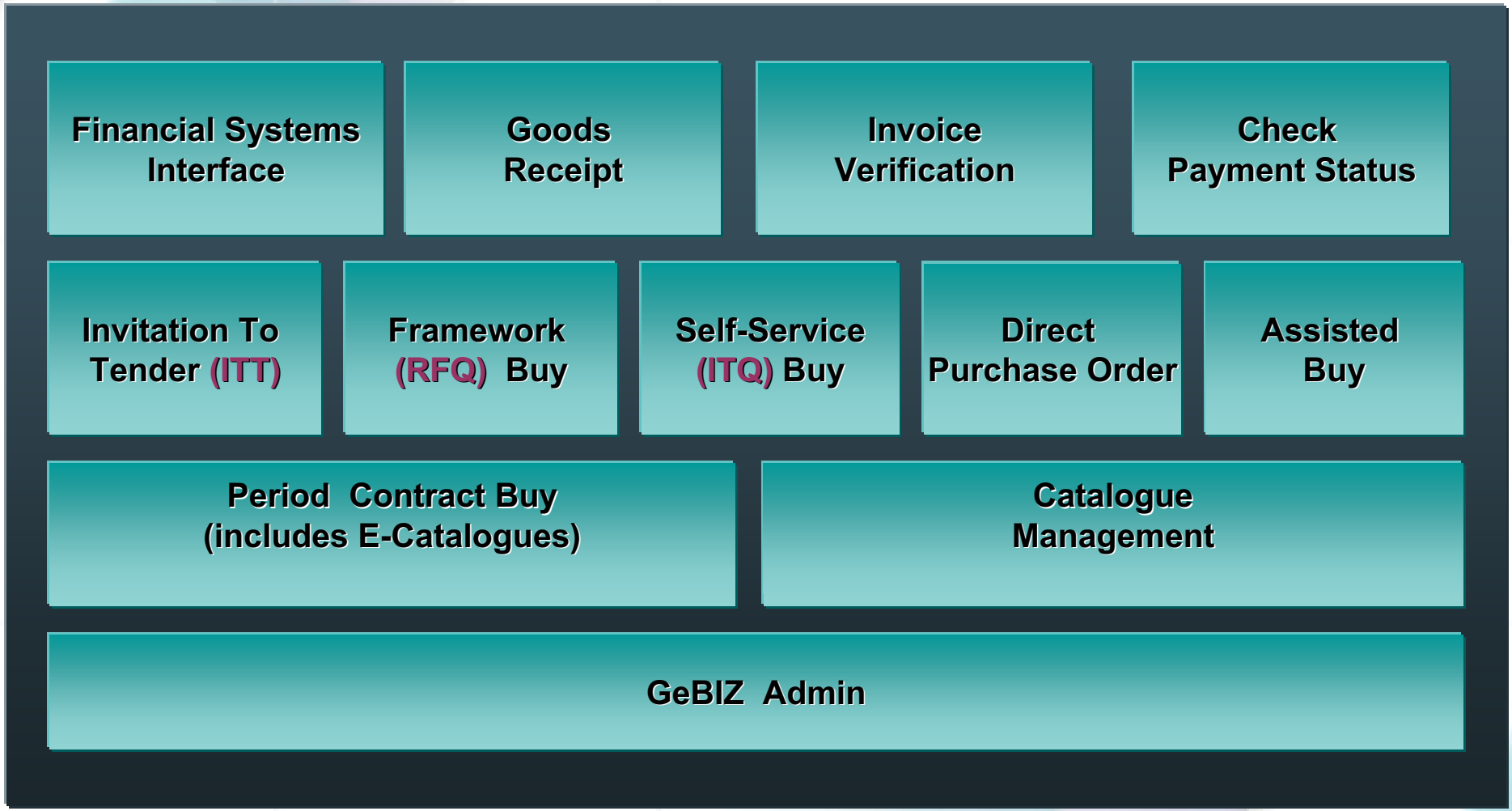
GeBiz – Features



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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

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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

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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. "

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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

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OBLS – Search for Information Related License Types

