

# **ISO/IEC JTC 1 N 9683**

2009-09-02

# ISO/IEC JTC 1 **Information Technology**

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Corporate Governance of IT meeting Singapore, 02-04 December 2009

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# ISO/IEC JTC 1 Working Group 6 Corporate Governance of IT ISO/IEC JTC 1/WG 6 N0031

DATE: 2009-09-01

### ISO/IEC JTC 1

# **Working Group 6 Corporate Governance of IT**

Secretariat: Standards Australia (SA)

DOC TYPE: Meeting announcement and logistical details.

TITLE: Meeting announcement and logistical details for the JTC

1/WG 6: Corporate Governance of IT meeting Singapore,

02 -04 December 2009.

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#### \* GENERAL INFORMATION ON THE MEETING & SINGAPORE \*

Singapore's Information Technology Standards Committee (ITSC), an industry partnership supported by SPRING Singapore and the Infocomm Development Authority of Singapore (IDA Singapore), extends a warm welcome to the ISO/IEC JTC 1/WG 6 experts to have their Working Group meeting in Singapore from 2–4 December 2009.

#### \* MEETING & HOTEL \*

#### **Host Contacts**

#### **Host Organisations**

Information Technology Standards Committee (ITSC)

C/o Infocomm Development Authority of Singapore (IDA)

140 Hill Street, #04-01 MICA Building

Singapore 179369

Contact: Mr Ong Chih Hsing

Secretariat, ITSC

DID: +65 6593 4469
Fax: +65 6211 2211
Email: nitsc@ida.gov.sg

Institute of Systems Science (ISS)

National University of Singapore

25 Heng Mui Keng Terrace

Singapore 119615

Contact: Ms Tan Lay Ngan

Consulting Director (IT Governance)

DID: +65 6516 2093 Fax: +65 6778 2571

Email: ng\_lay\_ngan@nus.edu.sg

### **Meetings and Social Event**

#### ISO/IEC JTC 1/WG 6 Meeting

Date: 2 – 4 Dec 2009
Time: 9 am to 4:30 pm

Venue: Institute of Systems Science

Secretariat ISO/IEC JTC Study Group on ICT Governance: Standards Australia, Level 10, 20 Bridge Street Sydney, NSW 2000

National University of Singapore

25 Heng Mui Keng Terrace

Singapore 119615 Rooms 3-3 and 3-12

Website: www.iss.nus.edu.sg

Transport: 2-way transfer between Orchard Parade Hotel and ISS will be provided (Refer to

section "Recommended Hotel")

Departure Time from Orchard Parade: 8:15 am

Departure Time from ISS: 5:15 pm

Meals: Tea breaks and lunch will be provided.

# Social Event

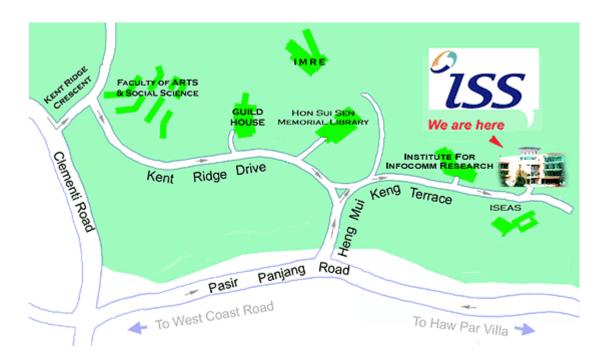
Date: 2 December 2009

Time: 6.30pm

Venue: Singapore River cruise / Dinner @ Clarke Quay

(Details will be provided to delegates later in Singapore)

# **Location of the Institute of Systems Science**



#### **Recommended Hotel**

Orchard Parade Hotel

1 Tanglin Road

Singapore 247905

Telephone: +65 6737 1133

Fax: +65 6733 0242

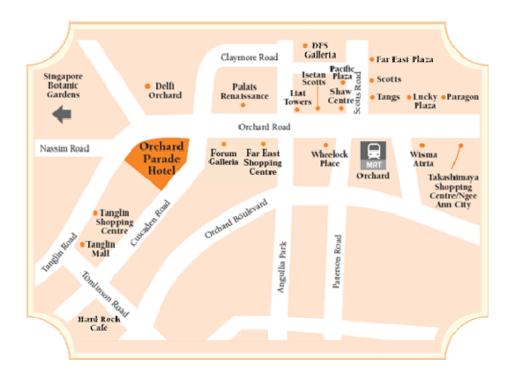
Website: www.orchardparade.com.sg

Special rates have been negotiated with this hotel for the delegates. Delegates are encouraged to place their room reservations with the hotel as 2-way transfer between the hotel and ISS will be provided. Please use the reservation form as attached in Annex A to make your booking with the hotel.

