Creating Value for Citizens and Facilitating Public Sector Efficiency through eGovernment

Presenter: Mr. Sebastian Foo
IDA International
Programme

• iGov2010 Masterplan and Structure

• Creating Value for Citizens
  – A Spotlight on Key Citizen-centric eServices
  – Channels of Engagement

• Facilitating Public Sector Efficiency
  – Whole-of-Government Intranet
  – Common Applications
  – Standard Operating Environment
  – Shared Services
Whole-of-Government Intranet
People Networking

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I recently overheard some people discussing about a digital pen & paper on my way home from work. From what I could overhear (not on purpose!), it sounded very very interesting. Can someone tell me more about it?

**Can somebody explain to me, what exactly is Digital Paper?**

Asked by reenie » Books & Authors

Answer this question » |  📩 Send to a friend
Digital paper

From Wikipedia, the free encyclopedia
(Redirected from Digital pen)

Digital paper, also known as interactive paper, is patterned paper used in conjunction with a digital pen to create handwritten digital documents. The printed dot pattern uniquely identifies the position coordinates on the paper. The digital pen uses this pattern to store the handwriting and upload it to a computer.

Digital paper should not be confused with electronic paper.

The paper

The dot pattern is a kind of two dimensional barcode, the most common is the proprietary Anoto pattern. In the Anoto pattern, each dot is spaced about 0.3mm apart; the full pattern consists of 669,845,157,115,773,458,169 dots, and encompasses an area exceeding 4.6 million km² (this corresponds to 73 trillion sheets of letter-size paper).

The complete pattern space is divided into various domains. These domains can be used to define paper types, or to indicate the paper’s purpose (for example, memo formatting, personal planners, notebook paper, Post-it notes, etc color).

The Anoto pattern can be printed onto almost any paper, using a standard printing process of at least 600 dpi resolution (some claim a required resolution of 1000 dpi), and carbon-based black ink. The paper can be any shape or size greater than 2 mm to a side. The ink absorbs light transmitted from the digital pen, the pen contains a receiver which interprets the pattern of light reflected from the paper. Other colors of ink, including non-carbon-based black, can be used to print information which will be visible to the user, and invisible to the pen.

Available pen brands

- Leapfrog FLY pentop

This pen utilizes the same basic technology as the other pens, but also includes a built-in speaker, on-board handwriting recognition and text-to-speech. These additional features allow the user to get immediate feedback from the pen when interacting with the pattern domain used.

- Logitech IO pen

The Manicomm G303 is available only from Manicomm - The UK's Premier Application Service Provider developers of
Engaging & empowering public officers through an exciting ICT powered social canvas

G2E Intranet 2.0

Connect with People

Collaborate with Community
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Common Enterprise Applications

- People Management System
- Financial System
- Pay and Claims System
- Procurement System
GeBIZ MADE EASY

What is GeBIZ?

GeBIZ (Government eBusiness, eProcurement) is a web-based one-stop eProcurement system for Governments to conduct trade with their suppliers. Developed in Singapore since 2002 and under the World Trade Organisation’s Government Procurement Agreement, GeBIZ is guided by the three key principles:

1. **FAIRNESS:** All suppliers are treated fairly and given the same information to prepare for bids.

2. **TRANSPARENCY:** Procurement policies and procedures are made clear to all suppliers.

3. **VALUE-FOR-MONEY:** All bids are evaluated in totality to achieve value-for-money.
Business Opportunities via GeBIZ

- **Tenders**: 5,800, S$30B
- **Quotations**: 79,000, S$0.9B
- **Orders**: 181,000, S$2.05B
- **137 Agencies, 10,000 Users**

Financial Year 2008
Objectives of GeBIZ

• Common e-procurement system for the entire public sector

• Open and transparent procurement in accordance with government procurement policies (including World Trade Organisation – Government Procurement Act)

• Facilitate demand aggregation

• Complete repository of procurement information
One Stop e-procurement portal used by Singapore Government to trade with the suppliers
Benefits of GeBIZ

- **MOF/ (Govt)**
  - Increase transparency in Government Procurement
  - Compliance to Government procurement policies and guidelines

- **Buyers**
  - Global reach to suppliers
  - Increased competition and value-for-money
  - Increase in procurement efficiency

