

OPENING SPEECH
CHIEF SECRETARY TO THE GOVERNMENT OF MALAYSIA
YBHG. DATUK SERI DR. ISMAIL BIN HAJI BAKAR
PUBLIC SECTOR CIO CONVEX 2018
With the Theme Of
“NEXT-GEN GOVERNMENT:
EMBRACING INNOVATION AND DISRUPTION”
13 - 14 NOVEMBER 2018
TABUNG HAJI CONVENTION CENTRE, KLIA, SEPANG, SELANGOR.

Assalamualaikum Warahmatullahi Wabarakatuh and a very good morning.

Secretary-General of Treasury, Datuk Ahmad Badri bin Mohd Zahir,

Director-General of the Malaysian Administrative Modernisation and Management Planning Unit (MAMPU), Dato' Dr. Mazlan Yusoff,

State Secretaries, Secretaries-General and Heads of Departments,

Distinguished speakers, honoured guests, ladies and gentlemen.

OPENING REMARKS

1. Alhamdulillah, setinggi-tinggi kesyukuran ke hadrat Allahu Rabbul Jalil, yang telah memberi keizinan-Nya untuk kita bersama-sama dalam **Majlis Public Sector CIO Convex 2018** pada pagi yang penuh berbahagia ini.
2. Saya mengucapkan syabas dan terima kasih kepada Unit Pemodenan Tadbiran dan Perancangan Pengurusan Malaysia (MAMPU), Jabatan Perdana Menteri, selaku penganjur majlis. Saya difahamkan, majlis kita pagi ini menghimpunkan para CIO perkhidmatan awam seluruh negara, serta pakar ICT dalam bidang masing-masing dari dalam dan luar negara.

NEXT GENERATION GOVERNMENT: EMBRACING INNOVATION AND DISRUPTION

Ladies and gentlemen,

3. This annual convention that has entered its third year this year is a platform for us to share our knowledge and experience, on top of to expose ourselves with the latest ICT technology trends and government digital initiatives. I hope that this year's convention will trigger more innovative thoughts that will get us ahead with higher speed.
4. **“Next-Gen Government: Embracing Innovation and Disruption”**, which has been chosen as the theme for this year, is definitely the right choice to reflect the Government's strategies to thrive in the fourth wave of Industrial Revolution. The fast-moving digital revolutions nowadays not only create the new challenges for the governments but also new opportunities in transforming the way we work.

GLOBAL MEGA TRENDS AND FOURTH INDUSTRIAL REVOLUTION

Ladies and gentlemen,

5. **“The most dangerous course of action is standing still in a time of rapid change”**. This is a good reminder for all of us to always be open and keep ourselves abreast with the new technology especially in current complex political and economic setting.

6. In corporate world, companies like **Nokia, Kodak, Compaq, Toys “R” Us and Motorola** are testimonials of failure to assimilate to rapid disruptive change and inability to explore innovation opportunities. Instead, those digital-platform companies like **Uber, Airbnb, eBay, Alibaba, Netflix and Facebook** that see the opportunity now has become a new major business tycoon. This is the real example of the importance in responding swiftly to current industrial revolution in order to keep ourselves remains competitive.

7. In accordance to that scenario, bold reforms that respond to the people’s mandate are imperative to achieve our vision to become a developed and inclusive nation. In this regard, **YAB Prime Minister Tun Dr. Mahathir bin Mohamad** had presented the revised socioeconomic targets for 2018-2020 as outlined in The Mid-Term Review (MTR) of the Eleventh Malaysia Plan, New Priorities and Emphases.

8. The MTR has taken into consideration the aspirations of the new Government, current economic challenges and global trends. Efforts will focus on stimulating economic growth, while ensuring greater benefits for all segments of the society. The MTR encompasses six pillars to provide a new development focus with 19 priority areas and 66 strategies to align with the new direction of Government to boost economic growth as well as to pave the way for new policies and institutional reforms.

9. It is a revolutionary process in which not only the market and other surrounding businesses have to adapt to, but also entails government’s response to it. It shakes the market, creates instability and a whole lot of predicaments. Like recently, the Government was urged to take actions against e-hailing business by upset taxi drivers. This shows that we are still reactive in nature, and we need to seize the opportunities of digitalisation to close the gap between Technology 4.0 and Policy 1.0.

10. In this regard, agility is the way forward to face the upcoming challenges and realities of digital revolution. Thus, being the central agency entrusted to spearhead the modernisation of administration and transformation of public service delivery, I trust that MAMPU will help to pave the way for us to embrace digitalisation.

MALAYSIA IN GLOBAL RANKINGS AND THE CHALLENGES AHEAD

Ladies and gentlemen,

11. In the eyes of the world, Malaysia is seen as a dynamic and competitive country. For instance, the Global Competitiveness Report 2018 by World Economic Forum ranked Malaysia at number 25. The same report highlighted that the top 20 rankings were dominated by high-income economies led by the United States of America. Malaysia was ranked at the 9th position for agility and future-readiness. Hence, I am confident that we will be able to adapt with this new phenomenon if we really open to new ideas and innovations.

12. On the same note, in the United Nation’s e-Government Survey 2018, Malaysia jumped to 48th place, a significant improvement from our ranking of 60th position in 2016 and 52nd position in 2014. For subcategory Online Services Index (OSI), Malaysia is ranked at 27th in 2018, compared to

only 40th in 2016 and 31st in 2014. Our aim is to achieve the 15th position by 2020. I believe that MAMPU as the coordinator for OSI sub-component has prepared a specific action plan to achieve the target set. For this to happen, we need full commitment from CIOs in ministries and agencies to ensure smooth implementation of the plans so we can achieve our target to be in the top 15 in 2020.

