



# e-Government development In Brunei Darussalam

**What does the future hold?**

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**Prime Minister's Office**  
**Brunei Darussalam**

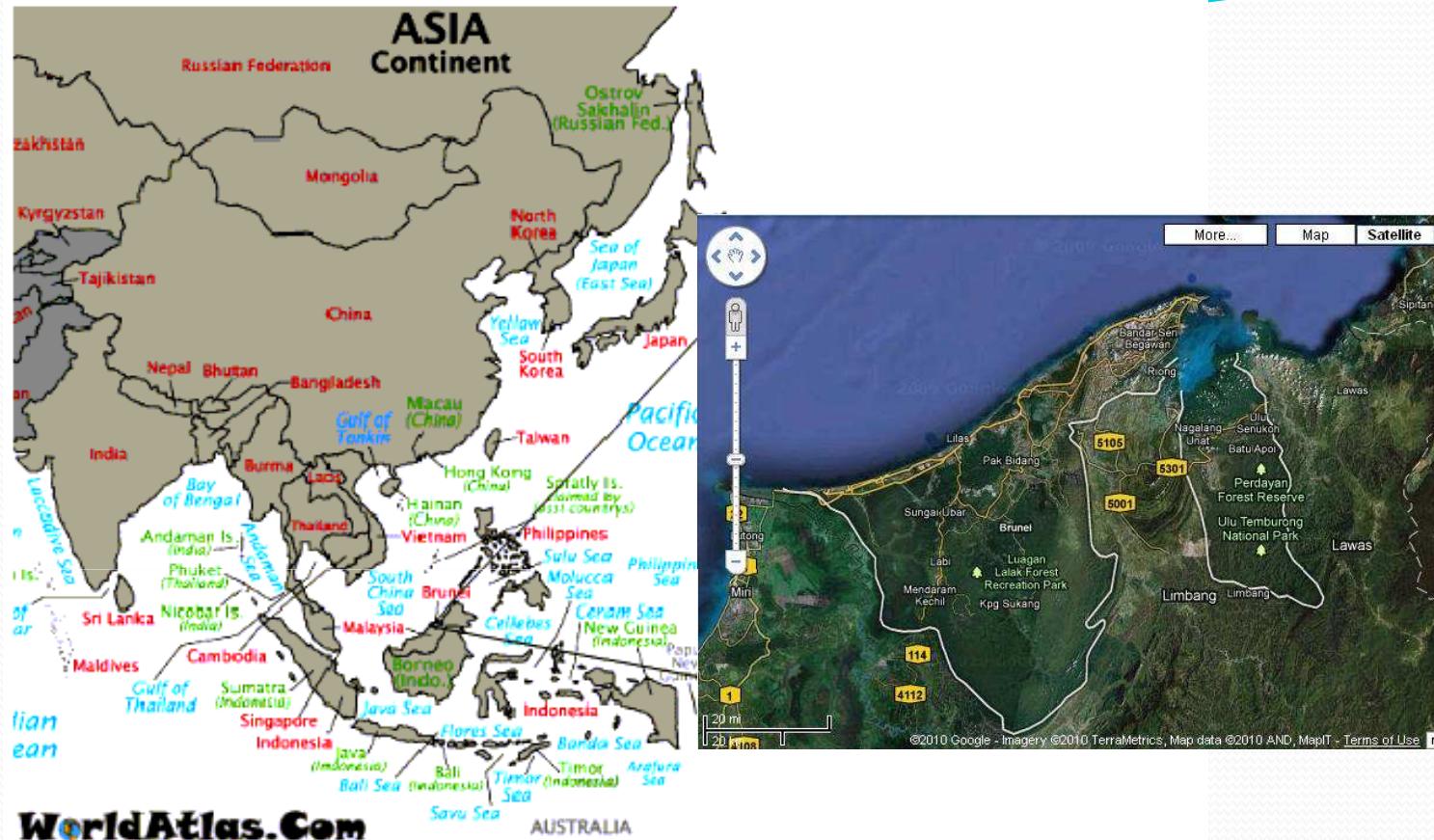
**INTERNATIONAL CONFERENCE**  
**PMO AND OECD/KOREA POLICY CENTRE**

e-Government and Administrative Simplification  
11-13 May 2010 | The Radisson Hotel, Brunei Darussalam

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  - 2010 Action Plan
  - 2009-2014 (The outcome)

# BRUNEI DARUSSALAM IN BRIEF



**WorldAtlas.Com**

**Capital City  
Area**

: Bandar Seri Begawan  
: 5,765 square Km

**Population  
Official religion**

: est 406,200 people (2009), Male -215,000, Female-191,200, 57% (20 to 54 years old)  
: Islam

**Civil servants**

: 46,757 (as of 30 Nov 2009, PSD), Male 23,511, Female 23246

**Labor force**

: 188,800 (2008), Male-114,400, Female 74,400 (BDKI 2009, 21st ed)

**GDP per Capita**

: BND 51,300 (2008, BDKI 2009, 21ed)

