



JABATAN PERDANA MENTERI
UNIT PEMODENAN TADBIRAN DAN PERANCANGAN PENGURUSAN MALAYSIA
(MAMPU)

Laporan Tahunan 2019

Bersama-sama melaksanakan transformasi

LAPORAN
TAHUNAN

20
19

ANNUAL REPORT

UNIT PEMODENAN TADBIRAN DAN
PERANCANGAN PENGURUSAN MALAYSIA
MALAYSIAN ADMINISTRATIVE
MODERNISATION AND MANAGEMENT PLANNING UNIT
(MAMPU)

KANDUNGAN

CONTENTS



Bab **Dua** Chapter Two

- 12** **PROFIL KORPORAT**
CORPORATE PROFILE
- 12** Visi, Misi dan Moto
Vision, Mission and Motto
- 12** Peranan
Roles
- 13** Teras-Teras Strategik
Strategic Thrusts
- 13** Punca Kuasa
Source of Authority
- 14** Pihak Berkepentingan
Stakeholders
- 14** Pelanggan
Customers
- 15** Rakan Strategik
Strategic Partners
- 15** Sejarah Penubuhan MAMPU
History of the Formation
of MAMPU

Bab **Tiga** Chapter Three

- 18** **PROFIL KEPIMPINAN**
LEADERSHIP PROFILE
- 18** Pengurusan Tertinggi
Top Management
- 19** Pasukan Perunding ICT
Sektor Awam
Public Sector ICT Consultancy
Team
- 20** Sektor Teknologi Maklumat
dan Komunikasi
Information and
Communication Technology
Sector
- 20** Sektor Transformasi dan
Pemodenan Pengurusan
Management Transformation
and Modernisation Sector
- 20** Sektor Pengurusan
Management Sector
- 21** Carta Organisasi
Organisation Chart

Bab Empat

Chapter Four

- 23** SEKTOR PENGURUSAN
MANAGEMENT SECTOR
- 24** Bahagian Reformasi
Sektor Awam
Public Sector Reformation
Division
- 33** Bahagian Khidmat Pengurusan
Service Management Division
- 49** Bahagian Perancangan dan
Komunikasi Korporat
Planning and Corporate
Communications Division
- 66** Bahagian Malaysia Government
Call Centre (MyGCC)
Malaysia Government Call
Centre (MyGCC) Division
- 72** Unit Integriti
Integrity Unit

Bab Enam

Chapter Six

- 133** SEKTOR TEKNOLOGI MAKLUMAT DAN KOMUNIKASI
INFORMATION AND COMMUNICATION TECHNOLOGY SECTOR
- 134** Bahagian Perundingan ICT
ICT Consultation Division
- 155** Bahagian Kerajaan Digital
Digital Government Division
- 165** Bahagian Pembangunan Aplikasi
Application Development Division
- 180** Bahagian Pembangunan Perkhidmatan Gunasama Infrastruktur dan
Keselamatan ICT
ICT Infrastructure Shared Services and Security Development Division
- 193** Bahagian Pembangunan Strategik dan Arkitektur ICT
ICT Strategic and Architecture Development Division

Bab Lima

Chapter Five

- 77** SEKTOR TRANSFORMASI
DAN PEMODENAN
PENGURUSAN
MANAGEMENT
TRANSFORMATION AND
MODERNISATION SECTOR
- 78** Bahagian Penyelidikan
Pengurusan
Management Research
Division
- 89** Bahagian Perundingan
Pengurusan 1
Management Consulting 1
Division
- 98** Bahagian Perundingan
Pengurusan 2
Management Consulting 2
Division
- 111** MAMPU Sabah
MAMPU Sabah
- 120** MAMPU Sarawak
MAMPU Sarawak

Bab Tujuh

Chapter Seven

- 207** JALINAN WARGA
MAMPU
MAMPU STAFF

Bab Lapan

Chapter Eight

- 233** ANUGERAH DAN
PENCAPAIAN MAMPU
MAMPU AWARD AND
ACHIEVEMENT

Bab Sembilan

Chapter Nine

- 241** LENSEA
AT A GLANCE

**PERUTUSAN
KETUA
PENGARAH**
MESSAGE FROM THE
DIRECTOR-GENERAL

Bab
Chapter

1

PERUTUSAN KETUA PENGARAH

MESSAGE FROM THE DIRECTOR-GENERAL

“

Program dan aktiviti yang berjaya dilaksanakan oleh MAMPU sepanjang tahun 2019 ini adalah hasil usaha, kerjasama dan komitmen daripada setiap warga MAMPU.

Programmes and activities that were successfully implemented by MAMPU throughout 2019 are the result of the efforts, cooperation, and commitment from each officer in MAMPU.



Dengan nama Allah yang Maha Pemurah lagi Maha Mengasihani.

Assalamualaikum warahmatullahi wabarakatuh dan Salam Sejahtera.

Syukur ke hadrat Allah Yang Maha Esa, kerana dengan limpah kurnia dan izinNya jua, Laporan Tahunan MAMPU 2019 telah berjaya diterbitkan. Saya ingin merakamkan setinggi-tinggi penghargaan dan terima kasih kepada barisan sidang redaksi dan semua warga MAMPU yang menjayakan penerbitan laporan ini sama ada secara langsung atau tidak langsung.

Laporan tahunan ini merupakan satu penerbitan yang signifikan bagi MAMPU kerana menjadi catatan dan bukti kejayaan serta kecemerlangan MAMPU sepanjang tahun 2019. Penerbitan ini juga diharap dapat menjadi wadah perkongsian mengenai pencapaian, maklumat, aktiviti dan berita di sebalik kejayaan MAMPU dan menjadi sumber rujukan agensi kerajaan.

Antara pencapaian MAMPU pada tahun 2019 ialah pelancaran myPortfolio: Panduan Kerja Sektor Awam sebagai instrumen strategik pemantapan sistem penyampaian perkhidmatan awam; pelaksanaan Hackathon Data Terbuka Tahun 2019 sebagai platform penghasilan produk atau aplikasi untuk manfaat rakyat; pembangunan dasar Perkongsian Data Sektor Awam yang menumpukan penandaarasan dasar perkongsian data sektor awam di luar negara serta analisis semasa landskap perkongsian data kerajaan di Malaysia; penganjuran Public Sector

In the name of Allah, The Most Gracious and The Most Merciful. Assalamualaikum Warahmatullahi Wabarakatuh and Salam Sejahtera.

All praises and thanks be to Allah the Almighty because of His Grace and His Will the MAMPU Annual Report 2019 has been successfully published. I would like to extend my highest appreciation and gratitude to the editorial team and those who were involved either directly or indirectly in the publication of this report.

This annual report is a significant publication for MAMPU as it is proof of the success and excellence of MAMPU throughout 2019. This publication also showcases the achievements, information, activities, and news behind the success of MAMPU while serving as a source of reference for government agencies.

Among the many achievements of MAMPU in 2019 include the launch of myPortfolio: Public Sector Work Guide as a strategic instrument in strengthening the public service delivery system; the implementation of 2019 Open Data Hackathon as a platform for product/application development beneficial to all; the development of the Public Sector Data Sharing policies that focus on benchmarking overseas' public sector data sharing policies against the Malaysian government's current data sharing landscape and the implementation of the 2019 Public Sector CIO Convex (PSCC) as a method of sharing ideas and discourses on the





Bagi tahun 2020, saya menyeru kepada semua warga MAMPU untuk terus memberikan komitmen dan melipatgandakan usaha untuk terus mempertingkatkan produktiviti MAMPU.
In 2020, I urge all MAMPU staff to continue giving their utmost commitment and to double their efforts in enhancing MAMPU's productivity

CIO Convex (PSCC) 2019 sebagai platform perkongsian idea dan wacana mengenai senario dan trend teknologi terkini dalam usaha memperkenalkan sistem penyampaian perkhidmatan melalui agenda pendigitalan; serta banyak lagi program dan aktiviti lain yang cemerlang.

Kesemua program dan aktiviti yang berjaya dilaksanakan oleh MAMPU sepanjang tahun 2019 ini adalah hasil usaha, kerjasama dan komitmen daripada setiap warga MAMPU. Dengan itu, saya mengucapkan tahniah, syabas dan terima kasih kepada semua warga MAMPU atas semangat kental dan kebersamaan yang ditunjukkan dalam pelaksanaan semua program MAMPU pada tahun lalu.

Berpaksikan momentum ini maka bagi tahun 2020, saya menyeru kepada semua warga MAMPU untuk terus memberikan komitmen dan melipatgandakan usaha untuk terus mempertingkatkan produktiviti MAMPU bagi memastikan MAMPU kekal di persada kegemilangan.

Sekian, terima kasih.

latest technology scenarios and trends in order to introduce a service delivery system through the digitisation agenda; in addition to many other programmes and activities.

All the programmes and activities that were successfully implemented by MAMPU throughout 2019 are the result of the efforts, cooperation, and commitment from each officer in MAMPU. With that, I wish to say congratulations, well done, and thank you to all MAMPU staff for the spirit of solidarity and togetherness shown in the implementation of MAMPU's programmes in 2019.

In keeping up with this momentum thus far in 2020, I urge all MAMPU staff to continue giving their utmost commitment and to double their efforts in enhancing MAMPU's productivity to ensure MAMPU remains at its peak performance.

Thank you.

DATO' DR. YUSOF BIN ISMAIL
Ketua Pengarah MAMPU
Director-General of MAMPU

**PROFIL
KORPORAT**
CORPORATE PROFILE

*Bab
Chapter*

2



VISI

VISION

Penggerak dan peneraju transformasi penawaran perkhidmatan awam menjelang tahun 2020

A catalyst and leader of public service delivery transformation by 2020

MISI

MISSION

Memperkasakan transformasi penawaran perkhidmatan yang berpaksikan rakyat melalui pembangunan pengurusan organisasi dan pelaksanaan kerajaan digital ke arah penawaran perkhidmatan awam yang cekap dan berkesan

Empowering people-centred service delivery transformation through organisational management development initiatives and implementation of digital government towards an effective and efficient civil service

MOTO

MOTTO

Bersama-sama melaksanakan transformasi

Together we transform

PERANAN

- » Penggerak dan peneraju pemodenan pentadbiran dan pengurusan bagi perkhidmatan awam
- » Perancang dan peneraju dalam pembangunan teknologi maklumat dan komunikasi (ICT) perkhidmatan awam
- » Pakar runding dalam pengurusan organisasi dan ICT perkhidmatan awam
- » Pemudah cara bagi pelaksanaan program pemodenan dan transformasi sistem penyampaian perkhidmatan awam
- » Penyelidik pemodenan tadbiran dan perancangan pengurusan perkhidmatan awam
- » Pelaksana promosi sistem penyampaian perkhidmatan kerajaan

ROLES

- » *A catalyst and leader in administrative modernisation and management services in the public service*
- » *A leader in developing ICT for the public sector*
- » *A consultant in organizational management and ICT for the public sector*
- » *A facilitator in the implementation of modernisation and transformation programmes in the public service delivery system*
- » *A researcher in administrative modernisation and management planning for the public sector*
- » *A promoter of government services to the public*

TERAS-TERAS STRATEGIK

- » Memperkasakan pemodenan pentadbiran ke arah kecemerlangan penyampaian perkhidmatan sektor awam
- » Memantapkan perkhidmatan guna sama, tadbir urus data dan keselamatan ICT bagi mengoptimumkan sumber serta kapasiti
- » Memperhebat kepakaran khidmat runding dan khidmat nasihat bagi meningkatkan kecemerlangan perkhidmatan ke arah organisasi berprestasi tinggi
- » Mempromosikan inisiatif pemodenan sistem penyampaian ke arah kecekapan penawaran perkhidmatan agensi sektor awam
- » Pemeraksanaan keupayaan tadbir urus ke arah organisasi berprestasi tinggi

STRATEGIC THRUSTS

- » Empowering administrative modernisation towards excellence in public service delivery
- » Enhancing shared services, data governance, and ICT security in optimising resources and capacity
- » Enhancing consultancy and advisory service expertise in improving service excellence towards high performing organisations
- » Promoting delivery system modernisation initiatives towards the efficiency of public sector agency service delivery
- » Empowering governance capabilities towards high performing organisations

PUNCA KUASA SOURCES OF AUTHORITY



Akta Fungsi-fungsi Menteri 1969
[Ministerial Functions Act 1969](#)



Surat Pekeliling Am Bilangan 9 Tahun 1977: Penubuhan Unit Pemodenan dan Perancangan Tenaga Manusia
[General Circular Letter No. 9 of 1977: Establishment of Human Resources Modernisation and Planning Unit](#)



Pekeliling Am Bilangan 3 Tahun 2000: Rangka Dasar Keselamatan Teknologi Maklumat dan Komunikasi Kerajaan
[General Circular No. 3 of 2000: Government's Information Technology and Communication Security Framework](#)



Pekeliling Am Bilangan 2 Tahun 2006: Pengukuhan Tadbir Urus Jawatankuasa IT dan Internet Kerajaan
[General Circular No. 2 of 2006: Strengthening the Governance of Government IT and Internet Committee](#)



Akta Aktiviti Kerajaan Elektronik 2007
[Electronic Government Activities Act 2007](#)

PIHAK BERKEPENTINGAN STAKEHOLDERS



Jemaah Menteri
The Cabinet

Ketua
Setiausaha Negara
Chief Secretary
to the Government



PELANGGAN CUSTOMERS



Rakyat
Citizens

Sektor Swasta
dan Perniagaan
Private and
Business Sector



Komuniti
Community



SEJARAH PENUBUHAN MAMPU

Menyingkap tabir sejarah, MAMPU ditubuhkan hasil daripada laporan “Development Administration in Malaysia” oleh Prof. John D. Montgomery dan Milton J. Esman yang memperakukan peningkatan profesionalisme melalui program-program pendidikan dan latihan bagi semua lapisan kakitangan dalam perkhidmatan awam. Atas cadangan oleh laporan yang sama, Unit Pentadbiran Pembangunan atau Development Administration Unit (DAU) ditubuhkan dalam pengembangan usaha-usaha penambahbaikan pembaharuan pentadbiran kerajaan.

DAU kemudiannya dikembangkan menjadi Implementation Coordination and Development Administration Unit (ICDAU) yang berfungsi untuk menyelaras pelaksanaan projek-projek pembangunan dan perancangan tenaga manusia. Selaras dengan perkembangan pentadbiran awam yang pesat dan dinamik, ICDAU kemudiannya telah disusun semula pada tahun 1977.

Fungsi pemodenan tadbiran dan perancangan tenaga manusia diambil alih oleh sebuah agensi baharu yang dikenali sebagai Unit Pemodenan Tadbiran dan Perancangan dan

Tenaga Manusia Malaysia atau Malaysian Administrative Modernisation and Manpower Planning Unit (MAMPU). Bidang rujukannya pada ketika itu adalah seperti yang berikut:

- (i) Bertanggungjawab dalam perancangan pemodenan tadbiran dan memberi perkhidmatan perundingan kepada semua agensi perkhidmatan awam; dan
- (ii) Membangun serta menyelaraskan proses perancangan dan kemajuan tenaga manusia.

Walau bagaimanapun, pada tahun 1986 hasil daripada penyusunan semula, MAMPU telah diarah untuk memberikan penekanan kepada usaha pemodenan dalam bidang pentadbiran sebagai pakar runding pengurusan oleh Kerajaan.

Pada tahun 1986, nama MAMPU telah diubah kepada Unit Pemodenan Tadbiran dan Perancangan Pengurusan Malaysia (MAMPU) Malaysian Administrative Modernisation and Management Planning Unit selaras dengan objektif untuk membawa perubahan dalam pentadbiran awam bagi meningkatkan mutu, kecekapan dan keberkesanan pentadbiran sejajar dengan keperluan negara.

RAKAN STRATEGIK STRATEGIC PARTNERS



THE FORMATION OF MAMPU

MAMPU was established based on a report entitled Development Administration in Malaysia by Prof. John D. Montgomery and Milton J. Esman. This report acknowledged the need to upgrade the field of professionalism in the public service through education and training programmes. Based on the recommendations in the report, the Development Administrative Unit (DAU) was established in 1966 with the aim to spearhead administrative reforms in the government.

Later, the DAU's jurisdiction was expanded, and it was renamed the Implementation Coordination Development Administrative Unit (ICDAU). It was tasked to coordinate the implementation of development projects and the planning of human resources in the public sector. In line with the rapid and dynamic growth of the public service, ICDAU was later restructured in 1977.

The role of administrative modernisation and human resource planning was then handed over to a new agency known as the Malaysian Administrative Modernisation and Manpower Planning Unit (MAMPU). The terms of reference for MAMPU at the time were as follows:

- (i) Administrative modernisation planning and management consultation for all civil service agencies; and
- (ii) Development and coordination of human resource planning.

However, in 1986, MAMPU was tasked to focus its efforts on administrative modernisation as the management consultant, by the government.

MAMPU was then renamed the Malaysian Administrative Modernisation and Management Planning Unit in 1986 and was tasked to improve the quality, efficiency, and effectiveness of public administration. The element of human resource planning was reassigned to other agencies.

