



**Integrated Service
Management System (ISM)**

Agenda

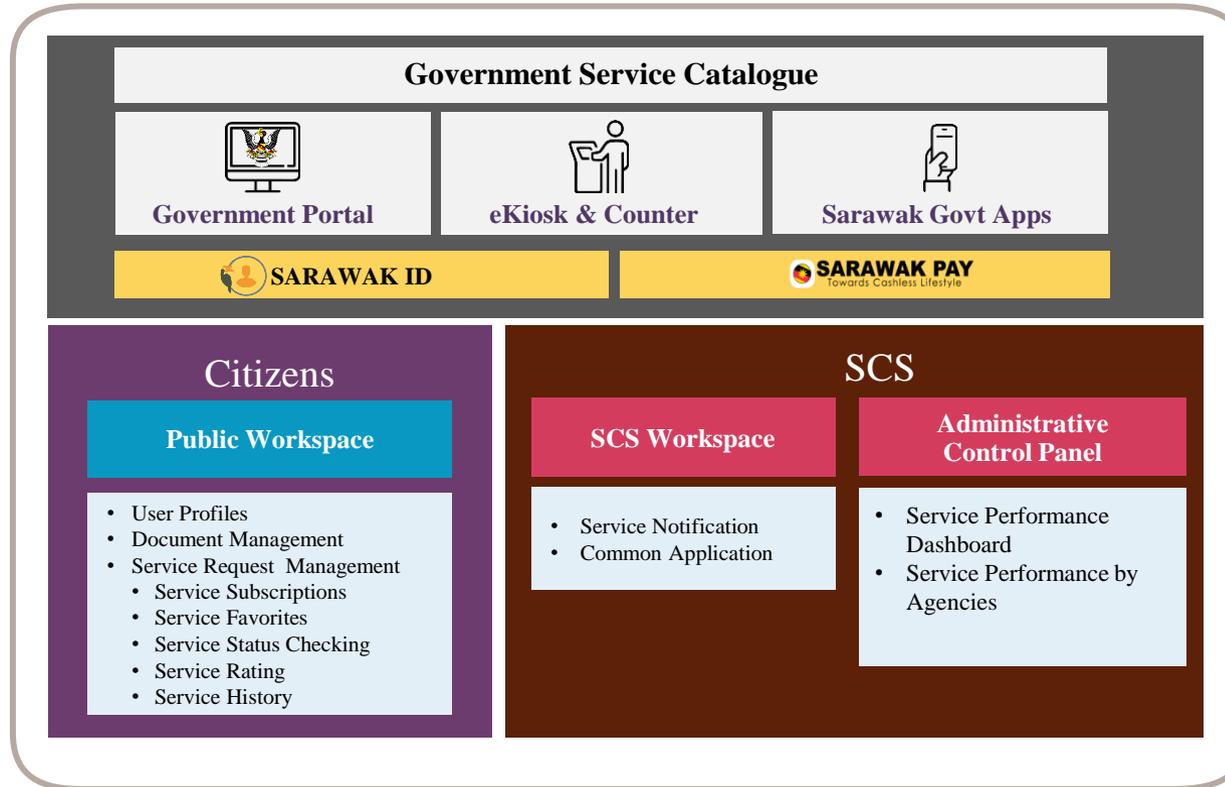
- 1. Background & Objectives**
- 2. Solutions Architecture**
- 3. ISM Workflow**
- 4. 12 MP Road Map**

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
<ul style="list-style-type: none">• Sarawak ID• Service Catalogue• Service Subscriptions• Service Status Checking• Service History	<p>Task Notifications</p> <ul style="list-style-type: none">• SCS Dashboard• SCS Mobile	<ul style="list-style-type: none">• Service listing & catalogue setup.• Service performance dashboard• KPI setup and configuration.• KPI performance dashboard.	<ul style="list-style-type: none">• Service performance dashboard• KPI performance dashboard

