DIGITAL
GOVERNMENT
Integrated Service
Management System (ISM)

Agenda

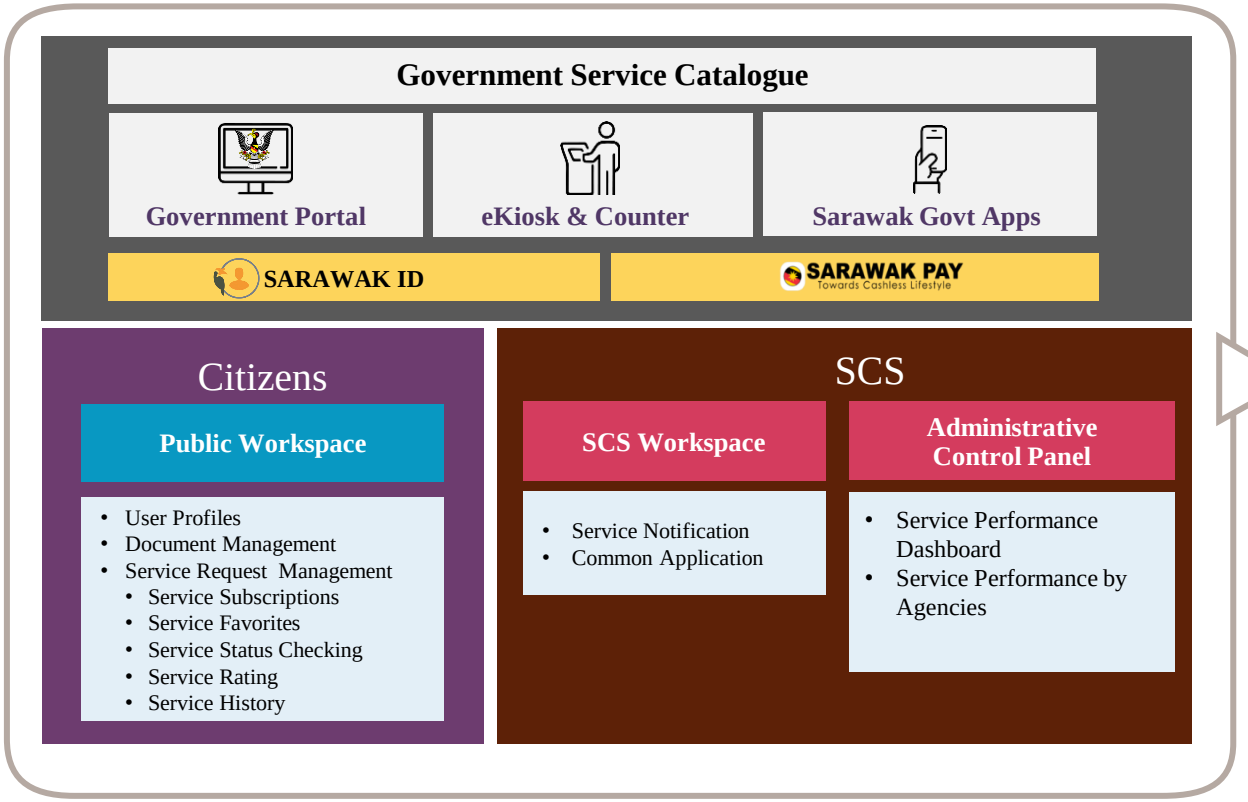
1. **Background & Objectives**
2. **Solutions Architecture**
3. **ISM Workflow**
4. **12 MP Road Map**

BACKGROUND & OBJECTIVES

- Central access of government services through an integrated public service delivery platform
- The implementation of ISM is mainly targeted for public-facing systems with the objectives for the following stakeholders:

Public	SCS Action Officer	Admin/Agency CIO	Management
• Sarawak ID • Service Catalogue • Service Subscriptions • Service Status Checking • Service History	Task Notifications • SCS Dashboard • SCS Mobile	• Service listing & catalogue setup. • Service performance dashboard • KPI setup and configuration. • KPI performance dashboard.	• Service performance dashboard • KPI performance dashboard

E-GOVERNMENT SERVICES FRAMEWORK



ICT Application Clusters

Main Sectors

Manufacturing	Agriculture
Mining	Forestry
Tourism	Renewable Energy
Services	Town Planning