**PROFIL
KEPIMPINAN**
LEADERSHIP PROFILE

Bab
Chapter

3

PROFIL KEPIMPINAN

LEADERSHIP PROFILE

PENGURUSAN TERTINGGI
TOP MANAGEMENT



YBHG. DATO' DR. YUSOF BIN ISMAIL
Timbalan Ketua Pengarah
(Transformasi dan Pemodenan
Pengurusan)
(sehingga 21 April 2020)
Deputy Director-General
(Management Transformation and
Modernisation)
(Until 21 April 2020)

**YBHG. DATUK SERI
DR. MAZLAN YUSOFF**
Ketua Pengarah MAMPU
(sehingga 22 Mac 2020)
Director-General of MAMPU
(Until 22 March 2020)

**YBHG. DATO' DR. SUHAZIMAH
BINTI DZAZALI**
Timbalan Ketua Pengarah
(Teknologi Maklumat dan Komunikasi)
Deputy Director-General
(Information and Communication
Technology)

PASUKAN PERUNDING ICT SEKTOR AWAM PUBLIC SECTOR ICT CONSULTANCY TEAM



AZIH BIN YUSOF
Ketua Perunding
(Pembangunan Sistem)
Principal ICT Consultant
(System Development)



DR. YUSMINAR BINTI YUNUS
Ketua Perunding
(Strategis ICT)
Principal ICT Consultant
(ICT Strategic)



AHMAD BIN OSMAN
Ketua Perunding
(Teknikal ICT)
Principal ICT Consultant
(ICT Technical)



**NUR HIDAYAH
BINTI ABDULLAH**
Perunding ICT
(Teknikal ICT)
ICT Consultant
(ICT Technical)



KHAIRUDDIN BIN YAHAYA
Perunding ICT
(Teknikal ICT)
ICT Consultant
(ICT Technical)



MOHD SHAHAR BIN SALIM
Perunding ICT
(Teknikal ICT)
ICT Consultant
(ICT Technical)



HUSSIN BIN ABU BAKAR
Perunding ICT
(Pembangunan Sistem)
ICT Consultant
(System Development)



INTHRANI SHAMMUGAM
Perunding ICT
(Strategis ICT)
ICT Consultant
(ICT Strategic)



SITI SAPURA BINTI RAFFEE
Perunding ICT
(Strategis ICT)
ICT Consultant
(ICT Strategic)



**SITI NURLIZA
BINTI MOKHTAR**
Perunding ICT
(Pembangunan Sistem)
ICT Consultant
(System Development)

**SEKTOR TEKNOLOGI MAKLUMAT
DAN KOMUNIKASI**
**INFORMATION AND COMMUNICATIONS
TECHNOLOGY SECTOR**


AZIH BIN YUSOF
 Pengarah Bahagian
 Perundingan ICT
 Director of ICT Consultancy
 Division



**DR. FAZIDAH
BINTI ABU BAKAR**
 Pengarah Bahagian Kerajaan Digital
 Director of Digital Government
 Division



JAAFAR BIN AHMAD
 Pengarah Bahagian
 Pembangunan Aplikasi
 Director of Application
 Development Division



ABDUL LATIF BIN ISMAIL
 Pengarah Bahagian Pembangunan
 Perkhidmatan Gunasama
 Infrastruktur dan Keselamatan ICT
 Director in ICT Infrastructure,
 Shared Services and Security
 Development Division



AHMAD BIN DAUD
 Pengarah Bahagian Pembangunan
 Strategik dan Arkitektur ICT
 Director of ICT Strategic and
 Architecture Development Division

**SEKTOR TRANSFORMASI DAN PEMODENAN
PENGURUSAN**
**MANAGEMENT TRANSFORMATION AND
MODERNISATION SECTOR**


**DR. MOHD ZABRI
BIN YUSOFF**
 Pengarah Bahagian Penyelidikan
 Pengurusan
 Director of Management Research
 Division



FAZIDAH BINTI MUSTAFA
 Pengarah Bahagian Perundingan
 Pengurusan 1
 Director of Management
 Consultancy Division 1



LORNIE ENGGONG
 Pengarah Bahagian Perundingan
 Pengurusan 2
 Director of Management
 Consultancy Division 2



**DATO' HAJI MOHD SHUHAILI
BIN MOHD TAUFEK**
 Pengarah MAMPU Sabah
 Director of MAMPU Sabah



BANGES MUNGA
 Pengarah MAMPU Sarawak
 Director of MAMPU Sarawak

SEKTOR PENGURUSAN
MANAGEMENT SECTOR


**DATO' DR. ILANGO
KARUPPANNAN**
 Pengarah Bahagian Reformasi
 Sektor Awam
 Director of the Public Sector
 Reformation Division



DATO' AZLAN BIN JOHAR
 Pengarah Bahagian Khidmat
 Pengurusan
 Director of Management Services
 Division



BURHAN BIN MAT SUM
 Pengarah Bahagian Perancangan
 dan Komunikasi Korporat
 Director of Planning and Corporate
 Communications Division



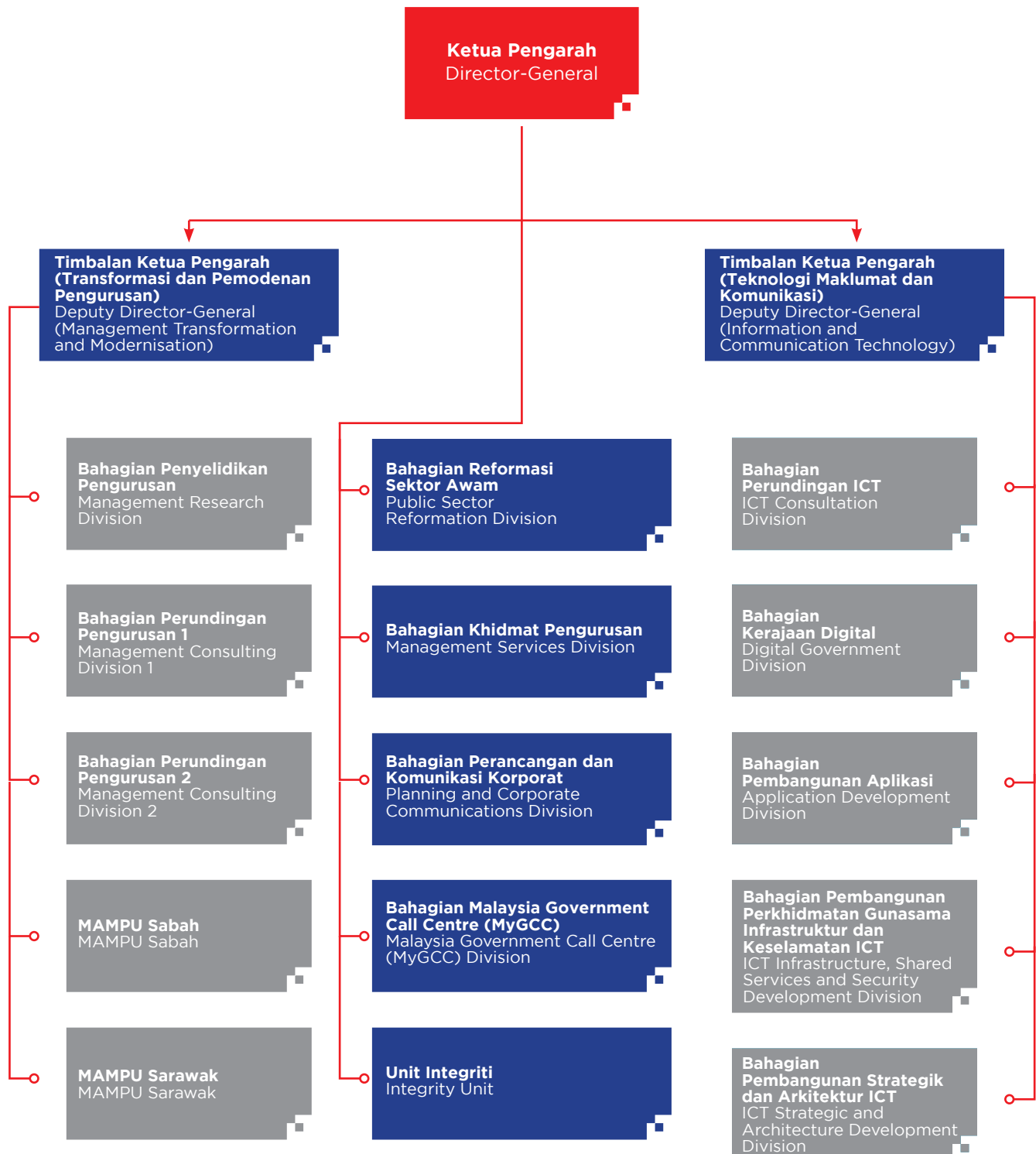
AZRA HAIDA BINTI BAHAROM
 Pengarah Bahagian Malaysia
 Government Call Centre (MyGCC)
 Director of Malaysia Government
 Call Centre (MyGCC) Division



YASIR MUDA AZIZI
 Ketua Unit Integriti
 Head of Integrity Unit

CARTA ORGANISASI

ORGANISATION CHART



**SEKTOR
PENGURUSAN**
MANAGEMENT SECTOR

Bab
Chapter

4

BAHAGIAN REFORMASI SEKTOR AWAM

PUBLIC SECTOR REFORMATION DIVISION



Bahagian Reformasi Sektor Awam (BRSA) mempunyai peranan signifikan dalam perancangan, penyelarasan dan pemantauan usaha-usaha penambahbaikan penyampaian perkhidmatan kerajaan. Peranan dan fungsi bahagian ini ialah:

The Public Sector Reformation Division (BRSA) plays a significant role in planning, coordinating and monitoring efforts in improving the public service delivery. The roles and functions of this division are:

- Menyelaras penggubalan dasar kemajuan dan pemodenan awam (akta, pekeliling, surat pekeliling, surat arahan Ketua Pengarah dan lain-lain).
- Memberi khidmat nasihat berkaitan penggubalan dasar awam dan menyelaras serta menguruskan repositori atau bank dasar.
- Menjadi *focal point* bagi rujukan pekeliling yang dikeluarkan MAMPU.
- Menyelaras penyediaan dan menghasilkan *blueprint* reformasi sektor awam serta memantau pelaksanaan strategi dan pelan tindakan *blueprint* reformasi sektor awam.
- Mengurus setiakan Mesyuarat Jawatankuasa Kerja Perakuan Dasar dan Pekeliling MAMPU (JKPD), Mesyuarat Jawatankuasa Perakuan Dasar dan Pekeliling MAMPU (JPD), Mesyuarat Jawatankuasa Penyelarasan Pemodenan Perkhidmatan Awam (JPPPA), serta mesyuarat-mesyuarat lain berkaitan penyelarasan dasar dan reformasi sektor awam.
- Menyediakan, menyelaras input bagi penyediaan kertas strategi Rancangan Malaysia serta memantau status pelaksanaan pelan tindakan Rancangan Malaysia dan membuat pelaporan kepada EPU, ICU dan agensi penyelarasan.
- To coordinate the drafting of public development and modernization policies (acts, circulars, circular letters, directives of the Director General and others).
- To provide consultation and assist in policy formulation and drafting process as well to coordinate and manage the policy repository/bank.
- As a focal point of reference for circulars issued by MAMPU.
- To coordinate the preparation of and produce the Public Sector Reform Blueprint and to monitor the implementation of strategies and action plans under the Public Sector Reform Blueprint.
- Act as the secretariat of MAMPU's Policy and Circular Certification Working Committee (JKPD) Meeting, MAMPU's Policy and Circular Certification Committee (JPD) Meeting, Public Administration Modernisation Coordination Committee (JPPPA) Meeting, as well as other meetings related to policy coordination and public sector reform.
- To prepare and coordinate input for the preparation of the Malaysia Plan strategy paper as well as monitor the implementation status of Malaysia Plan action plans and reporting to EPU, ICU and coordinating agencies.

- Menyediakan dan menyelaraskan input-input serta maklum balas mesyuarat utama Kerajaan (Mesyuarat Jemaah Menteri, KSUKP, Ulasan MJM).
- To provide and coordinate input and feedback of key government meetings (Cabinet Meetings, KSUKP Meetings, MJM Feedback).

PENCAPAIAN TAHUN 2019 ACHIEVEMENTS IN 2019

Penganjuran Mesyuarat Jawatankuasa Penyelarasan Pemodenan Pentadbiran Awam (JPPPA)

Mesyuarat Jawatankuasa Penyelarasan Pemodenan Pentadbiran Awam (JPPPA) Bilangan 1 Tahun 2019 telah diadakan pada 14 dan 15 April 2019 di Bilik Gerakan Negeri, Aras 2, Wisma Bapa Malaysia, Petra Jaya, Kuching, Sarawak. Mesyuarat JPPPA Bilangan 2 Tahun 2019 telah diadakan pada 1 dan 2 Disember 2019 di Dewan Mesyuarat Blok C, Bangunan Dato' Jaafar Muhammad, Pejabat Setiausaha Kerajaan Johor.

JPPPA sejak penubuhannya pada tahun 2008 merupakan sebuah inisiatif MAMPU berbentuk tadbir urus yang bertindak sebagai platform untuk agensi saling berkongsi idea, pengalaman dan sumber agar dapat diadaptasikan berdasarkan peranan dan keperluan agensi masing-masing bagi menzahirkan inisiatif yang berkeberhasilan tinggi demi untuk kesejahteraan rakyat. Mesyuarat JPPPA dianjurkan secara bersama di antara MAMPU dengan Pentadbiran Setiausaha Kerajaan Negeri, dipengerusikan

The Organisation of the Public Administration Modernisation Coordination Committee (JPPPA) Meeting

JPPPA Meeting 1/2019 was held on 14 and 15 April 2019 at Wisma Bapa Malaysia, Petra Jaya, Kuching, Sarawak, while the JPPPA Meeting 2/2019 was held on 1 and 2 December 2019 at Dato' Jaafar Muhammad Building, the Johor Government Secretary's Office

Since its inception in 2008, JPPPA has been a platform for agencies to share ideas, experiences, and resources that can be adapted based on their respective roles and needs in delivering high impact initiatives for the well-being of the people. Jointly organised by MAMPU and the State Secretariat, the JPPPA meeting is chaired by the Director General of MAMPU and attended by Deputy Secretaries General of Ministries and Federal Agencies, Deputy State Secretaries, and Divisional Directors of MAMPU. In Sarawak and Johor,



Mesyuarat Jawatankuasa Penyelarasan Pemodenan Pentadbiran Awam (JPPPA) Bilangan 1/2019 di Sarawak
JPPPA Meeting 1/2019 in Sarawak



Lawatan Ketua Pengarah MAMPU ke Brooke Galeri, Fort Maghrita, Petra Jaya, Kuching
MAMPU Director General visited the Brooke Gallery, Fort Margherita, Petra Jaya, Kuching



Ketua Pengarah MAMPU menyampaikan plag penghargaan kepada YB Timbalan Setiausaha Kerajaan Negeri Sarawak, YBhg. Datu Dr. Sabariah Putit
MAMPU Director General presented a plaque of appreciation to Sarawak Deputy State Secretary, YBhg. Datu Dr. Sabariah Putit

oleh Ketua Pengarah MAMPU dengan dihadiri oleh ahli-ahli yang terdiri daripada Timbalan-timbalan Ketua Setiausaha Kementerian dan Agensi Persekutuan, Timbalan-timbalan Setiausaha Kerajaan Negeri serta Pengarah-pengarah Bahagian di MAMPU. Di Sarawak, seramai 72 orang pegawai dan di Johor seramai 77 orang pegawai yang terlibat dalam program ini menjadikan JPPPA kekal sebuah platform perkongsian yang berkesan, merentas agensi Kerajaan pada peringkat Persekutuan dan Negeri.

Mesyuarat JPPPA diadakan dengan matlamat keberhasilan yang berikut:

- a. Meningkatkan kesedaran dan kefahaman agensi pusat, kementerian dan

72 officers and 77 officers, respectively are involved in the programme, making the JPPPA meeting an effective sharing platform across Federal and State Government agencies.

The objectives of JPPPA are:

- a. to increase the awareness and understanding of central agencies, ministries, and the State Secretariat on

Lawatan ke galeri tenun di Laman Seni Warisan, Kompleks Warisan Sultan Abu Bakar, Yayasan Warisan Johor sempena Majlis Makan Malam

Visit to a weaving gallery at Laman Seni Warisan, Kompleks Warisan Sultan Abu Bakar, Yayasan Warisan Johor during the Dinner Event



Mesyuarat Jawatankuasa Penyelarasan Pemodenan Pentadbiran Awam (JPPPA) Bilangan 2/2019 di Johor
JPPPA Meeting 2/2019 in Johor

- Pentadbiran Setiausaha Kerajaan Negeri mengenai program pentadbiran dan aktiviti pemodenan pentadbiran sektor awam;
- b. Meningkatkan tahap penyelarasan dalam pelaksanaan program dan aktiviti pemodenan pentadbiran sektor awam antara agensi peringkat Kerajaan Persekutuan dengan Negeri;
 - c. Membincangkan keberkesanan usaha-usaha pembaharuan untuk meningkatkan sistem penyampaian perkhidmatan;
 - d. Membincangkan strategi perkongsian pintar dalam melaksanakan program pentadbiran dan aktiviti pemodenan pentadbiran awam; dan
 - e. Membolehkan ahli-ahli mesyuarat melihat dengan lebih dekat pelaksanaan usaha-usaha transformasi dan pemodenan di peringkat agensi pelaksana di negeri-negeri.

Penganjuran Mesyuarat Jawatankuasa Kerja Perakuan Dasar dan Pekeliling MAMPU (JKPD)

Mesyuarat Jawatankuasa Kerja Perakuan Dasar dan Pekeliling MAMPU (JKPD) Bilangan 1 Tahun 2019 telah diadakan pada 26 Februari 2019 di Bilik Mesyuarat Sri Gemilang, Aras 6, MAMPU. Mesyuarat JKPD Bilangan 2 Tahun 2019 telah diadakan pada 26 Jun 2019 di Bilik Mesyuarat, Aras 4, MAMPU. Sejak 2014, Mesyuarat JKPD telah diadakan bagi mendapatkan pertimbangan dan persetujuan ahli Mesyuarat Jawatankuasa Perakuan Kerja Dasar dan Pekeliling MAMPU terhadap cadangan draf yang dikemukakan oleh pemilik bahagian/*subject matter expert* (SME) sebelum dibawa ke Mesyuarat Jawatankuasa Perakuan Dasar dan Pekeliling MAMPU (JPD). Mesyuarat JKPD dipengerusikan bersama oleh Timbalan Ketua Pengarah MAMPU (Sektor TPP) dan (Sektor ICT) dengan keahlian yang terdiri daripada pengarah-pengarah Bahagian MAMPU.

