ENTERPRISE ARCHITECTURE IMPLEMENTATION IN THE MALAYSIAN PUBLIC SECTOR

Panel Discussion 1
Empowering Enterprise Architect To Lift Digital Business Strategy

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E-Government Evolution

EA as Enabling Ecosystem

1GovEA Framework

EA Journey So Far

Challenges
Digital government is government designed and operated to take advantage of digital data in optimizing, transforming, and creating government services. 

*Source: Digital Government Is a Journey Toward Digital Business (Gartner 2014)*
The Transformation

**Service Provider**
- Services based on request
- Lack of collaboration among government functions
- Duplication of processes across multiple government agencies

**Service Facilitator**
- Proactively giving services
- Promotes collaboration among government agencies
- Solutions are based on reusable approach to deliver citizen-centric services
- Government functions are autonomous with no redundancy and clear responsibilities

**Moving To**
- Digital Government Transformation Services
EA AS ENABLING ECOSYSTEM

- Basic Principles
- Enabling Ecosystem
- ICT Strategic Thrusts

1. Enterprise Architecture
2. Data Driven
3. Cyber Security
4. Optimization of Shared Services and Cyber Security
5. Professional & Capable Human Capital

- Citizen-Centric
- Strategic Collaboration
- Green Technology
- Multi-Channel Service Delivery
- Enhancing Services and Leap-Frogging Innovations
- Open Source Software
- ICT Compliance
- Enterprise Architecture
- Trusted and Confidence
- ICT Project Management
- Change Management
Key Elements:

1. Connected Government: eServices to Value of Services
2. Government to function as a Platform: Government-Wide Governance & Government-Wide Standards
3. Establishing Digital Principles: Digital by Default
4. Establishing EA as part of the Environmental Culture: Incorporate EA as part of Enterprise Life Cycle Management, evolving over time
ICT STRATEGIC PLAN VS ENTERPRISE ARCHITECTURE

EA defines holistic landscape of the organization from business, data, application and technology domain whereas ISP deals with developing a strategy and operating model for ICT Department.
Blueprint primary aim is to guide government agencies in Malaysia to embark on building EA capabilities and practices based on common EA framework and methodology.

3 core areas:

- **Structured Framework**
- **Methodology**
- **Implementation Strategy**
THE MALAYSIAN PUBLIC SECTOR EA JOURNEY SO FAR

1. **INITIATE**
   - 1GovEA Blueprint
   - EA Capability Building
   - Promotion & Awareness Programs

2. **Foundation**
   - 1GovEA Repository
   - Reference Model
   - 1GovEA Portal
   - EA Development - Phase 1: MAMPU & 1 Ministry

3. **Awareness & Educate**

4. **Implementation**

5. **EXPANSION & ACCULTURATION**

- 2014
- 2015
- 2016
- 2017
CHALLENGES

01 PEOPLE
- LEADERSHIP COMMITMENT
- CAPABILITY BUILDING
- AGGRESSIVE AND CONTINUOUS CHANGE MANAGEMENT

02 PROCESS
- REALIGNING BUSINESS & ICT STRATEGY
- STREAMLINING PROCESSES
- DATA SHARING GOVERNANCE & PUBLIC SECTOR DATA MANAGEMENT

03 TECHNOLOGY
- SECURED DIGITAL SERVICES
- SHARED TECHNOLOGY & RESOURCES
- GOVERNMENT AS A PLATFORM
PUBLIC SECTOR EA IMPLEMENTATION ROADMAP (2016 - 2020)

**Phase 1**

**Development of 1GovEA Blueprint**

**Phase 2**
EA Implementation for 24 Ministries
(July 2017 – July 2019)

**Launching of 1GovEA Blueprint - Oct 2015**

**Public Sector EA Repository**

**Phase 3**
EA development for 24 Agencies
(June 2019 – Nov 2020)

**Public Sector EA Reference Model**

**Change Management, Technology Knowledge Transfer Program & Communication Plan**

Continuous 1GovEA Practices
THANK YOU

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