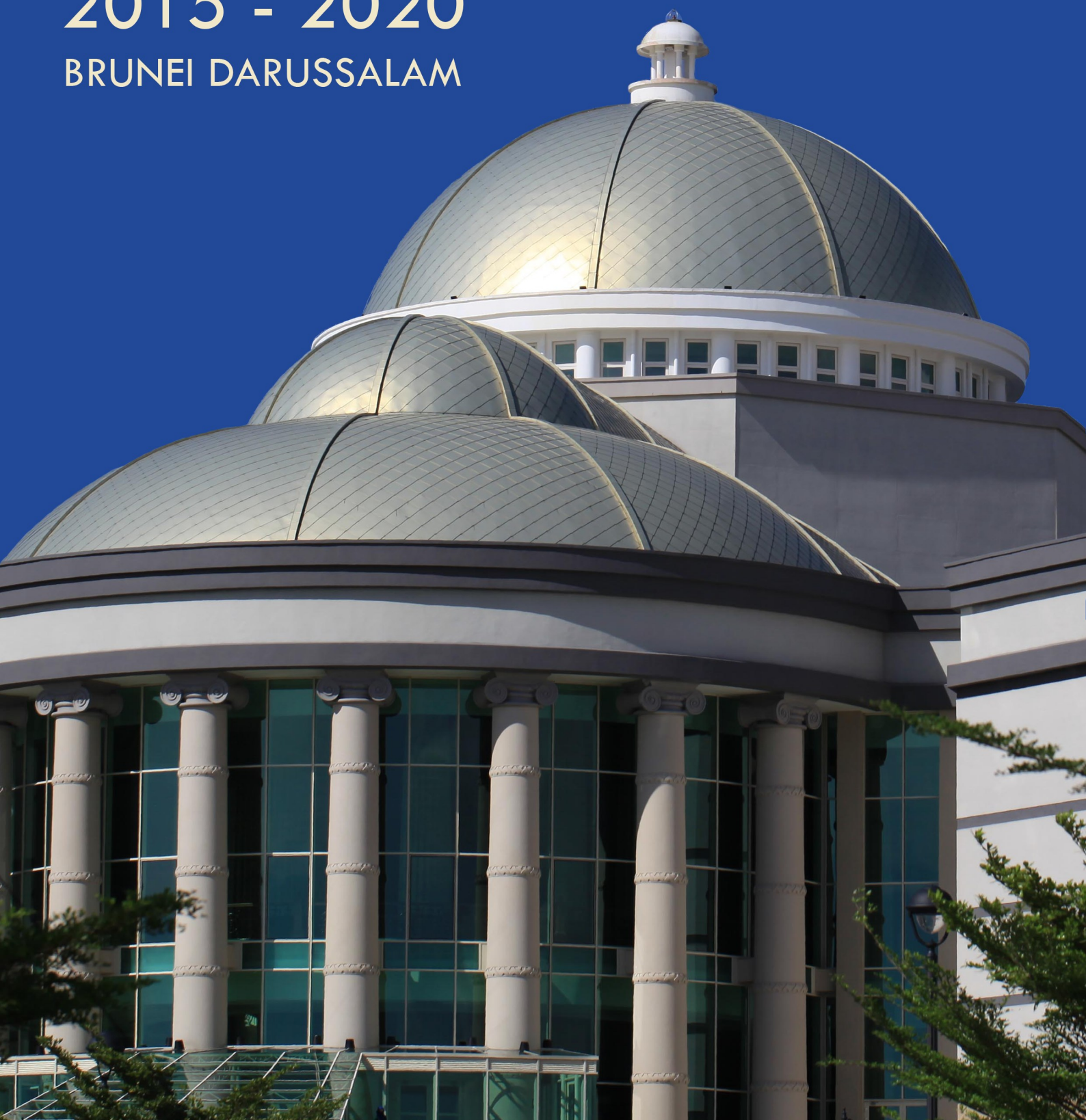


# DIGITAL GOVERNMENT STRATEGY

2015 - 2020

BRUNEI DARUSSALAM

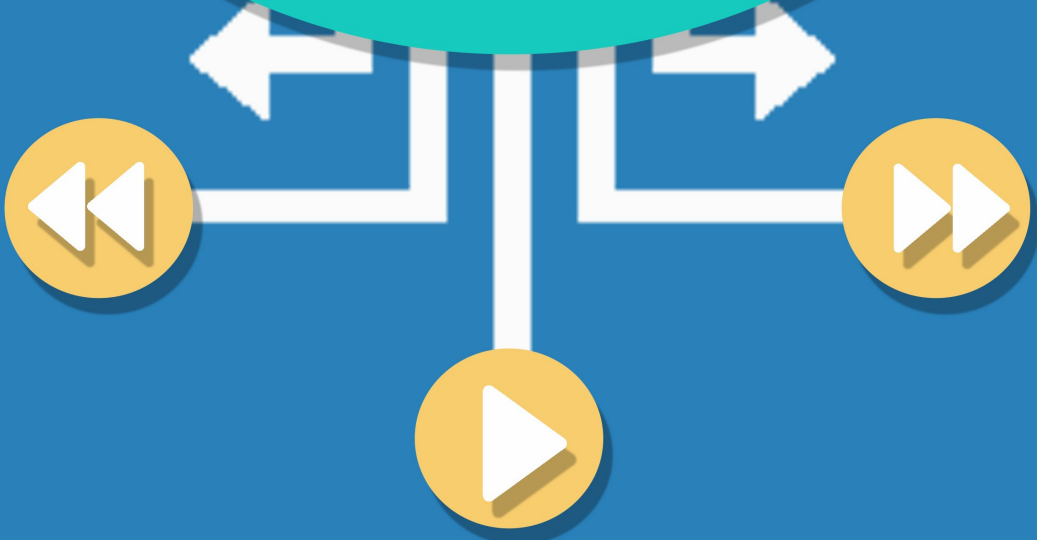




*Excerpts from the titah of  
His Majesty Sultan Haji Hassanal Bolkiah Mu'izzaddin Waddaulah,  
Ibni Al-Marhum Sultan Haji Omar 'Ali Saifuddien Sa'adul Khairi Waddien,  
Sultan and Yang Di-Pertuan Negara Brunei Darussalam*

“Di antara usaha pengukuhan itu, termasuklah memperkasa sektor awam, dengan menjadikannya lebih berkesan dan berkualiti di dalam perkhidmatan untuk orang ramai. Demikian juga, ia sangat diperlukan untuk merangsang iklim perniagaan dan perekonomian yang lebih kondusif.”

**His Majesty's Titah  
in conjunction with the official opening ceremony of 11<sup>th</sup> Legislative Council Meeting  
14 Jamadilawal 1436 / 5 March 2015**





# FOREWORD

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***YANG BERHORMAT PEHIN DATU SINGAMANTERI COLONEL (RTD)  
DATO SERI SETIA (DR) AWG. HAJI MOHAMMAD YASMIN BIN HAJI UMAR***

*MINISTER OF ENERGY AT THE PRIME MINISTER'S OFFICE  
AS CHAIRMAN OF THE E-GOVERNMENT LEADERSHIP FORUM (EGLF)*

Information Communication Technology (ICT) is, and always will be, a key enabler in the continuous improvement of Government and its services. To date, our Government has gone through three E-Government Strategic Plans which was first launched in 2001, and subsequently reviewed and updated in 2005 and 2009 respectively. These plans focused on driving the uptake ICT in the government and has brought about change in the way we communicate and provide services, as well as overseeing the implementation of critical government infrastructure and centralized services.

Moving forward, it is imperative that our Government continues to grow and embed technology into all levels. With this in mind, I would like to further push our commitment towards utilizing technology by refocusing and broadening our efforts beyond that of an E-Government towards that of a Digital Government.

Our Digital Government Strategy 2015 – 2020 is driven to support the Nation's vision of Wawasan 2035. We will take a Whole-of-Government approach towards innovation and service provision, leading the digital transformation of the government to make services simpler, faster and more accessible. We will champion the creation of user-friendly services to increase ease-of-use, and will encourage agencies to re-engineer their business to fully leverage on the ICT to optimize their processes, taking into account the need for improve collaboration across multiple agencies. This requires us to foster a forward-thinking mindset that will help to increase speed of adoption and raise the proficiency of our government officers.