13. As for global open data ranking, we target to be among the top 30 countries by the year 2020 in the Open Data Barometer assessment. In 2016, we were ranked 53rd out of 115 countries. For this year, the government has made a bold commitment by setting the Key Performance Indicator (KPI) of 10,000 data sets to be published on the Open Data portal for all ministries and state secretaries. Thus, I would like to take this opportunity in congratulating all Director General, Chief Secretary and State Secretary who have worked hard to achieve the KPI's and continuously support the various open data program organized by MAMPU.

LEARNING FROM ESTONIA AND SOUTH KOREA'S DIGITAL JOURNEY

14. Learning from other countries is also an advantage for us. Estonia, for instance, has embraced digitalisation and is acknowledged as the "most advanced digital society in the world". Estonia has passed several milestones that makes them the best in implementing innovation-driven approach. Their approach includes **Digital ID** in providing access to digital government services; internet-based voting through **i-Voting**; using **blockchain** across multiple areas of government including health, judiciary, legislation, and security; and **e-Residency** which is a transnational digital identity that provides anyone from anywhere the opportunity to set up a business in Estonia, without setting foot in the country.

15. Conversely, scarcity of natural resources has motivated South Korea to look at its **human capital** as its biggest endowment. South Korea has grown tremendously over the last 30 years by following a strategic approach in **education, science and technology, innovation and a "knowledge-based" economy**. South Korea was ranked number three in the E-Government Development Index (EGDI) 2018 and number one in E-Participation Index. They have very good IT governance for E-Government in Korea. Malaysia must emulate the best practice but we must customise our approach based on our needs, culture and criteria.

OUTLOOK ON MALAYSIAN GOVERNMENT'S KEY INITIATIVES

16. The Government has introduced various programmes to improve the delivery of public services towards becoming a developed nation. Our guiding principle for digitalisation is lodged in **Pillar 1: Reforming Governance Towards Greater Transparency and Enhancing Efficiency of Public Service** of the Mid Term Review which was specifically placed in **Priority Area D; Strategy D2 – Redesigning Public Services**. The strategy focuses on intensifying ongoing initiatives to innovate and redesign public service delivery to improve efficiency, reduce cost and increase customer satisfaction through a whole-of-government approach by continued public consultations and engagements.

17. I am proud to say that Malaysia has its own single gateway to government online services that integrate the services from different government agencies. MyGovernment Portal is a citizen-centric digital services driven by the concept of life-events as well as providing comprehensive end-to-end services. The integration and data sharing services are made possible using the MyGDX platform which is a centralized data-sharing platform comprising a set of standards, tools, components,

repositories and registries that enables data sharing across government agencies in standard data formats.

18. Apart from that, another exciting initiative is the **Open Source Development and Capabilities Programme (OSDeC)**. OSDeC will be the hub for open source software system development, focusing on the development of application systems in developing the capabilities of public sector ICT services.

WAY FORWARD / FUTURE OUTLOOK

Ladies and Gentlemen,

19. Moving forward, I need MAMPU to explore on how public sector agencies can utilise **Blockchain Technology** to improve transparency, integrity and accountability. As a start, I would like MAMPU, together with Ministry of International Trade and Industry (MITI), to look into how this blockchain technology can help to improve our Foreign Direct Investment (FDI) approval. Subsequently, I would like all ministries to follow suit and review on how their ministry can benefit from this technology.

20. On top of that, I was informed that MAMPU has developed **The Government Service Delivery Digitalisation Plan 2017-2020** which will be the blueprint to realise the public sector's digital agenda. I think that now is the best time to bring the paper with some adjustments to be in tandem with the current Government's focuses for Cabinet's approval and get it done.

21. To ensure proper monitoring mechanism is in place, it is almost the time for us to establish proper digital governance structure at national level. I trust that MAMPU as the trailblazer is capable to trigger the momentum to spearhead the initiative. I would like to suggest to MAMPU to take up on this challenge and include the digital governance structure as one of the papers in the next Cabinet meeting for endorsement.

CLOSING REMARKS

Ladies and Gentlemen,

22. Digital transformation is not really about technology, but the way we integrate them in transforming our service delivery and the way we work. **It could be the building bridge between multiple departments or agencies by avoiding silo way of work through collaboration. Keeping information for the benefit of oneself should not be our working culture; as the integration of data into beneficial information will be useful in assisting the decision maker in our country to make a swift well-informed decision.** Therefore, we need CIOs to act as strategists in their respective ministries to advocate any changes that will affect each ministry's core businesses and suggest innovation initiatives to thrive against the challenges.

23. I would like to encourage each and everyone of us to be adaptable in embracing this new challenge with special precautions are put in place to mitigate the risks.

24. To all CIOs, I hope that all the best practices gained from this convention will be implemented within your own agencies in order to improve the efficiency and productivity. CIOs should play the role as digital change agents to shape the digital culture and mindset of the employees in respective

organisations. “Making tomorrow better than today and for the betterment of our society” must be our mantra.

25. I believe this Convention will spark innovative thoughts and new ideas for us to move forward. I sincerely appreciate those experts who willingly come to share their knowledge and experience with all of us. I am very sure that you will have fruitful and rewarding experience from this Convention.

26. With “**Bismillahirrahmanirrahim**”, in the name of God the Most Gracious, Most Merciful, I officially launch the Public Sector CIO Convex 2018. Thank you.

Wabillahitaufiq wal hidayah, wassalamu’alaikum wa rahmatullahi wa barakatuh.