

EMPOWERING POSSIBILITIES WITH MORE REASONS TO SMILE

INFOCOMM MEDIA DEVELOPMENT AUTHORITY
ANNUAL REPORT 2017/18

SG:D
EMPOWERING POSSIBILITIES

IIM INFOCOMM
MEDIA
DEVELOPMENT
AUTHORITY

ABOUT IMDA

The Infocomm Media Development Authority (IMDA) leads Singapore's digital transformation with infocomm media. To do this, IMDA will develop a dynamic digital economy and a cohesive digital society, driven by an exceptional infocomm media (ICM) ecosystem – by developing talent, strengthening business capabilities, and enhancing Singapore's ICM infrastructure. IMDA also regulates the telecommunications and media sectors to safeguard consumer interests while fostering a pro-business environment, and enhances Singapore's data protection regime through the Personal Data Protection Commission.

VISION

A dynamic Digital Economy and a cohesive Digital Society, driven by an exceptional infocomm and media ecosystem.

MISSION

Drive Singapore's digital transformation with infocomm media.

VALUES

- Integrity
- Collaboration
- Innovation
- Care & Respect

FOREWORD

IMDA's inaugural annual report captures our achievements and milestones of the past year, and how it has worked to unify Singapore's digitalisation efforts. Whether it is providing help for different industries to jumpstart their digitalisation journeys, or creating new ecosystems, opportunities and capabilities for our digital future, IMDA is moving ahead with industries and people, to be a leading global node in Asia for this digital economy.

CHAIRMAN'S MESSAGE

MR CHAN YENG KIT CHAIRMAN, IMDA

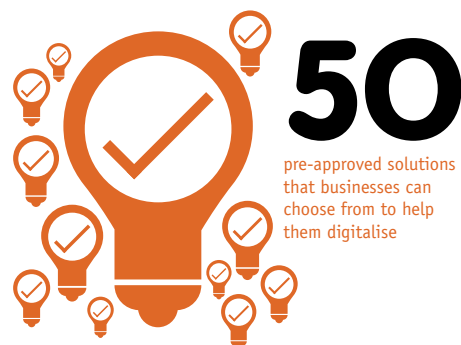
Permanent Secretary (Defence), Ministry of Defence

Digitalising Singapore's Business Ecosystem

To remain relevant and lead in the Digital Economy, it is imperative for our businesses to digitalise. One major effort to equip Singapore's businesses for the digital future is the SMEs Go Digital Programme, which helps SMEs build stronger digital capabilities and readiness for the Digital Economy.

At IMDA's inaugural SMEs Go Digital Industry Briefing in May 2017, we announced 50 pre-approved solutions that businesses can choose from to help them digitalise and ensure they remain relevant in the future economy. Since then, we have also rolled out Industry Digital Plans (IDPs) for two major sectors, Logistics and Retail. These will provide step-by-step advice on technologies SMEs can adopt.

We recognise some SMEs require more advanced assistance. To help these SMEs, we launched the SME Digital Tech Hub, a facility that provides specific advice on areas including data analytics and cybersecurity – this is part of broader efforts to ensure that no SME is left behind in

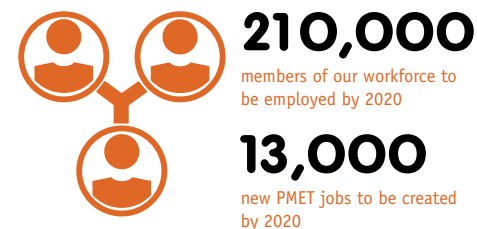


the move to Go Digital. We encourage SMEs to make full use of these digital solutions in their digitalisation efforts, and will continue to work to further enhance the programmes.

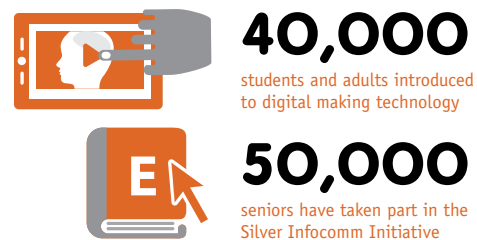
IMDA also continued to be a key enabler for the industry, matching companies to the best platforms to thrive. During the year in review, we signed individual Memoranda of Intent (MOI) with leading local banks DBS, OCBC and UOB, to provide accredited companies access to innovative projects. This will help them build their track record in the banking sector, to secure even more projects in the future.