|               | Orchard Parade Hotel  |
|---------------|---|
| Superior Room | Single @ S\$220.00++ per room per night  Twin @ S\$238.00++ per room per night  Rates inclusive of:  Daily buffet breakfast Internet access  Note: All rates are subject to 10% Service Charge, prevailing government tax plus prevailing GST, unless otherwise stated. |
|               |   |

Please make your bookings by <u>10 November 2009</u> to enjoy this preferential rate, as it will be subject to availability after this deadline.

#### **Location of Orchard Parade Hotel**



**Transport to Orchard Parade Hotel** 

Getting from point A to point B in Singapore is easy and economical. An efficient public transportation network offers taxis, buses and the modern Mass Rapid Transit (MRT) rail system.

# ❖ From Singapore Changi Airport to Orchard Parade Hotel Singapore

#### 1. Airport Shuttle Service

The Airport Shuttle service serves all hotels in Singapore with the exception of Changi Village Hotel and hotels on the Sentosa Island. The service leaves every 15 minutes from 0600hr to midnight and 30 minutes at other hours. Chartering is available. Please approach the Airport Shuttle Counter on the arrivals level.

http://www.changiairport.com/changi/en/airport\_guide/tofrom\_ap/ap\_tocity.html#ass

#### Travel Fare / Destination (From Airport to City)

- S\$9.00 Adult
- Other Destinations S\$50.00 to book the whole MaxiCab

### 2. Taxis

You can catch a taxi to any destination at the taxi stands at the Arrival Hall. This service is available 24 hours daily, and advance bookings can be made with taxi companies with a minimal booking charge. An Electronic Road Pricing (ERP) system is operational on major expressways, within the Central Business District and selected roads to ensure smooth traffic

during peak hours. You may be required to pay a surcharge if applicable. Journey from airport to the city is estimated to cost between S\$18 to S\$38 and takes approximately 30 minutes

For more information, check out the <u>Singapore Changi Airport Website</u>. This site also provides information on the arrival and departure procedures that you would need to go through upon arrival at the Singapore Changi Airport and on your departure.

#### \* ABOUT SINGAPORE \*

#### **Climate and What to Wear**

Singapore has a warm and humid climate throughout the year with a daily average temperature range of 24 degrees Celsius to 32 degrees Celsius. Light and summer clothing made from natural fabrics like cotton is best for everyday wear. Casual dress is acceptable for most situations and occasions but some establishments may require a more formal dress code. It is always advisable to check beforehand on dress regulations, if any. Within the hotel, the air-conditioning might get cold, so do bring along a jacket or sweater.

For timely updates, visit http://app.nea.gov.sg/cms/htdocs/article.asp?pid=1453.

# Passport & Visa

Delegates are advised to check the regulations pertaining to passport and visa from their travel agency or from the Singapore's Immigration and Checkpoints Authority website at <a href="http://www.ica.gov.sg/page.aspx?pageid=96&secid=94">http://www.ica.gov.sg/page.aspx?pageid=96&secid=94</a>.

Most Western nationals either do not require a visa at all to visit Singapore or do not require a visa for a social stay of up to 90 days; a 14-day permit is issued on arrival, but one-month permit is usually no problem if asked for. Extensions beyond one month are difficult to obtain.

# **NOTE: Chinese Delegates**

For Chinese delegates who require formal invitation letter to the meeting(s) from the Singapore National Body, you are requested to submit one consolidated request through your national standards body. Information to be submitted for each delegate includes:

- Name in full
- Organisation
- Title/Designation
- Address
- Contact No. / Email
- Participating or Observing Member

You are required to send the request no later than 1 November 2009 to:

SPRING Singapore
Ms Susan Chong
Director, Standardisation Division
2 Bukit Merah Central

Secretariat ISO/IEC JTC Study Group on ICT Governance: Standards Australia, Level 10, 20 Bridge Street Sydney, NSW 2000 Telephone: +61 2 9237 6079; Facsimile: +61 2 9237 6020; e-mail: andrew.mckay@standards.org.au Level 5, Podium Block