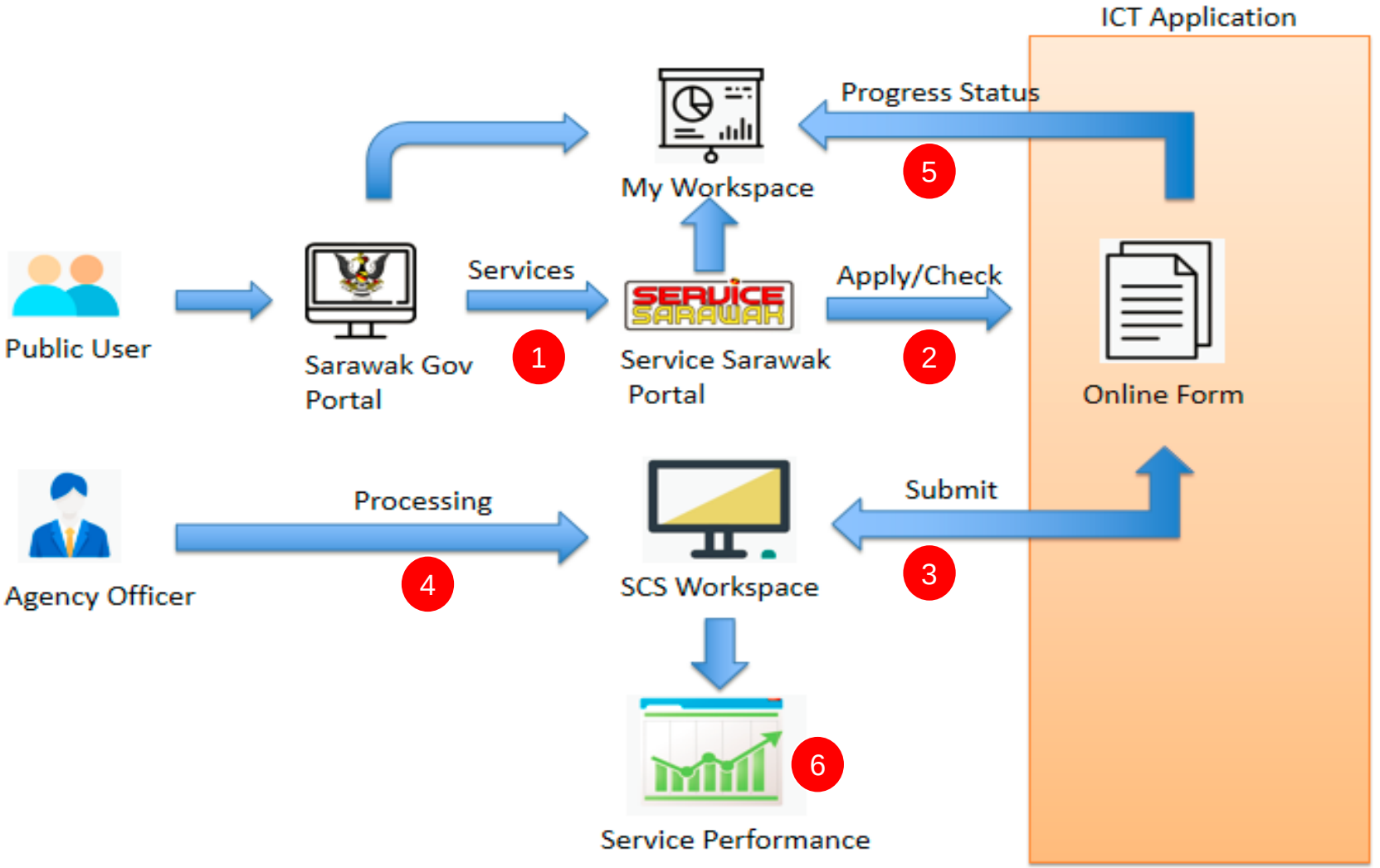
Supporting Sectors

Welfare	Education
Transport	Utilities
Planning & Infra	Finance
Common Application	Record Management
Human Resource	Data Management

One stop platform for government services through online, mobile application, kiosk and counter for citizens to access government online services and to allow government to access all task management and common application anytime, anywhere

