

A Presentation on Singapore's ICT Journey

Presented by:
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26 Oct 10

Outline

- About Singapore and IDA
- Singapore's ICT Journey
- Case Studies: Delivering Value to Businesses and Citizens
- Video

About Singapore



- Land Area : **707 sq km**
- Population : **5M**
- GDP Per Capita :
US\$37,850
- Government Agencies
: **15**
Ministries &
66 Statutory Boards
- Public Sector Officers :
126,000 (4.6% of workforce)

About Singapore



World's Best Quality for Port Infrastructure
(2006-2008)
Best Seaport in Asia (2008)



Households with Internet Access: 76% (2008)
Mobile Penetration = 133% (Aug 2009)
Home Broadband Penetration = 124% (Aug 2009)



1st in World for Quality of Air Transportation
(World Competitiveness 2006-2008)

Nation Building Formula?

Effective Policy Design + Sound Fiscal Management
+ High Household Savings + Market-based Efficiency
+ Attention to Incentives + Usage of ICT as a
Strategic Enabler & Driver + Social Policies for
Human Capital Formation + Purposeful State
Invention + Growth Enhancing Institutions and Culture
+ Leadership + Effective Governance + Political
Economy of Implementation

ICT as the Strategic Enabler for Nation Building

Effective Policy Design + Sound Fiscal Management
+ High Household Savings + Market-based Efficiency

+ Attention to Incentives + **Usage of**

ICT as a Strategic

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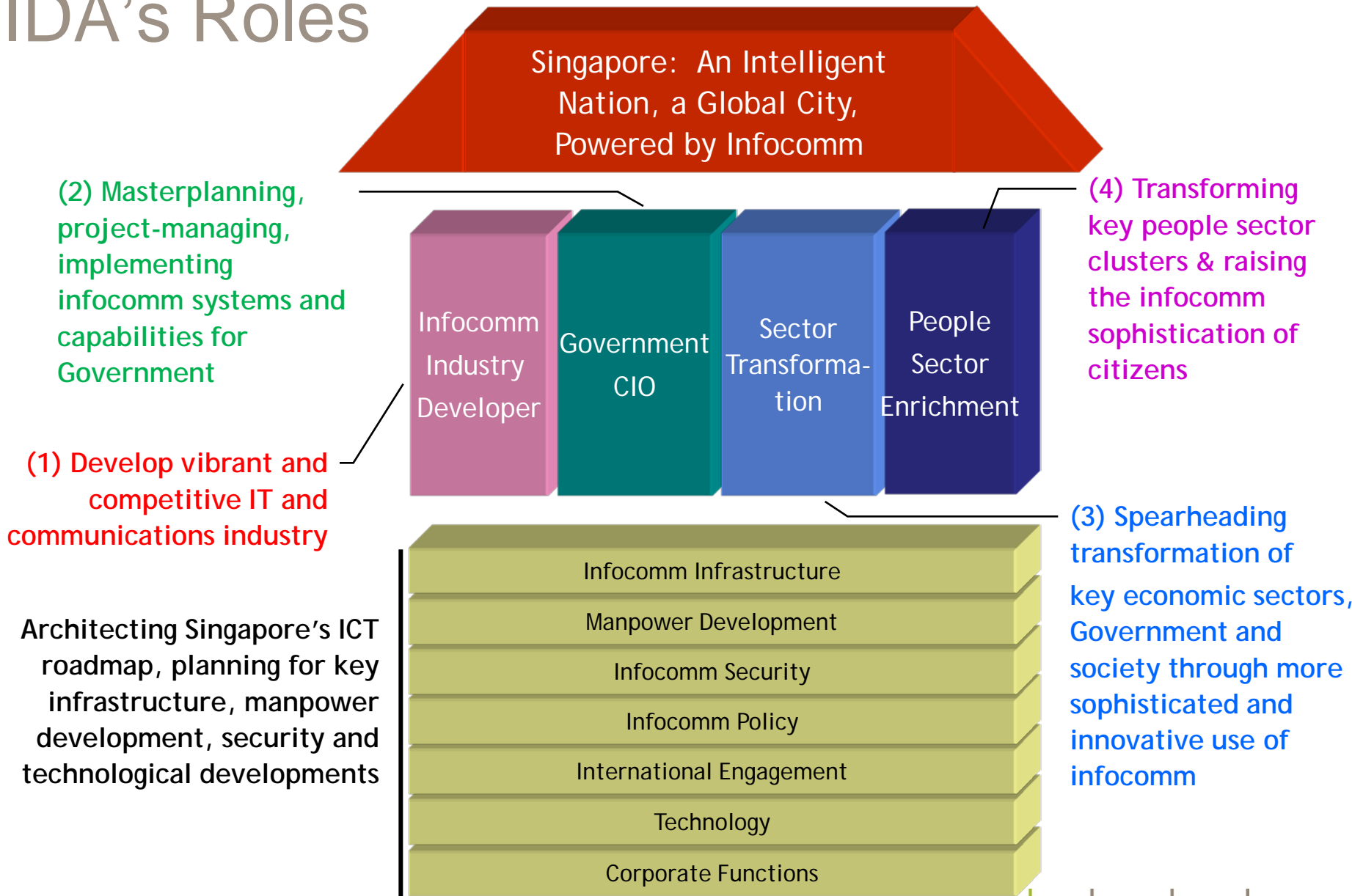
About IDA

- Statutory board under Ministry of Information, Communications and the Arts (MICA)



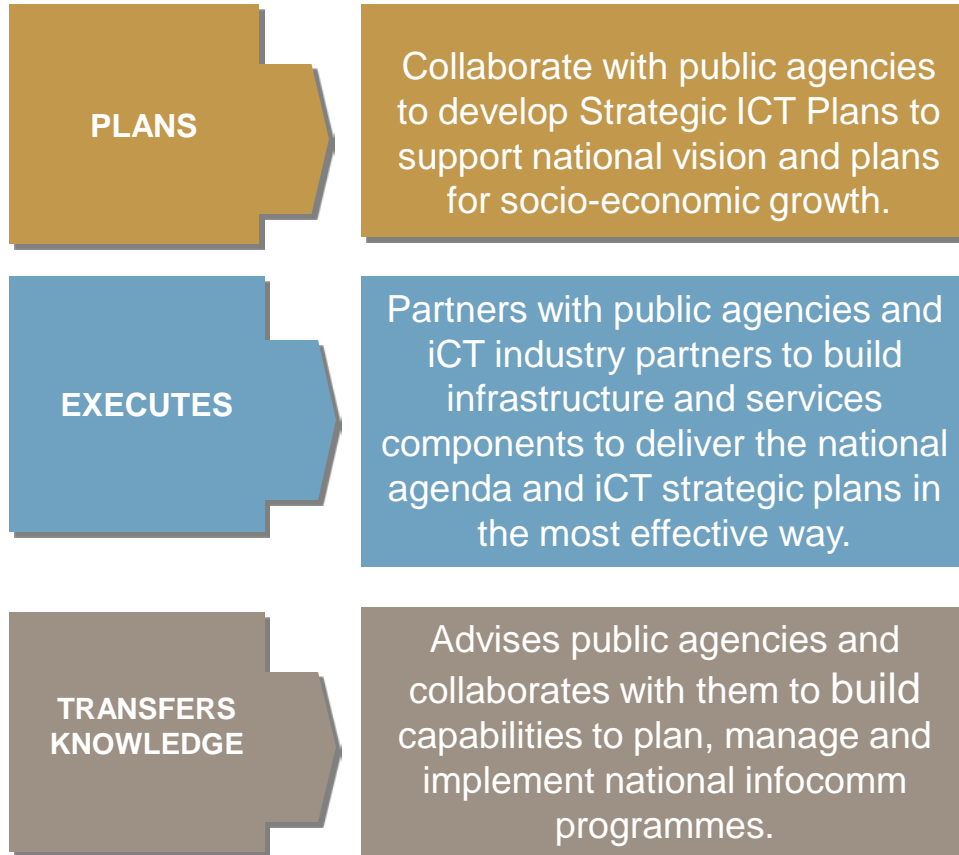
- **Vision:** Singapore: An Intelligent Nation, A Global City, powered by Infocomm
- **Mission:** To develop the ICT cluster as a major engine of growth and to leverage ICT for economic and social development