E-GOVERNMENT SERVICES FRAMEWORK



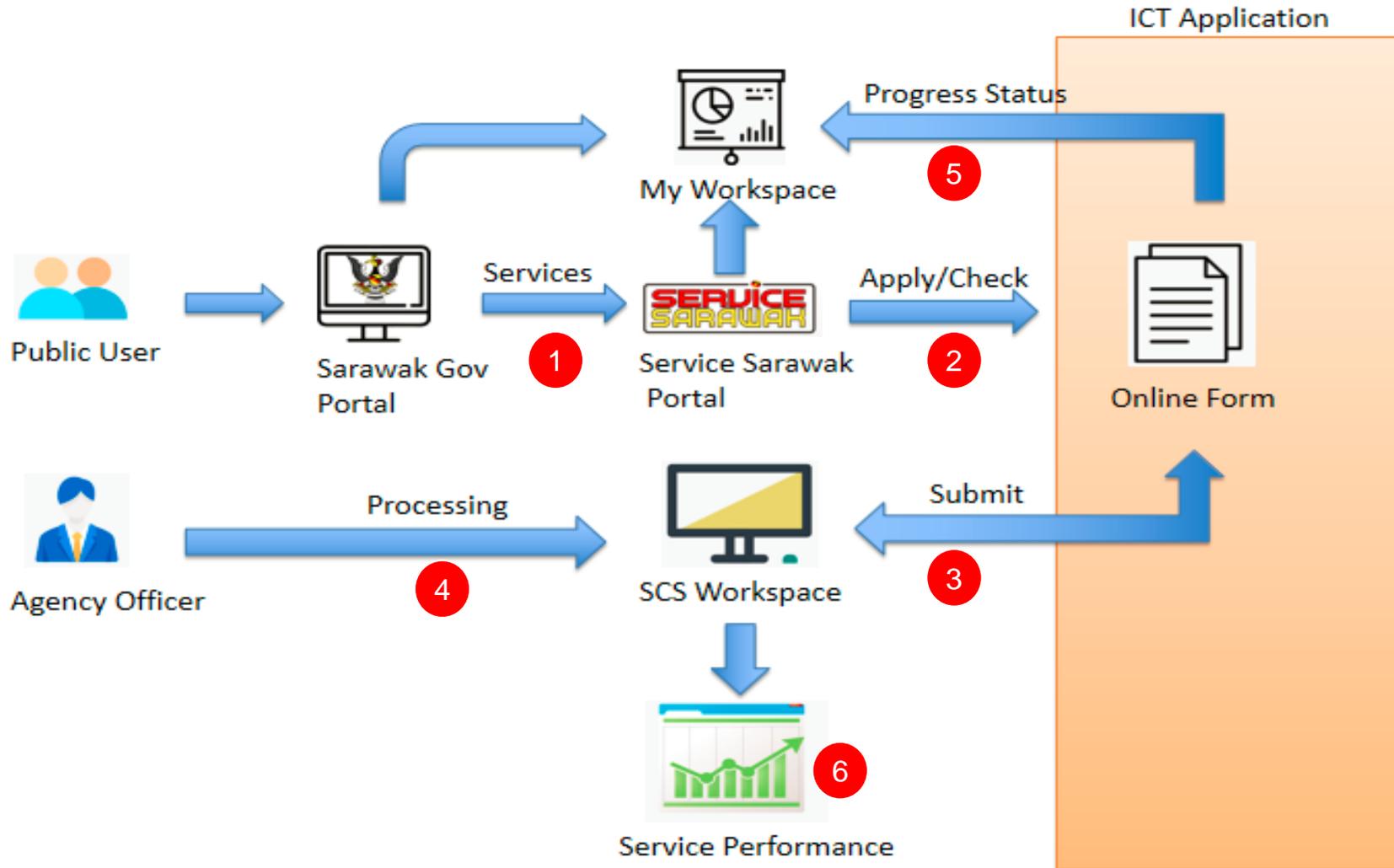
ICT Application Clusters



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

The screenshot shows the Sarawak Government website. At the top, there is a navigation bar with 'About Sarawak', 'Sarawak Government', 'Online Services', 'Residents', 'Visitors', 'Directory', 'Media Centre', and 'Announcement'. Below this is a banner with the text 'World Class Services'. The main content area is titled 'Browse Services' and contains a grid of service categories: 'COUNCILS', 'Licence / Permit', 'Local Councils (KIV)', 'Local Council', and 'UTILITIES'. A red box highlights the 'COUNCILS' category, which lists: 'Application of Waste Bin Replacement', 'Application for Masjid Pembinaan', 'Request for Road Maintenance', 'Request for Drainage Maintenance', and 'Request for Street Lighting'. Below the grid is a section 'More on Sarawak Government' with 'News', 'Director', and 'Announcement' cards. At the bottom, there are sections for 'USEFUL LINKS', 'TERMS & CONDITIONS', and 'CONTACT US'.



This block provides a detailed view of the 'COUNCILS' service category. It features a search bar at the top with the text 'All Services' and 'What type of service are you looking for? eg. apply trade license'. The 'COUNCILS' category is highlighted with a red box and a mouse cursor. The list of services includes: 'Application of Waste Bin Replacement', 'Application for Masjid Pembinaan', 'Request for Road Maintenance', 'Request for Drainage Maintenance', and 'Request for Street Lighting'. Other categories shown include 'Licence / Permit', 'Local Councils (KIV)', 'Local Council', and 'Utilities', each with a 'More...' button.

USEFUL LINKS



Scan the QR above to access this portal through mobile

TERMS & CONDITIONS

Security Policy
Privacy Policy
Terms & Conditions
Feedback/Comment
About Us

CONTACT US

State Secretary
Sarawak State Secretary Office,
Level 30, Wisma Sabah Malaysia,
Putra Jaya, 93502 Kuching
Tel: 082-441957
Fax: 082-441977
Email: sss@sarawak.gov.my

Copyright © 2018 Sarawak Government
