

Readiness of government agencies for Enterprise Architecture

By the end of June 2016, the government expects to announce 25 government agencies which are ready to implement Enterprise Architecture in their business and ICT functions. Enterprise Architecture (EA) is a structured methodology which holistically defines the end-to-end operation of a business, enterprise or organisation as a unified operational entity in terms of its: -

- Mission, objectives and strategies;
- Business processes to achieve its mission and strategies;
- The associates or people that perform the business processes;
- The technologies that enable and support the processes; and
- The interconnections between the systems.

The Problem

EA is an enabler to help achieve Malaysia's objectives of Digital Government under the Government Transformation Programme. Currently, there are silos of government data, duplication of data and non-standard spread across the information systems of different government departments, agencies and ministries and this makes it difficult, if not impossible for such data to be available across all these agencies, which in turn limits citizens' access to eGovernment services.

The Solution

However, EA will provide a bridge between these different systems to unify their respective business and ICT strategies into a common, unified, end-to-end whole to provide a single view of government data and services for citizens and public servants alike. EA will help eliminate silos in government departments, agencies and ministries in terms of ICT applications, data, lack of collaboration between different government bodies and also optimise on costs. EA will also help shift government ICT services from Digital Government 1.0 to 3.0. It will also help improve response times of all eGovernment ICT systems and solutions to provide a holistic view of eGovernment services as a whole to citizens and also allow citizens to interact with government and contribute to government in terms of helping it to reduce bureaucracy and to streamline its services provided.

EA will transform the government from being a service provider right now to being a facilitator, with the aim to transform governance from being governance for citizens to governance with citizens. It will move eGovernment services from its current vertical-focus; where citizens must deal with each department's, agencies and ministry's eGovernment system, to being able to deal with any eGovernment service and obtain any government-related information through a single eGovernment interface to all services and information. And it will shift government employees from a restricted work environment to a flexible work environment. All these objectives are outlined in the Pelan Strategik ICT Sector Awam 2016 - 2020 (Public Sector Strategic Plan for ICT (2016 - 2020)).

Implementation and Readiness

MAMPU began with a study of business and ICT within government departments, agencies and ministries in 2014 and came out with its Blueprint for 1Government Enterprise Architecture (1GovEA), where under Phase 1, several government entities will be EA-ready by November 2016. These include MAMPU as the central agency, the Ministry of Housing and Welfare as an operational ministry and other government ministries, departments and agencies to be announced later.

This implementation process considered the following factors within each government entity:

-

1. Commitment;
2. Stakeholders;
3. Team Capability; and
4. Business Case.

The implementation was in all areas based upon a citizen-centric approach from the birth to death of each citizen. With this, eGovernment would no longer be ministry-centred but will cover all aspects and agencies of government, representing a single, holistic view of eGovernment services to citizens and EA will enable the government to achieve a level of eGovernment services which meet the objectives and standards of Digital Government 3.0. This also involved skills development of government employees through training and change management to prepare them for the adoption and use of EA so as to create an EA-empowered government office. The focus for now is to achieve Digital Government 3.0 before moving on to the next stage.