The Digital Government Strategy also presents us with the right opportunity to conduct a review of our existing infrastructure and systems. We must ensure that these infrastructure and systems remain current and are effectively utilized to their full capacity. In addition, data and information are essential building blocks for decision-making. Therefore, we must develop our capabilities and technologies to be able to put our Government data to use and gather valuable insights which can allow us to make informed decisions.

In conclusion, I would like to call upon all stakeholders to adopt and adapt their mindsets to achieve the goal of a Digital Government. In this context, all the government agencies must take leading roles for these services.

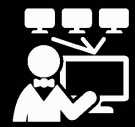
I wish to thank everyone involved in the preparation of this document including all ministries' leaders, CIOs, CTOs and their representatives for their commitment and invaluable contribution.



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# WAWASAN 2035



The Digital Government Strategy 2015-2020 is driven by the Wawasan 2035, in which by 2035, we wish to see Brunei Darussalam recognised everywhere for:

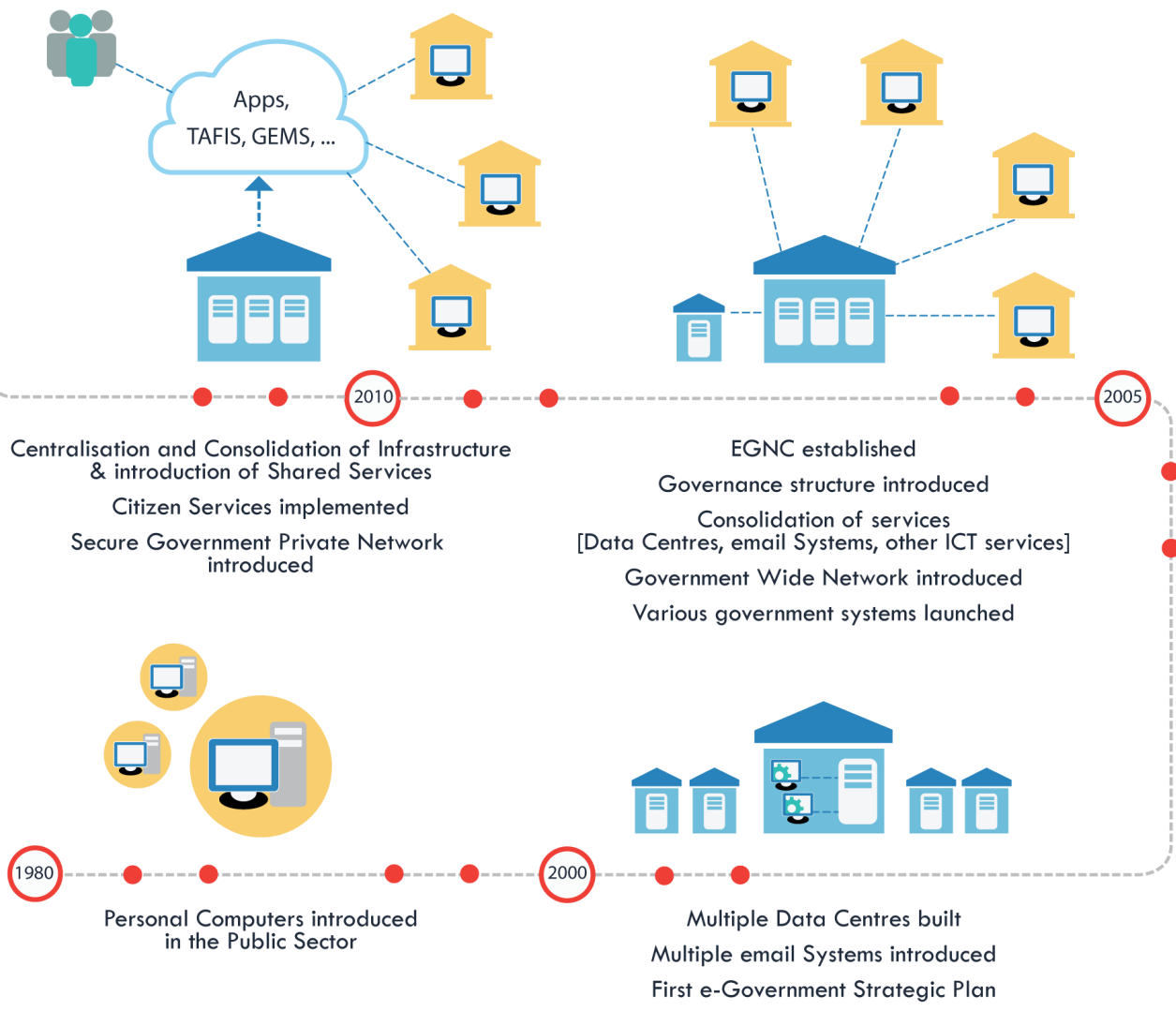
- » The accomplishments of its well-educated people
- » The quality of life
- » The dynamic, sustainable economy