Disclaimer: The Government of Sarawak shall not be liable for any loss or damage caused by the usage of any information obtained from this portal. Services provided through this portal are subject to the terms and conditions of the respective providers.
Best viewed with latest Firefox and latest Google Chrome in 1324 x 768 screen resolution.

Application of Waste Bin Replacement

Online Application Form

Home

Application of Waste Bin Replacement

❤ Set As Your Favourite  Print This Page

Introduction

The service is for households residents who wish to exchange or replace their damaged or broken garbage bin. Household residents are reminded that removal of all wheel bins (including replacement bins) from its registered address is not permitted. For stolen bins, users are required to report the loss at the nearest police station.

Related Services

Not Available

How to get the service?

Household residents can submit the application through online or over the counter at council.



Contact Us



Locate Us



About Us

Web Counter: 70092

[Apply Online](#) 



My Workspace 



Search for a service... 

Home Services Directory Make Payment* Centre Directory Contact Us

Home > Services Directory > Application of Waste Bin Replacement

New Service Request

Service* Application of Waste Bin Replacement

Local Authority*

Documents Attachment Required for this Form

No.	Documents Name
No Documents Required for this Form	

My Workspace (Ruai Sarawak)

Check Application Status

My Workspace

Summary

Payment Status

Application Status

Favourite Services

Notifications

Filter

No.	Date Created	Case No.	Details	Status
1	02/12/2020	KKA/E/CH/20/8489	Application for Renewal of Chargeman Ministry of Utilities Sarawak	Completed ⓘ
2	24/11/2020	KKA/E/CH/20/8488	Application for New Chargeman Ministry of Utilities Sarawak	02/12/2020 04:12 PM ● Application had been approved.
3	20/11/2020	20201120-001	Request to Update Water Consumer Rural Water Supply Department of S	02/12/2020 04:12 PM ● Application in progress.
4	17/11/2020	KKA/E/W/20/5837	Application for Renewal of Wireman Ministry of Utilities Sarawak	02/12/2020 10:10 AM ● Application submitted.

