SINGAPORE e-Government Experiences:

DESTINATION OR ODYSSEY ?

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Discussion Topics

- Singapore's e-government – 30 year journey, so far
- Achievements? Final Destination?
- But … Headwinds continue ..
- Emergence of the 4th Industrial Revolution
- E-government – an Odyssey !

Singapore National Infocomm Masterplans and e-Government Masterplans, 1980-2025

1980-85

National Computerisation Plan

Computerise the civil service, facilitate the development and growth of a local IT industry and develop a pool of IT manpower to meet the needs of the industry.

- Government computerised.
- Computer software and services industry grew 10-fold in revenue.
- IT manpower pool grew from 850 to 5,500.

1986-91

National IT Plan

Extend government systems to private sector through electronic data interchange networks.

- TradeNet, MediNet, LawNet successfully deployed.

1992-99

IT2000

Transform Singapore into an "Intelligent Island".

- Nationwide deployment of Singapore ONE.
- Policy framework for e-commerce (Electronic Transactions Act) put in place.
- Construction and Real Estate Network (CORENET) for construction industry, among other sectoral applications implemented.

2000-03

Infocomm 21

Establish Infocomm as a key sector of growth, boost competitiveness of businesses and enhance quality of life through Infocomm.

- Telecommunications market fully liberalised.
- Domestic and international Infocomm connectivity increased.

1980-99

Civil Service Computerisation Programme

Raise public sector efficiency.

- Automation of public service.
- Development of basic IT infrastructure and data hubs.

2000-06

e-Government Action Plan I & II

Public Service Excellence.

- Some 1,600 e-services deployed.
- Development of integrated services.

2006-10

iGov2010

Whole-of-Government integration. Integration of data, processes and systems for government agencies.

- Integration of data, processes and systems for government agencies.
- 300 mobile government services deployed.

2006-15

Intelligent Nation

Enrich Singaporeans' lives, enhance the country's economic competitiveness and boost the growth of Infocomm industry.

- ICT revenue reached S$102 billion in 2012.
- 95% of homes and businesses wired up to Next Gen NBN.
- Wireless@SG programme launched.

2003-06

Connected Singapore

Enable individuals, organisations and businesses to become more efficient and productive, through Infocomm; create and realise new possibilities by bringing together the power of computing, communications and content.

- Information harnessed in key sectors like logistics manufacturing, retail and education for further development of the sectors.

LEGEND

- National Masterplans
- e-Government Masterplans

2011-15

eGov2015

Drive government-private value innovation and raise economic competitiveness.

- Collaborations within and outside government.
- One-stop access to over 400 government e-services via eCitizen portal.

Source: Info-communications Development Authority, Innovation, Integration, Internationalisation—Report by the IN2015 Steering Committee (Singapore: IDA, 2016), 33; "eGov Masterplans", GovTech Singapore, last modified 6 October 2016, https://www.tech.gov.sg/About-Us/Corporate-Publications/eGov-Masterplan; GovTech Singapore, "Speech By Dr Yaacob Ibrahim, Minister for Communications and Information, at the Infocomm Media Business Exchange Opening Ceremony", 18 June 2013, https://www.imda.gov.sg/about/newsroom/archived/ida/speeches/2013/speech-by-dr-yaacob-ibrahim-minister-for-communications-and-information-at-the-infocomm-media-business-exchange-opening-ceremony