Singapore 159835

Fax: +65 6278 6990

Email: susan\_chong@spring.gov.sg

### CC:

Mr Allan Koh, SPRING Singapore, Standardisation Division, 2 Bukit Merah Central, Level 5, Podium Block, Singapore 159835, Fax: +65 6278 6990, Email: <a href="mailto:allan\_koh@spring.gov.sg">allan\_koh@spring.gov.sg</a>

Mr Ong Chih Hsing, Secretariat, IT Standards Committee, 140 Hill Street, #04-01 MICA Building, Singapore 179369, Fax: +65 6211 2211, Email: <a href="mailto:nitsc@ida.gov.sg">nitsc@ida.gov.sg</a>

#### **General Information**

#### **Airport Tax**

A passenger service charge of SGD21 should be incorporated in the air ticket (including tickets issued outside of Singapore). If this has not been done, you may be required to pay the SGD21 during check-in. In some cases, the airline may absorb the service charge.

#### **Banking**

The local currency is Singapore dollars and cents. Notes come in denominations of SGD 2, SGD 5, SGD 10, SGD 20, SGD 50, SGD 100, SGD 500, SGD 1,000, and SGD 10,000.

Coins come in denominations of 5, 10, 20 and 50 cents and SGD 1.

Banking hours are Monday to Friday: 10 am to 3 pm, and Saturday: 9.30 am to 1 pm (some banks are open until 3 pm); Sunday: 9.30 am to 3 pm (some banks in Orchard Road). Most banks handle travellers' cheques and change foreign currencies. However, some banks do not have foreign exchange dealings on Saturday.

Passports are required when cashing travellers' cheques. A nominal commission may be charged.

## **Drinking Water**

It is perfectly safe to drink water straight from the tap in Singapore. However, for those who prefer bottled mineral water, local supermarkets and grocers always have ample stocks.

#### **Drug Abuse**

Drug abuse is viewed seriously in Singapore. Illicit traffic in narcotic drugs and psychotropic substances is strictly prohibited.

#### **Electricity**

Singapore voltage is **220-240 volts AC**, **50 cycles per second**. On request, most hotels will provide transformers to visitors with electrical appliances of a different voltage, such as 110-120 volts, 60 cycles per second. When shopping for electrical appliances, do remember to check the voltage of the item against the acceptable voltage in your home country. The power plugs used in Singapore are of the three-pin, square-shaped type.

#### Languages

There are four official languages in Singapore: Malay, Mandarin, Tamil and English. English is the language of business and administration, and is widely spoken and understood. Most Singaporeans are bilingual, and speak their mother tongue as well as English.

#### **Medical Facilities**

Singapore's medical facilities are among the finest in the world, with well-qualified doctors and dental surgeons. Pharmaceuticals are available from numerous outlets, including supermarkets, department stores, hotels and shopping centres. Registered pharmacists work from 9 am to 6 pm.

Most hotels have their own doctor on-call around the clock. Other doctors are listed under Medical Practitioners in the Yellow Pages of the Singapore Phone Book. For an ambulance, dial 995. Visitors could also contact the following hospitals' International Patient Service Centres:

Parkway Group Healthcare Medical Referral Centre 302 Orchard Road

Tong Building #16-01/02/03

Secretariat ISO/IEC JTC Study Group on ICT Governance: Standards Australia, Level 10, 20 Bridge Street Sydney, NSW 2000

Singapore 238862

Tel: (65) 6735 5000 (24-hour hotline)

Fax: (65) 6732 6733

Email: mrc@parkway.com.sg Website: www.imrc.com.sg

#### **Raffles International Patients Centre**

Raffles Hospital 585 North Bridge Road Singapore 1889770 Tel: (65) 6311 1666 Fax: (65) 6311 2333

Email: enquiries@raffleshospital.com Website: www.raffleshospital.com

24-hour Appointments Hotline

Tel: (65) 6311 1222 Fax: (65) 6311 2136

Email: specialist@raffleshospital.com

#### **National Healthcare Group International Patient Liaison Centre**

National University Hospital 5 Lower Kent Ridge Road Singapore 119074

Tel: (65) 6779 2777 (24-hour hotline)

Fax: (65) 6777 8065

Email: iplc@nuh.com.sq Website: www.nuh.com.sg

#### Singapore Health Services (SingHealth) International Medical Service

Singapore General Hospital

Block 6 Level 1 Outram Road Singapore 169608 Tel: (65) 6326 5656 Fax: (65) 6326 5900

Email: ims@sgh.com.sg Website: www.sgh.com.sg

#### **Mobile Phones**

There are two mobile phone networks - GSM900 and GSM1800 - and three mobile telephone service providers - SingTel, M1 and StarHub. To make international calls, the access codes are 001, 013, or 019 for SingTel, 002 or 021 for M1 and 008 or 018 for StarHub.