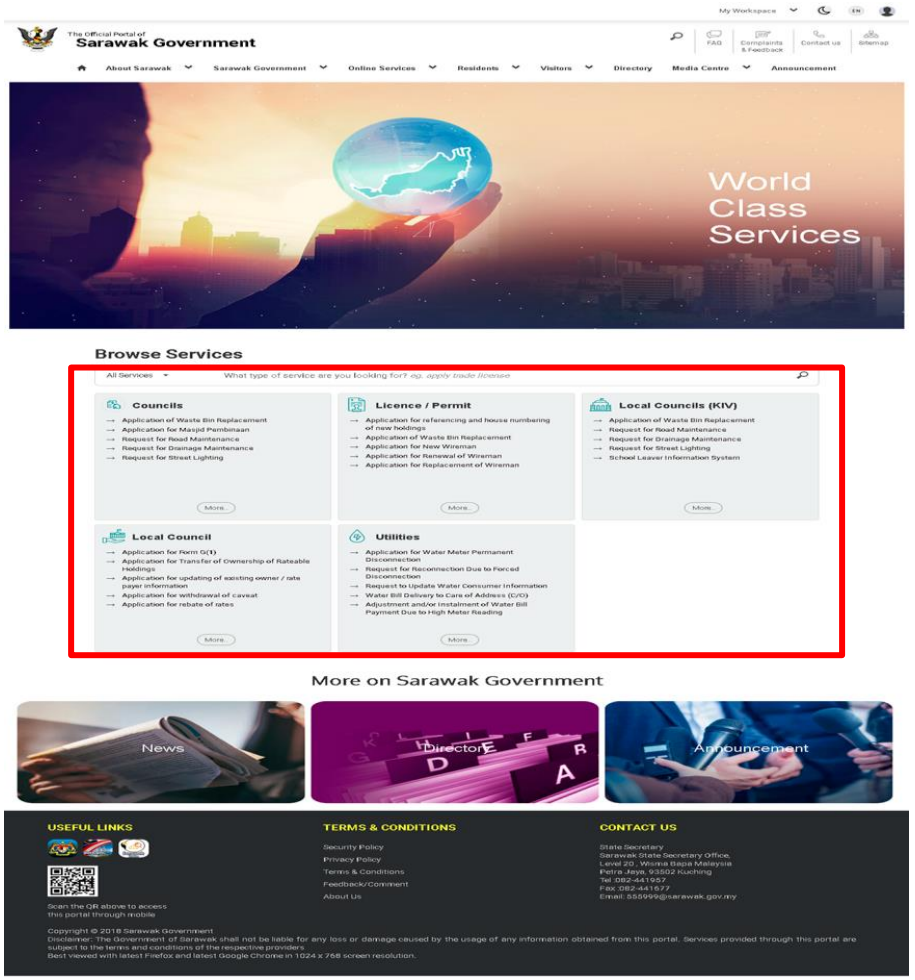
Interoperable solution, Integrated, End to end operation supported with technologies and security like PKI, SarawakID, Data Exchange, ArcGIS, IOT, Sensor and Data Analytics

