



# WIPO-ASEAN IT Business Strategy Workshop on Digital Government Services

23 – 24 February 2023, IPOS Singapore

## Government Digital Service Journey Experiences : **Story of Malaysian Public Sector**

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Malaysian Administrative Modernisation  
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Prime Minister's Department

**MALAYSIA**

# Agenda

01

The Journey of Malaysian Digital Government

02

Digital Government Blueprints, Policies and Guidelines

03

Digital Government Initiatives

04

Challenges & Way Forward



# MAMPU at a glance



A central agency under the Prime Minister's Department

*A catalyst for change  
in administrative and  
management services  
in the public sector.*

**Leader in ICT and  
digital transformation**  
for the public service  
sector.

**Consultant in organi-  
zation management  
and ICT for the public  
service sector**



# 01. The Journey of Malaysian Digital Government



# Setting up the context

**Digital Government** is the **use of digital technology as part of an integrated strategy** towards **modernising the Government to improve service delivery**. It relies on the digital government ecosystem, which comprises the government, non-governmental organisations, businesses, citizens' associations and individuals supporting production and access to data, services and content through interaction with the government. (OECD, 2014)



## Digital Leadership

Taking the lead role to **drive the catalysts of digital transformation** through well-executed plans and governance



## Digital Data

Deliver more effective citizen services by adopting a **data-driven strategy that harness data intelligence**



## Digital Services

**Digitising government services** to ensure easy access and improved experience when citizens need it the most



## Digital Infrastructure

Investing in digital infrastructure and platforms to create a **whole of government service capability**

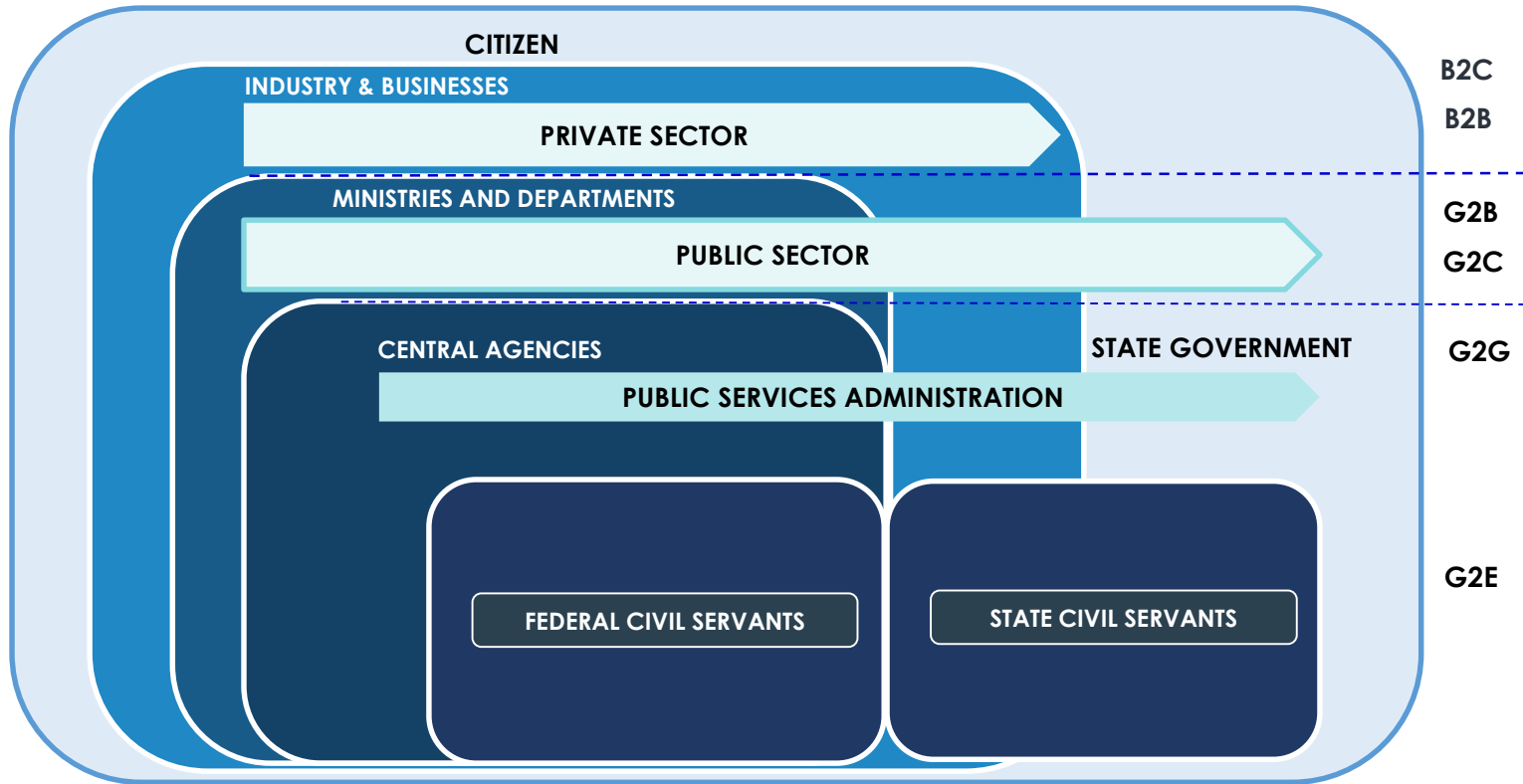


## Digital Innovation

Focusing on smaller-scale innovations across the government to **build a dispersed capability**



# Public Service Ecosystem



Reference:

G2E – Gov to Employee | G2G – Gov to Gov | G2C – Gov to Citizen | G2B – Gov to Business | B2B – Business to Business | B2C – Business to Citizen



# “Malaysia Madani” Concept

Announced by PMX, Datuk Seri Anwar Ibrahim on **19 January 2023**



**Madani/[Ar]:** advance in terms of thinking, spirituality and material things.  
Efforts to shape society – by instilling pure family values.