- **Suppliers**
  - Easy access to business opportunities
  - Simpler to do business
  - Access to historical award information enable suppliers to price more competitively in their biddings
  - Increase in procurement efficiency
Government GCIO: **Standard Operating Environment (SOEasy)**

**WHAT**
1. Government-wide program to standardise, consolidate and demand aggregate commoditised desktop services
2. Standardize routine ICT processes, services & operations  
   - standard desktop environment  
   - standard network environment  
   - standard messaging environment
3. “Desktop Service” utility model

**WHY**
1. Reduce complexity of IT infrastructure
2. Increase deployment agility and response to opportunities and threats
3. Greater cost savings

**HOW (process)**
1. Agency needs versus Whole-Of-Government requirements
2. Industry Consultation.
3. Baseline Exercise

Rollout in progress … … …
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SOE Video
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Vital.org is the public sector’s efforts to aggregate common corporate services to drive economies of scale.
What is Shared Services?

✓ Bringing together common functions across agencies into a separate organisation
  ✓ Share Resources and Skills

✓ Strong focus on service excellence
  ✓ Service delivery become core business of Shared Services Organisation
  ✓ Staff are trained to provide professional customer service

✓ Transformation of business processes
  ✓ Continuous improvement by streamlining and use of technology
  ✓ Staff trained to improve processes and provide better services
Tired of Stocktaking?

CLOSED
For Stocktaking

Let us do it for you.

- Asset Accounting
- Annual Stock Take
- Assets & Inventory Tagging
- Resource Accounting Schedule

Asset & Inventory Management Services
We understand the obstacles you have to overcome as you balance stock-taking with your work operations. You can ease your burden by transferring asset tagging, stock-taking and accounting to Vital.org.

Finance Services
Always in Safe Hands

We provide:
- Payment Processing
- Billing & Collection
- General Ledger Maintenance

Put your money in good hands.
Our Finance Services are designed to assist you to cope with everyday finance challenges. Vital.org ensures accurate and timely processing of all your Finance transactions.

With our broad suite of HR services and expertise, we can help you take care of your employees. By streamlining processes and maintaining sound HR policies, we help your organisation concentrate on people management and optimise performance through greater synergy of HR and business objectives.

In a world with frequent & unexpected challenges, make sure your people are well-equipped with the necessary skills. We make learning easier by providing a wide range of training courses for you.

Subscribe to Vital.org’s Training Services for a hassle-free learning experience.
Payroll & Claims

Our Services cover:
- Monthly Payroll
- Casual Employee Payroll
- Employee Claims
- Employee Queries
- Advice on Payroll & Claims

Confidentiality Assured.
Your Confidentiality is our Top Priority. In Vital.org, we value your trust by ensuring your Payroll is delivered accurately and timely. Partner with us today to enjoy peace of mind.

Recruitment Services

We recruit for:
- Permanent Positions
- Contract Positions
- Casual Employment

We find the perfect fit for you.
Our Recruitment Services provide the solution to your recruitment puzzle. We source for employees that fit perfectly with your organization. See the joy of recruitment, with Vital.org.
Travel Services

Our Travel Program:
- One-Stop Travel Agency
- Online Booking Tool
- Corporate Airfares
- Hotel Program
- Travel Insurance

Travel With Peace of Mind
Making flight and hotel arrangements has always been a hassle for corporate executives. Our travel program provides a comprehensive suite of travel services so that your employees can travel with peace of mind.

Scholarship Services

We offer:
- Shortlisting
- Deed Signing
- Scholars Management
- Homecoming

Leave your scholars in our hands.
Partner with us and discover the advantages of Vittal.org’s Scholarship Services. A helping hand which not only relieves you from the daunting procedures, but also gives assistance to your scholars. Let us take care of your scholars.
Driving Forces for e-Gov

Rising customer expectations
Need to provide even better service through more proactive, user-friendly, responsive and integrated e-Services

Online medium becoming the medium of choice
Need to reach out to those who prefer to communicate via e-channels

Competitive global environment
Need to leverage fully on infocomm to establish a “best for business” climate

Increasing need to do more with less
Need to seek new ways to achieve greater efficiency and improved effectiveness
Vital Ingredients for e-Gov Strategies

- Clear vision
- Committed leadership
- Closely involved stakeholders
- Constant communication with customers
- Continuous improvement – realisation that we have, but, taken just a small step
- Countable outcomes
Contact

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