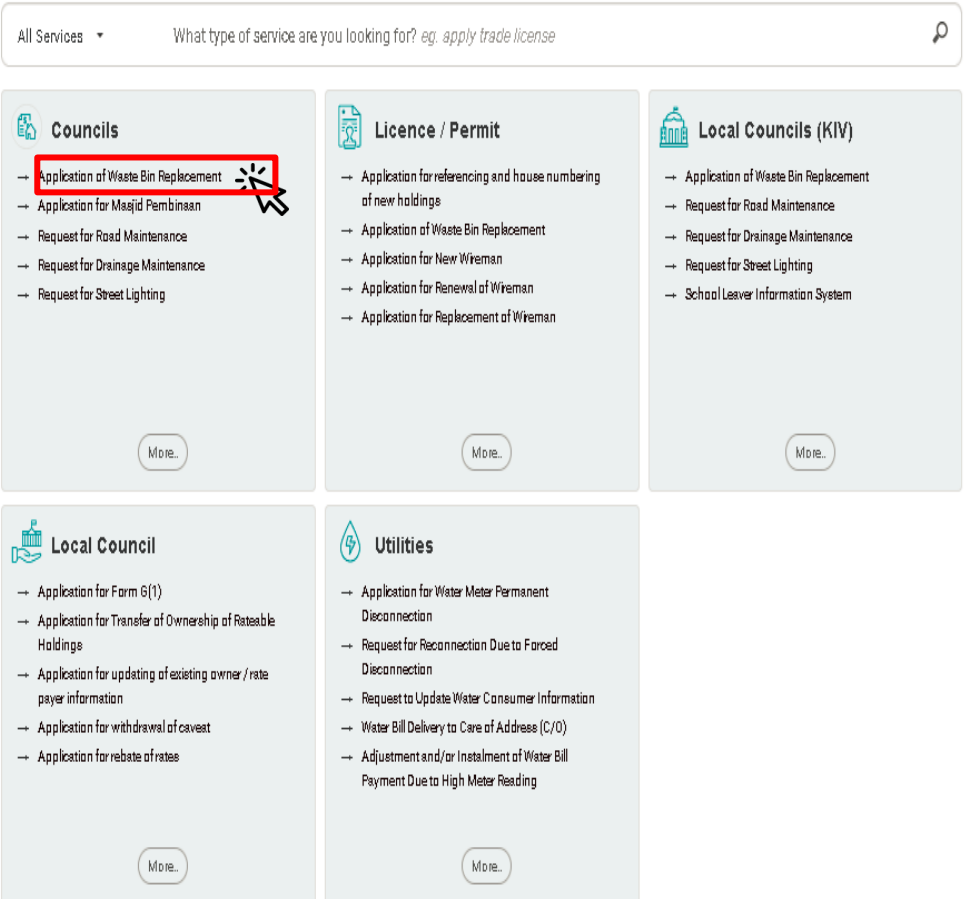
ISM WORKFLOW



SEG Portal

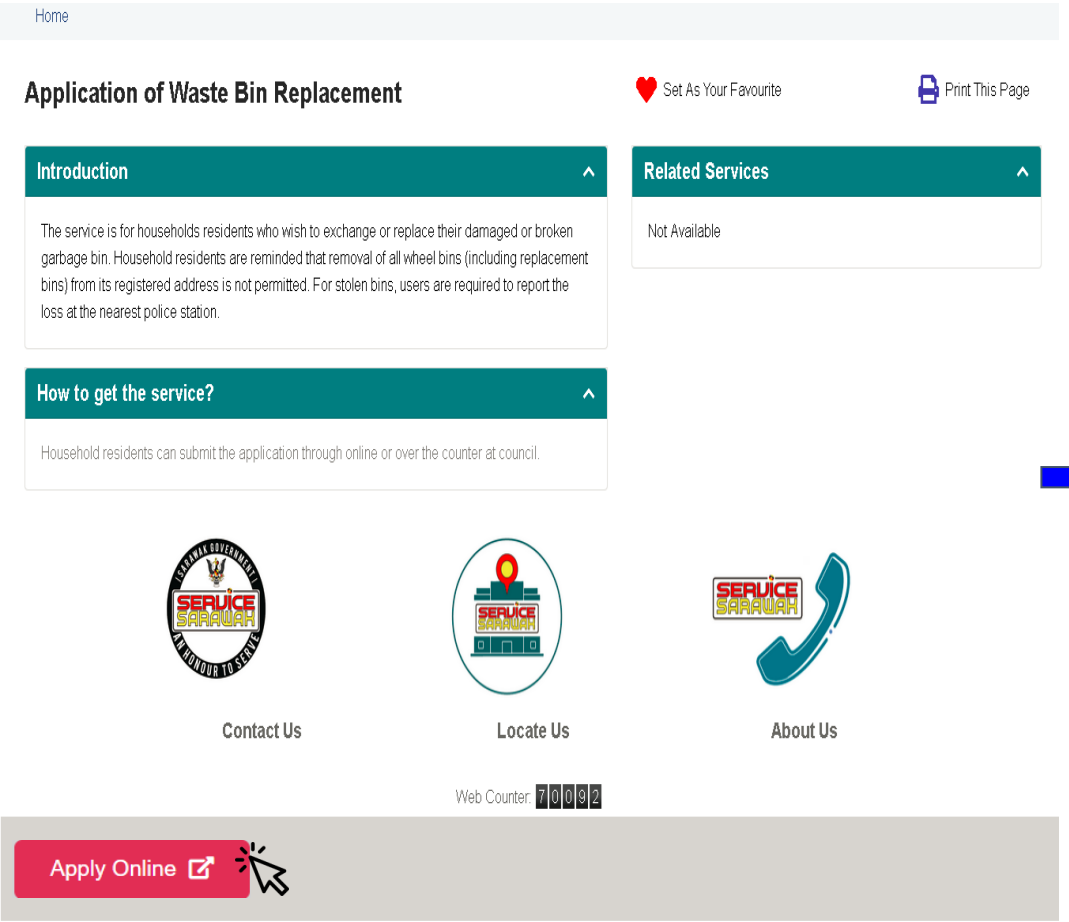
Application of Waste Bin Replacement

