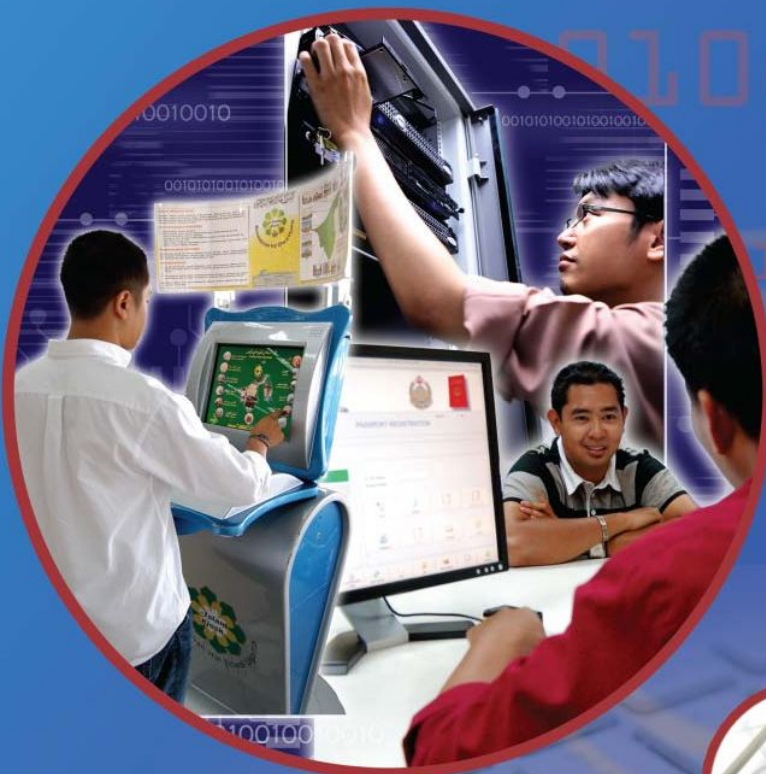


The E-Government Strategic Plan 2009-2014

BRUNEI DARUSSALAM







**Excerpts from the titah of
His Majesty Sultan Haji Hassanal Bolkiah Mu'izzaddin Waddaulah,
Ibni Al-Marhum Sultan Haji Omar 'Ali Saifuddien Sa'adul Khairi Waddien,
Sultan and Yang Di-Pertuan of Brunei Darussalam**

"Perkhidmatan Awam adalah jentera penggerak. Jika ia lemah dan tidak dinamik, ia boleh menyebabkan negara tertinggal dibelakang semua kemajuan.

Kerana itulah, era ICT turut mencetus hasrat kerajaan beta untuk komited dalam pelaksanaan e-Kerajaan, dalam mana anggota Perkhidmatan Awam perlulah menerima cabaran perubahan cara bekerja serta mewujudkan budaya kerja baru yang mementingkan pengetahuan dan kemahiran didalam bidang teknologi infokomunikasi."

**His Majesty's titah
in conjunction with the ceremony marking the 10th Civil Service Day
8 Syaaban 1424 / 4 October 2003**

"Apa yang beta mahu, semua perkara yang mudah mestilah dipercepatkan pengendaliannya, sementara perkara yang lebih kompleks pula, juga hendaklah diusahakan seberapa yang boleh, untuk dipermudahkan prosesnya."

**His Majesty's titah
in conjunction with the 59th Birthday Anniversary of
His Majesty The Sultan and Yang Di-Pertuan of Brunei Darussalam
9 Jamadilakhir 1426 / 15 Julai 2005**



MESSAGE

**Pehin Orang Kaya Seri Kerna Dato Seri Setia
(Dr) Haji Awang Abu Bakar bin Haji Apong**

**Minister of Communications
as Chairman,
Brunei Information Technology (BIT) Council**

It is indeed a great pleasure for me to write the Message for the E-Government Strategic Plan 2009-2014.

I would like to congratulate Yang Mulia Dato Seri Paduka Awang Haji Eusoff Agaki bin Haji Ismail, Deputy Minister at the Prime Minister's Office, as the Chairman of the E-Government Leadership Forum for the publication of the E-Government Strategic Plan 2009 - 2014.

I am also pleased to acknowledge the progress on e-Government since the Brunei Information Technology Council (BIT Council) endorsed for a review in 2005. The review revealed the need for a more integrated approach. Hence, the E-Government Technical Authority Body (EGTAB) was established to provide technical advice and expertise on e-Government project implementation in Brunei Darussalam. At the same time, we have seen the establishment of the E-Government Leadership Forum (EGLF) and E-Government National Centre (EGNC) under the Prime Minister's Office to steer the direction towards a more sustainable and integrated implementation of e-Government projects.

To compliment these milestones further is the timely publication of the E-Government Strategic Plan 2009-2014. All of these developments show the progress made in e-Government. I am confident that the public is now more convinced that their expectations and hopes for an effective, efficient civil service delivered through a seamless, networked and integrated e-Government system will be met through the execution of the identified Strategic Priorities.

As Chairman of the BIT Council, I am very encouraged by the publication of the E-Government Strategic Plan 2009-2014. It reflects that we are working in tandem and very closely towards a progressive agenda on e-Government which corresponds very well with the national ICT agenda. This aligned agenda will foster collaboration, cooperation and coordination amongst the various stakeholders of ICT namely the Government agencies, the industry and the citizens. I believe that it will promote and accelerate proliferation of IT usage in the country.



In parallel to this agenda, the Government of His Majesty the Sultan and Yang Di-Pertuan of Brunei Darussalam through the Ministry of Communications will continue to implement one reliable and secure Government communication infrastructure to support a successful e-Government roll out through the E-Government Bandwidth Service (EGBS) project which is targeted to link all Government agencies together via a single network.

In recognising the need for a highly qualified work force in the ICT field in Brunei Darussalam, BIT Council, EGLF and other relevant agencies will work together to fulfill the goals of the nation in nurturing talent to support the civil service and the whole ICT industry.

I hope the shared commitment and synergy will open up new opportunities to be explored by our ICT SMEs directly or indirectly from e-Government projects and eventually will hone our national competitive advantage.

Once again, I would like to convey my sincere appreciation to the Chairman of the E-Government Leadership Forum as well as to the team behind the publication of the E-Government Strategic Plan 2009-2014. It is an embodiment of a collective commitment towards achieving more progressive milestones in e-Government.