IDA's Roles



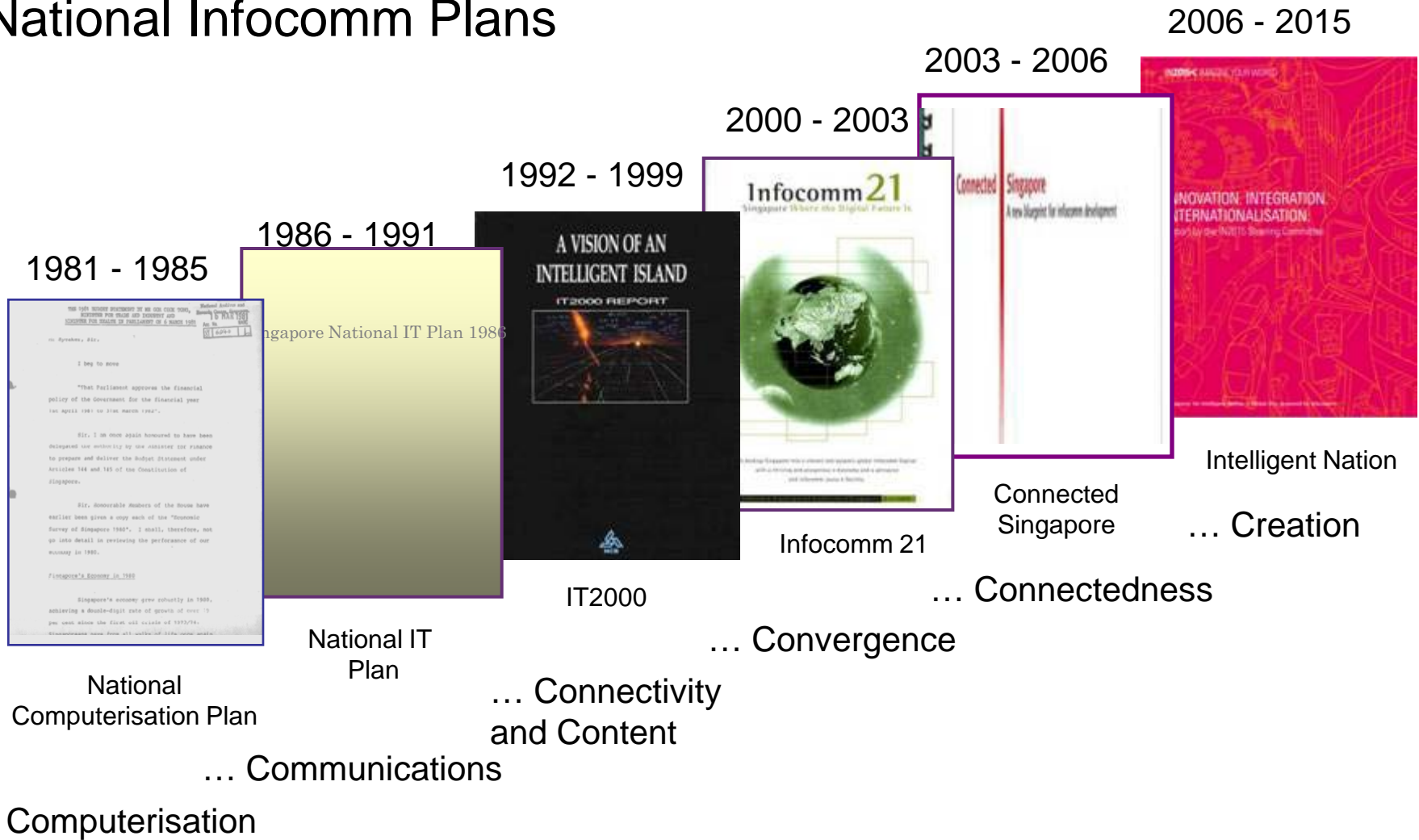
IDA International

Mission: IDA International helps public agencies deliver socio-economic outcomes through the strategic use of Infocomm Technology (ICT).



- IDA International, a **wholly-owned subsidiary of IDA Singapore**, was established to meet increasing international interests in Singapore's experience and expertise in public service infocomm.
- We serve as the **execution arm for public service infocomm partnerships with foreign governments**.
- We help our foreign government counterparts better understand and benefit from Singapore's experience and to implement their ICT programmes successfully
- We bring our unique know-how and proven ICT experience, professional expertise and consulting skills, to assist governments achieve their vision and outcomes.

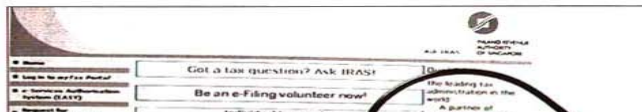
We have gone through close to 30 years of Foundation Building and Planning in Infocomm and developed 6 National Infocomm Plans



Some Recognition for Singapore

S'pore govt tops in customer services: Accenture

Citizens give thumbs-up to customer-centric approach by govt
By AMIT ROY CHOUDHURY



One tier below the top two came the US, Denmark and Sweden. The US fell from No 2 in 2005 to No 3 in 2007, in part because of the perception by citizens that customer service has not improved in recent

- **1st** in Waseda University International e-Govt Ranking 2009
- **1st** in Accenture e-Government study 2007
- **2nd** in Global IT Report, WEF 2009-2010
- **1st** in Government Usage and Readiness, WEF Global IT Report 2007-2008
- **3rd** in Global Competitiveness Report 2009-2010
- **8th** in 2010 digital economy rankings by EIU

International Awards:



Top 10

Digital economy rankings

| 2010 RANK (OF 70) | 2009 RANK | COUNTRY | 2010 SCORE (OF 10) | 2009 SCORE |
|-------------------|-----------|------------------|--------------------|------------|
| 1 | 2 | Sweden | 8.49 | 8.67 |
| 2 | 1 | Denmark | 8.41 | 8.87 |
| 3 | 5 | United States | 8.41 | 8.60 |
| 4 | 10 | Finland | 8.36 | 8.30 |
| 5 | 3 | Netherlands | 8.36 | 8.64 |
| 6 | 4 | Norway | 8.24 | 8.62 |
| 7 | 8 | Hong Kong | 8.22 | 8.33 |
| 8 | 7 | Singapore | 8.22 | 8.35 |
| 9 | 6 | Australia | 8.21 | 8.45 |
| 10 | 11 | New Zealand | 8.07 | 8.21 |

Note: A four-decimal score is used to determine each country's rank.

Source: Economist Intelligence Unit, 2010

S'pore No. 2 in world infocomm ranking

IN AN appreciative nod to inroads made in its usage of information and communications technologies (ICT), Singapore has been ranked second in an annual world report which assesses countries on how they use ICT to further economic growth.

The Global Information Technology Report, published by the World Economic Forum (WEF) and leading business school Insead, ranked 133 economies and examined how they used such technologies in businesses and in government, the infrastructure, and the actual usage of such technologies by everyone.

The report took into account 68 indicators such as the use of infocomm technology by individuals, businesses and the government; accessibility of digital content; Internet access in schools and the

"Sweden, Singapore and Denmark's superior capacity to leverage ICT as an enabler of sustainable, long-term economic growth is a direct result of the focus placed by governments and private sectors alike on education, innovation and ICT access and diffusion," said Ms Irene Mia, a senior economist at the Global Competitiveness Network at the WEF, who co-edited the report.

TOP 10

1. Sweden
2. Singapore
3. Denmark
4. Switzerland
5. United States
6. Finland
7. Canada
8. Hong Kong
9. Netherlands
10. Norway

Singapore has a 10-year master plan to grow the IT sector. Efforts include the Next Generation National Broadband Network which will provide ultra-high speed broadband connectivity to homes and offices islandwide. Analysts say these national efforts have played a big role in the improved ranking. Telecommunications

