

Singapore: A World Class e-Government



Over the past 25 years, the Singapore Government has matured from simply harnessing the power of infocomm technologies for task automation and paperwork reduction to becoming a world leader in e-Government practice. Today, government services suitable for online delivery, some 1,600 of them, are readily available over the Internet. These services are available at a one-stop all-inclusive portal (www.gov.sg) for both businesses and the general public to gain quick and easy access to the government e-service they desire.

Businesses and general public benefit from e-Government

In Singapore, people have quickly warmed up to e-Government services. Activities such as e-filing income tax returns and renewing road taxes over the Internet are now commonplace among the community. Every citizen and permanent resident is issued with a single sign-in user identification called Singapore Personal Access, better known as SingPass. This allows each user to transact conveniently with the government e-services, while accessing their own confidential information.

Businesses here have also benefited from the increased efficiency and convenience of dealing with the government through the online platform. The Online Business Licensing Service, for example, allows applications, renewals or terminations for one or multiple licenses in a single transaction. This saves the companies from having to make multiple trips to different counters and government agencies. As of April 2006, 77 licenses from 18 public agencies can be applied through the e-service.

Quality of Government e-services

Singapore has been very successful with its e-Government initiatives, they have been embraced with open arms. The latest annual user survey showed that in 2005, 9 out of 10 users who needed to transact with the government did so electronically, at least once a year. Over the same period, 9 out of 10 were satisfied with the e-services quality.

Ranked best e-Government by World Economic Forum for last five years

Singapore's achievements have caught the attention of the world. Singapore has consistently topped the e-Government indices of

the annual World Economic Forum's Networked Readiness Index for the last five years consecutively (2002-2006). Singapore was also ranked 1st in 2005 and 2nd in 2006 for her overall Network Readiness. Today, Singapore is well-regarded as a leading e-Government benchmark in international reports and studies.

Accolades

*Singapore Clinches 2nd Position for 4th Consecutive Year in Accenture 2004 e-Government Leadership Study.
May 2004*

*Singapore Tops e-Government Category in World Economics Forum's Global Information Technology Report for Government Readiness.
February 2003*

*Singapore's eCitizen Portal Wins Pretigious Stockholm Challenge Award 2002.
October 2002*

*Singapore Placed 11th out of 60 Countries in the Economist Intelligence Unit 2002 e-Readiness Rankings.
July 2002*

*Explorer Award:
Singapore Recognised for Excellence and Innovation in e-Government at e-Gov 2002 show in Washington DC, USA.
June 2002*

*Singapore's PSi Project Wins Prestigious Intelligent 20 Award 2002.
January 2002*

Singapore's e-Government journey

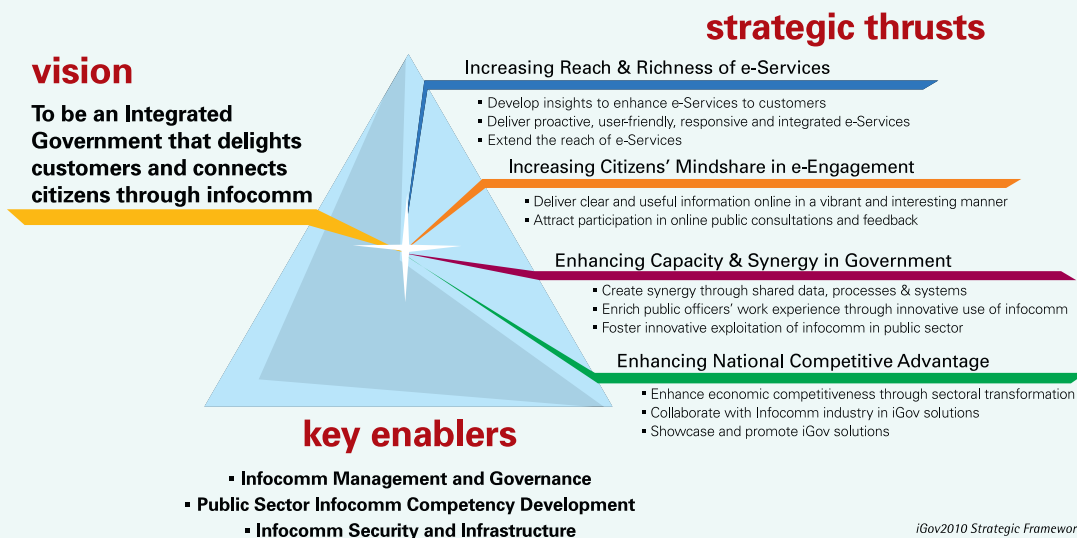
The government's infocomm journey started in early 1980s with the Civil Service Computerisation Programme which focused on improving public administration through the effective use of infocomm technologies. Over time, this evolved into the provision of one-stop service where government services were extended to the private sector via electronic transactions and later via the Internet.

