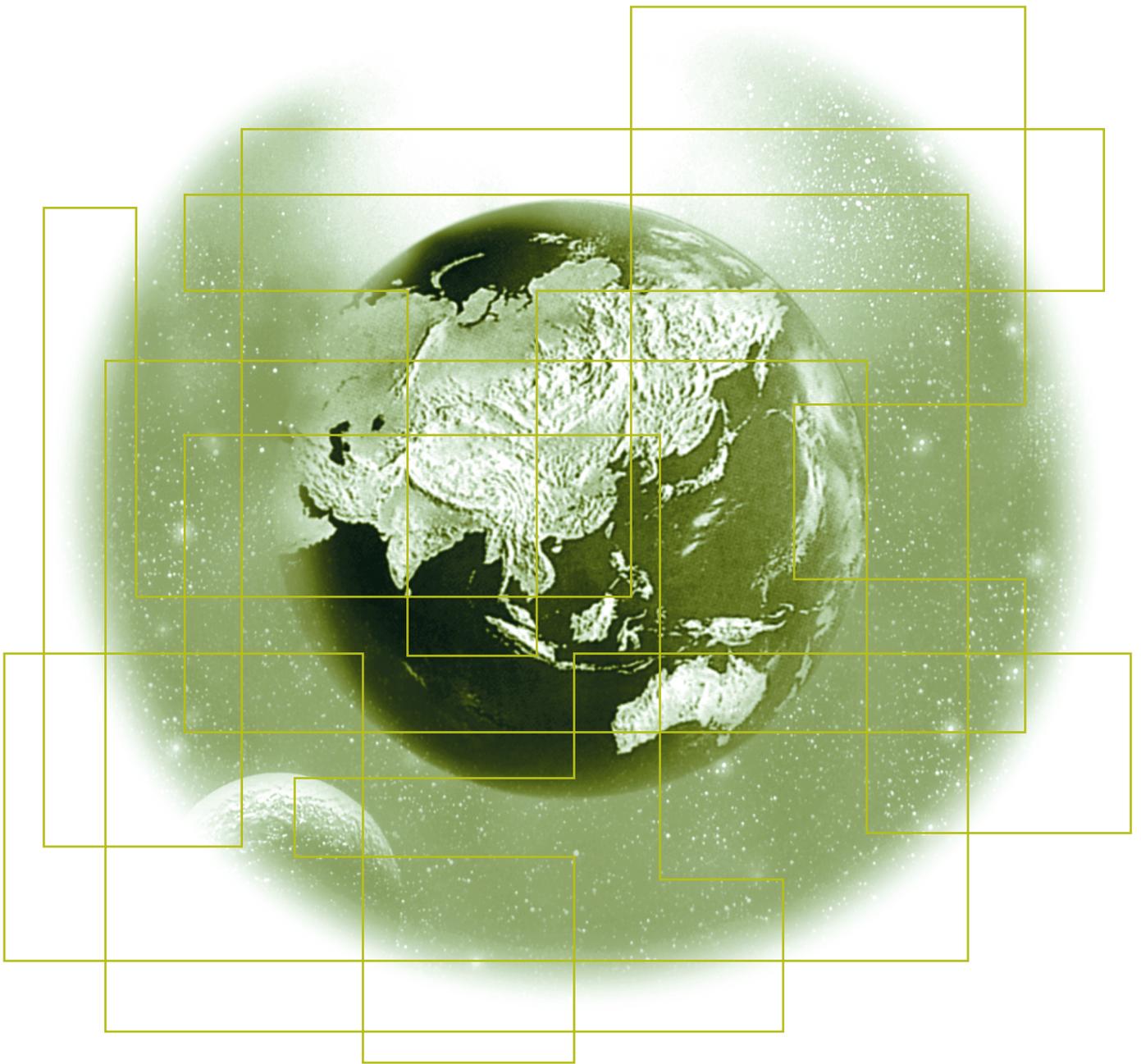


# Infocomm 21

Singapore **Where the Digital Future Is**



To develop Singapore into a vibrant and dynamic global Infocomm Capital  
with a thriving and prosperous e-Economy and a pervasive  
and infocomm-savvy e-Society.

