



KEYNOTE ADDRESS:

**“ICT OPTIMISATION AND CONSOLIDATION:
ENABLING PUBLIC SECTOR DIGITAL FUTURE”**

by

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(MAMPU)**

at

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KOMPLEKS PERBADANAN PUTRAJAYA

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8.45 AM

**Bismillahirrahmanirrahim,
In The Name of Allah,
The Most Gracious and Most Merciful**

Assalamualaikum warahmatullahi wabarakatuh,

Salam Sejahtera, Salam 1Malaysia and Salam Negaraku.

**YBrs. Dr. Suhazimah binti Dzazali
Deputy Director General of ICT, MAMPU**

**YBrs. Tuan Haji Mohd Shahabuddin bin Omar
Deputy Director General of Management Transformation and
Modernisation, MAMPU**

Distinguished Guests, Ladies and Gentlemen,

ALUAN PEMBUKA BICARA

1. Izinkan saya mengawali bicara pada pagi ini dengan memetik mutiara kata dari kalam Imam Shafie; “Ilmu itu seperti air. Jika ia tidak bergerak, ia menjadi mati lalu membusuk.” Tersirat daripada kata-kata ini ialah hakikat sesuatu ilmu itu tidak statik, malah ia berkembang, berubah dan melahirkan penemuan dan pengetahuan yang lebih segar dan baharu sifatnya.

2. Alhamdulillah dilafazkan sebagai tanda syukur atas izin-Nya jua dapat kita berkumpul dalam majlis Public Sector CIO Convex 2017. Sesungguhnya, majlis pada hari ini merupakan manifestasi kejayaan semua dalam mengangkat agenda komunikasi teknologi maklumat sebagai pendayaan utama bagi memartabatkan sistem penyampaian perkhidmatan awam kepada rakyat.

3. Bagi pihak Unit Pemodenan Tadbiran dan Perancangan Pengurusan Malaysia, MAMPU, Jabatan Perdana Menteri, saya hulurkan rasa terima kasih kepada semua hadirin atas kesudian menerima jemputan untuk bersama-sama berada dalam majlis yang begitu signifikan dalam mendepani gelombang revolusi era digital. To international delegates,

thank you for participating in this conference and a very warm 'Selamat Datang' to all of you.

TRADISI KEILMUAN WARISAN ZAMAN

Hadirin dan hadirat sekalian,

4. Kemunculan sesuatu tamadun menjadikan manusia dapat berinteraksi antara satu sama lain dengan mudah dan berkesan. Kemajuan peradaban juga melahirkan manusia yang lebih kreatif dan inovatif. Dengannya wujud ciptaan dan teknologi dalam bidang-bidang tertentu mengikut keperluan zaman berkenaan. Interaksi perdagangan antara tamadun-tamadun yang sewaktu dengannya membawa kesan yang positif dari segi agama, ekonomi dan sosial.

5. Kerajaan Mesir purba yang kita kenali dengan ikon pemerintah Firaun misalannya telah berjaya membentuk satu empayar yang merangkumi kawasan Nubia di selatan Mesir sehingga ke kawasan-kawasan yang terletak di hulu Sungai Nil. Kemasyhuran tamadun Mesir ini juga ditandai dengan penghasilan aksara hieroglif yang menjadi asas kepada tulisan sehingga hari ini. Faktanya, peradaban Mesir purba telah banyak dipengaruhi oleh Sungai Nil yang membolehkan

kawasan berkenaan didiami manusia. Seinggakan, sejarawan Greek bernama Herodotus mengatakan, “Mesir adalah pemberian dari Sungai Nil” (*Egypt is the gift of the Nile*).

6. Sebagaimana sungai Nil yang menjadi pemangkin kepada tamadun dan peradaban manusia di era purba, teknologi maklumat boleh ditamsilkan sebagai penggerak kepada roda ketamadunan manusia pada zaman ini. Sejak akhir abad ke-20, fungsi sungai sebagai medium perhubungan dan perdagangan sudah diambil alih oleh kepantasan teknologi komunikasi dan maklumat.

7. Inilah perubahan cara dan kaedah manusia berhubung dan berinteraksi tanpa batasan waktu dan tempat. Maka, tepat lah objektif penganjuran CONVEX 2017 yang salah satunya bagi menyebarkan transformasi penyampaian perkhidmatan kerajaan digital ke seluruh pelosok maya dari hulu ke hilirnya.

8. I truly believe that this year’s conference with the theme “Digital Transformation: Forging Public Sector Digital Future” will inspire us to explore the transformative power of digital technology in shaping the public sector’s digital landscape. I

do sincerely hope that all of you will reap the benefits from this conference and thus, exemplify our commitment in transforming the public sector's digital future.

