



Digital Government

The Singapore Model

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Digital Government – The Singapore Model

Warm Welcome to our Webinar.
This is the first training session on
Digital Government.

Thanks to **Tadafur** for organizing this event

Digital Government – The Singapore Model

We would like this webinar to be useful, interactive and productive.



About Me (Briefly)



Singaporean, married



MSc (IT), University of Glasgow



Involved in various projects on e-government from 1988–2010 (different government domains Finance, Customs, Education and various capabilities such as programming, business analyst, program management, architecture, customer and vendor management)



Government Enterprise Architecture (2011-2013) and Oman eGovernment Strategy (2013-2014)



Consulting on digital transformation (2015 till today) for governments and businesses (Developed Digital Strategy for MMO in Singapore early 2019)



Consulting for new start-ups (2017 till today)

Course Overview

With the increasing influence of digital technologies, governments all over the world have to transform their business processes, data, services and applications.

This course gives the broad aspects for a successful government digital transformation, with successful examples implemented in Singapore.

Course Objectives



1- Provide clear understanding on the need and importance of government digital transformation

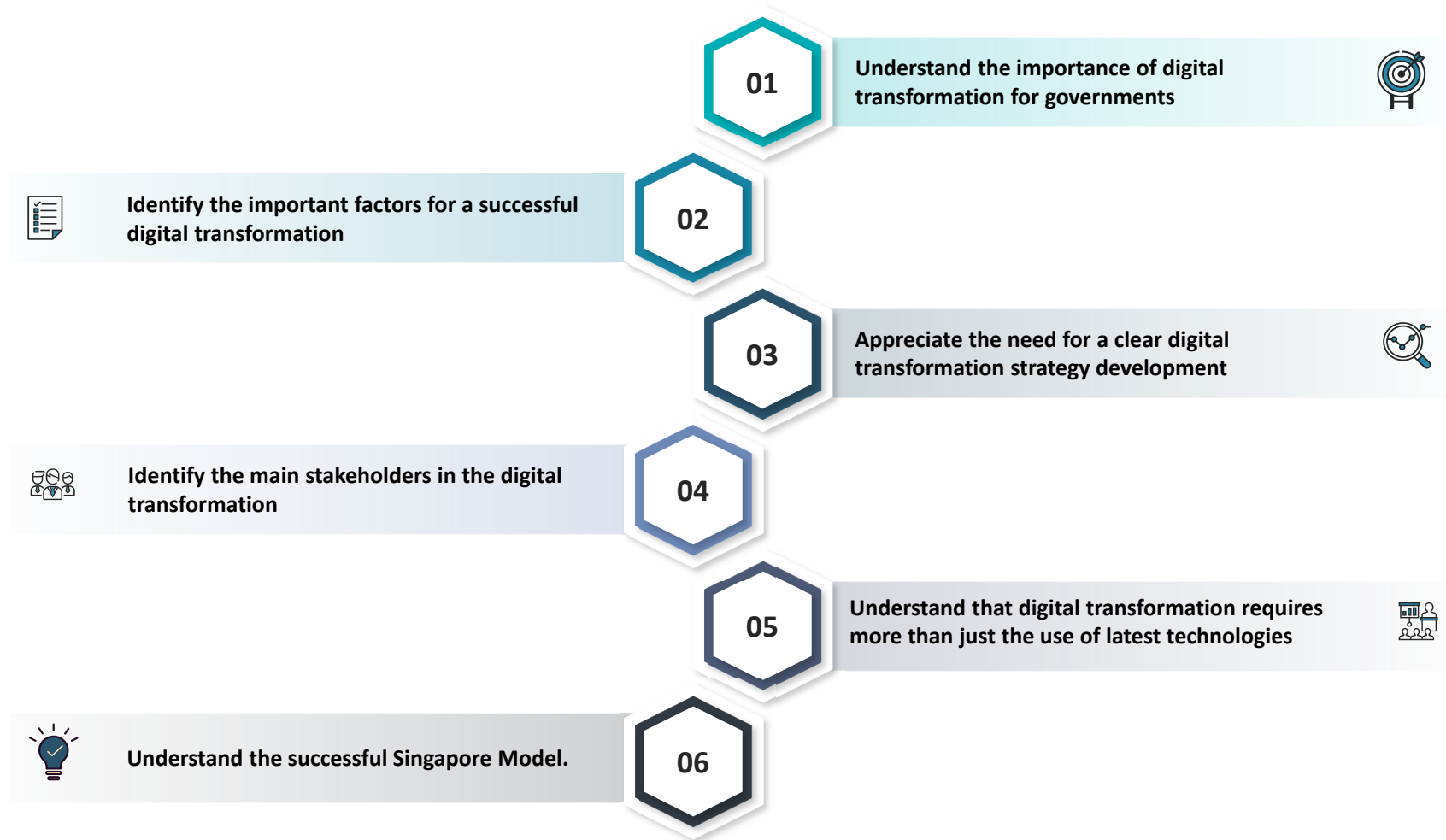


2- Share the Singapore Model on successful approaches and projects in digital government implementation



3- Motivate participants to initiate their own digital government innovations.

Possible Benefits



Course Outline

- 01** Introduction to Digital Government
- 02** The Digital Transformation Journey for Singapore
- 03** Key Elements of Government Digital Transformation
- 04** Digital Government Strategy – Start of the Transformation
- 05** Capability Development and Management
- 06** Technology Management for Transformation
- 07** Business Process Innovation
- 08** Public-Private Partnerships
- 09** Governance – the Transformation Driving Force



Agenda

01

About Singapore

02

Defining Digital Government / Smart Government

03

Singapore Digital Transformation Journey

04

Discussion: Successful Factors for Digital Government

05

Overview of Singapore Digital Government Model

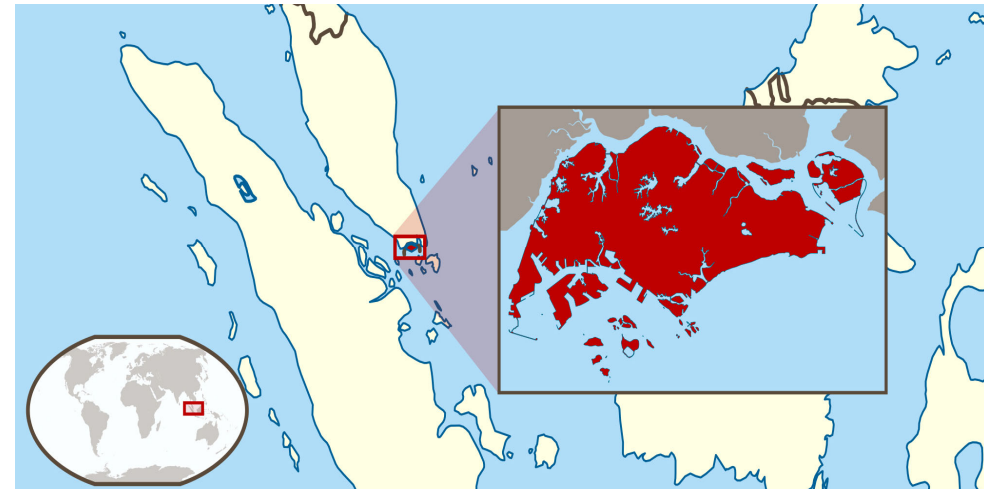
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Q&A Session

1 - About Singapore

It is necessary to know a bit of Singapore.