Penganjuran Mesyuarat Jawatankuasa Perakuan Dasar dan Pekeliling MAMPU (JPD)

Mesyuarat Jawatankuasa Perakuan Dasar dan Pekeliling MAMPU (JPD) Bilangan 1 Tahun 2019 telah diadakan pada 1 April 2019 di Bilik Mesyuarat Sri Gemilang, Aras 6, MAMPU. Manakala Mesyuarat JPD Bilangan 2 Tahun 2019 telah diadakan pada 1 Julai 2019 di Bilik Mesyuarat Sri Gemilang, Aras 6, MAMPU.

- administrative programmes and public sector administrative modernisation activities;
- b. to increase the level of coordination in the implementation of programmes and activities of public sector administration between the Federal and State Government agencies;
 - c. to discuss the effectiveness of reform efforts to improve the service delivery system;
 - d. to discuss smart partnership strategies in the implementation of administrative programmes and public administration modernisation activities; and
 - e. to enable meeting members to take a closer look at implementing transformation and modernisation efforts at the implementation of the agency level in the states.

The Organisation of MAMPU's Policy and Circular Certification Working Committee (JKPD) Meeting

JKPD Meeting 1/2019 was held on 26 February 2019 at the Sri Gemilang Meeting Room, Level 6, MAMPU Putrajaya, while JKPD Meeting 2/2019 was held on 26 June 2019 at Meeting Room, Level 4, MAMPU Putrajaya. Since 2014, JKPD meetings were held to seek approval from the JKPD members on draft proposals submitted by subject matter experts (SME) before being proposed to the MAMPU's Policy and Circular Certification Committee (JPD) Meeting. The JKPD meetings were chaired by the Deputy Director General of MAMPU (ICT Sector and TPP Sector) with members of MAMPU Divisional Directors.

The Organisation of MAMPU's Policy and Circular Certification Committee (JPD) Meeting

JPD Meeting 1/2019 was held on 1 April, 2019 and JPD Meeting 2/2019 was held on 1 July 2019 at the Sri Gemilang Meeting Room, Level 6, MAMPU Putrajaya, respectively. The main objective of the JPD meetings was to obtain approval from the JPD members on the draft proposals submitted by the owner or subject matter experts (SME). The JPD meetings were

Mesyuarat JPD diadakan mendapatkan pertimbangan dan kelulusan ahli Mesyuarat Jawatankuasa Perakuan Dasar dan Pekeliling MAMPU terhadap cadangan draf yang dikemukakan oleh pemilik bahagian/*subject matter expert* (SME). Mesyuarat ini dipengerusikan oleh Ketua Pengarah MAMPU dengan keahlian yang terdiri daripada pengarah-pengarah Bahagian MAMPU.

Executive Talk: MAMPU - INTAN - World Bank

Executive Talk: MAMPU - INTAN - World Bank telah diadakan pada 29 Julai 2019 di Dewan Seri Baiduri, INTAN Bukit Kiara. *Executive Speech* bertajuk "*Institutional Reform: Laying a Solid Foundation for Growth*" membawa objektif perkongsian pengalaman negara-negara lain yang telah menjayakan reformasi institusi. Program tersebut ialah hasil kolaborasi strategik antara MAMPU dengan INTAN dan Bank Dunia bagi membincangkan idea konstruktif untuk penambahbaikan sektor awam secara keseluruhannya.

Executive Talk tersebut disampaikan oleh Dr. Andrew D. Mason, *World Bank Lead Economist, East Asia and Pacific Region*. Selain pihak BRSA sebagai penganjur program, sesi tersebut juga dihadiri oleh beberapa Ketua Setiausaha Kementerian dan lebih 200 pegawai Kerajaan tertinggi daripada pelbagai agensi. Program tersebut diadakan dengan matlamat untuk perkongsian pengalaman dan pengetahuan berkaitan reformasi institusi untuk kebaikan seluruh sektor awam.

chaired by the Director General of MAMPU and attended MAMPU Divisional Directors.

Executive Talk: MAMPU - INTAN -- World Bank

Executive Talk: MAMPU - INTAN - World Bank was held on 29 July 2019 at Seri Baiduri Hall, INTAN Bukit Kiara. The *Executive Talk* entitled "*Institutional Reform: Laying a Solid Foundation for Growth*" brought the objective of sharing experiences from other countries that had successfully undergone institutional reform. It was a strategic collaboration between MAMPU, INTAN, and the World Bank to discuss constructive ideas for the improvement of the public sector as a whole.

The talk was delivered by Dr. Andrew D. Mason, *World Bank Lead Economist, East Asia and Pacific Region*. In addition to officers from the Public Sector Reform Division as the organiser of the programme, the session was attended by several Ministry Secretary Generals and over 200 top government officials from various agencies. The programme was aimed at sharing experiences and knowledge on institutional reform for the benefit of the public sector.

Dr. Andrew D. Mason Menyampaikan Syarahan dalam Program Bicara Eksekutif MAMPU-INTAN World Bank

Dr. Andrew D. Mason delivered his speech during the MAMPU - INTAN - World Bank Executive Talk session



**Sesi Forum Sempena Program
Bicara Eksekutif MAMPU-INTAN-
World Bank**
Forum Session during the
MAMPU - INTAN - World Bank
Executive Talk

Majlis Penandatanganan Memorandum Persefahaman (MoU) antara Kerajaan Malaysia dengan Republik Korea Dalam Bidang Kerajaan Digital

Memorandum Persefahaman (MoU) antara Kerajaan Malaysia dengan Republik Korea Dalam Bidang Kerajaan Digital telah disediakan oleh MAMPU dan Ministry of Interior and Safety (MOIS), Republik Korea. MOU bertujuan untuk mengukuh, mempromosi dan membangunkan kerjasama dalam bidang kerajaan digital antara kedua-dua negara berdasarkan kesaksamaan dan timbal balik. Bahagian Reformasi Sektor Awam merupakan agensi penyelaras bagi kerjasama ini bersama pihak MOIS, Republik Korea. Majlis Penandatanganan MOU telah dihadiri oleh Ketua Pengarah MAMPU dan Pengarah, Bahagian Reformasi Sektor Awam serta pegawai tertinggi kerajaan lain selaku delegasi kerajaan Malaysia.

MoU antara Malaysia-Korea Dalam Bidang Kerajaan Digital telah ditandatangani pada 28 November 2019 di Seoul, Republik Korea sempena lawatan rasmi YAB Perdana Menteri ke Republik Korea. MoU ditandatangani oleh Menteri Luar Negeri, YB Dato' Saifuddin bin Abdullah bagi pihak Malaysia dan Encik Chin Young, Menteri daripada Ministry of the Interior and Safety of Korea (MOIS) bagi pihak Republik Korea.

The Signing of the Memorandum of Understanding (MoU) between the Government of Malaysia and the Republic of Korea on Cooperation in the Area of Digital Government

The Memorandum of Understanding (MoU) between the Government of Malaysia and the Republic of Korea on Cooperation in the Area of Digital Government was jointly prepared by MAMPU and the Ministry of Interior and Safety (MOIS), Republic of Korea. The objective of the MoU was to foster mutually beneficial cooperation in the field of digital government, with an emphasis on equality and reciprocity for both countries. The MoU signing ceremony was attended by the MAMPU Director General, Director of the Public Sector Reform Division, and other top government officials as delegates of the Malaysian government. The Public Sector Reform Division was the coordinating agency for the collaboration between Malaysia and the Republic of Korea.

The Malaysian-Korean MoU in the field of Digital Government was signed on 28 November 2019 in Seoul, in conjunction with the Prime Minister's official visit to South Korea. The MoU was signed by Foreign Minister YB Dato' Saifuddin bin Abdullah on behalf of Malaysia and Mr. Chin Young, Minister of Interior and Safety (MOIS) on behalf of the Republic of Korea.



PERDANA Menteri Tun Dr Mahathir Mohamad tiba di Pangkalan Udara Gimhae Busan untuk menghadiri Sidang Kemuncak Peringatan ASEAN-Korea Selatan 2019
Malaysian Prime Minister Tun Dr. Mahathir Mohamad arrived at Busan's Gimhae Air Base to attend the ASEAN-South Korea Commemorative Summit 2019



Perdana Menteri Tun Dr Mahathir Mohamad bersalaman bersama Presiden Korea Selatan Moon Jae-in di Blue House ketika hadir mesyuarat dua hala sempena Lawatan Rasmi dua hari ke Korea Selatan
Prime Minister Tun Dr. Mahathir Mohamad was greeted by the South Korean President Moon Jae-in at the Blue House during a bilateral meeting in conjunction with the two-day official visit to South Korea



MoU untuk meningkatkan kerjasama dalam Kerajaan Digital, yang ditandatangani di antara Menteri Luar Negeri Dato' Saifuddin bin Abdullah dan Menteri Dalam Negeri dengan Keselamatan Korea Selatan, Chin Young
The MoU aimed to enhance cooperation in the field of Digital Government, signed between Foreign Minister Dato' Saifuddin bin Abdullah and South Korea's Minister of Interior and Safety, Mr. Chin Young

Input MAMPU Dalam Dokumen Rancangan Malaysia Kedua Belas (RMK-12)

MAMPU terlibat memberikan input dalam penyediaan Dokumen Rancangan Malaysia Kedua Belas (RMK-12). Penyaluran input-input ini dibuat melalui penglibatan pegawai-pegawai BRSA dalam beberapa *Technical Working Group* dan *Focus Group* yang berkaitan dengan bidang tugas masing-masing. Bengkel-bengkel yang telah disertai ialah Bengkel *Technical Working Group (TWG) Public Service Efficiency* pada 26 hingga 28 Ogos 2019 di Hotel Royale Chulan Seremban, Bengkel *Technical Working Group (TWG) Digital Governance Siri 1* pada 28 Ogos 2019 di Kementerian Komunikasi dan Multimedia Malaysia, Bengkel *Focus Group (FG) Pelancongan* di bawah *Technical Working Group (TWG) Pelancongan, Kebudayaan dan Industri Kreatif* pada 29 Ogos 2019 di Hotel Cyberview Resort and Spa, dan Bengkel *Focus Group (FG) Innovating Public Service* di bawah *Technical Working Group (TWG) Public Service Efficiency* pada 4 dan 5 September 2019 di The Cube Room, Fakulti Kejuruteraan Universiti Malaya.

Bengkel-bengkel tersebut diadakan dengan matlamat untuk menyediakan draf Kertas Strategi komprehensif oleh *Technical Working Group (TWG) Public Service Efficiency* yang dibentangkan dalam Mesyuarat *Inter-Agency Planning Group (IAPG) Public Sector Reforms*. Selain itu, BRSA turut memberikan input-input yang berkaitan dalam perancangan polisi, strategi dan program baharu dokumen RMK-12.



Perbincangan Di Antara Pemegang Taruh dalam TWG Public Service Efficiency di Royale Chulan Hotel Seremban
Stakeholder discussions for the Public Service Efficiency TWG at Royale Chulan Hotel Seremban

Input from MAMPU for the Twelfth Malaysia Plan (RMK-12) Documents

MAMPU was involved in providing inputs for the preparation of the Twelfth Malaysia Plan (RMK-12) document through the involvement of BRSA officers in a few series of *Technical Working Group* and *Focus Group* related to their respective areas of work. The workshops were attended by BRSA officers, namely 1) *Public Service Efficiency Technical Working Group (TWG) Workshop* on 26 to 28 August 2019 at the Royale Chulan Hotel Seremban, 2) *Digital Governance Technical Working Group (TWG) Workshop Series 1* on August 28, 2019 at the Ministry of Communications and Multimedia Malaysia, 3) *Tourism Focus Group (FG) Workshop* under the Tourism, Culture, and Creative Industry *Technical Working Group (TWG)* on August 29, 2019 at Cyberview Resort and Spa Hotel, and 4) *Innovating Public Service Focus Group (FG) Workshop* under the *Public Service Efficiency Technical Working Group (TWG)* on 4 and 5 September 2019 at The Cube Room, University of Malaya Engineering Faculty.

The workshops were held with an aim to prepare a comprehensive Strategy Paper by the *Public Service Efficiency Technical Working Group (TWG)* to be presented at the *Public Sector Reforms Inter-Agency Planning Group (IAPG) Meeting*. Besides that, BRSA also provided relevant input in the planning of new policies, strategies, and programmes for the Twelfth Malaysia Plan (RMK-12) documents.



Peserta-Peserta Bengkel TWG Public Service Efficiency di Royale Chulan Hotel Seremban
Participants of the Public Service Efficiency TWG Workshop at Royale Chulan Hotel Seremban

Reformasi Institusi Sektor Awam

Mesyuarat Membincangkan Isu-Isu Reformasi Sektor Awam antara MAMPU dengan JPA dan World Bank Group telah diadakan pada 14 Ogos 2019 di Sasana Kijang, World Bank Group Kuala Lumpur. Mesyuarat tersebut diadakan bertujuan untuk mendapatkan pandangan awal Badan-Badan Antarabangsa berhubung inisiatif reformasi institusi yang akan diusahakan oleh MAMPU. Hasil daripada mesyuarat tersebut, MAMPU berjaya mendapatkan beberapa pandangan awal daripada World Bank dan berjaya memeta laluan untuk bekerjasama pada masa hadapan.

Public Sector Institutional Reform

Meeting on Public Sector Reform Issues between MAMPU, the Public Service Department (PSD), and World Bank Group was held on 14 August 2019 at Sasana Kijang, World Bank Group, Kuala Lumpur. The meeting aimed to seek the international agency's initial views on institutional reform initiatives to be undertaken by MAMPU. As a result of the meeting, MAMPU managed to gain some initial insights from World Bank and successfully mapped its path to future cooperation.



Para Peserta Mesyuarat Bergambar di Pejabat World Bank, Kuala Lumpur
Meeting members at the World Bank Group Office, Kuala Lumpur

Program Lawatan Eksekutif MAMPU Ke Ibu Pejabat Hong Leong Bank, Kuala Lumpur

Program Lawatan Eksekutif MAMPU ke Hong Leong Bank Customer Experience Centre, Kuala Lumpur telah diadakan pada 23 Ogos 2019. Lawatan eksekutif tersebut diadakan untuk memberikan suatu dimensi baharu untuk penggubal dasar di MAMPU berhubung penggunaan *Behavioral Insight* (BI) dan *Design Thinking* (DT) dalam penggubalan dasar-dasar dan polisi-polisi Kerajaan. Hasil daripada lawatan eksekutif ini, pegawai-pegawai MAMPU daripada BRSA, Sektor TPP dan Sektor ICT dapat mempelajari sesi perkongsian pengalaman penggunaan sebenar BI dan DT bagi meningkatkan kepuasan pelanggan oleh Hong Leong Bank.

MAMPU Executive Visit to Hong Leong Bank Headquarters, Kuala Lumpur

MAMPU Executive Visit to Hong Leong Bank Customer Experience Centre, Kuala Lumpur was held on 23 August 2019. The executive visit was aimed to provide exposure to policy makers in MAMPU on the use of Behavioural Insight (BI) and Design Thinking (DT) in formulating government policies. As a result of this programme, the participants were involved in sharing sessions regarding Hong Leong Bank's actual experience using BI and DT to increase customer satisfaction.



Lawatan Eksekutif MAMPU ke Hong Leong Bank Customer Experience, Kuala Lumpur
MAMPU Executive Visit to Hong Leong Bank Customer Experience Centre, Kuala Lumpur

Bengkel Penulisan Buku *Malaysia's Journey of Public Service Modernisation (Working Title)*

Bengkel Penulisan Buku *Malaysia's Journey of Public Service Modernisation (Working Title)* telah diadakan pada 3 September 2019 di The Cube Room, Fakulti Kejuruteraan Universiti Malaya. Bengkel tersebut diadakan untuk membincangkan *outline* penulisan buku yang sedang diusahakan oleh BRSA untuk memeta peranan Tun Dr. Mahathir Mohamad dalam pemodenan pentadbiran awam Malaysia. Beberapa penulis jemputan yang terdiri daripada bekas pegawai tinggi Kerajaan yang sedia ada dan pegawai-pegawai tinggi Kerajaan semasa telah menghadiri bengkel ini. Bengkel-bengkel tersebut diadakan dengan matlamat untuk menyediakan satu rangka penulisan yang komprehensif dan menjadi satu platform untuk bertukar-tukar pendapat dan pandangan di antara penulis-penulis.

Malaysia's Journey of Public Service Modernisation (Working Title) Book Writing Workshop

Malaysia's Journey of Public Service Modernisation (Working Title) Book Writing Workshop was held on 3 September 2019 at The Cube Room, University of Malaya Engineering Faculty. The workshop aimed to discuss the outline of a book in progress by the Public Sector Reform Division. The book is centred around the role of Tun Dr. Mahathir Mohamad in modernising the Malaysian public administration. The workshop was attended by authors of the book, including both former and current top government officials. The workshop aimed to provide a platform for the authors to exchange opinions and views. It also allowed them to collaborate on preparing a comprehensive writing framework.

BAHAGIAN KHIDMAT PENGURUSAN

SERVICE MANAGEMENT DIVISION



Bahagian Khidmat Pengurusan (BKP) memainkan peranan utama dalam segala urusan yang berkaitan dengan hal ehwal pentadbiran, sumber manusia, kewangan, penyelarasan program-program tahunan MAMPU, pemantauan dan kawalan penyelenggaraan bangunan dan keselamatan pejabat. Secara keseluruhannya, Bahagian ini bertanggungjawab untuk melaksanakan perkara yang berikut:

The Management Services Division (BKP) plays an important role in all matters related to administrative affairs, human resources, finances, coordination of MAMPU annual programmes, monitoring and controlling of building maintenance and office security. Overall, this division is responsible for implementing the following tasks:

- Merancang pembangunan sumber manusia dari segi keperluan kepakaran, kuantiti dan kualiti berdasarkan Pelan Strategik Sumber Manusia (PSSM).
- Menguruskan pengoperasian personel skim perkhidmatan untuk Pegawai Teknologi Maklumat Sektor Awam.
- Mengurus, menyediakan dan memantau Belanjawan Mengurus dan Belanjawan Pembangunan MAMPU.
- Mengurus dan menyelaraskan perkara-perkara berhubung urusan pentadbiran am dan keselamatan pejabat, pengurusan rekod dan dokumen, pengurusan aset, pengurusan stor serta khidmat sokongan logistik.
- Menguruskan kemudahan peralatan dan perisian ICT baharu dari sudut perolehan, pendaftaran, pengagihan dan pelupusan.
- Menyediakan khidmat sokongan peralatan dan perisian ICT, teknikal dan penyenggaraan bagi peralatan rangkaian serta peralatan ICT .
- Bertanggungjawab terhadap pematuhan kualiti dan dasar inovasi pada peringkat MAMPU.
- To plan the development of human resources in terms of expertise requirements, quantity and quality based on the Strategic Plan of Human Resources (PSSM).
- To manage the operational of Public Sector Information Technology Officers Scheme Personnel.
- To manage, prepare and monitor MAMPU's Operating Budget.
- To manage and coordinate matters relating to general administration and office security, record and documents management, asset management, store management as well as logistics support services.
- To manage new ICT equipment and software in terms of acquisition, registration, distribution and disposal.
- To provide ICT, technical and maintenance support for ICT and networking equipment.
- Responsible for quality compliance and innovation policies at MAMPU.