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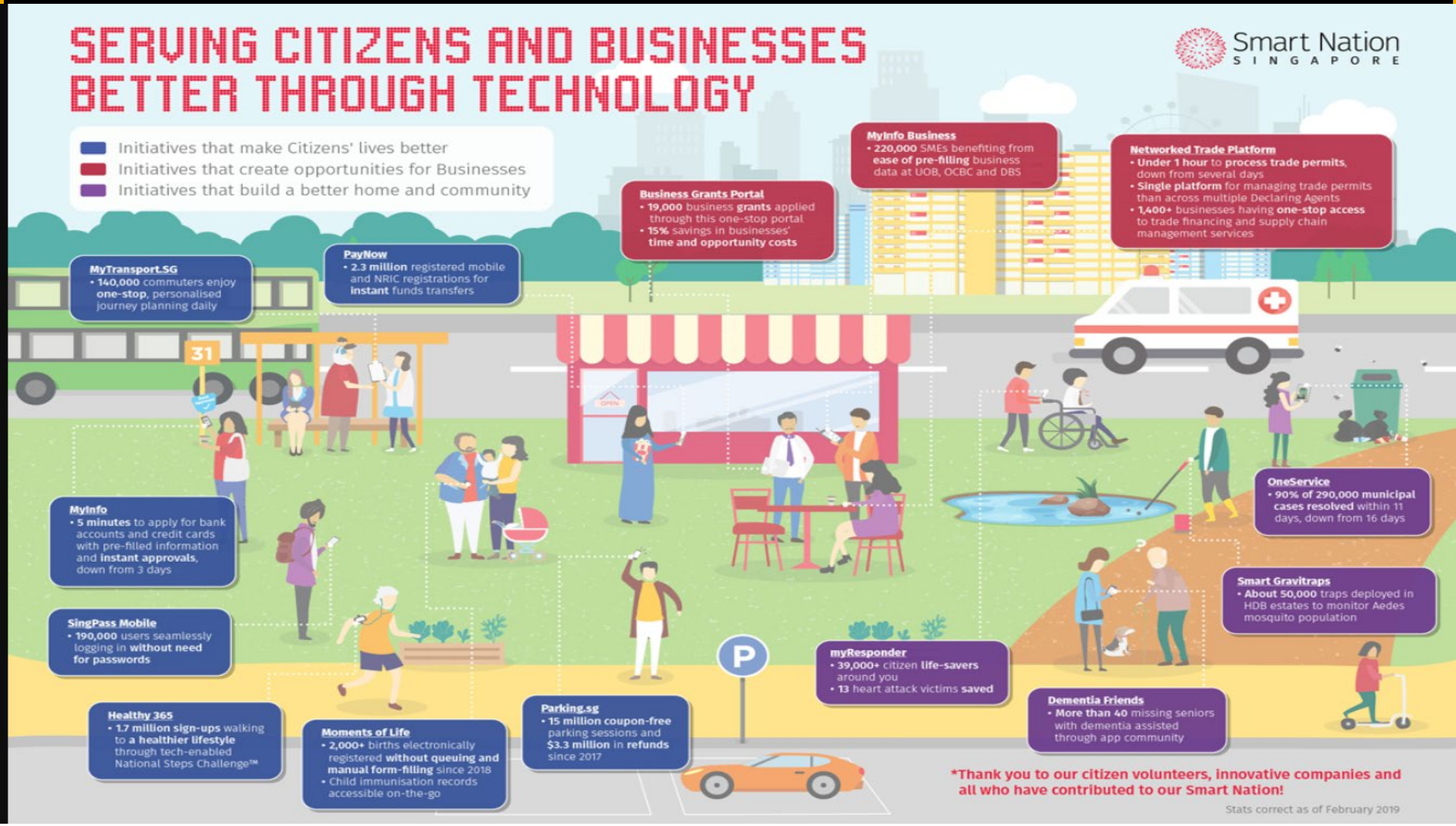
From e-Government to building a Smart Nation

