National *ICT* Conference 2009

9-11 June 2009 • Putrajaya International Convention Centre (PICC)

Connected Government
For **1** Malaysia

transcends boundaries, ubiquitous, reliable, trusted, consistent and hassle free

Jointly organised by:

In collaboration with:

In support of:

MDEC
Driving Transformation

MAMPU

MSC
MALAYSIA
National ICT Initiative

0800am	Arrival of Participants and Registration

0900am

SESSION 1: PLENARY 1

Global Trends & Best Practices in Implementing a Connected Government
A Connected Government has become the prerequisite for governments to effectively reach the citizen. This session looks at the current trends and best practices in implementing a connected government to seamlessly deliver services to the people and how the partnership between the government and businesses is essential to achieve this.

Mr. Sarbuland Khan, *Executive Coordinator,* UN Global Alliance for ICT and Development **(UNGAID)**

0945am

SESSION 2: PANEL DISCUSSION 1

The Journey Continues: From e-Government to c-Government
As Malaysia heads towards becoming a knowledge-based economy in 2020, it began introducing e-government initiatives with the creation of the MSC Malaysia in 1996. The intent was to transform the way in which public services are delivered and the fundamental relationship between government and citizen. In addition to its share of achievements and challenges to date, there is a need to enhance public service delivery towards one which transcends boundaries by providing ubiquitous, reliable, trusted, consistent and hassle free service, through a "connected government".

Panelist:
e-Government: The Malaysian Experience
Y.Bhg. Dato' Normah Md Yusof, *Director General*, **MAMPU**
MSC Malaysia: Paving the Way
Y.Bhg. Dato' Badlisham Ghazali, *Chief Executive Officer*, **MDeC**

Moderator: **Y.Bhg. Tan Sri Ambrin Buang,** *Auditor General of Malaysia*

1030am	**Morning Break**

1100am

PARALLEL 1

Session 3A

SESSION 3: PARALLEL 1

People First - Providing Ease & Convenience for All
This session will discuss Government and key organisations' experience, challenges & approach in implementing online service delivery through process optimisation and change management resulting in convenience to end users

Speakers:
e-Filing Pays
Y.Bhg. Dato' Hasmah Abdullah, *Chief Executive Officer*, **Inland Revenue Board (LHDN)**
Delivering Performance for the Community
Y.Bhg. Datuk Arpah Abd. Razak, *Director General*, **Department of Local Government (JKT)**
Transparency in Government Procurement
Y.Bhg. Datuk Azizan Ayub, *Chief Executive Officer & Executive Director*, **Commerce Dot Com**

Moderator: **Y.Bhg. Dato' Zalekha Hassan,** *Deputy Secretary General (Management),* **Ministry of Finance**

Session 3B

The Key Enablers for a Transformed Service
This session focuses on the critical environment that would enable the transformation or enhancement of service delivery towards realising the connected government.

Speakers:
Achieving Data Consolidation: Whose Data Is It Anyway?
Mr. Lalit Gupta, *Vice President*, Industry Business Unit, Public Sector Education, **Oracle Asia Pacific & Japan**
Connectivity for Economic Competitiveness
Mr. Ahmad Azhar Yahaya, *Programme Director*, High Speed Broadband (HSBB) Project, **Telekom Berhad**
Building the Empowered Team
Dr. Azizah Abd Manan, *Deputy Director ICT*, **INTAN**

Moderator: **En. Rodzlan Akib Abu Bakar,** *Chief Operating Officer*, **SAPURA**

1230pm	**Luncheon Talk**

0215pm

SESSION 4: PANEL DISCUSSION 2

Achieving Secured Services
This session will discuss the security issues and challenges in implementing a connected government.