#### Money Changers

Apart from banks and hotels, money can be changed wherever the sign "Licensed Money Changer" is displayed. Most shopping complexes have a licensed money changer. Visitors are discouraged from changing money with unlicensed money changers.

An online currency converter service is available at <a href="http://forex.asia1.com/currency.html">http://forex.asia1.com/currency.html</a>.

#### **Payphone Services**

Public payphones operated by credit card and/or stored-value phonecards can be used to make both local and international calls. Public payphones can be found in most shopping complexes and MRT stations. Local calls are charged at 10 cents per 3 minutes. Stored-value phonecards in denominations of SGD2, SGD5, SGD10, SGD20 and SGD50 can be purchased from post offices and phonecard agents. To make an international call, dial the access code followed by the country code, area code & telephone number. Different telephone companies use different access codes - 001 for SingTel, 002 for M1 and 008 for Starhub. International Calling Cards in denominations of SGD10, SGD20 and SGD50 are also available at all post offices including Changi Airport, 7-Eleven stores and other retail outlets.

Secretariat ISO/IEC JTC Study Group on ICT Governance: Standards Australia, Level 10, 20 Bridge Street Sydney, NSW 2000

#### Smoking

Smoking is <u>not permitted</u> in public service vehicles, museums, libraries, lifts, theatres, cinemas, airconditioned restaurants, hair salons, supermarkets, department stores and government offices. Offenders can be fined up to SGD 1,000.

#### **Tipping**

Tipping is not encouraged as most hotels and restaurants in Singapore already levy a 10% service charge on customers' bills. Tipping is not a way of life in Singapore and is prohibited at the airport.

#### **Useful Telephone Numbers**

Here is a list of useful telephone numbers.

| Police                                      | 999 (toll-free)                             |
|---|---|
| Emergencies/Ambulance/Fire Brigade          | 995 (toll-free)                             |
| Changi Airport Flight Info                  | 1800 542 4422 (toll-free in Singapore only) |
| Singapore Tourism Board (STB) Touristline   | 1800 736 2000 (toll-free in Singapore only) |
| CitySearch (operator-assisted Yellow Pages) | 1900 777 7777 (toll-free in Singapore only) |
| International Calls                         | 104   |
| Time of day                                 | 1711  |
| Weather                                     | 6542 7788                                   |

# **Shopping Tips**

#### **Shopping Hours**

A good number of department stores and some smaller shops are open daily from 10am to about 9pm, or even 10pm. Singapore is one of the few countries in the world where you feel safe staying out in the streets till late at night. As long as basic precautions are taken, you can have peace of mind to shop and walk around.

Mustafa Centre in Little India is the only department store in Singapore that is open 24 hours, everyday!

#### **Prices and Bargains**

The local newspapers will give you a fair idea of prices to expect and information on current sales and promotions. You might also wish to take time to browse and compare prices before buying.

In department stores, all items are price-tagged and prices are fixed. Many small retailers also practise price tagging but are often flexible when approached for a discount. Ask the retailer for his "best price" and then counter-offer with realistic prices until both of you reach an agreement.

#### **Credit/Charge Cards**

Almost all stores accept major international credit and charge cards. Should you come across a shop insisting on adding a surcharge, do contact the local office of the card company so that corrective action can be taken.

#### **Receipts and Return Policies**

All department stores and smaller retail shops provide either cash slips or receipts upon purchase. Feel free to ask should they omit giving you one and be sure that details shown on the receipt are accurate.

Larger shops and department stores will exchange goods if they are returned in good, original condition. However, returns are accepted only within a specified number of days (usually three) from the purchase date, and upon presentation of the receipt. Smaller shops may not be so accommodating, so always check goods carefully before purchasing. You may also want to check out the shop's return policy before making a purchase.

If you're undecided about a purchase in a department store and would like a bit of time to consider, just ask the sales assistant to put it aside for you. The item can usually be reserved for a maximum of three days.

#### Goods and Services Tax (GST)

Visitors to Singapore, you are entitled to claim back the Goods and Services Tax (GST) paid on your purchases when you take them home.

There are 2 GST refund operators, namely Global Refund and Premier Tax Free.

