BULAN OGOS BULAN MEMBACA

PERPUSTAKAAN DAN INDUSTRI PENERBITAN DALAM ERA DIGITAL

sesi I

Kerajaan Elektronik: Prospek Kepada Industri Penerbit

Kertas I

Seminar Sehari Bersama Penerbit

Anjuran:
Perpustakaan Negara Malaysia

Khamis, 5 Ogos 1999
Auditorium, PNM
KERAJAAN ELEKTRONIK
CABARAN DAN PROSPEK KEPADA INDUSTRI PENERBITAN
CONTENT

• MSC
• Vision Of EG
• EG Pilot Projects
• Publishing Industry
  –Opportunities
  –Challenges
  –Benefits
Objective of the MSC

1. To achieve the goals of Vision 2020 by catalyzing productivity-led growth

2. To leapfrog Malaysia into leadership in the Information Age by attracting and developing world-leading companies through “smart partnerships” between leading foreign and Malaysian firms

3. To build global bridges between Malaysia and other intelligent cities for mutual enrichment
MSC Flagship Applications

2. World-first multipurpose card

3. R&D cluster

4. Electronic Government

5. Worldwide manufacturing web

6. Borderless marketing center

7. Telemedicine

1. Smart schools
Electronic Government Flagship Application
Electronic Government

Definition

• A multimedia network of government agencies, citizens, and businesses to facilitate a collaborative and efficient administrative environment and enhance delivery of Government services

Objectives

• Offer efficient, high-quality administrative services to citizens and businesses
• Streamline Government’s internal processes to improve quality of service and reduce costs
• Increase citizen participation in Government
Vision for Electronic Government

Public/Business To Government
- Service access
  - One stop shop, single point of contact
  - Multiple delivery channels
  - Multilingual
- Service quality
  - High quality, reliability
  - Security/privacy
  - Accountability
- Service delivery
  - Efficiency/Quick turnaround time
  - Cost effectiveness/Productivity

Intra-Agency
- Improved process
  - Efficiency
  - Productivity
  - Reliability
- Enhanced profile
  - Public Image
  - Better communication
  - Kick Start MSC
- People development
  - Transformation into knowledge workers
  - People empowerment
  - Better decision workers

Inter-Agency
- To enhance the capability of the government machinery in engineering the success of the EG initiatives
- To provide government agencies and the general public with access to information on the progress of the EG initiatives
- To provide a model of BEST practices in interactive multimedia information collection and dissemination
- To utilise Information Technology to enhance processes in the public sector
Electronic Government Pilot Projects

Public/Business to Government
- Electronic Delivery of Driver & Vehicle Registration, Licensing & Summons Services, Utility Payments, MOH On-line Information
- Electronic Procurement

Intra-Agency
- Prime Minister’s Office - Generic Office Environment

Inter-Agency
- Project Monitoring System
- Human Resource Management Information System
**CONCEPT RFPs**

- 5 types of driver’s license
- Electricity bills
- Telephone bills
- Online job postings/application
- Manpower forecasts
- Central contracts
- Direct purchases
- Quotation
- Tender
- Information management, e.g., scanning, data repository
- Communication, e.g., video conference, meeting management
- Collaboration, e.g., decision tracking, groupware
- Progress reporting
- Change control
- Execution information
- Decision support
Electronic Delivery of Driver & Vehicle Registration, Licensing and Summons Services, Utility Bill Payments and Ministry of Health On-line Information (DL++)
The DL++ Project adopts a Build, Operate and Own model which will provide the capability for the Government’s and Utility organisation’s services to be accessed via multiple delivery channels (e.g. kiosks, web TV, Internet PC, IVR etc).

### Schedule

<table>
<thead>
<tr>
<th>Phase</th>
<th>Reach</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1st Phase</strong></td>
<td>Klang Valley</td>
<td>Renewal of Drivers Licenses</td>
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<td>Issuance of Drivers Licenses</td>
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<td>Information Services</td>
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<td>Utilities Payment</td>
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<tr>
<td><strong>2nd Phase</strong></td>
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<td>Evaluation of Proof of Concept</td>
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<tr>
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<td>The rest of Malaysia</td>
<td>Renewal of Drivers Licenses</td>
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<tr>
<td></td>
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<td>Issuance of Drivers Licenses</td>
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<td>Fines Processing</td>
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<td>Test Scheduling</td>
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<td>Information Services</td>
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<td></td>
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<td>Utilities Payment</td>
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<tr>
<td><strong>3rd Phase</strong></td>
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<td>Vendor to propose Vehicle Registration and road tax</td>
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<tr>
<td></td>
<td>Klang Valley</td>
<td>Vehicle Registration and road tax</td>
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<tr>
<td></td>
<td></td>
<td>On-line Health Information</td>
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<tr>
<td></td>
<td>The rest of Malaysia</td>
<td>Vehicle Registration and road tax</td>
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<tr>
<td></td>
<td></td>
<td>On-line Health Information</td>
</tr>
</tbody>
</table>

