

## **Factsheet on Achievements of e-Government Action Plan II (eGAPII) from 2003-2006**

### **What is the e-Government Vision?**

The overall vision for e-Government is to better serve the nation in a digital economy by leveraging on infocomm. The focus of eGAP II was to transform the Public Service into a Networked Government that delivers accessible, integrated and value-adding e-services to our customers; and helps bring citizens closer together.

### **What are the key outcomes of the eGAP II?**

The Plan aimed to achieve the three key following outcomes:

- a) **“Delighted customers”** – by delivering public services at higher levels of convenience, efficiency and effectiveness;
- b) **“Connected Citizens”** – by engaging citizens in policy formulation and review, to strengthen our community bonds; and
- c) **“Networked Government”** – by connecting government agencies internally through a common infrastructure and a shared vision.

### **What are the key achievements?**

#### **I. Delighted Customers**

##### **(a) Widely-used e-Services and Satisfied Customers**

Today, some 1600, or more than 98% of all public services that can be delivered electronically, are available online. The aim to delight customers, whether individuals or businesses, with convenient and easy-to-use e-services is affirmed by the e-Government Customer Perception Survey conducted in Mar 2006, where:

- 86% of customers who transacted with the Government did so electronically at least once in the past 12 months.
- Of those who transacted with the Government electronically, almost 9 in 10 were satisfied with the overall quality of the electronic services used.

Transacting electronically is easy and saves time. Almost all satisfied customers indicated that they will recommend others to use government e-services.

Internationally, Singapore has topped the e-Government sub-index of the World Economic Forum Global IT Report for 5 consecutive years from 2002 to 2006, and has been ranked within the top 3 of the Global e-Government Leadership Report by Accenture in the last 3 years.

##### **(b) Seamless User Experience**

To provide users with a seamless service experience, 15 integrated multi-agency e-services were implemented, with each reducing customer interactions with government by at least 50%. One of them was the Online Business Licensing Service (OBLS).

**OBLS** allows businesses to apply, update, renew or terminate any combination from a suite of 82 online business licences issued by 18 government agencies, in one online transaction. This saves businesses from having to make separate trips to different counters, completing many online forms at the various agencies' websites or providing duplicate information to multiple parties. The licence process review also led to a 10% reduction of the licences issued. Since its launch in Jan 2004, more than 55,000 transactions have been made.

OBLS was awarded the prestigious United Nations Public Service Award in the category of "Application of Information and Communication Technology (ICT) in Government: e-Government" in May 2005.

More details on the other 14 integrated e-services are found in the 'Factsheet on Integrated e-Services'.

In addition, the Government has established a personalised portal – **My.eCitizen (my.ecitizen.gov.sg)** – where the public can subscribe to personalised alerts from different government agencies, such as reminders to renew road tax, passport, season parking or return library books. Users can also indicate their preferred modes, whether via SMS or e-mail, to receive alerts. The user subscription has since hiked from 2,200 subscribers in Jun 2003 to about 57,000 subscribers in Jul 2006.

### **(c) Easier to use Government Websites and e-Services**

#### *i. Unified One-Stop Government Portal*

In Oct 2004, the Government launched the **Singapore Government Online portal (www.gov.sg)**, which brings together different segments of government information and services into a unified access entry point for our customers. This unified portal comprises the government, citizen and residents ([www.eCitizen.gov.sg](http://www.eCitizen.gov.sg)), business ([www.business.gov.sg](http://www.business.gov.sg)), and non-residents segments. In Feb 2006, eCitizen won the Hitwise Online Performance award for the most popular government services website. [www.business.gov.sg](http://www.business.gov.sg) (also known as EnterpriseOne website) was revamped in Feb 2006 to offer greater ease and convenience to businesses when accessing government information and e-services.

#### *ii. Web Interface Standards (WIS)*

To ensure a consistent and unified look and feel across different government websites and e-services, a set of design standards was established in Aug 2004. Known as the **Web Interface Standards (WIS)**, it defines key features, basic naming conventions and basic layout required. It balances the need for basic standardisation and the flexibility given to government agencies to retain their unique identity to meet the needs of their specific customers. The standards help to ensure a consistent, intuitive and smooth online experience when a user navigates from one government website to another.

#### *iii. Singapore Personal Access (SingPass)*

**SingPass** provides the individual or business a single userid and password to access most government information and services. As at end of eGAP II, close to 80% of e-services had adopted SingPass. With SingPass, users need to remember only one password to access government e-services. This makes it more convenient for users to transact with the government.