PENCAPAIAN TAHUN 2019

ACHIEVEMENTS IN 2019

Pengurusan Kewangan

a. Prestasi Perbelanjaan Mengurus 2019

Pada tahun 2019, MAMPU telah menerima peruntukan mengurus sebanyak RM113,532,770.40. Daripada jumlah tersebut, sebanyak RM255,265.82 diperuntukkan bagi Program Khusus Luar Negara, RM2,709,713.00 bagi Pentadbiran Am JPM dan RM110,567,791.58 bagi Dasar Sedia Ada.

Bagi tahun 2019, MAMPU telah mencatatkan prestasi perbelanjaan sebanyak 97.01%, iaitu dengan jumlah sebanyak RM110,133,022.14 berbanding peruntukan RM113,532,770.40.

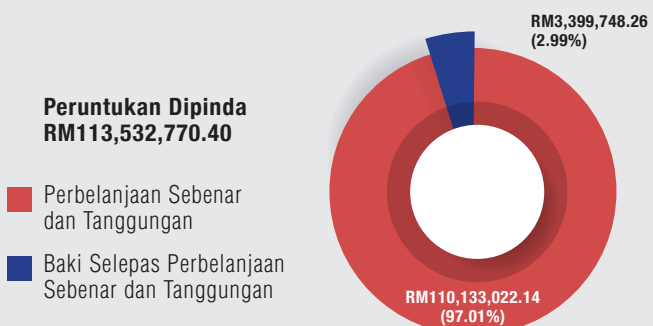
Financial Management

a. 2019 Operational Budget Performance

In 2019, MAMPU received an allocation of RM113,532,770.40. Of the total budget, RM255,265.82 was allocated for Overseas Special Programmes, RM2,709,713.00 for JPM General Administration and RM110,567,791.58 for Existing Policies.

In 2019, MAMPU recorded an expenditure performance of 97.01% with an expenditure of RM110,133,022.14 compared to the allocation of RM113,532,770.40 for the year.

PRESTASI PERBELANJAAN MENGURUS KESELURUHAN MAMPU BAGI TEMPOH 1 JANUARI 2019 HINGGA 31 DISEMBER 2019

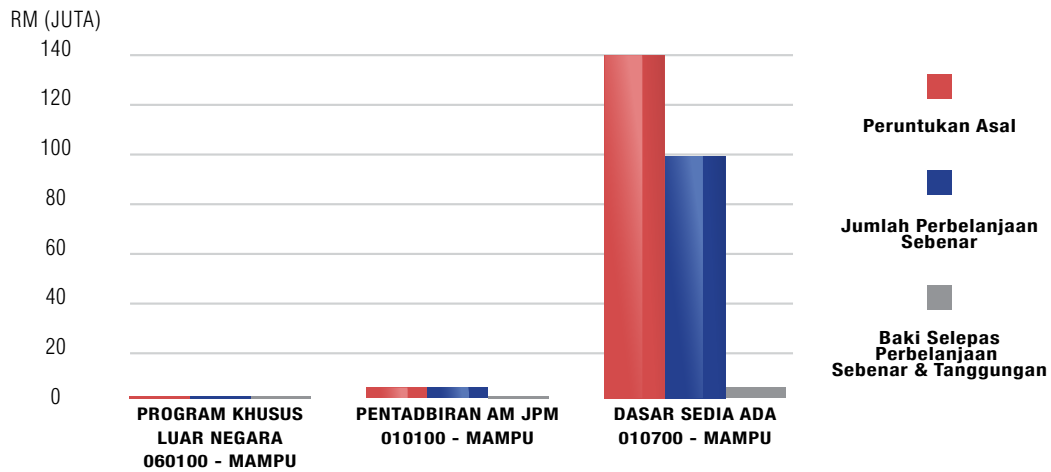


Rajah 1: Prestasi Perbelanjaan Mengurus MAMPU 2019

Diagram 1: MAMPU's 2019 Operational Budget Performance



BAGI TEMPOH 1 JANUARI 2019 SEHINGGA 31 DISEMBER 2019



Rajah 2: Prestasi Perbelanjaan Mengurus MAMPU Keseluruhan Mengikut Program/ Aktiviti

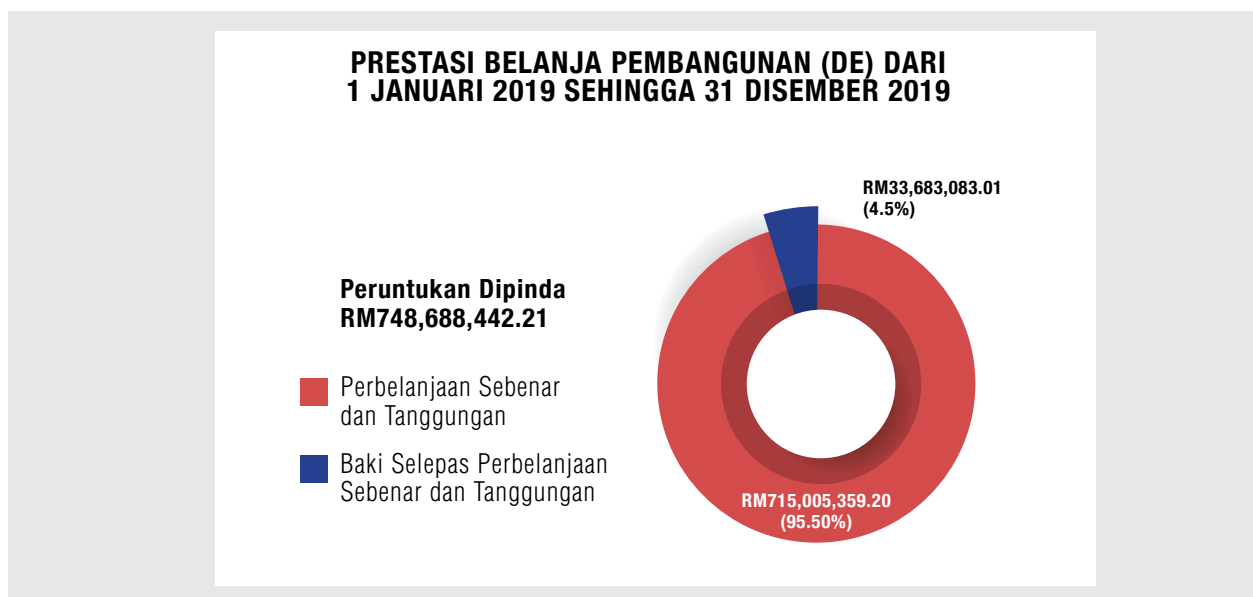
Diagram 2: MAMPU's Operational Budget Performance Based on Programmes

b. Prestasi Belanja Pembangunan 2019

Setakat 31 Disember 2019, MAMPU mencatatkan prestasi perbelanjaan pembangunan sebanyak 95.50%, iaitu perbelanjaan bernilai RM715,005,359.20 berbanding peruntukan berjumlah RM748,688,442.21 bagi tahun tersebut.

b. 2019 Development Budget Performance

Until December 31, 2019, MAMPU recorded an expenditure performance of 95.50% with an expenditure of RM715,005,359.20 compared to the allocation of RM748,688,442.21 for the year.



Rajah 3: Prestasi Belanja Pembangunan MAMPU 2019
Diagram 3: MAMPU's 2019 Development Budget Performance

c. Laporan Kumpulan Wang Amanah Pembangunan Projek ICT Sektor Awam (KWAICT)

Pada tahun 2019, MAMPU telah membelanjakan sebanyak RM261,372.37 daripada peruntukan Kumpulan Wang Amanah Pembangunan Projek ICT Sektor Awam (KWAICT) yang berjumlah RM500,000.00. Butiran lanjut adalah seperti di dalam **Jadual 1** di bawah.

c. Public Sector ICT Project Development Trust Fund Report (KWAICT)

In 2019, MAMPU had spent a total of RM261,372.37 from the allocation of RM500,000.00 from the Public Sector ICT Project Development Trust Fund (KWAICT). Further details are as shown in Table 1 below.

Jadual 1: Prestasi Perbelanjaan Kumpulan Wang Amanah Pembangunan Projek ICT Sektor Awam (KWAICT)

Table 1: Public Sector ICT Project Development Trust Fund (KWAICT) Budget Performance

Laporan Kumpulan Wang Amanah Akaun Amanah Bagi Tempoh 1 Januari 2019 sehingga 31 Disember 2019						
Kumpulan Wang Amanah/ Akaun Amanah	Status	Baki Awal (RM)	Peruntukan Diluluskan (RM)	Terimaan (RM)	Perbelanjaan (RM)	Baki Bawa ke Hadapan (RM)
KumpulanWangAmanahPembangunanProjekICT Sektor Awam (KWAICT) Seksyen 10	Aktif	537,304.61	500,000.00	20,024.81	261,372.37	795,957.05

Prestasi Perbelanjaan Kumpulan Wang Amanah Pembangunan Projek ICT Sektor Awam (KWAICT) Seksyen 10 Mengikut Suku Tahun					
Suku Tahun	Suku Tahun Pertama	Suku Tahun Kedua	Suku Tahun Ketiga	Suku Tahun Keempat	Jumlah Keseluruhan
Perbelanjaan (RM)	-	-	40,448.37	220,924.00	261,372.37



Pengurusan Sumber Manusia dan Organisasi

a. Maklumat Perjawatan di MAMPU

Sehingga 31 Disember 2019, terdapat 1,358 jumlah perjawatan di MAMPU. Daripada jumlah ini, 1,068 diisi sementara 290 lagi masih kosong. Jumlah pengisian perjawatan di Sektor Pengurusan ialah 432 dengan 50% daripadanya ialah perjawatan bagi jawatan kumpulan dan 164 perjawatan kosong. Bagi Sektor ICT dan TPP, pengisian perjawatan adalah melebihi 80% daripada jumlah perjawatan. Maklumat lengkap pengisian perjawatan adalah seperti dalam **Jadual 2**.

Human Resources and Organisation Management

a. Employment Information at MAMPU

The total number of posts in MAMPU is 1358. Only 1068 posts were filled while the remaining 290 positions were still pending from the Public Sector Department (JPA). 432 posts were filled in the Management Sector. The posts in the Pool Post were 50% filled and the number of vacancies was 164. Both the ICT and TPP Sectors fulfilled 80% of the total number of posts. Further details of the employment information in MAMPU is shown in **Table 2**.

Jadual 2: Maklumat Perjawatan Di MAMPU Sehingga 31 Disember 2019
Table 2: Employment Information in MAMPU until December 31, 2019

SEKTOR	PERJAWATAN	PENGISIAN	KEKOSONGAN
PENGURUSAN	507	432	75
ICT	361	335	26
TPP	164	139	25
PERJAWATAN KUMPULAN	326	162	164
JUMLAH	1,358	1,068	290

Selaras dengan hasrat merealisasikan transformasi pengurusan ICT dan memperkasakan perkhidmatan digital dalam sektor awam, MAMPU telah diberikan tanggungjawab sebagai Ketua Perkhidmatan bagi Skim Perkhidmatan Pegawai Teknologi Maklumat, Penolong Pegawai Teknologi Maklumat dan Juruteknik Komputer bagi Perkhidmatan Awam Persekutuan mulai 17 Julai 2017. Sehingga 31 Disember 2019, jumlah perjawatan untuk Klasifikasi Perkhidmatan F tersebut adalah sebanyak 11,267 perjawatan yang terdiri daripada pelbagai gred.

Based on the Service Circular No. 6 of 2010, the Director General of MAMPU is the Head of Information System Service Scheme. He is responsible for planning human resource needs, employment management and improving the service scheme. As of December 31, 2019, the total number of F Scheme posts was 11,267 consisting of various grades.

Jadual 3: Maklumat Perjawatan dan Kekosongan Klasifikasi Perkhidmatan Sistem Maklumat (F)

Table 3: Information of Posts and Vacancies of the Information System Service Scheme (F)

Skim	Perjawatan	Pengisian	Kekosongan
Pengurusan Tertinggi	28	20	8
Pegawai Teknologi Maklumat (PTM)	2,640	2,247	393
Penolong Pegawai Teknologi Maklumat (PPTM)	3,643	3,419	224
Juruteknik Komputer (JTK)	4,956	4,105	851
Jumlah	11,267	9,791	1,476

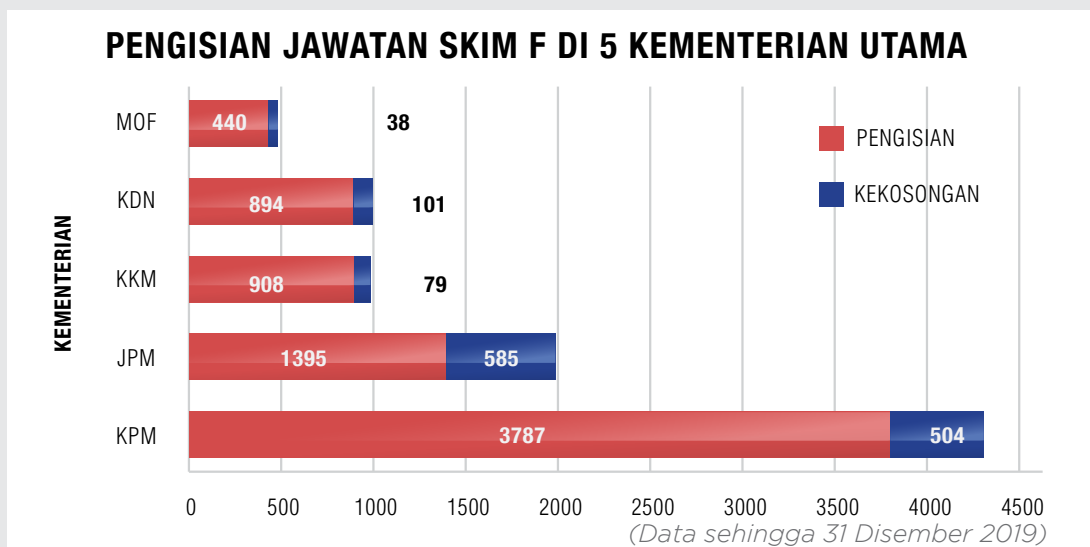
(Data sehingga 31 Disember 2019)

b. Pengisian Jawatan bagi Klasifikasi Perkhidmatan Sistem Maklumat (Skim F) Di Lima (5) Kementerian utama

Pekeliling Perkhidmatan Bilangan 6 Tahun 2010 menjelaskan antara tanggungjawab Ketua Perkhidmatan ialah mengendalikan urusan personel. Justeru itu, MAMPU bertanggungjawab bagi memastikan sebarang kekosongan perjawatan bagi Klasifikasi Perkhidmatan Sistem Maklumat (F) di semua Kementerian/Agensi diisi tertakluk kepada kelulusan dan pengisian daripada JPA. **Rajah 4** memaparkan pengisian perjawatan bagi Klasifikasi Perkhidmatan Sistem Maklumat (F) di lima (5) Kementerian Utama.

b. Employment Information of the Information System Service Scheme (F Scheme) at Five (5) Top Ministries

Service Circular No. 6 of 2010 clarifies that the handling of personnel affairs and services of the F Scheme is under the responsibility of MAMPU as Head of Information System Service Scheme. Thus, MAMPU is responsible for ensuring that any vacancy in the F Scheme in all Ministries/Agencies is filled subject to the approval of JPA. **Diagram 4** shows employment information of the F Scheme in five (5) Top Ministries.



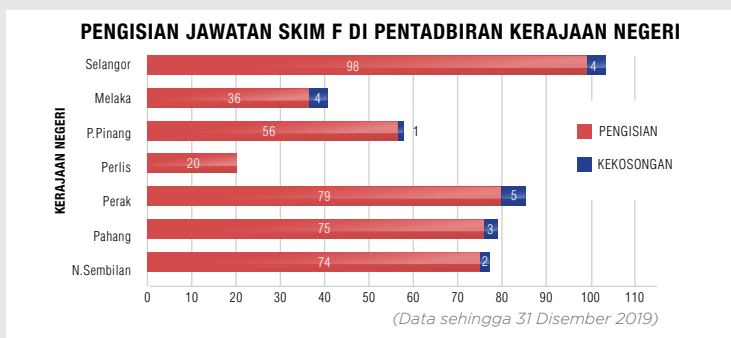
Rajah 4: Pengisian Jawatan Skim F di 5 Kementerian Utama
Diagram 4: Employment Information of Scheme F at 5 Top Ministries

c. Pengisian Jawatan Klasifikasi Perkhidmatan Sistem Maklumat di Pentadbiran Kerajaan Negeri

Selain daripada menempatkan pegawai dan kakitangan daripada Klasifikasi Perkhidmatan Sistem Maklumat (F) di Kementerian dan Agensi, MAMPU turut menempatkan pegawai Klasifikasi Perkhidmatan Sistem Maklumat (F) secara pinjaman kepada Pentadbiran Kerajaan Negeri. **Rajah 5** memaparkan pengisian jawatan Klasifikasi Perkhidmatan Sistem Maklumat (F) di Pentadbiran Kerajaan Negeri.

c. Employment Information of Information System Service Scheme at the State Government Administration

In addition to providing officers and staff of the F Scheme in the Ministries and Agencies, MAMPU also provided F Scheme officers to the State Government Administration. **Figure 5** shows the employment information of the F Scheme in the State Government Administration.



