



Media Briefing
By Tan Eng Pheng, Group Cluster Director, Industry Cluster Group
IDA

5 June 2009

Introduction

- > **Inaugural event jointly organised by MOF & IDA, in partnership with Singapore Exhibition Services**

- > **Global event anchored in Singapore**
 - Facilitate mutual learning & sharing on best practices in e-Government amongst high-level government officials & infocomm industry executives from around the world

 - Foster collaborations in e-Government

 - Demonstrate capabilities of industry players



Format of iGov Global Exchange

> Forum, Exhibition & Site Visits (15 – 19 June)

▪ iGov Forum (15 June), Suntec

- Theme: “Integrating Public Services, Engaging Citizens”
- Platform for global discussions on varied e-Government topics
- Plenary session in the morning & three parallel forum tracks in the afternoon

▪ iGov Exhibition (16-19 June), Singapore Expo

- Held concurrently with imbX
- Experience e-Government solutions & applications from governments & industry players

▪ Site Visits (16 & 17 June, PM), various locations

- 11 government agencies & private sector infocomm solutions providers to host site visits to their offices & command centres
- Demonstrate how infocomm technologies help facilitate or even revolutionise the delivery of public services

Highlights at iGov Forum

- > **Keynote address by Guest of Honour, Senior Minister Goh Chok Tong**

- > **International speakers**
 - 18 speakers and facilitators from 9 countries – Canada, Dubai, France, Hong Kong, Italy, Philippines, Saudi Arabia, Singapore, USA
 - Varied expertise
 - 1 international body (United Nations)
 - 13 e-Government practitioners from Government agencies
 - 4 private sector specialists

- > **About 400 delegates from 36 countries**
 - Mix of government and industry participants



Exciting Line-up of International Speakers



Global Trends in e-Government Development: Challenges and Opportunities

Ms Qian Haiyan, Director, Knowledge Management Branch, Department of Economic and Social Affairs, United Nations



e-Government in Uncertain Times

Mr Antoine Brugidou, Managing Director, Global Strategy & Growth, Public Service Operating Group, Accenture



e-Government and Governance... the Canada Experience

Mr Ken Cochrane, Former Chief Information Officer of the Government of Canada & Managing Partner of SSG Southside Solutions Group Inc, Canada

Exciting Line-up of International Speakers



iGov 2010 and Beyond

Mr Lim Hup Seng, Deputy Secretary (Performance), MOF, Singapore



Panel Discussion: What is the Future e-Gov Model?

Facilitator: Prof Neo Boon Siong, Director, Asia Competitiveness Institute, Lee Kuan Yew School of Public Policy, National University of Singapore.



Panel Discussion: What is the Future e-Gov Model?

Panel Speaker: James Kang, Assistant Chief Executive, Government Chief Information Office, Infocomm Development Authority of Singapore

Exciting Line-up of International Speakers

> iGov Forum Track 1: The Net Generation and Government



e-Government: Reaching the Net Generation

Secretary Ray Anthony Roxas-Chua III, Chairman, Commission on Information & Communications Technology, The Philippines



Using Social Media to Recruit & Retain the Net Generation: The Story of Government Leaders & GovLoop.com

Mr Steve Ressler, Co-Founder of Young Government Leaders, USA



Net Generation & Government

Ms Virginia Cha, Research Director, Singapore e-Government Leadership Centre, Singapore



REACH: Shaping Singapore's Government-Citizen E-engagement

Ms Bey Mui Leng, Head, REACH, Ministry of Community Development, Youth & Sports, Singapore



Panel Discussion with Speakers

Chairperson: Mr Lim Swee Cheang, Chief Executive Officer, Institute of Systems Science, Singapore

Exciting Line-up of International Speakers

> iGov Forum Track 2: Integrating E-Government Services Across Multiple Government Agencies



How to Make it Work: The Case of GovHK – a One-Stop Portal of the Government of Hong Kong Special Administrative Region