FOREWORD

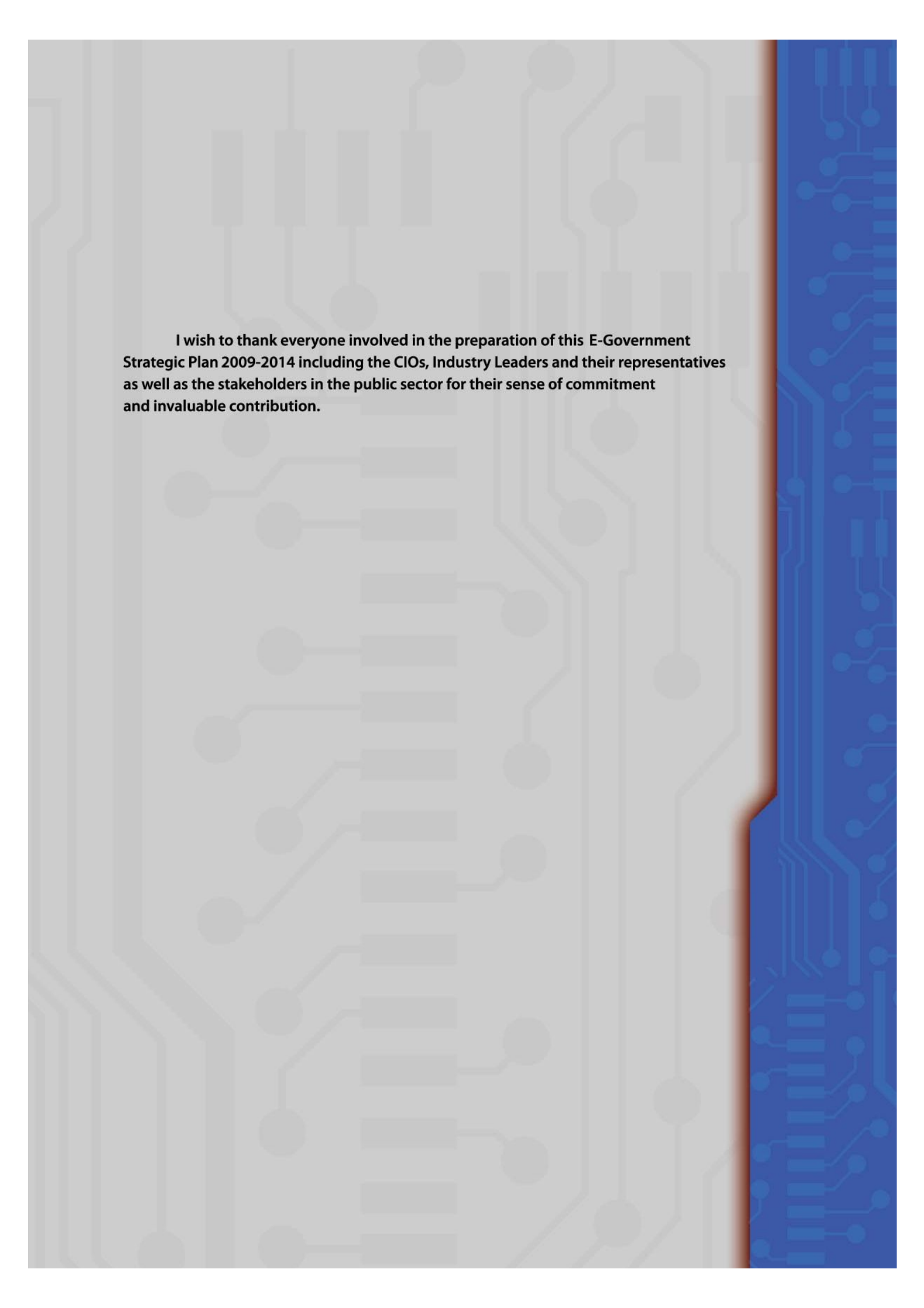
Dato Seri Paduka Awang Eussoff Agaki Haji Ismail

**Deputy Minister at the Prime Minister's Office
as Chairman,
E-Government Leadership Forum**

The first e-Government strategic plan or e-Government Strategy Framework was launched in 2001 and subsequently reviewed in 2005. Taking into account the experiences learned during those years the Government is mindful that more emphasis should be placed on citizen-centric services delivery in order that e-Government initiative remains relevant. With this in mind it is a great pleasure, for me to introduce to you the E-Government Strategic Plan 2009-2014 that will serve as our policy guideline in the challenging years ahead.

We recognise that the e-Government initiative is the prime mover for Information Communication Technology (ICT) development in Brunei Darussalam. This document is therefore prepared in alignment with the national ICT agenda of the Brunei Information Technology (BIT) Council. We all realise that providing citizen-centric services means a lot more than just creating websites. Simultaneously, improving business processes is equally important, if not a pre-requisite, before making services available online. Hence, the term citizen-centric becomes our single guiding principle. Considering the ever increasing dependency of ICT in our daily lives, I believe passionately that citizen-centric services should be a driver of change, not only for the civil service, but also for all people of Brunei Darussalam. That being said, the Change Management Team has been created to study ways and means of effecting changes in organisational culture and business processes as well as the desired transition of attitude and mindset amongst civil servants as a whole.

We believe strongly that success of the e-Government initiative is largely dependent on the positive interaction amongst stakeholders, namely Government, industry and people. Contributions and inputs to this initiative should be viewed and accepted as our collective responsibility. Therefore, I would call upon all stakeholders to adopt a forward-looking and problem-solving mindset to achieve the goal of providing meaningful services for all. To sustain these services it is imperative that concrete measures be taken to enhance ICT human capacity building. In this context, the Prime Minister's Office and the Ministry of Communications are taking leading roles for the civil service and industry respectively.



I wish to thank everyone involved in the preparation of this E-Government Strategic Plan 2009-2014 including the CIOs, Industry Leaders and their representatives as well as the stakeholders in the public sector for their sense of commitment and invaluable contribution.



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The Changing World

Driving forces

The advancement in technology has changed the world we live in and it has changed our way of life in our homes, in our work and the way we travel and communicate. This fast changing world brings new challenges to everyone but especially to the Government.

Technology-Savvy Society

Figures from the Authority for Infocommunications Technology Industry (AITI) of Brunei Darussalam showed that in Dec 2008 there were 400,000 mobile phone subscriptions. Almost 100% households in Brunei Darussalam are internet-ready through wireless and wired connection.

E-Mail, online chat and text messaging have become the most popular means of communication and consequently the use of these tools are necessary for the services that the Government provides.

Accessibility and Convenience

The private sector, particularly the banking Industry, has been leading the way with Internet banking, online document processing and marketing. Logistic companies allow their clients to check the latest status of their shipments and track the current location of their goods online.

Citizens and the business community are exposed to these efficient services from the private sector. Thus, they expect the Government to provide the same or even better services than they receive from banks and businesses.

The expectation for the Government to provide round-the-clock accessible and convenient services via electronic channels is becoming more urgent to be fulfilled. Providing these services will definitely enhance the national competitive advantage.

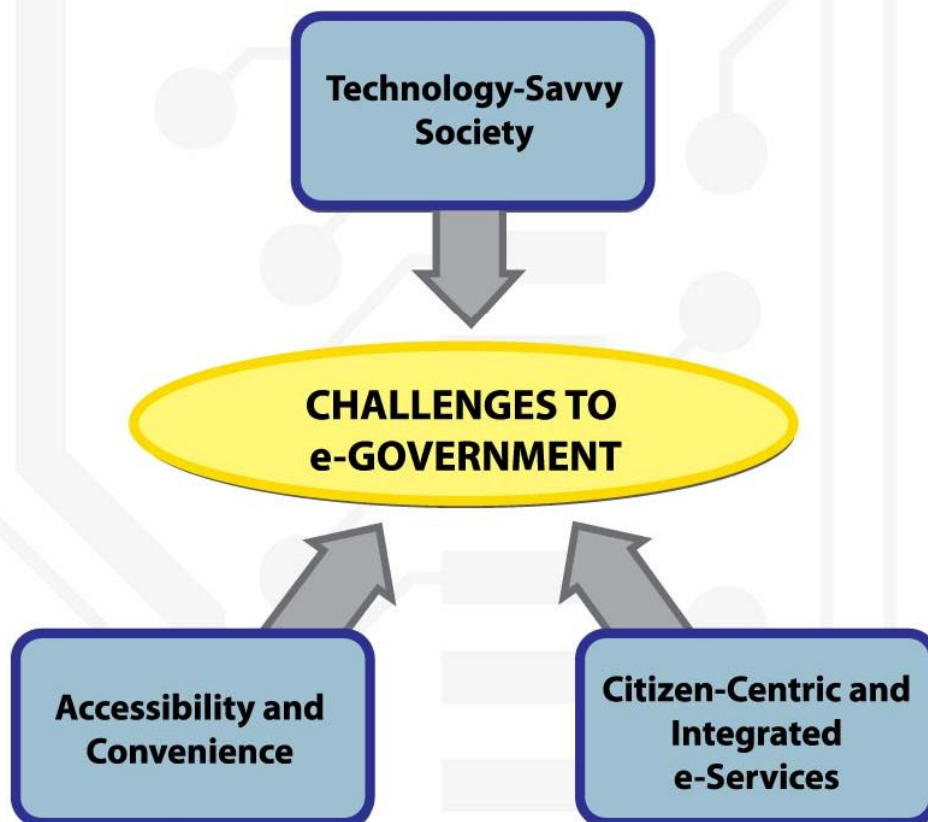
Citizen-Centric and Intergrated e-Services

The Civil Service 21st Century Vision (launched in 2000) aims, amongst others, to improve the productivity of the civil service and delivery of Government services. Focusing on these citizen-centric services could enhance public satisfaction.

