



Integrated Service Management System (ISM)

Agenda

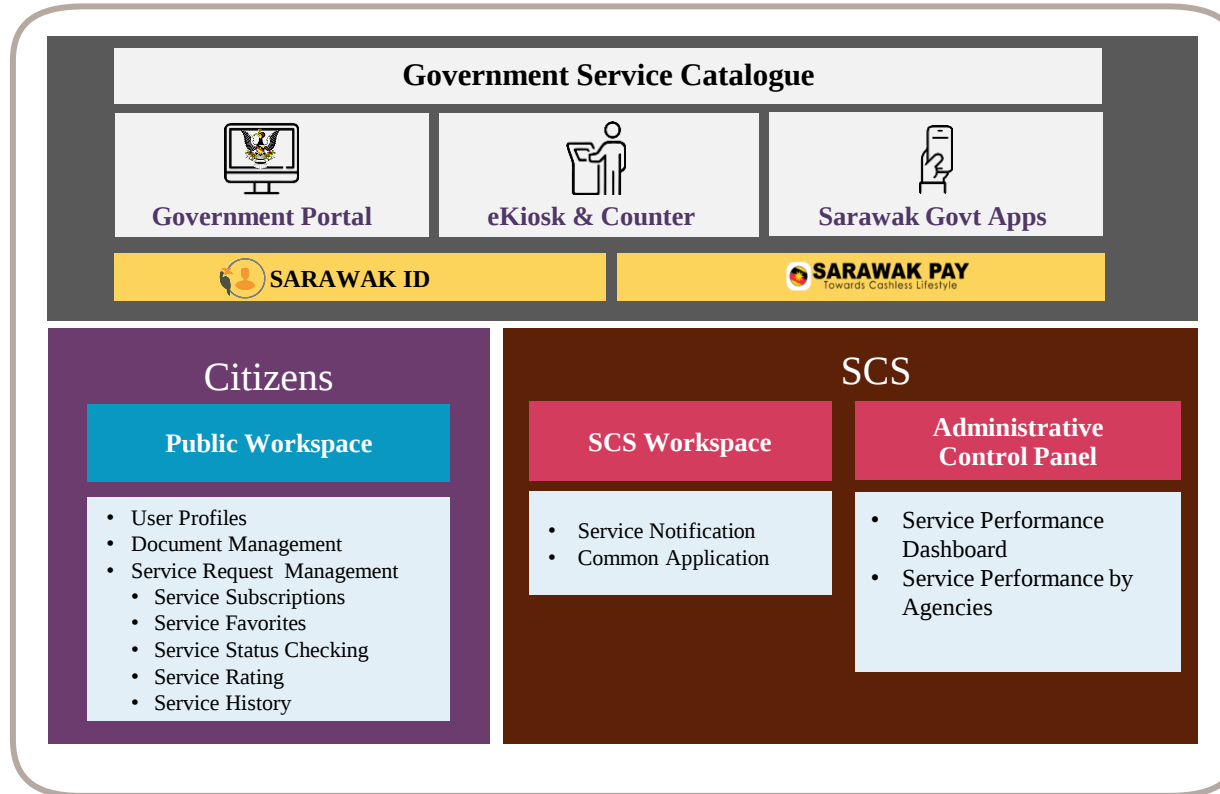
- 1. Background & Objectives**
- 2. Solutions Architecture**
- 3. ISM Workflow**
- 4. 12 MP Road Map**