Search Results

Other related information

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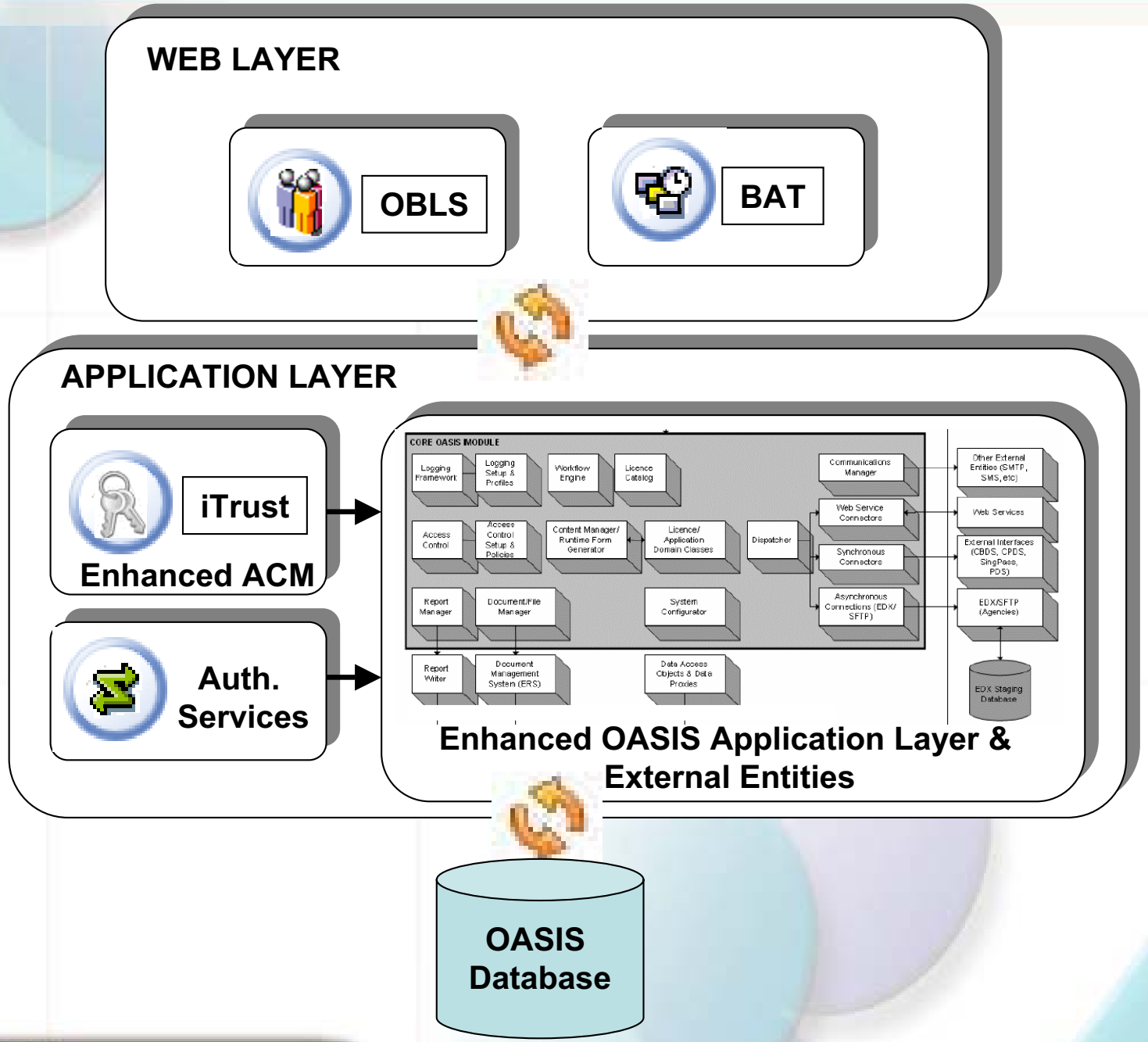
OBLS - Application Architecture



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Government Service Transformation Case Studies

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

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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.