There is also a growing pressure from the users of the Government e-Services to be able to access information from all the Government agencies in one website.

Focusing on integration and interoperability would provide the Government agencies with the opportunity to look and find better ways of doing things. Government agencies would need to transform themselves by being more adaptable, responsive and accountable whilst be more transparent about the services they provide to citizens.

Developing integrated Government e-Services would prevent duplication of information and processes within the Government. This would be more efficient and cost effective.



Painting the Picture

A Summary of the Strategy

Strategic Alignment

The Vision and Mission of this e-Government Strategic Plan 2009-2014 addresses the needs of its three major stakeholders namely the citizen, industry and the Government. It is aligned with the national vision of Wawasan 2035 and harmonised with the agenda of the proposed Ministry of Communication's E-Strategy of Brunei Darussalam as well as the Civil Service 21st Century Vision.

The Wawasan 2035 goals to become the Top 10 nation in world ranking and be recognized as a highly educated society will be realised faster through the effective use of ICT. The successful delivery of the e-Government initiative will certainly support the e-Government action points in the national E-Strategy agenda. It will definitely support the objectives and strategies of the Civil Service 21st Century Vision towards national development and improving public wellbeing.

The Brunei Darussalam e-Government Implementation Review 2006 and the subsequent direction provided by the Way Forward Strategic Framework Action Plan (May 2007) outline the core thrusts to provide citizen-centric services and introduce civil service reform. The strategies formulated in this e-Government Strategic Plan aligns with all these.

Enabling Organisation

The E-Government Leadership Forum (EGLF) is the champion for the e-Government initiative with the Ministries, E-Government National Centre (EGNC), E-Government Technical Authority Body (EGTAB) and related agencies working in harmony to deliver the programmes and projects.

Business Process Improvements

Being citizen-centric means that the fundamental focus is the business process. Though ICT can improve the efficiency of a service, it is the business process improvement that has the greatest impact. A review of the business process becomes a necessity before any significant improvement can be realised.

Human Capacity Development

The most important factor in this e-Government Strategic Plan is the need to develop the civil service capabilities and capacity in ICT and prepare them for the changes of reforms in delivering better government services. The ICT capacity development will produce more ICT experts within the civil service and breed future ICT leaders of the country.

The initial phase undertaken is to consolidate and centralise the ICT workforce in the civil service under the E-Government National Centre (EGNC).

Identifying Citizen-Centric Services

To optimise the impact to citizens, the Government will identify services that are of public value through studies or surveys, amongst others. Some of these services will be available online while others will utilise ICT in the background to enhance delivery.

Delivering Citizen-Centric Services

Where practical, online services will be made available 24 hours a day and made accessible via the internet and mobile. The services delivered must be easy to use, navigate and most importantly, intuitive - be it information, interactive or transactional services.

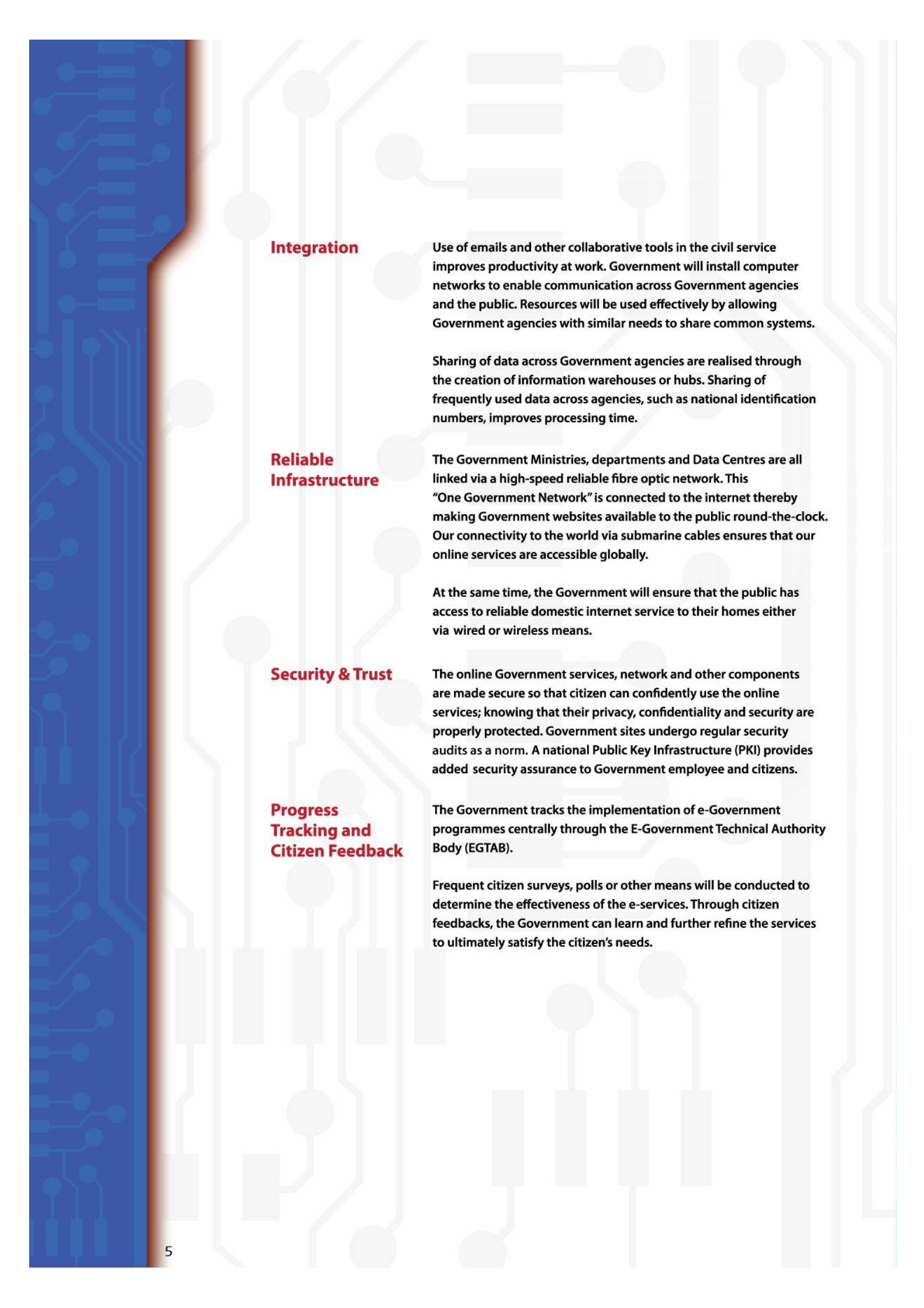
Online submission of applications will be the norm which minimises the need for citizens to visit the relevant government agencies. Citizens will only need to remember one government web site to access these online government services for their personal or business requirements. Even services for non-residents are catered for, such as work permits. Considerations will be taken to make some services accessible for citizens who are physically challenged through special web pages, telephone assistance or special counter support.

For added convenience, single sign-on technology is being seriously considered where each citizen only needs to remember one username and password to access any online services from any Government agencies.

One of the flagship programmes of the e-Government is the enabling of online payments for Government services via internet or mobile devices, including the payment of utility bills.

Timely public awareness campaigns will be conducted to inform the public on the launching of Government e-services whilst promoting the benefits or incentivising the public to use the service. On the other hand, Government employees are informed of any new developments via the intra-Government website or through other relevant channels. The information includes new policies, services or business process changes.

Successful delivery of services hinges on standardisation, sound policies, relevant legislations and frameworks to facilitate adoption of ICT and roll-out of the services. Standardization will ensure that systems are interoperable, manageable and cost-effective.



Integration

Use of emails and other collaborative tools in the civil service improves productivity at work. Government will install computer networks to enable communication across Government agencies and the public. Resources will be used effectively by allowing Government agencies with similar needs to share common systems.

Sharing of data across Government agencies are realised through the creation of information warehouses or hubs. Sharing of frequently used data across agencies, such as national identification numbers, improves processing time.