Delivering A Pro-Business Environment

Singapore is ranked World's Easiest Place to Do Business, 2007-2010



The Global Enabling Trade Report 2008

Benchmarking the ease of getting goods across borders

Singapore is ranked No.1

| Country | Border Administration | | Efficiency of Customs procedures | | Efficiency of Specific Import-export Procedures | | Transparency of Border Administration | |
|----------------|-----------------------|-------|----------------------------------|-------|---|-------|---------------------------------------|-------|
| | Rank | Score | Rank | Score | Rank | Score | Rank | Score |
| Singapore | 1 | 6.51 | 1 | 6.48 | 2 | 6.45 | 5 | 6.61 |
| Sweden | 2 | 6.32 | 4 | 6.00 | 3 | 6.36 | 4 | 6.61 |
| New Zealand | 3 | 6.16 | 3 | 6.01 | 10 | 5.81 | 2 | 6.65 |
| Finland | 4 | 6.15 | 7 | 5.73 | 6 | 6.09 | 3 | 6.64 |
| Denmark | 5 | 6.10 | 18 | 5.17 | 1 | 6.47 | 1 | 6.65 |
| Norway | 6 | 6.06 | 8 | 5.66 | 5 | 6.25 | 8 | 6.25 |
| Hong Kong SAR | 7 | 5.99 | 10 | 5.59 | 4 | 6.29 | 12 | 6.09 |
| Netherlands | 8 | 5.98 | 6 | 5.73 | 8 | 5.92 | 7 | 6.29 |
| Canada | 9 | 5.78 | 12 | 5.53 | 18 | 5.64 | 10 | 6.18 |
| Luxembourg | 10 | 5.77 | 15 | 5.36 | 12 | 5.79 | 11 | 6.16 |
| Australia | 11 | 5.71 | 13 | 5.47 | 25 | 5.43 | 9 | 6.23 |
| Switzerland | 12 | 5.69 | 21 | 5.10 | 19 | 5.61 | 6 | 6.36 |
| Estonia | 13 | 5.63 | 5 | 5.81 | 11 | 5.80 | 23 | 5.26 |
| United Kingdom | 14 | 5.58 | 22 | 5.07 | 17 | 5.65 | 14 | 6.00 |
| Germany | 15 | 5.57 | 32 | 4.77 | 7 | 5.99 | 15 | 5.95 |
| Austria | 16 | 5.57 | 34 | 4.72 | 9 | 5.91 | 13 | 6.07 |
| Japan | 17 | 5.55 | 20 | 5.15 | 14 | 5.71 | 16 | 5.79 |
| Korea | 18 | 5.49 | 2 | 6.03 | 22 | 5.55 | 31 | 4.90 |
| Ireland | 19 | 5.43 | 33 | 4.73 | 13 | 5.78 | 17 | 5.78 |
| Chile | 20 | 5.43 | 17 | 5.35 | 30 | 5.24 | 18 | 5.69 |

| EASE OF DOING BUSINESS | |
|------------------------|-----------------------|
| Country | Ranking |
| Singapore | 1st |
| New Zealand | 2 nd |
| Hong Kong | 3 rd |
| United States | 4 th |
| United Kingdom | 5 th |
| Denmark | 6 th |
| Ireland | 7 th |
| Canada | 8 th |
| Australia | 9 th |
| Norway | 10 th |



"Doing Business", World Bank, 2007 -2010

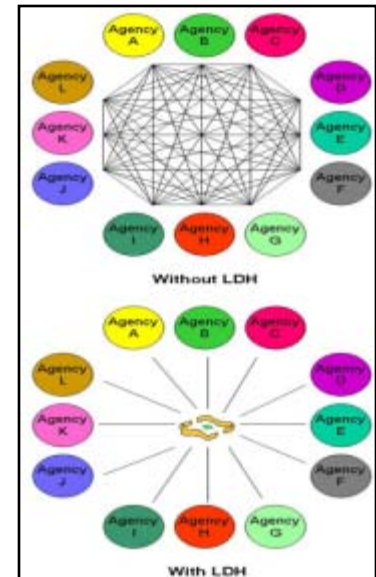
Singapore e-Government Experience: Our Beginnings



Civil Service Computerisation Programme (1980 – 1999)

Programme involved automating work functions and reducing paperwork for greater internal operational efficiencies

- Phase 1 : Improvements to public administration through the effective use of IT
 - Automating traditional work functions
 - Reducing paperwork & clerical staff
- Phase 2 : “One-Stop, Non-Stop” services to public & businesses
 - Data sharing across agencies e.g. **People Hub, Business Hub, Land Hub**
 - Extending government systems to private sector e.g. **TradeNet, MediNet, LawNet**
- Phase 3 : Supporting the vision of “*Singapore – The Intelligent Island*”
 - Consolidation of systems in a Data Centre
 - Civil service-wide network infrastructure
 - Development of the SingaporeOne Broadband network

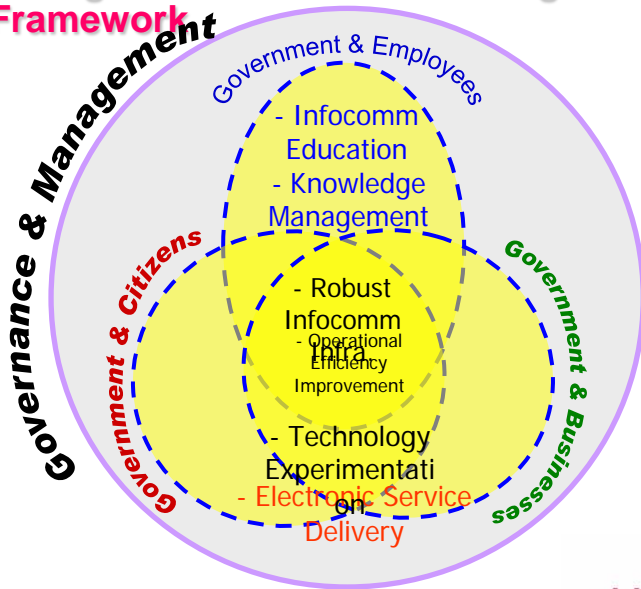


e-Government Action Plans

eGAP I (2000-2003)

The key objective was to put as many feasible public services online as possible

6 Programmes in e-Govt Strategic Framework

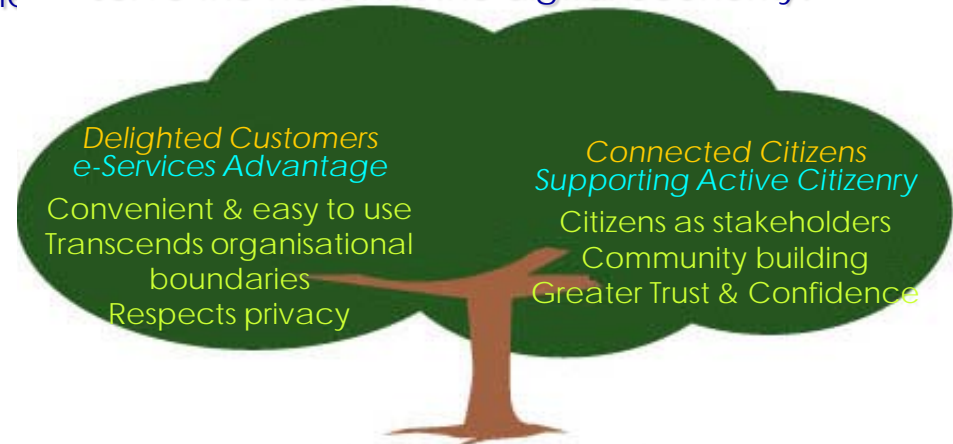


iGov 2010 (2006-2010)

From "e" to "I" - a Shift in Focus from Means (Electronic) to Outcome (Integrated)

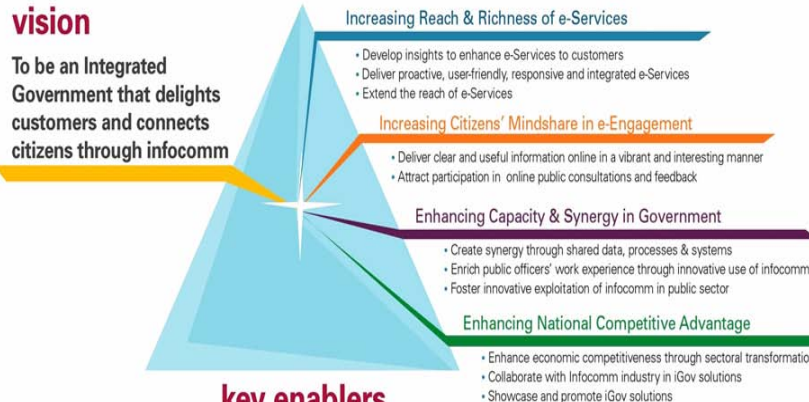
eGAP II (2003-2006)

To be a leading e-Government to better serve the nation in the digital economy.