SINGAPORE WHERE THE DIGITAL FUTURE IS

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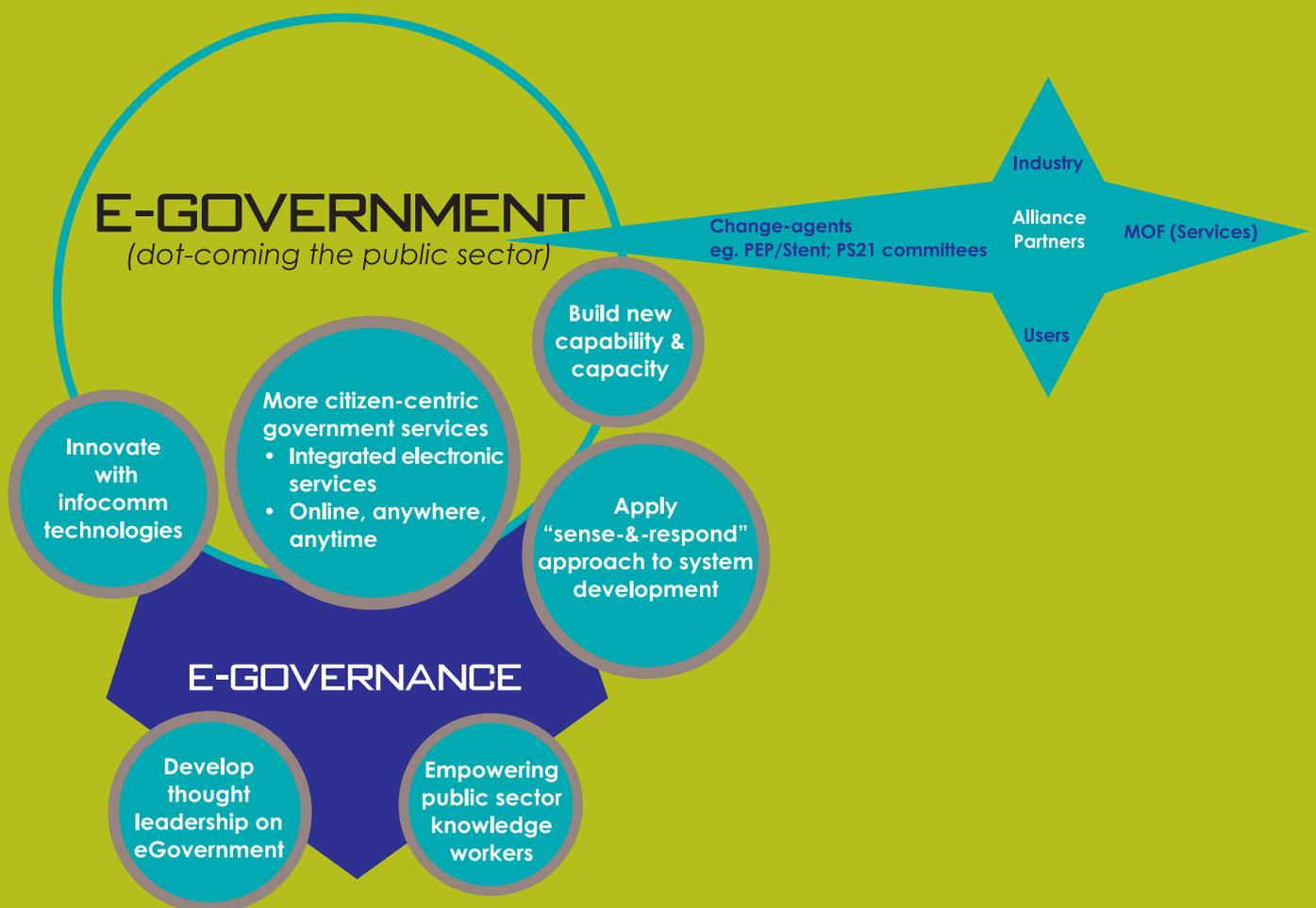
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# SINGAPORE GOVERNMENT ONLINE (DOT-COMING THE PUBLIC SECTOR)



# SINGAPORE GOVERNMENT ONLINE (DOT-COMING THE PUBLIC SECTOR)

## VISION

The Singapore Government intends to be one of the best e-Governments in the world with the innovative and efficient delivery of high quality services to the public, private and people sectors of the new digital economy. Whenever feasible, Government transactions will be conducted electronically and Government services will be delivered electronically. "Citizen-centric" services will provide seamless end-to-end services to all constituencies.