Rajah 5: Pengisian Jawatan Skim F di Pentadbiran Kerajaan Negeri
Diagram 5: Employment Information of F Scheme at the State Government Administration

Hari Semakan Buku Rekod Perkhidmatan

Hari Semakan Buku Rekod Perkhidmatan telah dilaksanakan pada 24 dan 25 Julai 2019 di MAMPU Putrajaya, MAMPU Cyberjaya dan MyGCC. Program ini merupakan salah satu aktiviti bersempena bulan HRMIS iaitu bulan Julai setiap tahun. Program yang berbentuk libat urus ini membolehkan Seksyen Sumber Manusia, Bahagian Khidmat Pengurusan untuk memberikan khidmat nasihat berkaitan perkhidmatan sumber manusia secara bersemuka. Program ini turut menyediakan platform kepada warga MAMPU untuk membuat semakan Buku Rekod Perkhidmatan. Kehadiran warga MAMPU sangat menggalakkan iaitu seramai 446 orang pegawai.

Service Record Book Review Day

Service Record Book Review Day was held on July 24 and 25, 2019 at MAMPU Putrajaya, MAMPU Cyberjaya and MyGCC. This programme is one of the activities organised in conjunction with the HRMIS month which falls in July annually. The programme is intended to be a one-on-one session between the Human Resource Section and MAMPU staff, as well as to provide personalised services related to human resources. The programme also provides a platform for MAMPU staff to review their Service Record books. The attendance was encouraging, with a total of 446 MAMPU staff taking part in the programme.



Pegawai Melakukan Semakan Buku Rekod Perkhidmatan di Anjung Warisan, Mampu Putrajaya
Officers reviewing their service record books at Anjung Warisan, MAMPU Putrajaya



Penerangan diberikan oleh Unit Perkhidmatan kepada warga MAMPU yang hadir untuk membuat semakan buku rekod perkhidmatan warga MAMPU yang hadir untuk membuat semakan buku rekod perkhidmatan
Officers from the Service Unit providing information to MAMPU staff who attended the session to review their service record books



Puan Susie Dorai Raj memberikan ucapan persaraan mewakili semua pesara tahun 2018 dan 2019
Puan Susie Dorai Raj delivering a retirement speech on behalf of all the retirees in 2018 and 2019

Majlis Sanjungan Budi

Majlis Sanjungan Budi telah diadakan pada 26 Ogos 2019 di Kelab Tasik Putrajaya. Majlis ini bertujuan memberikan penghargaan atas khidmat bakti dan mengiktiraf komitmen serta sumbangan pegawai MAMPU yang telah bersara pada tahun 2018 dan 2019. Selain itu, majlis ini juga merupakan salah satu cara bagi merapatkan silaturrahim antara pengurusan tertinggi MAMPU dengan para pesara. Pada majlis kali ini, terdapat dua (2) pegawai MAMPU yang berkhidmat melebihi 30 tahun di MAMPU. Pegawai tersebut ialah Puan Norhayate binti Zahari (Setiausaha Pejabat/N32) yang telah berkhidmat di MAMPU selama 37 tahun dan Puan Norraini binti Abu (Pembantu Tadbir Kewangan/W22) yang telah berkhidmat selama 30 tahun 7 bulan di MAMPU. Seramai 27 daripada 35 pegawai yang bersara pada tahun 2018 dan 2019 telah hadir pada majlis kali ini.

Sanjungan Budi Event

Sanjungan Budi Event was held on August 26, 2019 at the Putrajaya Lake Club. The event aimed to honour the services and recognise the commitments and contributions of MAMPU officers who retired in 2018 and 2019. In addition, the ceremony also served as a way of fostering the relationship between MAMPU's top management and retirees. Two (2) of the retirees celebrated have served in MAMPU for more than 30 years. These retirees are Mdm. Norhayate binti Zahari (Office Secretary/N32) who has served in MAMPU for 37 years and Mdm. Norraini binti Abu (Financial Administrative Assistant/W22) who has served in MAMPU for 30 years and 7 months. A total of 27 out of 35 retirees in 2018 and 2019 attended this ceremony.



Pesara bergambar kenangan dengan Pengurusan Tertinggi MAMPU
Retirees taking memorable pictures with the Top Management of MAMPU



Puan Norraini binti Abu merupakan pesara tahun 2019 yang telah berkhidmat selama 30 tahun 7 bulan di MAMPU
Puan Norraini binti Abu, a retiree in 2019 has served in MAMPU for 30 years and 7 months

Kursus Memperkasakan Kumpulan Pelaksana MAMPU

Kursus Memperkasakan Kumpulan Pelaksana MAMPU telah dilaksanakan pada 25 hingga 27 November 2019 di Blok B1, Kompleks Jabatan Perdana Menteri, Putrajaya dan Lembah Pangsun, Kajang. Program ini bertujuan untuk meningkatkan motivasi pegawai MAMPU bagi memastikan tahap perkhidmatan dan sistem penyampaian yang cekap serta berkesan untuk memenuhi ekspektasi pemegang taruh serta pelanggan, mengeratkan hubungan antara warga kerja MAMPU, mewujudkan *sense of belonging* dalam kalangan warga MAMPU, di samping membudayakan semangat bekerjasama serta menerapkan cara komunikasi yang berkesan. Antara modul yang dilaksanakan ialah modul pengukuhan nilai dalam kumpulan, modul *team player*, dan modul *pond rafting*. Modul-modul ini bertujuan untuk membentuk nilai murni dalam kumpulan, mempelajari teknik pembangunan diri sebagai ahli pasukan dan pembangunan sendiri pasukan dalam penyelesaian masalah. Seramai 30 orang warga MAMPU daripada Kumpulan Pelaksana telah mengikuti kursus ini dengan jayanya.

The MAMPU Non-Executive Empowerment Course

The MAMPU Non-Executive Empowerment Course was held from November 25-27, 2019 at Block B1, Prime Minister's Department Complex, Putrajaya and Pangsun Valley, Kajang. The programme aimed to increase the motivation of MAMPU staff and ensure that the level of service and delivery system effectively and efficiently meets the expectations of the stakeholders and customers, foster the relationship among MAMPU employees across divisions, create a sense of belonging among MAMPU staff, as well as cultivate a spirit of collaboration and implement effective means of communication. Among the modules implemented were a group reinforcement module, team player module, and pond rafting module. These modules intended to build a sense of belonging within the group and learn the techniques of self-development as a team member and in problem solving. A total of 30 staff from the non-executive group successfully completed this course.

Peserta memulakan aktiviti *pond rafting*
Participants ready for pond rafting activity



Antara kumpulan yang bersedia untuk aktiviti *flying fox*
Among the groups ready for a flying fox activity



Para peserta kursus bersedia dengan aktiviti luar secara berkumpulan
The course participants ready for outdoor group activities

Bengkel *Neuro Linguistic Program* 2019

Bengkel *Neuro Linguistic Program* (NLP) 2019 telah diadakan pada 3 hingga 5 Disember 2019 di Bilik Latihan, Blok B1, Kompleks Jabatan Perdana Menteri, Putrajaya. Bengkel ini bertujuan untuk meningkatkan keupayaan dan kemahiran berkomunikasi dengan ketara melalui kefahaman bahasa minda, membina matlamat yang jelas dan kukuh serta memantapkan diri untuk mencapainya, mengembangkan daya kepimpinan dan pengaruh yang efektif, memecah dan mengikis tabiat yang tidak produktif dalam diri, mengawal emosi diri seperti kebimbangan, marah, benci, ketakutan dan rasa bersalah dan mewujudkan serta memantapkan hala tuju dan tujuan kehidupan yang jelas. Bengkel NLP ini penting untuk meningkatkan kemahiran berkomunikasi dalam menjalankan tugas harian dan mengaplikasikan lima (5) deria manusia terhadap kerja yang dilakukan. Bengkel ini melibatkan seramai 40 orang pegawai Kumpulan Kengurusan dan Profesional (P&P) Gred 41 dan ke atas termasuk urus setia.

The *Neuro Linguistic Programme* (NLP) 2019 Workshop

The *Neuro Linguistic Programme* (NLP) 2019 workshop was held on December 3-5, 2019 at the Training Room, Block B1, Prime Minister's Department Complex, Putrajaya. The workshop aimed to enhance the ability to communicate significantly through understanding the language of the mind, building clear goals and strengthening them in order to achieve them, developing effective leadership and influence, breaking and eradicating unproductive habits in the body, controlling self-emotions such as anxiety, anger, hate, fear and guilt as well as creating and maintaining a clear direction and purpose in life. This NLP workshop is essential to enhance communication skills in day-to-day work and show how participants can apply the five (5) human senses to their work environment. The workshop involved 40 employees from the management and professional group (PNP) Grades 41 and above including the secretariat.



Pengarah BKP memberi kata-kata semangat kepada peserta kursus
The Director of BKP giving encouragement to the participants

Kursus Pengukuhan Pasukan MAMPU Tahun 2019

Kursus Pengukuhan Pasukan MAMPU Tahun 2019 telah dilaksanakan pada 30 Oktober hingga 1 November 2019 di Institut Pengurusan Peladang, Langkawi. Kursus ini julung kali diadakan susulan daripada mesyuarat PPSM Bilangan 2 Tahun 2019 untuk mengadakan kursus berbentuk *team building* kepada penerima Anugerah Khidmat Cemerlang MAMPU 2018 (AKCM). Kursus ini bertujuan untuk memperkasakan kepimpinan dalam pasukan, membina budaya kreatif dan inovatif dalam menghasilkan prestasi cemerlang, mengiktiraf dan menghargai komitmen serta sumbangan bakti pegawai MAMPU dan mengeratkan lagi hubungan antara warga MAMPU dengan Pengurusan Tertinggi MAMPU. Kursus ini disertai oleh seramai 52 orang penerima Anugerah Khidmat Cemerlang MAMPU 2018 dan urus setia.

The 2019 MAMPU Team Strengthening Course

The 2019 MAMPU Team Strengthening Course was held from October 30, 2019 to November 1, 2019 at the Institut Pengurusan Peladang, Langkawi. This course is the first of its kind based on a discussion in PPSM Meeting No. 2 of 2019 to conduct a team building course for the MAMPU 2018 Excellent Service Award (AKCM) recipients. The course aimed to strengthen team leadership, build a creative and innovative culture of excellence, recognise and value the commitment and contribution of MAMPU officers, and further strengthen the relationship between MAMPU staff and MAMPU's top management. The course was attended by 52 recipients of the MAMPU 2018 Excellent Service Award including the secretariat.



Sesi bergambar dengan Pengarah BKP selepas selesai aktiviti bekumpulan
Photo session with the Director of BKP after completing group activities



Peserta kursus ketika sesi *island hopping*
Participants of the course during an island-hopping session



Penerima Anugerah Perkhidmatan Cemerlang MAMPU di Majlis APC JPM yang berlangsung di PICC, Putrajaya pada 30 April 2019
Excellence Service Award Recipients from MAMPU at the JPM APC Ceremony in PICC, Putrajaya on April 30, 2019

Majlis Anugerah Perkhidmatan Cemerlang (APC) Tahun 2018, Jabatan Perdana Menteri

Majlis Anugerah Perkhidmatan Cemerlang (APC) Tahun 2018, Jabatan Perdana Menteri telah diadakan pada 30 April 2019 di Pusat Konvensyen Antarabangsa Putrajaya (PICC), Putrajaya. APC merupakan penghargaan jabatan kepada pegawai MAMPU yang telah memberikan perkhidmatan cemerlang di samping pengiktirafan terhadap perkhidmatan yang bermutu tinggi berdasarkan prestasi tahunan pegawai khususnya pada tahun 2018. Seramai 73 orang penerima APC dari MAMPU telah diraikan dalam majlis tersebut, yang terdiri daripada 41 pegawai Kumpulan Pelaksana dan 32 pegawai Kumpulan Pengurusan dan Profesional. Majlis ini telah disempurnakan oleh Yang Berbahagia Tan Sri Dr. Ismail bin Haji Bakar, mantan Ketua Setiausaha Negara.

Excellence Service Award 2018 Presentation Ceremony, Prime Minister's Department

Excellence Service Award 2018 Presentation Ceremony, Prime Minister's Department was held on April 30, 2019 at the Putrajaya International Convention Centre (PICC), Putrajaya. The Excellence Service Award (APC) is a tribute to MAMPU officers who have showcased outstanding services and a recognition of high-quality services based on their annual performance in 2018. A total of 73 APC recipients from MAMPU were honoured at the ceremony, consisting of 41 non-executive officers and 32 executive officers. The ceremony was officiated by YBhg. Tan Sri Dr. Ismail bin Haji Bakar, former Chief Secretary to the Government of Malaysia.



Penerima-penerima Anugerah Khidmat Cemerlang MAMPU (AKCM) 2018
Recipients of the *Anugerah Khidmat Cemerlang MAMPU* 2018 (AKCM)

Majlis Anugerah Citra Khidmat MAMPU Tahun 2018

Majlis Anugerah Citra Khidmat MAMPU (AKCM) tahun 2018 telah diadakan pada 31 Julai 2019 di Auditorium JPM, Blok B1, Kompleks Jabatan Perdana Menteri, Putrajaya. Majlis ini bertujuan meraikan penerima AKCM dan penerima APC. Jumlah pegawai yang diraikan dalam majlis ini adalah seramai 166 orang, iaitu 93 orang penerima AKCM dan 73 orang penerima APC. AKCM merupakan penghargaan jabatan kepada pegawai MAMPU yang telah memberikan perkhidmatan yang cemerlang sepanjang tahun 2018. Majlis tersebut disempurnakan dengan kerjasama Bahagian Pembangunan Aplikasi (BPA). Penyampaian sijil penghargaan telah disempurnakan oleh YBhg. Datuk Seri Dr. Mazlan Yusoff, Ketua Pengarah MAMPU.

Sesi Perjumpaan Pengurusan Tertinggi MAMPU bersama Pegawai Baharu dan Naik Pangkat MAMPU Tahun 2019 (Program #KP4U)

Satu sesi perjumpaan Pengurusan Tertinggi MAMPU bersama pegawai baharu dan naik pangkat MAMPU tahun 2019 (Program #KP4U) telah diadakan pada 24 Oktober 2019 di Sudut Warisan, Aras 2, Blok B2, MAMPU bagi meraikan dan mengiktiraf pelantikan tiga (3) orang Ketua Perunding ICT serta empat (4) orang Perunding ICT. Pelantikan ini merupakan manifestasi daripada pelan penggantian (*succession plan*) MAMPU yang sistemik dan tersusun.

Anugerah Khidmat Cemerlang MAMPU 2018 Ceremony

Anugerah Khidmat Cemerlang MAMPU 2018 Ceremony was held on July 31, 2019 at the JPM Auditorium, Block B1, Prime Minister's Department Complex, Putrajaya. The ceremony celebrated the recipients of the Anugerah Khidmat Cemerlang MAMPU (AKCM) and the recipients of the Anugerah Perkhidmatan Cemerlang (APC). The total number of officers celebrated at the ceremony was 166 consisting of 93 AKCM recipients and 73 APC recipients. AKCM is a departmental award for MAMPU officers who have displayed outstanding services in 2018. The event was organised in collaboration with the Application Development Division (BPA). Certificates of appreciation were presented by YBhg. Datuk Seri Dr. Mazlan Yusoff, Director General of MAMPU.

MAMPU's Top Management Meet-And-Greet Session with Newly Appointed Officers and Newly-Promoted Officers of MAMPU 2019 (#KP4U Programme)

MAMPU's top management graced a meet-and-greet session (also known as the #KP4U Programme) with newly-promoted officers of MAMPU on October 24, 2019 at Sudut Warisan, Aras 2, Blok B2, MAMPU to celebrate and recognise their promotions. Their appointments are a manifestation of MAMPU's systematic and structured succession plan.

Tiga (3) orang Ketua Perunding ICT yang dimaksudkan ialah:

- a. Dr. Yusminar binti Yunus sebagai Ketua Perunding ICT (Trek Strategis ICT) menggantikan Puan Susie Dorai Raj yang bersara;
- b. Encik Azih bin Yusof sebagai Ketua Perunding ICT (Trek Pembangunan Sistem) menggantikan Encik Kathirrasan a/l Kupusamy yang bersara; dan
- c. Encik Ahmad bin Osman sebagai Ketua Perunding ICT (Trek Teknikal ICT) menggantikan YBhg. Dato' Mod Nor bin Hassan yang bersara.

Seramai empat (4) orang Perunding ICT yang baharu dilantik ialah:

- a. Puan Siti Nurliza binti Mokhtar sebagai Perunding ICT (Pembangunan Sistem) menggantikan Encik Azih bin Yusof;
- b. Puan Siti Sapura binti Raffee sebagai Perunding ICT (Pengurusan Maklumat) menggantikan Dr. Fazidah binti Abu Bakar;
- c. Puan Inthrani a/p Shammugam sebagai Perunding ICT (Pengurusan Projek) menggantikan Dr. Tan Yit Quin; dan
- d. Encik Mohd Shahar bin Salim sebagai Perunding ICT (Pengurusan Pusat Data) menggantikan Encik Ahmad bin Osman.

The three (3) new heads of the ICT Consultants are:

- a. Dr. Yusminar binti Yunus as Head of ICT Consultant (Strategic ICT Track) replacing Mdm. Susie Dorai Raj;
- b. Mr. Azih bin Yusof as Head of ICT Consultant (System Development Track) replacing Mr. Kathirrasan a/l Kupusamy; and
- c. Mr. Ahmad bin Osman as Head of ICT Consultant (ICT Technical Track) replacing YBhg. Dato' Mod Nor bin Hassan.