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



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

ICT Application Clusters

Main Sectors

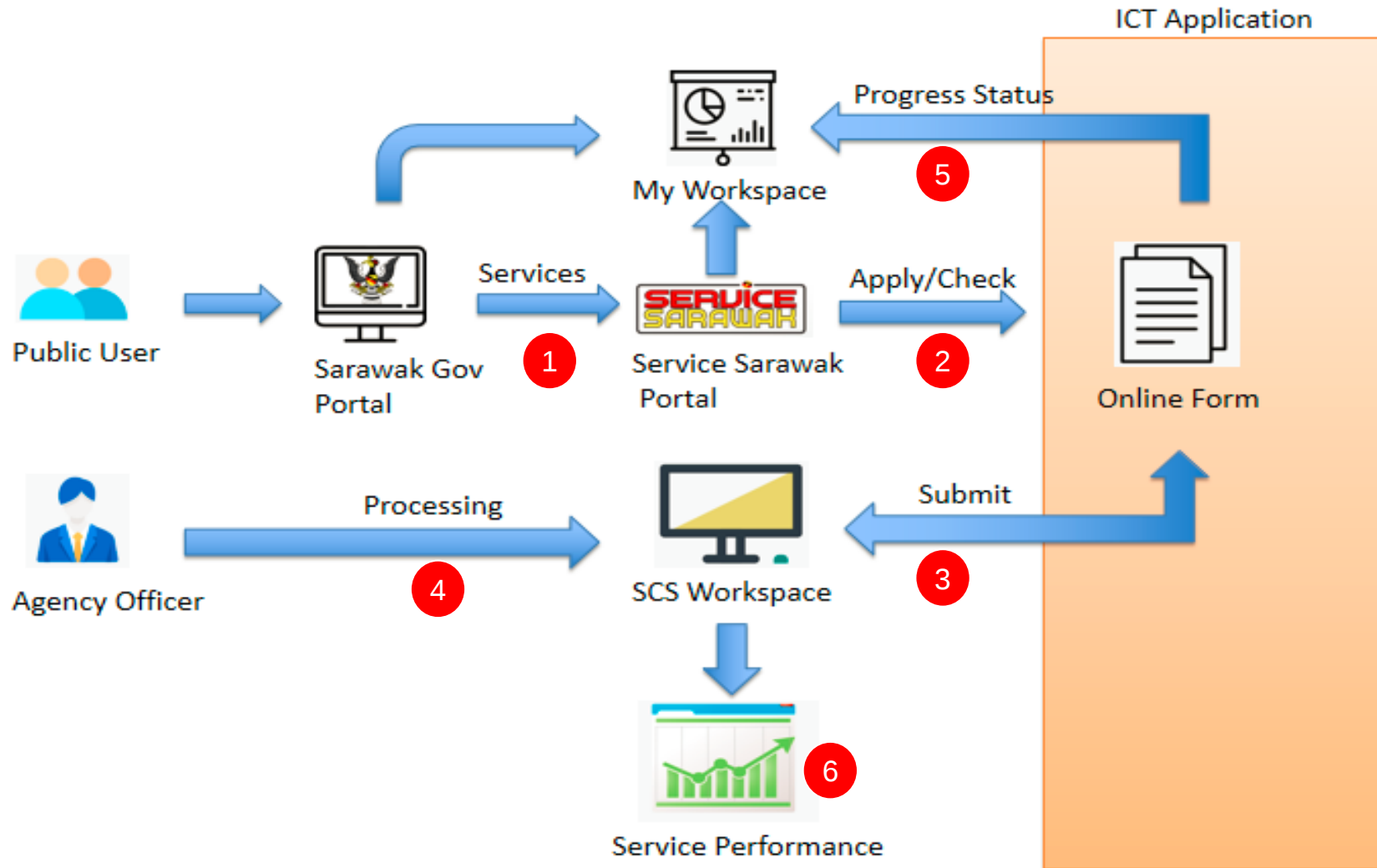
Manufacturing	Agriculture
Mining	Forestry
Tourism	Renewable Energy
Services	Town Planning