Networked Government Underlying Foundation
"Many Agencies, One Govt"
 Agile, Effective & Efficient
 Secure & Responsive

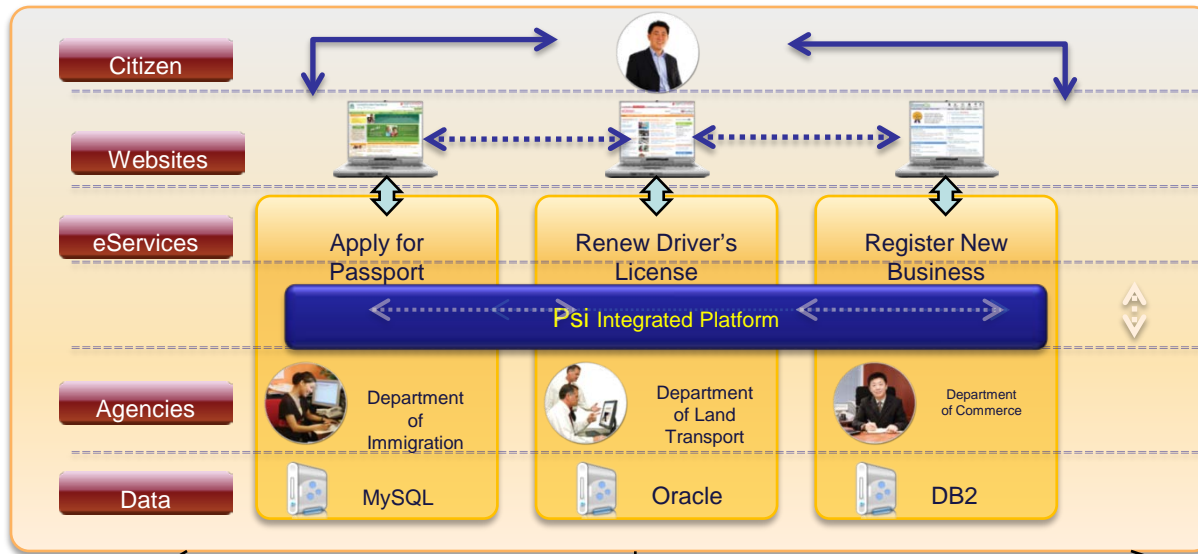
strategic thrusts



key enablers

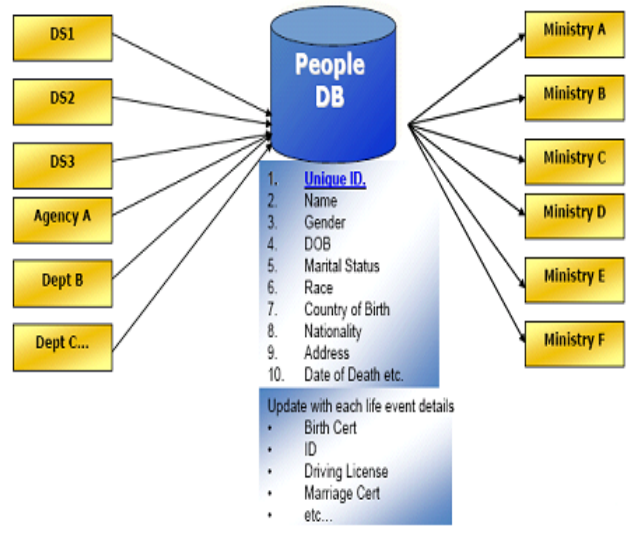
- Infocomm Management and Governance
- Public Sector Infocomm Competency Development
- Infocomm Security and Infrastructure

The Foundation to Integrated e-Services: Common Public Service Infrastructure, Data Registries and Services

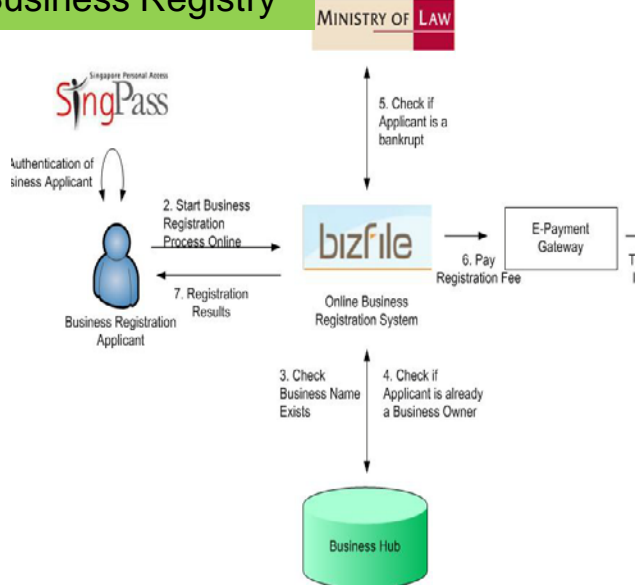


- ### Common Modules
- **e-Payment**
 - Credit Card
 - Internet Direct Debit
 - **Authentication**
 - PKI : Netrust
 - SingPass (user id + password)
 - **Data Services**
 - Companies and Businesses Information

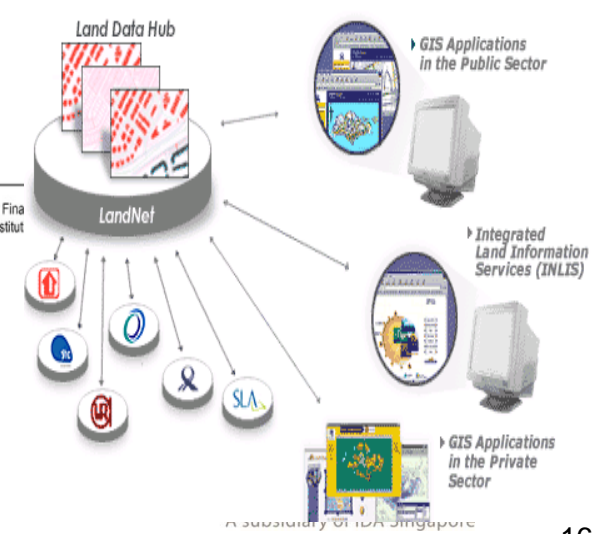
Population Registry



Business Registry



Land Registry



E-Filing Business Registration

ACRA's e-filing system (BizFile) was featured in the World Bank's publication titled "*Celebrating Reform 2008*" as a case study. The book was launched in Washington DC in July 2008 by the World Bank and USAID.

The screenshot shows the bizfile ACRA's one-stop business services portal. The page is divided into several sections:

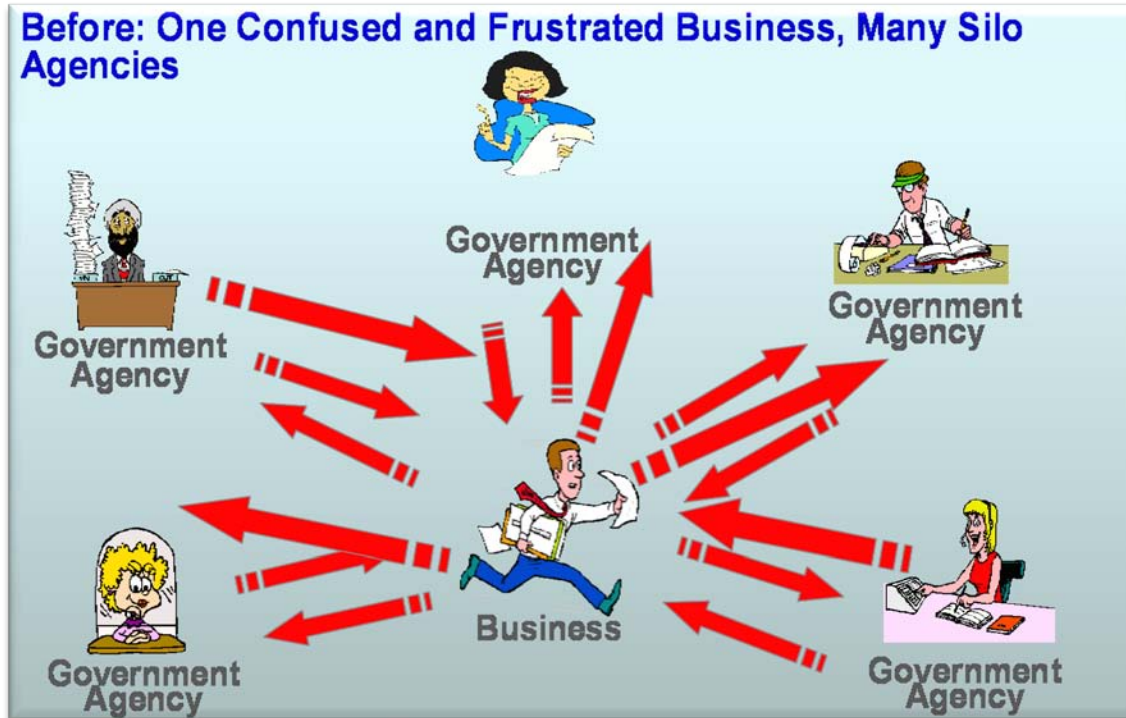
- Navigation:** Home, About Bizfile, e-Services, e-Guides, ACRA Home.
- e-Services QUICK ACCESS:** By Entities, Public Accountant Related Services, Deposit Services, Status Enquiry, Payment, Refund, Referral Authority.
- SEARCH:** Search by Name, Entities (Including PA and PAF), Public Accountants, e-Services.
- Comparison Table:** BUSINESS FIRM (SP or Partnership), LOCAL COMPANY (Public/Private Ltd), FOREIGN COMPANY, LIMITED LIABILITY PARTNERSHIP.
- What is a Business Firm?:** A business is a sole proprietorship (SP) or a partnership. Register A Business Now.
- e-Services:** Changes / Updates, Business Registration, Renewal, Endorsement.
- ANNOUNCEMENTS:** ACRA has launched a new business vehicle called 'Limited Partnerships' on 4 May 2009. Please click here for more information on Limited Partnerships. Please click here for information on filing of Limited Partnerships transactions.
- iShop@ACRA:** Buy Now.
- Financial Statements:** Preparation of Financial Statements in XBRL.

