

Milestones in our e-Government Journey

PERIOD	GOVERNMENT INFOCOMM PLANS AND THEIR ACHIEVEMENTS
1980–1999	<p>Civil Service Computerisation Programme</p> <p>Phase 1: Improvements to public administration through the effective use of IT</p> <ul style="list-style-type: none"> • Automating traditional work functions • Reducing paperwork and clerical staff <p>Phase 2: “One-Stop, Non-Stop” services to public and businesses</p> <ul style="list-style-type: none"> • Data sharing across agencies, e.g., People Hub, Establishment Hub, Land Hub • Extending government systems to private sector, e.g., TradeNet, MediNet, LawNet <p>Phase 3: Supporting the vision of “Singapore—The Intelligent Island”</p> <ul style="list-style-type: none"> • Consolidation of systems in a Data Centre • Implementation of Civil Service-wide network infrastructure
2000–2003	<p>e-Government Action Plan I</p> <ul style="list-style-type: none"> • Focused on enhancing interactions and capabilities in three components: Government-to-Citizens (G2C), Government-to-Businesses (G2B), Government-to-Employees (G2E). • G2C: Provided citizens with easy and 24/7 access points to government services; built central infrastructure and common facilities (data exchange, e-Payment, authentication) that allowed government agencies to offer e-services to citizens quickly and efficiently. • G2B: Established easy and convenient online access to government information and services that translates to savings in time and money for businesses. This supports the national drive to promote a pro-enterprise environment to facilitate business growth in Singapore. • G2E: Laid foundation for a Networked Government; equipped public sector officers with the relevant skills and expertise to operate in an environment that was increasingly collaborative, customer-centric and consultative.
2003–2006	<p>e-Government Action Plan II</p> <ul style="list-style-type: none"> • Focused on three desired outcomes: Delighted Customers, Connected Citizens, Networked Government. • Delighted Customers: Built on wealth of e-services implemented for citizens—further enhanced on usability and convenience of access. Focused on building e-services that transcend organisational boundaries. • Connected Citizens: Promoted active citizenry and engaged citizens as stakeholders in introduction of government public policies through online consultations; built communities by leveraging on online channels, thereby fostering greater trust and confidence in Government.

PERIOD	GOVERNMENT INFOCOMM PLANS AND THEIR ACHIEVEMENTS
2003–2006	<p>e-Government Action Plan II (continued)</p> <ul style="list-style-type: none"> • Networked Government: Built foundation pieces to achieve “Many Agencies, One Government” experience for citizens and businesses; built infrastructure to achieve agility, effectiveness and efficiencies in government functions; set guidelines and measures to protect information and ICT assets in highly networked government environment and also due to increased Internet interactions between Government and citizens/businesses.
2006–2010	<p>iGov2010 Masterplan</p> <ul style="list-style-type: none"> • The move from using “e” in earlier e-Government masterplans to “i” in iGov2010 symbolises a shift in focus from the means (electronic) to the outcome (Integrated Government). It highlights the importance of establishing an Integrated Government—the underlying foundation to serving citizens and customers better. It emphasises the opportunity to move from just integrating services to integrating our processes, systems and information. • Four strategic thrusts formulated to achieve iGov2010 vision of Integrated Government: <ul style="list-style-type: none"> Thrust 1 “Increasing Reach and Richness of e-Services”: Programmes implemented to acquire a deeper understanding of our customers, to allow Government to anticipate their needs and deliver proactive, responsive e-services, through their preferred electronic channels. Initiatives started to integrate processes and services across organisational boundaries, including those of private sector entities, with the aim of minimising the number of interactions between customers and Government in completing their transactions. Set ups designed to make it easy and convenient for citizens to transact with Government, regardless of whether he or she has the means or know-how to do so, via CitizenConnect Centres. Thrust 2 “Increasing Citizens’ Mindshare in e-Engagement”: Build on earlier efforts to engage citizens in public policy-making and reviews through consultation, and setup of online communities to promote greater bonding amongst citizen groupings, and citizens with Government. Thrust 3 “Enhancing Capacity and Synergy in Government”: Work started on development of the Singapore Government Enterprise Architecture (SGEA), a blueprint to identify potential business areas for inter-agency collaboration and set data and application standards to facilitate sharing of information and systems across agencies. Thrust 4 “Enhancing National Competitive Advantage”: Leverage iGov efforts to provide a strategic competitive advantage for Singapore at industry, national and international levels. At industry level, government agencies collaborate with the infocomm industry in the co-creation, development and export of iGov solutions. At the national level, government agencies play active roles, working with industry players in the use of infocomm to transform various economic sectors of Singapore. At international level, our Government partner like-minded countries in the development of infocomm initiatives. For instance, Singapore leverages its infocomm experience to accelerate the development of cross-border infocomm initiatives and proactively share our experience and provide consultancy to countries keen on building up their own versions of e-Governments.