**Major exports**

: Oil and Gas

# INTRODUCTION

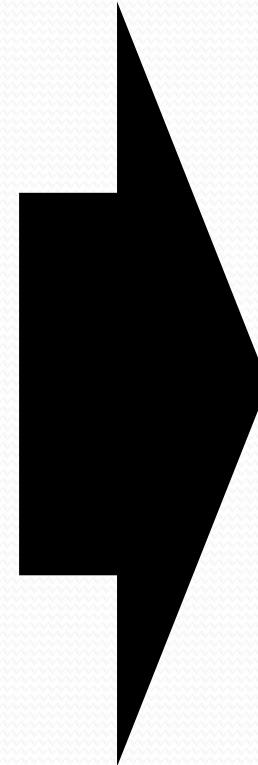
## (National Vision/Wawasan Brunei 2035)

- The National Vision known as Wawasan Brunei 2035, aims to make Brunei Darussalam, by 2035 as a nation
  - Widely recognized for the accomplishment of its educated and highly skilled people as measured by the highest international standards
  - Quality of life that is among the top 10 nations in the world;
  - A dynamic and sustainable economy with income per capita within the top 10 countries in the world.
- In National Development Plan (NDP) 2007-2012, the ICT sector is allocated a total scheme value of about **BND 1.1 billion** or **about 12.1 percent** of the total development allocation. The major bulk of the ICT sector allocation is under the **e-Government initiatives**
- ICT sector to focus on :
  - Integrating e-Government programmes to enable the provision of quality online customer services
  - Enhance the local SMEs through e-Business and
  - Building human and institutional capacity in ICT

# WHY E-GOVERNMENT ?

***“To modernize the Civil Service in meeting the public service delivery expectations and managing the challenging demands of a dynamic environment through increased usage of ICT”***

***In short.... Delivering Government Services efficiently & effectively through the use of ICT***



## **TARGET GROUPS (STAKEHOLDERS)**

- CITIZEN
- BUSINESSES
- CIVIL SERVICE

# THE JOURNEY SO FAR....

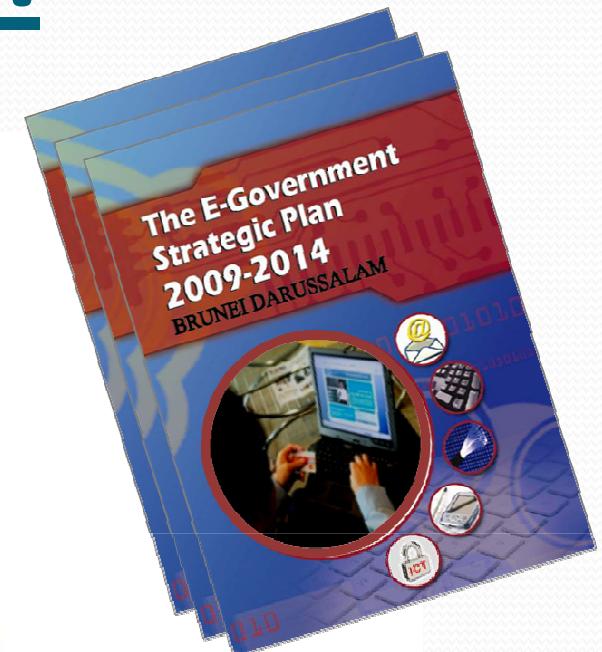
*National IT Strategic IT2000 & beyond, 2000*