Supporting Sectors

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

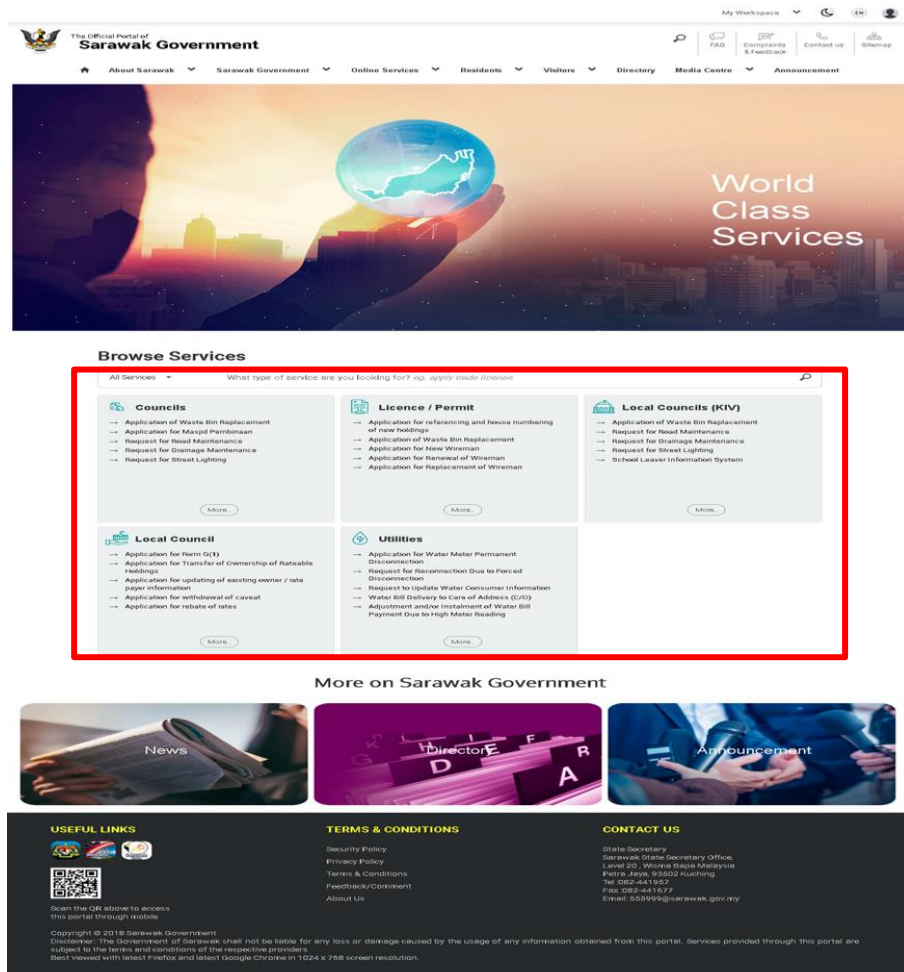
Interoperable solution, Integrated, End to end operation supported with technologies and security like PKI, SarawakID, Data Exchange, ArcGIS, IOT, Sensor and Data Analytics

ISM WORKFLOW



SEG Portal

Application of Waste Bin Replacement



The screenshot shows the Sarawak Government website. The header includes the Sarawak Government logo and navigation links. The main banner features a hand holding a globe with the text 'World Class Services'. Below the banner is the 'Browse Services' section, which is highlighted with a red box. This section contains three categories: 'Councillors', 'Licence / Permit', and 'Local Councils (KIV)'. The 'Councillors' category is further highlighted with a red box and contains a list of services, including 'Application of Waste Bin Replacement'. A blue arrow points from the 'Councillors' category to the detailed view of the 'Application of Waste Bin Replacement' service.

Browse Services

All Services ▾ What type of service are you looking for? eg. apply trade license 🔍

Councillors

- Application of Waste Bin Replacement
- Application for Masjid Pembinaan
- Request for Road Maintenance
- Request for Drainage Maintenance
- Request for Street Lighting

Licence / Permit

- Application for referencing and house numbering of new holdings
- Application of Waste Bin Replacement
- Application for New Wireman
- Application for Renewal of Wireman
- Application for Replacement of Wireman

Local Councils (KIV)

- Application of Waste Bin Replacement
- Request for Road Maintenance
- Request for Drainage Maintenance
- Request for Street Lighting
- School Leaver Information System

Local Council

- Application for Form G(1)
- Application for Transfer of Ownership of Rateable Holdings
- Application for updating of existing owner / rate payer information
- Application for withdrawal of caveat
- Application for rebate of rates

Utilities

- Application for Water Meter Permanent Disconnection
- Request for Reconnection Due to Forced Disconnection
- Request to Update Water Consumer Information
- Water Bill Delivery to Care of Address (C/O)
- Adjustment and/or instalment of Water Bill Payment Due to High Meter Reading