#### **Global Refund**

- Shop at Global Refund affiliated retailers displaying the 'TAX FREE SHOPPING' signs.
- Spend S\$100 at any affiliated retailers.
- Present your passport to the retailer to obtain a completed Global Refund Cheque
- Get the Cheques validated at the Singapore Customs counter at the Singapore Changi
  Airport Terminal 1 or 2 as proof of export. The goods purchased, along with the receipts and
  Global Refund Cheques must be presented for verification.
- Claim your GST refund in the form of cash, credit card, bank cheques or Airport Shopping Vouchers at Global Refund counters in the airport. A small handling fee will be deducted from the GST amount due to you.

#### **Premier Tax Free**

Under the Premier Tax Free GST Scheme, visit any store that displays the ""PREMIER TAX FREE" logo and follow these simple steps:-

- Ask for your Premier refund when you spend only SGD 100 at a single participating shop. There is no need to accumulate vouchers to a value over SGD 300 as before.
- Complete your GST Voucher before departure.
- Have your Premier Voucher validated by Customs at Changi Airport Terminal 1 or 2 as proof
  of export. Your goods purchased, along with your receipts, must be presented for verification.
- Claim your Premier GST refund in the form of cash, credit card, bank cheques at the Premier Tax Free counters in the airport next to Customs. A small handling fee will be deducted from the GST amount due to you. No additional service charge is applied to credit card refunds.

#### Warranty

Check that the warranty card for your purchase bears the correct details of the product purchased and is endorsed with the retailer's stamp. International warranties can be obtained for many goods, usually for a 12-month period, but some products are not accompanied by warranties and these are usually sold at a lower price. Some international warranties have limitations, and may not be applicable to certain countries.

Most shops will comply with your requests for guarantee statements, but if one is not forthcoming, it may be best to simply shop elsewhere.

#### **Delivery**

Many larger stores will oblige by shipping your purchases to your home. To ensure timely delivery, do request for a written confirmation of your instructions. It would be to your advantage for your purchase to be covered for damage in transit and loss by buying an All Risk insurance which the shop can arrange for you. Also, contact your national diplomatic representative to check the latest customs regulations of your country.

If you are sending purchases home by post, check with the Singapore Post for information on requirements and regulations for air and sea delivery. Post offices are generally open from 8.30am to

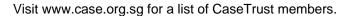
5pm on weekdays, and 8.30am to 1pm on Saturdays while certain branches have extended opening hours. Some hotels provide a parcel wrapping service.

#### **Export Permits**

All weapons (even swords and kris bought as souvenirs) must be accompanied by export permits issued by the Singapore Arms and Explosives Branch at 391, New Bridge Road, #02-701, Police Cantonment Complex, Singapore 088762, Tel: (65) 6557 5822. Singapore and many other countries place restrictions on items from endangered species such as ivory and skins. If in doubt, check with your national diplomatic representative whether a permit is required before you bring an item into your home country.

#### CaseTrust

CaseTrust is an accreditation programme, developed by the Consumers Association of Singapore (CASE), which recognises good business practices among store-based and web-based business establishments.





#### **Errant Retailers**

As in other countries, be wary of touts with offers of free shopping tours, special discounts or pirated goods. Visitors who encounter less than satisfactory retailer practices can contact the Singapore Tourism Board (Customer Information & Service Dept) located at Tourism Court, 1 Orchard Spring Lane, Singapore 247729, Tel: 1800 736 3366 (toll-free in Singapore), Fax: +65 6734 7226, or email feedback@stb.com.sg. If visitors wish to receive some form of redress within 24 hours (depending on the complexity of the claim), you can also lodge your claim directly with the Small Claims Tribunals (SCT). An administrative fee of S\$10 is payable to the SCT.

#### Small Claims Tribunals

2 Havelock Road #05-00 Apollo Centre Singapore 059763

Tel: +65 6435 5946 / +65 6435 5938, Fax: +65 6435 5994.

#### Opening hours:

8.30am to 1pm and 2pm to 5.30pm, Monday to Friday

8.30am to 1pm, Saturday

#### **More Tips**

If you are having clothes tailor-made, establish a clear understanding about payment. It is wise to just leave a deposit when ordering, with full payment following only after you have inspected the completed garment for workmanship and fit.