*E-Government Strategic Framework for Action,  
2001-2005 (wave 1)*

*E-Government Review Report, 2006  
(wave 2)*

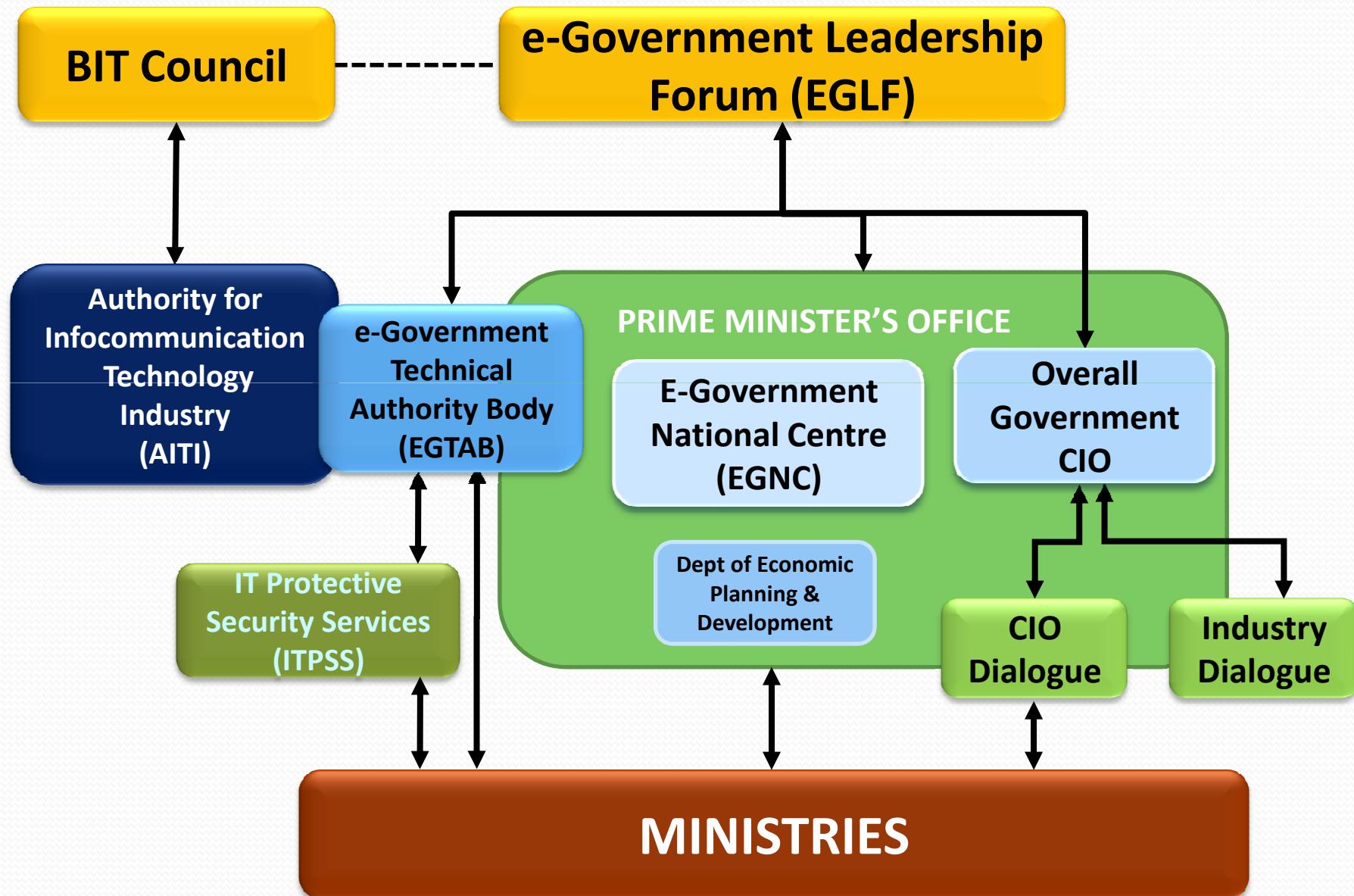
*Wawasan 2035 and RKN 2007-12*

*Way Forward Strategic Framework Action Plan  
(Internal strategy) - May 2007*



**E-GOVERNMENT  
STRATEGIC  
PLAN  
2009 - 2014**  
Launched on  
30 May 2009  
(wave 3)

# INSTITUTIONAL STRUCTURE



# E-GOVERNMENT STRATEGIC PLAN 2009 - 2014

**VISION**

*An E-Smart Government in the 21st Century*

**MISSION**

*To Establish Electronic Governance and Services to Best Serve the Nation*

***VISION & MISSION***

***Guiding Principle : Citizen Centric Services***

DEVELOPING  
CAPABILITIES  
& CAPACITY

ENHANCING  
GOVERNANCE

STRENGTHENING  
SECURITY &  
TRUST

INTEGRATING  
THE  
GOVERNMENT

DELIVERING  
INTEGRATED  
ACCESSIBLE &  
CONVENIENT  
E-SERVICES

# E-GOVERNMENT STRATEGIC PLAN 2009 - 2014

## VISION & MISSION

### Guiding Principle : Citizen-Centric Services

#### DEVELOPING CAPABILITIES & CAPACITY

#### ENHANCING GOVERNANCE

#### STRENGTHENING SECURITY & TRUST

#### INTEGRATING THE GOVERNMENT

#### DELIVERING INTEGRATED ACCESSIBLE & CONVENIENT E-SERVICES

STRATEGIC PRIORITIES

**SP 1.1**  
ICT Skills Development & Accreditation

**SP 2.1**  
ICT Governance

**SP 3.1**  
ICT Security

**SP 4.1**  
Collaborative Environment

**SP 5.1**  
Government e-Services Delivery

**SP 1.2**  
ICT Human Resource Development

**SP 2.2**  
ICT Management

**SP 3.2**  
ICT Security Awareness

**SP 4.2**  
Common Applications

**SP 5.2**  
Outreach & Awareness

**SP 1.3**  
Awareness Programme for Civil Service

**SP 2.3**  
Legal Framework

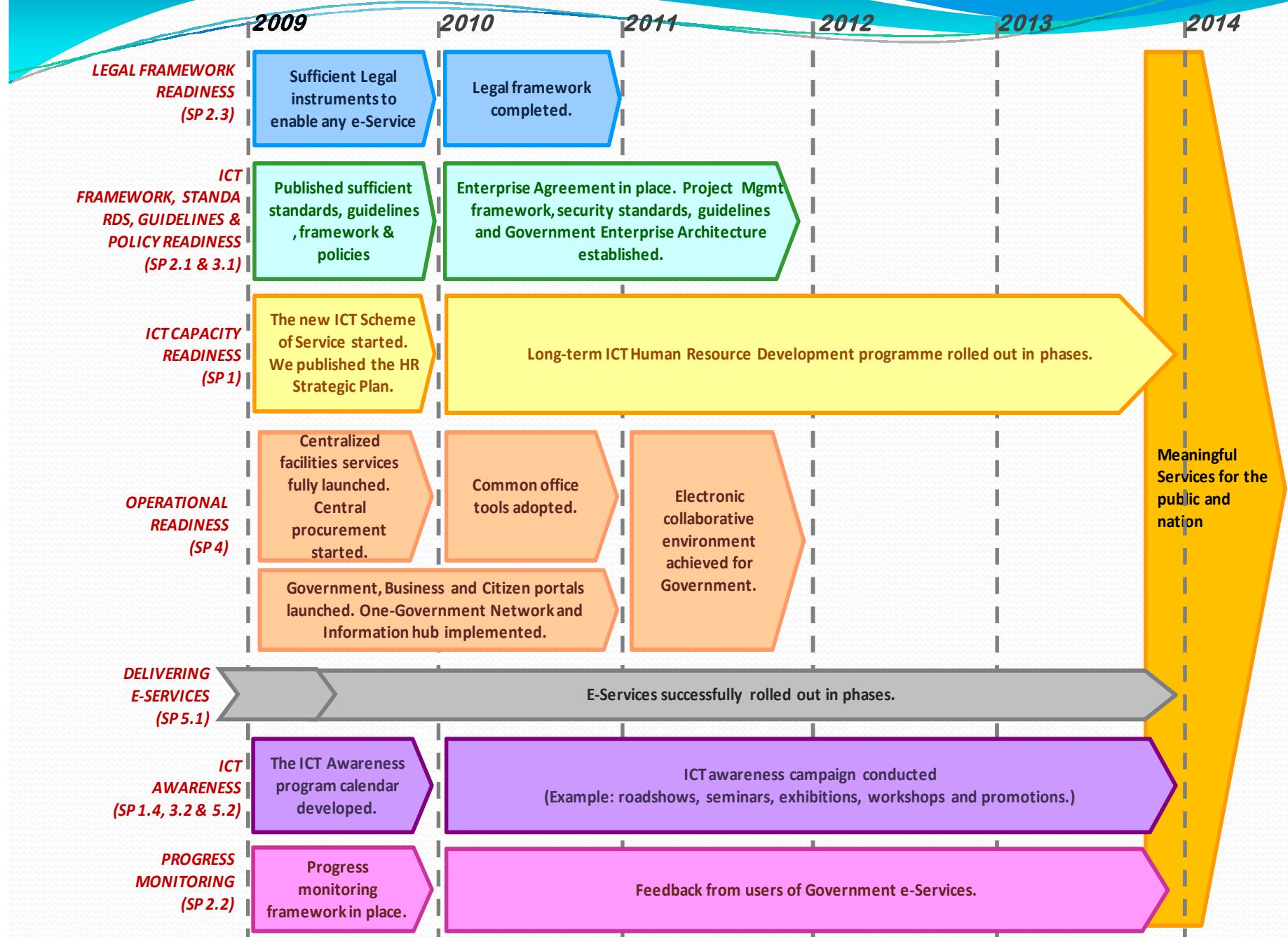
**SP 4.3**  
e-Government Infrastructure

**SP 4.4**  
Information Hubs

**SP 4.5**  
Shared e-Services Initiatives

WORK PROGRAMMES