9 months | 3 months | 9 months | ≤3 months | 3 months
DL++ Scope of Project

Road & Transport Dept. (JPJ)

Driver & Vehicle Registration, Licensing and Summons Services (including Test Scheduling & Test Taking)

Ministry of Health (MOH)

MOH On-line Information

Tenaga Nasional Berhad (TNB)

Electro-Mechanical Driver & Vehicle Registration & Licensing & Summons Services. Utility Bill Payment

Utility Bill Payment

Telekom Malaysia Berhad (TM)

Utility Bill Payment
**Operational model**

- Multiple service delivery channels
- Single window of government
- Multiple back office processes

**Technical model**

- **Financial Domain**
  - Financial Network
  - Firewall

- **Government Domain**
  - Government or Organisation Network / Databases

- **Public Domain**
  - Proxy Server
  - Internet
  - Home PC
  - Corporate PC
  - Interactive TV
  - Phone and Fax

**Business model**

- **Service Provider:**
  - Many service providers competing over multiple channels for transaction revenue

- **Gateway Provider:**
  - One or a few integrators building gateways to link legacy systems to public domain, competing for transactions

- **Service Supplier:**
  - Government or Organisation maintains ownership of service, data, processes service, and backoffice systems
DL++ Model

Public Places

Kiosk

Financial Network

Payment Consortium

Homes/ Business Premises

Telephone Web TV PC Fax

GP

SP1 SP2 SP3

GITN

JPJ

TNB

TM

JPJ Test Site

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ELECTRONIC PROCUREMENT
(EP)
The EP project adopts a Build, Operate and Transfer model which will allow the Government ministries to electronically select items to be procured from the desktop, initiate an electronic approval process and also create, submit and receive purchase orders, delivery orders and other related documents electronically.

### EP Background and Implementation Schedule

#### DEVELOPMENT

<table>
<thead>
<tr>
<th>Phase 1</th>
<th>Phase 2</th>
<th>Phase 3</th>
<th>Phase 4</th>
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<tr>
<td>7 mths</td>
<td>3 mths</td>
<td>9 mths</td>
<td>3 mths</td>
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<tr>
<td>12 mths</td>
<td>5 years</td>
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</tbody>
</table>

- **Central Contract**
  - Enable 2 Government ministries with their related suppliers
  - Proof of Concept
  - Enable additional 10 ministries

- **Direct Purchase, Quotation & Tender**
  - Enabling all existing suppliers registered with the Government and the 12 ministries above
  - Proof of Concept

#### OPERATION

- Roll out to all Government ministries and new suppliers
- Operate and Maintain

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High Level Functionality of the Electronic Procurement Solution

**Product Requisition**
- Manual searching through paper based catalogues
- Calling suppliers to obtain more information
- Manual requisition form filling

**Supplier Selection**
- Manual budget check
- Paper based RFQ/RFT publishing
- Approval process speed dependant on approver availability

**PO Issuance**
- Manual PO submission to supplier
- Manual acknowledgement of PO by supplier

**Order Fulfilment**
- Slow process of order tracking
- Manual delivery acknowledgement

**Order Payment**
- Slow & tedious payment process
- Manual 3-way payment match

**AS IS**
- Electronic Catalogue
- Electronic Browsing
- Personalised catalogue
- Electronic Requisition

**TO BE**
- Budgetary Control enabling automatic budget checks
- Electronic RFQ/RFT
- Electronic Approval
- Electronic Submission
- Electronic PO Acknowledgement
- Automated Order Tracking
- Electronic Delivery Acknowledgement
- Electronic Invoicing
- Automated Payment Matching
- Electronic Payment to suppliers via AG and MEPS
PRIME MINISTER’S OFFICE -
GENERIC OFFICE ENVIRONMENT
(GOE)
GOE Background and Implementation Schedule

The GOE will be a multimedia environment that provides the common functional components that accommodates a variety of business functional components that closely reflect any government agency’s business processes.