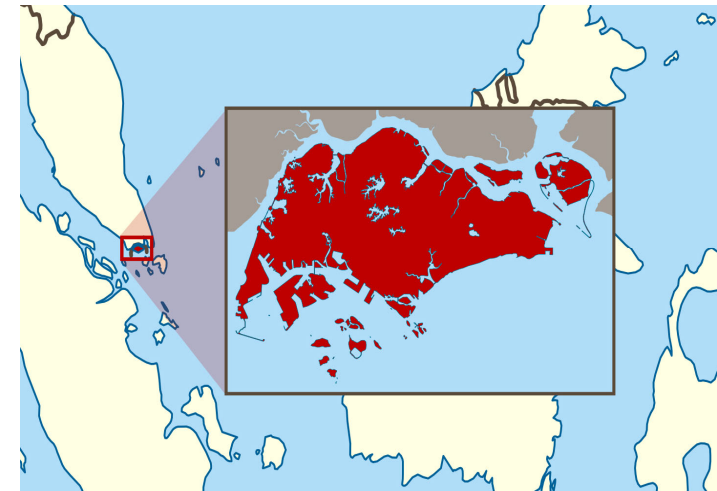
- An island, city and country – known as “The Little Red Dot”
- A bustling cosmopolitan city with modern infrastructure, world-class living environment, surrounded by historical buildings, and landscape gardens
- Total land area of 710 square kilometres (95 km wide and 35 km high)



1 - About Singapore

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- An island, city and country – known as “The Little Red Dot”
- A bustling cosmopolitan city with modern infrastructure, world-class living environment, surrounded by historical buildings, and landscape gardens
- Total land area of 710 square kilometres (50 km wide and 27 km high)



1 - About Singapore

According to a legend, the 14th century Malay prince Sang Nila Utama landed on the island across the sea from Riau. After landing on that island, Utama spotted a beast that he mistook for a lion. Subsequently, he renamed the island “Singapura”, meaning “Lion City”.



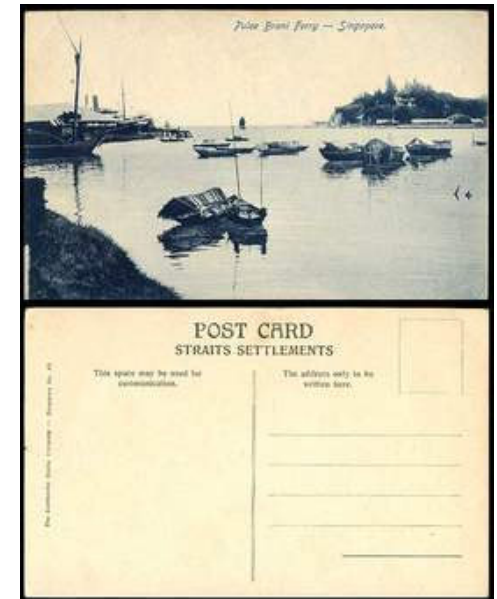
1 - About Singapore

- At first the Indonesians and Malaysians were around Singapore and the other Riau islands.
- In 1819, the British were given the rights to govern Singapore as a trading port. Then the others arrived – Chinese, Indians, Arabs and Europeans.
- Singapore became part of Malaya (ruled by the British).



1 - About Singapore

- Singapore established as a regional trading port. Ships between East (Indonesia) and West (India, Gulf Arab, and Europe), and between North (Vietnam, China) and South (Australia), have to pass thru Singapore.
- The number of immigrants increased drastically since late 1800s.



1 - About Singapore

- By 1900s, there were many Chinese, Indians, Arabs including the local Malays and Indonesians. Europeans / Eurasians were a minority.
- Japanese invaded Singapore/Malaya in 1942. Japanese surrendered back to the British in 1945.
- 1959 – Malaya independence from British rule
- 1965 – Singapore became an independent republic
- This is the start of massive transformation



1 - About Singapore

- Although it gained independence, Singapore has no natural resources. It only has its trading port.



Chinese



Malay



Indian

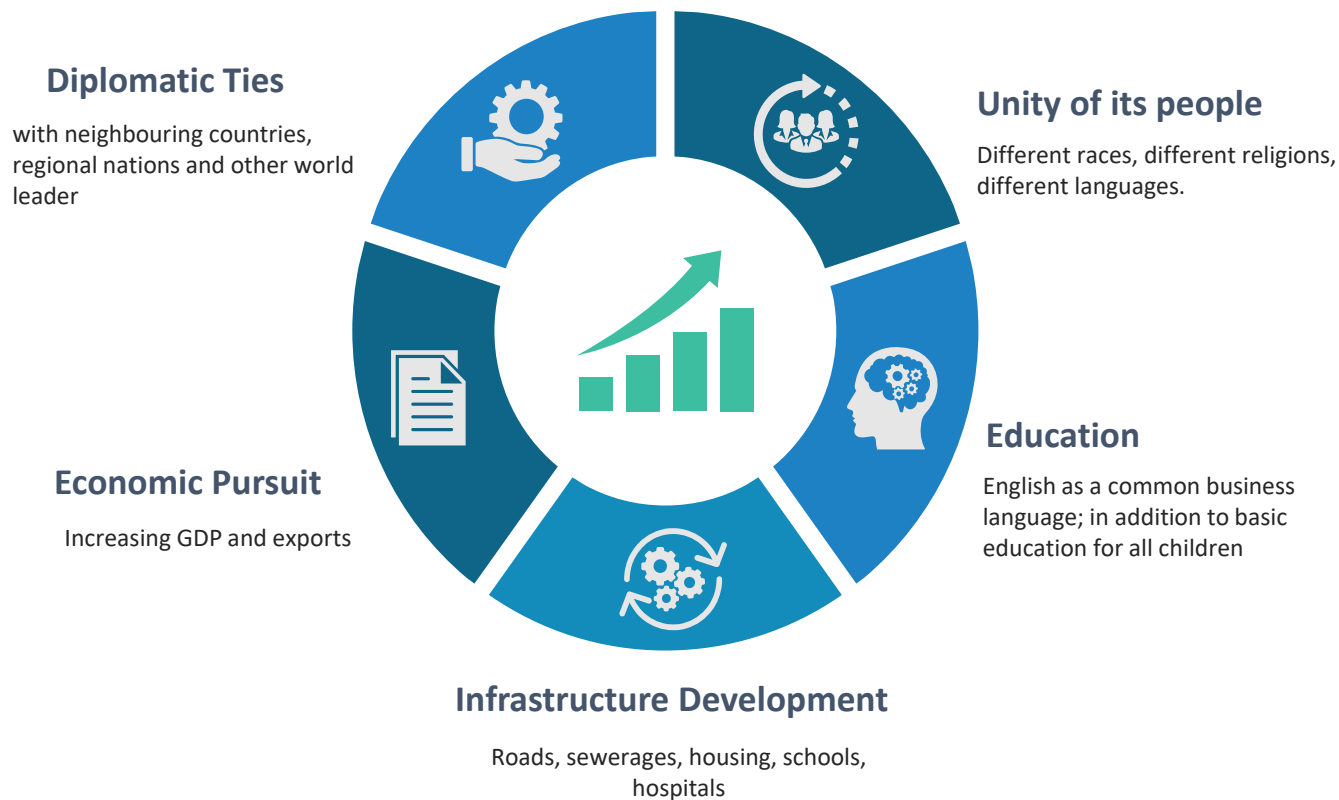


Arab

- We realized that our people is our main assets. We have to get the different races to work together.

1 - About Singapore

Because Singapore is small without any natural resources, the country embarked on progress and development based on the following key principles:



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1 - About Singapore

Over a short time, Singapore landscape, social and financial sectors changed



1 - About Singapore

And even more redevelopment ...



