iDA
SINGAPORE

Catalyst for Change

Singapore eCitizen: Government Services A Click Away

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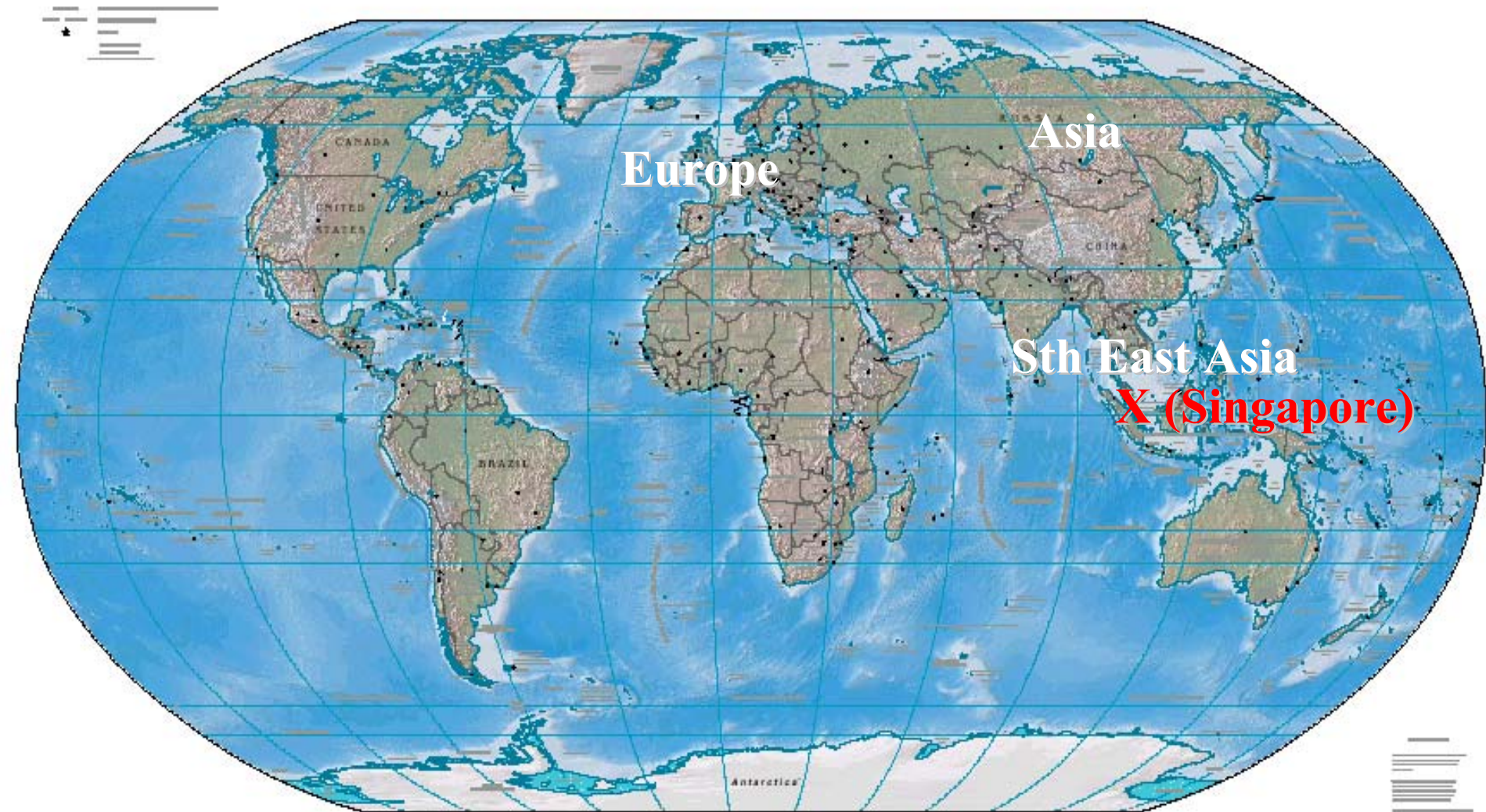**Assistant Chief Executive**