Meanwhile, the four (4) newly-appointed ICT Consultants are:

- a. Mdm. Siti Nurliza binti Mokhtar as an ICT Consultant (System Development) replacing Mr. Azih bin Yusof;
- b. Mdm. Siti Sapura binti Raffee as an ICT Consultant (Information Management) replacing Dr. Fazidah binti Abu Bakar;
- c. Mdm. Inthrani a/p Shammugam as an ICT Consultant (Project Management) replacing Dr. Tan Yit Quin; and
- d. Mr. Mohd Shahar bin Salim as ICT Consultant (Data Center Management) replacing Mr. Ahmad bin Osman.



Ketua Pengarah MAMPU menyampaikan surat kenaikan pangkat kepada para pegawai
The Director-General of MAMPU presenting the promotion letters to the officers

Kursus Sistem ePerolehan (eP) Tahun 2019

Unit Perolehan Seksyen Kewangan, Bahagian Khidmat Pengurusan telah menganjurkan Kursus Sistem ePerolehan (eP) Tahun 2019 pada 20 hingga 22 November 2019 di Institut Latihan Perumahan dan Kerajaan Tempatan (I-KPKT), Bukit Tinggi, Pahang.

Tujuan kursus ini diadakan untuk mengenal pasti dan memberikan pendedahan kepada pegawai-pegawai MAMPU yang terlibat dengan pengurusan projek supaya memahami dan mempelajari tatacara kunci masuk maklumat dalam sistem eP baharu bagi urusan perolehan projek kelak. Kursus eP ini juga merupakan salah satu sasaran kerja tahunan Unit Perolehan. Kursus ini melibatkan seramai 52 orang pegawai MAMPU yang diwakili oleh setiap bahagian termasuk urus setia kursus, wakil penceramah syarikat Commerce Dot Com (CDC) dan wakil penceramah Bahagian Perolehan, Jabatan Perdana Menteri.

Objektif kursus ini adalah seperti yang berikut:

- a. Meningkatkan ilmu pengetahuan tentang asas-asas prosedur dan tatacara kunci masuk sistem eP;
- b. Memberikan kesedaran mengenai kesalahan tatacara perolehan khususnya berkaitan dengan sistem eP yang lazim dilakukan;
- c. Memberikan penjelasan secara umum berkenaan pengurusan perolehan kerajaan agar dapat meningkatkan pemahaman mengenai kaedah tatacara perolehan Kerajaan selaras 1PP PK 5: Perolehan Secara Elektronik;
- d. Memberikan pengenalan tentang Sistem eP Tahun 2019 yang baharu dan peranan setiap Jawatankuasa Perolehan yang terlibat; dan
- e. Menambah baik amalan prosedur kewangan Jabatan agar meraih skor Indeks Akauntabiliti (IA) yang lebih baik bagi tahun 2019.

2019 eProcurement System Course

The Procurement Unit under the Finance Section of Management Service Division has organised the 2019 eProcurement System Course, which took place on November 20-22, 2019 at the Training Institute of Housing and Local Government (I-KPKT), Bukit Tinggi, Pahang.

The purpose of this course was to identify as well as provide exposure to MAMPU Officers who are involved in project management in order to gain a better understanding and grasp on the working procedures related to the eProcurement System (eP) for procurement of future projects. This eP course also served as one of the Procurement Unit's annual targets for performance appraisal. A total of 52 participants have taken part in this course, including MAMPU officers from each department, secretariats, representative lecturers from Commerce Dot Com (CDC) and the Procurement Division of the Prime Minister's Department.

The objectives of this course were as follows:

- a. To enhance the knowledge on the fundamental procedures of the eP system;
- b. To raise awareness on the common procurement errors made in the eP system;
- c. To provide a general explanation on the management of government procurement in order to improve the understanding of users regarding government procurement procedures in accordance with 1PP PK5: Perolehan Secara Elektronik;
- d. To serve as an introduction to the new 2019 eP System and the role of each Procurement Committee; and
- e. To further improve the best practices of the Department's financial procedure to achieve a better Accountability Index (AI) score for year 2019.

Kursus ini memberikan fokus kepada proses dan tatacara berkaitan dengan perolehan khususnya sistem eP. Antara proses yang terlibat ialah penyediaan spesifikasi, penilaian teknikal dan penilaian kewangan di mana wakil penceramah syarikat Commerce Dot Com (CDC), Encik Mohd Firman Shah bin Mohd Noh, telah memberikan penerangan secara satu demi satu proses yang terlibat dalam sistem eP. Para peserta juga berpeluang untuk menjalankan latihan simulasi dalam sistem eP yang diadakan serentak dengan penerangan tatacara sistem eP.

Selain itu, wakil penceramah Bahagian Perolehan Jabatan Perdana Menteri, Encik Meor Azeem bin Meor Azli, telah memberikan ceramah mengenai tatacara dan format kertas taklimat Lembaga Perolehan JPM.

This course focused mainly on the process and procedures related to procurement, especially for the eP system. Some of the processes involved were specification preparation, technical evaluation and financial evaluation, whereby Mr. Mohd Firman Shah bin Mohd Noh representing CDC provided step-by-step explanations for each of these processes. Participants had the opportunity to participate in simulation exercises which were held simultaneously with the lectures.

Meanwhile, Mr. Meor Azeem bin Meor Azli of the Procurement Division of the Prime Minister's Department gave a talk on the procedures and paper submission format for the Procurement Board of the Prime Minister's Department.



Kursus Sistem ePerolehan (eP) Tahun 2019 sedang berlangsung
2019 eProcurement System Course in progress

Timbalan Pengarah Seksyen Kewangan, BKP menyampaikan cenderamata kepada penceramah
Deputy Director of Finance Section, BKP presenting a token of appreciation to the speakers



BAHAGIAN PERANCANGAN DAN KOMUNIKASI KORPORAT

PLANNING AND CORPORATE COMMUNICATIONS DIVISION



Bahagian Perancangan dan Komunikasi Korporat (BPKK) memainkan peranan penting untuk memperkasakan imej MAMPU sebagai agensi peneraju program pemodenan dan transformasi sistem penyampaian perkhidmatan awam dengan melaksanakan tanggungjawab yang berikut:

Planning and Corporate Communications Division (BPKK) plays an important role in strengthening the image of MAMPU as a lead agency in modernisation programmes and transformation of public service delivery system by carrying out the following responsibilities:

- Merancang, menyelaraskan, memantau dan mengkaji semula perancangan strategik MAMPU
- Merancang dan menyelaraskan program-program promosi dan publisiti MAMPU.
- Merancang dan menyelaraskan penyertaan MAMPU pada peringkat antarabangsa termasuk menyelaraskan lawatan organisasi antarabangsa.
- Menyelaraskan maklum balas pihak luar seperti soalan Parlimen dan menjadi urus setia mesyuarat utama MAMPU.
- Menguruskan Perpustakaan dan penerbitan MAMPU.
- Merancang dan menyelaraskan peningkatan imej korporat MAMPU.
- Mengurus, menyelaraskan, memantau dan mengemas kini kandungan Portal dan media sosial MAMPU.
- To plan, coordinate, monitor and conduct review of MAMPU Strategic Plan.
- To plan and coordinate promotion and publicity programmes for MAMPU.
- To plan and coordinate MAMPU's participation at international level including coordinating visits from international organisations.
- To coordinate feedbacks from outside parties such as Parliamentary questions and as a secretariat of MAMPU's main meetings.
- To manage the Library and publications of MAMPU.
- To plan and coordinate the enhancement of MAMPU's corporate image.
- To manage, coordinate, monitor and update the content of MAMPU's Portal and media social.



PENCAPAIAN TAHUN 2019

ACHIEVEMENTS IN 2019

Bengkel Semakan Semula Pelan Strategik MAMPU

Bengkel Semakan Semula Pelan Strategik MAMPU telah diadakan pada 12 dan 13 Mac 2019 di Bilik Serba guna Aras 2, Blok B1, Kompleks Jabatan Perdana Menteri, Putrajaya. Fokus pengisian bengkel ini untuk mengenal pasti teras strategik dan cabaran; dan menentukan strategi, program dan menetapkan pelan tindakan. Semakan semula ini juga merangkumi penilaian pencapaian pelaksanaan program-program mulai 2016 hingga 2018 dan membuat penambahbaikan yang bersesuaian. Sesi bengkel ini telah dihadiri oleh 60 peserta yang terdiri daripada wakil Bahagian atau Cawangan, Pegawai Gred 52 dan ke atas dan *Subject Matter Expert* (SME).

Mesyuarat Perancangan Strategik (Kajian Separuh Penggal) MAMPU 2019

Mesyuarat Perancangan Strategik (Kajian Separuh Penggal) MAMPU 2019 telah diadakan pada 19 hingga 21 Julai 2019 di Hotel Equatorial, Pulau Pinang. Objektif mesyuarat ini adalah untuk menilai semula status projek-projek MAMPU yang dirancang bagi tahun 2019 serta melihat semula pelaksanaan usaha-usaha reformasi yang telah dilalui pada separuh penggal pertama tahun 2019. Mesyuarat ini telah dihadiri oleh 60 orang peserta yang terdiri daripada Pengurusan Tertinggi MAMPU. Hasil daripada mesyuarat ini, sebanyak 37 strategi dan 70 program yang memerlukan tindakan susulan telah dikenal pasti. Antaranya ialah penjajaran dengan Sasaran Kerja Tahunan (SKT) dan *Key Performance Index* (KPI) bahagian, Pembangunan Pelan Strategik MAMPU 2021-2025 dan Pemetaan Hala Tuju baharu MAMPU Pasca 2020.

MAMPU Strategic Plan Review

MAMPU Strategic Plan Review was held on March 12 and 13, 2019 at Level 2 Multipurpose Room, Block B1, Prime Minister's Department Complex, Putrajaya. The focuses of the workshop were to identify strategic core and challenges; determine strategies, programmes and design action plans. The review also included assessment of the programmes performance from 2016 to 2018 and made appropriate improvements. The workshop session was attended by 60 participants, consisting of representatives from all divisions/branches (Grade 52 and above) and subject matter experts (SME).

MAMPU 2019 Strategic Planning (Mid-Term Review) Meeting

MAMPU 2019 Strategic Planning (Mid-Term Review) Meeting was held from July 19 to 21, 2019 at the Equatorial Hotel, Penang. The objectives of the meeting were to review the status of MAMPU projects planned for 2019 and implementation of reform efforts already underway in the first half of 2019. The meeting was attended by 60 participants from MAMPU's Top Management. As a result of this meeting, 37 strategies and 70 programme that need follow-up actions have been identified. These include alignment with the divisions Annual Work Targets and KPIs, the development of MAMPU Strategic Plan 2021-2025 and the mapping of MAMPU's new Direction Post 2020.



**Mesyuarat Perancangan Strategik
(Kajian Separuh Penggal) MAMPU 2019 pada 19-21 Julai 2019**
MAMPU 2019 Strategic Planning (Mid-Term Review) Meeting on July 19-21, 2019

Retreat Perancangan Strategik MAMPU Tahun 2019/2020

Retreat Perancangan Strategik MAMPU Tahun 2019/2020 telah diadakan pada 8 hingga 10 Disember 2019 di Institut Tadbiran Awam Wilayah Utara (INTURA), Sungai Petani, Kedah. Fokus pengisian *Retreat* Perancangan Strategik 2019/2020 ialah untuk menilai pencapaian bagi pelaksanaan program-program MAMPU tahun 2019; menilai program sedia ada sama ada akan dikekalkan, dipinda atau digugurkan bagi tahun 2020; dan memeta hala tuju baharu MAMPU sejajar dengan aspirasi Pengurusan Tertinggi dengan mengambil kira senario semasa dan perubahan persekitaran sebagaimana yang dihasratkan oleh pimpinan tertinggi Kerajaan. *Retreat* ini dihadiri oleh seramai 80 orang peserta yang terdiri daripada Pengurusan Tertinggi MAMPU. Hasil daripada *Retreat* ini, terdapat 266 projek MAMPU yang akan dilaksanakan pada tahun 2020. Projek yang telah dipersetujui pada peringkat bahagian akan dimasukkan dalam Sistem MyPrestasi 2.0 bagi tujuan pemantauan dan penilaian.

MAMPU Strategic Planning Retreat for 2019/2020

MAMPU Strategic Planning Retreat for 2019/2020 was held from December 8 to 10, 2019 at the Northern Regional Institute of Public Administration (INTURA), Sungai Petani, Kedah. The 2019/2020 Strategic Planning Meeting focuses were: to evaluate the achievements for implementation in 2019, to evaluate the existing programmes, in which they will be retained, amended or abolished in 2020, and mapping MAMPU's new directions in line with the aspiration of Higher Management, considering the current scenario and changing environment, as aspired by top government leaders. The retreat was attended by 80 participants from MAMPU's top management. As a result of this Retreat, 266 projects will be executed in 2020. The projects that have been identified and selected by the divisions will be keyed in MyPrestasi 2.0 system for monitoring and evaluation.



Retreat Perancangan Strategik MAMPU Tahun 2019/2020 pada 8-10 Disember 2019
MAMPU Strategic Planning Retreat for 2019/2020 on December 8-10, 2019

Kursus Reka Infografik dan Montaj: Microsoft Powerpoint Bagi Sesi *Transfer Of Knowledge*

Kursus ini telah berlangsung pada 5 hingga 7 Mac 2019 di Bilik Serbaguna 2, Aras 3, Blok B1, Kompleks Jabatan Perdana Menteri, Putrajaya dan telah dihadiri oleh seramai 45 orang peserta daripada setiap bahagian. Objektif kursus ini ialah untuk memperkenalkan teknik menghasilkan grafik e-poster dan infografik menggunakan Microsoft Powerpoint untuk para peserta yang bukan pereka grafik; memberikan pendedahan kepada kaedah pembangunan slaid persembahan melalui teknik olahan dan penggunaan *tools* untuk hasil yang lebih menarik dan kreatif; dan memberikan pendedahan untuk mereka bentuk grafik visual melalui montaj bagi membolehkan maklumat atau data dapat disampaikan dengan pendekatan baharu, lebih *catchy* dan selari dengan perkembangan era digital yang dilaksanakan oleh MAMPU.

Hasil daripada kursus ini, peserta mendapatkan pendedahan dan mempelajari teknik baharu untuk menyediakan poster infografik dan e-poster menggunakan pelbagai *tools* sedia ada; peserta dapat menghasilkan pembentangan slaid yang lebih tersusun dan efektif melalui penggunaan Microsoft Powerpoint; peserta mendapatkan pengetahuan dan informasi baharu dengan menggunakan aplikasi lain seperti Canva dan PiktoChart untuk menghasilkan reka grafik e-poster dan infografik; dan peserta juga dapat menghasilkan video montaj melalui penggunaan Microsoft Powerpoint.

Infographic Design and Montage Training Course: Microsoft Power Point for Knowledge Transfer Sessions

This training course was held on 5-7 March 2019 at Multipurpose Room 2, Level 3, Block B1, Prime Minister's Department Complex, Putrajaya and it was attended by 45 participants from every division in MAMPU. The objectives of this course were to introduce the techniques of producing e-poster graphics and infographics by using Microsoft Power Point for non-graphic designers, expose participants to the methods of developing a slideshow presentation through refined techniques and tools for a more interesting and creative result, and provide exposure in designing visual graphics through montages; hence, enabling information/data to be presented in a new way, which is more catchy and in line with the growing digital age of MAMPU.

As a result of this course, participants were able to learn new techniques in producing infographic posters and e-posters through several available tools; participants were able to produce a more structured and effective slideshow presentation by using Microsoft Power Point; participants received new knowledge and information by using other applications, such as Canva and PiktoChart to create e-posters and infographics. Moreover, the participants were able to create montage videos by Microsoft Power Point.



Kursus Reka Infografik dan Montaj: Microsoft Powerpoint Bagi Sesi Transfer Of Knowledge
Infographic Design and Montage Training Course: Microsoft Power Point for Transfer of Knowledge

Kursus Reka Grafik: Adobe Photoshop dan Illustrator

Kursus ini telah berlangsung pada 11 hingga 13 November 2019 di Bilik Serba guna 2, Aras 3, Blok B1, Kompleks Jabatan Perdana Menteri, Putrajaya dan telah dihadiri oleh seramai 30 orang peserta daripada setiap bahagian. Kursus ini bertujuan memperkenalkan teknik menghasilkan grafik melalui penggunaan *software* Adobe Photoshop kepada para peserta yang tidak mempunyai pengetahuan khusus dan kurang berkemahiran; mengembangkan kreativiti peserta dalam mereka bentuk dan mengolah grafik digital bagi pelbagai kegunaan; memberikan pendedahan kepada peserta dalam mempelajari pelbagai teknik penyediaan grafik (teknik penggunaan *layer*, penghasilan grafik seperti *filter*, *layer*, *style* dan teknik penghasilan teks yang menarik seperti *shadow* dan *warped text*); menghasilkan grafik dalam bentuk digital dengan penghasilan imej baharu; dan memberikan pendedahan dalam mereka bentuk grafik visual.

Melalui kursus ini, peserta diharap dapat menguasai pengetahuan dan kemahiran asas pengendalian Photoshop bagi proses *editing* imej atau foto dan pengadunan grafik; menghasilkan *editing* imej atau foto atau manipulasi foto; menguasai pengetahuan dan kemahiran asas penggunaan Illustrator bagi menghasilkan grafik dan ilustrasi untuk kerja-kerja *desktop publishing*; menghasilkan poster atau *banner* untuk digunakan untuk majlis korporat atau rasmi; dan menghasilkan grafik vektor bagi tujuan rekaan logo, ikon atau simbol.

Graphic Design Course: Adobe Photoshop and Illustrator

This training course was held on 11–13 November 2019 at Multipurpose Room 2, Level 3, Block B1, Prime Minister’s Department Complex, Putrajaya and was attended by 30 participants from every division in MAMPU. This course aimed to introduce techniques in producing graphics by using the Adobe Photoshop software to the less skilled participants; develop participants’ creativity in designing and manipulating digital graphics; expose participants to learn various techniques in preparing graphics (layer usage techniques, graphic creation such as filter, layer, style and interesting text generation techniques such as shadow and warped text); converting graphics into proper digital formats which can produce new images; and allow participants to design visual graphics.