In 2000, the first e-Government Action Plan (2000-2003) was launched, with the primary aim of rolling out as many public services online as possible. This was followed by e-Government Action Plan II (2003-2006) which emphasised on delivering accessible, integrated and value-added e-services islandwide and helping to bring citizens closer together.

iGov2010: the next S\$2 billion e-Government masterplan

The past two e-Government Action Plans had successfully converted Singapore into an infocomm savvy society, which enabled more comfortable transactions with the government over the Internet. It was all about integrating the front end e-services to bring about convenience and ease-of-use to the users.

The new masterplan, iGov2010, launched in May 2006, aims to bring e-Government to the next level of efficiency by integrating the back end processes across the entire government to achieve the epitome of service delivery. This S\$2 billion five-year masterplan, underscores Singapore's goal to be an Integrated Government that delights user and connects citizens through the use of infocomm technology. The next lap will continue to focus on transcending organisational structures, changing rules and procedures, to reorganise and integrate the government around users' needs.



Singapore's infocomm companies: reliable partners in e-services

Our homegrown infocomm companies have developed a wide spectrum of unique technologies and solutions to transform Singapore's e-Government. With deep domain knowledge and experience in the development, integration and deployment of effective government IT solutions, these players would be at the forefront of making e-Government the way of life in Singapore.

Infocomm Infrastructure & Security

The Public Service Infrastructure (PSi) serves as a common infrastructure to deploy robust and customer-centric government e-services for use by citizens and the business community. It was jointly developed and implemented by NCS and Ecquaria, together with IDA. PSi has since been productised and commercialised by

Ecquaria into the Ecquaria Service-Oriented Platform "(Ecquaria SOP™)". More than 80 government agencies host over 2,000 services on PSi which provides facilities for government agencies to seamlessly and rapidly deploy e-services to citizens and businesses online – anytime, anywhere.

e-Cop is a leading managed security service provider, which has been protecting the infocomm security for many Singapore government agencies. Its 24x7 network surveillance technology and service weeds out both known and unknown attacks before they can cause any harm to IT systems.

Frontline Solutions developed the government's centrally administered desktop firewall (CAFÉ) which prevents the spreading of malicious software from infected desktop systems. CAFÉ enables the government to enforce a consistent firewall policy across all PCs connected directly and remotely to the government network.

OPUS IT is at the forefront of infocomm security where it provides **network forensics security solutions** to various government agencies in Singapore. Its network-centric forensic technology system acts as a 'silent' shadow-surveillance enabling detective work for security & policy breach as well as fine-tuning high end network performance throughput.

Electronic Services

Ecquaria helped the government design, develop and deliver the **Online Business Licensing Service**, the one-stop business license application system which won the United Nations Public Service Award for best application of IT in the e-Government sector.

Elixir Technology's Business Intelligence solution powers the data query and reporting systems for the food safety authority's **Intelligent Food Approval and Safety Tracking System (iFAST)**. iFAST is specially designed for the high performance handling of over 1 million permit processing in a year.

Netrust implemented the **PKI-based authentication and verification systems** behind Singapore's recently launched biometric e-passports. It is also the operator of the International Civil Aviation Organization's public key directory which verifies e-passports globally.

SQLView's KRIS, is an **electronic registry system** empowering numerous Singapore government institutions in support to achieve a world class e-Government structure from financial industry, land planning and preservation of national heritage. It provides a comprehensive management for the complete lifecycle of both electronic and physical records.

Civil Defence

i-Magination developed an integrated e-submission and approval solution for the Singapore Civil Defence Force, titled **Fire Safety Online Processing**. It provides the civil defence force with timely information for processing licenses and permit applications.

Construction

novaCITYNETS developed a one-stop cross-agencies electronic submission and approval system called **CORENET** for the construction industry. It integrates all applications to 17 government agencies and streamlines the fragmented work processes that achieves quantum leap in quality, productivity and turnaround time.

Homeland Security

Singapore Technologies Electronics developed the **Automated Fingerprint Identification System 2** used by the Singapore Police Force as a one-stop system to capture fingerprints and other biometric features electronically and store them in a central database for high speed matching at 150,000 matches per second.

Telecom

Singapore Computer Systems Limited implemented the **Telecoms Licensing System** for IDA. It is an online portal that streamlines and shortens telecom licence applications, equipment registrations and approval processes. It seamlessly links to other government systems that are required to complement the application and registration processes.

Trade

Developed and managed by *CrimsonLogic*, **Tradenet®** is the world's first nationwide electronic trade network that integrates import, export and transshipment documentation processing procedures. 95% of all trade permits are processed within one minute while 97% of permits without customs declaration are processed within seconds. *CrimsonLogic* will be developing **TradeXchange®**, which represents the next phase of *Tradenet*. **TradeXchange®** will be the platform for integrated workflows and submissions to seaports, airports, maritime authorities, customs and controlling agencies, which is expected to serve 90,000 registered traders in Singapore.