Government Systems

Infocomm Development Authority of Singapore

Scope of Presentation

- **Background on Singapore & IDA**

- **eCitizen**

- **Behind the Scenes**

- **Pushing Our Frontier**

- **Conclusion**

Singapore & IDA

Catalyst for Change

Singapore

Singapore

**Singapore: 682.3 sq km
(2% of Belgium)**

Infocomm Development Authority (IDA)

- *LEADING THE INFOCOMM REVOLUTION*

- **To listen, develop, promote and regulate**
  - **Vanguard for the digital frontier**
  - **Leading edge influencer for growth**
  - **Trailblazer for an infocomm society**

eCitizen

Government Services – A Click Away

eCitizen – www.eCitizen.gov.sg

eCitizen Today

Top 10 eCitizen e-Services

	e-Service Name	Description	Internet Volume (Jan 02 – Dec 02)
1.	Trade Net	One-stop platform for trade declarations. World's first nationwide electronic trade documentation system for instantaneous permit applications.	5 M
2.	Enquiry of PARF/COE Rebates	Estimates the net refund of government levies on a vehicle upon scrapping or export.	1.6 M
3.	Weather Forecasts/ Information	Weather forecast for Singapore and other cities worldwide.	1.2 M
4.	Bizfile: Directory of Companies and Businesses	Retrieves company information based on the registration number and status.	1.1 M
5.	Enquiry of Approved Institutions for using Baby Bonus	Search for institutions that accept baby bonus credits.	941,000

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

Top 10 eCitizen e-Services

	e-Service Name	Description	Internet Volume (Jan 02 – Dec 02)
6.	E-Filing of Individual Income Tax Returns	Filing of personal income tax returns.	809,000
7.	Monthly Statement of CPF Account Balances	Retrieves transactions and balance in government retirement savings scheme account.	757,000
8.	Search Library Catalogues	Search for resources available within Singapore's libraries using one of four languages— English, Malay, Chinese and Tamil.	629,000
9.	Enquiry of Road Tax Payable	Calculates road tax payable using the vehicle registration number.	354,000
10.	Flight Information Enquiry System	Retrieves real-time flight arrival and departure information.	334,000

