FRAMEWORK FOR SELANGOR STATE GOVERNMENT TOWARDS ELECTRONIC GOVERNMENT

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FRAMEWORK FOR SELANGOR STATE GOVERNMENT TOWARDS ELECTRONIC GOVERNMENT

A thesis submitted to the Graduate School in partial fulfillment of the requirements for the degree Master of Science (Information Technology), Universiti Utara Malaysia

by

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ABSTRAK

Tujuan kajian ini ialah untuk menyediakan sebuah kerangka bagi Kerajaan Negeri Selangor ke arah pencapaian kerajaan berelektronik. Memandangkan Koridor Raya Multimedia (MSC) terletak secara strategik di negeri Selangor, adalah penting bagi Kerajaan Negeri Selangor untuk menyokong sepenuhnya aspirasi Kerajaan Persekutuan dalam memastikan kejayaan kerajaan berelektronik dalam perkhidmatan awam.

Sehubungan itu, sebuah kerangka bagi Kerajaan Negeri Selangor ke arah kerajaan berelektronik akan menjadi sumber rujukan kepada jabatan-jabatan kerajaan yang berkaitan di negeri Selangor. Sudah tiba masanya untuk Kerajaan Negeri Selangor melaksanakan konsep kerajaan berelektronik serta mengambil langkah proaktif ke arah pelaksanaan konsep ini di dalam jentera kerajaan negeri.

Skop kajian ini adalah terhad kepada jabatan-jabatan kerajaan yang terletak di Bangunan Sultan Salahuddin Abdul Aziz Shah (SSAAS), Shah Alam serta pejabat-pejabat daerah. Pihak-pihak berkuasa tempatan di negeri Selangor tidak termasuk di dalam skop kajian ini.

Kaedah-kaedah yang digunakan dalam menjalankan kajian ini ialah kajian awalan, analisa, dan pembentukan kerangka. Data primer dan sekunder pula diperolehi melalui kaedah-kaedah berikut: penelitian dokumen, penyelidikan, pemerhatian dan perbincangan dengan pegawai Pusat Komputer Negeri Selangor.

Daripada analisa yang dijalankan, kajian ini dapat mencadangkan sebuah kerangka kerajaan berelektronik kepada Kerajaan Negeri Selangor yang merangkumi: aplikasi sistem, "portal", jabatan teknologi maklumat dan komunikasi, ketua pegawai maklumat (CIO), rangkaian, pengguna dan keselamatan.

Kerangka yang dihasilkan akan memberikan panduan Kerajaan Negeri Selangor bagi pengurusan teknologi maklumat secara lebih efektif bagi mencapai objektif kerajaan negeri, iaitu memberikan perkhidmatan yang berkualiti kepada masyarakat.

Sehubungan itu, Selangor sebagai negeri yang terunggul di Malaysia, perlu memainkan peranan yang penting dalam melaksanakan konsep kerajaan berelektronik. Memandangkan teknologi akan semakin pesat berkembang, Kerajaan Negeri Selangor perlu menghadapi cabaran kerajaan berelektronik dalam abad ke-21.

ABSTRACT

The purpose of this study is to develop a framework for the Selangor State Government towards achieving electronic government (EG). This is due to the fact that the Multimedia Super Corridor (MSC) is strategically located in the Selangor, and it is crucial for the state government to fully support the aspirations of the Federal Government in ensuring the success of EG in the public sector.

Therefore, a framework for the Selangor State Government to achieve electronic government will be a reference for all the relevant departments in the state. The time is now ripe for the Selangor State Government to internalize the EG concept and to take proactive actions towards implementing EG in the state machinery.

The scope of this study is confined to government departments that are located at Bangunan Sultan Salahuddin Abdul Aziz Shah (SSAAS), Shah Alam and District Offices. The local authorities, such as municipal and district councils, would not be covered in this study.

The methods undertaken by this study are preliminary investigation, analysis, and design and developing the framework. In order to collect data (primary and secondary) for this paper, the following methods were used: document review, research, observations, and discussions with the officers of the Selangor State Computer Centre.

From the analysis conducted, this paper was able to propose a framework for the Selangor State Government that covers: application systems, portal, Information and Communication Technology department, Chief Information Officer, network, users, and security.

As a result, this framework provides a guide for the effective management of information technology by the Selangor State Government. The primary role of information technology is to support the business objectives of the Selangor State Government and facilitate government departments efforts to provide efficient and effective services to the people of Selangor and those who need its services.

Selangor, as the leading state in Malaysia, should therefore play a significant role towards successfully implementing the EG concept. Since technology will continue to advance rapidly, the Selangor State Government must face the challenges of electronic government to thrive in the 21st century.

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To both my loving parents,

my wife, Amreeta,

and my daughters, Anisha Haveena and Aveeta Hareena.

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CHAPTER 1

INTRODUCTION

When the Multimedia Super Corridor (MSC) was introduced by the Federal Government to accelerate Malaysia's progress towards the Information Age, seven primary areas were identified to lead the development of the MSC.

Known as "flagship applications", these applications will initially be developed by the Government in partnership with companies, both Malaysian and international, to create opportunities for the leading-edge multimedia applications.

One of the seven flagship applications is in the area of Electronic Government. This application is aimed at reinventing government work processes. It seeks to improve the way the government operates and deliver its services to the people.

Services delivered by the government to the people are expected to be more convenient with the relevant offices becoming more accessible, coupled with quality interactions between government officers and the general public and corporate entities.

1.1 PROBLEM STATEMENT

Since the inception of the EG concept in 1996, the vision, objectives, implementation blueprint, policies, and standards of EG have been disseminated by the Federal Government to all government agencies, including the state governments. This is done through meetings, seminars

The contents of the thesis is for internal user only

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