Mr Bassanio So, Asst Government CIO, Office of the Government CIO, The Government of the Hong Kong Special Administrative Region, Hong Kong



Dubai e-Government As a Model

Mr Thani Abdullah Alzaffin, Chief Executive Officer, Dubai e-Government, Dubai



Strategies for Achieving Integration Across Government Agencies and Private- Sector Companies

Mrs Phoon Chew Ping, Director (Managing for Excellence), Ministry of Finance, Singapore



Panel Discussion with Speakers

Chairperson: Mr Lim Hup Seng, Deputy Secretary (Performance), Ministry of Finance, Singapore

Exciting Line-up of International Speakers

> iGov Forum Track 3: Strategic Sourcing For E-Government Services



Towards Implementation of Public-Private Partnership in Saudi e-Government
Mr Ali bin Saleh Al Soma, Director General, Saudi e-Government Programme, Saudi Arabia



Towards Citizen-Driven Government: From Public-Private to Public-Public Partnership
Mr Andrea Di Maio, VP Distinguished Analyst, Gartner



Expanding Government Industry Partnerships
BG (NS) Pang Hee Hon, Chairman, e-Gov Chapter, Singapore Infocomm Technology Federation, Singapore



Panel Discussion with Speakers
Chairperson: Mr Seah Chin Siong, Chief Executive Officer, IDA International Pte Ltd, Singapore

iGov Exhibition (16 – 19 June)

Singapore Expo Hall 3

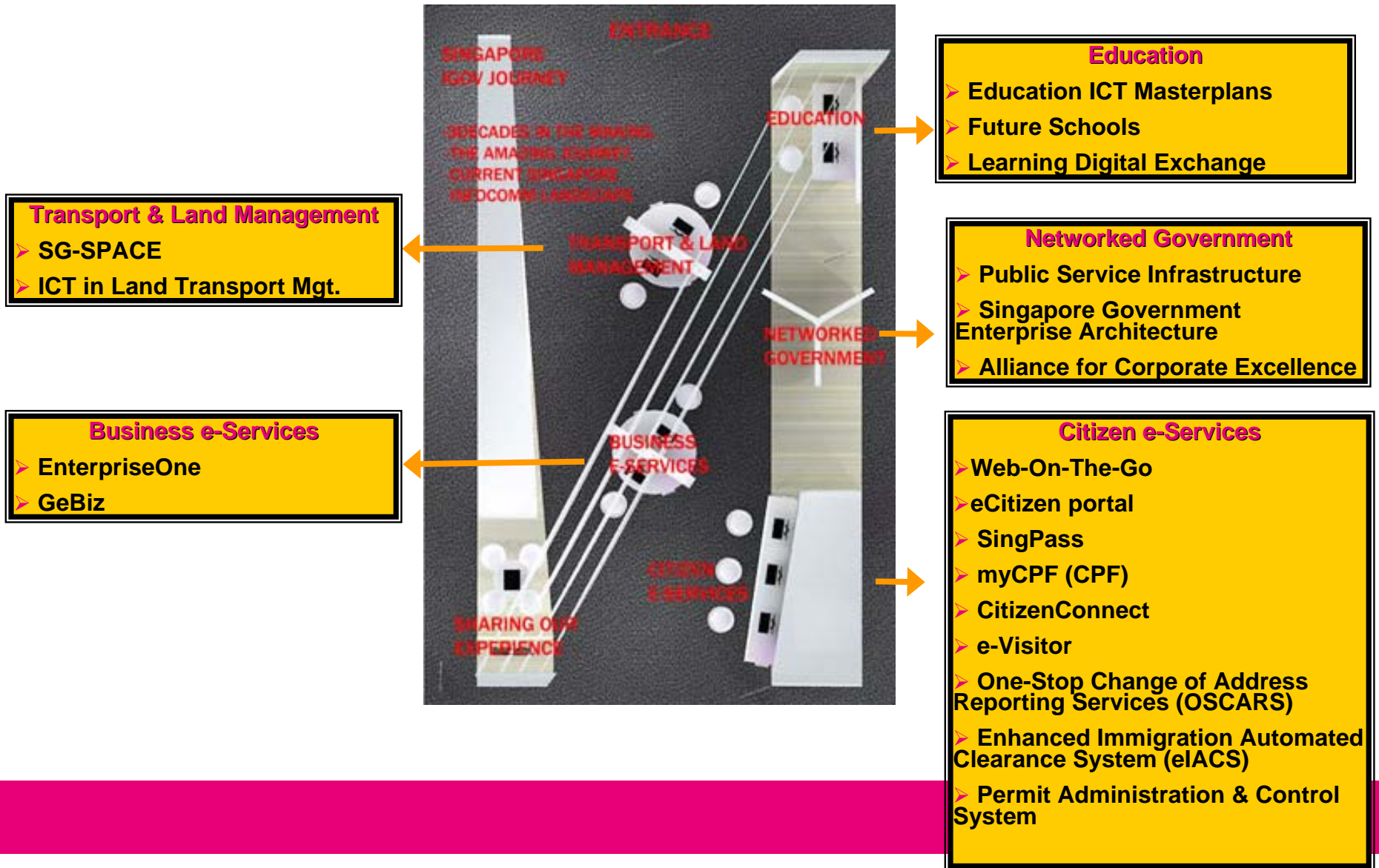
- > **Global presentation of e-Government solutions by:**
 - **Government agencies – best-of-breed innovations**
 - **Industry – establish their brand of e-Government expertise**
 - **Both international and local**