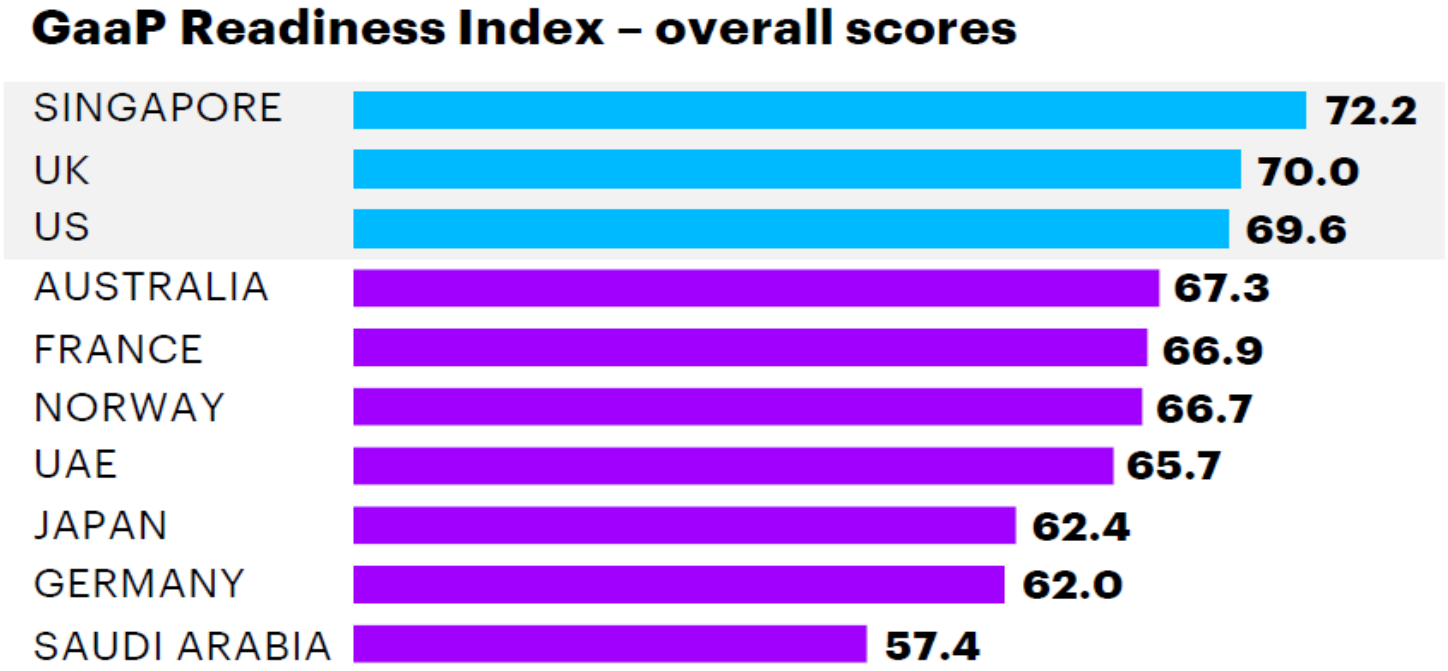


2016 WEF
Networked Readiness Index

Rank	Economy	Info	Value	Distance from best
1	Singapore		6.0	
2	Finland		6.0	
3	Sweden		5.8	
4	Norway		5.8	
5	United States		5.8	
6	Netherlands		5.8	
7	Switzerland		5.8	
8	United Kingdom		5.7	
9	Luxembourg		5.7	
10	Japan		5.6	
11	Denmark		5.6	
12	Hong Kong SAR		5.6	
13	Korea, Rep.		5.6	
14	Canada		5.6	
15	Germany		5.6	
16	Iceland		5.5	
17	New Zealand		5.5	
18	Australia		5.5	
19	Taiwan, China		5.5	
20	Austria		5.4	