Creating Opportunities for More, Developing the Next Generation of Future-Ready People

To further sharpen Singapore's digital edge, IMDA launched the Industry Transformation Map (ITM) for the ICT and media sectors in October 2017. The ITM outlines Singapore's strategies for the Digital Economy, which is expected to grow. In fact, the Infocomm Media (ICM) sector is expected to employ more than 210,000 members of our workforce, and create more than 13,000 new PMET jobs by 2020.



A truly Digital Economy has not only a digitalised business ecosystem, but digitally ready citizens as well. In the past year, IMDA engaged Singaporeans of all ages. We introduced more than 40,000 students and adults to Digital Maker technology, and more than 44,000 seniors have taken part in the Silver Infocomm Initiative (SII), which empowers Singaporeans older than 50 years to be actively involved in the digital age through IT awareness and literacy.



Nurturing digital talent in our community is a key element of being digitally ready. The TechSkills Accelerator (TeSA) enhances the Information and Communications Technology (ICT) capabilities of our workforce, and more than 27,000 people have signed up for training.



Supporting TeSA is the Skills Framework for ICT, which guides employers, employees and trainers in ICT skill mastery. IMDA has also launched the TeSA Pilot Immersion Programme for mid-career PMETs aged 40 and older to help them re-skill and grow their careers.

Growing Our Media Presence

A significant part of IMDA's work focuses on growing Singapore's media industry – strengthening our local talent and widening the reach of our local works. The Singapore Media Festival (SMF) has made significant impact in this regard, garnering more than \$1 billion in deals and partnerships in the past four years.



The fourth edition of the festival held last year also saw the introduction of the Country-of-Focus programme, a concerted spotlight on one Asian country to recognise its rich stories and to forge opportunities for collaboration between the two nations. SMF 2017 featured Indonesia as the Country-of-Focus, in commemoration of 50 years of bilateral and diplomatic relations between Indonesia and Singapore.

CHAIRMAN'S MESSAGE

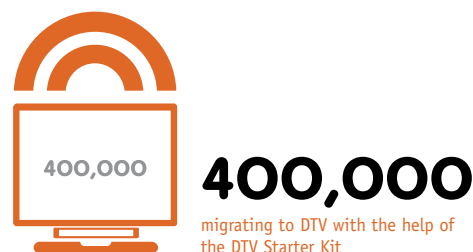
We have had a lot to celebrate – Singapore’s films have been making waves internationally and are bagging more awards abroad than ever before. In the past year, Low Ser En brought home a BAFTA award for Best British Short Animation for her stop-motion short Poles Apart, and Kirsten Tan’s Pop Aye, Singapore’s entry in the 90th Academy Awards in the Foreign Language Film category, was selected for more than 30 international film festivals and won four awards, including the World Cinema Dramatic Special Jury Award for Screenwriting at the Sundance Film Festival.

At home, we are also committed to bringing quality content and productions to households, having supported a total of 5,477 hours of Public Service Broadcast programmes in the past year. Toggle Original titles Trapped Minds and Soul Reapers were nominated at the 2017 Apollo Awards in the Best Cinematography (Long Form) and Motion Graphics for Short Form categories respectively, a true testament to what our local talent can achieve.



With analogue TV transmissions switching off in December 2018, IMDA also expanded the Digital TV (DTV) Assistance Scheme. Through the new DTV Starter Kit programme, more than 400,000

HDB households without pay-TV will be able to conveniently migrate to DTV, to continue to enjoy their favourite Mediacorp programmes.



Fostering an Environment for Tomorrow's Digital Businesses

Future-ready policies and infrastructure are vital for a Digital Economy. This is why IMDA constantly works to ensure we create the right regulatory environment to support a vibrant, innovative and competitive infocomm and media industry. During the year, we reviewed the Personal Data Protection Act (PDPA) and the Films Act (FA) to stay relevant and meet stakeholders' needs.

The strong foundation of our Digital Economy is built on robust digital infrastructure. We continue to strengthen this, deploying even more Wireless@SG hotspots – 18,000 to date – to allow Singaporeans to be digitally connected virtually anywhere on the island. Wireless@SG took on a new design and was enhanced to offer users a simpler log-in experience. IMDA also welcomed the addition of a fifth operator, MyRepublic, to help expand the Wireless@SG network.