DIGITAL TRANSFORMATION: A GLOBAL PERSPECTIVE

Distinguished Guests, Ladies and Gentlemen,

“By 2020, 30% of web browsing sessions will be done without a screen, hands and eyes, but through audio centric technology.

By 2020 too, the Internet of Things (IoT) will increase data centre storage demand by less than 3%, and

By 2022, IoT-enabled service models could save a trillion dollars a year in maintenance and service costs.”

10. These are some of the new technological assumptions made by Gartner (2016) that today's leaders need to take into account, given that we are at the cusp of Global Megatrends and digital revolutions. The advent of new technologies like Cloud Computing, Big Data, 3D Printing and Internet of Things has challenged us to rethink our approach on digital transformation. This transformation is taking place with such

rapidity that the increasingly fantastic ideas promoted from these new technologies and trends are plausible, if not a reality already.

11. Similarly, as digital technology begins to penetrate the workforce, it requires a sweeping rethink of organisational structures, influence, and control. Mckinsey's 2016 report on "Organising the Future" deliberated on the challenging role of leaders, as the functions and processes that support the workforce are turning from "bedrock to quicksand". In fact, Mckinsey Global Institute estimated that approximately 45 percent of the activities employees perform today can be automated by adopting current technologies. Unquestionably, leaders need to find the best strategies to restabilise their workforce in years to come.

12. Foreseeing the potential disruptive nature of these changes, I strongly believe that the starting point of any public sector digital transformation is a clear understanding of the present and future scenarios, and getting it packaged around the citizen's needs.

ANCHORING DIGITAL TRANSFORMATION IN MALAYSIA'S PUBLIC SECTOR

Distinguished Guests, Ladies and Gentlemen,

13. Keeping up or to be ahead of current trends often means being bold and visionary, and Malaysia, in this regard, cannot afford to be left behind lest we become irrelevant and perish under the forces of digital disruption.

14. Realising this, the Malaysian Government via the 11th Malaysia Plan anchors its digital transformation in the public sector by implementing and funding citizen-centric digital projects and initiatives that enhances the efficiency of the public service delivery system. A total of 200 ICT projects amounting to RM1.99 billion will be implemented during the first rolling plan of the 11th Malaysia Plan (2016-2017) that will improve the availability, accessibility and usability of the 88.5% government services available online for the convenience of its citizens.

MAINSTREAMING AND ACHIEVING DIGITALISED GOVERNMENT: MAMPU'S ROLE AS A LEAD AGENCY

Ladies and Gentlemen,

15. As the lead agency tasked to spearhead and oversee the implementation of ICT initiatives in the public sector, MAMPU launched the Malaysian Public Sector ICT Strategic Plan 2016-2020 last year. It is further supported by the Government Service Delivery Digitalisation Plan in an effort to mainstream and consolidate all efforts by the government through six strategic thrusts, 13 strategies and 29 programmes. These plans will definitely set the right trajectory to take the Malaysian public sector to greater heights by 2020.

ICT OPTIMISATION AND CONSOLIDATION AS ENABLERS TO PUBLIC SECTOR DIGITAL FUTURE

16. Fundamentally, the public sector digitalisation initiative is driven by this one guiding principle: ICT Optimisation and Consolidation.

17. From a business viewpoint such as IBM, ICT optimisation and consolidation is not confined to IT cost savings per se, but more on the process of creating a highly efficient and dynamic infrastructure to derive maximum business value from IT investments. PriceWaterhouseCoopers in its 2017 Review defined ICT consolidation as putting together the right set of capabilities needed to address the ever-growing customer demand for fully integrated digital services.

18. This means the consolidation of technology must work in tandem with human resource and governance strategies. In fact, the question of how to structure the ICT organisation has been a topic of heated debate for several decades, with the pendulum now swinging back towards a centralised model. The Malaysian Government is undoubtedly in line with this, as the Cabinet recently decided to centralise the management and operations of public Sector ICT services.

RESHAPING MALAYSIA'S PUBLIC SECTOR ICT LANDSCAPE VIA ICT OPTIMISATION AND CONSOLIDATION

19. Now, ladies and gentlemen, allow me to draw your attention to Malaysia's public sector ICT landscape. At

present, the total number of ICT personnel only constitutes 0.67% of the total Malaysian public sector workforce. This percentage is far below the benchmark of 10 to 15 percent in highly developed countries like the United States. On top of that, this small number of personnel is distributed across various ministries and departments at the federal and state levels.

20. This is why as mentioned earlier, MAMPU is undertaking a tactical approach of centralizing the management and operation of Malaysia's public sector ICT to optimise our ICT resources. This will be made possible through a) the reinforcement of MAMPU's role as a central agency to chart the strategic direction and lead the planning of ICT operations and management for the public sector; b) the appointment of the Head of ICT Services for the public sector who will be authorized to manage human resource matters relating to ICT personnel; and c) the strengthening of the CIO's role at the ministerial and departmental level who will report directly to the Government CIO in MAMPU. We truly hope that this strategy will transform the ICT landscape and thus, enabling the Malaysian public sector digital future.