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**Agenda :** Building “Malaysia MADANI” towards Malaysia as a sustainable, prosperous, creative, practicing mutual respect and courteous; country.

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## 3 strategic enabler

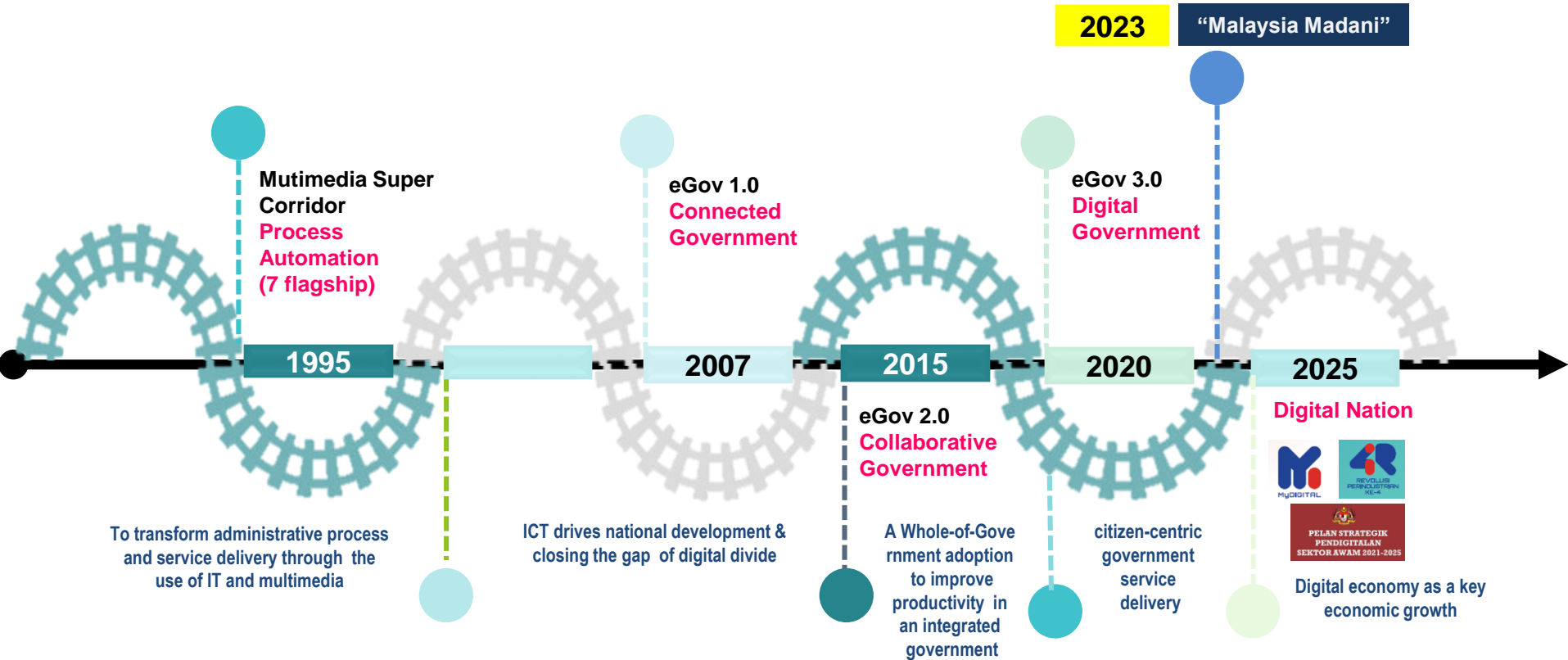
Citizen services  
digitalization

Empowerment of local  
best talent

Strategic project  
management empowerment

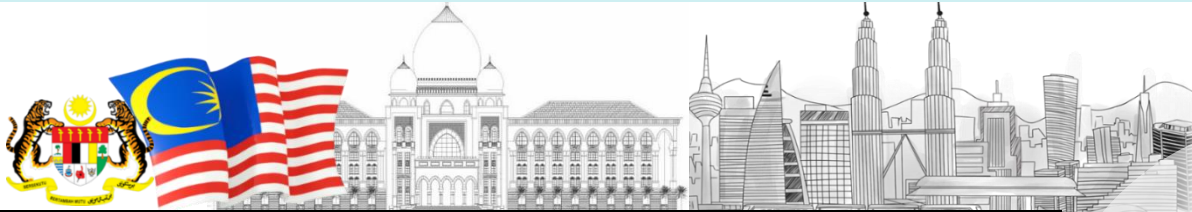


# The journey...

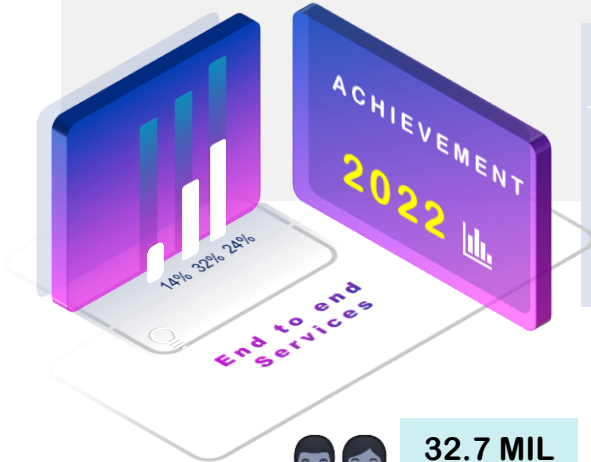




# Where are we now?



## The Current Landscape of Online Government Services



**14%** **4,525**  
Government to Business

**32%** **10,416**  
Government to Government

**24%** **7,782**  
Government to Citizen

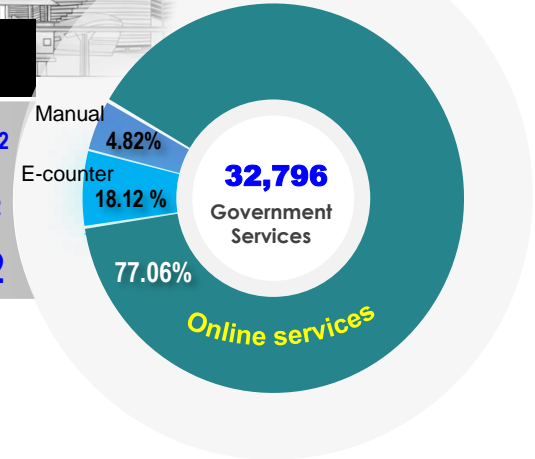
Manual **1,582**

E-Counter **5,942**

Online Services **25,272**

\*as of October 2022

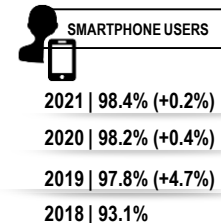
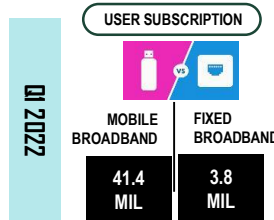
Source : Digital Government Division, MAMPU



**32.7 MIL**

Population  
estimated in 2022

Source : Dept. of Statistic Malaysia



Source : Communications and Media Statistics Information Book Q2 2022, Malaysian Communications and Multimedia Commission



# MALAYSIA... IN RANK



53

**UN eGovernment Development Index (UNEGDI) 2022**

47

**E-Participation Index 2022**

53

**Online Service Index (OSI) 2022**

1(a)

**Open Government Development Index (OGDI)**

12

**Ease of Doing Business 2020 (190)**

126

**Starting A Business**

19

**Economist Government ePayment Adoption Ranking 2018**

Note : (a) Malaysia is among the 42 countries obtained 1.0 mark (Very High OGDI Level)