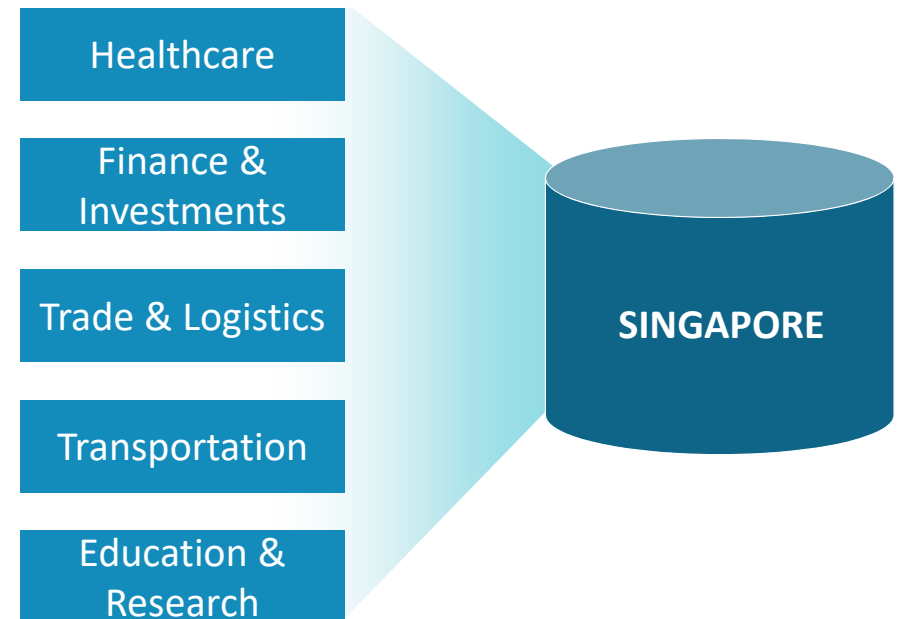
1 - About Singapore

The small country is also known for its '*gardens in the city*' – a beautiful, clean, and very safe place to live with the least-corrupted government.



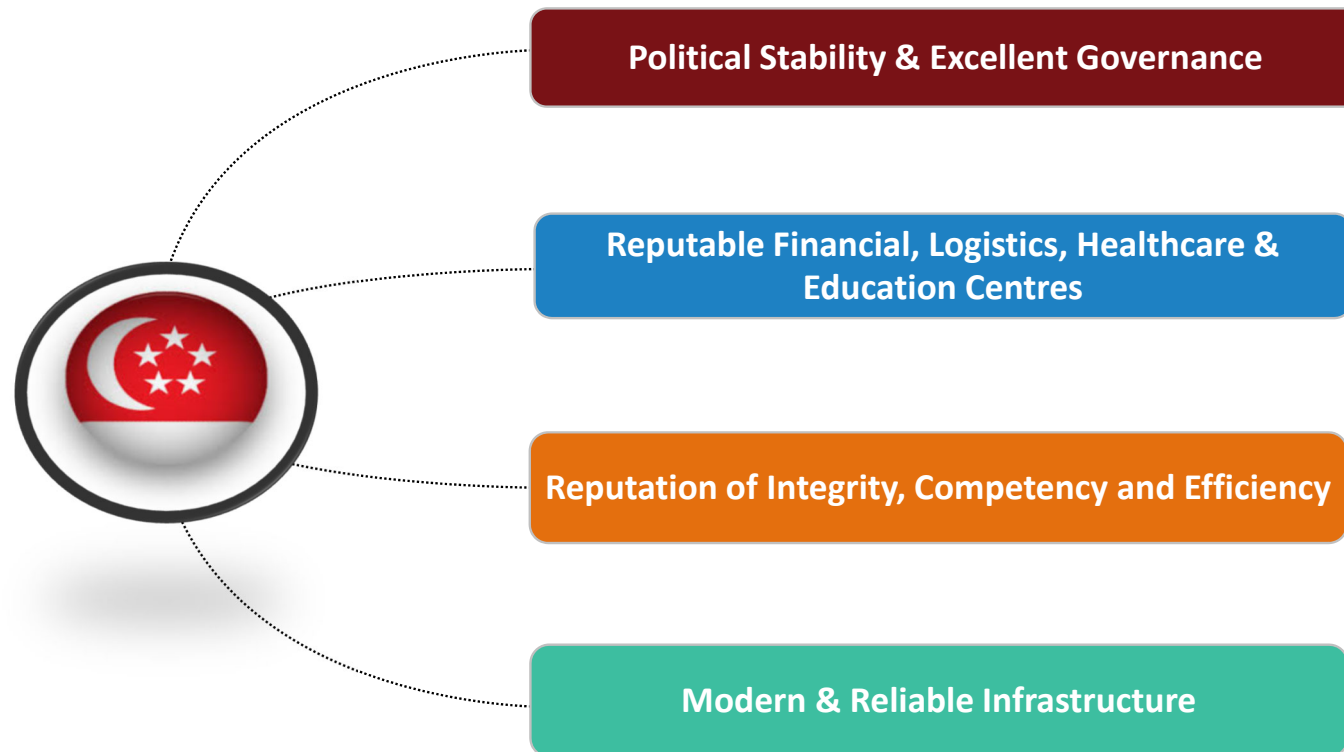
1 - About Singapore

Over 3 decades, Singapore became the regional hub with international reputation for a few “first” titles :



1 - About Singapore

Singapore has been consistently acknowledged as a global business hub:



2 - Defining Digital Government / Smart Government

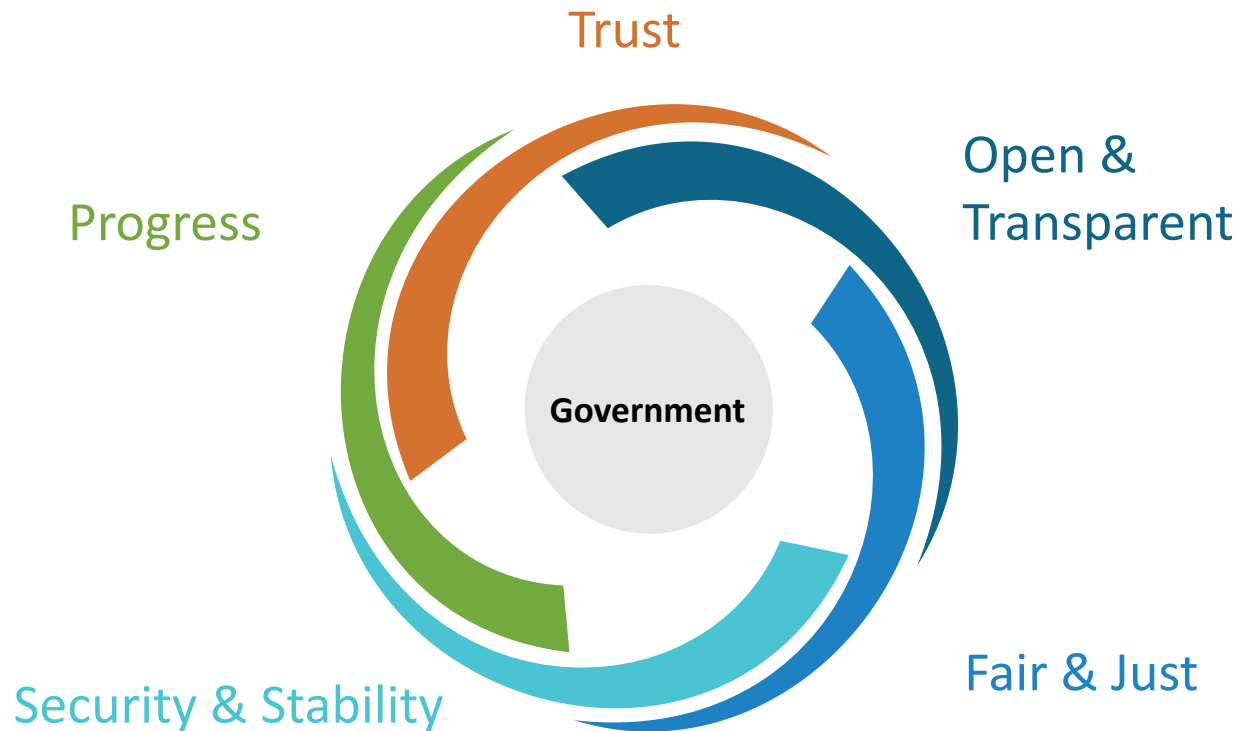
- There is no standard definition
- While e-government focuses on delivering services using ICT, it is not a complete, holistic approach
- Digital government uses digital technologies in delivering end-to-end integrated government services, policies and processes
- The OECD defines digital government as “the use of digital technologies, as an integrated part of governments’ modernisation strategies, to create public value” and that it “relies on a digital government ecosystem comprised of government actors, non-governmental organisations, businesses, citizens’ associations and individuals which supports the production of and access to data, services and content through interactions with the government.”