#### *iv. Enhanced ease of using online services*

Users are consulted directly in many ways on how e-services or online information can be improved to meet their needs, be it through focus group discussions, usability testing sessions, or satisfaction surveys. Such valuable inputs are vital in helping to secure positive user acceptance. For example, soon after the Online Donation Portal<sup>1</sup> was enhanced from the inputs derived in its usability testing, it received 82% less queries.

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<sup>1</sup> Online Donation Portal (OLDP) is a one-stop portal that allows members of the public to donate online to charities/organisations which have subscribed to the OLDLP. Such charities/organisations are either Institutions of Public Character (IPCs) or Central Fund Administrators (CFAs).

*v. Enhanced search for online public information and services*

To make it easier and faster for customers to search for relevant government related information and services, a new taxonomy-based search engine was launched on [www.gov.sg](http://www.gov.sg) in Mar 2006.

**(d) Extending Reach of Government e-Services**

To reach out to customers and ensure that government e-services are accessible, **CitizenConnect** was launched in Oct 2005. To date, five CitizenConnect Centres have been set up at community clubs. They will be expanded to form a network of 25 CitizenConnect Centres island-wide. CitizenConnect provides an avenue for those who have no internet access or need assistance to transact electronically with the Government. Among those surveyed from using the services offered at the CitizenConnect centres:

- 99% expressed satisfaction with the facilities;
- 99% were satisfied with the help provided; and
- 99% stated that they will use the Internet to transact with the Government in future.

**II. Connected Citizens**

One of the key thrusts of eGAP II was to connect citizens. By leveraging on infocomm technologies, the Government can engage citizens more effectively in policy-making, and foster greater bonding and social cohesion in Singapore. Singapore received first place in both e-Information and e-Consultation categories of the United Nations Global e-Government Readiness Report 2005.

**(a) “Voicing Your Opinions Online”**

Today, public policies and their rationale are explained online. In addition, consultations on public policies are also available online at the **Government Online Consultation Portal** ([www.feedback.gov.sg](http://www.feedback.gov.sg)) so that citizens, local or overseas can provide inputs in policy-making. The portal also provides consultation spaces targeted at specific communities like businesses, youths and overseas Singaporeans so as to enable these groups to engage the Government and one another in policies and consultations that affect them. The Government received more than 100,000 feedbacks in response to consultations exercises for the last 3 years, of which half were received online.

**(b) e-Communities**

There are ongoing efforts aimed at fostering greater bonding within different communities. For example, the **Youth Portal** ([www.youth.sg](http://www.youth.sg)) set up in Feb 2006 is a first-stop resource portal for community participation. It offers young Singaporeans easy access to information on how to start their own community activities, as well as information on initiatives that fellow youth are engaged in.

**III. Networked Government**

Infocomm has been used within the Government as a key enabler to transcend organisation boundaries to allow agencies to collaborate and share information. This will help to meet the objectives of delivering value-adding, integrated and responsive services to our customers. The ultimate goal is to achieve the “Many Agencies, One Government” service delivery paradigm.

**(a) Good Infocomm Management Practices**

Public agencies have adopted best practices in areas such as portfolio management and project risk management to achieve good infocomm management. When constructing infocomm systems, public agencies can refer to the **Service-Wide Technical Architecture**

**(SWTA) framework**, a set of technology / product standards and best practices, to facilitate inter-operability among agencies' infocomm systems.

**(b) Greater Efficiencies within Government**

The development of the **Singapore Government-wide Enterprise Architecture (SGEA)** provided a set of blueprints of government business functions; supporting data standards; and infocomm systems and services across government agencies. SGEA will be used to identify opportunities for collaboration and greater operational efficiency across the government.

**(c) Effective Use and Deployment of Information and Services**

To facilitate effective information and services deployment and reuse among agencies, a **Web Services Exchange** was implemented in Oct 2005 for agencies to publish, locate and consume Web Services in real time. This also helped agencies to integrate services in a more coordinated, organised and efficient manner.

**(d) Secure Government Systems**

Strategies were formulated under the Government's **Infocomm Security Masterplan** launched in Feb 2005 to enhance the Government's infocomm security for business continuity and infrastructure resiliency. The masterplan serves to develop national capabilities, enhance security technology research and development, and improve the resilience of critical infocomm infrastructure.

**(e) Sharing through Knowledge Management (KM)**

A public service-wide KM roadmap had been developed as a blueprint for agencies to develop KM in their own organisations systematically. To date, thirty-seven agencies have identified their critical knowledge resources and developed an implementation plan to bring their knowledge management capability forward. Central IT infrastructure and applications would also be made available by end 2006 to enable agencies to share information more seamlessly internally and with one another.

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