



Public Service – TOGETHER WE TRANSFORM



MEETINGS ANYWHERE, ANYTIME

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The degree of success of Public Service Delivery decisions often hinges on the way meetings are held to reach those decisions and how effectively the actions to implement them are carried out.

Since decisions reached during those meetings can be implemented by a host of agencies, effective coordination is essential.

Otherwise, problems may arise from miscommunication, difficulty in monitoring the implementing agencies, and non-systematic storage of documentation.

The need existed to have a more efficient and effective system for meetings which would satisfy the diverse requirements of the chairman, members and the secretariat, as well as enable and facilitate timely implementation and monitoring of the meeting's decisions.

With rising ICT development costs and a need for software independence, a programme was formulated to incorporate more Open Source Software (OSS) into the public sector's internal and external service delivery initiatives.

Hence the Malaysian Public Sector OSS Master Plan was launched together with the Open Source Competency Centre (OSCC) as the national OSS reference centre.

Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) director-general Datuk Normah Md. Yusof said that all these factors drove the creation of MyMeeting – a web-based, paperless meeting management and decision monitoring application based on the open source development model.

"MyMeeting is developed for the use of all government agencies.

"We anticipate significant cost savings as well as opening up the opportunity for human resource development, especially enhancing the technical competency of our developers through system customisation," she said at a recent interview.

She went on to explain that MyMeeting's flexible, open design enables agencies to customise their functions and application to suit the way they need it to work to meet their varied environments and job requirements.

Introducing MyMeeting – a web-based, paperless meeting management and decision monitoring application based on the open source development model.



For innovations: Datuk Normah receiving the prestigious Public Service Innovation Award (AIPA) 2008 from former Prime Minister Tun Abdullah Ahmad Badawi. Looking on is Tan Sri Mohd Sidek Hassan

"For example, Public Service Department localised MyMeeting to suit its own specific agency requirements and in the process enhanced the technical skills of its developers," she added.

MyMeeting has also resulted in more effective monitoring of meeting decisions and their implementation status, streamlined the efficiency of communication among meeting members and made information-sharing more timely.

MyMeeting was officially unveiled to the public by the Chief Secretary to the Government Tan Sri Mohd Sidek Hassan at the Malaysian Government OSS Conference (MyG-OSSCON) 2007.

MyMeeting's success was eminently recognised by the Government, receiving the prestigious Public Service Innovation Award (AIPA) 2008, presented by former Prime Minister Tun Abdullah Ahmad Badawi.

"MyMeeting became the first open source application by the Government of Malaysia (GOM) to be licensed under the GNU General Public

License version 2 (GPLv2).

This represents a significant Malaysian contribution to the global OSS community while maintaining GOM's ownership of the application," said MAMPU ICT policy and planning deputy director Tan King Ing.

Already, Saudi Arabia, Sudan and Brazil have expressed interest in using MyMeeting and South Africa is using it as an OSS pilot.

MyMeeting fully enjoys the benefits of the collaborative development process of open source and is now available in the leading global OSS repository SourceForge.net for download by developers and end users.

People from all over the world can use MyMeeting, enhance it and re-contribute to the OSS community.

"Based on constructive feedback and requests received through mailing lists and MyMeeting's user group, it has been significantly enhanced and its capabilities expanded in subsequent versions," she added.

Now at version 2.2, MyMeeting is in use by at least 23 government

agencies, including Public Service Department, Election Commission, Health Ministry, Science, Technology and Innovation Ministry, Education Ministry, Universiti Kebangsaan Malaysia and Universiti Sains Malaysia.

To date, 72 agencies have attended training on MyMeeting and are in various stages of active implementation.

Tan indicated that for the secretariat, MyMeeting eliminates the majority of mundane administrative tasks by facilitating meeting preparation with to-do check-lists and meeting attendance functions.

"It automatically emails invitations and alerts for the meeting, then follows up with reminders to update the status of agreed actions.

"It also saves the secretariat countless hours spent previously calling for feedback and churning out vast volumes of meeting minutes and status reports," Tan said.

The meeting chairman using MyMeeting can easily monitor and review the performance of meeting members and provide timely feed-

back on the status of their action items.

"The software also uses a centralised data bank of electronic meeting documents to enable easy access – anywhere, any time.

"This feature reduces the dependency on the secretariat for the most up-to-date information.

"This is empowering for the chairman and meeting members," she said.

A total of RM80mil is saved annually in printing costs, telephone charges and delivery of meeting documents based on conservative average of 500 meetings per agency with 25 members per meeting, according to OSCC MAMPU.

In terms of time savings, nearly two million man-hours or up to 800 business days would be made available yearly which would otherwise be spent on administrative tasks such as issuing meeting invitations, making phone calls, compiling action item status and preparing the usual meeting reports.

Tan said MyMeeting is affordable and straightforward for the public and private sectors to implement due to zero licensing fees, MyMeeting support website with online resources such as a demo website, guidelines, manuals and FAQs.

"It is also platform-neutral, which lends itself to installation on Microsoft Windows™ and Linux operating systems.

"MyMeeting enables ongoing online discussion and promotes a transparent and competitive environment for implementing meeting decisions.

"OSCC MAMPU is the single point of reference to lead and support the public sector in its OSS implementation.

"Services offered by OSCC MAMPU are many and varied, with OSS research and development being one of the most significant services," said Tan.

She encouraged all public sector agencies to use freely the many functional services offered by OSCC MAMPU.

For further information, contact OSCC MAMPU at 03-83191201 or send an email to helpdesk@oscc.org.my. OSCC MAMPU provides free demonstrations, technical support and training for MyMeeting, as well as other products to the public sector.

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