- Electronic filing and registration of new businesses
- **From 3 days to within 2 hours**
- Allows members of the public to file online all legally prescribed business & company forms for the purposes of registration & statutory disclosure requirements
- Accolades:
 - CIO 100 Honours 2004 & 2005
 - Intelligent Enterprise Asia Award 2004



Online Business Licensing System (OBLS)

Many Agencies, One Government



One Licence?

Using one form, you can now apply for the licences you need to start a business

www.business.gov.sg

Accolades:

- > United Nations Public Service Award 2005
- > Laureate by IDG Computerworld Honors Program 2007
- > ZDNet Asia Smart50 Award 2007
- > MIS Asia IT Excellence Award 2007 - "Best IT Governance" category



UN
Public
Service
Award
2005



The
Computerworld
Honors Program
Laureate 2007
'Government'

Online Business Licensing Service



Accolades:

1. Awarded UN Public Service Award 2005
2. Recognized as a Laureate by IDG Computerworld Honors Program 2007



Convenience

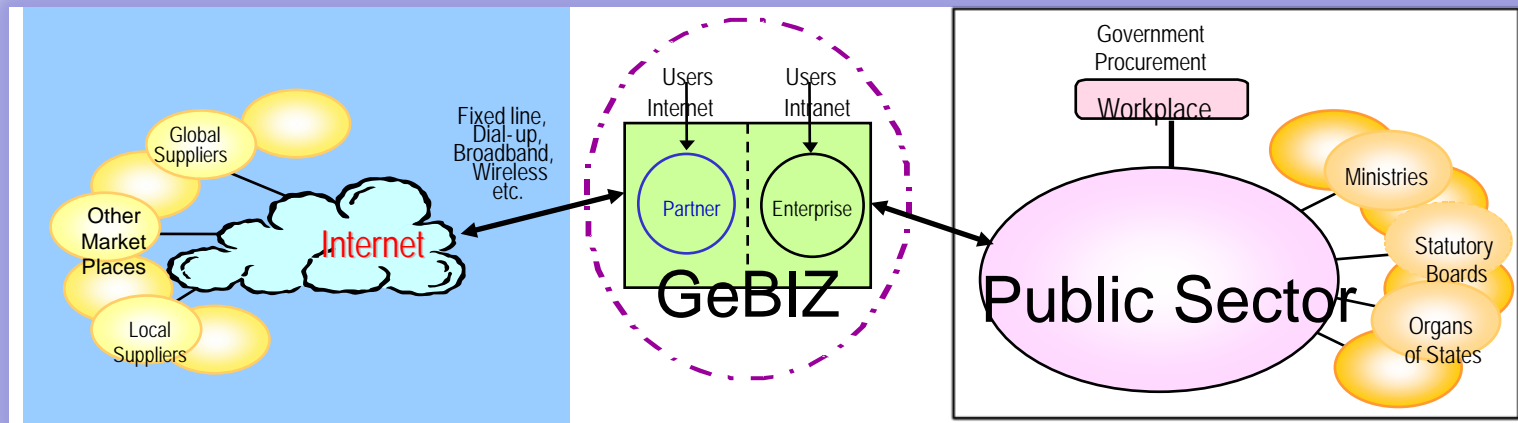
- One-stop licence application
- Single integrated form for multiple licences, to multiple agencies
- Immediate, automated status update via sms/email

Streamline processes

- Up to 90% reduction in processing time
- Up to 50% reduction in data entry
- 10% reduction in number of licences

Government e-Procurement (GeBiz)

- Launched in 2000, a one-stop e-procurement portal used by the Singapore Government to conduct trade with suppliers
- 133 Ministries/Agencies and 10,000 users
- Global reach to suppliers
- Handles transactions worth more than S\$20 billion annually
- Reduces paper work, submit e-bids and receive e-orders anytime and anywhere
- Improves efficiency for government agencies and suppliers
- Compliant to the requirements of WTO-GPA: **Transparency, Open And Fair Competition, Value for Money**
- **Typical saving of 3-20% in procurement value depending on the procurement category**



Benefits to Businesses

| Business Needs | Previously or manually | Now through e- services |
|---|--|---|
| Incorporating a new company | S\$1,200 to S\$35,000 (depending on company size) Time required: 5 days | S\$300 (flat fee) Time required: 2 hours |
| Submitting building plans | Manual dispatching of documents to 12 agencies | Savings of \$450 by submitting online |
| Trade Clearance | At least 3 working days 3 – 30 documents | < 1 min 1 document 25% Productivity Increase 50% Cost reduction |
| Register a New Vehicle | 1 working day \$5 - \$10 (courier service) | 10 to 15 minutes FREE! |
| Obtaining an Entertainment license | Time required: 8 weeks | Time required: 2 weeks |

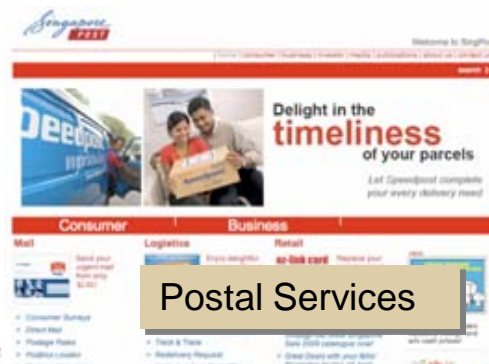
Delivering Value to Citizens

Many agencies, one government

1,600 e-Services & 400 M-Services available from the Singapore Government



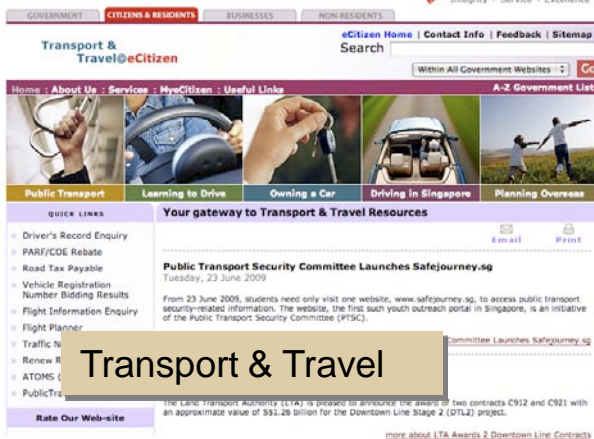
Inland Revenue



Postal Services



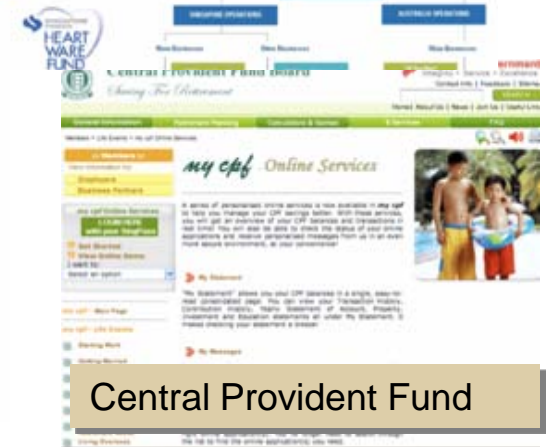
Utilities



Transport & Travel



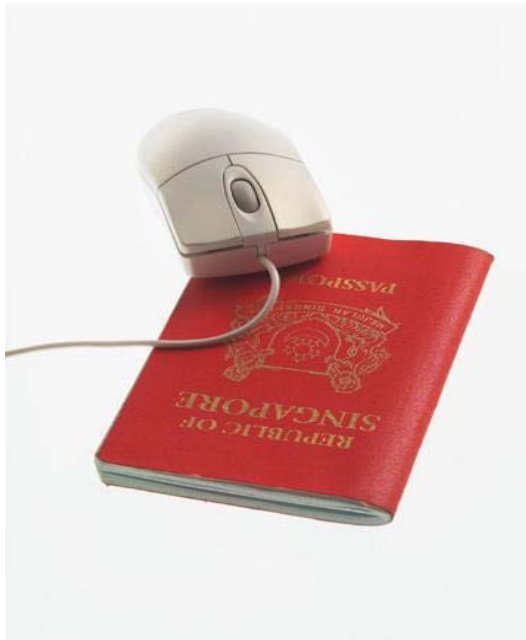
Housing



Central Provident Fund

Delivering Convenience to Citizens

Online application of Passports



Savings:

