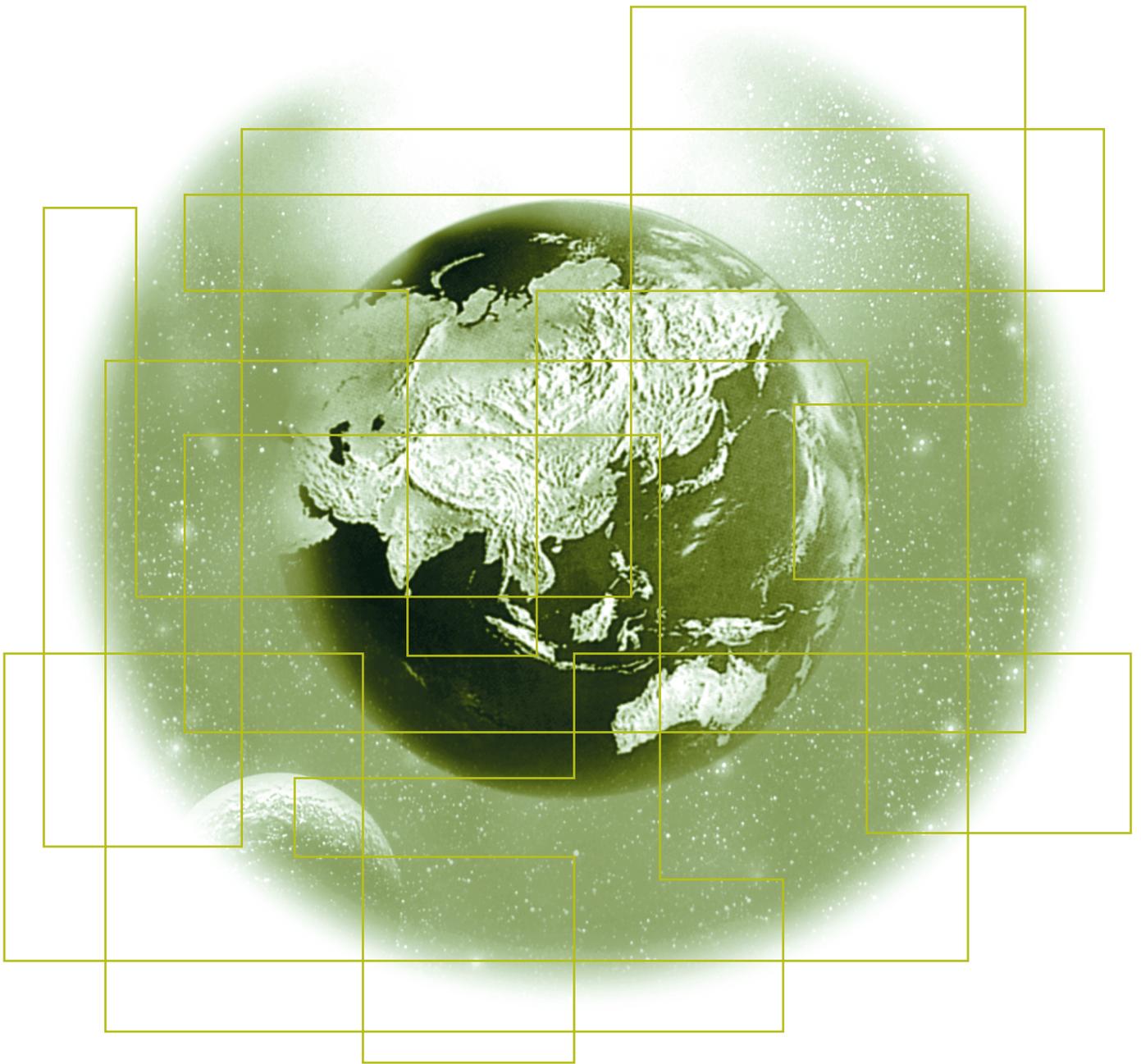


# Infocomm 21

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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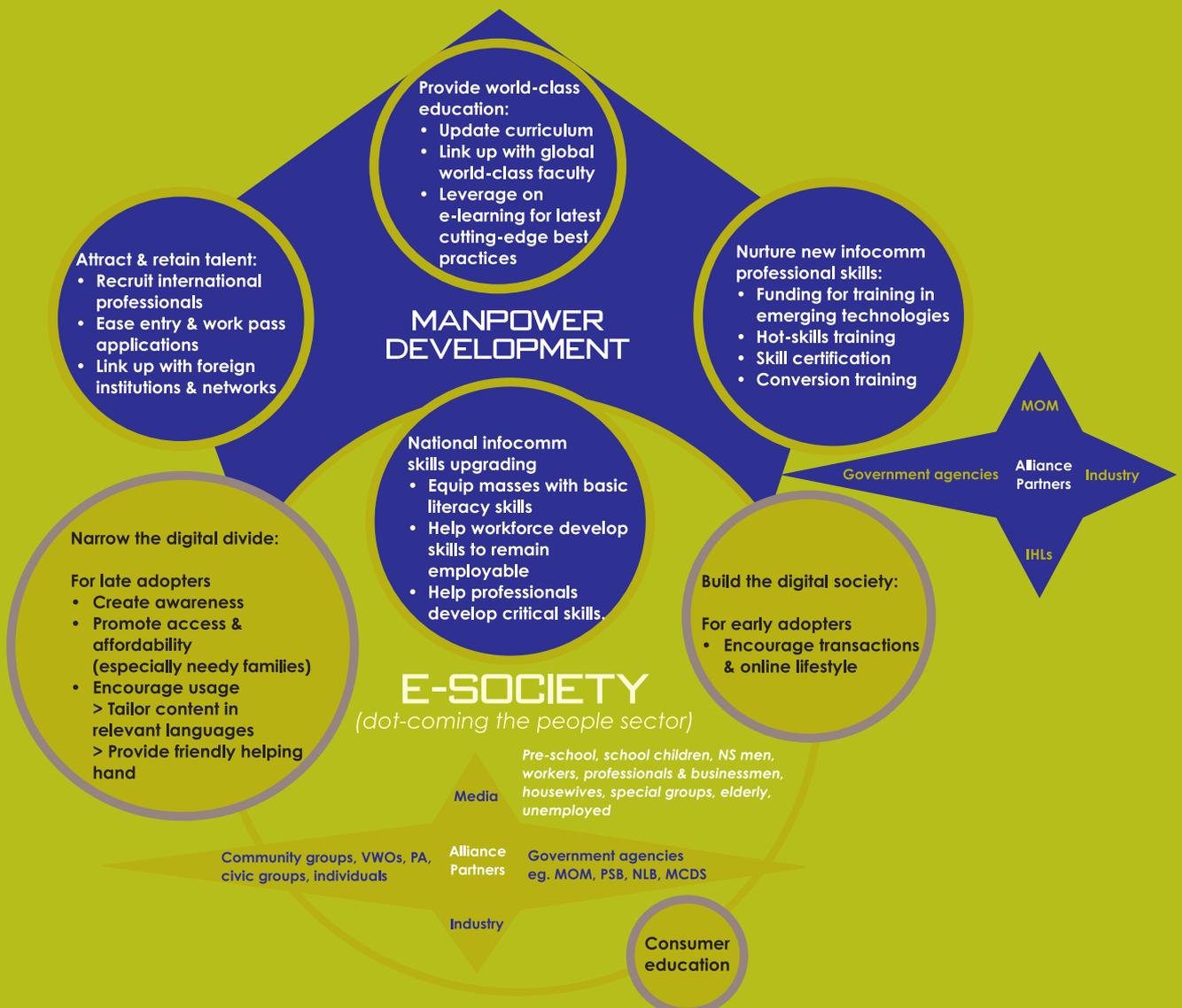
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# SINGAPORE AS INFOCOMM TALENT CAPITAL



# SINGAPORE AS INFOCOMM TALENT CAPITAL

## VISION

The vision is to develop Singapore into a world-class infocomm talent capital and an e-learning hub - a magnet and location of choice for high-calibre infocomm talent and a locus for best practices in e-learning.

## DESIRED OUTCOMES

Desired outcomes are:

- An infocomm manpower pool of 136,000 by 2003
- 35% of workforce infocomm-savvy by 2003
- 80% of the population infocomm-literate by 2005
- A recognised e-learning hub with 5 million subscribers by 2005

## KEY STRATEGIES AND INITIATIVES

Infocomm talent is a scarce resource. There is a global war for talent. Singapore has to compete with other aspiring markets to attract world-class infocomm professionals. There are some 93,000 infocomm professionals working in Singapore,<sup>2</sup> about 5% of the workforce. By year 2010, demand is expected to grow 2.5 times to 250,000<sup>3</sup>. Singapore will need to be creative and aggressive to meet this demand.