These results have only been possible with the hard work of each and every member of the IMDA family. Thus, I would like to take this opportunity to extend my appreciation to the members of the IMDA Board, industry partners, and all our staff for their efforts.

Singapore’s journey of digital transformation has never been more exciting. I am confident that with a strong digital core and robust infrastructure, Singapore is truly poised to lead the global Digital Economy. I look forward to an even more exciting year ahead, and to scaling greater heights with everyone.



“Singapore’s journey of digital transformation has never been more exciting. I am confident that with a strong digital core and robust infrastructure, Singapore is truly poised to lead the global Digital Economy.”

Mr Chan Yeng Kit
Chairman, IMDA
Permanent Secretary (Defence), Ministry of Defence

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The Singapore Network Information Centre (SGNIC), a wholly-owned subsidiary of IMDA, was established in October 1995. SGNIC operates independently and its main role is to administer the Internet domain name space in Singapore.

Today, SGNIC is the appointed national registry responsible for authorising and regulating the registration, administration and management of domain name ending with the .SG Country Code Top Level Domain (ccTLD).

SGNIC also collaborates with the international, regional and local Internet communities to ensure a stabilised and efficient operation of the “.sg” domain name space in support of applications provided over the Internet.

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EVERY BUSINESS

Can Be A Digital Business

Regardless of the sector or how digitally savvy a business is right now, our goal is to enable every business to become a digital one.

MILESTONES AND HIGHLIGHTS

MAY 2017

PRE-APPROVED DIGITAL SOLUTIONS FOR SMES



Fifty pre-approved digital solutions were announced at the inaugural SMEs Go Digital Industry Briefing. Recognised under the SMEs Go Digital Programme, these ready-to-go solutions will help SMEs improve productivity and seize new growth opportunities.

MAY 2017

EXCITING DIGITAL SOLUTIONS SHOWCASED AT SMART NATION INNOVATIONS WEEK 2017



Held in Singapore from 29 Apr to 4 May 2017, the third Smart Nation Innovations (SNI) Week showcased many opportunities for the digital economy. The pillar events – Tech Saturday (Upsized!), innovfest unbound, arise, convergence, futurenow and fintech360 – drew more than 22,000 guests from 52 countries. Announcements to boost digital infrastructure and frontier technology capabilities in Singapore were also made during the event.

MAY 2017

PROVIDING SGD-ACCREDITED COMPANIES THE PLATFORMS TO EXPAND



Accreditation@SGD progressively establishes key partners in various sectors to help SGD-accredited companies scale more effectively. IMDA's partnerships with DBS, OCBC and UOB have enabled these banks to quickly gain access to a pool of curated innovative FinTech solutions to support their digital transformation journey. These partnerships will also enable SGD-accredited companies to work on FinTech projects within the banks, and expand into international markets through the banks' global footprint.

MAY 2017

SGX AND IMDA TO CREATE PATHWAY FOR SGD-ACCREDITED COMPANIES



Singapore Exchange (SGX) and IMDA signed a Memorandum of Intent (MOI) to create a streamlined pathway for fast-growing SGD-accredited companies to leverage private and public capital markets in Singapore for expansion. The intention is to help technology companies access capital markets more easily, allowing more high-tech Initial Public Offerings (IPOs) to be launched.

MILESTONES AND HIGHLIGHTS

JUL 2017

FIRST-OF-ITS-KIND HIGH-RISE GREEN DATA CENTRE



IMDA has partnered with Huawei, Keppel Data Centres and Ascent Solutions through two Memoranda of Intent (MOI) and a Memorandum of Understanding (MOU). Through this partnership, Huawei, IMDA, and Keppel Data Centres will explore constructing a first-of-its-kind green data centre building. Huawei will also work with IMDA to accelerate the growth of local SMEs via its technical expertise and facilities, as well as its global network.

JUL 2017

RAISING STANDARDS OF PRE-APPROVED DIGITAL SOLUTIONS



At the second SME Go Digital Industry Briefing, IMDA announced that it will continue to raise the standards of the pre-approved digital solutions to foster SMEs' growth in the digital economy. A new SME Digital Tech Hub will cater to SMEs with more advanced digital needs such as data analytics and cybersecurity.