More on Sarawak Government

News

Director

Announcement

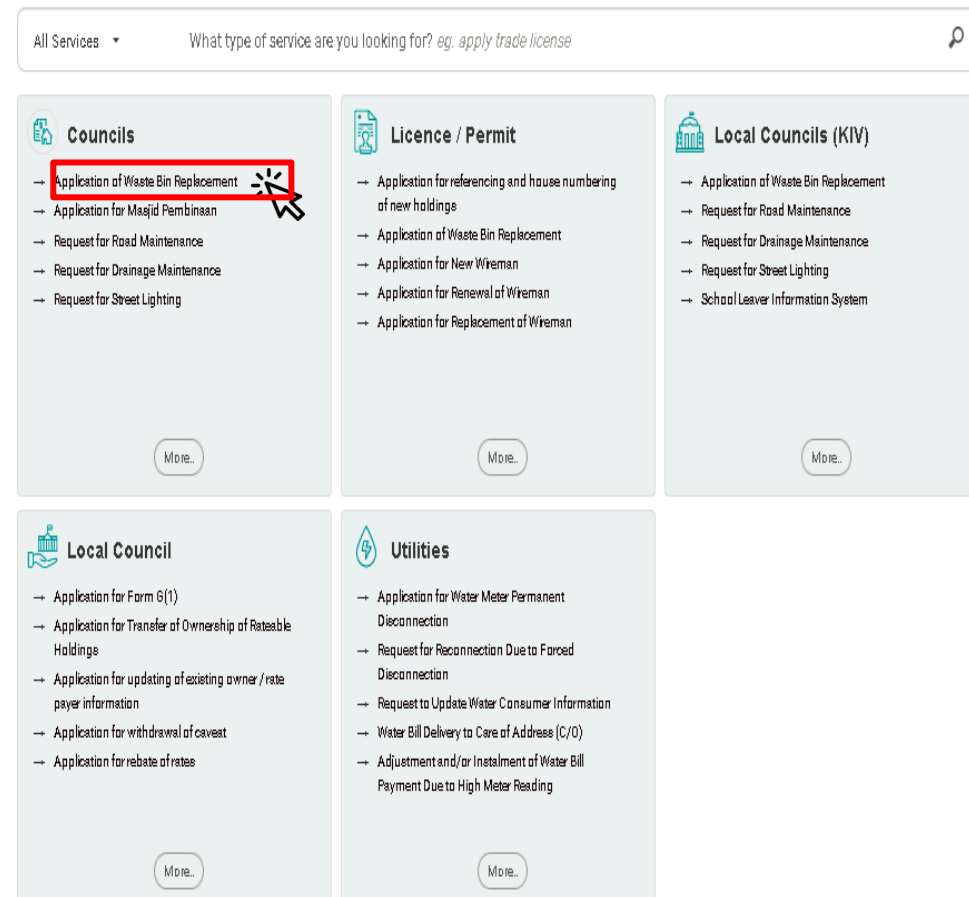
USEFUL LINKS

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

CONTACT US

State Secretary
Sarawak State Secretary Office,
Level 30, Wisma Kuala Lumpur,
Petra Jaya, 93502 Kuching
Tel: 082-441577
Fax: 082-441577
Email: sss@sarawak.gov.my

Copyright © 2016 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 1024 x 768 screen resolution.



The detailed view of the 'Application of Waste Bin Replacement' service page. The page is divided into three main sections: 'Councillors', 'Licence / Permit', and 'Local Councils (KIV)'. Each section contains a list of services and a 'More...' button. The 'Councillors' section is highlighted with a red box and a cursor pointing to the 'Application of Waste Bin Replacement' service.

Councillors

- Application of Waste Bin Replacement
- Application for Masjid Pembinaan
- Request for Road Maintenance
- Request for Drainage Maintenance
- Request for Street Lighting

Licence / Permit

- Application for referencing and house numbering of new holdings
- Application of Waste Bin Replacement
- Application for New Wireman
- Application for Renewal of Wireman
- Application for Replacement of Wireman

Local Councils (KIV)

- Application of Waste Bin Replacement
- Request for Road Maintenance
- Request for Drainage Maintenance
- Request for Street Lighting
- School Leaver Information System

Local Council

- Application for Form G(1)
- Application for Transfer of Ownership of Rateable Holdings
- Application for updating of existing owner / rate payer information
- Application for withdrawal of caveat
- Application for rebate of rates

Utilities

- Application for Water Meter Permanent Disconnection
- Request for Reconnection Due to Forced Disconnection
- Request to Update Water Consumer Information
- Water Bill Delivery to Care of Address (C/O)
- Adjustment and/or Instalment of Water Bill Payment Due to High Meter Reading

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.