2018 GOVERNMENT AS A PLATFORM
(GaaP) Readiness Index

SINGAPORE IS THE MOST GaaP-READY COUNTRY, FOLLOWED CLOSELY BY THE UK AND US



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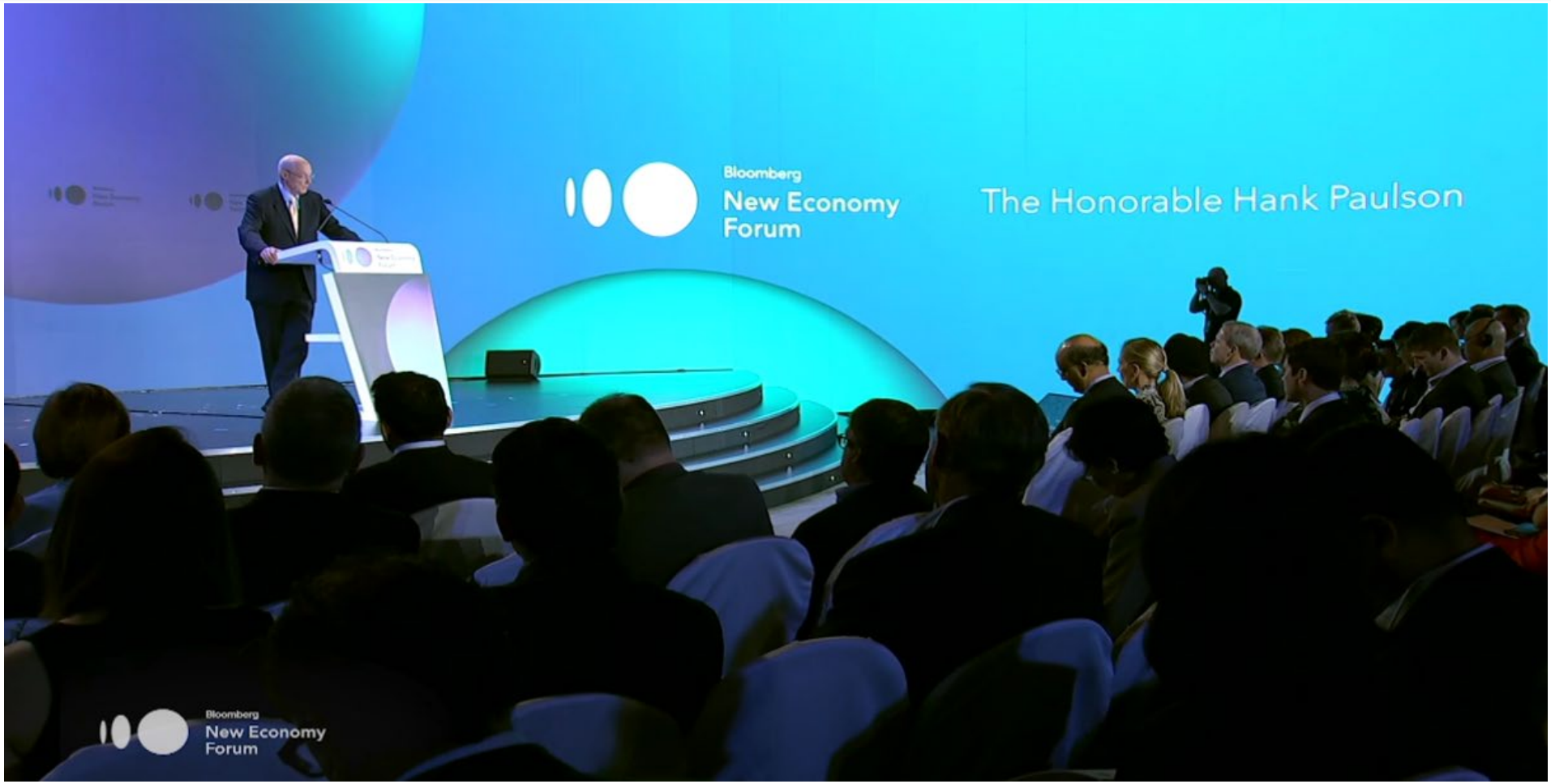
Have we reached our Destination ???!!!

"'An **economic iron curtain**' is a very real possibility as a result of a decoupling between the United States & China."

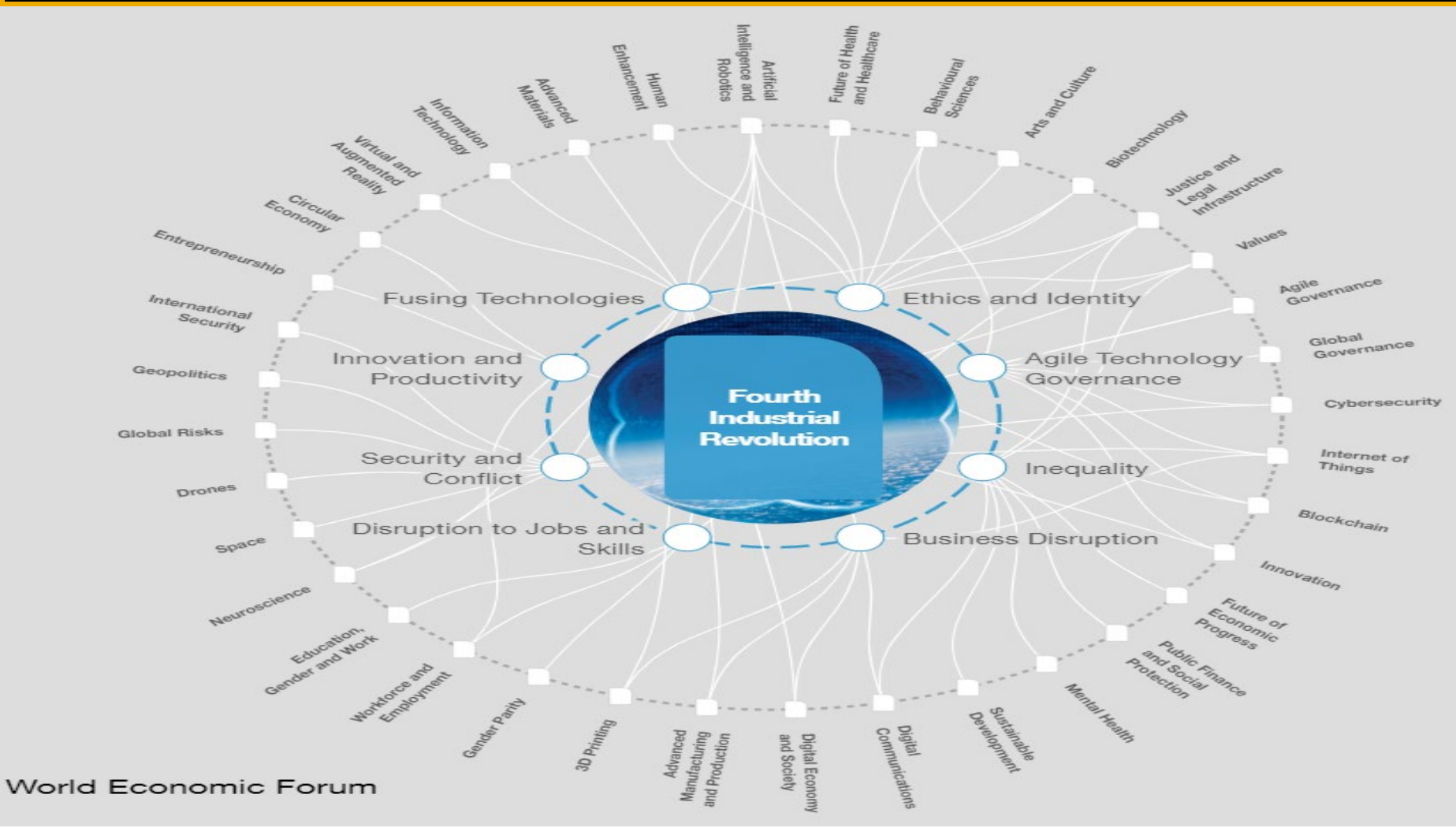
Henry M. Paulson, ex US Treasury Secretary , Nov 2018 Singapore