Future human resource requirements will be varied. International-calibre professionals are needed for the infocomm sector. Net-savvy entrepreneurs and businessmen, as well as professionals in finance and trading, are needed to move companies into the e-economy. Virtually the entire workforce will require at least a basic level of infocomm literacy.

### Strategy 1: Nurturing an Infocomm-Savvy Workforce

The Government will provide every Singaporean with an opportunity to learn and relearn infocomm skills. One of the priorities of the \$5 billion Lifelong Learning programme spearheaded by the Ministry of Manpower (MOM) will be to equip as many Singaporeans as possible with basic infocomm skills. IDA will work with MOM, PSB and the National Trades Union Congress to develop and implement the National IT Literacy Programme.

Many initiatives to train workers already exist. However, there are gaps. The National IT Literacy Programme will aim to close the gaps. In particular, native language instruction will help those not comfortable in English. The needs of older Singaporeans will be considered with special courses and innovative training methods targeted at this group. There are also relatively few structured programmes for professionals and businessmen who want help to understand the Internet revolution and acquire skills to help transform their businesses.

<sup>2</sup>Industry projections

<sup>3</sup>Industry projections

### Establishing World-Class Infocomm Education

Education and training institutions will regularly revise and update curricula to ensure relevancy to the evolving workplace. The Institutes of Higher Learning (IHLs) will collaborate with the industry on Industry-Academia Partnership Programmes to expose students to the latest technologies and provide practical experience in leading-edge technologies. These include setting up specialised training programmes and centres e.g. the Nanyang Technological University (NTU)/ Cisco Systems partnership on Cisco network training. Students across all faculties will be exposed to a broad spectrum of skills through Infocomm Technology Infused Curriculum, including business management, marketing, and communications, with the aim of fostering multidisciplinary competencies. The expanded curriculum will help students understand and manage emerging technologies such as e-commerce, broadband and wireless technologies. The IHLs will also attract World-Class Faculty to Singapore. Visiting professorships will allow a constant stream of international specialists to be physically present on the local campus, while video-conferencing will expose students to experts located in other parts of the world.

### Retraining and Converting Infocomm Manpower

The estimated half-life of knowledge in the infocomm industry is just 18 months. To ensure that skills remain relevant, IDA will facilitate retraining of about 20% of the infocomm manpower pool annually. Related programmes will focus on transferring infocomm skills to non-infocomm professionals so they can join the infocomm labour pool.

- Critical Infocomm Technology Resource Programme (CITREP):** CITREP will be enhanced to accelerate the development of critical skills such as Internet development, e-commerce development, networking, mobile and wireless communications and multimedia development. Specialised training in emerging technologies will be provided. IDA will explore partnerships with overseas companies working in these cutting-edge areas for attachments and training.
- Strategic Manpower Conversion Programme (SMCP) for Infocomm:** To enlarge the infocomm manpower pool, non-infocomm professionals will be retrained to pursue careers in the infocomm sector. MOM and IDA will facilitate the retraining of non-infocomm diploma and university graduates.
- Skills Redevelopment Programme (SRP) for Infocomm:** The SRP will be tapped to help retrain non-infocomm workers for technician-level infocomm jobs. The target is 20,000 workers reskilled by 2003.



### Developing Infocomm Skills Standards

To encourage individuals to continuously learn and upgrade skills, IDA, the Singapore Computer Society (SCS)

and the Singapore IT Federation (SITF), are currently developing a certification standard - the Infocomm Skills Recognition Framework.

### Strategy 3: Attracting and Retaining High-Calibre International Infocomm Talents

Major initiatives to attract world-class talent to Singapore include:

- **International Infocomm Talent Attraction and Retention, including students:** IDA will support recruitment of international talent to Singapore. This includes visiting overseas campuses to promote infocomm careers in Singapore and attract foreign students to study in Singapore.
- **Facilitation of Work Pass Applications for High-Calibre International Talent:** The Government will speed up the processing of applications for qualified infocomm professionals to work and live in Singapore.

### Strategy 4: Establishing Singapore as the Region's Premier e-Learning Hub

E-learning is an important and critical enabler. It can be accessed by anyone, anywhere, anytime, and each individual can proceed at his or her own pace. The Government will champion the development of a comprehensive online e-learning infrastructure, and the creation of alliances with world-class e-learning and content providers to develop innovative products and services for online delivery. We will promote e-learning programmes for key economic sectors, including the Government. The Government will also support the development and adoption of e-learning standards. IDA has established an e-Learning Standards Technical Committee under the Information Technology Standards Council of Singapore.



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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.