Rate Us

Rate Us

Rate Us

Rate Us

SCS Dashboard

ELA2 - Waste Bin

Pending Tasks

Council Services
Total Task

123



SIFBAS
Total Task

11



GEMS
Total Task

5



CACTUS
Total Task

10

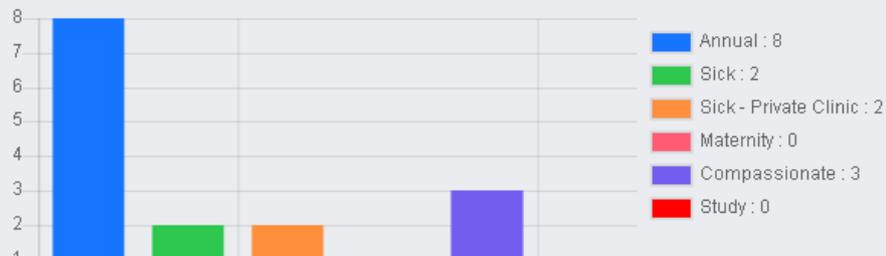


My Favourite

Leave Overview

Leave Entitlement
20 DAYS

Leave Balance
12 DAYS



My Calendar

September 2020

Sun	Mon	Tue	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 04:00 PM.

SCS Dashboard

ELA2 - Waste Bin

Home / Service Request - Public Health / Update Appl Waste Bin Replacemnt Status

1
Application Information

2
For Office Use Only

Application of Waste Bin Replacement

Case No. LA20200826_000006
Case Status Processing

Update Application Progress Status

Case Status * Processing

Remarks for Requester *