- > **Exhibition Highlights:**
 - **More than 70 e-Government solutions by about 30 companies**
 - **Covering key strategic areas of national development**
 - Education
 - Health
 - Security
 - Urban Development
 - and others...
 - **“The Singapore iGov Journey” – presenting Singapore’s e-Gov experience**

Perspective of Singapore iGov Journey Booth



The Singapore iGov Journey



iGov Exhibition Highlights



> Mobile Government Services

> Objectives:

- One-stop convenience for citizens to receive timely info and transact on the go
- Putting government services on mobile channel to increase reach and richness of e-services

> Benefits:

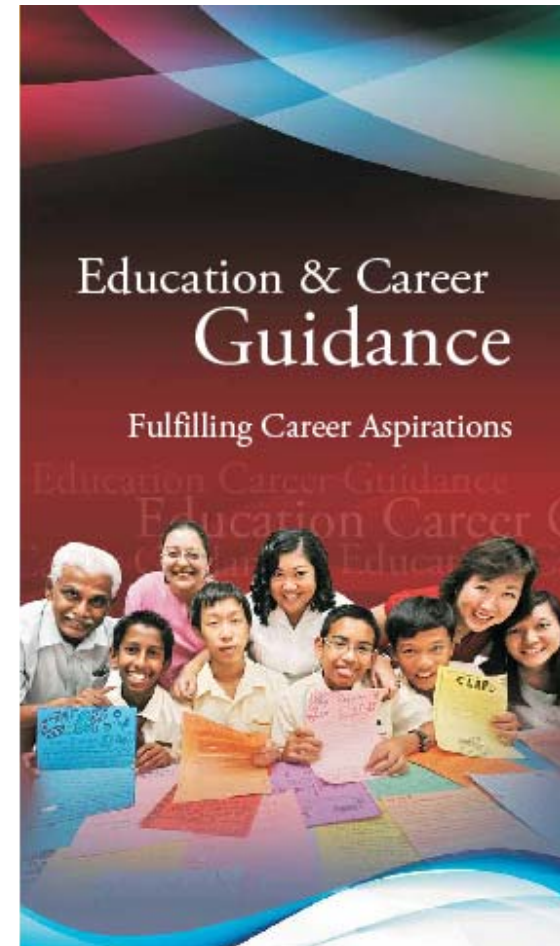
- More than 30 government services available by Oct-2009
 - Information, e.g. Polyclinic Queue Watch
 - Transaction, e.g. Employment Pass Enquiry
- Other private-sector services to be progressively rolled out in 2010
 - Ticketing & Booking
 - Food & Beverages
 - And more