AUG 2017

BANKING AND TELCO PLAYERS HELP SMES BUILD CAPABILITIES



Seven Memoranda of Intent (MOI) were signed between IMDA and Singapore's telecommunication companies and banks to give local SMEs easier access to digital technologies, enabling them to build their digital capabilities. Local telcos will provide SMEs with a one-stop service of comprehensive bundled digital technology packages. The partnerships with banks will allow SMEs to access financial instruments like bridging loans to defray costs of investing in new capabilities.

OCT 2017

ASEAN'S FIRST KNOW YOUR CUSTOMER BLOCKCHAIN PROOF-OF-CONCEPT



IMDA, OCBC, HSBC and the Mitsubishi UFJ Financial Group (MUFG) collaborated to become the first consortium in Southeast Asia to successfully complete a proof-of-concept for a Know Your Customer (KYC) blockchain. This development raises the possibility of using blockchain technology to make one of the most complex and highly regulated financial processes more efficient and secure, hence helping to combat money laundering and financial terrorism.

MILESTONES AND HIGHLIGHTS

NOV 2017

INNOVATION AT HEART OF LOGISTICS INDUSTRY DIGITAL PLAN



IMDA revealed its approach to helping the logistics sector digitalise through the Logistics Industry Digital Plan (IDP) for SMEs, and through Innovation Initiatives such as a federated parcel locker network. The first IDP to be launched, the plan includes step-by-step advice to help SMEs assess their digital readiness, identify skill gaps in the workforce to support digitalisation, as well as offer a guide to digital solutions that are specific to enhancing logistics operations and businesses.

NOV 2017

GIVING SINGAPORE'S ECONOMY THE DIGITAL EDGE



IMDA released the Industry Transformation Map (ITM) for the Infocomm Media (ICM) sector, which outlines strategies to prepare Singapore for the digital economy. It also announced that Accreditation@IMDA will be expanded and rebranded to become Accreditation@SG Digital to enable companies to leverage the Singapore brand for better recognition overseas. Furthermore, it announced the Retail Industry Digital Plan (IDP) for SMEs that was developed in partnership with SPRING. The Retail IDP will accelerate the transformation for more than 22,000 establishments. To complement the Retail IDP, IMDA also worked with partners to use digital technologies to create richer and more immersive retail experiences for consumers. One such precinct-level initiative will be for Kampong Glam. Through this innovative initiative, retailers in Kampong Glam can look forward to using technologies such as data analytics and immersive media to provide personalised services to consumers and enhanced retail experiences.

NOV 2017

SPOTLIGHT ON AI: COMPREHENSIVE FRAMEWORK ANNOUNCED



Artificial Intelligence (AI) has been identified as one of four frontier technologies which is essential to growing Singapore's economy. Initiatives were announced in November to build up AI capabilities. Companies already in the AI space or looking to adopt AI solutions can thus look forward to: 1) The AI Business Partnership Programme to facilitate partnerships between local companies with AI solutions providers. 2) Widened availability of AI solutions via Accreditation@SGD and SMEs Go Digital. 3) A pipeline of locally-grown, globally-known AI-enabled talent via the AI Singapore Apprenticeship Programme. 4) The creation of AI libraries starting with a National Speech Corpus.

MILESTONES AND HIGHLIGHTS

JAN 2018

MASTERPLAN FOR PUNGGOL DIGITAL DISTRICT UNVEILED



Technology and innovation will be at the heart of the environment-friendly Punggol Digital District (PDD) when it opens progressively from 2023. A joint project of IMDA, JTC, Singapore Institute of Technology (SIT), and Urban Redevelopment Authority (URA), PDD is envisioned to be a car-lite, vibrant, green and inclusive district underpinned by cutting-edge technology, and urban and social innovation, to make everyday living more convenient and sustainable. It will be home to JTC's business park buildings and SIT's new campus, facilitating the cross-fertilisation of knowledge and collaboration opportunities among students, faculty and industry professionals.

FEB 2018

OPEN INNOVATION PLATFORM TO ACCELERATE DIGITAL TRANSFORMATION



The IMDA-driven Open Innovation Platform was launched during Budget 2018 to match problem owners and problem solvers, as part of Singapore's transformation into a digital economy. The virtual platform aims to provide Singapore-based companies and sectors with access to multi-disciplinary talent, expertise and technology to accelerate their digitalisation efforts. IMDA will work with researchers to solve the tech-related challenges faced by trade associations, SMEs, government sector leads and Singapore-based companies.