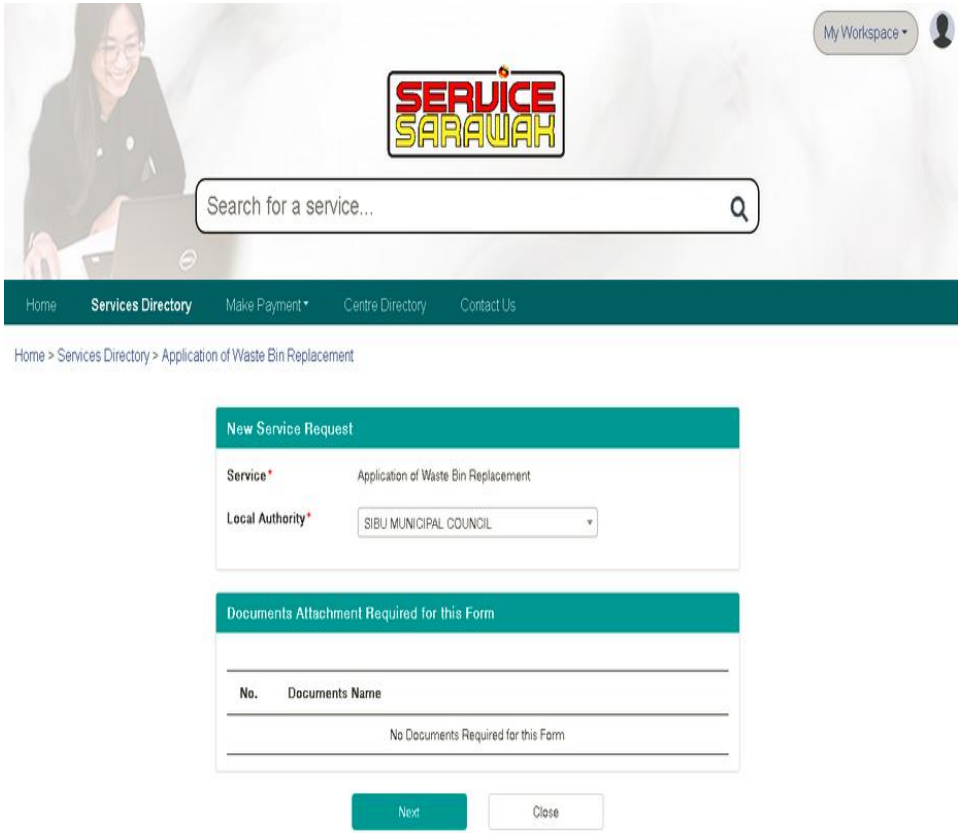




Application of Waste Bin Replacement

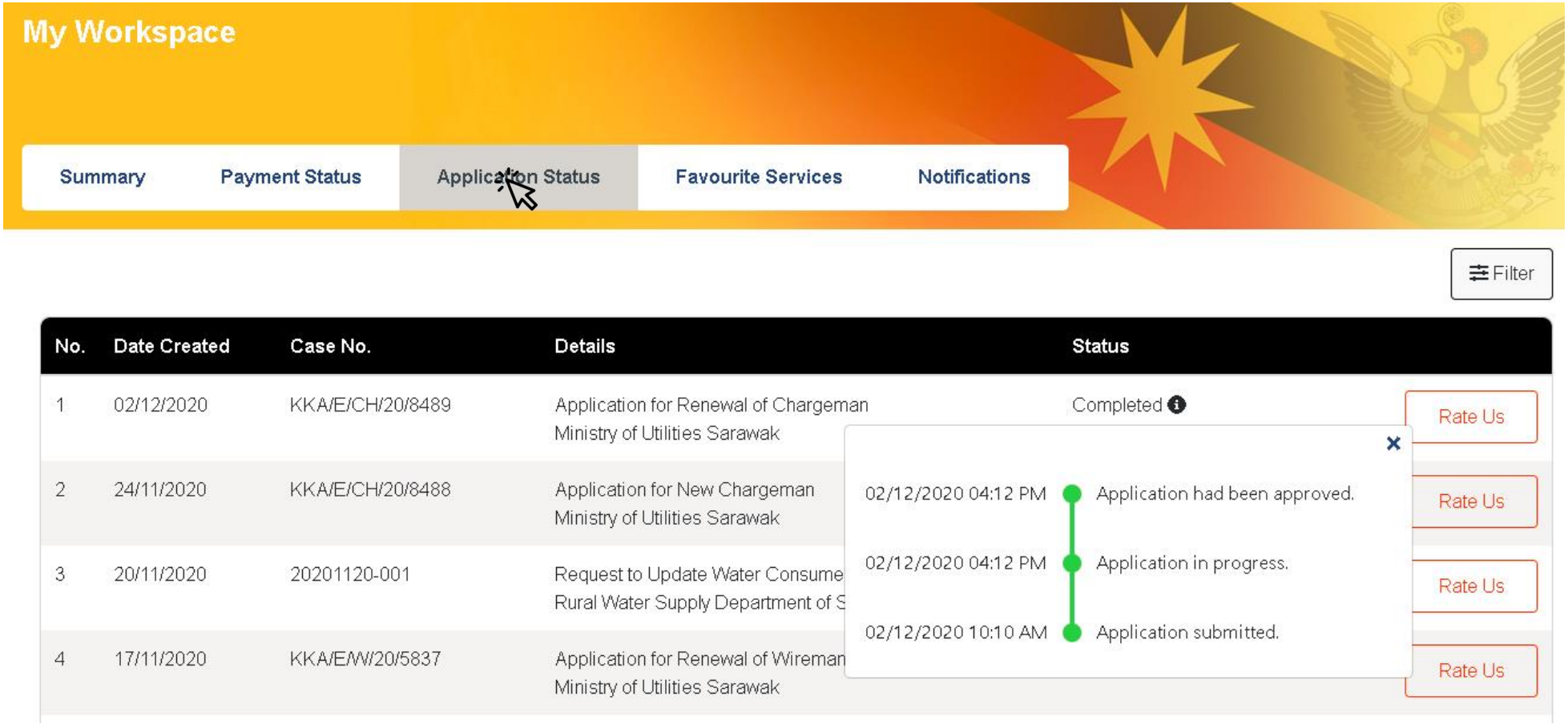
Online Application Form





My Workspace (Ruai Sarawak)