Reliable Infrastructure

The Government Ministries, departments and Data Centres are all linked via a high-speed reliable fibre optic network. This "One Government Network" is connected to the internet thereby making Government websites available to the public round-the-clock. Our connectivity to the world via submarine cables ensures that our online services are accessible globally.

At the same time, the Government will ensure that the public has access to reliable domestic internet service to their homes either via wired or wireless means.

Security & Trust

The online Government services, network and other components are made secure so that citizen can confidently use the online services; knowing that their privacy, confidentiality and security are properly protected. Government sites undergo regular security audits as a norm. A national Public Key Infrastructure (PKI) provides added security assurance to Government employee and citizens.

Progress Tracking and Citizen Feedback

The Government tracks the implementation of e-Government programmes centrally through the E-Government Technical Authority Body (EGTAB).

Frequent citizen surveys, polls or other means will be conducted to determine the effectiveness of the e-services. Through citizen feedbacks, the Government can learn and further refine the services to ultimately satisfy the citizen's needs.



Vision

An e-Smart Government in the 21st Century

The continuous advancement of ICT in the 21st century has transformed society and touched all our lives.

Inevitably the Government will embrace the use of ICT to transform the way it does business so that it can adapt and be more competitive in these rapidly-changing, borderless and information-rich times.

The next phase in moving towards the vision of the Government of His Majesty the Sultan and Yang DiPertuan of Brunei Darussalam is to transform the Government into an e-Smart Government that focuses on the needs of its citizens by delivering integrated government services that are practical, relevant, easily accessible, convenient, caring, secure and transparent through innovative use of ICT over the Internet, via mobile devices and through other kinds of electronic delivery systems.

Mission

To Establish Electronic Governance and Services to Best Serve the Nation

With the drive to develop integrated e-Services and connected Government, it is very important to have shared common objectives and excellent coordination about policy decisions by all Government agencies.

To be continuously relevant, the Government must constantly innovate to position itself to be more competitive and deliver better public services to better serve the nation. ICT is one key enabler in this innovative process. Thus it is important to have relevant and up-to-date electronic governance to ensure trust, confidence and accountability in the system.

Key Strategic Priorities

For the next five years, five key strategic priorities have been identified so that the mission can be achieved. These priorities have been built on progress made during previous development of e-Government initiative. Emphasis will be focused on improving the provision to strengthen the ICT facilities and engage the Government agencies to work together and speed up the delivery of integrated, easily accessible and efficient Government e-Services. This will include the development of ICT capabilities.

The strategic priorities and their objectives are as follows:

Strategic Priority 1

*Developing Capabilities
and Capacity*

To equip Government employees with the relevant ICT skills, provide career opportunities that will attract and retain trained quality ICT professionals to the public sector, and to develop competencies and skills guidelines for ICT professionals.

Strategic Priority 2

Enhancing Governance

To improve the ICT governance policies and management processes to make sure the Government can achieve its e-Government objectives efficiently and effectively, through an open and accountable framework.

Strategic Priority 3

*Strengthening
Security and Trust*

To ensure all Government ICT facilities, systems and applications are safe, secure and protected to relevant industry best practice.

Strategic Priority 4

Integrating the Government

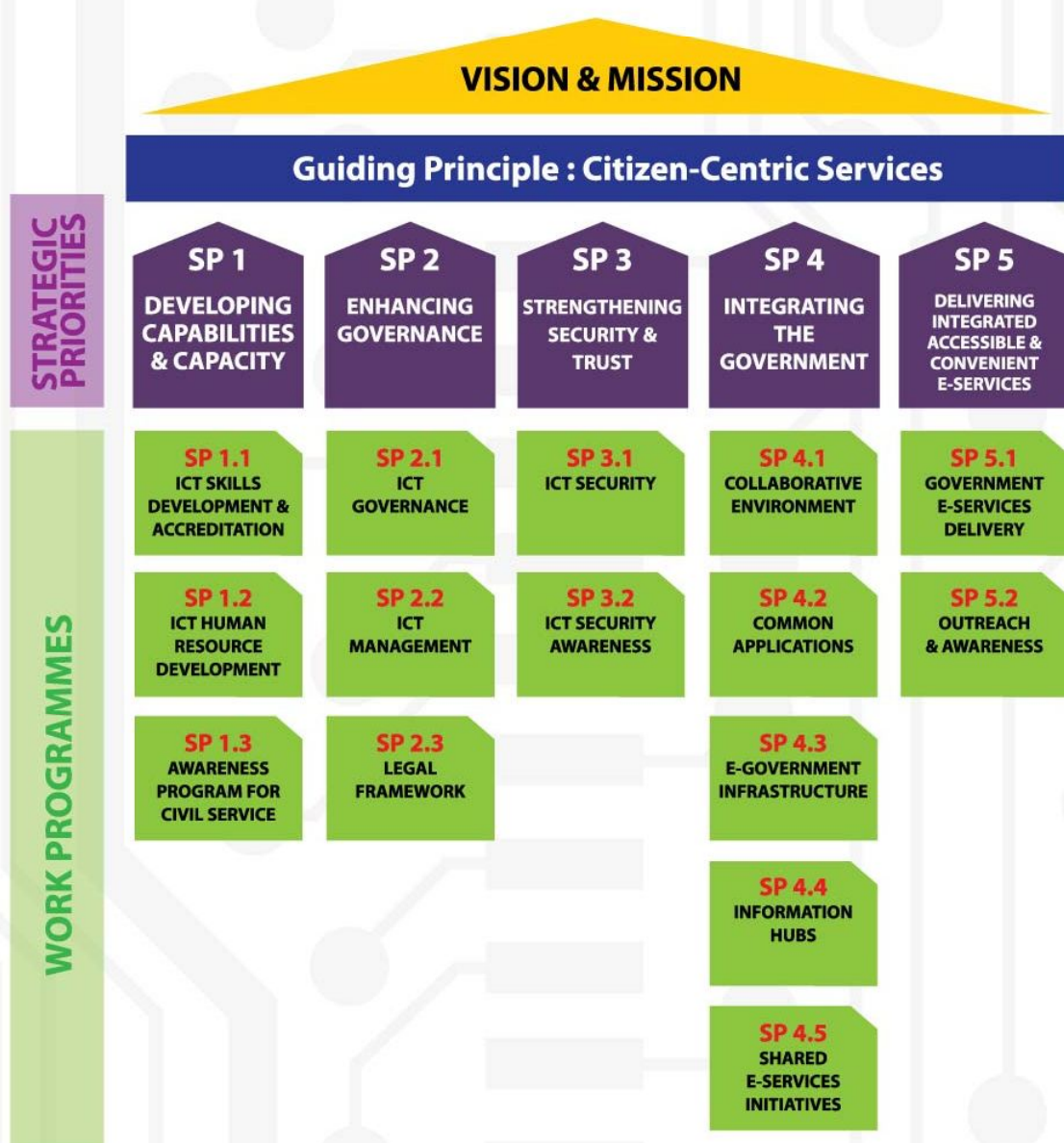
To establish and improve the ways for agencies to work together to produce integrated Government e-Services.

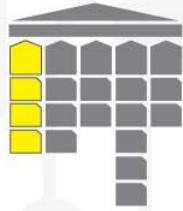
Strategic Priority 5

*Delivering Intergrated,
Accessible and Convenient
e-Services*

To develop and provide online services for the citizens that are efficient, secure and easy to access and use.

With 'Citizen-Centric Services' as the guiding principle, the strategic priorities are translated into work programmes as described in the following chapters. The purpose of these work programmes is to make sure that both central and agency-specific projects are working towards the e-Government vision and mission. The programmes themselves will contain a list of workable projects that will be monitored and managed effectively.





Strategic Priority 1

Developing Capabilities and Capacity

Excerpt from the titah of
His Majesty The Sultan And Yang Di-Pertuan of Brunei Darussalam

"Dengan penyediaan infrastruktur sahaja belumah memadai untuk menjamin keberkesanan penyerapan ICT dalam masyarakat.

Kita maseh perlu banyak membentuk program-program yang menjurus kepada pembangunan sumber tenaga manusia terutama pembangunan kapasiti dalam bidang ICT."