FEB 2018

NATIONWIDE E-INVOICING SYSTEM TO SPEED UP PAYMENTS, REDUCE ERRORS



The roll-out of a nationwide e-invoicing system was announced during Budget 2018 to accelerate productivity for business owners. Electronic invoicing, or e-invoicing, is the automated creation, exchange and processing of requests for payments between suppliers and buyers using a structured digital format. It is different from existing digitised invoices in formats such as Word and PDF, which require some level of human input to process. Businesses will benefit from e-invoicing because costs will be reduced, payments speeded up, and errors reduced.



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Can Be Empowered By
Infocomm And Media

New skills. New jobs. New ways to grow a career.
Our goal is to equip every worker with the tools and
knowledge to get ahead in the digital economy.

MILESTONES AND HIGHLIGHTS

JUL 2017

SINGAPORE'S FIRST "DIGITAL GARAGE"



Tanjong Pagar Community Club (CC) has hosted the inaugural Digital Garage in its newly launched making space. The Digital Garage teaches tech making and coding skills, and its goal is to enable 1,000 members of the public to join the Tanjong Pagar CC Digital Makers Interest Group in the first three years.

SEP 2017

MORE TALENT RECOGNISED AT THE IMDA AWARDS CEREMONY



At the IMDA Awards Ceremony, close to 50 scholarships were awarded to recipients embarking on Infocomm and Media studies, and 800 beneficiaries of the Industry Preparation for Pre-Graduates (iPREP) programme received access to funding for courses and certification as well as industry internship and mentorship opportunities. The scholarships awarded include the Infocomm Polytechnic Scholarship, National Infocomm Scholarship, National Cybersecurity Postgraduate Scholarship and Media Education Scholarship.

OCT 2017

CONTENT DEVELOPMENT FUND TO REINVIGORATE LOCAL CONTENT



IMDA and Mediacorp launched a new Content Development Fund (CDF) to reinvigorate, refresh and raise the quality, innovativeness and creativity of Public Service Broadcast (PSB) content on Mediacorp's platforms. The three-year fund will provide seed money for local content creators to pilot and test new concepts and formats. It aims to encourage experimentation and the use of cutting-edge technologies to create fun, engaging and meaningful content.

OCT 2017

OVER 450 HOURS OF CONTENT FROM SINGAPORE AT MIPCOM 2017



IMDA led a delegation of 15 Singapore media companies to MIPCOM 2017 and presented over 450 hours of compelling stories across 50 titles from Asia. At the event, Singapore's Tiny Island Productions also signed a 10-feature film co-production Memorandum of Understanding (MOU) valued at US\$250 million with Wings Media – a member of the Oriental Pearl Group and a wholly owned subsidiary of China's media giant, the Shanghai Media Group – as well as Thailand's Shellhut Entertainment Co Ltd.

MILESTONES AND HIGHLIGHTS

OCT 2017

SUPPORTING MID-CAREER JOBSEEKERS IN ICT



Mid-career Infocomm Technology (ICT) jobseekers will now have more opportunities to experience working in dynamic tech companies through the TechSkills Accelerator (TeSA) pilot immersion programme. Through the programme, seven high-growth tech start-ups and SMEs will offer them the opportunity to work on short-term projects. The seven companies are EverComm, PropertyGuru, Sea, Shopee, Taiger, Trakomatic and Zalora.

NOV 2017

SKILLS FRAMEWORK FOR ICT LAUNCHED



A newly launched Skills Framework for Infocomm Technology (SF for ICT) will develop a skilled ICT talent pipeline for Singapore's digital economy. SF for ICT is a comprehensive guide to ICT skills and employment opportunities, and maps out career paths in Security, Support, Infrastructure, Data, Professional Services, Software and Applications, and Sales and Marketing. The framework covers 119 job roles and over 80 existing and emerging skills across different sectors, including ICT, retail, logistics, finance and healthcare.

NOV 2017

LANDMARK PARTNERSHIP TO DEVELOP SINGAPORE'S ICT CAPABILITIES FOR FINTECH



IMDA, the Monetary Authority of Singapore (MAS), SkillsFuture Singapore (SSG), six local universities and five financial associations sealed a landmark Memorandum of Intent (MOI) for the TechSkills Accelerator (TeSA) FinTech Collective, enabling them to jointly develop Infocomm Technology (ICT) talent to meet the rising demand. Under this collective, university students can look forward to Professional Education Training (PET) in the area, and polytechnic graduates and ICT professionals can enjoy Continuing Education Training (CET) initiatives for upskilling and reskilling.