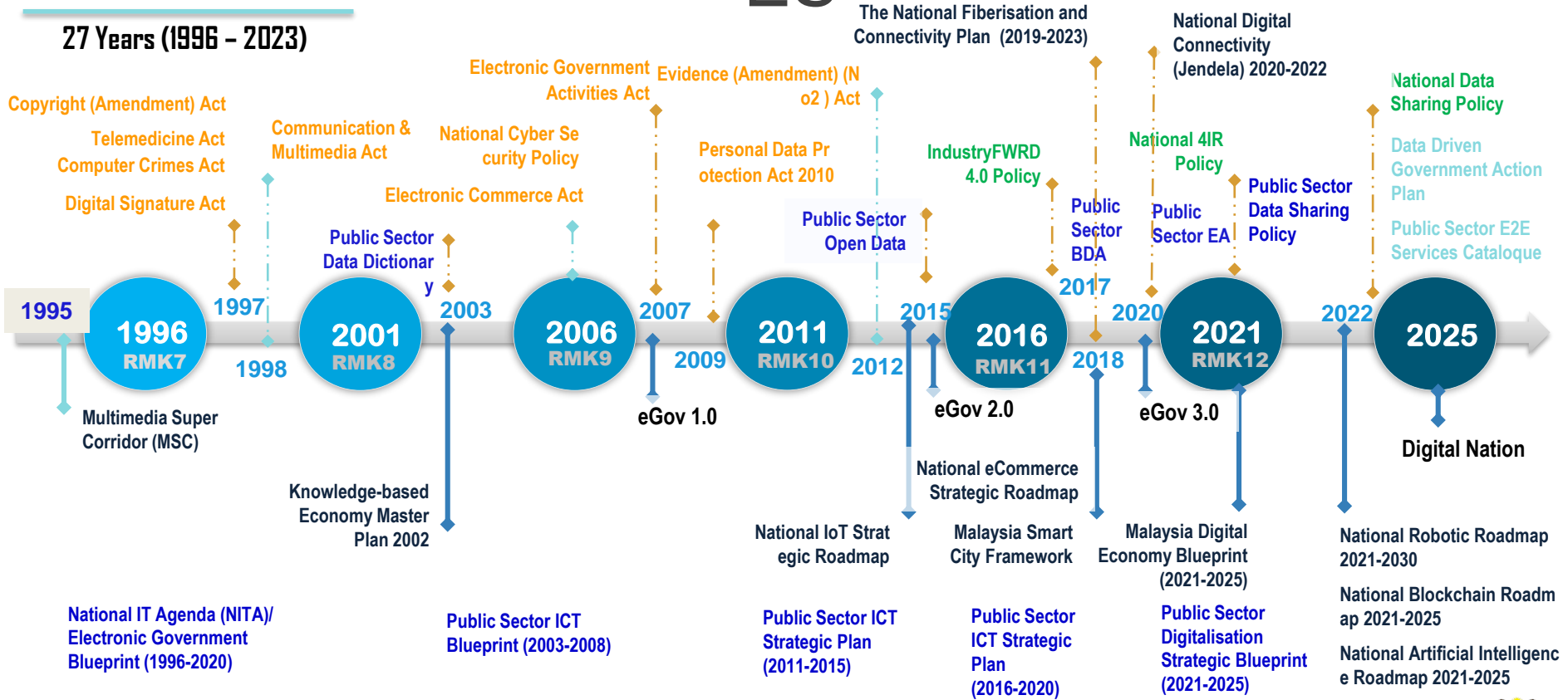


# 02. Digital Government

## Blueprints, Policies and Guidelines

# MALAYSIAN PUBLIC SECTOR DIGITAL POLICIES

27 Years (1996 – 2023)



Note: BDA – Big Data Analytic  
EA – Enterprise Architecture

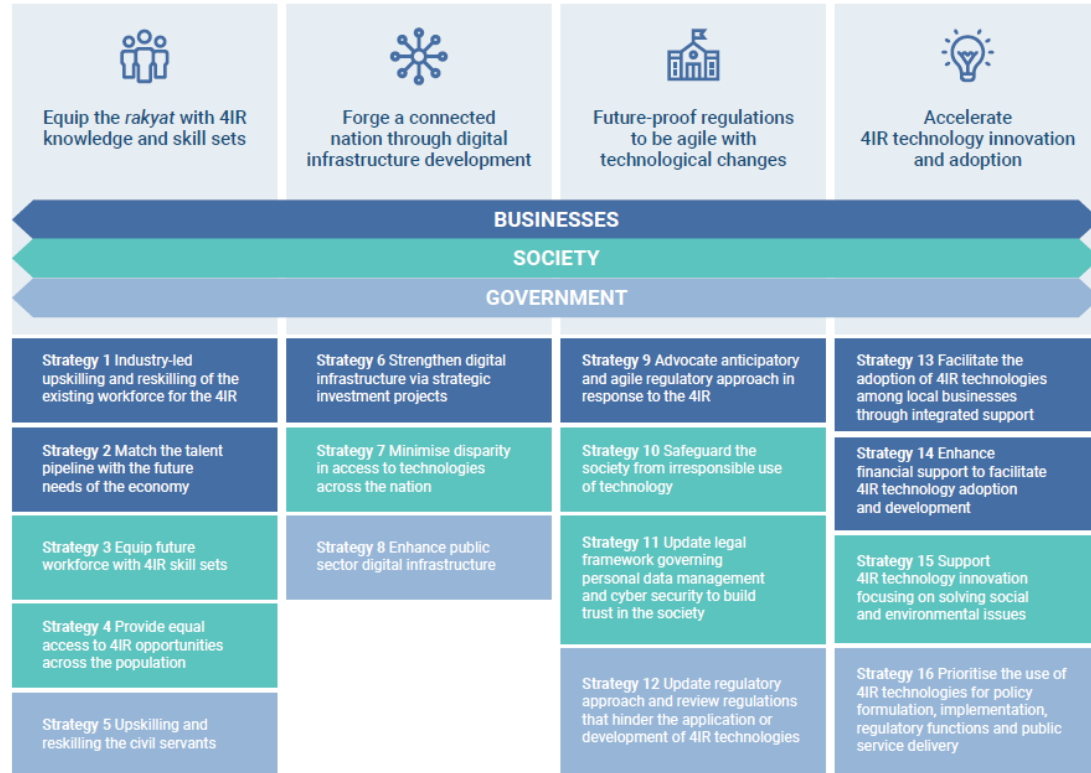


# NATIONAL 4IR POLICY



- Serves to assist in leveraging innovation and ethical use of 4IR technologies for the country's strategic socioeconomic transformation
- Aims to develop Malaysia as a high-tech nation by 2030