# E-GOVERNMENT STRATEGIC PLAN 2009 - 2014



## STRATEGIC PRIORITY 1 - DEVELOPING CAPABILITIES AND CAPACITY

*“To equip government employees with the relevant ICT skills, provide career opportunities that will attract and retain trained quality ICT professionals to the public sector, and to develop competencies and skills guidelines ICT professionals.”*

- **HR-ICT Capacity and Capability allocation**
- **Human Resources at EGNC (about 400 posts , staff deployment > 300 to all ministries)**
- **Training programmes on Business Process Re-Engineering (BPR), Change Management, professional trainings such as Certified Project Management, and ICT courses conducted by the Civil Service Institute (IPA).**
- **Forum and workshops**
- **ICT Conversion for non-IT graduates as well as ICT graduates**

## STRATEGIC PRIORITY 2 - ENHANCING GOVERNANCE

*“To improve the ICT governance policies and management processes to make sure the Government can achieve its e-Government objectives efficiently and effectively, through an open and accountable framework”*

- **Launching of e-Government strategic Plan 2009-2014**
- **E-Government Leadership Forum (EGLF) and Chief Information Officer (CIO) meetings.**
- **Improvement to the tender documents**
- **Directive for ministries to update websites.**
- **Establishment of EG-ICT Training and Skill Development (JPEG-ICT) committee**
- **Publishing 4 guidelines and standards:**
  - Government Computer usage policy;
  - Government email usage policy;
  - Internet access and usage policy; dan
  - Government web interface standard guideline.
- **Establishment of Media and Publicity group to enhance public awareness**
- **Circula No 6/2010 – Strengthening CIO role and e-Government flagship projects (at least involve 2 ministries and high impact to the citizen, project that save cost and increase productivity and efficiency)**

## STRATEGIC PRIORITY 3 - STRENGTHENING SECURITY AND TRUST

*“To ensure all Government ICT facilities, system and applications are safe, secure and protected to relevant industry best practice.”*