-

Internal Remarks *
-

Last Updated By scs01
Last Updated Date 26-08-2020 10:14:55 AM

Save

Close

Service Performance

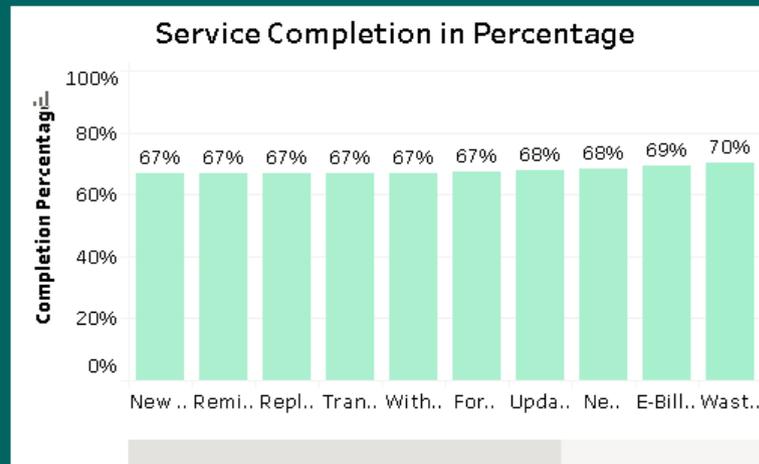
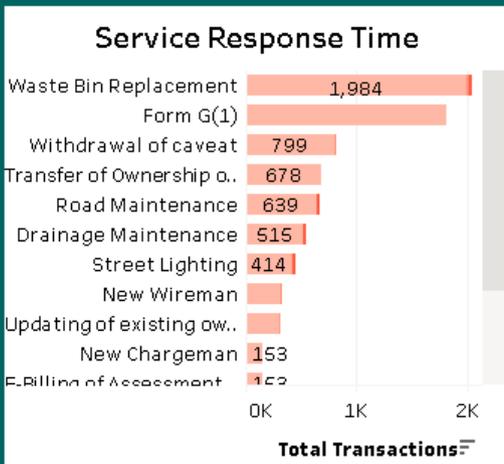
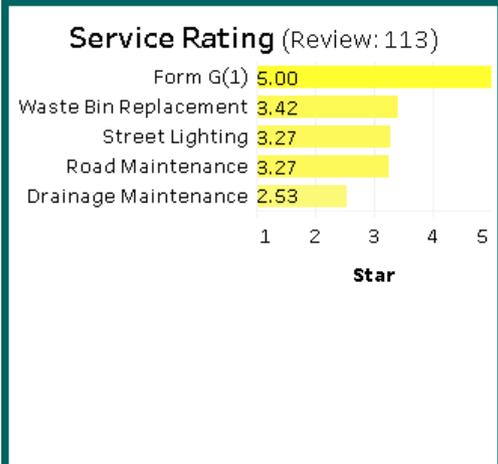
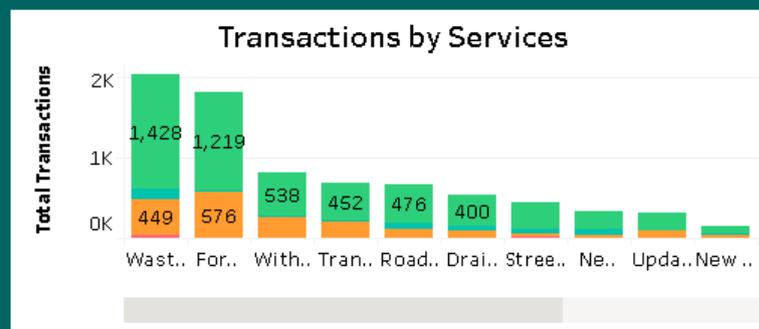
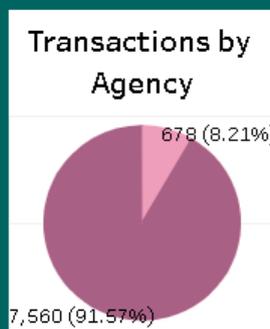
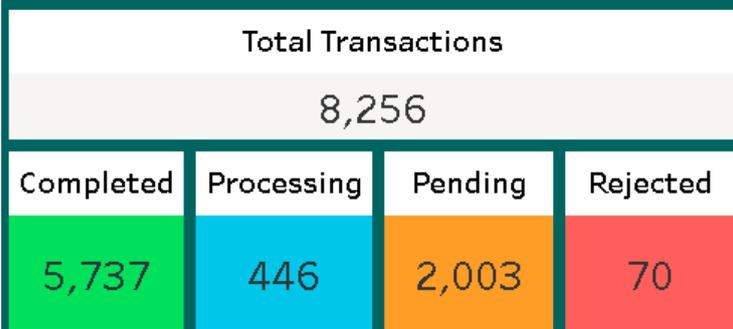
Service Performance Dashboard Year 2020

Year: 2020 | Agency: (All) | Status: (All) | Response Time: (All)

Agency
 JAIS
 MOU
 MLGH

Status
 Completed
 Processing
 Pending
 Rejected

Response Time
 Exceed 10 days
 Between 5 and 10 ...
 Between 3 and 5 d...
 Between 1 and 3 d...
 Within 1 day



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

COMPLETED

Ministry of
Utilities
(eMinds)