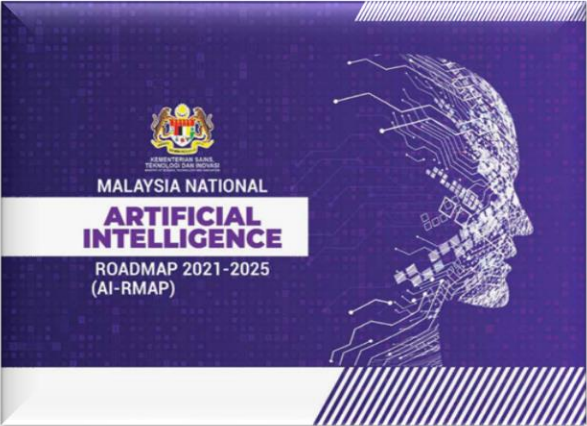
## 4 POLICY THRUSTS



Beneficiary groups: ● Businesses ● Society ● Government



# NATIONAL ROADMAP on EMERGING TECHNOLOGIES



# MyDIGITAL BLUEPRINT 2021-2025

## MyDIGITAL Targets

### Rakyat

- Creation of 500,000 new jobs
- 100% household with access to internet
- All students to have access to online learning

### Business

- 30% uplift in productivity across all sectors by 2030
- 22.6% of digital economy to Malaysia's GDP
- 875,000 micro, small and medium enterprises (MSMEs) adopt eCommerce
- Attract 2 unicorns (home-grown or foreign)
- RM70 billion investment in digitalisation
- Increase the number of start-ups to 5,000

### Government

- 100% civil servants to possess digital literacy
- 80% end-to-end online government services
- All ministries and agencies to provide cashless payment option in 2022
- 80% usage of cloud storage across the government in 2022

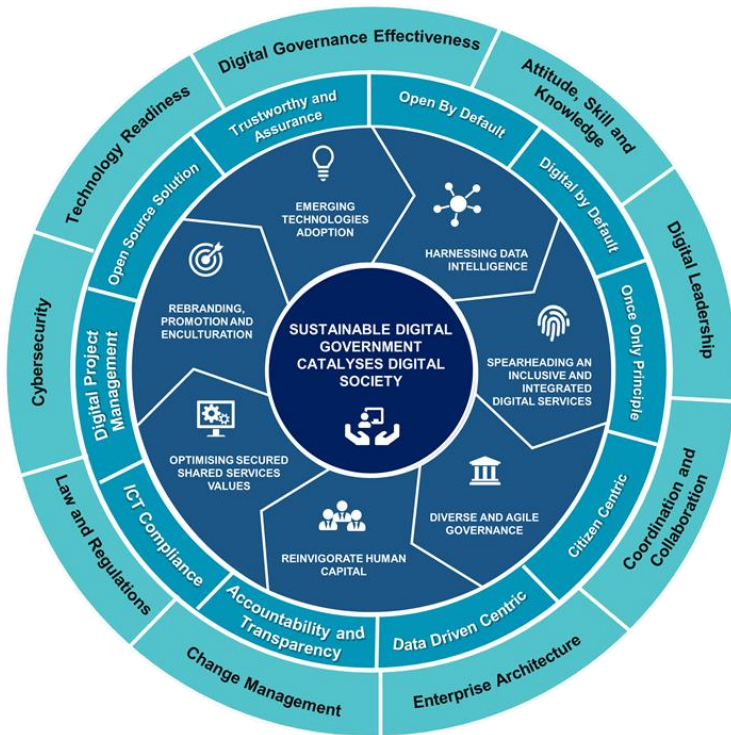
## Achievement (Jan 2023)

- ✓ A digital literacy assessment instrument has been developed. Evaluation at the Public Sector level will be carried out in 2023.
- ✓ Up to October 2022, achievement for public sector end-to-end services is 66.24% (Federal 81.30%, States 51.81% and Local Authority 80.62%).
- ✓ 78.79% of all Ministries, Departments and Federal Statutory Bodies have provided cashless payment options
- ✓ As of December 22, 2022, 84.29% cloud storage i.e. 6,794 out of 8,060TB of public computing storage has been occupied.

# PUBLIC SECTOR DIGITALISATION STRATEGIC BLUEPRINT (2021-2025)



Inline with and supporting the initiatives comprised in National 4IR Policy and MyDigital Blueprint.



**VISION**  
 “Sustainable Digital Government Catalyses Digital Society”

**STRATEGIC THRUST**  
 7 Strategic Thrust are the pillars of continuity for Digital Government aspirations implementation

**GUIDING PRINCIPLE**  
 10 Guiding Principles are the core in thrusting towards success of the digitalisation initiative

**ENABLER ECOSYSTEM**  
 9 ecosystems of enablers are strategic components in supporting the success and sustainability of digitalisation initiative

**THEME: “SYNERGIZING SUSTAINABLE DIGITALISATION”**



# DATA DRIVEN GOVERNMENT (DDG) 2022-2025



## Objective

1. To reinforce data management and coordination based on **Once Only Principle**
2. To utilize data from various source
3. To support MyDigital initiative in developing data driven digital service policy

## Scope & Methodology

Literacy & governance

Operation, analytic and data value

Data sharing & integration

Data architecture

## Thrust

**T1:** Public sector data management governance

**T3:** Data management coordination

**T4:** Data integration

**T5:** Big data analytics

**T6:** Quality assurance and data integrity

**T2:** Development of policy and guidelines

**T7:** Data management literacy improvement and competency development

## Establishment of Data Driven Program Coordination Committee

(Jawatankuasa Penyelarasan Program Berpacukan Data (JPPBD))