## DESIRED OUTCOMES

The desired outcomes are:

- Singapore Government among the top five e-Governments in the world.
- 200 eCitizen online services available to the public by 2001.
- 60 eCitizen service packages available to the public by 2001.

## KEY STRATEGIES AND INITIATIVES

A new e-Government Action Plan has been launched which commits S\$1.5 billion to the reinvention of e-Government and governance.

### Strategy 1: Pushing the Envelope of Electronic Service Delivery

Singapore's use of IT in the public sector has attracted international attention: In 1993, the CIO Top 100 award recognised Singapore's Civil Service Computerisation Programme as the best in the world. In 1999, the US Federal Government cited Singapore's e-Citizen website as "the most developed example of integrated service delivery in the world". But as possibilities grow, and Singapore's population becomes better educated and more informed, it will want more sophisticated and more efficient Government services.

To meet expectations, the Government will rethink existing service models and reengineer its processes. This is being branded as e-Citizen services. In particular, different Government departments will need to work together seamlessly across organisational boundaries. Web-sites will be refocused from information delivery to electronic transaction centres that allow complex tasks to be completed entirely online. As part of its commitment to e-Government, the civil service leadership will lead reviews of policies and work processes to facilitate integrated services and the digital transformation of Government operations.

The Government will implement e-payment mechanisms to facilitate Government e-services that require fees payment or funds transfer. These e-payment mechanisms will be easy to access and available to

all citizens.

### Strategy 2: Innovating with Technology to Build New Capabilities and Capacity

In order to successfully implement Singapore's e-Government vision, the civil service will go beyond conventional deployment of technology to transform the way it operates. It needs to test new technology, in order to develop innovative new services or operational processes. The Government will adopt a "sense and respond" approach to anticipate trends. Specific initiatives include:

- Deploying a scalable, adaptive and robust infocomm infrastructure, including broadband and wireless technologies. The Government network will be broadband-enabled by the first quarter of 2001, and a new network architecture and security framework implemented to allow public servants to access system resources anytime, anywhere.
- Creating a knowledge-based workplace within the public sector with virtual communities for the sharing of knowledge. As with knowledge workers in the private sector, public officers will want secure access to Government e-mail systems and databases from the office, at home or abroad.
- Encouraging technology experimentation and prototyping and testing of new technology applications before full deployment, in partnership with Public Service for the 21st Century (PS21's) Enterprise Challenge. This will help reduce the risk inherent in large upfront investments in new and untried technologies.
- Reviewing the Government's approach to procurement and project management to make it more flexible, practical and pragmatic.
- Exploiting new technologies to deliver innovative and convenient services e.g. WAP-enabled services.



### Strategy 3: Leveraging on the Private Sector

The public sector alone does not have all the knowledge and expertise needed to implement the vision embodied in the e-Government Action Plan. Success requires innovative ideas, technology and expertise from the private sector. Where feasible, Government agencies will collaborate with private partners. Such public-private sector partnerships allow the Government to tap the entrepreneurial drive of the private sector while retaining ownership and responsibility for the public service.

### Strategy 4: Developing Thought Leadership on e-Government

The public sector must better understand the impact of infocomm technology in order to make meaningful decisions about governance. The focus should be on doing business differently, as opposed to the technical details of the technology. Understanding comes through exposure to leading-edge practice from around the world and active discussion. The Government will institute infocomm technology education programmes for public officers.

## Strategy 5: Communicating the Value of e-Government and Promoting the Use of its Services

It is very important to communicate the e-Government vision to public stakeholders, and to promote the use of e-Government services among the population. E-Government education programmes will be organised for public sector leaders and managers. Public education programmes will follow shortly after.

A package of tools and incentives will also be offered to promote e-Government development efforts in public sector agencies. For example, an annual award will be offered for the best e-Government service. Other initiatives, such as benchmarking of Government websites, and financial incentives for e-services that cut across agencies, will also be implemented. In addition, a public feedback scheme will encourage citizens to offer suggestions about e-services and the use of technology for service delivery.



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The INFOCOMM DEVELOPMENT AUTHORITY OF SINGAPORE (IDA) is a dynamic organisation with an integrated perspective to developing, promoting and regulating info-communications in Singapore. In the fast-changing and converging spheres of telecommunications, information and media technologies, IDA will be the catalyst for change and growth in Singapore's evolution into a vibrant and dynamic global Infocomm Capital.