

Government agencies go digital to improve operational efficiency and user productivity

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By Fionaa Kessler - October 1, 2020 @ 10:35am



DDMS 2.0 is hoped to be a comprehensive electronic record management system across public sector enterprises in a bid to move towards a digital workplace. - DDMS 2.0

THE Digital Document Management System (DDMS 2.0) is an electronic records management system that will help government agencies transform manual record processes to a more web-based approach.

DDMS 2.0 is a national initiative under the Digital Government Project as a one-of-a-kind multi-tenants centralised records management system for government agencies. It supports the entire cycle of public records management, from creation, maintenance, dissemination and disposition of electronic records.

This allows government records to be securely stored in a digital form, and they are easily accessible using any device that supports web browsing via the Internet.

Currently running in a secured private cloud at Government Data Centre, DDMS 2.0 is offered to various government agencies on a 'Software as a Service (SaaS)' basis to lower the total cost of ownership for individual agencies.



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More than just making records accessible in an online storage system, the implementation of records management using DDMS 2.0 transforms the whole record management process, to one where physical records are centrally managed, eliminating the need of excessive copies.

Moreover, DDMS 2.0 helps improve communication by allowing any digital record to be instantly directed within the organisation together with meeting minutes and directives to the respective recipient.

DDMS 2.0 is very useful for both the government and citizens. It has also become a decision-making tool that is strategically paving the way to a connected and paperless government. Furthermore, it enhances public service delivery, improves efficiency and creates trustworthiness towards government administration.

The graphic features the DDMS 2.0 logo at the top, with the text 'DIGITAL DOCUMENT MANAGEMENT SYSTEM' and 'Management of government official records electronically according to life cycle starting from creation, storage, maintenance and disposal'. It is divided into several sections:

- Compliance:** National Archive Act 2003, Official Secret Act 1972, MS-ISO 16175, MS-ISO/IEC 27001:2013, Service Circular No.5 of 2007.
- Features:** Audit Trail (Record each transaction), Access (Anytime, Anywhere & Any Device), Record Capture (Upload, Scan & Add in), Report (Department records officer and system administrator), Data Encryption (Data at rest, Data in use & Data in motion), Record Search (Advance Search, Quick Search & Accurate Search), Minute Order (Word Status, Action Status, Warning Status), Help Desk (https://helpdesk.ddms.malaysia.gov.my, Help Desk System - 24/7).
- Achievement:** 185 Agencies, 42,512 Users, 5.76 Million Records.
- Recognition:** 2020 ITU WSIS 2020 Champion (Enabling Environment), 2019 CAPAM International Innovators Award Certificate Of Distinction, 2017 MSC Malaysia AP/CTA 2017 Awards - Final Judging - Best e-Government & Public Sector.

At the bottom, it includes the MAMPU logo and the URL <https://ddms.malaysia.gov.my>.

DDMS was implemented in 2016, with three pilot agencies, and has rolled out to 185 government agencies as of August 2020. For these 185 agencies that implemented DDMS, the total number of records captured is reaching six million, with 40,000 registered users. This system aims to on-board approximately 500 agencies by 2025.

Besides classified and non-classified documents, all sorts of public records could be efficiently managed within this system. Ultimately, DDMS 2.0 hopes to be a comprehensive electronic record management system across public sector enterprises in a bid to move towards a digital workplace.



DDMS 2.0 was selected as a 'Top 5 Champion' at the World Summit on the Information Society (WSIS) Forum 2020 in Geneva, obtaining the highest votes under Category C6 - "Enabling Environment". WSIS is an annual ICT-based conference which recognises government or organisation initiatives that utilise ICT to promote sustainable development.

The functions of the DDMS 2.0 are in compliance with the Malaysian ISO Standard, MS ISO 16175:2012 Information and Documentation – Principles and Functional Requirements for Records in Electronic Office Environment and Malaysian National Archive Act 2003.