His Majesty's titah
in conjunction with the Official Launch of the National Summit on Information Society (NASIS)
3 Syaaban 1426 Hijrah / 7 September 2005

Objectives To equip Government employees with the relevant ICT skills, provide career opportunities that will attract and retain trained quality ICT professionals to the public sector and to develop competencies and skills guidelines for ICT professionals .



Outcomes

- High degree of ICT literacy in the public sector.
- More people with advanced computer skills in the Government.
- Higher number of people with ICT professional qualifications.

PROGRAMMES

SP 1.1 ICT Skills Development & Accreditation

- The Government employees play an important role in the successful implementation of the e-Government initiative. Therefore, it is necessary to equip Government employees, at all levels, with the relevant ICT skills so that they can work more efficiently and effectively by using ICT innovatively, and increase the quality of the service they deliver to people. Relevant ICT training programmes will be introduced for Government employees.
- Competency accreditation programmes will be identified and put in place to make sure that ICT professionals and non-professionals continue to develop and upgrade their capabilities and skills in the relevant technical areas.

SP 1.2 ICT Human Resource Development

- Government ICT professionals with the right capabilities and skills are critical to the appropriate identification, project formulation and the successful implementation of e-Government projects. To complement this, ICT professionals will be trained to provide quality services and system maintenance. Development programmes for ICT human resources will be put in place to ensure the recruitment and retention of ICT professionals with relevant capabilities and skills in the public sector. In addition, central management of ICT professionals in the civil service allows the matching of the right competences to jobs and responsibilities.

SP 1.3 Awareness Programmes for Civil Service

- ICT intra-government awareness programmes will be a way to educate and inform Government agencies on current developments, policies, procedures and guidelines.



Strategic Priority 2

Enhancing Governance

Excerpt from the titah of
His Majesty The Sultan And Yang Di-Pertuan of Brunei Darussalam

"Apa yang beta sebutkan ini, berhubung kait secara langsung dengan proses dan mekanisme perkhidmatan. Kita mesti sentiasa mengkaji dan mengemaskinikan peraturan, tatacara dan perundangan, terutamanya yang bersangkutan dengan pemberian perkhidmatan kepada orang ramai. Matlamat kita yang besar ialah perkhidmatan yang efektif, mesra pelanggan, adil dan berwawasan."

His Majesty's titah
in conjunction with His Majesty's 61st Birthday Celebration,
30 Jamadilakhir 1428 Hijrah / 15 July 2007

Objective To improve the ICT governance policies and management processes to make sure the Government can achieve its e-Government objectives efficiently and effectively, through an open and accountable framework.



Outcomes

- Tried and tested project management tools will be used.
- Relevant laws and legislation will be put in place.
- Relevant ICT governance will be used.
- Effective and efficient ICT management planning will be adopted.
- Intra-government awareness activities will be organised to increase awareness of ICT policies, procedures and guidelines.

PROGRAMMES

SP 2.1 ICT Governance

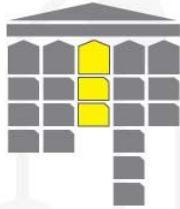
- The organisation structure will be strengthened to effectively direct and ensure that the e-Government initiatives are carried out efficiently.
- Policies, standards and guidelines will be reviewed, revised and developed to enable, support and accelerate the development and delivery of effective and efficient e-Government projects and services.

SP 2.2 ICT Management

- ICT project management methods and guidelines will be developed to help the Government agencies prioritise, manage, monitor and evaluate their e-Government projects, and to ensure that the projects are carried out successfully.
- ICT services management methods and guidelines will be developed to increase the ability of the Government to carry out the operation and maintenance of the completed projects.

SP 2.3 Legal Framework

- Current laws will be reviewed and, where necessary, new laws will be enacted to support the e-Government initiative.



Strategic Priority 3

Strengthening Security and Trust

Excerpt from the titah of
His Majesty The Sultan And Yang Di-Pertuan of Brunei Darussalam

"Sambil kita menikmati perkhidmatan yang baik didalam suasana aman dan sejahtera ini, maka kita juga mustahak meningkatkan kewaspadaan terhadap apa saja unsur yang boleh menggugat keamanan dan kesejahteraan itu."

His Majesty's titah
in conjunction with the beginning of the New Year 2004,
8 Zulkaedah 1424 Hijrah / 1 January 2004

Objective To ensure all Government ICT facilities, systems and applications are safe, secure and protected to relevant industry best practice.



Outcomes

- Appropriate ICT security policies, standards and guidelines are being used.
- Secured and trusted ICT systems are in place.
- The privacy and confidentiality of users are maintained.
- Secure identification and authentication systems are in place.
- The security of the ICT systems will be regularly checked and audited.
- Activities will be organised to increase awareness of the need for ICT security to the Government employees and the general public.

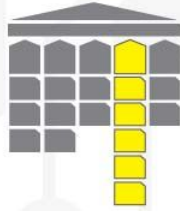
PROGRAMMES

SP 3.1 ICT Security

- The focus is on developing and implementing the necessary ICT security infrastructure, systems, legal framework, policies, standards and best practices. These are to ensure that the Government e-Services and other electronic transactions can be conducted in a secure way to make sure confidentiality, integrity and availability of information exchanged.

SP 3.2 ICT Security Awareness

- ICT security is the responsibility of the system owner and all Government employees as well as the public. ICT awareness programmes will be one of the means to educate and remind all the Government employees, and the public on the potential 'cyber' risks and the preventive measures that can be taken to avoid ICT security risks and threats.



Strategic Priority 4

Integrating the Government

Excerpt from the titah of
His Majesty The Sultan And Yang Di-Pertuan of Brunei Darussalam

"... persefahaman diantara Kementerian-kementerian dan agensi-agensi perkhidmatan awam pada amnya dalam mengendalikan rancangan-rancangan masing masing, sehingga dilihat oleh orang ramai selaku sebuah jentera kerajaan yang bersatu yang penuh dengan keselarasan tanpa percanggahan diantara mereka."

His Majesty's titah
in conjunction with the ceremony marking the 14th Civil Service Day,
29 Syawal 1428 Hijrah / 10 November 2007

Objective To establish and improve the ways for agencies to work together to produce integrated Government e-Services.



Outcomes

- A 'One Government network' will be realised.
- The Government, the private sector and the general public will be better able to work together.
- Information that can be shared will be managed centrally in 'Information Hubs'.
- Computer systems that are identified as necessary and important by all agencies will be put in place.

PROGRAMMES

SP 4.1 Collaborative Environment

- A common network will be developed and managed to improve existing communication and relevant tools will be put in place to make it easier for the Government agencies to work together more effectively.

SP 4.2 Common Applications

- Computer systems used by all agencies with similar needs will be developed and shared to improve efficiency, effectiveness and ensure Government resources are fully utilised.

SP 4.3 e-Government Infrastructure

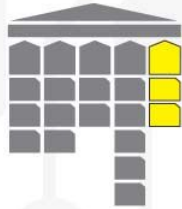
- The ICT facilities and resources will be standardised across the Government to ensure efficient and cost-effective use of Government ICT resources.

SP 4.4 Information Hubs

- Central registers and databases will be developed that will provide access to common information. This information can then be accessed by all the Government agencies.

SP 4.5 Shared e-Services Initiatives

- Common services which are used by multiple agencies will be developed centrally and put in place as part of the integrated e-Government programmes and projects.



Strategic Priority 5

Delivering Integrated, Accessible and Convenient e-Services

Excerpt from the titah of
His Majesty The Sultan And Yang Di-Pertuan of Brunei Darussalam

"Di samping itu, dengan pendedahan teknologi infokomunikasi atau ICT dalam perkhidmatan awam, adalah diharapkan ianya akan dapat meningkatkan lagi keupayaan jentera pentadbiran Kerajaan dalam memberikan perkhidmatan yang lebih mudah dan berkesan kepada orang ramai."

His Majesty's titah
in conjunction with His Majesty's 56th Birthday Celebration,
4 Jamadilawal 1423 Hijrah / 15 July 2002"

Objective To develop and provide online services for the citizens that are efficient, secure and easy to access and use.