Minimising Security Risk: How Safe is "Safe"?
Lt. Col. (R) Hussin Jazeri, *Chief Executive Officer*, **Cybersecurity Malaysia**
Securing Online Transaction
En. Ami Azrul Abdullah, *Chief Technology Officer*, **DigiCert**

Moderator: Malaysian Communication and Multimedia Commission **(MCMC)**

0315pm	**Opening Ceremony**

Opening Address
Y.Bhg. Dato' Dr. Muhamad Hamzah, *Director of INTAN*

Keynote Address
Y.Bhg. Tan Sri Mohd Sidek bin Hj. Hassan, *Chief Secretary to the Government*

0430pm	**Exhibition Guided Tour** **Tea and Networking - End of Day 1**

0900am	**SESSION 5 - PLENARY 2** **Success Story in Connected Government** This session will focus on real life experience of countries in implementing their version of a connected government and will provide participants with the best practices and lessons learnt. by **Ministry of Public Administration and Security, Korea (MOPAS)**
0945am	SESSION 6 - PLENARY 3 **Innovation in a Connected Government** Connected government initiatives have been rolled out in many developed and developing countries. As Malaysia embarks into the journey of delivering ubiquitous, trusted, consistent and hassle free service, it should adopt best practices and minimise pitfalls. This session will share examples of successful models and implementation methods around the globe. **Mr. Philip Thrush,** *Global Business Services Leader*, **IBM Malaysia**
1030am	**Morning Break**
1100am	SESSION 7 - PANEL DISCUSSION 3 **Enhancing Service Delivery for Global Competitiveness** In today's challenging world, one differentiating factor of a nation's competitiveness is service delivery. Malaysia needs to project itself to be at the forefront in facilitating businesses to operate and providing a conducive environment for the growth of foreign and domestic investment. Panelists: **Simplifying Processes to Facilitate Business** **Y.Bhg. Tan Sri G. Gnanalingam**, *Chief Executive Officer,* **Westports Malaysia** **Bringing the World to You: Dare to be Different!** **En. Azran Osman Rani,** *Chief Executive Officer,* **Air Asia X** Moderator: **Y.Bhg. Tan Sri Dato' Dr. Muhammad Rais Abdul Karim,** *Chairman*, Malaysian Qualifications Agency, **Ministry of Higher Education**
1230pm	**Luncheon Talk**

PARALLEL 2

0215pm	SESSION 8: PARALLEL 2

Session 8A

Connected Communities
Connecting the communities is an important element of a connected government. It promotes digital inclusion of the Rakyat from various levels and requires the provision of appropriate channels/platforms (infrastructure and hardwares).
Putting in the right content in these channels is equally critical in ensuring a continuous and positive engagement between communities and the public sector. This session looks at how the existing and future initiatives can be maximised to enhance community engagement with the government.

Speakers:
Empowering Rural Communities
Assoc. Prof. Datin Dr. Norizan Abdul Razak, *Head*, E-Community Research Centre, Fac. of Social Science & Humanities, **UKM**
Connecting Communities
Mr. James S.L. Yong, *Director*, Public Sector Programs (ASEAN), **CISCO Systems**
Engagement with the Right Content
Mr. Shivaji Das, *Director,* **Frost & Sullivan**
Connecting Citizens to Health Care Providers
Dr. Mokhtar Mohd Yusof, *Under Secretary*, IT Management Division, **Ministry of Health**

Moderator: **Y.M. Dato' Dr. Raja Malik Raja Mohamed,** *President*, Malaysian National Computer Confederation **(MNCC)**

Session 8B

Government 2.0: The Inevitable Path
Adopting an online collaborative approach supported by Web 2.0 technologies and culture within the public sector will link people together, to collaborate and provide information, creating therefore an unprecedented impact on the way the government work. This session discusses how this phenomenon can reinvent the way the government develop policy, partner across institutional boundaries, and better engage and serve their constituents.