- **PKI implementation by EGNC (ONEPASS ) based on the Electronics Transaction Act (Cap 196) and international ‘best practice’.**
- **Involvement of IT and Protective Security Services (ITPSS) to review project proposal at the early stage.**



## STRATEGIC PRIORITY 4 - INTEGRATING THE GOVERNMENT

*"To establish and improve the ways for agencies to work together to produce integrated Government e-Services."*

- ‘Enterprise Agreement’ with Microsoft s
- **Business Licencing System (BLS)** – Flagship application, co-chaired by the Permanent Secretary, Ministry of Industry and Primary Resources (MIPR) and Permanent Secretary, Ministry of Home Affairs.
- ‘Central Procurement’ for PC, notebook, printer and scanner.
- Shared ICT services (currently 14 government agencies utilise the EGNC Data Centre services).
- **e-payment** project led by the Ministry of Finance. On the 24 Nov 2009, as an intermediary solution before the full blown e-Payment, launching of utility payment (water and electricity) through banks and Internet banking.
- **Government Employee Management System (GEMS)** in the implementation roll-out phase starting Apr 2009. Target roll-out for the whole ministries will be completed by 2011.

## STRATEGIC PRIORITY 5 - DELIVERING INTEGRATED, ACCESSIBLE AND CONVENIENT E-SERVICES

*“To develop and provide online services for the citizens that are efficient, secure and easy to access and use.”*

- **Websites update such as by the Prime Minister’s Office as a pre-cursor towards OneGovernment Portal ([www.gov.bn](http://www.gov.bn))**
- **E-Payment for utility through banks,**
- **Sistem Pengangkutan Darat (SPD), trial has been done on mobile services**
- **Launching of e-Customs as a pre-cursor of ‘National Single Window’**

## EXAMPLES OF ACHIEVEMENT

TAFIS

Data Centres

e-Customs

Exams Results (MoE)

IMMS

E-Pelita

### **CHALLENGES**

- Strengthening IT manpower (HR capacity)
- Strengthening governance (Mindset/Change Mgmt, Business Processes, Project Management)
- ICT Infrastructure (e.g. strengthening IT security)
- Integration and alignment of Ministries IS/IT plan to the e-Government Strategic plan

### **SOMETHING TO LOOK FORWARD TO ...**

Online Business Licensing

E-Government Publicity

Central Procurement

Public Key Infrastructure

GEMS  
Government Employee Management System



## One Government Infrastructure & Architecture Business Licensing System

E-Procurement

One Government Portal

E-Payment

The collage displays several screenshots of Bruneian government websites:

- Prime Minister's Office:** Shows news items and a calendar.
- Ministry of Justice:** Features a "Roles" section and a "Female Military Personnel Choose Islam" news item.
- Ministry of Finance:** Includes a "GOVERNMENT OF BRUNEI DARUSSALAM" seal and a "Ministry of Finance" logo.
- Ministry of Development:** Shows news items and a "MISSION STATEMENT" section.
- Ministry of Health:** Features a "NEWS ON INFLUENZA (H1N1)" status update.
- Economic Transformation Center:** Shows news items and a "Business Facilitation Center" section.
- Other Portals:** Includes the Ministry of Home Affairs and Trade, Ministry of Education, and various government service pages.

**Priority 1:** Strengthen role and structure of CIO

- *Review role of CIO*
- *Appointment of CIO*

**Priority 2:** Identify business models for the implementation of e-government components.

- *Outsourcing services, training.  
Recruitment of foreign expertise.*

**Priority 3:** Identify flagship projects criteria and its implementation in an efficient way

- *IS/IT Plan Review*
- *Flagship project criteria*
- *Elevate flagship projects*
- *Increase operational governance*
- *To increase skill & capabilities*

**Prioriti 4:** Preparation of KPIs and implementation of annual citizen survey/customer satisfaction

- *Annual Citizen survey'*
- *Macro-level KPI like 'citizen satisfaction index' and productivity improvement*

# CITIZEN SURVEY 2009 (published)

**eGovernment**

# **CITIZEN SURVEY**

4 DECEMBER 2009

Our key objective of this survey is to seek feedback from the citizen, **enhance the government services** provided to the People (the "Rakyat") by providing a multiple channel of delivery to the citizen and to highlight which e-Government services are in the greatest need of attention.

Organised By:

Prime Minister's Office      IFB (Institute for Brunei Development)

In Collaboration With:

E-Government National Centre      BAG (Brunei Government Agency)

Roadshows (December):

12/12/2009 (Saturday) BRUNEI MUARA Mall Gadong, Post Office (Mail Processing Centre) Land Transport Department	*13/12/2009 (Sunday) BELAIT Supasave Soon Lee Pasar Tudung Saji
*15/12/2009 (Tuesday) BELAIT Shell Coffee Bean Seria	20/12/2009 (Sunday) TEMBURONG Pekan Bangar

*\*Subject to change.*

Online Survey, go to:

[www.egovcitsensurvey2009.gov.bn](http://www.egovcitsensurvey2009.gov.bn)