- Time: from 2 weeks to 3 days
- Fees: from S\$80 to S\$70
- Waiting time to collect passport: from 3 hrs to < 0.5hr
- Number of trips made: from 2 to just 1 time

E-Filing Income Tax



- Information pre-populated in almost every field
- CLICK! to confirm information is correct
- No-Filing Service - One of world's first

e-Consultation Portal

- All public policies (100%) explained electronically
- Public consultations are conducted online

The screenshot displays the REACH e-consultation portal. At the top left is the REACH logo with the tagline "reaching everyone for active citizenry @ home". At the top right is the Singapore Government logo with the tagline "Integrity • Service • Excellence" and links for "Contact Us", "Feedback", and "Sitemap". A green navigation bar contains the following menu items: "Your Say", "Talk Abuzz", "Youth Vibes", "Consultation", "News & Events", "Resources", "eTownhall", "About Us", and "Home".

The main content area features a "LATEST ARTICLE" section with a blue header and a "Read More" link. The article title is "Higher Pay for Workers" in large yellow text. Below the title is a photograph of hands holding stacks of coins. The article text reads: "Workers can expect higher wage increments this year, given the strong economic rebound and tight labour market. However, Mr Lim Swee Say, Secretary-General of the National Trades Union Congress, cautioned that total wage increase should be spread into three components – fixed increase, monthly variable and annual variable. This is to reward workers based on their contribution and performance, and at the same time, get ready for the next rainy day. Noting the increase in overtime work in some sectors, Mr Lim highlighted the need to help workers improve productivity so that higher output is not done at the expense of work-life balance." Below the text is a poll question: "What are your thoughts on wage increment this year? What can companies do to improve productivity and work-life balance for employees? Share your views with us. -23 Jul 2010. REACH".

To the right of the article is a "DISCUSSION FORUM" section with a "Be a Member or Log in" link. It has two tabs: "Latest Topics" and "Hot Topics". Under "Hot Topics", there is a list of five topics, each with a blue arrow icon: "Increase in Suicides", "UNAIDS to provide condoms at Youth Olympic Village medical clinic", "Enhancing Cyber Security", "Targeted Approach to Support Economic Restructuring & Productivity", and "Public Consultation on New Employment Agency Regulatory Framework". A "Greater Assistance for Cabbies" topic is listed under "Latest Topics". A "Read More" link is at the bottom right of the forum section.

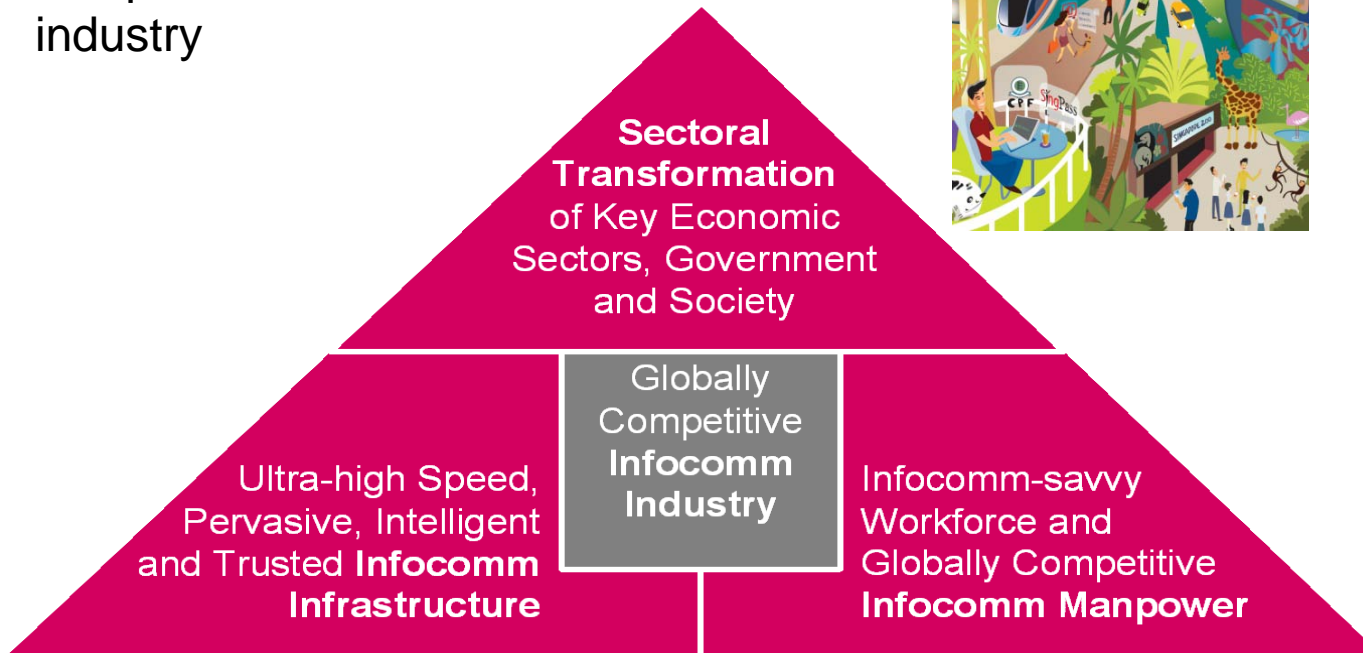
At the bottom left, there is a "TALK ABUZZ" section with a speech bubble icon and the text "Snapshots of Hot Issues". At the bottom right, there is a "Vodcasts" section with a blue arrow icon and three video thumbnails showing people speaking.

Benefits to Citizens

| Government Service | Over The Counter | Online |
|---|--|--|
| Applying for a passport | Processing time: 7 days No. of counter visits: 2 | Cost: Savings of S\$10 (US\$6) Processing time: 3 days No. of counter visits: 1 |
| Getting married | No. of counter visits: 2 | No. of counter visits: 1 |
| Renew Road Tax | No. of counter visits: 1 | No. of counter visits: 0 |
| Submitting application for a resale apartment | No. of Counter Visit = 1 Cost = \$50-80 (US\$30-48) each for seller and buyer Processing Time = 3 days | No. of Counter Visit = 0 Cost = \$30-60 (US\$18-36) each for seller and buyer Processing Time = 2 days |