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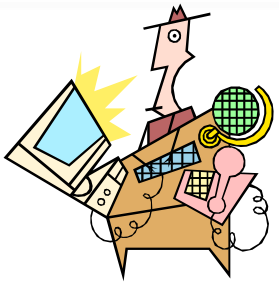
PM2S – Users

Departments

Ministries

Prime Minister's Office

P M 2 S



HR Managers

Employees

PSD Managers

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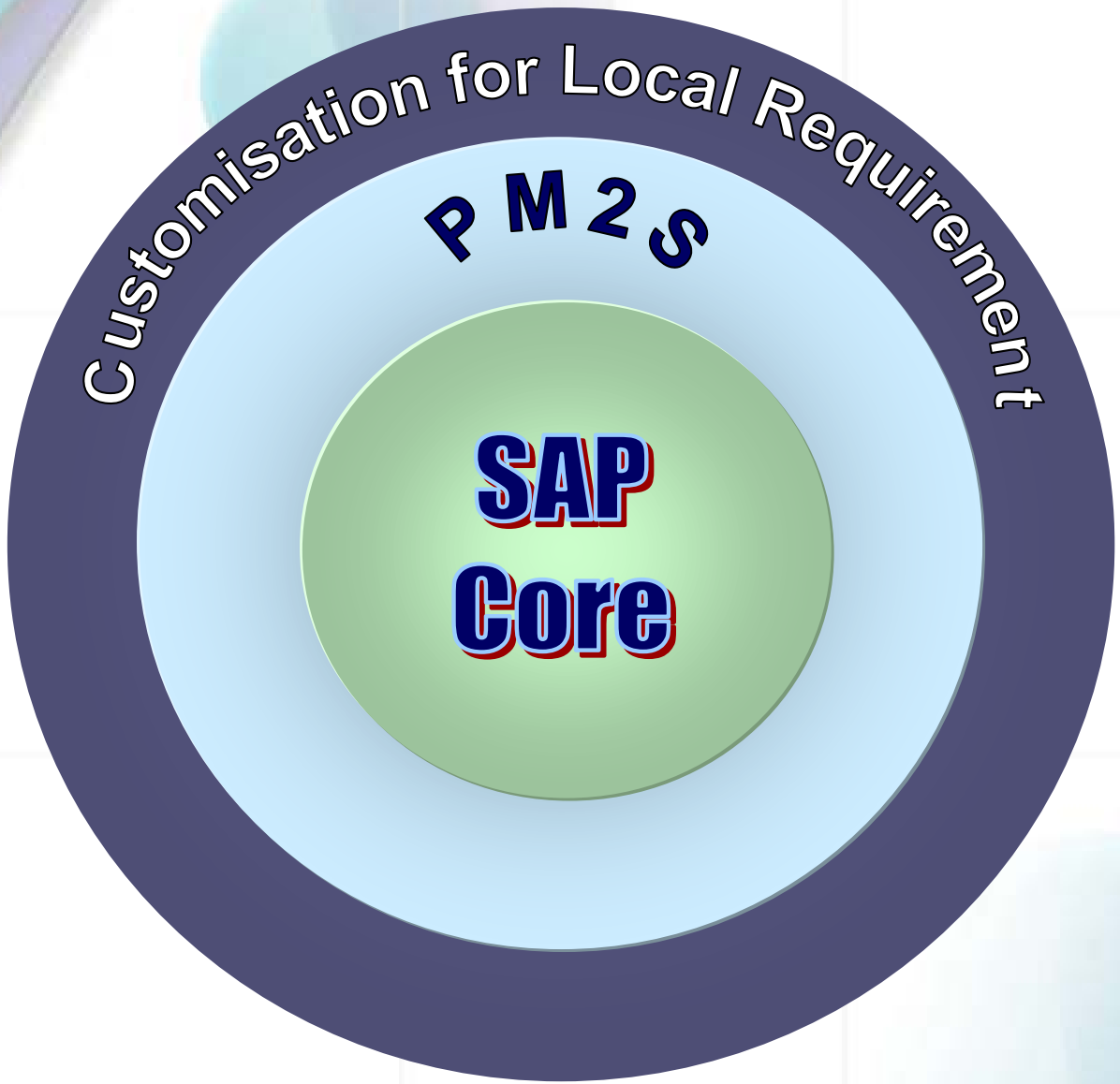
PM2S – The System



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.

