

ANNEX A

INTEGRATED GOVERNMENT MASTERPLAN ACHIEVEMENTS (2006 to 2010)

The vision of the Integrated Government Masterplan for 2006 to 2010 (iGov2010) is to be an Integrated Government that delights customers and connects citizens through the use of infocomm technology. Guided by iGov2010, government agencies have rolled out new services and tapped on new service delivery channels to address customers' needs, re-worked cross-agency processes to strengthen customer-centricity, as well as to reap internal efficiency.

This has helped citizens and businesses embrace e-Government, with almost 9 out of 10 citizens and businesses expressing satisfaction with the quality of e-services based on a survey of 2800 respondents in 2010. Internally, the greater sharing of systems, processes and data has enabled the Government to improve productivity and generate cost savings of more than \$140 million over the last 5 years.

Internationally, iGov2010 has helped Singapore gain international recognition as an e-government leader by international benchmarking agencies:

- a. Singapore has topped the Waseda University World e-Government Ranking for three consecutive years from 2009 to 2011;
- b. We are consistently ranked amongst the top 3 in the e-government indices of the World Economic Forum Global IT Report from 2009 to 2011. We are ranked 2nd for overall Networked Readiness in 2010 and 2011 respectively; and
- c. In the United Nations e-Government 2010 Survey of 192 countries, Singapore was ranked 11th for the e-Government Development Index and 9th for the e-Participation Index.

Key Highlights

1. Initiative to Benefit Citizens

Arising from the Mobile Government (mGov) programme, citizens and businesses can enjoy the convenience of more than 300 government mobile services (or m-services). Government m-services have also been well received with the mobile transaction volume reaching a peak of almost 4 million in 2010. More than 8 in 10 of our customers are satisfied with the quality of government m-services.

One popular m-service is the annual SMS notification for "Secondary 1 Posting Results", which allows students and their parents/guardians to receive school posting results from MOE via SMS. In the 2010 exercise, about 41,000 students and their parents/guardians benefitted from this SMS service.

Other examples include MOH's iHealth@Sg iPhone app which allows users to check the location of healthcare facilities in the vicinity, and HDB's Mobile@HDB mobile

website which allows users to check the prices of resale flats and the new flats available for selection.

The mGov programme has gained international recognition. Singapore was the winner of the “Wireless Government” category for FutureGov’s Government Technology Award¹ 2010 and a finalist in “Public Administration” category of Stockholm Challenge² 2010. In addition, Singapore was cited as a forerunner in mobile service delivery in the United Nations e-Government Survey 2010.

2. Initiative to Benefit Businesses

Previously, businesses had to use different identification numbers when interacting with various government agencies. At least 20 identification numbers were issued by 17 government agencies.

With the implementation of Unique Entity Number (UEN) in 2009, some 440,000 entities such as businesses, companies, societies, embassies only need to use one number when dealing with all 84 government agencies. They now enjoy the convenience of having a single identification number for their various interactions with the Government, such as filing of corporate tax returns, applying for import and export permits or submitting their employees’ Central Provident Fund contributions.

Singapore is the first country in the world to implement this common identification number format country-wide. UEN won the “Connected Government” category of the 2009 Government Technology Awards by FutureGov¹ which recognises excellence in inter-agency workflow. UEN was also shortlisted as a finalist in the “Public Administration” category of Stockholm Challenge² 2010.

3. E-Engagement

Our e-engagement efforts continue to gain traction. Awareness amongst citizens on the availability of electronic channels to provide feedback to Government has risen - close to half of surveyed users who transact electronically with government are aware of such e-channels.

The Government’s official e-engagement platform, REACH (short for Reaching Everyone for Active Citizenry @ Home) has also seen an almost three-fold

¹ Launched in 2008, the FutureGov Government Technology Award recognises public sector innovations in the areas of government, education and healthcare within the Asia-Pacific region.

² Launched in 1994, the Stockholm Challenge is an international award that recognises projects that use infocomm technologies (ICT) to improve people's social and economic conditions and their environment. The Public Administration category rewards the best ICT implementations in public programmes to promote better governance, administrative efficiency and transparency, citizen inclusion and democratic processes.

increase in the suggestions and feedback received from the public since it first started in 2006. In addition to traditional face-to-face interaction such as dialogue sessions, REACH has been tapping on new media platforms, such as Facebook and Twitter, to engage the public on key issues. A wide array of e-engagement tools is also available on the REACH website, such as discussion forums, webchats, and blogs. Moving forward, REACH will continue to explore alternative platforms, to further government e-engagement and collaboration with citizens.

4. Internal Integration

iGov2010 has brought about greater sharing of processes, data and systems within the Government. More than 50 shared services and systems have been implemented thus far.

For instance, the Alliance for Corporate Excellence (ACE) was rolled out as an integrated human resource (HR), finance and procurement administration system for more than 11 agencies in 2010. It has led to higher efficiency in the agencies' HR and finance operations. ACE helped to achieved cost savings of 30%, as compared to the agencies developing their own systems. Participating agencies embraced a collaborative mindset to standardise their processes and reach consensus on the system requirements. The agencies also shared best practices with one another and adopted leading practices from the private sector. Building on the success, the ACE system is being rolled out to more agencies.

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