2 - Defining Digital Government / Smart Government

- Smart Government is about using digital technologies, data and accompanying business processes to improve the government's public engagement process, its planning and decision making process, and its development and maintenance of assets and services
- “is about using technology to facilitate and support better planning and decision making. It is about improving democratic processes and transforming the ways that public services are delivered. It is a new way of governance relying on information and communication technologies and it is citizen centric, data driven and performance focused.” – IGI Global

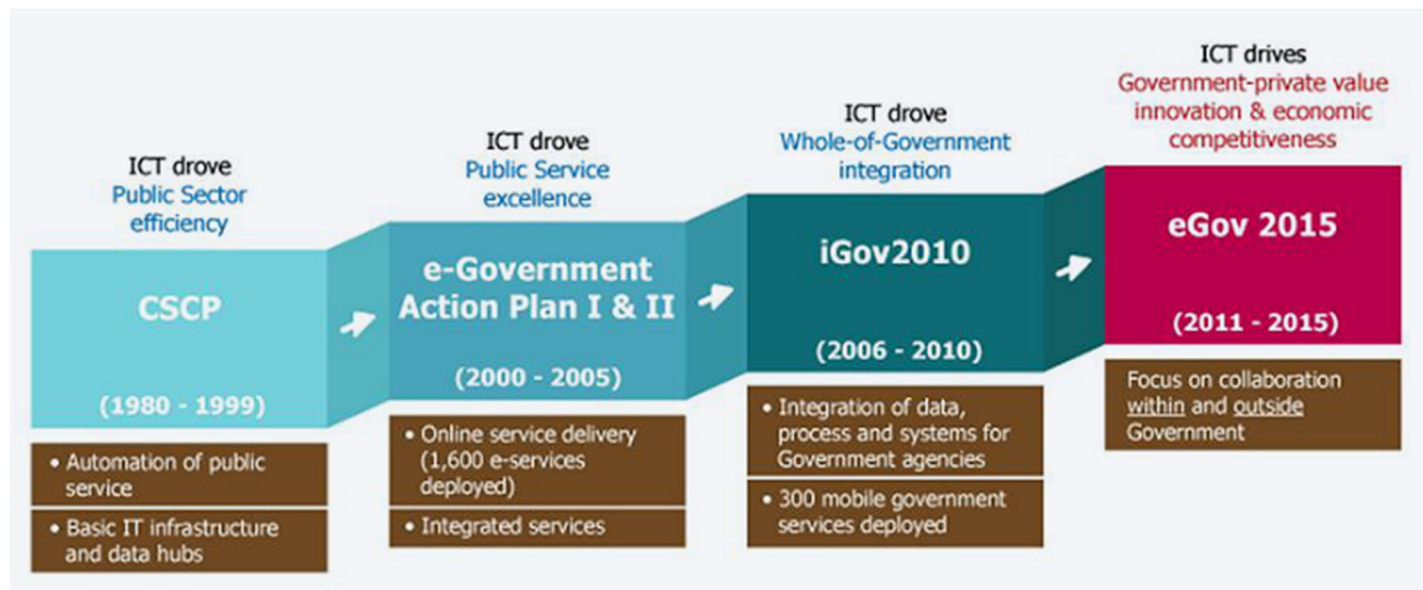
2 - Defining Digital Government / Smart Government

Digital / Smart Government is about improving government stakeholders' values through digital means



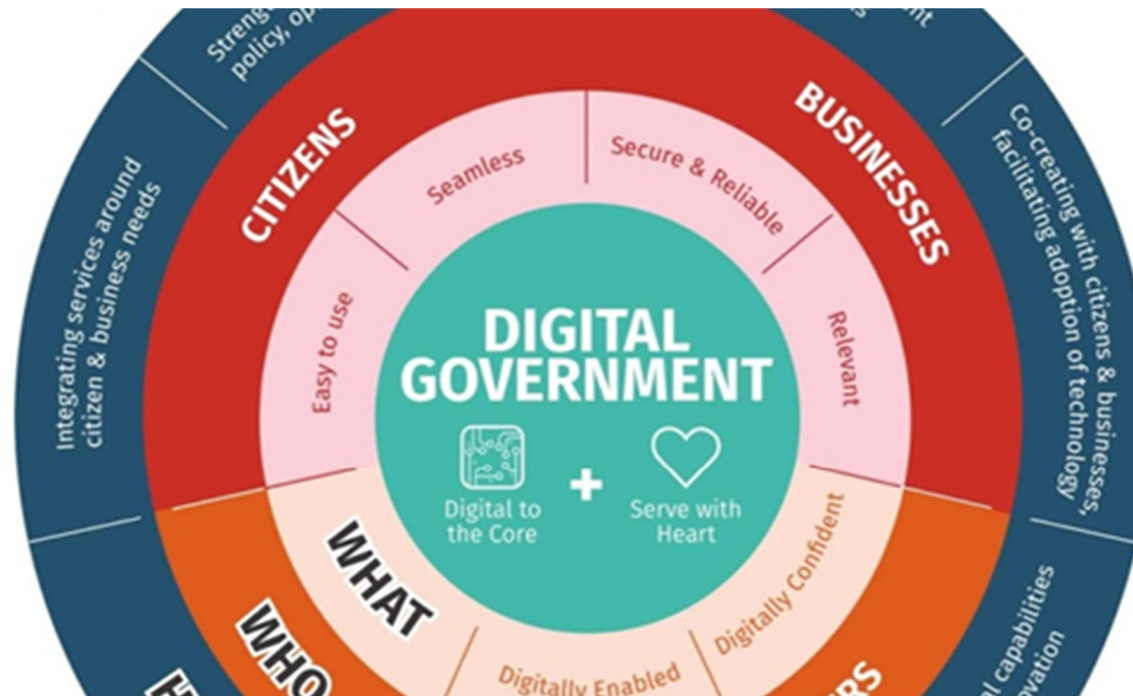
3 - Singapore Digital Transformation Journey

There were a number of strategies that shaped what Singapore is today.



3 - Singapore Digital Transformation Journey

The latest Singapore Digital Government Plan.