### Pilot Project

<table>
<thead>
<tr>
<th>Reach</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prime Minister’s Office, Deputy Prime Minister’s Office, Chief Secretary to the Government’s Office, Cabinet Division, MAMPU, SMPKE, Administration and Finance Division</td>
<td>Document Management, Search &amp; Retrieval, Executive Information Manager, Online Info Filter, Messaging System, Electronic Meeting, Bulletin Board, Decision Tracking, Meeting Management, Discussion Forum</td>
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</tbody>
</table>

<table>
<thead>
<tr>
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</tbody>
</table>

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GOE Components

- Enterprise-wide Information Management System (EIMS)
- Enterprise-wide Communication Management System (ECOMS)
- Enterprise-wide Collaboration Management System (ECOLLS)
High Level Functionality of the GOE Solution

- **Executive Information Manager**
  - Enterprise Document Management System
  - Search & Retrieval
  - Web Filter/On-Line Information Personalisation

- **ECOMS** (Enterprise-wide Communication Management System)
  - Messaging System
  - Electronic Meeting
  - Bulletin Board

- **ECOLLS** (Enterprise-wide Collaboration Management System)
  - Decision Tracking
  - Meeting Management
  - Discussion Forum
Human Resource Management Information System (HRMIS)
The HRMIS will provide a single interface for Government employees to perform HRM function effectively and efficiently in an integrated environment.

### HRMIS Background and Implementation Schedule

<table>
<thead>
<tr>
<th>Reach</th>
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</thead>
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### Function

<table>
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<tr>
<th>Reach</th>
<th>1st Phase</th>
<th>2nd Phase</th>
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<tbody>
<tr>
<td>Partial Operational and Web Based Application</td>
<td>Fully Operational Fully Managerial Web Based Application Knowledge Base</td>
<td>Fully Operational Fully Managerial Web Based Application Knowledge Base</td>
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FUNCTIONAL FRAMEWORK

Operational Functions

Managerial Functions

Manpower Planning
Recruitment
Placement
Confirmation of Appointment
Placement on Pensionable Establishment
Training
Salary Management
Promotion
Retirement

Employee Welfare

Foundation
Project Monitoring System (PMS)
The PMS will ensure accurate and timely capturing of development project information, and also ensure up-to-date information is available in different formats at different levels.

<table>
<thead>
<tr>
<th>Reach</th>
<th>1st Phase</th>
<th>2nd Phase</th>
<th>3rd Phase</th>
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<tbody>
<tr>
<td>MOE and central agencies in Selangor and Pahang only</td>
<td>Operational Functions - Roll-out to the rest of ministries and agencies in Malaysia</td>
<td>Continue Operational functions roll-out to the rest of ministries and agencies in Malaysia</td>
<td>Roll-out to all ministries and agencies in Malaysia</td>
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<tr>
<td>Managerial Functions - MOE and central agencies in Selangor and Pahang only</td>
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<td>Roll-out Managerial functions to the rest of ministries and agencies in Malaysia</td>
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<tr>
<td>Operational Functions</td>
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<td>Knowledge Base</td>
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</table>
Publication Activities
Opportunities to Publishing Industry

Front

EG as an Information Provider -

Publishing companies will be able to get latest information about publishing industry directly from the government

- Bulletin Board - for example: disseminate information concerning topics that the Government requires publishing
- Central Repository of Speeches and Seminar Papers
- Library
- Market trend and customer profiles - useful for marketing strategy
- Best Practices and Discussion Databases
Opportunities to Publishing Industry

Middle

More Efficient Approval Process

Publishing companies can submit their new products to government electronically for approval. Once approved, Government can inform the company immediately.
Opportunities to Publishing Industry

Back

Participate in Government Procurement through eProcurement

- Publishers may register as Government suppliers to provide publishing services to the Government. Government may invite potential publishers to submit Quotations or Tenders electronically.

- Book distributors may also register as Government suppliers to provide a list of books which may be procured by the Government electronically. A description and/or picture of the book may be placed on the Electronic Catalogue within the EP system.

- Use of the EP system will therefore ensure more transparency in Government procurement as well as faster payment for publishers as well as distributors.
Opportunities to Publishing Industry

Back

Expand their Distribution Channel through DL++ Delivery Channels (Kiosk, Internet & Web)

- Using existing DL++ channels, publishers and distributors may provide a list of Government approved or recommended books to the public. These may then be purchased on-line by the public. An example would be Ministry of Education approved school textbooks.
Benefits to the Public

- Easily accessible up-to-date information - for example - list of approved/recommended text books
- Smart Buying - Best value for money products
- Provide convenience to the public
Challenges to Publishing Industry

- Better Marketing Strategy - More sensitive to market trend and produce more competitive products
- Alternative publishing media - electronic media - impact on printing industry?
- Faster response to government request, otherwise might miss the opportunities