18 clusters | 36 cluster lead | Secretariat: MAMPU





# 03. Digital Government Initiatives

# MALAYSIA DIGITALIZATION INITIATIVES

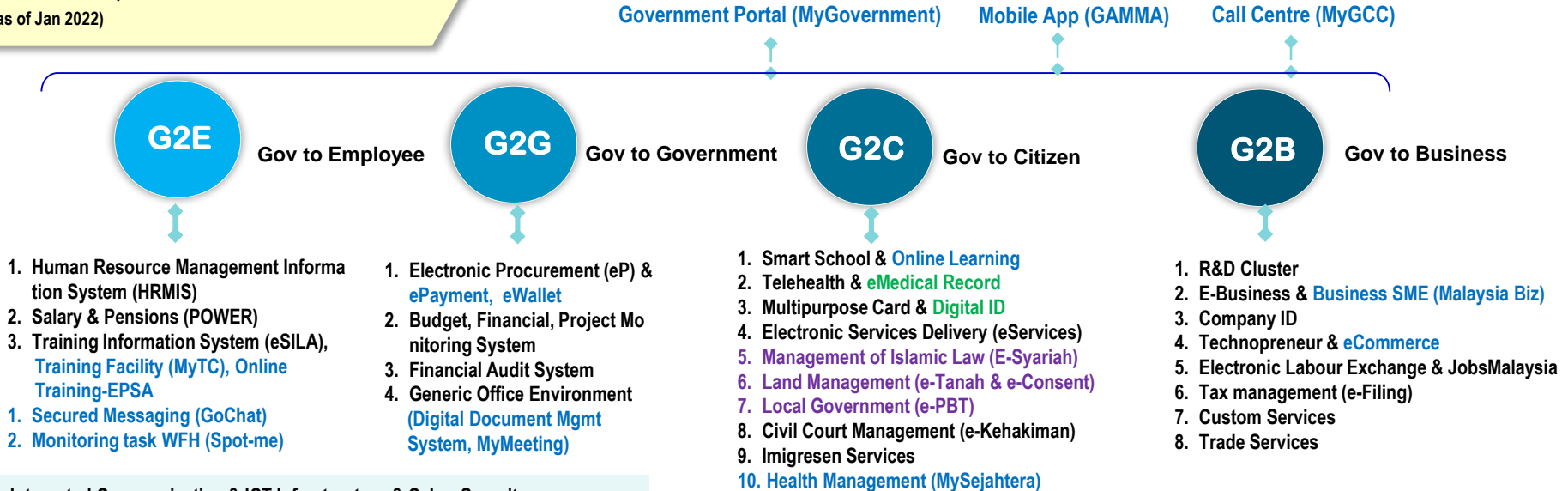
## Malaysian Public Sector Significant initiatives

### Government Digital Services | Whole-of-Government Approach | End-to-End Services

32,796 Services

E2E : 77.06% | Non-E2E : 22.94%

(as of Jan 2022)



Integrated Communication & ICT Infrastructure & Cyber Security  
(MyGov\*Net, MyGovUC, MyGovCloud, Data Centre, MyGPKI, EG Helpdesk)  
Enterprise Architecture (MyGovEA)



# MALAYSIA DIGITALIZATION INITIATIVES



Some key initiatives by MAMPU...

MyGovernment  
Portal

GAMMA

Open Data  
Initiatives

Shared  
Services

MyGovUC

MyGovCloud

MyGDx

DDMS



# MyGOVERNMENT PORTAL



# Number of online services



# MyGOVERNMENT PORTAL

**LIFE -  
EVENTS**

**RELEVAN  
SERVICES**

**MAIN  
SERVICES**













The screenshot displays the MyGovernment portal interface. At the top, there is a navigation bar with the logo, 'MyGovernment', and links for Home, Topic, MyInfo, MyInitiative, and Digital Services. Below this is a horizontal carousel of service categories: MANAGING PERSONAL IDENTIFICATION, MANAGING FAMILY INSTITUTION, GETTING FORMAL EDUCATION, OBTAINING FACILITIES, WELFARE & HEALTH..., and BUILDING CAREERS AT RETIREMENT. A blue box highlights the 'OBTAINING FACILITIES, WELFARE & HEALTH CARE' section. This section includes a dropdown menu for 'Getting Health Services', 'Getting Welfare Assistance', 'Getting Social Services and Protection', 'Getting Research Fund and Grant Facilities', and 'Frequently Ask Question for Social Facilities, Welfare and Health'. Below the dropdown is a detailed view of 'OBTAINING FACILITIES, WELFARE & HEALTH CARE', which is divided into 'GETTING HEALTH SERVICES' and 'GETTING WELFARE ASSISTANCE'. The 'GETTING HEALTH SERVICES' list includes: General Health Information, Getting healthcare services for babies, children and adolescent, Getting healthcare services for adult, Getting healthcare services for mothers, Getting healthcare services for senior citizens, and Getting healthcare services for disabled. The 'GETTING WELFARE ASSISTANCE' list includes: Applying Financial Assistance, Welfare Institution, Support Services, Retirement Facilities, and Funeral Expenses Management. To the right, an 'Online Services' list includes: AADK Exhibition Application, Carian hospital kerajaan, Carian Klinik kesihatan kerajaan, Carian Klinik komuniti, Carian Klinik peragian, eBantuanJKM Online System, Estimate Calculation of Pension And Gratuity Payment for Members of Administrative, Estimate Computation of Pension for Compulsory Retirement, Estimate Computation of Pension for Optional Retirement, GCR System Calculation, and Information on pension interest.