Transport

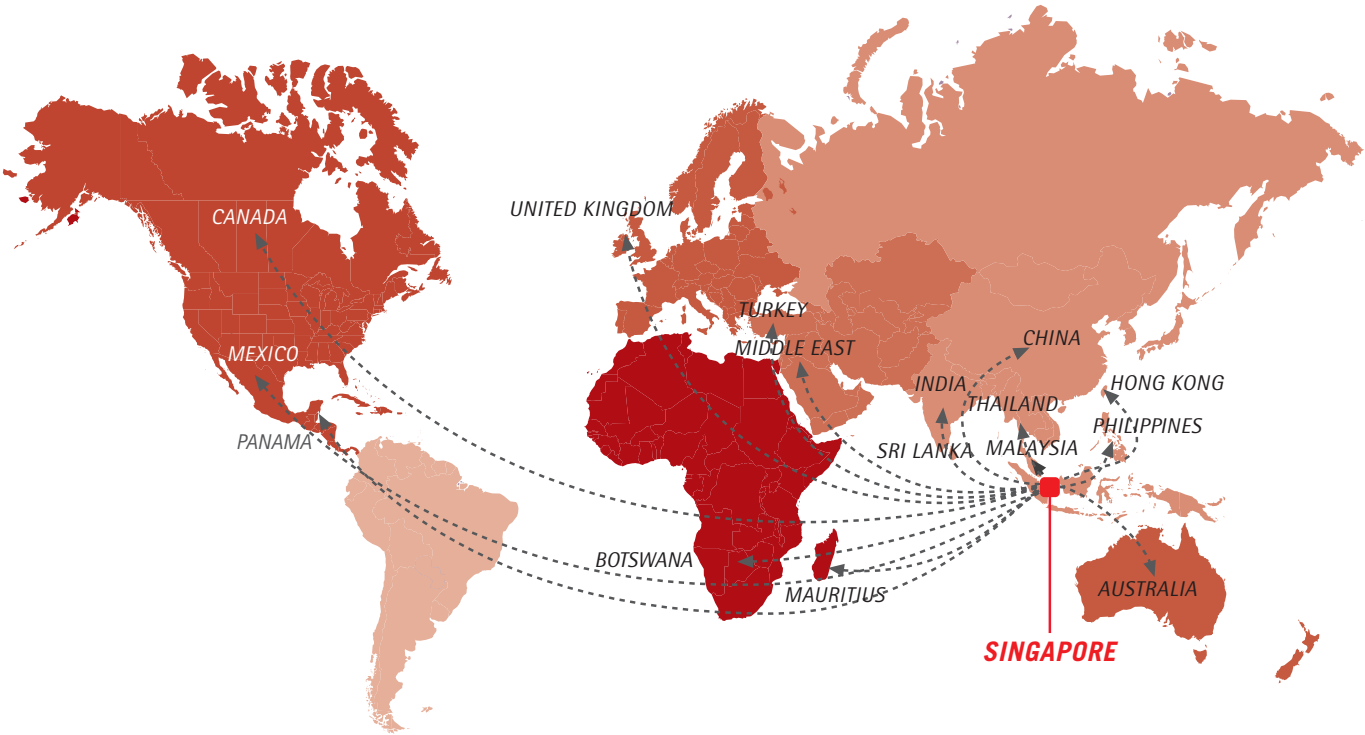
Stratech Systems has successfully implemented its **SmartPark intelligent car park system** for the two largest universities in Singapore. **SmartPark** has the unique ability to automatically control and monitor the entry and exit of vehicles at a car park and calculate parking charges down to the nearest minute/second through the use of advanced computer vision, artificial intelligence and vehicle license plate recognition technologies.



Forging winning partnerships with our infocomm companies

Connect with Singapore's local infocomm companies which can provide the necessary knowledge and experience in developing solutions for e-Government. With proven solutions, Singapore's infocomm companies have transcended geographical boundaries in supplying their e-Government expertise to overseas markets. Together, we can help achieve your business goals and bring the best of e-Government services to your community. **Contact IDA today!**

Worldwide e-services projects experience





The Infocomm Development Authority of Singapore (IDA) is committed to growing Singapore into a dynamic global infocomm hub. IDA uses an integrated approach to developing infocommunications in Singapore. This involves nurturing a competitive telecoms market as well as a conducive business environment with programmes and schemes for both local and international companies.

Head Office

8 Temasek Boulevard
#14-00 Suntec Tower Three
Singapore 038988
Tel: (65) 6211 0888
Fax: (65) 6211 2222

IDA U.S. Office

333 Twin Dolphin Drive
Suite 145 Redwood Shores
CA 94065 USA
Tel: (1-650) 654 1185
Fax: (1-650) 654 8889

IDA India Office

Unit 1 Level 3 Explorer Block
International Tech Park
Whitefield Road
Bangalore 560 066 India
Tel: (91-80) 5115 6400
Fax: (91-80) 5115 6104

IDA China Office

No. 268 Xizang Road Central
Unit 26-02 Raffles City Office Tower
Shanghai 200001
People's Republic of China
Tel: (86-21) 6360 6622
Fax: (86-21) 6360 6699

Email: info@ida.gov.sg
Website: www.ida.gov.sg