Speakers:
Gov 2.0: Empowering the People
Mr. Jonathan Kestenbaum, *Chief Executive Officer,* National Endowment for Science Technology & the Arts **(NESTA), UK**
Adoption Strategies for Gov 2.0
En. Asyraf Abdul Rahman, *Chief Executive Officer & Founder*, **Consoci8**
Prospects and Challenges of Collaborative Approach
Mr. James Smith, *Managing Director,* **FutureGov Singapore**
Open Innovation @ the Government
En. Ashran Ghazi, *President*, **New Entrepreneur Forum (NEF)**

Moderator: **En. Roslan Bakri Zakaria,** *General Manager*, **Technopreneur Development, MDeC**

0430pm	**Tea and Networking - End of Day 2**

0915am	SESSION 9 - PLENARY 4
	Connected Government: Strategies and Action Plans
	This session will provide participants with the opportunity to listen first hand on the latest strategies and action plans that the Government has outlined to realise the connected government concept.
	Dr. Nor Aliah Zahri, *Deputy Director General ICT***, MAMPU**
1000am	**Morning Break**
1030am	SESSION 10 - EXECUTIVE DISCOURSE
	Making it a Reality!
	Critical issues affecting the realisation of a connected government will be discussed during this session by prominent representatives of top organisations who will approach this topic from different angles and yet come up with concerted recommendations.
	Panelists:
	Malaysia's ICT Agenda: The Direction
	Dr. Raslan Ahmad, *Under Secretary,* **ICT Policy, MOSTI**
	Connected Government Enhancing Public and Private Partnership
	Mr. David Wong, *Chairman,* **PIKOM**
	MSC Malaysia 2.0 : Accelerating the Economic Growth
	Y.Bhg. Dato' Dan E. Khoo, *Vice President,* **MDeC**
	Moderator:
	Y.Bhg. Tan Sri Ismail Adam, *Director General,* **Public Service Department**
1215pm	**CLOSING REMARKS**
	Y.Bhg. Tan Sri Ismail Adam, *Director General,* **Public Service Department**
1230pm	**Lunch and End of Conference**

The programme is correct at the time of printing. The organiser reserves the right to amend the programme based on current circumstances.

CONFERENCE OVERVIEW

This conference aims at providing a platform for the public and private sectors to seek solutions and strategies in formulating a Connected Government.
It is thus hoped that the service delivery systems are strengthened through services that transcends boundaries, ubiquitous, reliable, trusted, consistent and hassle free.

This conference will gather an estimated of 600 Chief Information Officers (CIOs) and IT Managers from the public and private sectors.

The theme of the conference is **"Connected Government For 1 Malaysia"**.
The theme is chosen in line government's continuous efforts to enhance the effectiveness of the service delivery systems across all agencies.

This event is jointly organised by National Institute of Public Administration (INTAN) with the Multimedia Development Corporation (MDeC) and in collaboration with the Malaysian Adminstration and Modernisation Planning Unit (MAMPU).

A CONNECTED GOVERNMENT

...is one whose service delivery transcends boundaries providing ubiquitous, reliable, secured, consistent and hassle free service.

Distinguished Local and International Speakers from the Government and Industry

Mr. Sarbuland Khan	**Dato' Normah Md Yusof**	**Dato' Badlisham Ghazali**	**Datuk Azizan Ayub**	**Dato' Hasmah Abdullah**	**Datuk Arpah Abdul Razak**	**Datuk Azlan Zainal**
Dr. Noor Aliah Zahri	**Tan Sri G. Gnanalingam**	**En. Ahmad Azhar Yahya**	**Dr. Azizah Abdul Manan**	**Lt. Col (R) Husin Jazri**	**Dr. Mokhtar Mohd Yusof**	**En. Azran Osman Rani**
Mr. James S L Yong	**Mr. Jonathan Kestenbaum**	**Dr. Raslan Ahmad**	**Assoc. Prof. Datin Dr. Norizan**	**Mr. Shivaji Das**	**Dato' Dan E. Khoo**	**Mr. James Smith**
En. Ashran Ghazi						