## E-Government Citizen Survey 2009 Five Top Categories

**Education**

**Business Licensing,  
Registrations and Approvals**

**Culture Sports & Social Services**

**Employment and Professional  
Training**

**Home and Utilities**

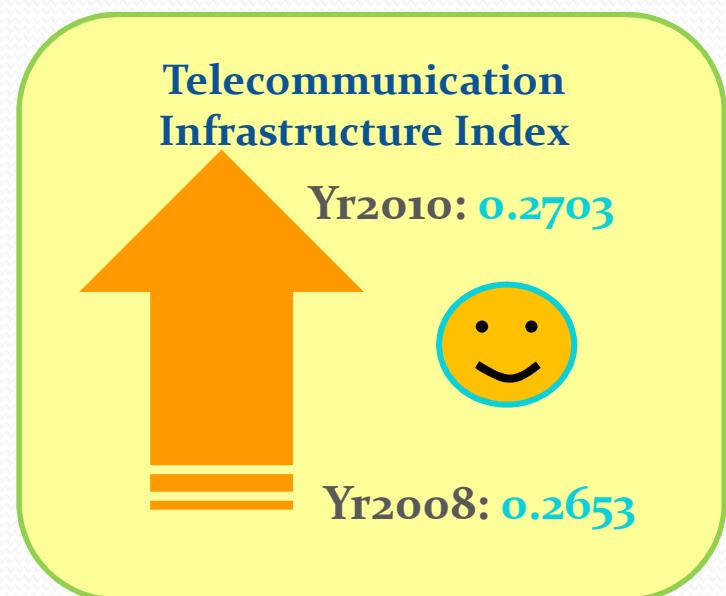
# E-Government Standing In UN Indexes



*Source: 2010 UN Global e-Government Readiness survey*

## UN Global E-Gov Development Report 2010: *Four main indices*

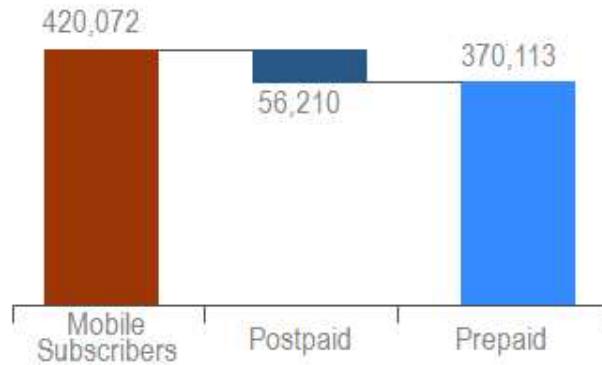
- Online Service Index
- Telecommunication Infrastructure Index
- Human Capital Index
- E-Participation Index



# Telecommunications Data of Brunei Darussalam

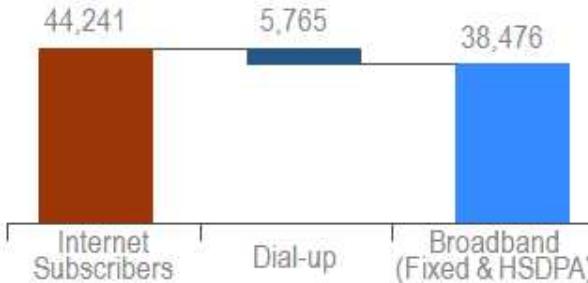
## Mobile Market (data as of Dec 2009)

- Mobile penetration: (subscribers/100 inhabitants) **104.9%**
- Mobile subscribers:
  - Postpaid: **420,072**
  - Prepaid: **56,210**
- Mobile Operators: DST & b.mobile **370,113**



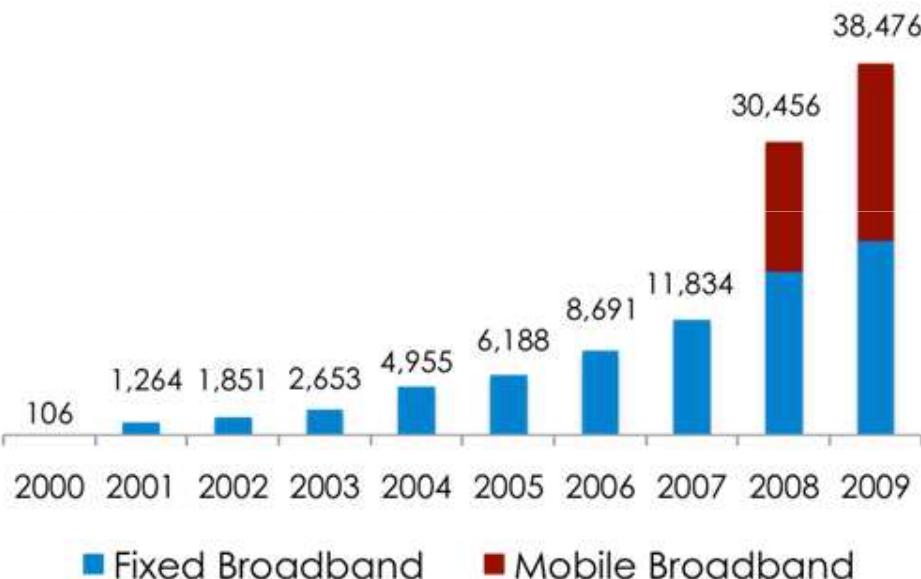
## Internet & Fixed Line Market (data as of Dec 2009)