- Outcomes**
- Delivery of all major services online using a more convenient and efficient approach.
 - More online services will be used by the public.
 - Increase in public awareness and acceptance of Government e-Services.
 - 24 hour access to e-Services.
 - More accurate, regularly updated and reliable information will be available online.

PROGRAMMES

SP 5.1 Government e-Services Delivery

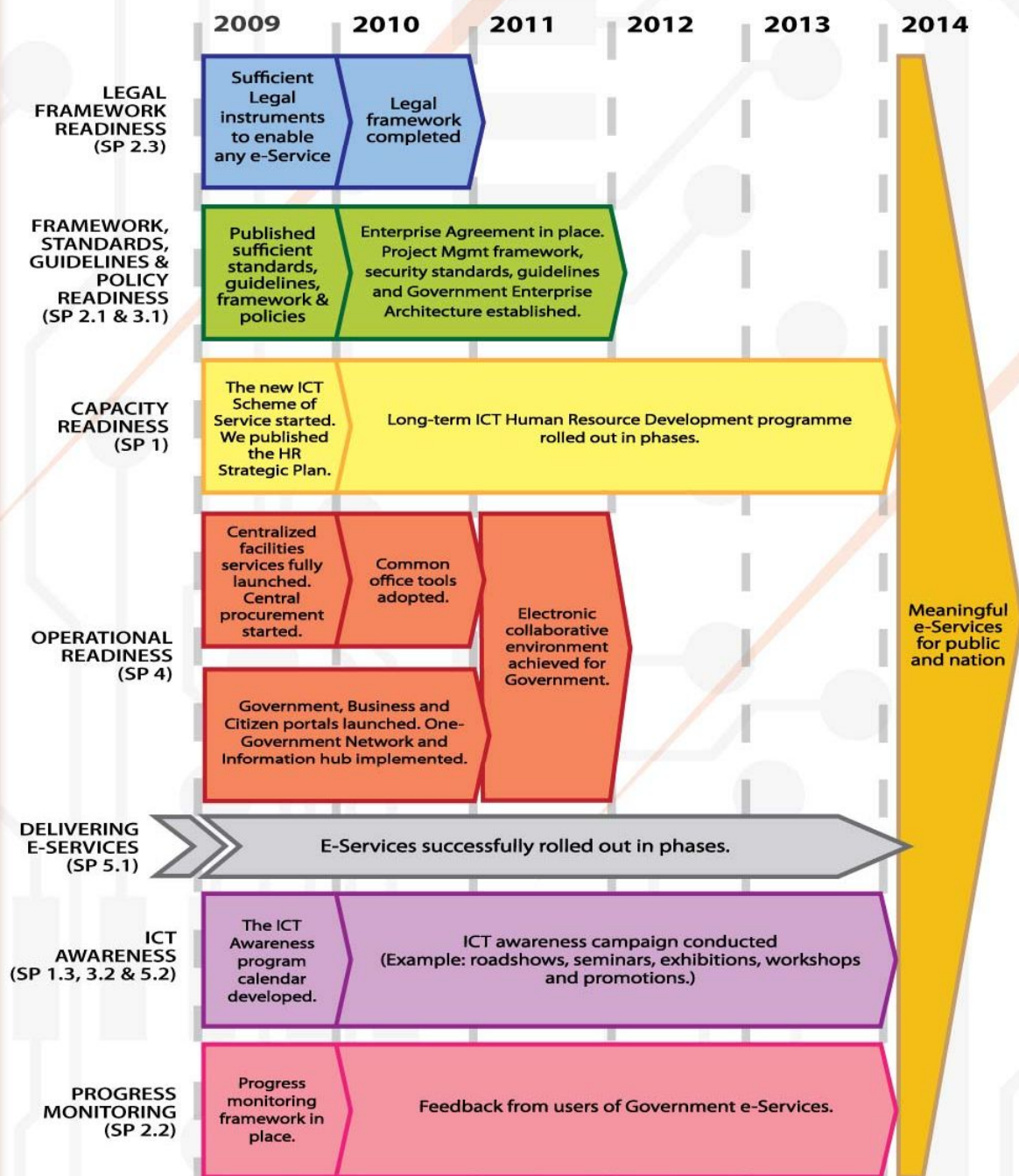
- All Government services that can be delivered electronically will be accessible online through the Internet and other electronic delivery channels. This will enable the Government to deliver coordinated Government e-Services that will further improve the service offered to the public and make the online service an easy-to-use option.

SP 5.2 Outreach and Awareness

- Education, awareness and publicity activities and events will be developed and carried out to promote and encourage the public to use the Government online e-Services. Seminars and discussion forums will also be organised to share e-Government experiences and also obtain feedback from civil service, the general public and business community.

Outcomes 2009 - 2014

Brunei Darussalam's Journey of Celebrating e-Government Success





SP 1 : Developing Capabilities and Capacity

To equip Government employees with the relevant ICT skills, provide career opportunities that will attract and retain trained quality ICT professionals to the public sector, and to develop competencies and skills guidelines for ICT professionals.

SP 2 : Enhancing Governance

To improve the ICT governance policies and management processes to make sure the Government can achieve its e-Government objectives efficiently and effectively, through an open and accountable framework.

SP 3 : Strengthening Security And Trust

To ensure all Government ICT facilities, systems and applications are safe, secure and protected to relevant industry best practice.

SP 4 : Integrating the Government

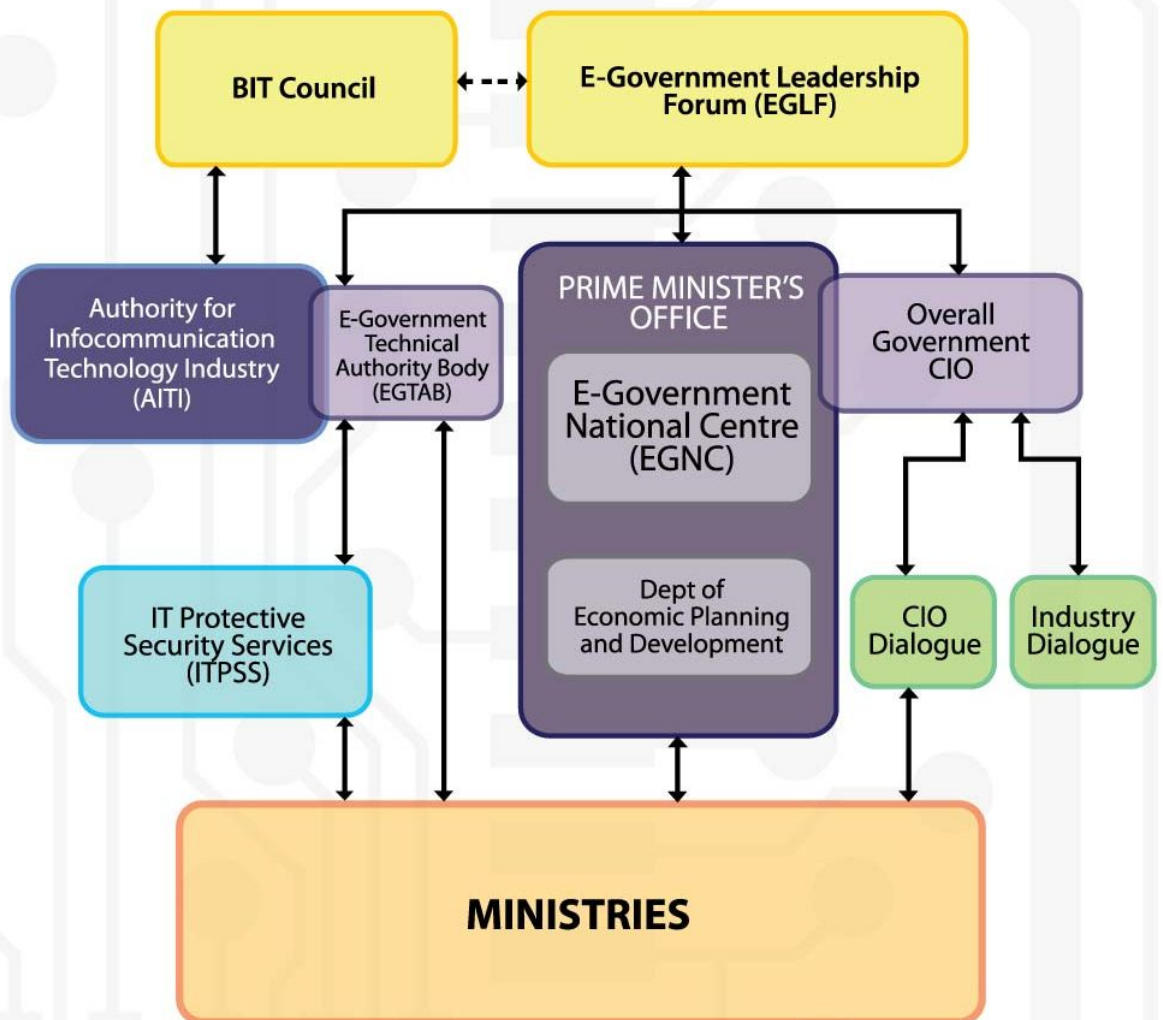
To establish and improve the ways for agencies to work together to produce integrated Government e-Services.