# GOVERNMENT MOBILE APPS

Visitor : 4,729,856 | Download : 63,002,999 | Application : 199 | Agencies : 94

As of 22<sup>nd</sup> August 2022

 <p>Community: Health &amp; Fitness</p> <p><b>MYSEJAHTERA</b> Kementerian Kesihatan Ma</p> <p>★★★★☆</p>	 <p>Community: Education</p> <p><b>UPUPOCKET</b> Jabatan Pendidikan Tinggi</p> <p>★★★★★</p>	 <p>Community: Finance</p> <p><b>EPAYSLIP JANM</b> Jabatan Akauntan Negara I</p> <p>☆☆☆☆☆</p>	 <p>Personalization</p> <p><b>MYHRMIS MOBILE</b> Jabatan Perkhidmatan Aw</p> <p>★★★★★</p>	 <p>Medical</p> <p><b>VACCINE CERTIFICATE</b> Kementerian Kesihatan Ma</p> <p>☆☆☆☆☆</p>	 <p>Complaint</p> <p><b>VOLUNTEER SMARTPI</b> Polis Diraja Malaysia</p> <p>★★★★☆</p>
 <p>Book &amp; References</p> <p><b>MYSR SEMAK</b> Suruhanjaya Pilihan Raya I</p> <p>★★★★☆</p>	 <p>Medical</p> <p><b>MYUBAT</b> Kementerian Kesihatan Ma</p> <p>★★★★★</p>	 <p>Book &amp; References</p> <p><b>SMART QURAN</b> Jabatan Kemajuan Islam M</p> <p>★★★★★</p>	 <p>Medical</p> <p><b>SISTEM JANJI TEMU K</b> Kementerian Kesihatan Ma</p> <p>★☆☆☆☆</p>	 <p>Book &amp; References</p> <p><b>MYSOLAT</b> Jabatan Kemajuan Islam M</p> <p>☆☆☆☆☆</p>	 <p>Community: Social</p> <p><b>PPAM</b> Jabatan Perumahan Negara</p> <p>☆☆☆☆☆</p>

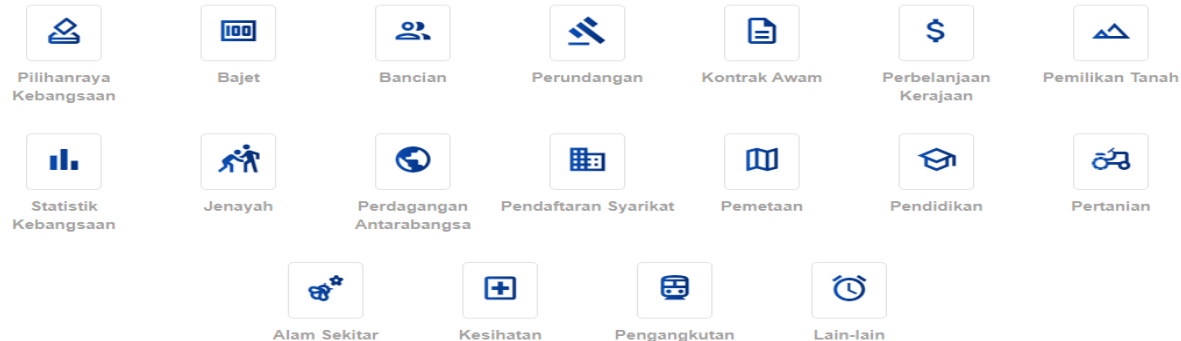
**GAMMA**  
Galeri Aplikasi Mudah Alih Kerajaan Malaysia  
(Gallery of Malaysian Government Mobile Applications)



# OPEN DATA INITIATIVE



## KLUSTER DATA TERBUKA



**As of February 2023:  
12,232 datasets | 411 datasets provider | 929,197 visitors**





# SHARED SERVICES INFRASTRUCTURE



**GOVERNMENT  
SMS NOTIFICATION**



**GOVERNMENT SECURED  
NETWORK**



**GOVERNMENT PUBLIC  
KEY INFRASTRUCTURE**



**GOVERNMENT DATA  
CENTRE & CLOUD  
COMPUTING**



**GOVERNMENT DATA  
SHARING HUB**



**GOVERNMENT UNIFIED  
COMMUNICATION**



**GOVERNMENT CALL  
CENTRE**



**GOVERNMENT  
ARCHITECTURE**



# MyGOVUC (Unified Communication)

 **MyGovUC 2.0** MyGovUC 2.0 Official Portal  
Malaysian Administrative Modernisation And Management Planning Unit (MAMPU)

Home | MyGovUC 2.0 | News | Publications | FAQs | Contact | MyGovUC 2.0 Login

MyGovUC 2.0 is a Government Unified Communication and Collaborative Service that aims to simplify your daily tasks.