3 - Singapore Digital Transformation Journey

Some of the lessons learned are:



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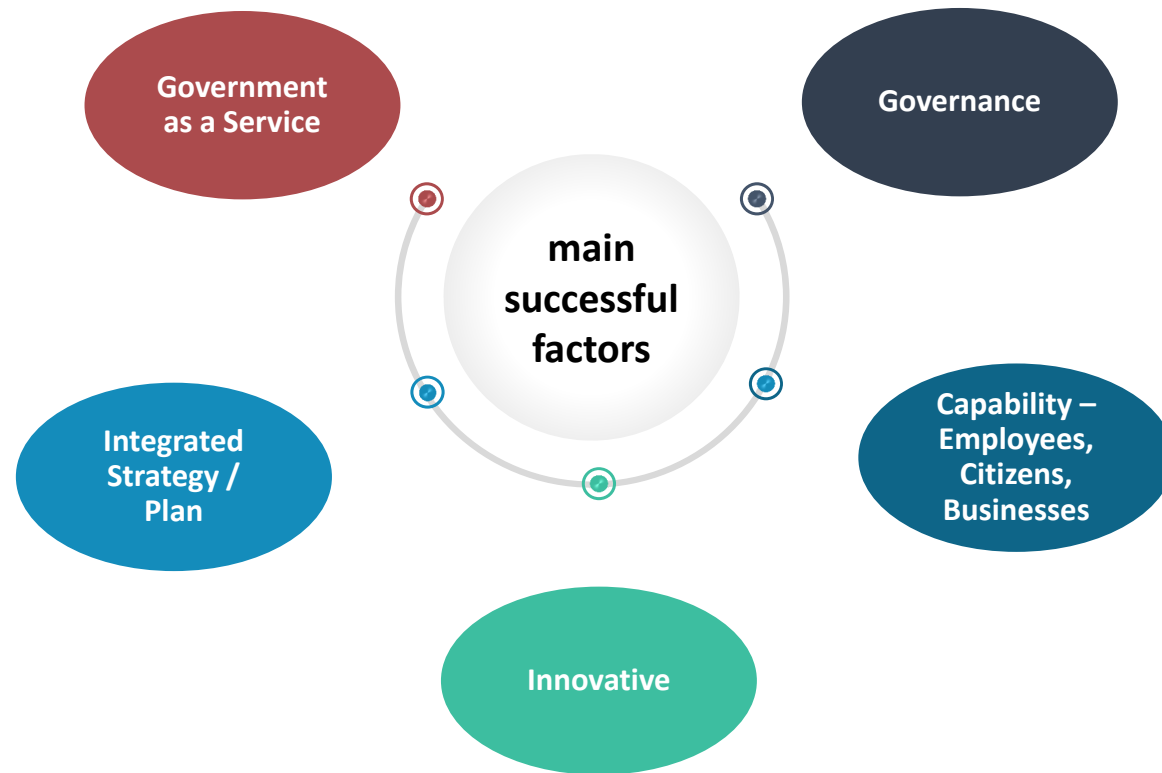
4 - Discussion: Successful Factors for Digital Government



What are your thoughts and ideas?

4 - Discussion: Successful Factors for Digital Government

To me, the following are the main successful factors:



5 - Overview of Singapore Digital Government Model

The Singapore Digital movement is our national response to digital transformation. The government has established the following:

a

Singapore Digital Economy Framework for Action – defines the why, how and what of digital transformation

b

Digital Government Blueprint – describes the digital initiatives and standards for the SG government

c

Digital Readiness Blueprint – describes the roadmap for digital capabilities for citizens and workers

d

SMEs Go Digital – lists the key steps and initiatives for SMEs

e

Industry Transformation Maps (in progress) – transformation maps for 23 sectors

5 - Overview of Singapore Digital Government Model



Goal

SINGAPORE AS A
LEADING DIGITAL ECONOMY WHICH
CONTINUALLY REINVENTS ITSELF

Strategic
Priorities

ACCELERATE



DIGITALISING
INDUSTRIES

Accelerate
digitalisation of
existing sectors

COMPETE



INTEGRATING
ECOSYSTEMS

Grow Singapore's
competitiveness
by fostering new
ecosystems
enabled by digital

TRANSFORM



INDUSTRIALISING
DIGITAL

Developing the
next gen digital
industry as an
engine of growth

Enablers

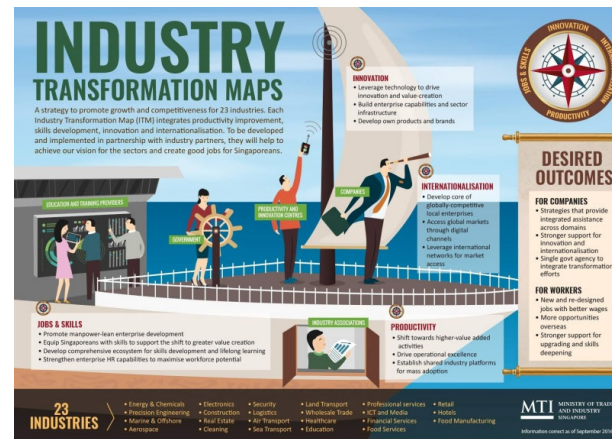
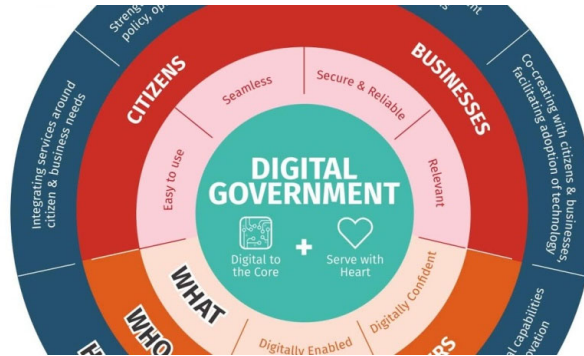
TALENT