My.eCitizen

- **Personalised alerts via email/sms**

- **Additional dimensions of service**

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Behind The Scenes

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

Behind The Scenes – Supporting Infrastructure

eCitizen

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Agency Server

PSi
GUI Development Tool

Common Services

Infrastructure

SGNet

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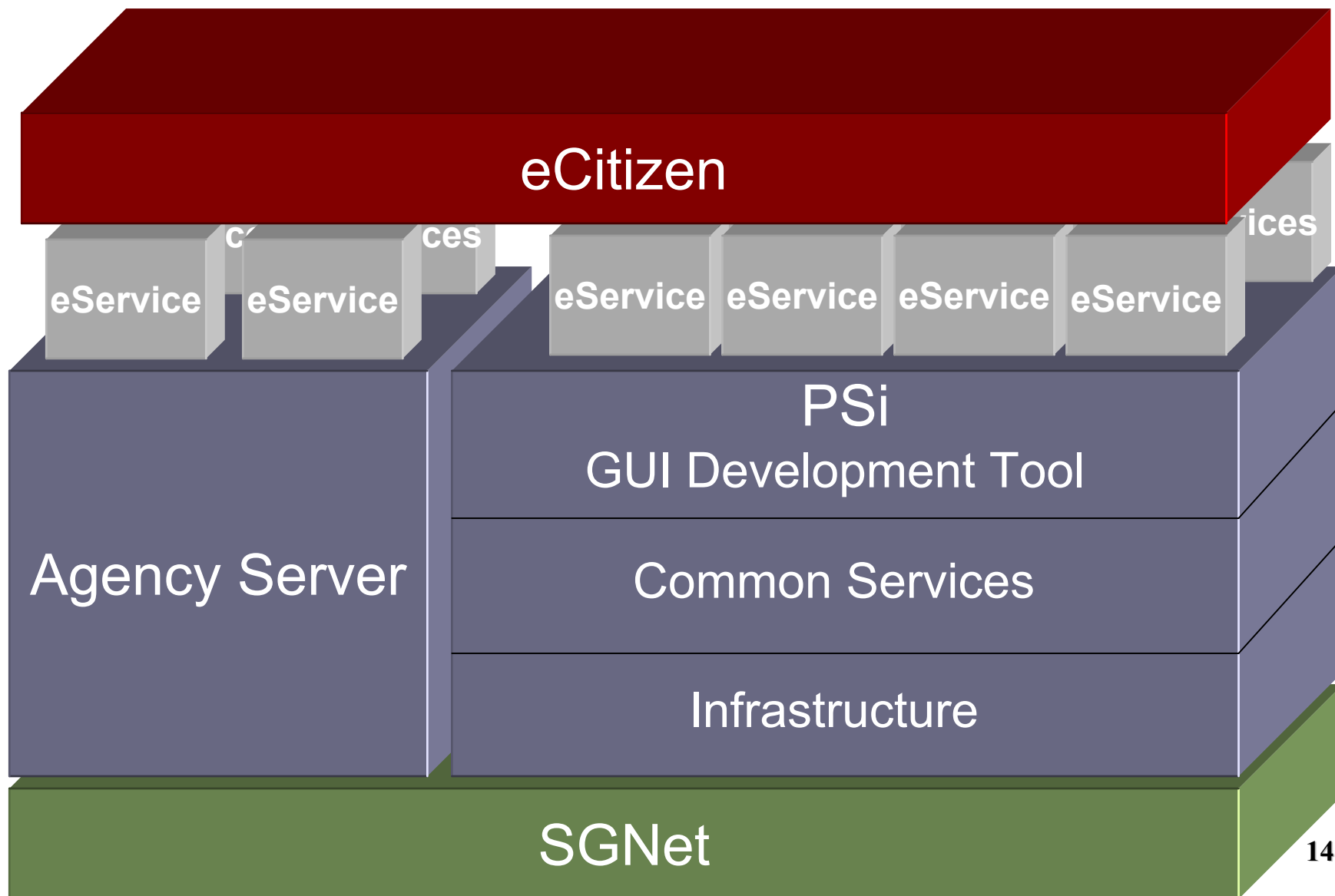
Infrastructure – Public Services Infrastructure (PSi)

- **PSi – Rapid deployment of services on the web**

- **Issue:**
  - **Long time-to-market**
  - **Duplicate effort - many services essentially similar (e.g. licensing, application etc)**

- **Solution:**
  - **Repeatability, componentisation, scalability, robustness, centralised enablement-decentralised deployment**
  - **Leverage on 'building blocks'**

Public Services Infrastructure

GUI Development Tool
(GUI interface for developers)
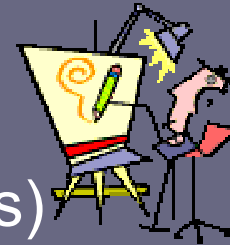
Common Services
(Payment, authentication, electronic data exchange)

Infrastructure
(Multi-tier h/w & s/w components)

New Singapore Shares (www.nss.gov.sg)

- **Prime Minister's vision of a New Singapore**

- **Give Singaporeans a stake in New Singapore**

  - **'Shares' to all working citizens**

- **Pay guaranteed dividend**

New Singapore Shares

- **Conceived, developed & deployed in 16 days**
  - **New website**
  - **2 e-services for users: check share allotment & request for cash exchange**
  - **1 e-service for counter staff**
- **Multi-organisation collaboration:**