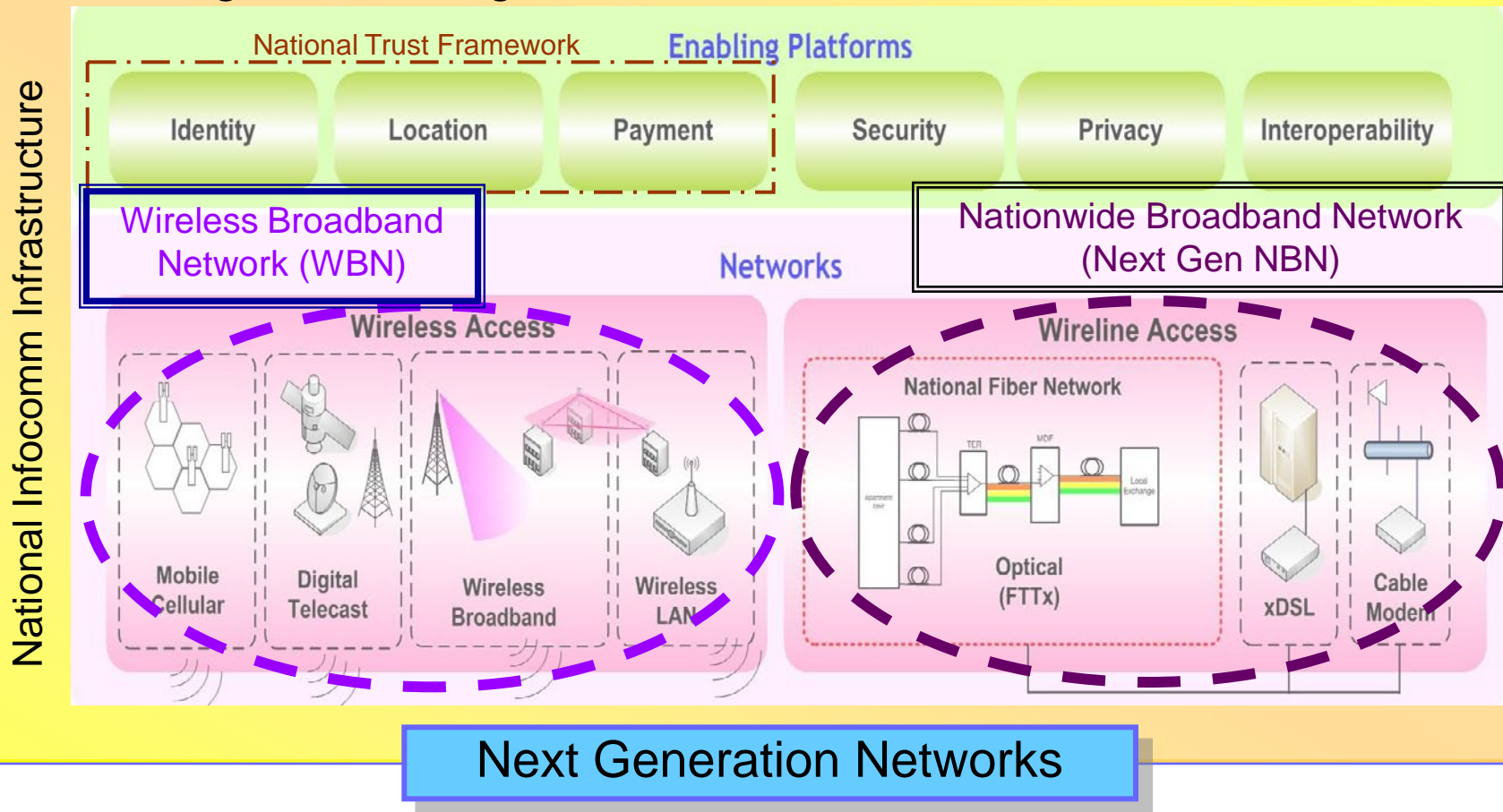
iN2015

- > Enriched lives through infocomm
- > Enhanced economic competitiveness and innovation through infocomm
- > Increased growth and competitiveness of the infocomm industry



National Infocomm Infrastructure

Realising the Leading National Infocomm Infrastructure



Wireless@SG

- Free Wi-Fi access till 2013
- > 7,000 hotspots
- 1.5 million unique subscribers
- Innovative services on-the-go
- Centralized Location-Based Engine

THAM YUEN-C trawls the island for some unusual and lesser-known places where you can surf for free on Wireless@SG

AT THE hawker centre in Tampines Street 11, visitors can tuck into a plate of chicken rice for \$1.80 – and surf the Net for free.

The town centre with 225 stalls and shops is one of a growing number of places in the heartland where people can expect to use the free Wireless@SG service, a government initiative meant to get people here surfing the Internet.

"So it is \$1.80 for chicken rice with free Wi-Fi. That is added value for their customers," quipped Ken Chua, chief executive

of iCell, one of the three private Wi-Fi service providers here which are extending the free service at the usual cafes, fast food joints and libraries to more quirky surf turf.

The Sentral Buloh Wetland Reserve, the blood bank and even the toilets at East Coast Park are some of the out-of-town hotspots.

New surf turf

The push is part of a step-up to get Singapore wirelessly connected.

In June this year, the Government announced that it was pumping in another \$9 million to give the Wireless@SG service a boost. It will be extended for another four years and surfing speeds will also be bumped up from 5.1Mbps to 15Mbps by September.

The combination of Government subsidising, innovative business for

between the Government and three Wi-Fi service providers which comprise QMax, SingTel and iCell. The cost of the network is shared among all parties. In 2009, the Government pledged \$100 million for the project.

To date, 1.3 million people have signed up for the free service. On average, 35 per cent of people who use Wireless@SG spend more than 3.6 hours a week online.

New revenue source Both QMax and iCell have said they will increase coverage in town centres and suburban shopping malls.

iCell, for instance, has blanketed hawker centres in Marine Parade, Bedok and Haze Road (near the Paya Lebar MRT station).

A SingTel spokesman also said it would provide the service in areas where there is demand, including the heartland.

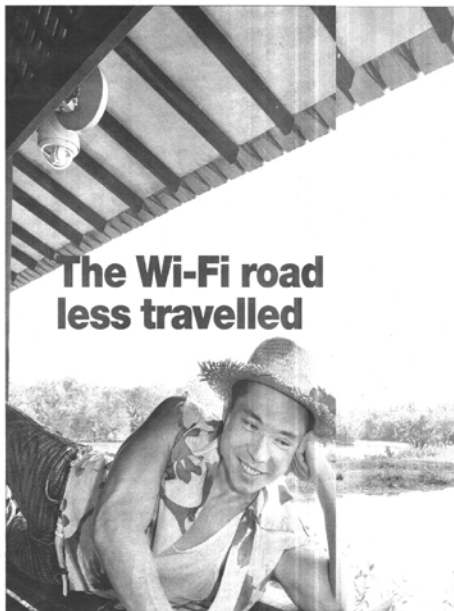
As the roach spreads, businesses are also cottoning on to providing value-added services.

At the Tampines Street 11 hawker centre, for example, the wireless network also supports cashless payment terminals which the shops and hawker stalls are using to allow people to pay with e-link cards.

This means that the three Wi-Fi providers can derive revenue from the network, which goes towards subsidising the service for consumers who get it for free.

"We balance the free service with the paid service for businesses so it is more sustainable," said Ken. "In the end, we want more people to join in the fun."

yuenc@sp.com.sg



The Wi-Fi road less travelled

So it is \$1.80 for chicken rice with free Wi-Fi. That is added value for their customers.

Ken Chua, CEO of QMax, one of the three private Wi-Fi service providers here, on Wi-Fi being available at a Tampines hawker centre

subsidising the service for consumers who get it for free.

yuenc@sp.com.sg

Six quirky places to surf

1 Singtel Buloh Wetland Reserve (main picture)

Where: Neo Tawk Crescent

Not all areas of the Singtel Buloh Wetland Reserve are covered by the free Wi-Fi network. However, there is a little hut – Main Hole 1A – where you can get Wireless@SG signals.

Located right at the entrance to the reserve, after the welcome area, the shady hut is where you can sit on high benches and surf while gazing into the mudflats frequented by migratory shorebirds.

Some of the species you can spy include the White-throated Kingfisher, the Pacific Swallow and the Little Egret.

