

eKL - Its Implementation and Issues

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Abstract

eKL is an ICT initiatives in public sector. It is developed by MAMPU, Prime Minister's Department (JPM).

1. Introduction

eKL is an initiative to improve the service delivery system of Government agencies in Klang Valley. The rationale behind the establishment of eKL is: to accelerate the achievement of excellence in service delivery for agencies within the Klang Valley, to push the implementation of Electronic Government in the Klang Valley for more efficient, fast, quality, safe and people friendly services that will have an impact on the public, to ensure that by 2010, the implementation of the electronic government in the Klang Valley be used as an example for the implementation to the rest of the country and to support the Broadband Push program.

1.1. Vision of eKL

Th eKL vision statement is: "Delivering services through an integrated and connected Klang Valley".

1.2. Mission of eKL

To strengthen/enhance the Government service delivery system within Klang Valley, through the use of ICT, to deliver efficient, fast, quality, safe and people friendly services that will have an impact on the public.

1.3. Objective of eKL

(a) One Government Many Agencies (b) No Wrong Door (c) End to End interactive online services (24x365) (d) Sharing of services and information (e) Raising Competitive Edge

1.4. eKL Coverage

(a) Selangor : Shah Alam, Petaling Jaya, Daerah Petaling, Klang, Gombak, Hulu Langat, Kuala Langat, Kuala Selangor, Sepang (KLIA and Cyberjaya,

(b) Wilayah Persekutuan Kuala Lumpur and Putrajaya,

(c) Negeri Sembilan : Nilai

It involves 3 cities : KL, PJ and Shah Alam with a total Population of 6.4 million people.

2. eKL Framework

3. Conclusion

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