Information Technology is an enabler for the Nation to achieve Wawasan 2035. Our mission and focus areas are based on the Wawasan 2035 goals, and the programmes aligned to support the activities of the Nation in working towards these goals.

# PROGRESS TOWARDS A DIGITAL GOVERNMENT

2015 & Beyond

 Tools	Optimization of digital assets to address value for money and maximize return on investment Whole-of-Government approach in developing tools and systems	Citizen facing services that focus on ease-of-use and consistent user experience Personalised services for citizens and other stakeholders Enhance public confidence in e-Services by ensuring government systems are robust, available and secure
	Whole-of-Government collaboration through streamlining of business processes Enabling increased public sector productivity through process transparency and accountability Enhanced National Cyber Security	Mechanism to encourage structured 2-way communication between the Government and stakeholders
 People	Continue with capacity building programme to enhance public sector ICT expertise Change programme to maximize adoption of e-services and systems by civil service	Effective promotion to increase awareness and adoption of e-services by the public
	Utilising data and analytics to aid Government in decision making	Champion use of Open Data to drive innovation
	Internal Government Facing	External Government Facing



## VISION

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# A DIGITAL GOVERNMENT TO ACHIEVE WAWASAN 2035

Technology continues to grow at an exceedingly rapid pace. While the Government has been quick to adopt new tools in their current business processes, it is imperative that we continuously analyse the possibilities of change brought about by these new technologies.

The vision captures the limitless opportunities created by technology. This Digital Government not only encapsulates initiatives where technology is used as a tool, but also captures the dialog, interactions, and empowerment of the Government and its stakeholders. As a Digital Government, we will continually question the status quo and challenge the conventional way that we conduct our activities to improve the delivery of our services.

In doing so, we aim to provide the Nation with the tools and capabilities to achieve sustainable development of the country. We must constantly drive to increase the efficiency, effectiveness, quality and accessibility of information and services that will contribute to economic and social growth, while protecting the environment.