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 * SIBU MUNICIPAL COUNCIL

Documents Attachment Required for this Form

No.	Documents Name
No Documents Required for this Form	

Next

Close

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 i
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. 02/12/2020 04:12 PM ● Application in progress. 02/12/2020 10:10 AM ● Application submitted.
3	20/11/2020	20201120-001	Request to Update Water Consumer Rural Water Supply Department of S	
4	17/11/2020	KKA/E/WW/20/5837	Application for Renewal of Wireman Ministry of Utilities Sarawak	

[Rate Us](#)[Rate Us](#)[Rate Us](#)[Rate Us](#)

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

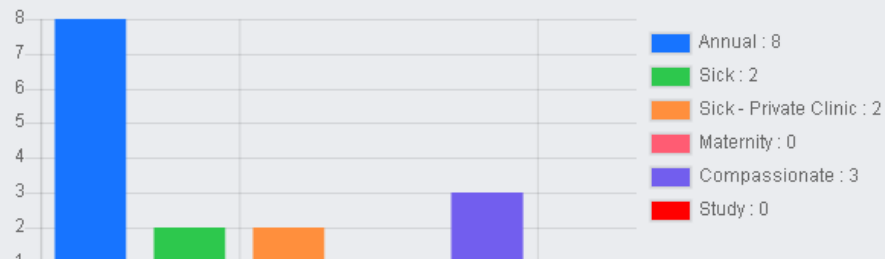
Leave Overview

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 04.00 PM. Hal ini berlaku kerana kerosakan pada Talian Fiber yang menghubungkan kawasan tersebut ke pusat data SarawakNet. Kami sedang berusaha untuk membaiki kerosakan tersebut dan kami akan memaklumkan kepada pengguna apabila perkhidmatan telah恢复正常.

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)

Total Transactions

8,256

Completed

5,737

Processing

446

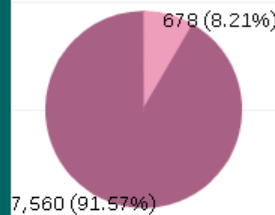
Pending

2,003

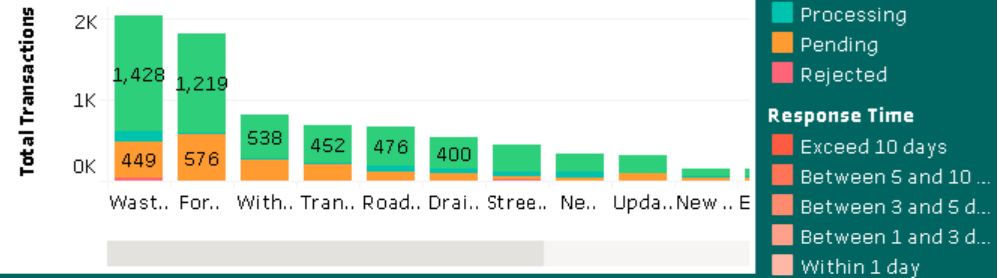
Rejected

70

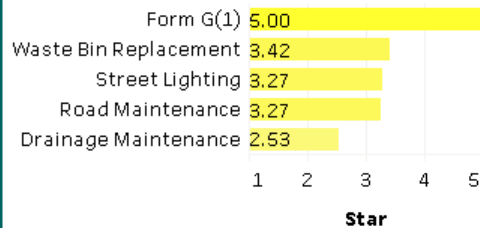
Transactions by Agency



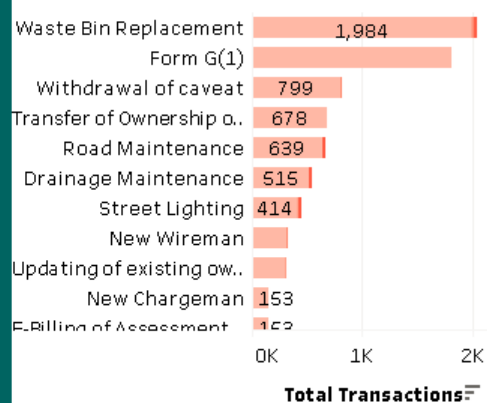
Transactions by Services



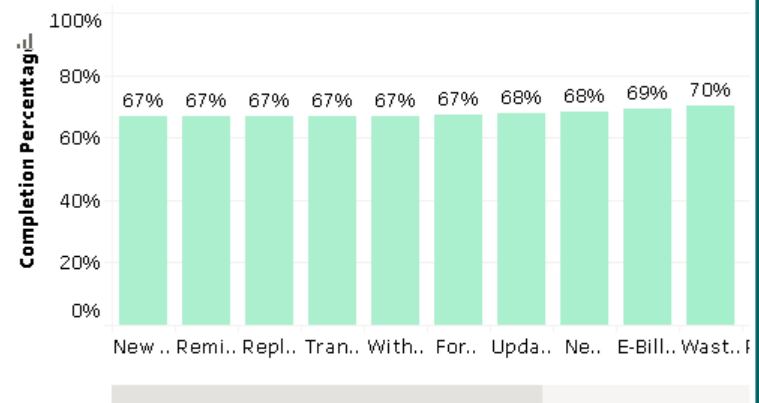
Service Rating (Review: 113)