Participants from this course were expected to acquire the basic knowledge and skills in handling Adobe Photoshop software for image/photo editing and graphic mixing; produce image/photo editing or photo manipulation; master the basic knowledge and skills in using Adobe Illustrator to create graphics and illustrations for desktop publishing; produce posters or banners for corporate/official events and vector graphics in designing logos, icons or symbols.



**Kursus Reka Grafik:
Adobe Photoshop dan Illustrator**
Graphic Design Course: Adobe
Photoshop and Illustrator

Kursus *Live Feed Multi Camera Production (MCP)* dan *Live Streaming*

Kursus ini telah diadakan pada 3 hingga 5 Disember 2019 di Bilik Mesyuarat Sinergi, Aras 2, Blok B2, Kompleks Jabatan Perdana Menteri, Putrajaya dan telah dihadiri oleh 10 orang peserta daripada Pasukan MCP dan *Live Streaming*. Kursus ini bertujuan untuk mendapatkan pendedahan mengenai fungsi dan penggunaan setiap peralatan dan kelengkapan yang digunakan dalam pengendalian *multi camera production (MCP)* dan *live streaming*; mengenal pasti peranan dan tindakan pasukan rakaman MCP serta teknik streaming dalam penggunaan dan perjalanan rakaman; mendapatkan pendedahan bagaimana sesuatu sesi rakaman secara dalam studio dijalankan dengan menggunakan skrin hijau (*chrome key screen*) bagi sesuatu program temu bual mahu pun hebahan program; dan mempelajari teknik suntingan video, grafik dan adunan video rakaman yang telah dihasilkan.

Live Feed Multi Camera Production (MCP) and Live Streaming Course

This course was held on 3-5 December 2019 at Sinergi Meeting Room, Level 2, Block B2, Prime Minister's Department Complex, Putrajaya and was attended by 10 participants from the multi camera production (MCP) and live streaming team. This course aimed to gain insights of the function and use of each equipment in MCP and live streaming; to identify the roles and actions that are required by the MCP and live streaming team during recordings; to get exposure on the way to run a recording session in a studio which uses a chroma key screen (green screen) for an interview programme or announcement; and to learn the techniques of editing videos, graphics and mixed video recordings.



Kursus *Live Feed Multi Camera Production (MCP)* dan *Live Streaming*
Live Feed Multi Camera Production (MCP) and Live Streaming



Ahli Mesyuarat Pengurusan Kanan MAMPU (MPKM)
MAMPU Senior Management Meeting (MPKM)

Mesyuarat Pengurusan Kanan MAMPU (MPKM) Bilangan 21 Tahun 2019 di Kuching, Sarawak dan Sesi Kunjungan Hormat kepada Setiausaha Kerajaan Negeri Sarawak

Mesyuarat Pengurusan Kanan MAMPU (MPKM) Bilangan 21 Tahun 2019 dan Sesi Kunjungan Hormat kepada Setiausaha Kerajaan Negeri Sarawak telah diadakan pada 11 hingga 13 November 2019 di Bangunan Sultan Iskandar, Kuching, Sarawak dan Pejabat Setiausaha Kerajaan Negeri Sarawak.

MPKM merupakan mesyuarat berkala yang dipengerusikan oleh Ketua Pengarah MAMPU khusus bagi membincangkan perkara-perkara *strategic, tactical* dan *operational* yang berhubung kait dengan fungsi MAMPU. Keahlian mesyuarat ini dianggotai oleh Pengurusan Tertinggi MAMPU, Pengarah-pengarah Bahagian, Perunding-perunding ICT, Pegawai Integriti, Pegawai Arkib, Pegawai KPI serta Pegawai Perhubungan Awam MAMPU.

Penganjuran MPKM di Kuching, Sarawak telah diselenggarakan secara bersama oleh MAMPU Sarawak dan Bahagian Perancangan dan Komunikasi Korporat (BPKK). Mesyuarat pada kali ini juga telah disusuli dengan Sesi Kunjungan Hormat kepada YBhg. Datu Jaul Samion, Setiausaha Kerajaan Negeri Sarawak bagi membincangkan bidang kerjasama dalam usaha-usaha mempertingkatkan kecekapan sistem penyampaian perkhidmatan kerajaan.

MAMPU Senior Management Meeting (MPKM) No. 21 of 2019 in Kuching, Sarawak and Courtesy Call to the State Secretary of Sarawak

MAMPU Senior Management Meeting (MPKM) No. 21 of 2019 in Kuching, Sarawak and Courtesy Call to the State Secretary of Sarawak was held on November 11-13, 2019 at the Sultan Iskandar Building, Kuching, Sarawak and the office of the Sarawak State Secretary .

MAMPU Senior Management Meeting (MPKM) is a regular meeting chaired by the Director-General of MAMPU to discuss on strategic, tactical and operational matters that relate MAMPU's core functions. Members of the meeting comprised of MAMPU's top Management, Director of each division, ICT Consultants, Integrity Officer, Archive Officer, KPI Officer and Public Relations Officer.

MPKM in Kuching, Sarawak was jointly coordinated by MAMPU Sarawak together with the Corporate Planning and Communications Division (BPKK). The meeting was then followed by a courtesy call to YBhg. Datu Jaul Samion, the State Secretary of Sarawak, with the objective to discuss the cooperation area efforts to improve the government service delivery system efficiency.



Sesi Kunjungan Hormat MAMPU kepada Setiausaha Kerajaan Negeri Sarawak
Courtesy Call to the State Secretary of Sarawak

Aktiviti promosi untuk Majlis Pelancaran myPortfolio

Promotional activities for myPortfolio Launching Ceremony

Majlis Pelancaran myPortfolio: Panduan Kerja Sektor Awam telah diadakan pada 14 Mei 2019 di Bangunan Perdana Putra, Putrajaya. Program ini bertujuan untuk menyebarkan myPortfolio (PKPA Bil.4/2018 dan SPKPA Bil. 1/2018) untuk pengetahuan umum. Majlis tersebut telah disempurnakan oleh YAB Tun Dr. Mahathir Mohamad, Perdana Menteri Malaysia. Liputan media bagi program tersebut adalah seperti yang berikut:

“myPortfolio: Panduan Kerja Sektor Awam” Launching Ceremony was held on May 14, 2019 at the Perdana Putra Building, Putrajaya. The objective of this programme was to build-up public knowledge of myPortfolio (PKPA Bil.4/2018 and SPKPA Bil.1/2018). The ceremony was officiated by YAB Tun Dr. Mahathir Mohamad, the Prime Minister of Malaysia. The media coverage for the programme was by:

- » BERNAMA.com;
- » *Berita Harian Online*;
- » *Malaysia Dateline*;
- » *New Straits Times*;
- » *New Straits Times Online*;
- » *Sinar Harian*;
- » *The Malaysian Times*;
- » *The Star Online*;
- » *The Sun Daily*;
- » *Utusan Borneo*;
- » *Utusan Online*;
- » *World Times News*;
- » *Buletin Utama, TV3*; dan
- » *Bernama News Channel, (Ch502)*.

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- » *Berita Harian Online*;
- » *Malaysia Dateline*;
- » *New Straits Times*;
- » *New Straits Times Online*;
- » *Sinar Harian*;
- » *The Malaysian Times*;
- » *The Star Online*;
- » *The Sun Daily*;
- » *Utusan Borneo*;
- » *Utusan Online*;
- » *World Times News*;
- » *Buletin Utama, TV3*; and
- » *Bernama News Channel (Ch502)*.



Majlis Pelancaran myPortfolio pada 14 Mei 2019
myPortfolio Launching Ceremony on May 14, 2019



Berita Online/Keratan Akhbar
berkaitan Majlis Pelancaran
myPortfolio
Online News/Newspaper Cuttings on
myPortfolio Launching Ceremony

Aktiviti promosi bagi Hackathon Data Terbuka dan Aplikasi Mudah Alih

Promotional activities for Open Data Hackathon and Mobile Application

Program Hackathon 2019 telah diadakan pada 27 Ogos hingga 24 September 2019 di Malaysian Global Innovation & Creativity Centre (MaGIC), Cyberjaya. Program Hackathon menyediakan platform bagi menggalakkan penciptaan aplikasi atau produk data yang kreatif, berkualiti dan berinovasi dengan memanfaatkan keupayaan Data Terbuka. Hasil daripada program ini, terdapat peningkatan penciptaan produk atau aplikasi perkhidmatan kerajaan yang memberi faedah kepada rakyat. Liputan media bagi program tersebut adalah seperti yang berikut:

- » *BH Online* pada 16 Ogos 2019;
- » *Nine11, Bernama News Channel* pada 21 Ogos 2019; dan
- » *Selamat Pagi Malaysia* pada 22 Ogos 2019.

Hackathon 2019 Programme was held on August 27- September 24, 2019 at the Malaysian Global Innovation & Creativity Centre (MaGIC), Cyberjaya. The Hackathon Programme provides a platform to encourage the creation of creative, quality and innovative data applications or products by leveraging on Open Data capabilities. As a result of this programme, there is an increase in the creation of government service products or applications that benefit the people. The media coverage for the programme was by:

- » *BH Online* (on August 16, 2019);
- » *Nine11, Bernama News Channel* (on August 21, 2019); and
- » *Selamat Pagi Malaysia* (on August 22, 2019).



Program Hackathon 2019
Hackathon 2019 Programme

Berita Online/Keratan Akhbar berkaitan Hackathon Data Terbuka dan Aplikasi Mudah Alih
Online News/Newspaper Cuttings on Open Data Hackathon and Mobile Application



Aktiviti promosi untuk Persidangan *Public Sector CIO Convex 2019 (PSCC 2019)*

Promotional activities for Public Sector CIO Convex 2019 (PSCC 2019)

Public Sector CIO Convex (PSCC) 2019 telah diadakan pada 8 hingga 9 Oktober 2019 di Sime Darby Convention Center, Bukit Kiara, Kuala Lumpur. Objektif persidangan ini ialah untuk menyediakan platform perkongsian idea dan wacana mengenai senario dan trend teknologi terkini sebagai usaha memperkenalkan sistem penyampaian perkhidmatan melalui agenda pendigitalan. Liputan media bagi majlis tersebut ialah seperti yang berikut:

Public Sector CIO Convex (PSCC) 2019 was held on October 8-9, 2019 at the Sime Darby Convention Centre, Bukit Kiara, Kuala Lumpur. The purpose of the conference was to provide a platform for sharing ideas and discourses on the latest technology scenarios and trends in an effort to introduce a service delivery system through the digitization agenda. The media coverage for the programme was by:

- Temu bual di *Nine 11*, BERNAMA pada 2 Oktober 2019;
- Temu bual di *Malaysia Hari Ini (MHI)*, TV3 pada 3 Oktober 2019;
- Temu bual di *Radio Nasional FM* pada 4 Oktober 2019;
- Temu bual di *Rancangan Selamat Pagi Malaysia* pada 6 Oktober 2019;
- Advertorial khas di dalam *Berita Harian* pada 8 Oktober 2019;
- Liputan khas oleh *Buletin BERNAMA (BNC)* pada 8 Oktober 2019;
- Liputan khas oleh *Buletin Utama, TV3* pada 8 Oktober 2019; dan
- Akhbar dan berita dalam talian:
 - i. BERNAMA.com versi Bahasa Melayu
 - ii. BERNAMA.com versi Bahasa Inggeris
 - iii. *The Sun Daily*
 - iv. *Utusan Online*
 - v. *Free Malaysia Today (FMT) News*
 - vi. *ASTRO Awani Online*

- Interview on *Nine 11*, BERNAMA (on October 2, 2019);
- Interview on *Selamat Pagi Malaysia* (on October 6, 2019);
- Interview on *Malaysia Hari Ini (MHI)*, TV3 (on October 3, 2019);
- Radio interview at *Nasional FM* (on October 4, 2019);
- Special advertorial in *Berita Harian* (on October 8, 2019);
- Special coverage in *Buletin BERNAMA (BNC)* (on October 8, 2019);
- Special coverage in *Buletin Utama, TV3* (on October 8, 2019); and
- Online news:
 - i. BERNAMA.com (Malay version)
 - ii. BERNAMA.com (English version)
 - iii. *The Sun Daily*
 - iv. *Utusan Online*
 - v. *Free Malaysia Today (FMT) News*
 - vi. *ASTRO Awani Online*



Temu bual di radio Nasional FM pada 4 Oktober 2019 bagi mempromosikan penganjuran Persidangan Public Sector CIO Convex 2019
Radio Interview at Nasional FM on October 4, 2019 to promote Public Sector CIO Convex 2019



Berita Online/Keratan Akhbar berkaitan Persidangan Public Sector CIO Convex 2019

Online News/Newspaper Cuttings on Public Sector CIO Convex 2019 (PSCC 2019)

Advertorial

MAMPU telah menerbitkan tiga (3) advertorial pada tahun 2019, seperti yang berikut:

- Advertorial bertajuk *Towards Good Governance in the Public Sector* di NST Online pada 14 Mei 2019;
- Advertorial bertajuk "EA Pacu Inovasi Digital Perkhidmatan Kerajaan" dalam Berita Harian pada 17 Jun 2019; dan
- Advertorial bertajuk "PSCC Wadah Inspirasi Digital Negara" dalam Berita Harian pada 8 Oktober 2019.

MAMPU has published three (3) advertorials in 2019, as follows:

- Advertorial entitled *Towards Good Governance in the Public Sector* in NST Online on May 14, 2019;
- Advertorial entitled *EA Pacu Inovasi Digital Perkhidmatan Kerajaan* in Berita Harian on June 17, 2019; and
- Advertorial entitled *PSCC Wadah Inspirasi Digital Negara* in Berita Harian on October 8, 2019.



Program Roadshow MyGovUC Zon Timur pada 23 September 2019
MyGovUC East Zone Roadshow Programme on September 23, 2019



Program Bulan Kebangsaan dan Kibar Jalur Gemilang 2019 pada 2-4 Ogos 2019
National Month and Kibar Jalur Gemilang 2019 Programme on August 2-4, 2019



**Program Putrajaya Open Day
pada 5 Oktober 2019**
Putrajaya Open Day Programme
on October 5, 2019



**Booth Pameran MAMPU di Program Kembara Digital Malaysia
(KDM) 2019 di Bulatan Sultan Azlan Shah, Ipoh, Perak pada 27-
28 Julai 2019**

MAMPU Exhibition Booth during Malaysia Digital Adventure
Programme (KDM) at Bulatan Sultan Azlan Shah, Ipoh, Perak on
July 27-28, 2019

Pameran Exhibitions

MAMPU telah mengadakan 10 pameran pada tahun 2019 bersempena dengan program, seperti yang berikut:

- Majlis Pelancaran myPortfolio di Blok Utama, Bangunan Perdana Putra, JPM pada 14 Mei 2019;
- Program Hari ICT JPM di Blok B1, Auditorium JPM pada 26 Jun 2019;
- Program *Roadshow* Perkhidmatan Komunikasi Bersepadu Kerajaan (MyGOVUC) peringkat Zon Utara di Hotel Impiana, Ipoh, Perak pada 4 Julai 2019;
- Program Kembara Digital Malaysia (KDM) 2019 di Bulatan Sultan Azlan Shah, Ipoh, Perak pada 27 hingga 28 Julai 2019;
- Bulan Kebangsaan dan Kibar Jalur Gemilang 2019 di Dataran Pahlawan, Melaka pada 2 hingga 4 Ogos 2019;
- Program AI & Data Week 2019 di KLCC, Kuala Lumpur pada 11-12 September 2019;
- Program *Roadshow* MyGOVUC di Hotel Primula, Kuala Terengganu, Terengganu pada 23 September 2019;
- Program Putrajaya Open Day di Dataran Putrajaya, Putrajaya pada 5 Oktober 2019;
- Public Sector CIO Convex 2019 di Sime Darby Convention Centre, Kuala Lumpur pada 8-9 Oktober 2019; dan
- Program Hari Inovasi Kecemerlangan (HIK) JPM 2019 di Movenpick Convention Centre, Sepang pada 31 Oktober 2019.
- MAMPU has organised 10 exhibitions in 2019, as follows:
 - myPortfolio Launching Ceremony at Main Block, Perdana Putra Building, JPM on May14, 2019;
 - JPM ICT Day Programme at Block B1, Auditorium JPM on June 26, 2019;
 - MyGOVUC North Zone Roadshow Programme at Impiana Hotel, Ipoh, Perak on July 4, 2019;
 - Malaysia Digital Adventure Programme (KDM) 2019 at Bulatan Sultan Azlan Shah, Ipoh, Perak on July 27-28, Julai 2019;
 - National Month and Kibar Jalur Gemilang 2019 Programme at Dataran Pahlawan, Melaka on August 2-4, 2019;
 - AI & Data Week 2019 Programme at KLCC, Kuala Lumpur on September 11-12, 2019;
 - MyGOVUC Roadshow Programme at Primula Hotel, Kuala Terengganu, Terengganu on September 23, 2019;
 - Putrajaya Open Day Programme at Dataran Putrajaya, Putrajaya on October 5, 2019;
 - Public Sector CIO Convex 2019 at Sime Darby Convention Centre, Kuala Lumpur on October 8-9 2019; and
 - JPM 2019 Excellence Innovation Day Programme (HIK) at Movenpick Convention Centre, Sepang on October 31, 2019.