## MISSION

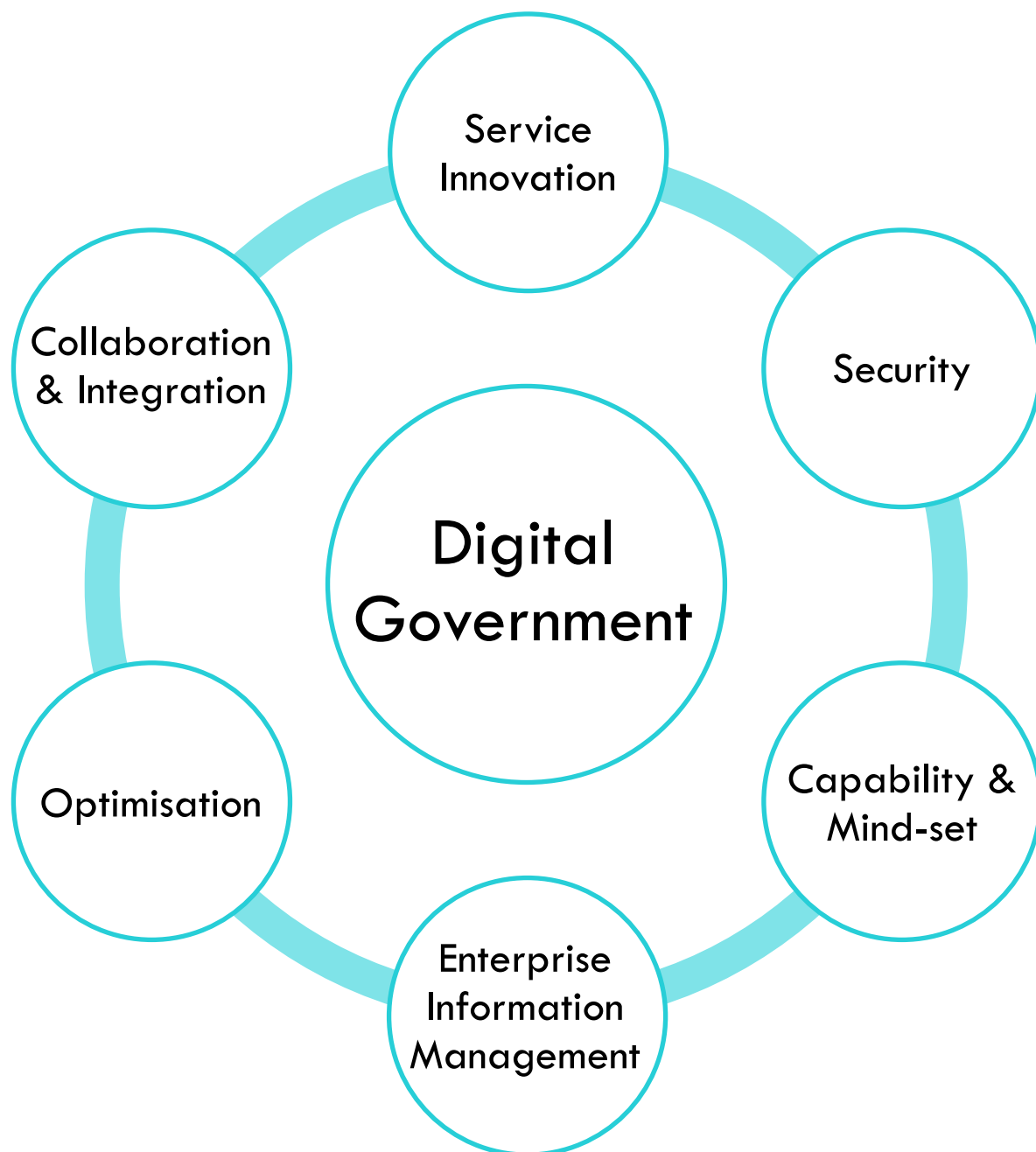
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# To Lead the Digital Transformation and Make Government Services Simpler, Faster and More Accessible

To support greater efficiency and collaboration, and to improve all stakeholders' experience, Government processes and services require transformation and continuous improvement. Information technology enables the seamless flow of information across the Government, citizens and businesses leading to greater transparency and better insights for informed decision making.

## FOCUS AREAS

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In order to realise our vision and to achieve our mission, six focus areas have been identified.

<b>FOCUS</b>	<b>DESCRIPTION</b>
SERVICE INNOVATION	With an increasingly sophisticated and dynamic society, government agencies must develop new and innovative ways to deliver services to citizens and businesses with greater transparency and accountability.
COLLABORATION & INTEGRATION	Government agencies are required to work together to face an increasingly complex environment. This requires a Whole-Of-Government approach to enhance the collaboration and integration of government business processes.
CAPABILITY & MIND-SET	People will always remain the key that will lead to the successful implementation of any technology. It is essential to foster a forward-thinking mind-set and collaborative culture. This will help to increase the speed of adopting new systems, rate of utilising systems and proficiency of government officials.
OPTIMISATION	To keep pace with the rapid development of technology, the government has been implementing various IT systems and platforms. Moving forward, the Government needs to optimise the use of these digital assets to ensure effectiveness, minimised redundancy and maximise value for money.
SECURITY	Following on from the previous strategic plan 2009-2014, security will remain a key focus area. The Government needs to maintain situational awareness of its digital assets and environment at all times. Adequate measures will be taken to minimise risks and increase capabilities to respond to cyber-incidents effectively.
ENTERPRISE INFORMATION MANAGEMENT	With today's knowledge driven economy, information is a fundamental building block that can advance a nation. It is critical that the Government manage the explosive growth of data by structuring, describing and governing information assets that can then be used to generate insights that aid decision making.

# PROGRAMMES

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Six programmes have been identified to realise the vision and to achieve the Brunei Digital Government Strategy 2015-2020.