Wireman - New

Wireman - Renew

Wireman - Replacement

Wireman - Endorsement

Chargeman – New

Chargeman – Renew

COMPLETED

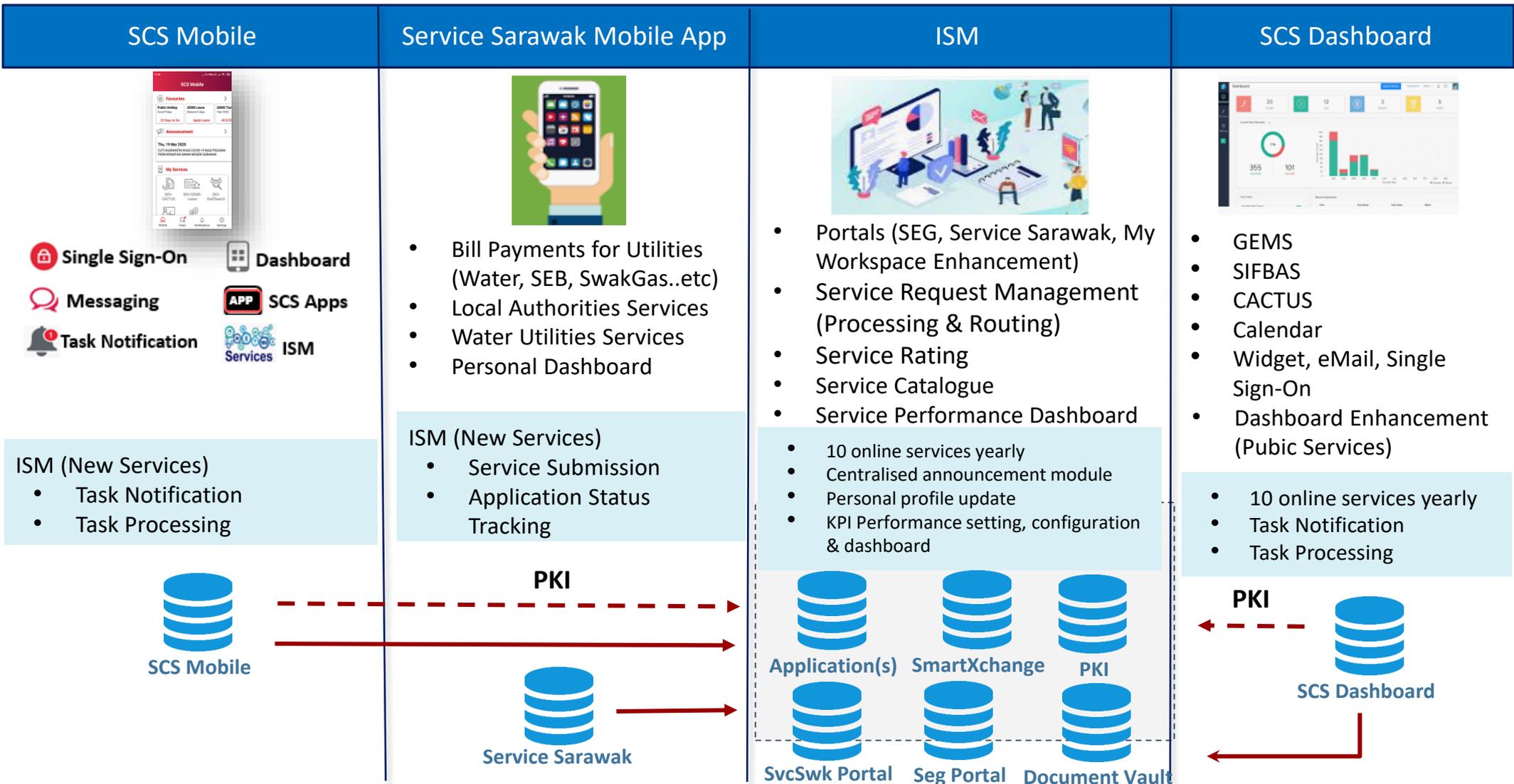
ICCS <i>Application of manufacturing permit/industrial lot</i>
SCCRS <i>Application to new/renew registered contractor/consultant license</i>
KISWA
eScholarship
eRecruitment
EQP
eMinds
eLASIS
eLA2

Home2Grab
MOU
SAMS
HomeApps
CMLMS
eBooking
eR&DO
ARMS

**17
Applications
with 77
Services**

COMING SOON

12 MP Road Map



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)	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Reduce the cost of financing to purchase files, paper, stationery and printing materials. 	<ul style="list-style-type: none"> • No paper required for endorsement of plan. • No physical file required during SPA Meeting. 	6-12 months
Social	<ul style="list-style-type: none"> • Reduce qualified person from visiting the agency to check the application status. 	<ul style="list-style-type: none"> • 70% reduction in visiting counters. 	6-12 months
Strategic	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Easy file tracking through a systematic recording system. • Application information is easily available through the system. 	<ul style="list-style-type: none"> • Reduces 70% time to review and track files. • 50% saving of filing area for workstation. 	6-12 months



Thank
You