SP 5 : Delivering Integrated, Accessible and Convenient e-Services

To develop and provide online services for the citizens that are efficient, secure and easy to access and use.

e-Government Organisational Structure

The enabling structure to realise the e-Government objectives



Roles and Functions

E-Government Leadership Forum (EGLF)	■ Chaired by Deputy Minister, Prime Minister's Office ■ Members consisting of the Permanent Secretaries from Ministries. ■ To modernise the civil service in meeting the public service delivery expectations and managing the challenging demands of a dynamic environment through increased usage of ICT. ■ To set the strategic policy directions and be accountable for the overall delivery of the e-Government initiative; and ■ To give a quarterly report to His Majesty the Sultan and Yang Di-Pertuan of Brunei Darussalam.
Overall Government CIO	■ Permanent Secretary at the Prime Minister's Office ■ To identify, create and realise more value to current and proposed systems and applications to best serve the Government, citizens, communities and businesses particularly on citizen-centric services. ■ To ensure e-Government programs and projects are aligned to the strategic direction and any other directive from the EGLF. ■ Managing performance and feedback from Ministries' CIO ■ Escalate matters raised by CIO and cascade directives from EGLF
E-Government National Centre (EGNC)	■ Service Operations for Government ■ ICT Central Procurement ■ ICT Human Resource Management
E-Government Technical Authority Body (EGTAB)	■ Strategic e-Government planner ■ Technical Advisory ■ e-Government chief architect ■ Programme Management ■ Secretariat for EGLF
CIO Dialogue Sessions	■ Chaired by Overall Government CIO ■ Gather inputs from CIOs at the various Ministries and reports them to EGLF ■ Cascading of policies, guidelines, etc.
Industry Dialogue Sessions	■ Chaired by Overall Government CIO ■ Attended by representatives from the ICT industry including Infocommunications Federation Brunei (IFB) ■ Gather industry feedback and comments. ■ To socialise policies, regulations, etc.
Ministries	■ Responsible for the implementation and management of projects and E-services
Authority for the Info-communication Technology Industry (AITI)	■ Infocommunications regulator ■ BIT Council secretariat ■ Development of the ICT Industry in Brunei Darussalam
IT Protective Security Services (ITPSS)	■ Exclusive security services provider for the E-Government
Department of Economic Planning and Development	■ Funding E-Government projects under the National Development Plan

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- YM Awg Hj Mohidin bin Hj Mus, Special Duties Officer Grade 1
- YM Awg Ahmad Jefri bin Abdul Rahman, Senior Counsel, AGC
- YM Dk Hjh Rosmarini Pg Hj Murni, System Analyst
- YM Dyg Hjh Siti Mariana binti Abdullah, Senior Management Service Officer, MSD
- YM Syed Azmal bin Syed Ali, Counsel, AGC
- YM Dk Zuraidah binti Pg Hj Ibrahim, System Analyst
- YM Dyg Hjh Mona Nurdiyana binti Hj Mohamad, System Analyst

Ministry of Defence

- YM Lt. Col. (U) Muhd Harrith Rashidi bin Hj Muhd Jamin
- YM Capt. Hj Kamarul Amir Ariffin bin DP Hj Mohd Suni, Chief Information Officer
- YM Dyg Hjh Nafaani binti Hj Md Taib, Senior System Analyst

Ministry of Finance

- YM Awg Hj Umar Ali bin Hj Abdullah, Director, ITSSD
- YM Pg Hj Naserudin bin Pg Hj Tejudin, Deputy Director, ITSSD
- YM Dyg Hjh Rubiah binti Hj Othman, Senior System Analyst, ITSSD
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- YM Awg Azman bin Jani, Acting ICT Director
- YM Dyg Voon Oi Khiun, Senior System Analyst

Ministry of Education

- YM Awg Hj Abd Rahim bin Derus, Acting ICT Director
- YM Awg Omarali bin Mujah, Education Officer

Ministry of Religious Affairs

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- YM Dyg Hjh Mardiana binti Hj Rosmi, System Engineer

Ministry of Industry and Primary Resources

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Ministry of Communications

- YM Pg Mohd Yusof bin Pg Hj Jeludin
- YM Awg Poh Eng Hong
- YM Dyg Mardianah binti DP Hj Yacob, Senior System Analyst