Service Response Time



Service Completion in Percentage



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

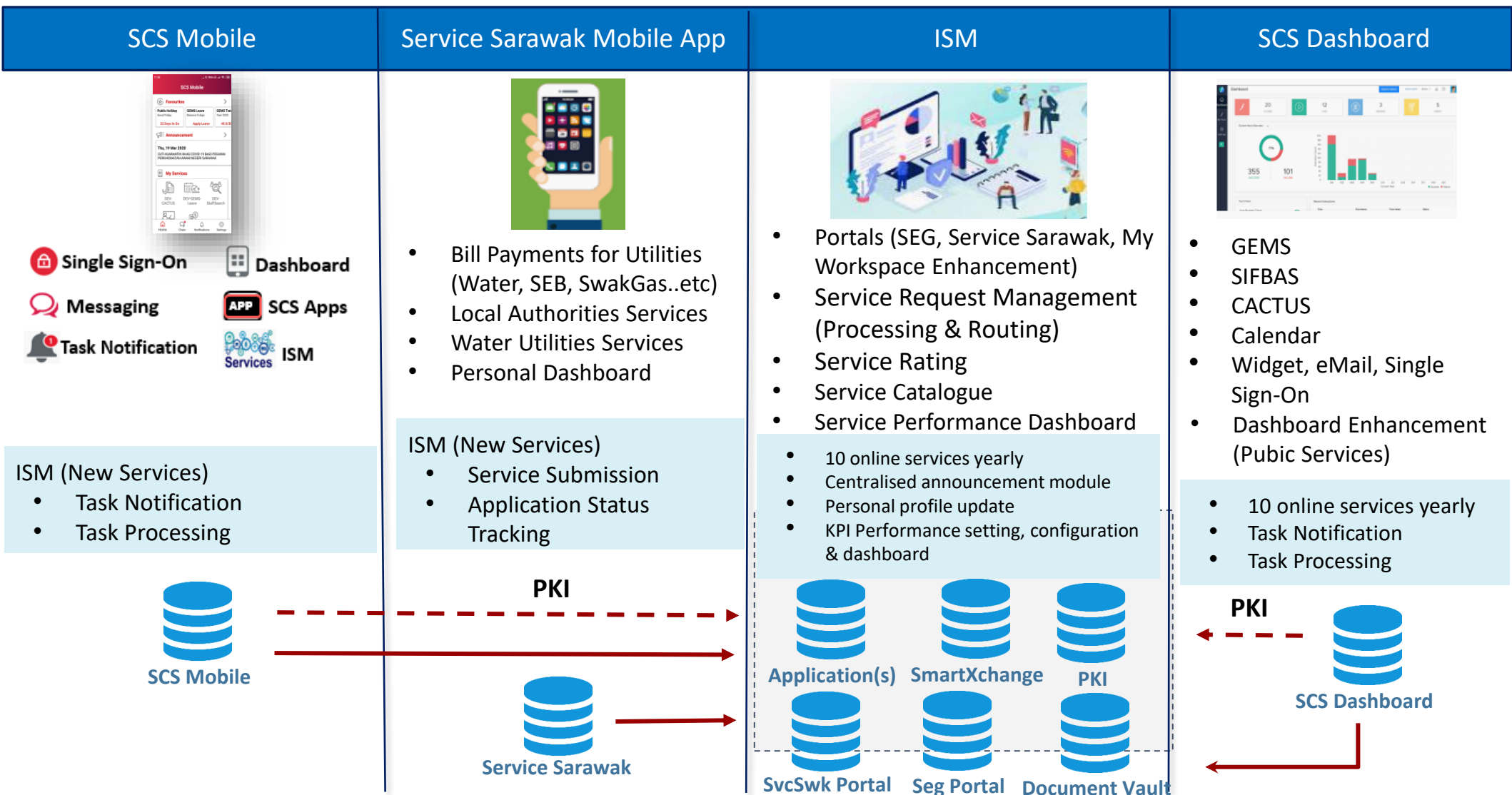
ICCS <i>Application of manufacturing permit/industrial lot</i>
SCCRS <i>Application to new/renew registered contractor/consultant license</i>
KISWA
eScholarship
eRecruitment
EQP
eMinds
eLASIS
eLA2

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)	- 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