NOV 2017

NEW TRIPARTITE STANDARD PROMOTES INDUSTRY BEST PRACTICES FOR MEDIA FREELANCERS



The new Tripartite Standard on the Procurement of Services from Media Freelancers (TS Media Freelancers) will provide better support for media freelancers. The TS Media Freelancers sets out industry best practices that promote stronger working relationships between companies and media freelancers in a fair and progressive workplace. The standard outlines four key areas – Written Contracts, Timely Payment, Dispute Resolution and Insurance.

MILESTONES AND HIGHLIGHTS

DEC 2017

SINGAPORE MEDIA FESTIVAL 2017 CELEBRATES INNOVATIVE ASIAN STORYTELLING



The fourth edition of the Singapore Media Festival (SMF) included pillar events such as the Asia TV Forum & Market (ATF), ScreenSingapore, the Singapore International Film Festival (SGIFF) and SMF Ignite. The event saw over 20,000 media and creative professionals, industry thought leaders and fans of television and film from around the world come together to celebrate the best of Asian storytelling. This year had a strong emphasis on emerging technologies, new platforms and creative innovation, and cast a spotlight on Singapore's collaboration with Indonesia – SMF's first Country-of-Focus.

FEB 2018

FIRST SQUARED ONLINE COHORT GRADUATES WITH DIGITAL CAPABILITIES



About 100 business leaders from 79 Singapore companies have graduated as the first cohort of Squared Online for SMEs – a digital marketing leadership programme. With the goal of fostering digital leaders and developing digital marketing competencies, the programme is a partnership between IMDA, Google and training provider Avado. Squared Online for SMEs aims to train 1,000 digital leaders by 2019.

FEB 2018

TECHSKILLS ACCELERATOR GETS ADDITIONAL \$145 MILLION



TechSkills Accelerator received an additional \$145 million over three years, Finance Minister Heng Swee Keat announced during the Budget. This would provide an additional 20,000 training places by 2020. The programme would be expanded to let people learn emerging digital skills, such as data analytics, artificial intelligence, and cyber security.

MAR 2018

INNOVATIVE TECHNOLOGIES SHOWCASED AT HEALTH TECH DAY 2017



The TechSkills Accelerator (TeSA) Health Tech Day brought over 40 organisations together to showcase cutting-edge product innovations as well as more than 500 job opportunities. Over 500 industry practitioners, students and working professionals attended the event, which was organised by IMDA, in partnership with Integrated Health Information Systems (IHIS). The event included talks by industry experts, conversation series with venture capitalists, technology showcases and company visits.

EVERY CITIZEN

Can Be A Connected Citizen

From students to the Silver Generation, there are programmes to help every citizen embrace digital, in a new age that holds exciting possibilities for every Singaporean.



MILESTONES AND HIGHLIGHTS

APR 2017

IMPROVED WIRELESS@SG FOR BETTER USER EXPERIENCE



Wireless@SG was enhanced to offer users a new login experience. Now, users including those with non-SIM devices like laptops and tablets can enjoy automatic login whenever they are near a Wireless@SG hotspot. In addition to the enhancement, a fifth operator – MyRepublic – will now help to expand the Wireless@SG network.

MAY 2017

EMPOWERING EVERYONE IN THEIR DIGITAL JOURNEYS



As part of IMDA's efforts to give everyone access to technology, IMDA, with sponsors POSB, NTUC FairPrice Foundation and NetLink Trust, announced that 900 low-income households will be provided with the opportunity to sign up for free home broadband and tablets. Complementing this initiative is the new IM Bonding Learning and POSB, which gives seniors from low-income households dedicated tutorials on tablet usage and Internet navigation.

JUN 2017

NEW ONLINE RESOURCE FOR SENIORS TO GO DIGITAL



IMDA launched the IM Silver Portal (www.IMSilver.sg), a new one-stop learning resource for the silver generation. The portal offers seniors access to online guides, e-books, videos and seminars that will enable them to use mobile and digital technologies in their daily lives.