Check Application Status



SCS Dashboard

ELA2 - Waste Bin

SCS Workspace / My Dashboard

Light

Pending Tasks

Council Services
Total Task
123

SIFBAS
Total Task
11

GEMS
Total Task
5

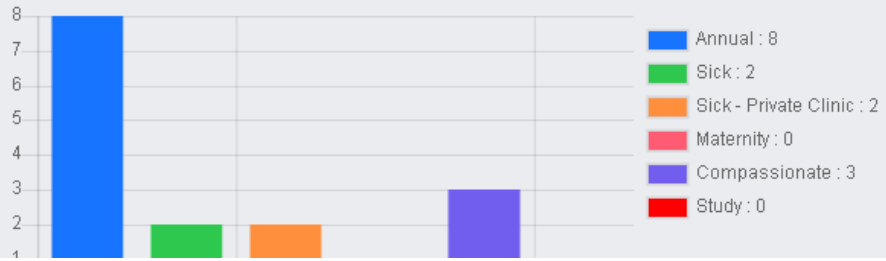
CACTUS
Total Task
10

My Favourite

Leave Overview

Leave Entitlement
20 DAYS

Leave Balance
12 DAYS



My Calendar

September 2020

Sun	Mon	Tues	Wed	Thur	Fri	Sat
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

SCS News

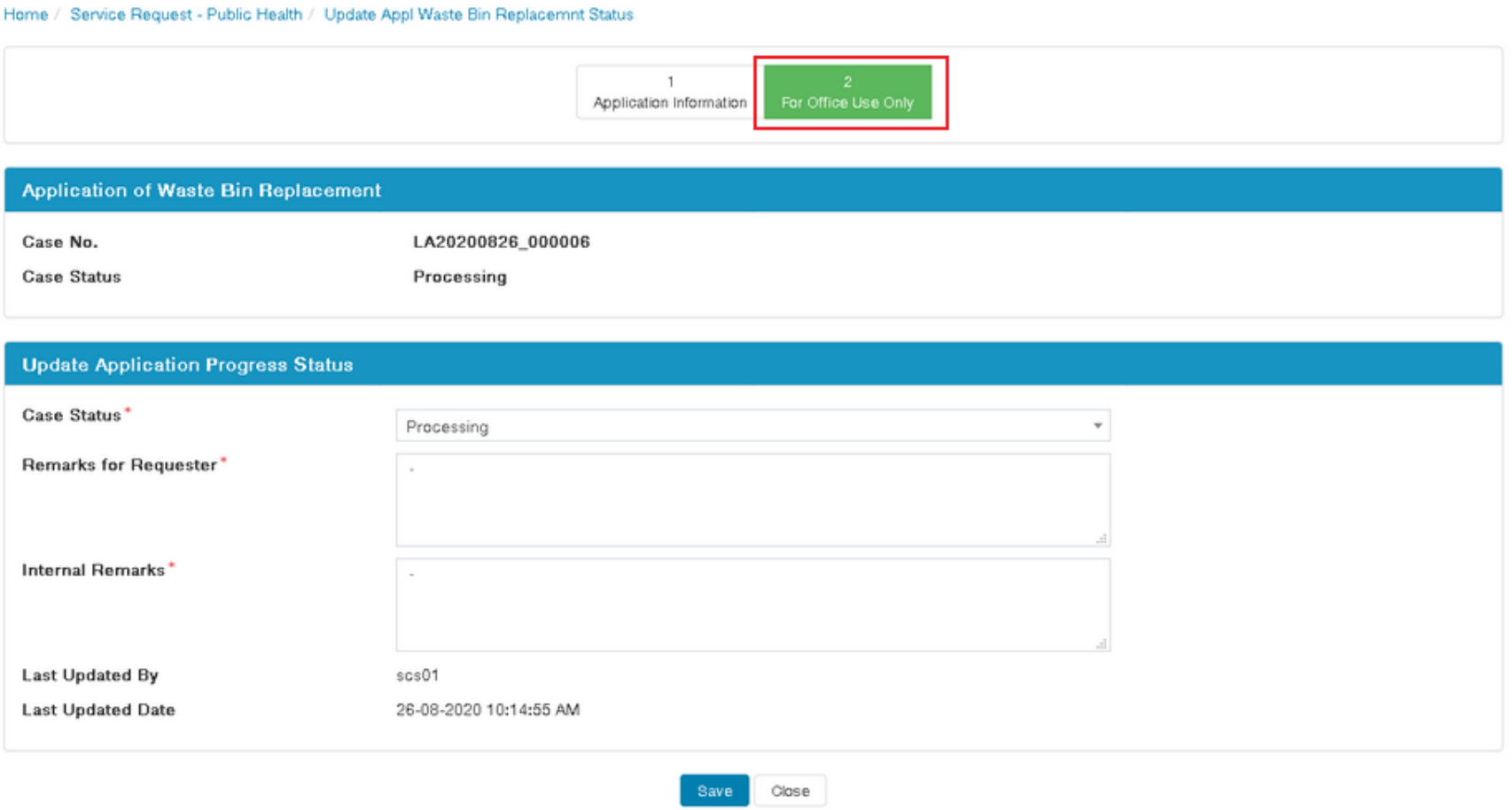
Gangguan Perkhidmatan SarawakNet di Kawasan Limbang dan Lawas - Gangguan kerosakan Talian Fiber