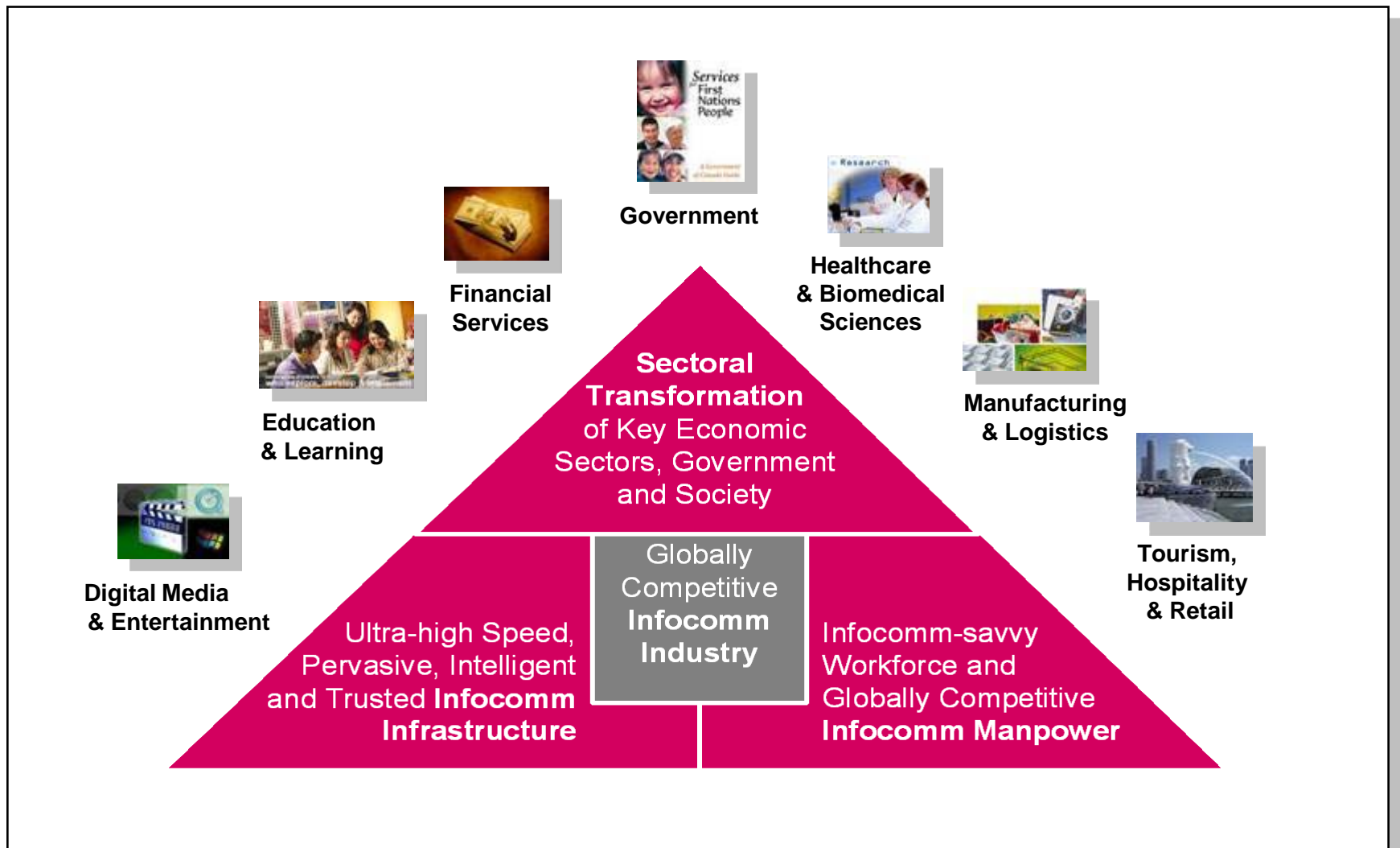
Apart from going online to find out more about our feathered friends, park visitors can also post pictures of the birds on their favourite photo sites. There are lots of little bugs and critters though, so do factor on insect repellent.

Another area where you can receive Wireless@SG signals is the Aerie Tower. A 20-metre trunk from the entrance, the 18m tall tower gives a panoramic view of the nature reserve with views of Jelur Bahru.

A word of warning: Outdoor hotspots are more prone to failures because bad weather can disrupt the supply of power needed by the wireless routers. So you might not want to make that trek to the tower with a mission to surf. Rather, just enjoy the view.



Transform Key Economic Sectors, Government and Society using Infocomm



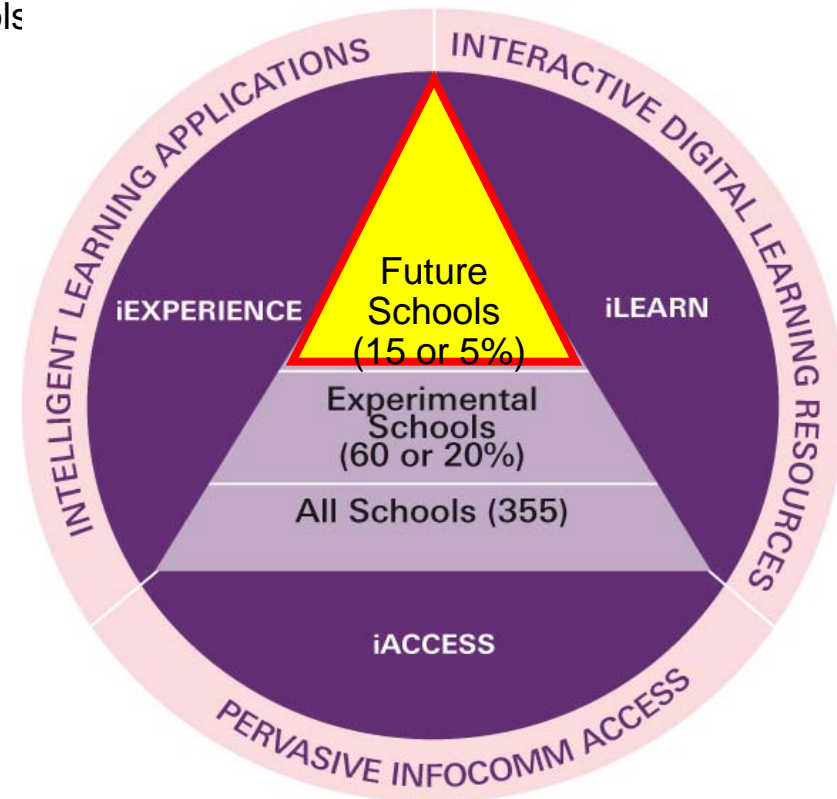
Transforming Education & Learning

Vision: Foster an engaging learning experience to meet the diverse needs of learners in Singapore, through the innovative use of infocomm

- 1st Masterplan for IT in Education (1997 – 2002)
 - To build an IT-rich learning environment in schools
- 2nd Masterplan for IT in Education (2002 - 2007)
 - To integrate IT into curriculum to bring about engaged learning
- 3rd Masterplan for IT in Education (2009 – 2014)
 - To make ICT central to the education process.
 - Strengthening integration of ICT into curriculum, pedagogy and assessment



Ministry of Education



ida international

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BackPack.NET – New Age Literacy



Digital Textbooks



Innovative Applications



Learning Beyond Classroom



Digital Opportunities for All and Building an iNclusive Digital Society

Elderly



Silver Infocomm Initiative

Needy Students



Neu PC *Plus*

People with Disabilities



Infocomm Accessibility
Centre initiative

CitizenConnect to provide Internet access and personal onsite support to those with difficulties transacting online

Consumer Education- Helping Bridge the Digital Divide

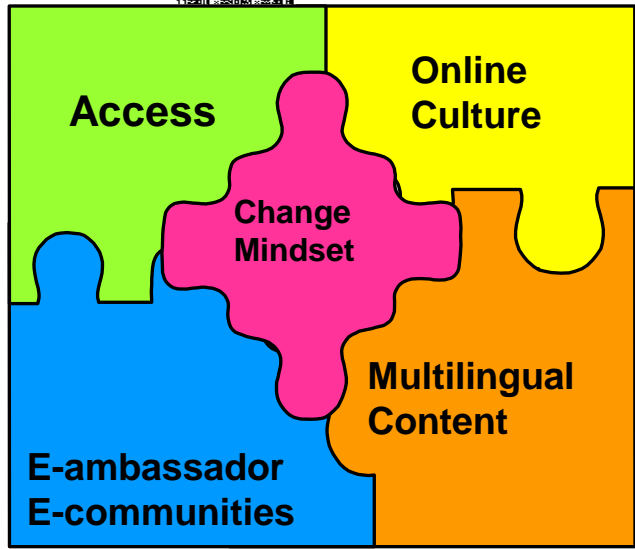


got to be connected



Learning at any age is not only most people say that you can't teach old dogs new tricks. But learning online has shown that makes learning experience. Now I can watch educational videos, share web page thing and even order books online. Impossible? Not anymore... with broadband and the Internet, I can do almost anything at my own time.

eFestival Asia
LIVE THE E-LIFE



BOOSTING I.T. MANPOWER ST-27

P.1

Govt to pay for career switch

BT, 27/04/2000, P 13

\$20m scheme for infocomm 'converts'

Programme to train professionals from other disciplines

The Strategic Manpower Conversion Programme (SMCP) is one of the programmes under the Manpower 21 (M21) Blueprint. Launched in August last

year, it is not easy to attract foreign talents, especially IT talents where there is a global shortage," said Chan Heng Kee, deputy director, MOM.

To date, 29 organisations have expressed interest in the scheme. They include CPF Board, Informatics, National Computer Systems, SingTel, DBS, AsiaOne, Andersen



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Some Key Learnings

- ICT is a strategic enabler in economic development and Government plays a leading role in the exploitation of ICT
- eGovernment is about leveraging ICT to deliver value to its customers and citizens
- Planning & implementation of eGovernment require a “whole-of-government” mindset
- Strong partnerships with the ICT industry, private and people sectors are essential to success

Thank You

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