



# 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:



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 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

**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
	<p><b>Success Story in Connected Government</b> 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.</p> <p>by <b>Ministry of Public Administration and Security, Korea (MOPAS)</b></p>
0945am	SESSION 6 - PLENARY 3
	<p><b>Innovation in a Connected Government</b> 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.</p> <p><b>Mr. Philip Thrush, Global Business Services Leader, IBM Malaysia</b></p>
1030am	Morning Break
1100am	SESSION 7 - PANEL DISCUSSION 3
	<p><b>Enhancing Service Delivery for Global Competitiveness</b> 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.</p> <p>Panelists: <b>Simplifying Processes to Facilitate Business</b> <b>Y.Bhg. Tan Sri G. Gnanalingam, Chief Executive Officer, Westports Malaysia</b> <b>Bringing the World to You: Dare to be Different!</b> <b>En. Azran Osman Rani, Chief Executive Officer, Air Asia X</b></p> <p>Moderator: <b>Y.Bhg. Tan Sri Dato' Dr. Muhammad Rais Abdul Karim, Chairman, Malaysian Qualifications Agency, Ministry of Higher Education</b></p>
1230pm	Luncheon Talk
0215pm	SESSION 8: PARALLEL 2
	<p><b>Connected Communities</b> 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.</p> <p>Speakers: <b>Empowering Rural Communities</b> <b>Assoc. Prof. Datin Dr. Norizan Abdul Razak, Head, E-Community Research Centre, Fac. of Social Science &amp; Humanities, UKM</b> <b>Connecting Communities</b> <b>Mr. James S.L. Yong, Director, Public Sector Programs (ASEAN), CISCO Systems</b> <b>Engagement with the Right Content</b> <b>Mr. Shivaji Das, Director, Frost &amp; Sullivan</b> <b>Connecting Citizens to Health Care Providers</b> <b>Dr. Mokhtar Mohd Yusof, Under Secretary, IT Management Division, Ministry of Health</b></p> <p>Moderator: <b>Y.M. Dato' Dr. Raja Malik Raja Mohamed, President, Malaysian National Computer Confederation (MNCC)</b></p>
	<p><b>Government 2.0: The Inevitable Path</b> 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.</p> <p>Speakers: <b>Gov 2.0: Empowering the People</b> <b>Mr. Jonathan Kestenbaum, Chief Executive Officer, National Endowment for Science Technology &amp; the Arts (NESTA), UK</b> <b>Adoption Strategies for Gov 2.0</b> <b>En. Asyraf Abdul Rahman, Chief Executive Officer &amp; Founder, Consoci8</b> <b>Prospects and Challenges of Collaborative Approach</b> <b>Mr. James Smith, Managing Director, FutureGov Singapore</b> <b>Open Innovation @ the Government</b> <b>En. Ashran Ghazi, President, New Entrepreneur Forum (NEF)</b></p> <p>Moderator: <b>En. Roslan Bakri Zakaria, General Manager, Technopreneur Development, MDeC</b></p>
0430pm	Tea and Networking - End of Day 2

Session 8A

PARALLEL 2

Session 8B

0915am	<p>SESSION 9 - PLENARY 4</p> <p><b>Connected Government: Strategies and Action Plans</b> 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.</p> <p><b>Dr. Nor Aliah Zahri</b>, Deputy Director General ICT, MAMPU</p>
1000am	<p>Morning Break</p>
1030am	<p>SESSION 10 - EXECUTIVE DISCOURSE</p> <p><b>Making it a Reality!</b> 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.</p> <p>Panelists: <b>Malaysia's ICT Agenda: The Direction</b> <b>Dr. Raslan Ahmad</b>, Under Secretary, ICT Policy, MOSTI <b>Connected Government Enhancing Public and Private Partnership</b> <b>Mr. David Wong</b>, Chairman, PIKOM <b>MSC Malaysia 2.0 : Accelerating the Economic Growth</b> <b>Y.Bhg. Dato' Dan E. Khoo</b>, Vice President, MDeC</p> <p>Moderator: <b>Y.Bhg. Tan Sri Ismail Adam</b>, Director General, Public Service Department</p>
1215pm	<p><b>CLOSING REMARKS</b></p> <p><b>Y.Bhg. Tan Sri Ismail Adam</b>, Director General, Public Service Department</p>
1230pm	<p>Lunch and End of Conference</p>

\*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 Administration 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. Azidah 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

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.

**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.

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## 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