28/08/2020

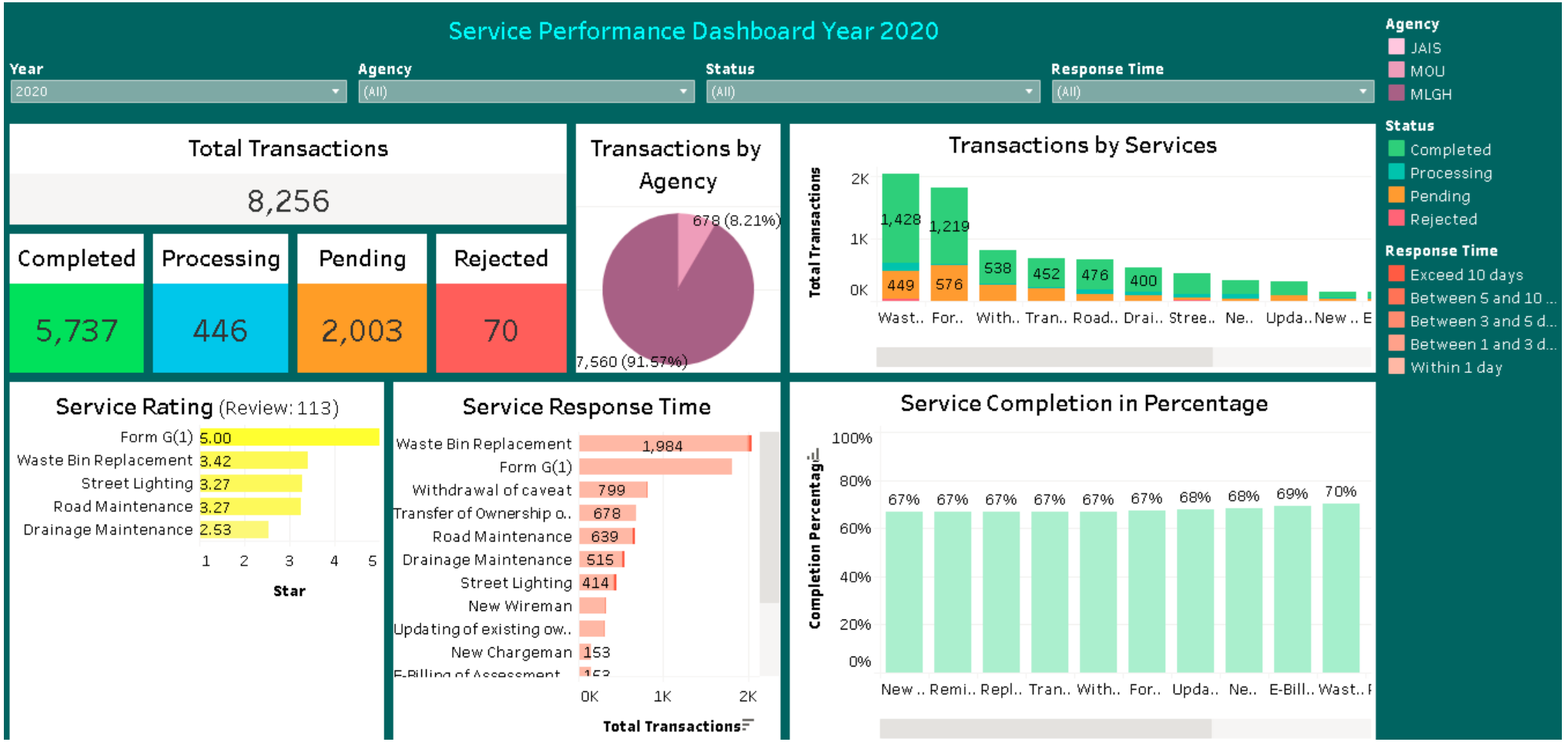
1. Pengumuman ini ditujukan kepada semua pengguna SarawakNet khususnya di kawasan Limbang dan Lawas.   2. Kami ingin memaklumkan bahawa pengguna SarawakNet di kawasan tersebut telah mengalami gangguan pada 27/08/2020 (Khamis), jam