Emergence of the 4th Industrial Revolution

The *First Industrial Revolution* used water and steam power to mechanize production. The *Second* used electric power to create mass production. The *Third* used electronics and information technology to automate production. Now a *Fourth Industrial Revolution* is building on the Third, the digital revolution that has been occurring since the middle of the last century

4th Industrial Revolution: a fusion of technologies blurring lines between the physical, digital & biological spheres and evolving at an exponential rather than a linear pace !!!



Therefore … the imperative to always keep on *Moving Forward !*

In the ever-increasing turbulence in global trade, technological advancements and an aging population …

A single-minded nation-wide investment focus and collaboration between the government, business and citizens is absolutely essential *just to maintain a country's standing* in the global pursuit of excellence !

2018 Waseda-IAC International Digital Government Rankings

- 'After nine consecutive years in the first place, the 2018 rankings mark the first time Singapore is in the second place in digital government activities.'
- USA dropped to the fifth position and was at its lowest place since the Waseda-IAC digital government ranking was introduced
- United Kingdom jumped 6 steps to rank third place for the first time
- Japan slipped from fourth place to seventh place

PM Lee Hsien Loong's dialogue at the closing of the Smart Nation Summit on 26 Jun 2019

"If we do not ***reinvent ourselves***, and somebody else comes along and picks the apple off our tree, we will not have lunch.

I think that is a lesson which we ourselves, not just the population, need to know and ***remind ourselves every morning that we have to keep on being prepared to reinvent ourselves***, and sometimes to cannibalise ourselves.

Because otherwise somebody else will do it to you"

PM Lee initiated the Smart Nations Programme Office in 2014 but it was moving too slowly ...

MAR 21, 2017

- ***Smart nation projects*** *such as e-identity, e-payment and an island wide wireless sensor network have been earmarked for some "**turbocharging**" following an announcement yesterday to fold **a government agency and two technology planning units under the Prime Minister's Office (PMO).***
- *From May 1, the **Government Technology Agency (GovTech)** - the 1,800 people-strong crack team behind tech transformation in the public sector - **will come under the PMO**. GovTech is currently a statutory board under the Ministry of Communications and Information (MCI).*
- ***Whole-of-government technology planning teams** from the **Ministry of Finance** and **MCI will also come under the PMO**. The teams will join the Smart Nation Programme Office - formed in late 2014 to spearhead smart nation*

Conclusion ???

Singapore's e-Government journey has no Final destination but is an arduous Odyssey with many milestones !!!