RESEARCH & INNOVATION

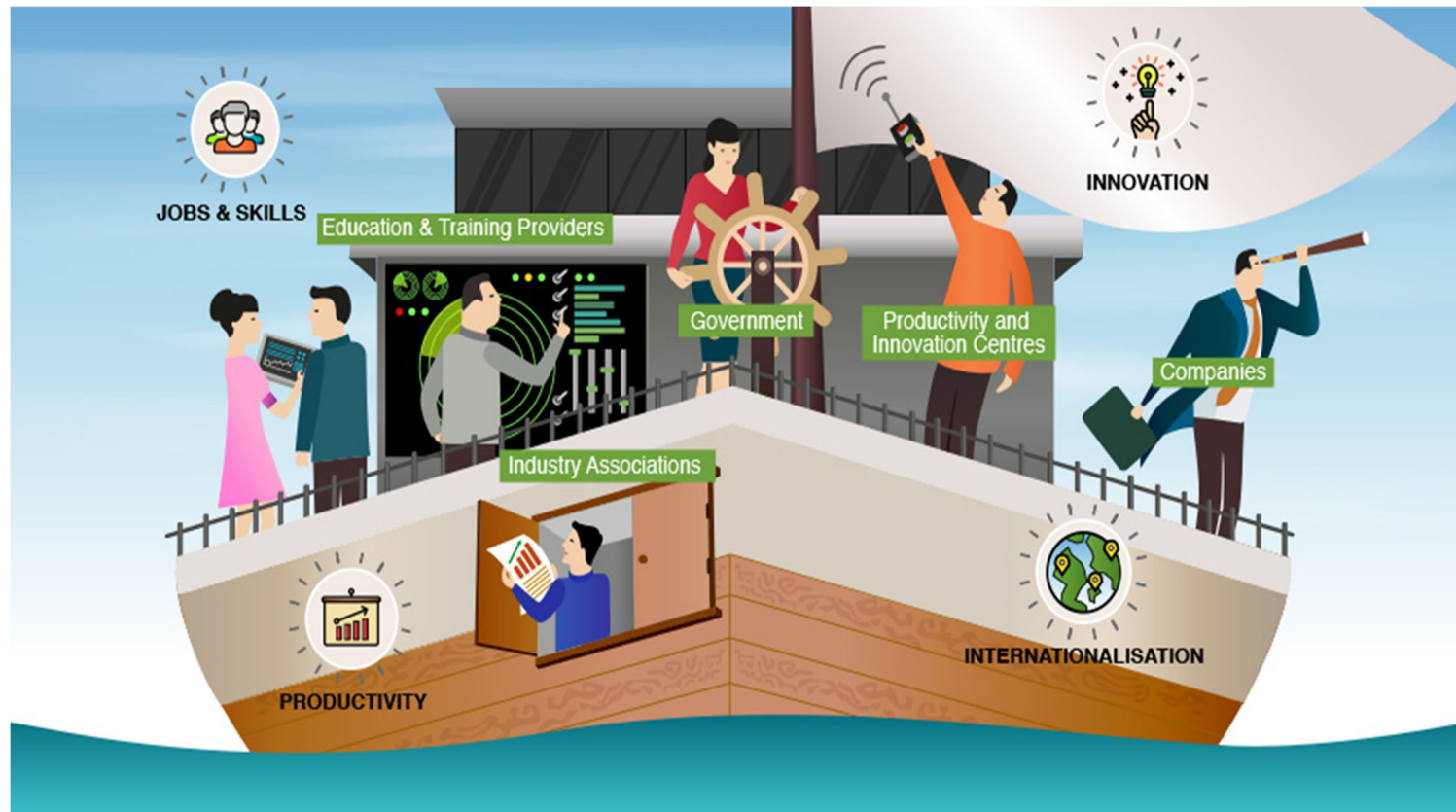
POLICY, REGULATIONS & STANDARDS

PHYSICAL & DIGITAL INFRASTRUCTURE

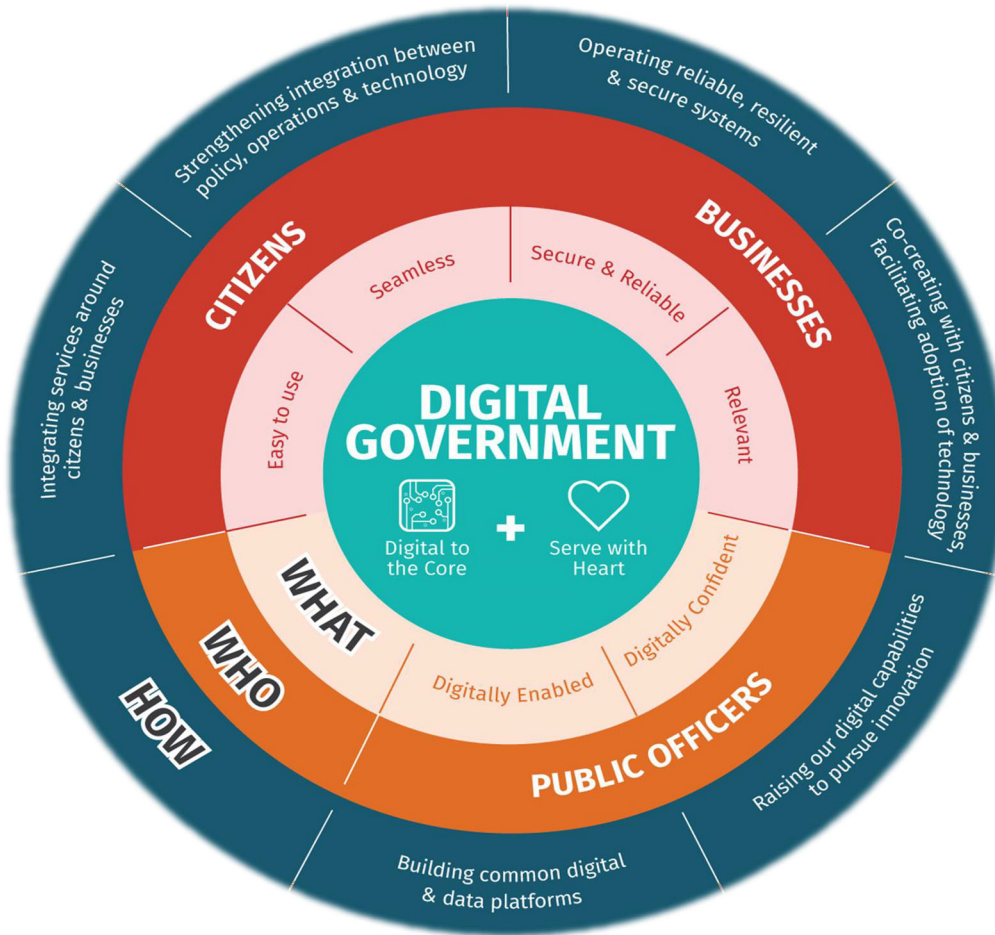