JUL 2017

STUDENTS STRIVE AT CODE::XTREMEAPPS::2017



The annual Code::XtremeApps:: (CXA) hackathon saw 118 teams compete, and spark solutions for 2017's theme of My Smart City: Connecting Our Senses. The winning solutions of the top teams include improving overall operational safety within the port by using data, sensors and GPS to achieve real-time feedback and faster response times; an application that monitors crowd engagement of ad-hoc events and exhibitions; and a smart bus-stop solution that detects weather conditions and alerts commuters of approaching buses.

MILESTONES AND HIGHLIGHTS

NOV 2017

ANALOGUE TV BROADCAST TO CEASE IN DEC 2018



Minister for Communications and Information Dr Yaacob Ibrahim announced that the cessation of analogue TV broadcast has been shifted from end-2017 to 31 December 2018 to give households more time to switch to Digital TV (DTV). Free-to-air TV programmes will only be broadcast in digital format from 1 January 2019.

NOV 2017

DIGITAL CLINICS FOR SENIORS



Changi Business Park (CBP) Gives has partnered IMDA and the South East Community Development Council (CDC) to host nearly 30 Digital Clinics to help senior citizens become more proficient with interacting and transacting through their mobile phones. About 400 volunteers from participating companies will engage with more than 1,000 seniors within the next year to provide one-on-one assistance.

DEC 2017

HOUR OF CODE FOR COMPUTATIONAL THINKING



Skool4Kidz is the first preschool in Singapore to host the global Hour of Code movement, introducing 250 preschool students and their family members to computer science, and demonstrating that participants of almost any age can learn coding and develop skills in computational thinking and active problem-solving. Supported by IMDA, the Hour of Code is an activity to encourage all individuals, regardless of age and background, to not only become familiar with technology, but to also actively participate in exploring, experimenting with, and solving problems with technology.

FEB 2018

BETTER INTERNET CAMPAIGN 2018 FOCUSES ON CYBER-BULLYING, SAFETY AND SECURITY



The Better Internet Campaign 2018 was launched on 6 February 2018. With the tagline "Be Safe, Be Smart, and Be Kind Online", the event focused on cyberbullying, discernment and cyber safety and security. A series of bite-sized instructional online videos about cyberbullying and discerning online content, a television commercial on cyber safety and security for seniors, and social media content and tip sheets were produced to generate awareness and encourage discussion.



EVERYONE

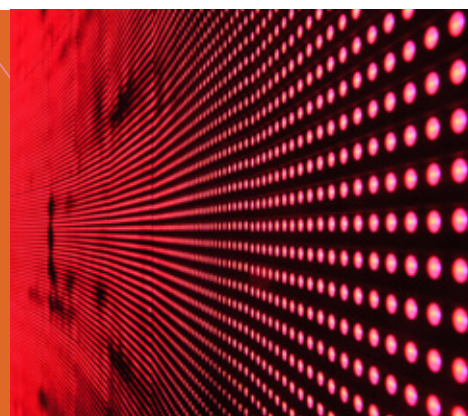
Can Be Part of Planning The Future

Conducive and clear regulation frameworks are designed with input from the public and the industry to encourage innovation and fair competition. And the upholding of standards improves the quality of service and infrastructure.

MILESTONES AND HIGHLIGHTS

APR 2017

FIRST STAGE OF GENERAL SPECTRUM AUCTION



The first stage of the General Spectrum Auction (GSA) concluded, with a total of 175 MHz of spectrum awarded to M1 Limited, Singtel Mobile Singapore Pte Ltd, StarHub Mobile Pte Ltd and TPG Telecom Pte Ltd for total winning bids amounting to approximately \$1.14 billion. The winning bidders were allowed to use the spectrum as early as 1 Jul 2017 to enhance their mobile networks, meeting the increasing demand for mobile data services.

APR 2017

INVESTIGATIONS INTO STARHUB'S OCTOBER 2016 HOME BROADBAND NETWORK DISRUPTION CONCLUDED



IMDA and the Cyber Security Agency of Singapore (CSA) completed investigations into StarHub Online Pte Ltd's (StarHub) home broadband network disruptions. The incidents affected some StarHub home fibre broadband customers on 22 and 24 October 2016, and have been found to be caused by a surge in legitimate Domain Name System (DNS) traffic, which was not linked to a Distributed Denial of Service (DDoS) attack. StarHub has been warned by IMDA over these incidents. IMDA has also required StarHub to engage an independent expert to undertake a review of its DNS and other associated infrastructure, to ensure that its network is resilient to future incidents of this nature.