					
COMMUNICATION AND COLLABORATIVE	E-MAIL	VIDEO CONFERENCE	SENDING LARGE FILE	ONLINE ARCHIVING	MAIL RELAY
					
GROUP CONVERSATION	EMAIL DOCUMENT CONTROL	MYGOVUC 2.0 OFFICIAL PORTAL	USER PROFILE MANAGEMENT SYSTEM (UPMS)	LEARNING MANAGEMENT SYSTEM (LMS)	HELPDESK



# MyGovCloud

**MyGovCloud** provides fast, easy, controlled and flexible cloud computing services to Public Sector Agencies through the Public Sector Data Center (PDSA) and the Cloud Service Provider Panel (CSP); Microsoft, Google, TM and AWS; to improve the quality of the Government's service delivery system to the people.



[Portal MyGovCloud@CFA](https://mygovcloudcfa.mampu.gov.my/)  
<https://mygovcloudcfa.mampu.gov.my/>

[Portal MyGovCloud@PDSA](https://pdsa.mampu.gov.my/)  
<https://pdsa.mampu.gov.my/>



# MyGDX

A data sharing platform that provides data integration services across agencies to facilitate the provision of End to End (E2E) online services.



## Status as of February 2023

- ✓ 26 data provider agencies
- ✓ 6 data users agencies
- ✓ 130 API
- ✓ 20 integrated system through MyGDX
- ✓ 442 integration through MyGDX
- ✓ 183,382 transaction

# DDMS 2.0

**Digital Document Management System (DDMS) 2.0** aims to develop a record management system that manages official government record for its entire life cycle from the process of creation, capture, storage, maintenance, distribution and disposal of records digitally and systematically.

The screenshot displays the user dashboard for Noor Hasliza Binti Mohd Hassan. The interface includes a top navigation bar with links for Home, Shared Files, Sites, Tasks, People, and Advanced Search. A search bar is located in the top right corner. The dashboard is divided into four main sections:

- My Sites:** Shows a list of sites, including "Records Management" (Records Management Site) marked as a favorite.
- My Activities:** Titled "Follow what's going on in your sites", it provides a summary of activities and changes in sites over the last 7 days.
- My Tasks:** Displays "Active Tasks" with a "Start Workflow" button. A list of tasks is shown, including "MAMPU.100-2/2/1 JLD4/(62) PERMOHONAN UNTUK MENJALANKAN PENYELIDIKAN DI MALAYSIA Minit Review DDMS, Read".
- My Documents:** Titled "Keep track of your own content", it offers filters to track recently modified content.

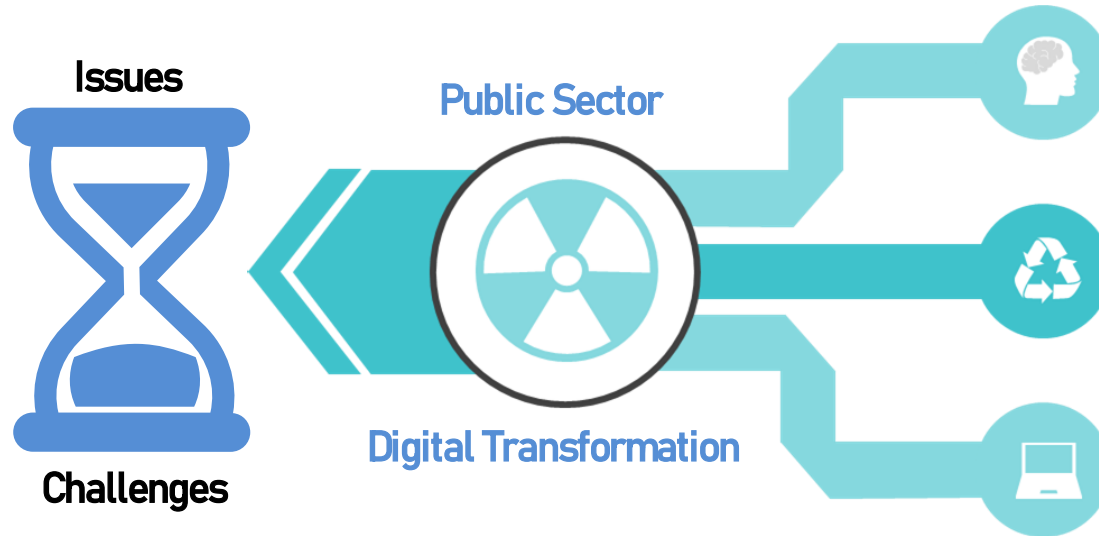




## 04. Challenges and Way Forward



# ISSUES AND CHALLENGES



## PEOPLE

- Digital talent
- Digital cultural
- Digital leadership

## PROCESS

- Law and regulations
- Policies and guidelines
- Change management
- Budgetary

## TECHNOLOGY

- Legacy systems
- Security
- Technology Resources

# WAY FORWARD



Study on readiness and adoption of Emerging Technologies in Malaysian Public Sector

Upgrading and revising current initiatives (e.g. MyGDX2.0)

Reskilling and nurturing digital talent and leadership

Strengthening and revisiting policies and regulations on digitalization

Strategizing and developing initiatives inline with National 4IR Policy, MyDigital Blueprint & PSDSB





# THANK YOU

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