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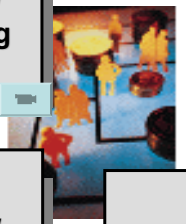
PM2S – Services



Business Plan

Manage New Hires

Process/ Confirmation/ Crossing Bars/ Performance Review

Manage Discipline/ Blacklisting Cases

Determine Manpower Requirement

Administer Staff

Update Personal Data

Manage deployment/ posting

Maintain Codes

Establish & Implement HR Programs/ Policies

Satisfy Manpower Requirement

Develop Careers / Plan Succession

Manage Promotion

Manage Security Access Profile

Manage Employee Separation

Train Workforce

Process Permit Matters

Generate Routine & Adhoc Reports

Employee Self Serve

Manage Competency

Process HDB Concession

Manage Medical Benefits

Manage Leave Applications

Process In Service Examination

Process Loans

Process Outfit/Warm Clothing

Process Awards

NOTE: Pay transactions

MCPS transaction

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e-Government G2G Payroll & Benefits

Pac@Gov

Singapore

Pac@ Gov - Objectives

- **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**

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Evolution of Civil Service Pay Management

Quality of Service

From Manual to CPIS Pay to PaC@Gov

Manual Processes

1995

- Full-fledged payroll system with complex rules
  - Mainframe-based
  - CSP with DB2
  - 3270-type screens

CPIS Pay

1999

- Handles 750,000 pay transactions per Month
- Processes 7,000 claims per week

PaC@Gov

2002

- New interface, single login, new features

"New" PaC@Gov

Time

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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

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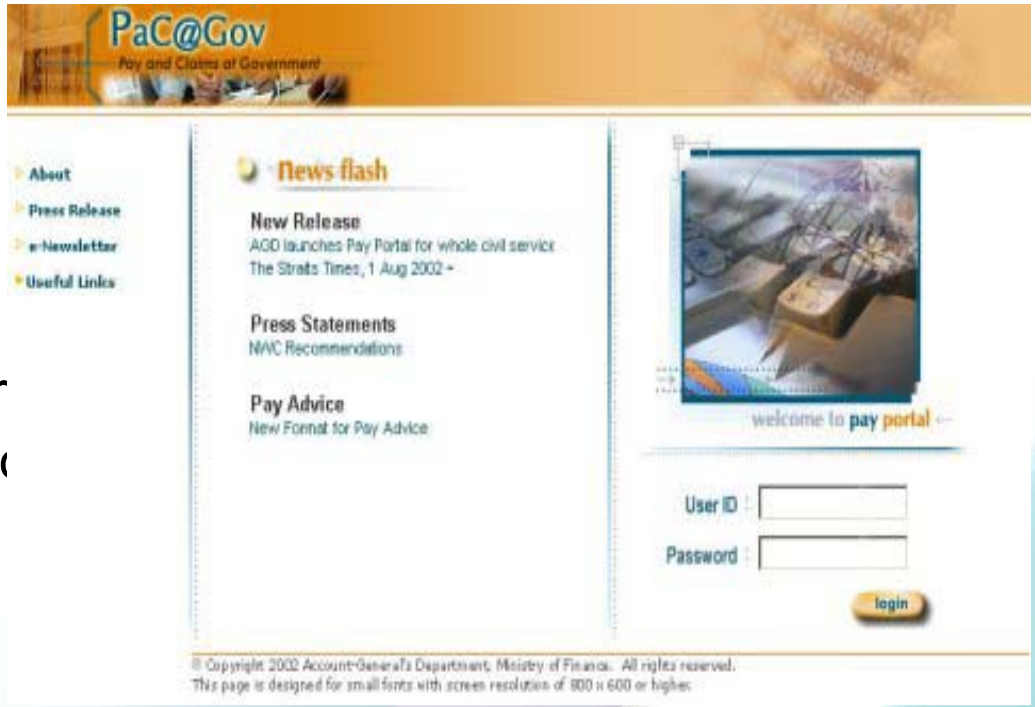
History of Central Pay Office