APR 2017

MAKING NEW BUILDINGS FUTURE-READY



IMDA published a Consultation Paper on the Code of Practice for Info-communication Facilities in Buildings (COPIF). The code ensures that developers and/or owners of buildings and developments provide adequate space and facilities for equipment used for info-communication services.

MAY 2017

BREACH OF VIDEO-ON-DEMAND PROGRAMME CODE



An episode of Toggle's Chinese language web drama series, "I Want To Be A Star", carried an offensive remark when one of the characters said Indians and Africans were the same, making no difference if an Indian were cast as an African in a TV production. The racial stereotyping resulted in a \$5,500 penalty for Mediacorp, in breach of the Video-On-Demand Programme Code.

MILESTONES AND HIGHLIGHTS

MAY 2017

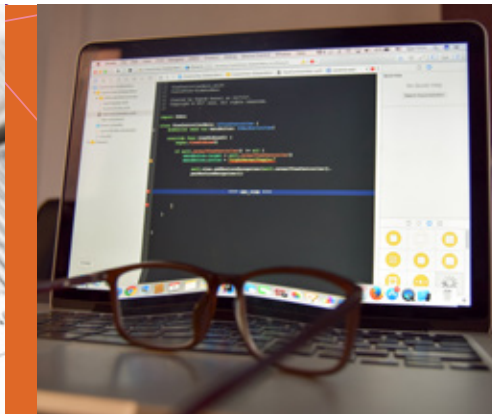
REVIEW OF NETLINK TRUST'S INTERCONNECTION OFFER



IMDA completed reviewing the wholesale prices, terms and conditions of NetLink Trust's Interconnection Offer (ICO), ensuring its reasonableness and cost efficiency. Most of NetLink Trust's wholesale prices for the industry have been reduced, encouraging Retail Service Providers (RSPs) to provide more attractive and value-added offerings to their customers.

OCT 2017

INVESTIGATIONS INTO SINGNET'S FIBRE BROADBAND SERVICE DISRUPTIONS CONCLUDED



IMDA concluded its investigations into the SingNet Fibre Broadband Service Disruption on 3 December 2016. Investigations revealed that the service disruption that had affected close to 90% of SingNet's fibre broadband subscribers was triggered by a maintenance activity that overloaded the Dynamic Host Control Protocol (DHCP) servers. SingNet had also failed to address the high utilisation loads although there were early warning signs leading to the event. The company incurred a financial penalty of \$500,000.

FEB 2018

FIRST PUBLIC CONSULTATION ON REVIEW OF PERSONAL DATA PROTECTION ACT CONCLUDED



The Personal Data Protection Commission (PDPC) launched a public consultation on 27 July 2017 on Approaches to Managing Personal Data in the Digital Economy, in which PDPC sought feedback about the relevance of other bases for collecting, using and disclosing personal data under the Personal Data Protection Act 2012 (PDPA). PDPC has proposed a mandatory data breach notification regime under the PDPA. This is the first of a series of public consultations that PDPC is conducting for the PDPA. Public responses were received in October 2017, and PDPC published its response in February 2018.

MILESTONES AND HIGHLIGHTS

MAR 2018

CONDUCTED PUBLIC CONSULTATION ON ALTERNATIVE DISPUTE RESOLUTION



IMDA launched a public consultation for its proposed framework regarding the Telecommunication and Subscription TV Mediation-Adjudication Scheme. This initiative will provide a fair and affordable alternative for dispute resolution pertaining to telecommunication and media services, incentivising faster resolution by service providers. IMDA has proposed to make it mandatory for certain service providers to participate in the scheme, ensuring a more effective dispute resolution process. The public consultation closed in March 2018.

MAR 2018

PUBLIC CONSULTATION ON PROPOSED AMENDMENTS TO THE FILMS ACT



IMDA and the Ministry of Communications and Information (MCI) conducted a public consultation on the proposed amendments to the Films Act (FA), that aim to keep the FA relevant for consumers as well as the industry. The amendments include formally establishing a co-classification scheme for films that have up to a PG13 rating, and introducing a class licence for video game retailers. The FA was passed in Parliament on 21 March 2018.

FINANCIAL STATEMENTS