- **Assisted by:**

New Singapore Shares

eCitizen

NSS

Authentication

EDX
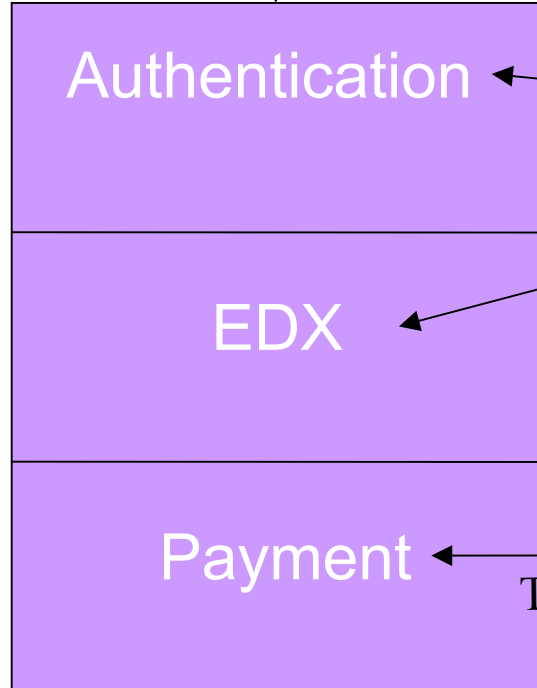
Payment

Authenticate user with pin

Verify share information
Deduct share amt from citizen's account

Transmit payment information

Bank

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e-Government
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eBizCore (www.rcb.gov.sg)

- **BIZFILE Internet - electronic filing by the general public**

- **BIZFILE Intranet - RCB officers to administer submission made by public users**

- **BIZFILE Batch - public users fill forms offline and then submit the completed forms online through BIZFILE Internet**

eBizCore

- **20 June 2001 Start of implementation**

- **15 January 2002**

  – **Application of New Company's Name**

  – **Registration of Local Company**

- **13 January 2003**

  – **Completion of eBizCore applications**

Infrastructure – PSi

- ## Development:

- ## Sale of PSi to other governments (World Bank, Mexico):

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# Pushing Our Frontier

Pushing Our Frontier

- **Integrated service delivery**

- **Ubiquitous access by all, facilitated where necessary**

- **Web services**

Integrated Service Delivery

Implemented	• One-Stop Government Job Application • Online Donation Portal
Under Development	• Single Web-page for Public Consultation • One-stop Application System for Integrated Services (OASIS)
Funding	• PayPoint • Integrated Scholarship Application • Attend to Demise • eSubmissions & Replies to Legal Representation

Ubiquitous Access - IT Coach
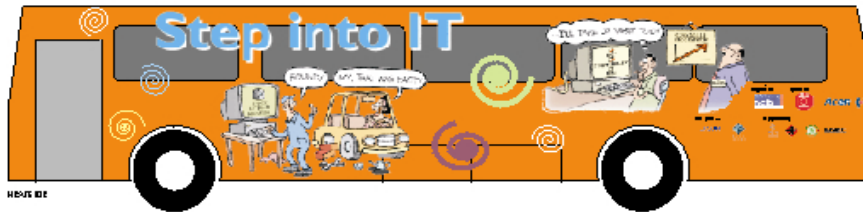
- **Mobile resource centre**
- **Factories, schools**
- **100,000 participants**
- **30-min programme**
  - **Basic Internet, email**
  - **Chinese Internet**
  - **Electronic Commerce**

Ubiquitous Access - PC Re-Use

- **Used PC + training + Internet access**

- **Donations from Govt, private sector, public**

- **Families with monthly income < $2000 and young children**

Ubiquitous Access - Common Access Points

Community.NET.SG

- **Objectives**
  - **Deliver personalised, community-based Web Services via NTUC INCOME, with collaboration with other partners in industry and government**

- **Deliverables**
  - **Develop 10 Web Services over 3 phases in 18 months (Jun 02 – Nov 03)**
  - **Study and recommend feasible business models**

- **www.bigtrumpet.com.sg**

Conclusion

Conclusion

- **Just some projects in Singapore e-Government**

- **Recent awards**
  - **E-GOV 2002 Show, Washington DC, USA – 2002**
  - **Intelligent20 Award – 2002**
  - **CIO 100 CIO Awards – 2002**
  - **Stockholm Challenge Award – 2002**

- **Still much to learn and grow**

Thank you