- 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 contributi
    - claims for overseas allowances
  - portal-based
    - PortalConnect
    - pay portal for government officers
  - includes statutory boards



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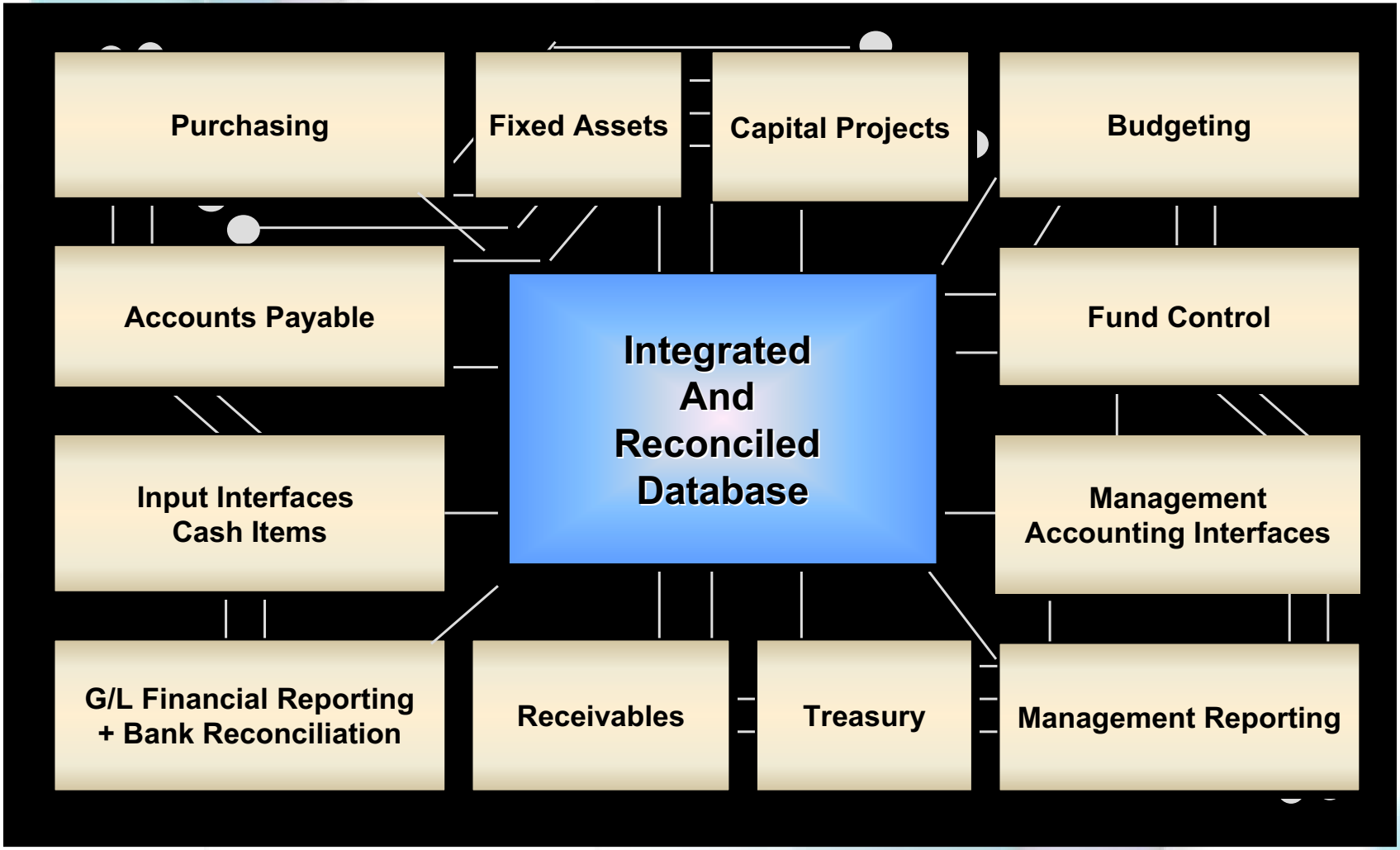
Towards Integration of common services across ministries