- Internet Users: **318,882** **78.5%**
- Internet Subscribers:
  - Dial-up Subs: **44,241** **10.9%**
  - Fixed Broadband Subs: **20,029** **4.9%**
  - HSDPA Subs: **18,447** **4.5%**
- Fixed lines per 100 subs: **18.8%**
- Fixed lines household penetration: **99%**

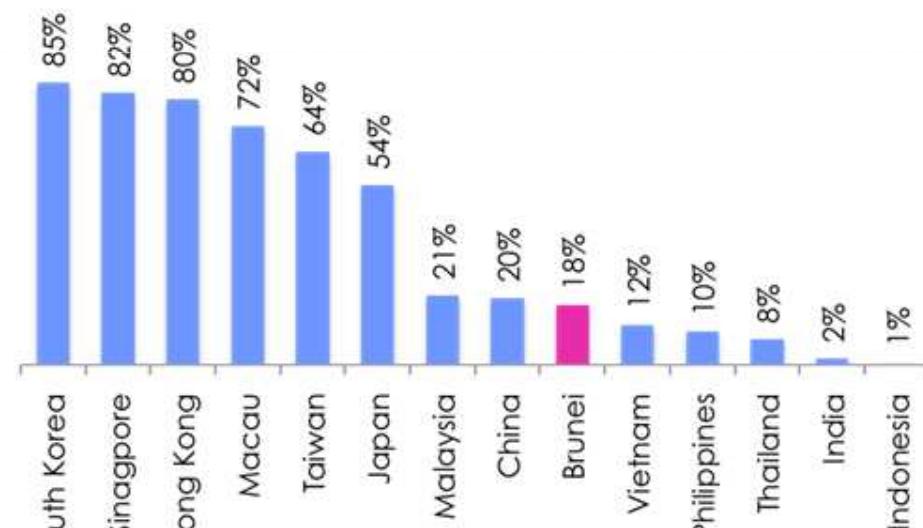


# Current Broadband Market Statistics

## Broadband Subscribers Growth in Brunei Darussalam

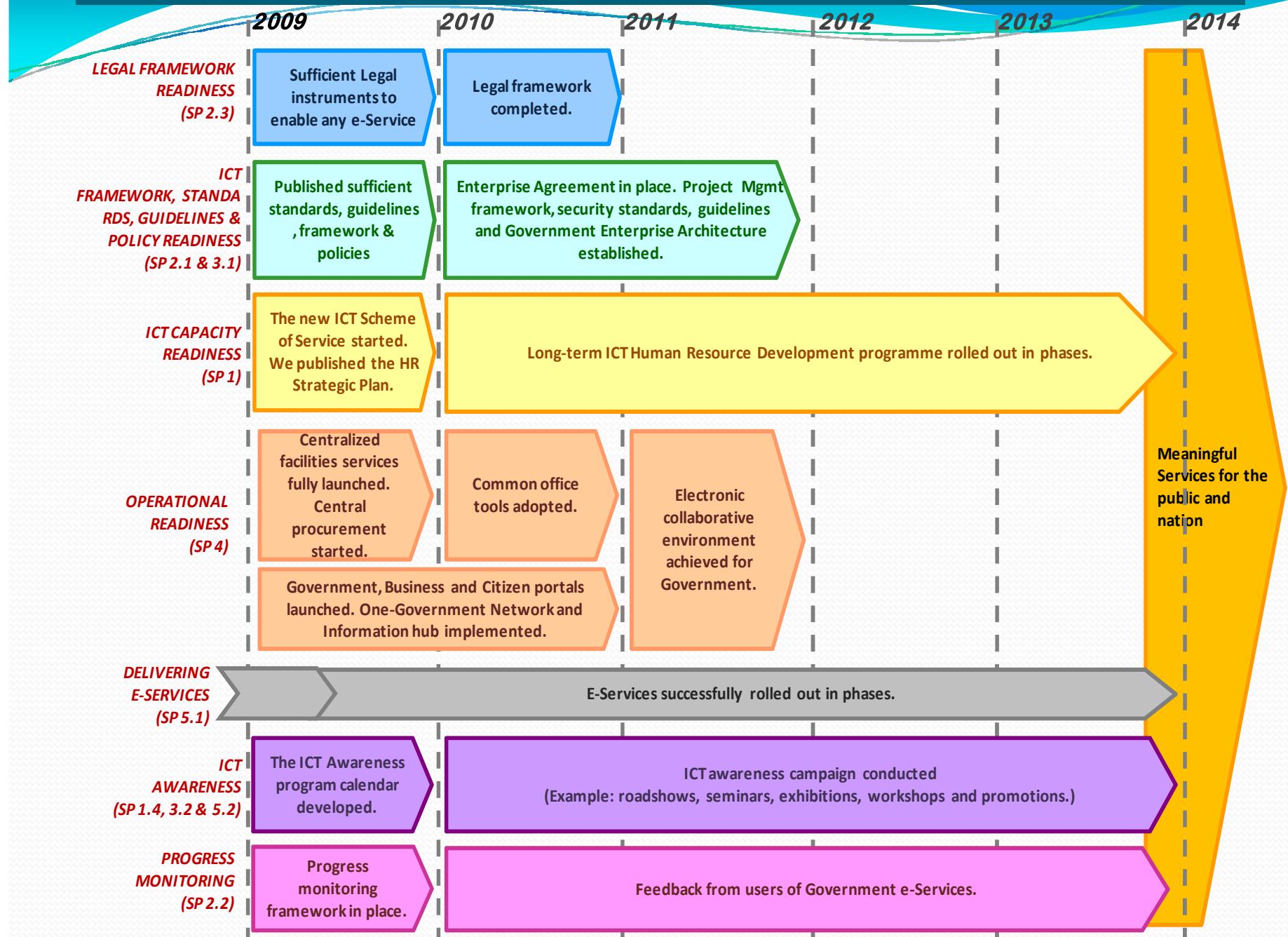


## Asia's Broadband Markets by Household Penetration - June 2009



(Source: BuddeComm, estimates)

# THE WAY FORWARD: E-GOVERNMENT STRATEGIC PLAN 2009 - 2014



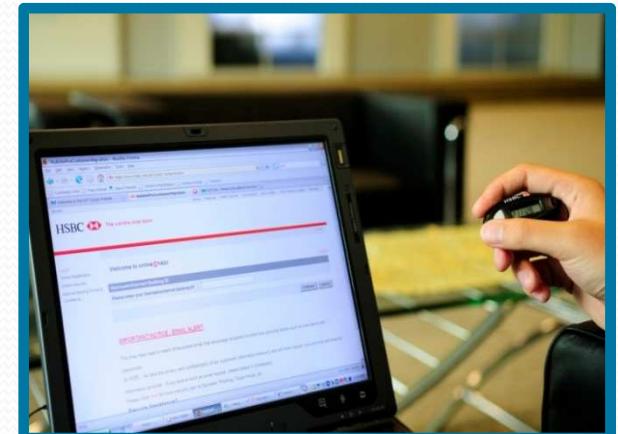
# WHAT DOES THE FUTURE HOLD?

- Brunei economic future lies in its economic diversification
- ICT sector had been identified as one of the key driver in Brunei economic development.
- e-Government is not merely introducing technology for efficiency; instead it is a transformation process that involves changing the mindset of the people, culture and structure
- e-Government is about restructuring and reengineering of government business processes, the need to change their thinking and "accept the e-ways"
- The implementation of e-Government program for example helps to expedite the operational processes through the reduction of repetitive administrative and manual tasks.
- Success and failure of e-Government will be much more visible when online governance and services meets the public (such as public participations)
- e-Government require ICT capacity and capability, Business Process Re-engineering, change of mindset, close and cohesive cooperation/collaboration among various stakeholders that include the support and involvement from top management to the bottom of the organizational ladder.



e-Gov@PMO

Thank You



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# THE JOURNEY SO FAR....

## 2006 – Review recommendations

e-Government Implementation Review recommendations include:

- Appointment of the fulltime leader for e-Government
- Appointment of Government CIO
- Establishment of a Technical Authority
- Launching of a strategic change management programme
