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GovTech: Delivering Service with Empathy

**Persidangan Permulaan RMKe13
Movenpick Hotel & Convention Centre KLIA
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GovTech refers to a **Whole of Government (WoG) approach** on the use of digital technology to improve and transform government services, enhance public sector efficiency and foster citizen engagement

Aspirations

1. Improved Government Services
2. Enhanced Transparency and Accountability
3. Data driven decision making
4. Citizen Engagement & Participation
5. Cost Efficiency and Sustainability



Expectations

1. Security and Privacy
2. Scalability and Interoperability
3. Equity and Inclusion
4. Innovation and Adaptability
5. Public Trust

Impacts

1. Cost Optimisation
2. Resource Optimisation
3. Benefit Realisation

Partnerships Model

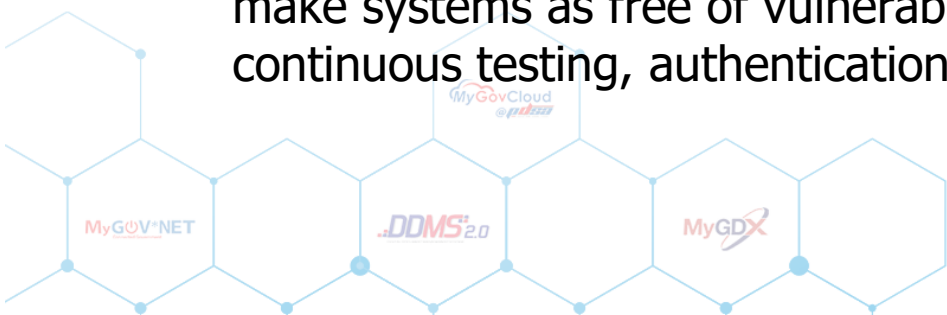
1. Agencies
2. Industries
3. Academia
4. Civil Society





BENEFIT REALISATIONS

- 1. Human-Centered Design:** Needs and experiences of citizens at the forefront of every GovTech solution. Design solutions that are not just efficient, but also easy to understand and use, particularly for those with limited digital literacy.
- 2. Data-Driven Decision Making:** Data analytics to understand citizen needs, pain points, and service usage patterns. This allows you to tailor solutions, allocate resources efficiently, and measure the impact of GovTech initiatives.
- 3. Iterative Development:** Adopt an agile approach, building solutions in stages, gathering feedback, and making continuous improvements. This helps ensure solutions meet actual needs and reduces the risk of costly overhauls.
- 4. Security by Design:** Adopt an approach to software and hardware development that seeks to make systems as free of vulnerabilities and cyber attacks, possible through such measures as continuous testing, authentication safeguards and adherence to best programming practices.



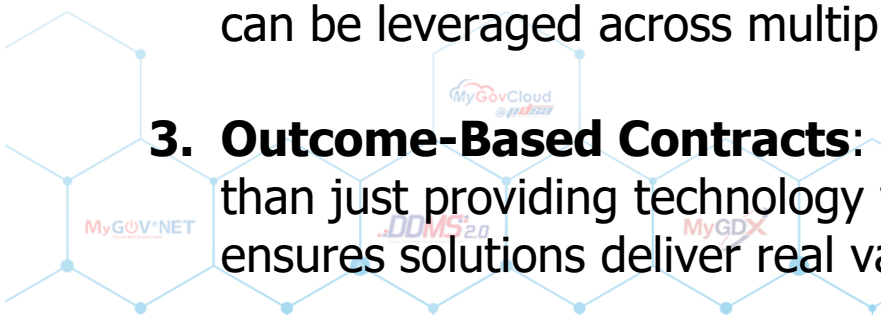


RESOURCE OPTIMISATION

- 1. Automation:** Automate routine tasks, such as data entry, document processing, and eligibility checks. This frees up staff to focus on complex issues and provide personalized support where it's most needed.
- 2. Self-Service Portals:** Empower citizens to access information, complete transactions, and track the status of their requests online, reducing the need for in-person visits to office and phone calls.
- 3. Cloud Computing:** Leverage cloud infrastructure for scalability, flexibility, and cost efficiency. It allows you to adjust resources based on demand and avoid upfront investments in hardware.

COST OPTIMISATION

- 1. Open-Source Software:** Utilize open-source solutions whenever possible to reduce licensing costs.
- 2. Shared Services:** Avoid duplication of effort by establishing shared platforms and components that can be leveraged across multiple government agencies.
- 3. Outcome-Based Contracts:** Consider contracts that focus on delivering specific outcomes, rather than just providing technology when engaging external vendors. This incentivizes innovation and ensures solutions deliver real value.





Digital First is a strategic shift towards prioritizing digital channels without reducing the value of other service delivery channels by integrating digital technology in the design of government services.

Strategic Thrusts

1. Think Digital Mindset
2. Data-Driven
3. Citizen-Centric
4. Security By Design
5. Digital Governance
6. Talent & Skill



Achievements

1. Digital Government Service Catalogue
2. Products & Services Cost Catalogue
3. Digital Service Design Guide
4. Agile Methodology (DevOps) Guideline
5. System Engineering Guideline
6. Data Driven Platforms
7. Government Service Delivery Portals
8. Shared Services
9. Cloud Computing Services
10. AI Chatbot & Sentiment Analysis
11. IoT for Mobility
12. Continuous Stakeholders Engagement

Fast Interoperable Reliable Secure Trust



1. **Partnerships:** Collaborate with the private sector, academia, and civil society to leverage expertise, access innovative GovTech solutions, and share costs.
 - a. **Outcome-based contracts** – Prioritize achieving outcomes besides delivering a specific solution
 - b. **Shared responsibility and risk** – Encourage external vendor to take ownership of project outcomes
2. **Product Management:** Develop digital services strategically, meet user expectations, and deliver value to both users and the business owner by bridging the gap between user needs, business goals, and technical feasibility. Increase the chances of successfully realizing digital services that resonate with their target audience and achieve their desired outcomes.
3. **Transparency & Accountability:** Maintain open communication with citizens about GovTech initiatives, their progress, and their impact. This helps build trust and ensures that solutions are aligned with public needs and expectations.
4. **Change Management:** Implement GovTech initiatives effectively requires cultural and organizational change. Invest in training and support to help staff embrace new technologies and ways of working.





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