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Pac@ Gov – Benefits

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

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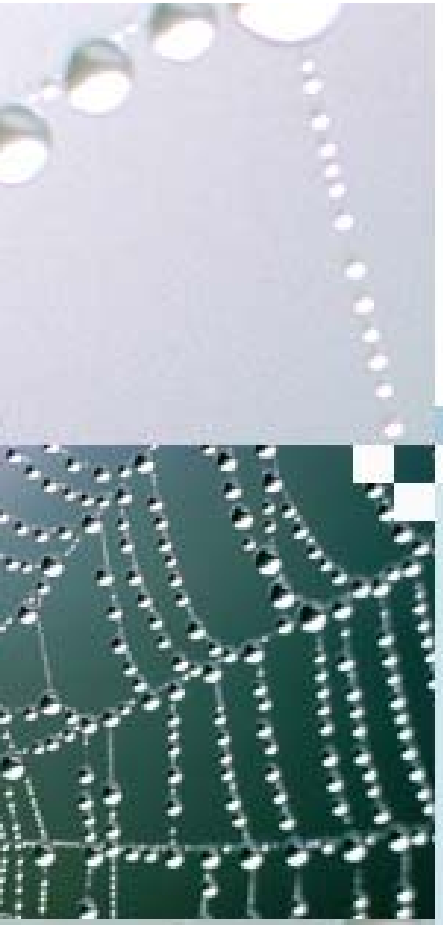
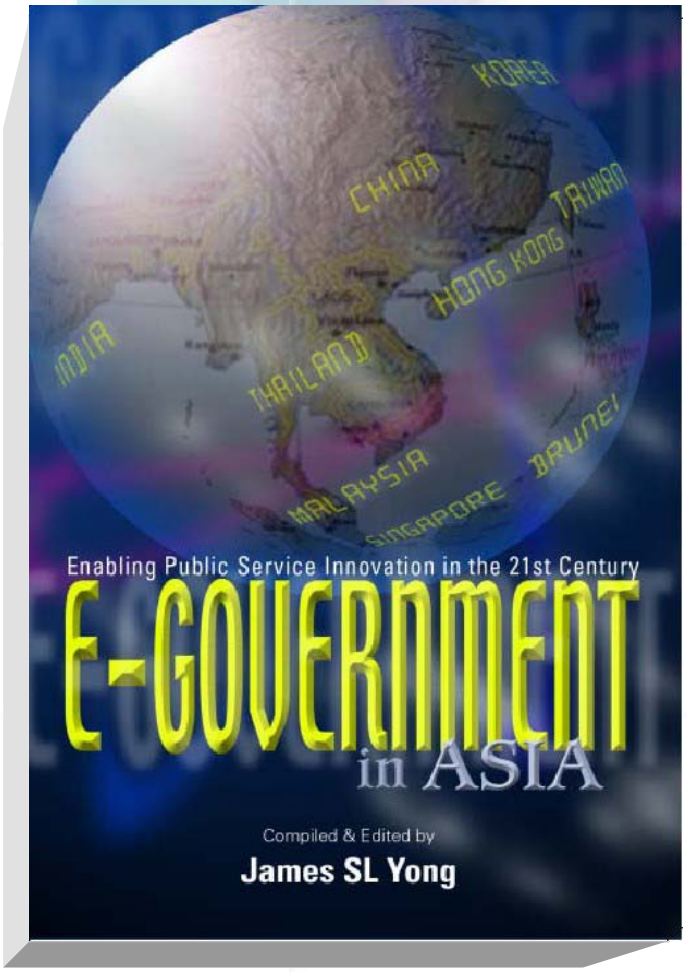


NCS – eGovernment Thought Leadership in the Region

"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)

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NCS Centre for e-Government

Thought Leadership & Research in eGovernment

Nurturing Public Service Innovation

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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.

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Thank You!

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