## ADVANCING DIGITAL SERVICES

Description	The services provided are the main vehicle by which the Government can deliver value to our stakeholders and facilitate desired outcomes. This programme aims to make service interactions between Government and stakeholders more convenient, friendly, transparent and effective.
Output	<ul style="list-style-type: none"> <li>» Key services are accessible anytime anywhere</li> <li>» Government revenue collection managed digitally</li> </ul>
Wawasan 2035 Desired Outcomes	<ul style="list-style-type: none"> <li>» High standard of living</li> <li>» World class infrastructure</li> <li>» High growth</li> </ul>
Wawasan 2035 Key Areas	<ul style="list-style-type: none"> <li>» Excellence in Public service delivery</li> <li>» Access to and high quality public utilities</li> <li>» Productivity</li> <li>» Investment</li> </ul>

## IMPLEMENTING UNIVERSAL ACCESS FOR GOVERNMENT SYSTEMS

Description	Identity is a concept and mechanism that captures the uniqueness and attributes of a particular entity. Having a unique and universal identity for each citizen and business makes it easier for them to access Government services. This universally accepted identity would also enable the Government to obtain a holistic view of citizens and businesses, enabling the Government to better anticipate their needs and requirements.
Output	<ul style="list-style-type: none"> <li>» One ID for citizens</li> <li>» One ID for businesses</li> <li>» Services that supports one ID</li> </ul>
Wawasan 2035 Desired Outcomes	<ul style="list-style-type: none"> <li>» High standard of living</li> <li>» World class infrastructure</li> </ul>
Wawasan 2035 Key Areas	<ul style="list-style-type: none"> <li>» Excellence in Public service delivery</li> <li>» Access to and high quality public utilities</li> </ul>

## STRENGTHENING SECURITY

Description	This programme will develop and implement a National Cyber Security Framework to address cyber-risks and provide a resilient and trusted digital platform that maximises the full potential of the digital space.
Output	» An integrated approach by all sectors toward national cybersecurity
Wawasan 2035 Desired Outcomes	» Upholding sovereignty and stability
Wawasan 2035 Key Areas	» One of the safest countries in the world

## ENHANCING STAKEHOLDER ENGAGEMENT

Description	This programme is focused on building platforms and putting measures in place to enhance two-way communication between Government and its stakeholders, with the aim to improve Government services, aid in formulating new initiatives and also address public concerns.
Output	» New platform for stakeholder engagement » Governance framework for managing stakeholder engagement
Wawasan 2035 Desired Outcomes	» A resilient and cohesive society
Wawasan 2035 Key Areas	» Society security that enhances self-reliance » Society harmony through unity and community participation

## OPTIMISING DIGITAL ASSETS

Description	<p>This programme will ensure all ICT investments are fully utilised, and expected return of investments have been realised.</p> <p>To ensure the efficient operation of the Government, it is crucial that we continuously assess whether digital assets have been fully utilized and manage to meet their intended objectives. This programme will also review the utilisation of existing systems and take appropriate action as required.</p>
Output	» Maximise the value of existing digital assets
Wawasan 2035 Desired Outcomes	» High growth
Wawasan 2035 Key Areas	» Productivity

## DEVELOPING ENTERPRISE INFORMATION MANAGEMENT CAPABILITY

Description	<p>This programme will put in place processes, tools and capabilities to coordinate and manage data created, stored, used, and processed by the Government. The amount of data being produced is growing at an exponential rate. The Government will be able to better understand the state of our business processes, and the effectiveness of the decision and actions that we are making through better management of the lifecycle of data and information.</p>
Output	» Processes, tools and capabilities for Enterprise Information Management
Wawasan 2035 Desired Outcomes	<ul style="list-style-type: none"> <li>» High standard of living</li> <li>» Low unemployment</li> <li>» Provision of high quality education opportunities</li> </ul>
Wawasan 2035 Key Areas	<ul style="list-style-type: none"> <li>» Healthy Nation</li> <li>» Job creation</li> <li>» Labour mobility</li> <li>» High levels of participation in education</li> </ul>

# ACKNOWLEDGEMENT

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## PRIME MINISTER'S OFFICE

YM Awg Yahya bin Haji Idris (EGLF Member)  
YM Dato Paduka Awg Haji Jamain bin Julaihi (EGLF Member)  
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YM Awg Shahrizal Haji Emran

## MINISTRY OF HEALTH

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YM Awg Poh Seng Chong (CTO)

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YM Awg Ekhwan bin Dato Seri Setia Haji Abd Salam (CTO)

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