

ICT STRATEGIC PLANNING FOR MPHLG AND PBT



STRATEGIC OBJECTIVES

This is to ensure a comprehensive understanding of the value and impact of ICT use allowing enhanced service delivery to staff, stakeholders and public across MPHLG and Local Councils making decisions visible and transparent, minimising risk, increasing benefit realisation and encouraging compliance with policies and standards.



Strategy 1 : Develop and implement ICT governance framework.

1.1 Establish based ICT Governance

- ICT Organisational Structure
- ICT Project Steering Committee
- ICT Accountability & Reporting Process

1.2 Develop ICT Strategic Framework

- ICT Strategic Plan
- ICT Business Plan
- ICT Asset/Infra Management Plan
- ICT Financial Plan
- ICT Risk Management Plan
- Supporting documents
- Annual review process

1.3 Develop Data Management – Open Data, Data Sharing and GIS

- 1.4 Ensure annual ICT **project budget** process reflects budget provision by DGC and State Project Costing Committee and ongoing ICT projects costs are rationalised and sustainable.

Strategy 2 : Enhance ICT competency

- 2.1 Develop skilled and capable ICT workforce by providing suitable staff training and professional development for core business systems in place.
- 2.2 Support staff to adapt to changing technologies
- 2.3 Develop and implement strategy to address ICT skills shortages

Strategy 3 : Ensure organisational support and funding for ICT infrastructure

- 3.1 Integrate with management of ICT infrastructure with State Service Modernization Unit (SSMU), Jabatan Ketua Menteri into Short/Long Term Financial Plan and ICT Asset Management Plan.

Strategy 4 : Develop standard infrastructure architecture

- 4.1 Ensure ICT infrastructure (hardware, software, network) are standard specification and operating environment meets organisational and business process requirements.

Strategy 5 : Minimise the environmental impact of ICT operations.

5.1 Identify and rationalise the environmental impact of ICT operations by:

- Reduce print impacts
- Consolidate equipment to reduce energy consumption
- Reduce paper use and waste
- Ongoing analysis of energy consumption
- Asset disposal

Strategy 6 : Enhance compliance with rules and regulations

- 6.1 Develop business enterprise system for core systems
 - Implementation of e-LA System
 - Implementation of HDMS-Housing System

- 6.2 Develop forms and procedures/guidelines

Strategy 7 : Enhance customer service delivery

- 7.1 Undertake annual suitability assessment of core business systems and applications (LASIG (Local Authority Special Interest group))
- 7.2 Develop business systems scoping, design and development frameworks.
- 7.3 Develop mobile based solutions to ensure online services are accessible from traditional and developing platforms including smartphones and mobile devices.
- 7.4 Develop Online Digital Public Services to optimise the customer service experience
- 7.5 Management and dissemination of information through official website

Strategy 8 : Improve ICT innovation

- 8.1 Utilise cloud services to enhance external access to other corporate ICT services (application systems, data hosting and data sharing)
- 8.2 Identify opportunities for mobile application service delivery