Executive Discourse on the Future of ICT in Malaysia

UN Global Alliance for ICT & Development (UNGAID)

Ministry of Public Administration and Security, Korea (MOPAS)

IBM Corporation

Frost & Sullivan

FutureGov Singapore

National Endowment for Science Technology & the Arts (NESTA) UK

Oracle

Malaysian Administration Modernisation & Planning Unit (MAMPU)

Ministry of Science, Technology & Innovation (MOSTI)

National Institute of Public Administration Malaysia (INTAN)

Multimedia Development Corporation (MDeC)

Ministry of Health (MOH) Ministry of Housing & Local Government

Inland Revenue Board (LHDN)

Employees Provident Fund (EPF)

New Entrepreneur Forum (NEF)

West Port Malaysia

CIMB Group

Cybersecurity

Consoci8

Companies Commission of Malaysia (SSM)

National University of Malaysia (UKM)

TM Berhad

Air Asia X

Commerce dot Com

BUSINESS MATCHING

*MDeC will organize strategic **1 to 1 business meeting sessions** for MSC Malaysia status companies with identified government CIOs or their representative(s) during this 3-days event.*

ICT EXPO

Showcase your solutions, softwares and technologies to more than 600 participants and visitors from the government and MSC Malaysia status companies and develop long term business partnership.

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9-11 June 2009 • Putrajaya International Convention Centre (PICC)

REGISTRATION FORM / DETAILS

CONTACT INFORMATION

Contact Person_____

Job Title/Position _____

FULL Organisation Name _____

Address _____

Postcode _____ Country_____

Telephone _____ Fax_____

Mobile _____ E-Mail _____

Company Web URL _____

PLEASE NOMINATE YOUR DELEGATES

DELEGATE 1:

Name   _____

Job Title   _____ Fax _____

Telephone _____ E-Mail _____

Mobile _____

DELEGATE 2:

Name   _____

Job Title   _____ Fax _____

Telephone _____ E-Mail _____

Mobile _____

FEE AND PAYMENT DETAILS

Participation fee : RM 500/pax

For Public Sector:

All Payment must be in *Local Order (LO)* made payable to:

"PENGARAH INTAN"

For Private Sector:

All Payment must be in *Bank Cheque / Bank Draft / Cashiers Cheque*, made payable to:

"MULTIMEDIA DEVELOPMENT CORPORATION SDN. BHD"

Fee & Package fee excludes bank charges
All bank charges are to be borne by the participants

CONFIRMATION OF BOOKING

For Public Sector:

National Institute of Public Administration (INTAN)
INTAN Main Campus,
Jalan Bukit Kiara,
50480 Kuala Lumpur

Attention	: NICT Secretariat, IMATEC
Tel	: 603-2084 7737/7729/7723/7703
Fax	: 603-2084 7700
Email	: secretariatNICT@intanbk.intan.my

For Private Sector:

Multimedia Development Corporation Sdn. Bhd.
MSC Malaysia Headquarters
2360 Persiaran APEC,
63000 Cyberjaya, Selangor

Attention	: MSC Malaysia Client Contact Centre (CliC)
Tel	: 1-800-88-8338 (*within Malaysia*)
Tel	: 603-8315 3000 (*outside Malaysia*)
Fax	: 603- 8315 3115
Email	: clic@mdec.com.my

SUBSTITUTION / CANCELLATION

A refund minus a service charge of 10% will be levied for cancellations received in WRITING by 1st JUNE 2009.
No refund can be made for cancellation received after 1st JUNE 2009.
Substitutions are allowed for registered delegate.
All payment must be made prior or latest by **25th MAY 2009**.

The organiser reserves the right to make any amendments and/or changes to the programme if warranted by circumstances beyond its control.

IMPORTANT NOTICE:
Payment must be paid in advance of the event to guarantee your place.
Walk-in delegates, with payment will be admitted based on space availability basis