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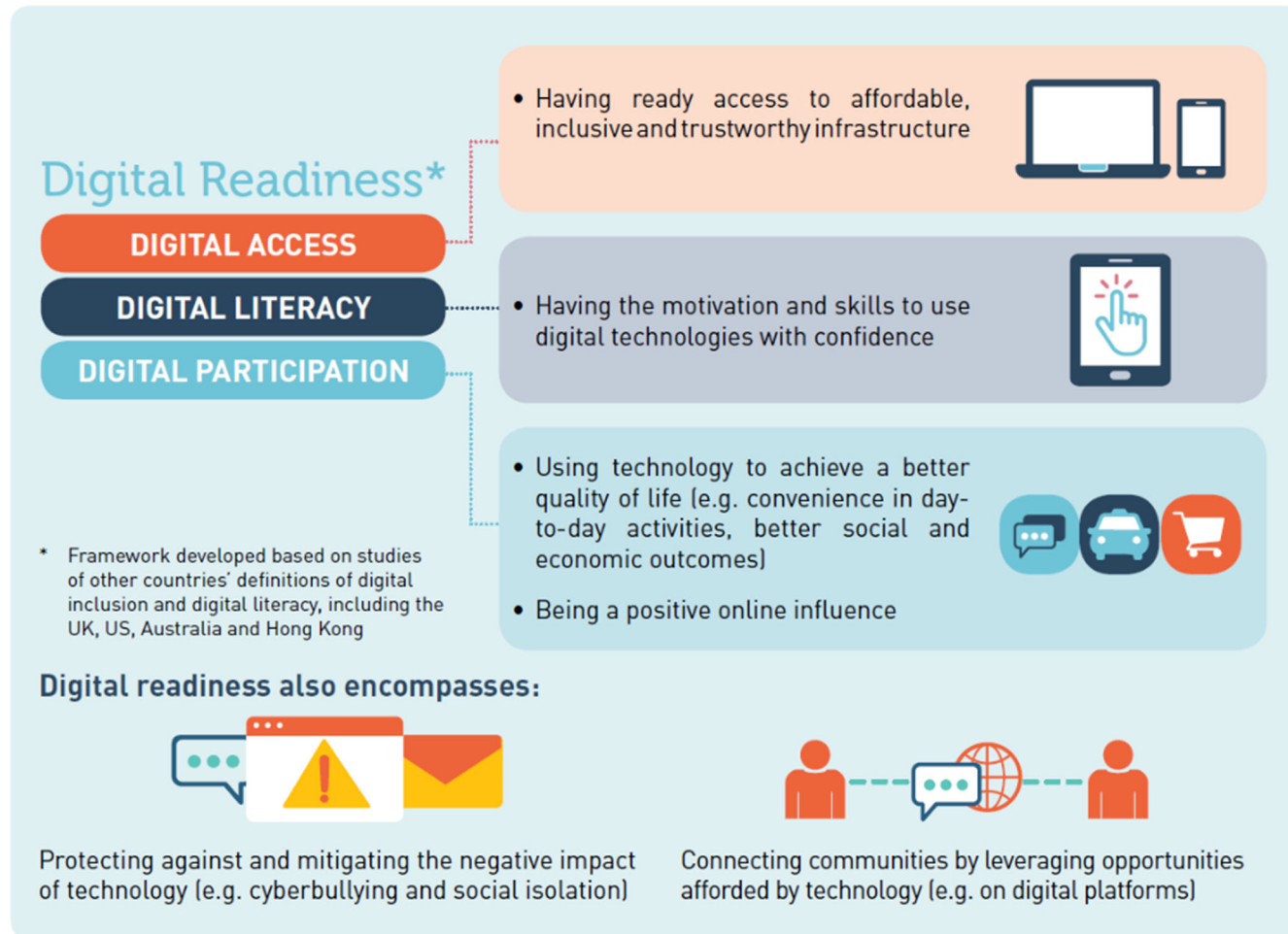
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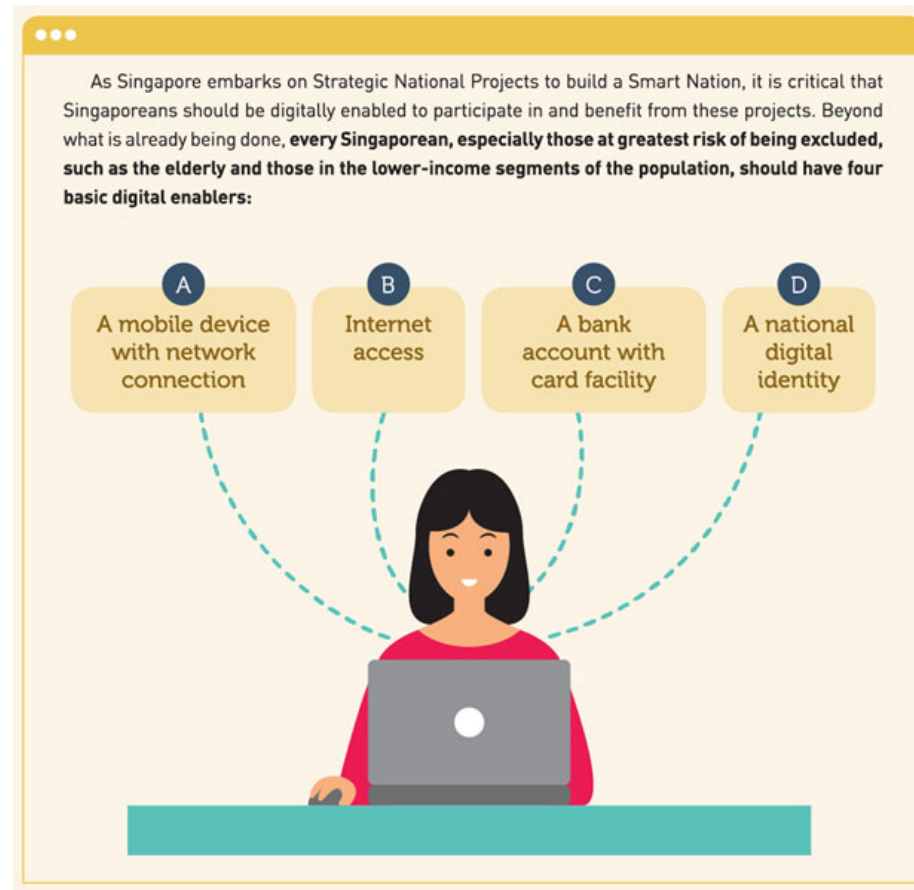
Digital Government Blueprint