Distinguished Guests, Ladies and Gentlemen,

21. To date, MAMPU has also consolidated and optimised its ICT projects via the implementation of the 1Gov*Net Network Services, Public Sector Data Centre (PDSA), 1Gov Unified Communication (1GovUC) and Digital Document Management System (DDMS). The strategies adopted in the implementation of these initiatives has successfully led to an estimated annual cost savings of up to RM800 million. In addition to cost optimisation, other initiatives such as the Public Sector Open Data which comprises 18 sets of data clusters, significantly deliver multiple benefits including enhanced transparency in government services, as well as creation of new business model and improved social welfare.

22. Moving on, allow me to elaborate on two major ICT consolidation initiatives that the Malaysian government is currently undertaking. One is the Government Online Services Gateway, or GOSG which will act as a single gateway for all Malaysian Government online services based on citizen centric life events. Employing a citizen centric design approach, the portal went live on 1st of May 2017. Ultimately, this initiative is on par with similar efforts being undertaken

by leading e-Government countries, such as New Zealand's Lab+, which also incorporates life event and user centric elements to develop an integrated and consolidated government online services for its people. Both initiatives demonstrate the importance of life-event government services that are integrated and consolidated into a single gateway.

23. Another consolidation exercise undertaken by MAMPU that I would like to showcase is the Public Sector Data Centre (PDSA). Driven by the heightened need to provide centralised data centre services for government agencies, three data centres have been set up, encompassing 1,845 application systems for 162 public sector agencies. This initiative is indeed comparable to Australia's Canberra Data Centre, which services and consolidated more than 40 federal departments and agencies as well as servicing the Australian Capital Territory government. This signifies that our ICT initiatives are on par, if not ahead of leading e-Government countries like Australia.

POSITIVE OUTCOME FROM ICT OPTIMISATION AND CONSOLIDATION

Distinguished Guests, Ladies and Gentlemen,

24. Even though there does not seem to be a “one size fits all” model, the ICT optimisation and consolidation model used in Malaysia is based on best practices adopted by countries with a highly developed e-Government like the United Kingdom, Singapore and South Korea. All of these countries have dedicated agencies with a strong governance structure and autonomous power to lead their government digitalisation initiatives.

25. Most importantly, our optimisation and consolidation model gives us the opportunity to re-equip our ICT personnel’s skills and expertise, along with the overall improvement of ICT system security and quality. This complements our efforts to create a “Government-As-a-Platform” model and thus, improving the nation’s overall position in the global ranking.

EMBARKING ON MALAYSIA'S DIGITAL GOVERNMENT INITIATIVES: THE WAY FORWARD

Ladies and Gentlemen,

26. It is essential that the journey towards digital transformation in Malaysia has to be a continuous one as it requires changes to processes and ICT systems as well as the citizen's mindset and legislative aspects. It is a long term commitment: a long distance marathon, not a short distance sprint. In fact, these changes are even more challenging to implement in the public sector as compared to the private sector, given the enormity of the scope and spread of the government machinery.

27. Therefore, it is imperative that we have plans and strategies in place, as what we have done with our 11th Malaysia Plan, the Malaysian Public Sector ICT Strategic Plan 2016-2020 and the Government Service Delivery Digitalisation Plan.

28. Let me leave you with these final thoughts on why it is important to transform towards a Digital Government:

- **To continue being relevant, governments need to meet the citizens expectations through engagement and collaboration to provide new ways of delivering public services. Our citizens, especially Millennials, Generation X, Y, and Z, now expect services at their fingertips – anytime, anywhere 24 x 7.**
- **Secondly, businesses and services have perished because they failed to overcome digital disruption. Therefore, to ensure that governments remain relevant, a “digital first, citizen focused” policy is needed to compel government agencies to digitise their core services. At the same time, it should be citizen-centric, and provides ‘end to end’ services, with a standard user friendly interface so citizens continue to utilise them;**
- **And finally, digitalisation of services enables and encourages investment in new business areas, contributing towards the country’s economy.**

29. Having said that, we must remember that the most sophisticated and expensive technology alone will not work without the people’s participation. As Steve Jobs once said, “Technology is nothing. What’s important is that you have a faith in people, that they’re basically good and smart, and if you give them tools, they’ll do wonderful things with them.”

Thus, it is our ardent hope that many of these efforts I have shared would bring about the results aspired in the national plans.

30. Last but not least, I take this opportunity to thank all panellists, distinguished guests and participants for joining us for the next two days and sharing your experience and knowledge with us. Thank you and enjoy the conference!

MAMPU

OCTOBER 2017