#### Sightseeing

Some of the places you can visit when you are in Singapore:

#### Arts & History

- Asian Civilisation Museum
- National Museum of Singapore
- Singapore Art Museum

#### **Attractions**

- Jurong Bird Park
- Night Safari
- Singapore Zoological Gardens

Secretariat ISO/IEC JTC Study Group on ICT Governance:

Standards Australia, Level 10, 20 Bridge Street Sydney, NSW 2000

| Esplanade – Theatres by the Bay | Singapore Botanic Gardens |
|---------------------------------|---------------------------|
| Cultural & Ethnic Places        | Sentosa                   |
| Chinatown                       | Singapore Flyer           |
| Little India                    |                           |
| Eateries by the Singapore River |                           |
| Boat Quay     Clarke Quay       |                           |

To get more insights of other interesting sight seeing trips or tips on food and entertainment, you may visit the *Visit Singapore* website <a href="http://www.visitsingapore.com/publish/stbportal/en/index.html">http://www.visitsingapore.com/publish/stbportal/en/index.html</a>



# RESERVATIONS FORM ISO/IEC JTC1/WG6 WORKING GROUP MEETING 2-4 DECEMBER 2009

Please return the reservation form by <u>10 November 2009</u> and email to **vivi@fareast.com.sg** upon completion. Thereafter, rooms are subject to availability at Hotel's best available rate.

| GUESI  | T INFORMATION  |
|--|--|
| Name :(Ms/Mdm/Mr/Dr)   |  |
| Date of Arrival :  | Flight/ETA :   |
| Date of Departure :  | _ Flight/ETD :   |
| ROOM TYPE / RATE   |  |
| □ Superior Room at S\$220.00++ per room per night night (Twin)                                 | (Single) ☐ Superior Room at S\$238.00++ per room per   |
| Extra Bed (charge of S\$80.00++ per room per   | night)   |
| Remarks: Room rate is inclusive of daily buffet b  Extra Bed rate is inclusive of daily buffet | reakfast & 24 hours In-room Internet Access. fet breakfast & 24 hours In-room Internet Access. |
| ☐ Additional Buffet Breakfast can be packaged in at S  | \$\$20.00++ per person daily at point of reservation.  |
| COMPANY REFERENCE  |  |
| Company Name :   |  |
| Company Address :  | Postal Code :  |
| Contact Person : Teleph  | one : (HP)   |
| Email :  | Fax:   |
| PAYMENT  |  |
| Credit Card ☐ AMEX ☐ MASTERCARD ☐ VISA   | □ JCB □ DINERS   |
| Cardholder's name :  | Card Number :  |
| Expiry Date :  | Authorized Signature :   |
|  |  |

### NOTE:

- 1. Rates are subject to 10% service charge and prevailing government taxes plus goods and services tax (subject to government change in policy).
- 2. All room(s) reservation(s) must be guaranteed via a valid credit card. Reservation(s) form(s) must be completed with flight details and to be returned with a signature (as per credit card) by **10 November 2009.**
- 3. Charges for the entire stay will be imposed in the event of any "CANCELLATION" (after 10 November 2009) or "NO SHOW" on the day of arrival.

Orchard Parade Hotel, 1 Tanglin Road, Singapore 247905 Tel: (65) 6739 8070 Fax: (65) 6732 4173 Email: vivi@fareast.com.sg

# **Meeting Registration Form**

Please complete this form and email / fax to the JTC1 WG6 Secretariat, Mr Andrew McKay to confirm your participation by 30 September 2009.

Please also send a copy of this registration form by email / fax to the host contact, Mr Ong Chih Hsing.

Mr Andrew McKay, WG 6 Secretariat Attention:

Email: andrew.mckay@standards.org.au

Cc: Mr Ong Chih Hsing

Secretariat, Information Technology Standards Committee (ITSC),

Singapore

Fax: + 65.62112211

Email: nitsc@ida.gov.sg

| Name:                              |                               |  |
|------------------------------------|-------------------------------|--|
| Organisation:                      |                               |  |
| Address:                           |                               |  |
| City:                              | Country:                      |  |
| Telephone:                         | Fax:                          |  |
| Email:                             |                               |  |
| Country of Delegation or Represe   | entation:                     |  |
| Date of Arrival:                   |                               |  |
| Accommodation in Singapore:        | Orchard Parade Hotel / others |  |
| Secretariat ISO/IEC JTC Study Grou | p on ICT Governance:          |  |

Standards Australia, Level 10, 20 Bridge Street Sydney, NSW 2000

| Attending Social Dinner on 2 December 2009 | Yes / No |  |
|--|----------|--|
| With spouse / accompanying guest           | Yes / No |  |
|  |          |  |