- 2 PRINCIPLES
- 3 STAKEHOLDERS
- 6 OUTCOMES
- 6 STRATEGIES

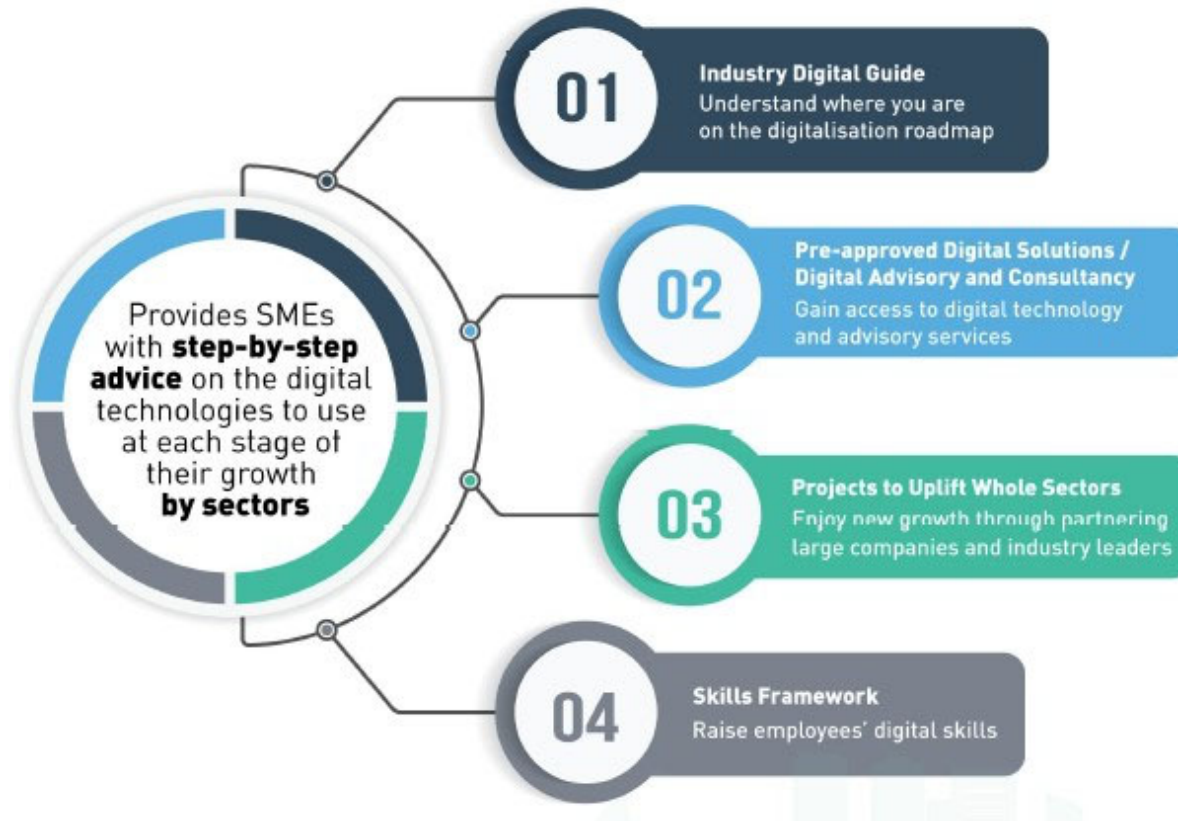
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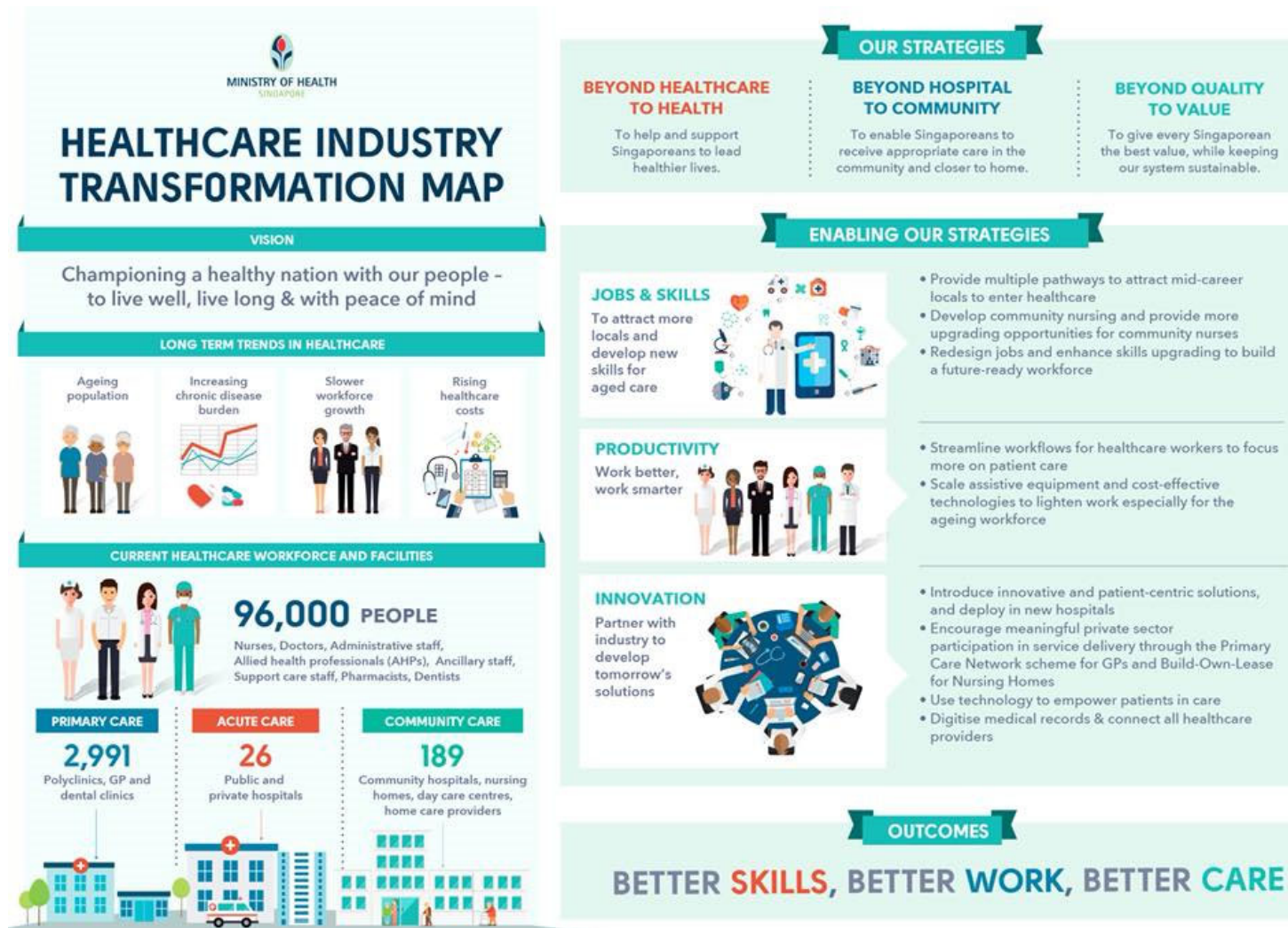
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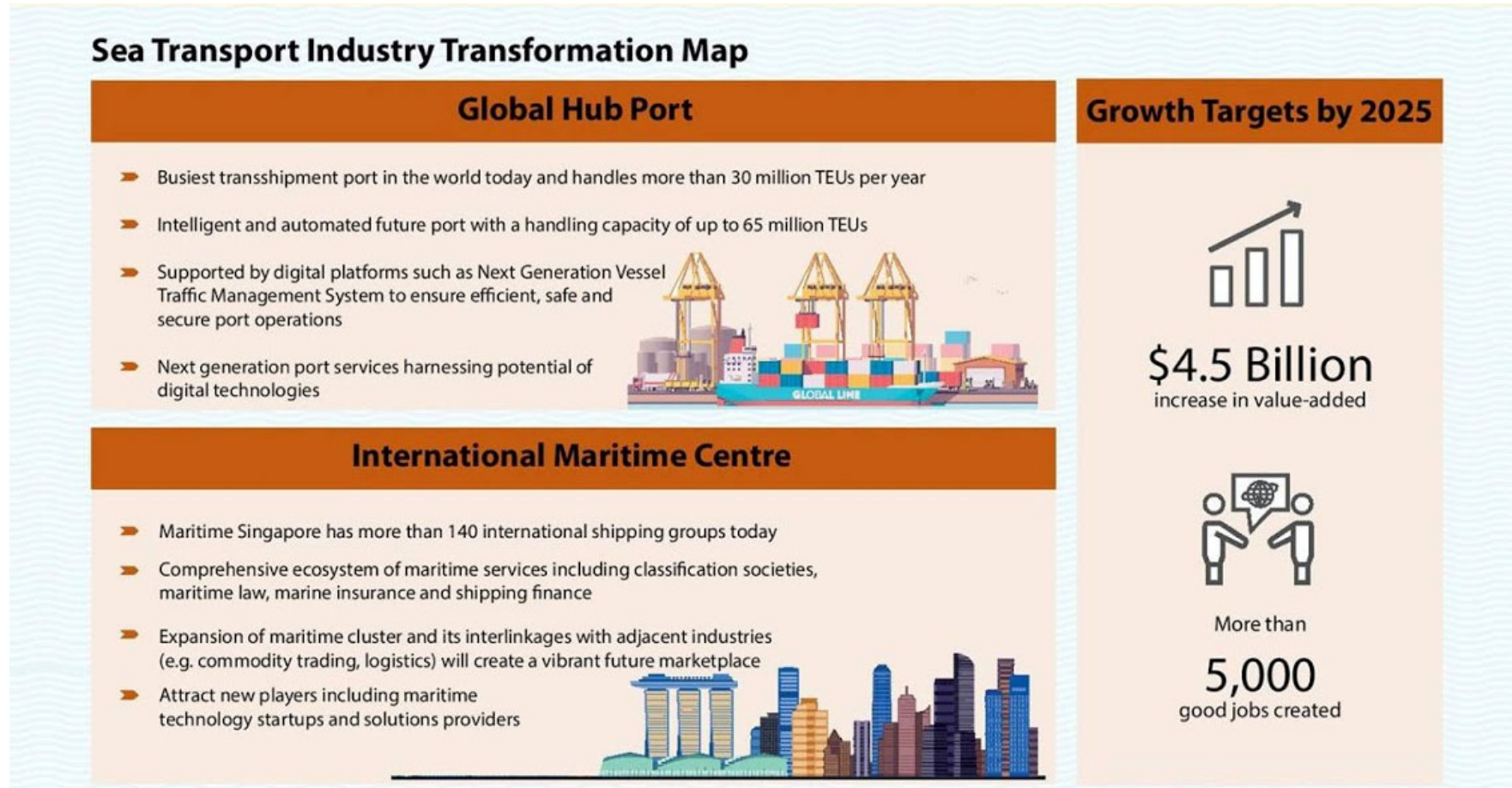
5 - Overview of Singapore Digital Government Model



5 - Overview of Singapore Digital Government Model



5 - Overview of Singapore Digital Government Model



6 - Q&A Session



Thank You

For queries or clarifications, please contact Us.



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