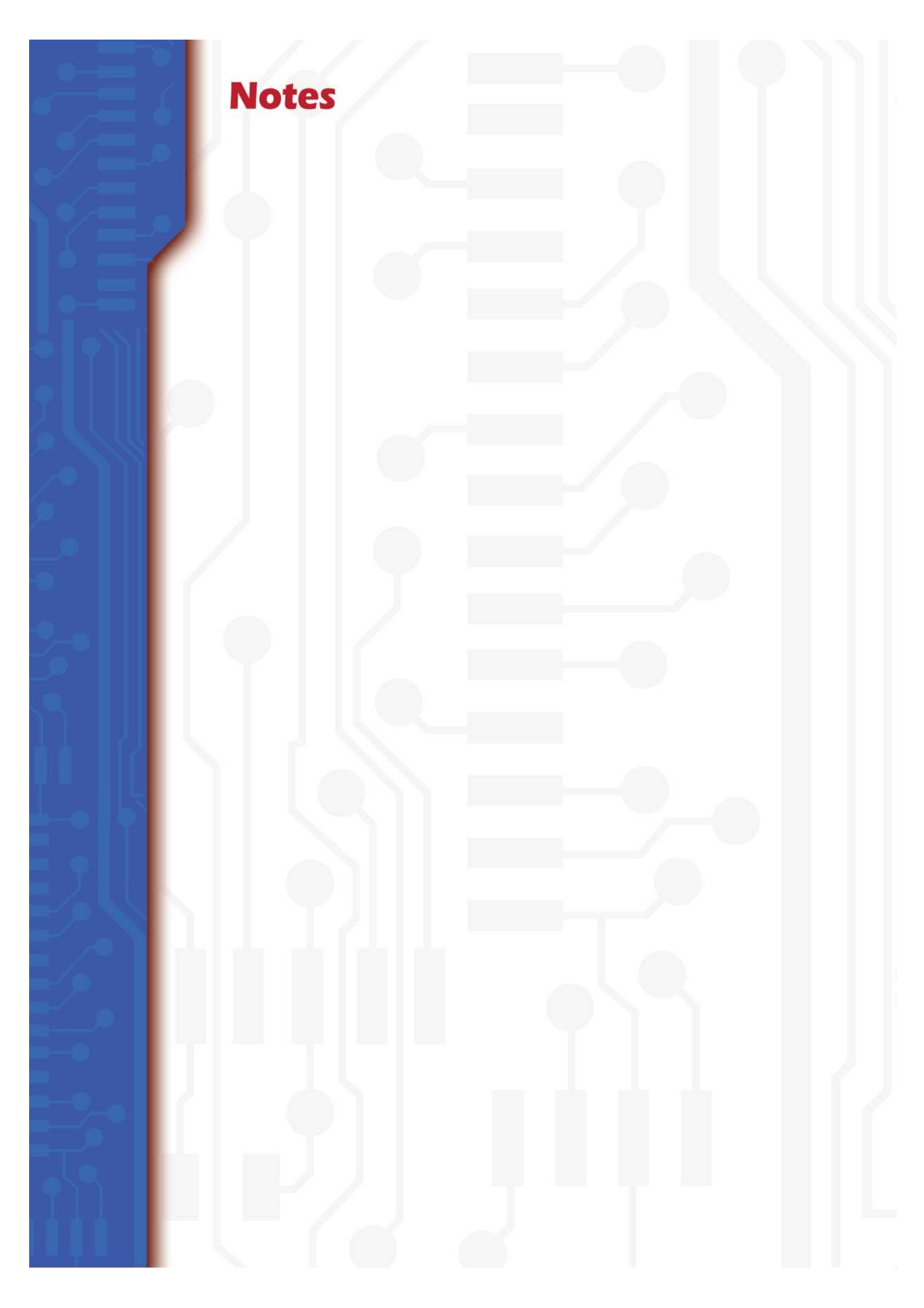
Ministry of Home Affairs	■ YM Awg Hj Isa bin Hj Mat Tahir, Senior System Analyst
Ministry of Health	■ YM Pg Hj Saadiah binti PB Pg Muda Hj Hashim, Asst Director, Healthcare Technology Dept.
Ministry of Development	■ YM Awg Eddie bin DP Hj Sunny, Head of Research and Development Unit ■ YM Awg Poh Seng Chong, Senior System Analyst
Ministry of Culture, Youth and Sports	■ YM Dyg Zainab binti DP Hj Alikhan, Senior System Analyst
EGNC	■ YM Awg Azhar bin Hj Ahmad, Acting Director EGNC ■ YM Dyg Saniah binti Hj Sani, Senior System Analyst ■ YM Dyg Hj Marinah binti Hj Mulok, Senior System Analyst
EGTAB	■ YM Awg Sairul Rhymin bin Hj C.A. Mohamed, Senior Special Duties Officer, PMO as Head of EG TAB ■ YM Awg Pori bin Anai, EG TAB Consultant (Deputy Head of EG TAB) ■ YM Awg Edwin Lim Charng Yih, Assistant CE - EG TAB ■ YM Dyg Mazriyani binti Hj Abdul Ghani, Senior System Analyst ■ YM Awg Zailani bin Hj Abdul Malik, Senior Manager ■ YM Awg Chee Chean Wee, EG TAB Consultant ■ YM Professor Yeoul Hwangbo, EG TAB Consultant ■ YM Dyg Rohana binti Hj Mohsin, EG TAB Consultant ■ YM Dyg Siti Hazirah binti Marzuke, Manager ■ YM Dyg Ashanti binti Hj Hamzah, System Analyst ■ YM Dyg Hj Noriah binti Hj Awg Bakar, Programmer ■ YM Dyg Zaiton binti Hj Mahmud, Programmer ■ YM Dyg Zuraidah binti Abidin, Programmer
ITPSS	■ YM Awg Samsul Bahri bin Hj Kamis, CEO ■ YM Awg Zulkifli Achee, Deputy Chief Operation Officer ■ YM Dyg Nani Azyah binti Hj Md Ali, Senior Operation Officer ■ YM Awg Hj Mas Zuraime bin Abdul Hamid, Senior Operation Officer
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A Note of Thanks

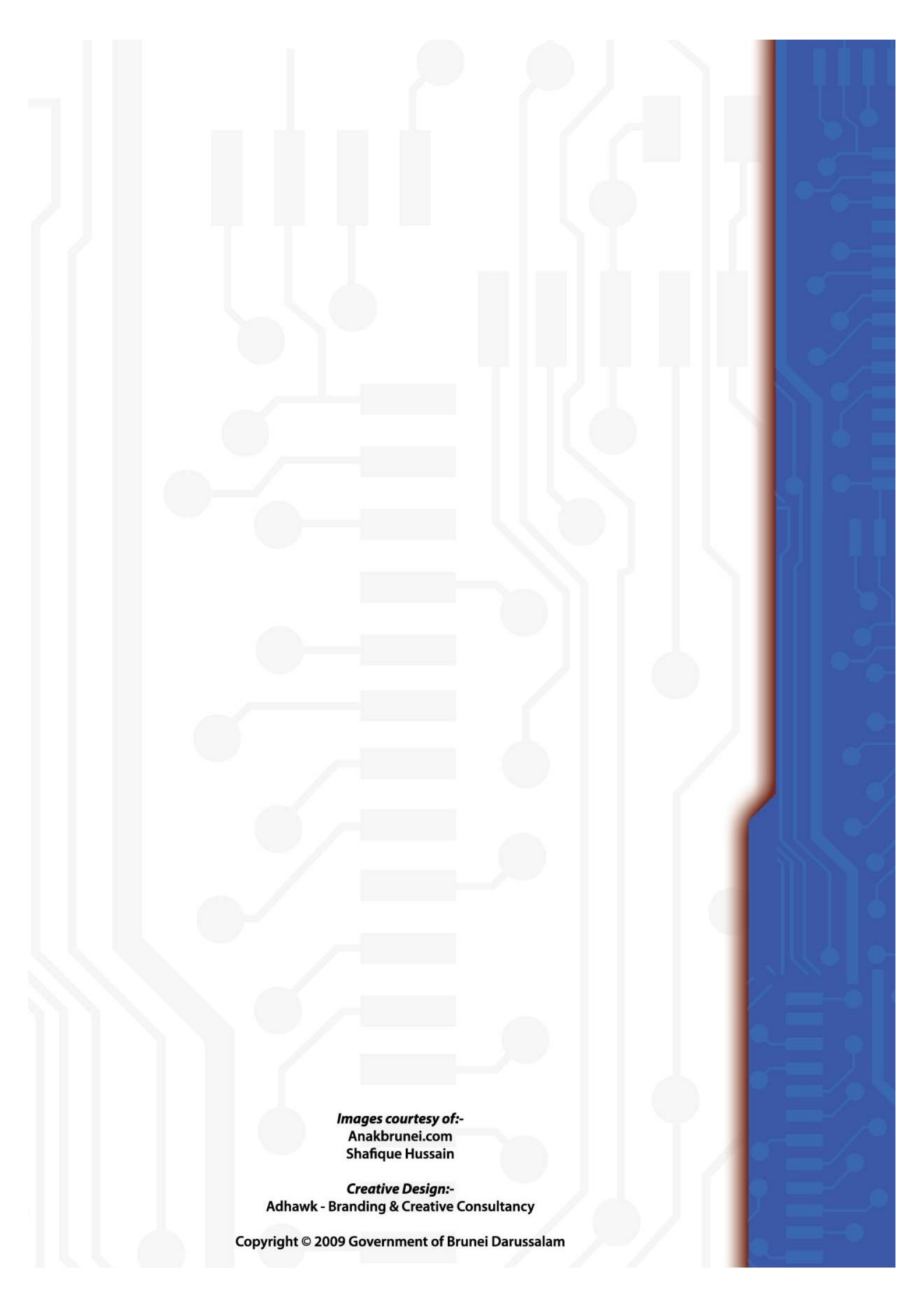
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- Bank Islam Brunei Darussalam (BIBD)
- Brunei Economic Development Board (BEDB)
- Brunei Press
- Brunei Shell Marketing
- Brunei Shell Petroleum
- Dalplus Technologies
- Darussalam Holdings
- Datastream Technologies (DST)
- Elite Computer Systems
- HSBC
- iCentre

- Info Com Federation Brunei (IFB)
 - IQ-Quest Company
 - ITIS Wescot
- IT Protective Security Services (ITPSS)
 - Komputer Wisman
 - KPF Comserve
 - KPMG
- Laksamana College of Business
- Perbadanan Tabung Amanah Islam Brunei (TAIB)
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 - Tech Distribution
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