SCS Dashboard

ELA2 - Waste Bin



Service Performance



Council (eLA2)	Application of Waste Bin Replacement
	Request for Street Lighting
	Request for Road Maintenance
	Request for Drainage Maintenance
Jabatan Agama Islam (KISWA)	Permohonan Pembinaan dan Pendaftaran Masjid/Surau
	Pendaftaran Kursus Pra Perkahwinan
	Pendaftaran Nikah

Ministry of Utilities (eMinds)	Wireman - New
	Wireman - Renew
	Wireman - Replacement
	Wireman - Endorsement
	Chargeman – New
	Chargeman – Renew

ICCS
Application of manufacturing permit/industrial lot

SCCRS
Application to new/renew registered contractor/consultant license

KISWA

eScholarship

eRecruitment

EQP

eMinds

eLASIS

eLA2

Home2Grab

MOU

SAMS

HomeApps

CMLMS

eBooking

eR&DO

ARMS

17 Applications with 77 Services

12 MP Road Map

SCS Mobile

- Single Sign-On
- Dashboard
- Messaging
- SCS Apps
- Task Notification
- ISM

ISM (New Services)
- Task Notification
- Task Processing

SCS Mobile

Service Sarawak Mobile App

- Bill Payments for Utilities (Water, SEB, SwakGas..etc)
- Local Authorities Services
- Water Utilities Services
- Personal Dashboard

ISM (New Services)
- Service Submission
- Application Status Tracking

PKI

Service Sarawak

ISM

- Portals (SEG, Service Sarawak, My Workspace Enhancement)
- Service Request Management (Processing & Routing)
- Service Rating
- Service Catalogue
- Service Performance Dashboard

- 10 online services yearly
- Centralised announcement module
- Personal profile update
- KPI Performance setting, configuration & dashboard

Application(s) SmartXchange PKI

SvcSwk Portal Seg Portal Document Vault

SCS Dashboard

- GEMS
- SIFBAS
- CACTUS
- Calendar
- Widget, eMail, Single Sign-On
- Dashboard Enhancement (Pubic Services)

- 10 online services yearly
- Task Notification
- Task Processing

PKI

SCS Dashboard

To achieve desire **interoperability, full integration, full online and end to end**, **every civil service must be able to work closely** and aware how your **services are link to each other**, how your **processes are affecting other agencies** and type of **data require by other agencies to complete their task**. The procedures and policies affecting the digitalization of the processes have to be reviewed and agencies must be ready to adapt to new way of working approach; **paper-less, full digital working environment, usage of technologies and tools replacing the conventional approach**

NEW REQUIREMENTS FOR ICT PROJECTS – RMK12

- **Agencies to identify Measurable Organizational Value (MOV)**

  The Measurable Organizational Value (MOV) is the goal of the project and is used to define the value that your project will bring to your client. To provide real value to an organization, a project must align with and support the organization's **vision**, **mission**, and strategy.

- **Agencies to be exposed on data inventory in their application**

MEASURABLE ORGANIZATIONAL VALUE (MOV)

Organizational Impact	Value	Metric	Time Frame
Customer (Qualified Person)	• Provide faster services. No need to wait for a long application processing period. • Application status can be checked at any time through Integrated Service Management-Public Workspace.	• **Reduce the waiting time for application processing approval** from 6 months to 1-3 months. • **Remove the need to visit counter** or make calls.	1-3 months
Financial	• Reduce the cost of financing to purchase files, paper, stationery and printing materials.	• **No paper required** for endorsement of plan. • **No physical file** required during SPA Meeting.	6-12 months
Social	• Reduce qualified person from visiting the agency to check the application status.	• **70% reduction in visiting** counters.	6-12 months
Strategic	• Have a more effective system in terms of speeding up the application process. • Application review meets Development Control Standards. • No need to provide physical presentation material. • Statistics can be generated at any time. • Spatial analysis can be done through the system easily.	• **Reduces 70% processing time**/ more harmonize process. • **Increase of 30%** application processed. • **70% of the time can be expedited** to provide application information, provide statistics and make spatial analysis.	6-12 months
Operational	• Easy file tracking through a systematic recording system. • Application information is easily available through the system.	• **Reduces 70% time to review and track files.** • **50% saving of filing area** for workstation.	6-12 months

Thank you