- Addressing the shortage of ICT staff
- Giving priority to projects that provide common infrastructure to enable online services (e.g. Public Key Infrastructure (PKI), Payment Gateway)
- Consolidate the use of existing common facilities and common applications as much as possible and operate out of e-Government Data centre.

# THE JOURNEY SO FAR....

## 2007

- Restructuring of e-Government (Mac 2007)
- Prime Minister's Office (PMO) assumes the role of the 'Executive Ownership' of the e-Government initiative and spearheads the overall policy level of e-government in the country
- Deputy Minister at PMO appointed as 'Executive owner' and e-Government Leadership Forum (EGLF) chairman
- Overall Government CIO was appointed
- E-Government Programme Executive Committee (EGPEC) elevated to EGLF
- E-Government Implementation Unit (UPEK) was established
- E-Government Technical Authority Body (EGTAB) was established (fully operational 1<sup>st</sup> Oct 2007)
- CIO Dialog was established
- Several policy directives by EGLF were endorsed

# THE JOURNEY SO FAR....

## 2008

- E-Government National Centre (EGNC) was established (1<sup>st</sup> April 2008)
- Change Management Programme were launched involving Top management in the civil service, CIOs and CTOs on e-Government MasterPlanning, CIO Executive Programme and ICT staffs on Project Management, BPR and Data Governance
- Sending 8 participants for ICT Conversion (Post Graduade Diploma at National University of Singapore)
- Reviewing IT Scheme of Service

## Note:

**iCentre** was established as the centre of excellence for nurturing and developing successful entrepreneurs in the **ICT** arena (Aug 2007) – developed by BEDB

# E-GOVERNMENT LEADERSHIP FORUM (EGLF)

The EGLF Terms of Reference (TOR) :

- To modernise the civil service in meeting the public service delivery expectations and managing the challenging demands of a dynamic environment through increased usage of ICT;
- Setting the strategic policy directions and be accountable for the overall delivery of the e-government initiative
- To provide quarterly progress report to His Majesty the Sultan.