> Implementation: Jan 2010



iGov Exhibition Highlights

- > **Education and Career Guidance Portal**
- > **Ministry of Education**
- > **Objectives:**
 - Web portal designed to facilitate education and career development among students in Singapore
 - Contains features that facilitate identity development helping students through the process of career awareness, exploration and planning
- > **Benefits:**
 - Standardised platform for students across all schools to assess their career pathways against their interest and attributes
 - 300,000 students, 30,000 teachers and education & occupational information from different agencies in one portal
- > **Launched: Feb 2009**



iGov Exhibition Highlights

> Wireless Parking Guidance System

> Housing Development Board

> Objectives:

- Provide directions for vacant parking lots in high turnover open air car parks
- Detection sensors are embedded at each parking lot
- The metal of a vehicle causes disturbance in the earth's magnetic field. The sensors measure the level of disturbance and if it goes beyond a pre-set threshold, it sends a signal that a vehicle is parked in that particular lot. Data collated and displayed on directional signboards.

> Benefits:

- Similar convenience to that of covered car parks

> Implementation: On trial



iGov Exhibition Highlights

> E-mail Knowledge Management System

> MOF, Ministry of Law, Police Force, Singapore Customs

> Objectives:

- Retains information and institution knowledge contained in email exchanges
- Enables the capturing of emails easily for sharing and structured archival
- Integrates with data-mining techniques to improve search effectiveness

> Benefits:

- Enhance knowledge management and collaborative sharing of information within the organisation
- Better utilisation of resources in the storage and retrieval of emails



Site Visits (16 & 17 June, PM)

- > Delegates get to view & have hands-on experience on government infocomm projects in Singapore
- > Opportunity to promote capabilities of our infocomm companies
- > Various sectors offered in the visit routes
 - Government agencies
 - Industry/company sites
- > Six sectors to choose from:
 - Education and Knowledge
 - Healthcare
 - Homeland Security
 - Judiciary
 - Taxation and Licensing
 - Transport Systems



Site Visit – Education and Knowledge

> National Institute of Education

▪ Classroom of the Future

- Demonstrates how technology is exploited to create an enhanced and student-centric learning environment



> HeuLab

▪ FunPack Series and virtual management systems

- Stand-alone and integrative platforms to stimulate sharing and self-paced learning in a safe, controlled environment



Site Visit – Healthcare

> Health Promotion Board

- **Student Health Assessment Programme (SHAPE)**
- **Integrated Dental Electronic Assessment for Students (IDEAS)**
- **National Health Portal**
- **New Media Initiatives – reach out to the young on health issues**



Site Visit – Transport Systems

> Land Transport Authority

- Green Link Determining System and Expressway Monitoring & Advisory System in River Valley
 - Intelligent Transport Systems that ensures free flowing traffic and operational efficiency of Singapore road network



> ST Electronics

- i-Transport and rail electronics projects
 - Provide safe and efficient travel for commuters in Asia, Australia, Europe and the Gulf States



Site Visit – Homeland Security

> Immigration & Checkpoints Authority

- Woodlands Checkpoint
 - Leverages biometrics technology to clear more than 240,000 travellers daily while maintaining safety and security

> NCS

- Various solutions for Police, Narcotics, Fire and Emergency, Prisons, and Immigration services
 - Leverage infocomm to combat crime, improve public safety and enhance national security



iGOV
GLOBAL EXCHANGE
SINGAPORE 15 – 19 JUNE 2009

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