E-GOVERNMENT IN SINGAPORE

Presentation to the United Nations,
4 Sep 2013
Agenda

• Our eGov Journey & Objectives

• Key Initiatives
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Singapore and the Public Service

• Singapore:
  – Island city-state in Southeast Asia
  – Size: 714.3 sq km
  – Population: 5.3 million
  – GDP (2012): S$345.6 billion (~US$274.4 billion)

• Singapore Public Service
  – Employs some 136,000 officers in 16 Ministries and more than 50 Statutory Boards
Our ICT Journey

ICT drove Public Sector efficiency

CSCP (1980 - 1999)
- Automation of public service
- Basic IT infrastructure and data hubs

ICT drove Public Service excellence

- Online service delivery (1,600 e-services deployed)
- Integrated services

ICT drove Whole-of-Government integration

iGov2010 (2006 - 2010)
- Integration of data, process and systems for Government agencies
- 300 mobile government services deployed

ICT drives Government-private value innovation & economic competitiveness

Focus on collaboration within and outside Government
eGov2015

A Collaborative Government that co-creates and connects with our People

For Greater Value
Customers are empowered to co-create new e-services with the government

For Active Participation
Citizens are informed & involved to engage government on national policies

CO-CREATING

CONNECTING

COLLABORATIVE GOVERNMENT

CATALYSING

Whole-Of-Government Transformation
Whole-of-government collaboration is enhanced through innovative and sustainable technologies

MINISTRY OF FINANCE
SINGAPORE
Outcomes Achieved

• Customer satisfaction (FY11)
  – 93% satisfied with clarity and usefulness of information published on government websites
  – 94% satisfied with quality of government e-Services

• International benchmarks (FY12)
  – World Economic Forum Global IT Report: 2nd
  – United Nations e-Government Survey
    • e-Participation Index: 2nd
    • e-Development Index: 10th
  – Waseda University World e-Government Ranking: 1st
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• Our eGov Journey & Objectives

• Key Initiatives
Our Government Online Presence

4 National Portals

Over 400 Agency Websites
eCitizen Portal

- One-stop portal for government information and e-Services
  - No need to know which government agency to go to
  - Quick access to all the information and e-Services a citizen needs
  - Links to agency websites for more details

- Soft-launched on 24 Sep 2012
SingPass

- Common password that citizens can use to transact with all government agencies online
- Users need only one password to access different government e-Services
- Some of these services include:
  - Register company
  - File income tax returns
  - Passport applications and renewals
Online Business Licensing System (OBLS)

• One-stop Licence Application

• **Single integrated form** for 77 licences from 18 public agencies

• **Benefits include:**
  - Automated status update via sms / email
  - Up to 90% reduction in processing time
  - Up to 50% reduction in data entry
  - 10% reduction in number of licences

Awarded UN Public Service Award 2005
Unique Entity Number (UEN)

- Each business entity is given **one identification number** to interact/transact with more than 80 government agencies
  - Simple to use
  - Bring convenience to entities

- Successfully implemented for more than 400,000 entities registered in Singapore
Open Data: Philosophy

• **Philosophy: Proactive sharing to catalyse social innovation and create value for Singapore**
  - Announced by Deputy Prime Minister Tharman Shanmugaratnam at the eGov Global Exchange in June 2013

• **Two-pronged Strategy:**
  a. Internal: More pervasive cross-agency data-sharing within Government, and increased use of data analytics
  b. External: Commitment to release more datasets to the public and to make all datasets on data.gov.sg and OneMap machine-readable by end 2013.
1. **Data shall be made easily accessible**
   Data shared publicly shall be shared on data.gov.sg or OneMap. For data (e.g. APIs or chargeable datasets) that requires registration for access, a sample of the dataset should be made available prior to registration.

2. **Data shall be made available for co-creation**
   All data shared publicly should adopt data.gov.sg’s Terms of Use or ensure that the current Terms of Use allow for co-creation.

3. **Data shall be released in a timely manner**
   All data should be made available as quickly as possible. Information on the frequency of update shall be provided in the metadata.

4. **Data shall be shared in machine-readable format**
   Unless it is not available, all data shall be published in machine-readable format (e.g. XLS, CSV).

5. **Data shall be as raw as possible**
   Data should be shared in as granular a form as possible but without compromising on data confidentiality or privacy.
Open Data: data.gov.sg

• First-stop portal for access to government data

• Enables co-creation with the public to improve service delivery
  – Development of applications using both government and private sector data
  – Facilitates analysis and research

• More than 8,000 datasets and 100 apps developed

• Demand-generation initiatives
  – Apps4SG anchor competition
  – “Data in the City” Hackathon, Google PlugFest, Ideas4SG Challenge etc
Open Data: OneMap

- One-stop platform for all agencies to share geospatial data with the public

- 66 map themes from almost 40 government agencies
  - Available as APIs and for download
  - E.g. transport information, childcare centres, schools, parks, sports centres, clean public toilets

- PopulationQuery tool: Allows users to visualise demographic data on a map, and overlay with other map layers e.g. property prices, amenities
Alliance for Corporate Excellence (ACE)

Multi agency initiative to facilitate greater collaboration among Statutory Boards (SBs)

- Single IT system with finance, procurement and HR modules
- Successfully rolled out to 19 SBs
- Est. cost savings of up to 30% as compared to if agencies had developed and maintained on their own.
Citizen Connect Centres provide **FREE** Internet access and assistance to those with difficulties transacting online.

- Elderly
- Needy Students
- People with Disabilities
Thank You!

For further details please visit:

www.egov.gov.sg