Lawatan dan Kunjungan Hormat ke MAMPU

Pada tahun 2019, MAMPU telah menerima sebanyak 33 lawatan dan kunjungan hormat dari dalam dan luar negara antaranya adalah seperti yang berikut:

- a. Lawatan Jabatan Kastam Diraja Malaysia ke MAMPU pada 10 Januari 2019 untuk mengadakan sesi perbincangan bagi mempelajari serta memahami dengan lebih lanjut mengenai tatacara pembangunan Pelan Strategik Jabatan Kastam Diraja Malaysia yang baharu;



Lawatan Jabatan Kastam Diraja Malaysia pada 10 Januari 2019
Visit from Royal Custom of Malaysia on January 10, 2019

Visits and Courtesy Visits to MAMPU

In 2019, MAMPU received 33 visits and courtesy visits from both local and international organisations. Some of them were:

- a. Visit from Royal Custom of Malaysia to MAMPU on January 10, 2019 to hold a discussion for the purpose of gaining extensive learning and understanding of how to develop Royal Malaysian Customs New Strategic Plan

- b. Kunjungan Hormat Suruhanjaya Komunikasi dan Multimedia Malaysia (SKMM) kepada Ketua Pengarah MAMPU pada 24 Januari 2019 untuk membincangkan kerjasama yang sedia terjalin antara SKMM dengan MAMPU serta melihat sebarang potensi kerjasama yang bersesuaian pada masa akan datang;

- b. Courtesy visit from the Malaysian Communication and Multimedia Commission (SKMM) to the Director-General of MAMPU on January 24, 2019 to have a discussion in regard to the existing collaboration between SKMM and MAMPU and to identify any potential for future collaboration



Kunjungan Hormat Suruhanjaya Komunikasi dan Multimedia Malaysia pada 24 Januari 2019
Courtesy Visit from the Malaysian Communication and Multimedia Commission on January 24, 2019

- c. Lawatan British High Commission bersama United Kingdom Government Digital Service (GDS) ke MAMPU pada 13 Februari 2019 untuk memperkenalkan *United Kingdom's Government Digital Service* dan mengenal pasti sebarang peluang bagi menjalinkan kerjasama strategik antara Kerajaan Malaysia dengan Kerajaan United Kingdom;

- c. Visit from British High Commission and United Kingdom Government Digital Service (GDS) to MAMPU on February 13, 2019 to introduce United Kingdom's government digital service and identify an opportunity to forge a strategic collaboration between the Government of Malaysia and Government of the United Kingdom



Lawatan British High Commission bersama United Kingdom Government Digital Service pada 13 Februari 2019
Visit from British High Commission and United Kingdom Government Digital Service on February 13, 2019

d. Kunjungan Hormat Ketua Eksekutif Jawatankuasa Khas Pembaikan Sistem dan Undang-Undang Pilihan Raya (ERC) kepada Ketua Pengarah MAMPU pada 15 Februari 2019 untuk mendapatkan pandangan dari aspek ICT terutama bagaimana integrasi data dapat digunakan untuk menambah baik sistem pilihan raya sedia ada sedia ada. Hal ini seiring dengan cadangan pindaan undang-undang yang menghadkan had umur mengundi kepada 18 tahun dan menjalankan sistem pendaftaran pengundi secara automatik.

d. Courtesy visit from the Chief Executive of the Electoral Reform Committee on February 25, 2019 to obtain an early opinion from ICT stand point on how to integrate various data so that it may be used to strengthen the existing election system in support of the suggestion to amend the related law pertaining to age limit of voters and automatic voters' registration system



Kunjungan Hormat Ketua Eksekutif Jawatankuasa Khas Pembaikan Sistem dan Undang-Undang Pilihan Raya pada 15 Februari 2019
Courtesy Visit from the Chief Executive of the Electoral Reform Committee on February 15, 2019

e. Lawatan Pejabat Setiausaha Kerajaan Negeri Sembilan ke MAMPU pada 18 Februari 2019 untuk mengetahui cara dan prosedur yang betul dalam penyediaan pelan strategik, *Business Process Reengineering* (BPR) dan pelan tindakan meningkatkan kecekapan tadbir urus dengan berkonsepkan meningkatkan hasil dan mengurangkan pembaziran;

e. Visit from Negeri Sembilan Secretary Office to MAMPU on February 18, 2019 to learn about the proper method and procedure in developing a strategic plan, business process reengineering and action plan needed to elevate the efficiency of the governance based on the concept of 'Increasing the productivity and reducing the irrelevancy';

f. Lawatan Rasmi Kerajaan Republic of Tajikistan ke MAMPU pada 2 April 2019 untuk mendapatkan maklumat lanjut mengenai peranan MAMPU dalam konteks '*Empowering people-centred service delivery transformation through organisational management development initiatives and implementation of Digital Government towards an effective and efficient civil service*';

f. Official visit from the Republic of Tajikistan to MAMPU on April 2, 2019 to obtain further information in regard to the role of MAMPU within the context of 'empowering people-centred service delivery transformation through organisational management development initiatives and implementation of digital government towards an effective and efficient civil service';



Lawatan Rasmi United States Trade and Development Agency pada 24 Jun 2019

Official Visit from the United States Trade and Development Agency on June 24, 2019

g. Lawatan Rasmi United States Trade and Development Agency (USTDA) ke MAMPU Cyberjaya pada 24 Jun 2019 untuk memperkenalkan USTDA kepada MAMPU dan mengenal pasti potensi kerjasama antara Kerajaan Amerika Syarikat dengan MAMPU;

h. Lawatan Penandaarasan Pusat Pengajian Teknologi Multimedia dan Komunikasi, Universiti Utara Malaysia (UUM) ke MAMPU pada 21 Ogos 2019 untuk mendapatkan kefahaman lebih lanjut mengenai pelaksanaan myPortfolio dalam sektor awam untuk dilaksanakan pada peringkat UUM;

g. Official visit from the United States Trade and Development Agency (USTDA) to MAMPU on June 24, 2019 to introduce USTDA to MAMPU and to examine the potential strategic collaboration between the Government of Malaysia and the United States of America;

h. Benchmark visit from Universiti Utara Malaysia (UUM) to MAMPU on August 21, 2019 to gain deeper understanding of myPortfolio implementation in the public sector for the purpose of implementation of myPortfolio at UUM; and

i. Lawatan Kedutaan Korea di Kuala Lumpur bersama Ministry of Interior and Safety (MOIS), Korea kepada MAMPU pada 3 September 2019 untuk memanjangkan jemputan secara formal dan mendapatkan komitmen Kerajaan Malaysia dalam program *ASEAN-RoK Commemorative Summit 2019*; dan



i. Official Visit from the Korean Embassy in Kuala Lumpur with the Ministry of Interior and Safety (MOIS), Korea to MAMPU on September 3, 2019 formally invite and obtain the commitment of the Government of Malaysia in the *ASEAN-RoK Commemorative Summit 2019*;



Lawatan Kedutaan Korea di Kuala Lumpur bersama Ministry of Interior and Safety, Korea pada 3 September 2019

Official Visit from Korean Embassy in Kuala Lumpur with the Ministry of Interior and Safety, Korea on September 3, 2019

- j. Lawatan Office of the National Economic and Social Development (NESDC) Thailand ke MAMPU pada 1 Oktober 2019 untuk mempelajari peranan dan inisiatif MAMPU dalam sektor awam sebagai sebahagian daripada Misi Kajian Rasmi ke Malaysia untuk menambaik baik sistem pemantauan dan pelaksanaan *National Economic and Social Development Plan (NESDP) Thailand*.
- j. Official visit from of the National Economic and Social Development Council (NESDC) to MAMPU on October 1, 2019 to learn about the role and initiatives of MAMPU within the public sector, as part of an official study mission to Malaysia to improve the supervision and execution of Thailand's National Economic and Social Development Plan (NESDP).



Lawatan Office of the National Economic and Social Development, Thailand pada 1 Oktober 2019
Official Visit from the National Economic and Social Development, Thailand on October 1, 2019



BAHAGIAN MALAYSIA GOVERNMENT CALL CENTRE (MyGCC)

MALAYSIA GOVERNMENT CALL CENTRE (MyGCC) DIVISION



Bahagian Pusat Panggilan Kerajaan Malaysia (MyGCC) membolehkan orang ramai membuat pertanyaan, aduan, cadangan, penghargaan dan permohonan pindahan talian melibatkan agensi kerajaan melalui satu nombor rujukan tunggal 03-80008000. Peranan MyGCC meliputi:

Malaysia Government Call Centre Division (MyGCC) offers services to the public to make enquiries, complaints, recommendations, compliment and directory assistance that involves various government agencies through a single reference number 03-80008000. The roles of MyGCC are:

- Membantu dan memudahkan orang ramai berkomunikasi dengan agensi kerajaan untuk sebarang pertanyaan, bantuan direktori, maklum balas, cadangan, aduan dan penghargaan yang berkaitan pelbagai produk dan perkhidmatan.
- To assist and facilitate the communication between the public and government agencies for spreading enquiries, directory assistance, feedback, suggestion, complaint and recognition related to various products and services provided.
- Menjenamakan semula imej perkhidmatan awam dengan menegakkan wawasan Kerajaan “No Wrong Door Policy” dan “One Stop Service Centre”.
- To rebrand the image of public service by upholding the government insight “No Wrong Door Policy” and “One Stop Service Centre”.
- Meningkatkan kolaboratif strategik antara agensi-agensi Kerajaan bagi memaksimumkan dan mengoptimumkan penggunaan sumber merentasi agensi.
- To intensify strategic collaboration between government agencies in order to maximize and optimize the usage of resources across agencies.

PENCAPAIAN TAHUN 2019 ACHIEVEMENTS IN 2019

Sesi *Refresher* Tatacara Log Masuk MyGCC Sistem Avaya OneX Agent dan CRM-AIC

Sesi ini telah diadakan pada 12 dan 14 Februari 2019 di Bilik Latihan MyGCC, Cyberjaya. Sesi ini bertujuan untuk mendedahkan kepada semua Pegawai Khidmat Pelanggan (PKP) berkenaan penambahbaikan kepada sistem serta penyeragaman Tatacara Untuk Log

Refresher Session on MyGCC Login Procedures for Avaya OneX Agent and CRM-AIC Systems

A refresher session on MyGCC Login Procedures for Avaya OneX Agent and CRM-AIC systems was held on February 12 and 14, 2019 at the MyGCC Training Room, Cyberjaya. This session was carried out to give exposure to the Customer Service Officers about the

Masuk MyGCC Avaya OneX Agent dan CRM-AIC. Hasil daripada sesi ini, PKP dapat menggunakan Tatacara Untuk Log Masuk MyGCC Avaya OneX Agent dan CRM-AIC secara seragam dan efisien untuk memastikan kelancaran sistem.

improvement and standardisation of Avaya OneX Agent and CRM-AIC systems. As a result of this session, the Customer Service Officers were taught to operate the system efficiently to ensure that it can be executed in a convenient and efficient manner.

Majlis Menggapai Harapan Menyemai Impian MyGCC 2018

MyGCC Dinner Night 2018 - "Reaching Hopes, Inducing Aspiration"

Majlis Menggapai Harapan Menyemai Impian MyGCC 2018 telah diadakan pada 22 Februari 2019 di Dewan Serba guna Kementerian Pengangkutan, Putrajaya. Majlis ini diadakan bersempena dengan Malam Apresiasi untuk warga MyGCC sepanjang tahun 2018. Pihak Pengurusan MAMPU dan warga MyGCC telah memeriahkan majlis ini yang bertujuan untuk mengeratkan silaturahim dan memberikan penghargaan kepada Warga MyGCC.

MyGCC Dinner Night 2018 was held on February 22, 2019 at the Multipurpose Hall of the Ministry of Transport, Putrajaya. This Dinner was organised as an Appreciation Night to all MyGCC staff for their hard work throughout 2018. MAMPU management and MyGCC staff attended the dinner which aimed to strengthen the bond between staff, as well as a token of appreciation to them.



Majlis Menggapai Harapan Menyemai Impian MyGCC 2018
MyGCC Dinner Night 2018 - "Reaching Hopes, Inducing Aspiration"

Bengkel Pengurusan Perkhidmatan Pelanggan

Bengkel ini telah diadakan pada 2 April 2019 di Bilik Latihan MyGCC, Cyberjaya. Objektif bengkel ini ialah untuk memahami dan meningkatkan pengetahuan mengenai prosedur mengendalikan panggilan secara betul; dan menilai pemantauan kualiti suara yang dilakukan setiap bulan secara konsisten. Bengkel ini dihadiri oleh Pegawai Khidmat Pelanggan *Level 1*. Hasil daripada bengkel ini, diharapkan perkhidmatan yang sentiasa terbaik dapat diberikan kepada pemanggil melalui kualiti suara yang cemerlang.

Customer Service Management Workshop

This workshop was held on April 2, 2019 at MyGCC Training Room, Cyberjaya. The objectives of this workshop were to understand and improve the procedure of operating calls in proper manners and to assess the quality of voice which is conducted consistently on a monthly basis. This workshop was attended by "Level 1" Customer Service Officers. This workshop discussed how the best service can be delivered to the public via excellent voice quality.



Bengkel Pengurusan Perkhidmatan Pelanggan pada 2 April 2019
Customer Service Management Workshop on April 2, 2019

Kursus Pemeraksanaan Pegawai Khidmat Pelanggan (PKP): *Customer Service Hero*

Kursus Pemeraksanaan Pegawai Khidmat Pelanggan (PKP): *Customer Service Hero* telah diadakan pada 26 hingga 28 Jun 2019 di Hotel Dorsett, Putrajaya. Tujuan kursus ini ialah untuk mewujudkan peluang berinteraksi dan berkenalan antara peserta sambil menerapkan semangat sukarela dalam pelaksanaan aktiviti-aktiviti untuk memupuk perpaduan dan integrasi pelbagai bangsa. Selain itu, kursus ini berjaya meningkatkan kemahiran '*Soft Skill*' dan kemahiran lain PKP.

Customer Service Officers' Empowerment Course: "*Customer Service Hero*"

Customer Service Officers' Empowerment Course: "*Customer Service Hero*" was held on June 16 to 28, 2019 at the Dorsett Hotel, Putrajaya. The objectives of this course were to provide interaction opportunities among participants while encouraging volunteerism in carrying out activities to foster unity and integration of various nations. Besides that, this course also managed to improve the officers' soft skills.

Program CSR Lawatan MyGCC ke Pusat Jagaan dan Rawatan Orang Tua Al Ikhlas, Pulau Meranti

Program CSR Lawatan MyGCC ke Pusat Jagaan dan Rawatan Orang Tua Al Ikhlas, Pulau Meranti telah diadakan pada 16 November 2019. Program ini bertujuan untuk menziarahi warga tua dan kurang bernasib baik untuk memberikan semangat kepada mereka. Program ini diharapkan dapat memupuk keinsafan dan kasih sayang sesama insan.

CSR Programme Visit to Al Ikhlas Old Folks Home at Pulau Meranti

A CSR programme visit to Al-Ikhlas Old Folks' Home at Pulau Meranti was conducted on November 16, 2019. The objectives of this programme were to pay a visit and give moral support to the elderly and the less fortunate residents. This programme was expected to foster mutual understanding and compassion for others.



Program CSR Lawatan MyGCC ke Pusat Jagaan dan Rawatan Orang Tua Al Ikhlas, Pulau Meranti pada 16 November 2019
CSR Programme Visit to Al-Ikhlas Old Folks' Home at Pulau Meranti on November 16, 2019

Bengkel *Visioning* MyGCC

Bengkel *Visioning* MyGCC telah diadakan pada 4 dan 5 Disember 2019 di Hotel Marriot, Putrajaya. Bengkel ini bertujuan untuk mengadakan perbincangan hala tuju MyGCC bersama agensi dan kementerian. Pengurusan MyGCC dan pegawai daripada kementerian atau agensi telah menghadiri bengkel ini. Hasil daripada bengkel ini, visi dan misi MyGCC dapat difahami secara jelas oleh kementerian/agensi dalam usaha memberikan perkhidmatan yang cemerlang untuk rakyat.

MyGCC *Visioning* Workshop

MyGCC *Visioning* Workshop was held on December 4 and 5, 2019 at the Marriot Hotel, Putrajaya. This workshop aimed to hold discussions with agencies and ministries on the future directions of MyGCC. As a result of this workshop, MyGCC's vision and mission were clearly understood by the ministries/agencies in the pursuit of providing excellent services to the people.



Bengkel *Visioning* MyGCC pada 4 - 5 Disember 2019 di Hotel Marriot, Putrajaya
MyGCC *Visioning* Workshop on December 4 - 5, 2019 at Marriot Hotel, Putrajaya

Mesyuarat Pelantikan *Single Point of Contact (SPOC)* Kementerian/Agensi Bagi MyGCC Bil. 1/2019

Mesyuarat ini telah berlangsung pada 28 Februari 2019 di Bilik Persidangan Dinamik, Blok B1, Kompleks Jabatan Perdana Menteri, Putrajaya. Mesyuarat ini bertujuan untuk melantik pegawai daripada kementerian atau agensi sebagai SPOC bagi memastikan maklumat yang diterima oleh MyGCC tepat, sah dan terkini sebelum disalurkan kepada rakyat. Mesyuarat telah berjalan dengan lancar dan maklumat yang sah daripada sumber yang betul akan disalurkan kepada pelanggan MyGCC.

Ministry/Agency *Single Point of Contact (SPOC)* Appointment Meeting for MyGCC Vol. 1/2019

This meeting was conducted on February 28, 2019 at the Dynamic Conference Room, Block B1, Prime Minister's Department, Putrajaya. The objective of this meeting was to appoint officers from the ministries/agencies as SPOC in order to ensure that the information received by MyGCC is accurate, authentic, and up-to date before it is channelled to the public. The meeting was executed smoothly and discussed how authentic information from the correct source can be transferred to MyGCC customers.



Mesyuarat Pelantikan *Single Point of Contact (SPOC)* Kementerian/Agensi Bagi MYGCC Bil. 1/2019
Ministry/Agency Single Point of Contact (SPOC) Appointment Meeting for MyGCC Vol. 1/2019

Bengkel Pelaksanaan dan Pengujian Saluran Komunikasi (*Chatbot*) Rakyat Dengan MyGCC Bersama Kementerian dan Agensi Kerajaan

Bengkel ini telah diadakan pada 21 Jun 2019 di Bilik Latihan MyGCC, Cyberjaya. Tujuan penganjuran bengkel ini adalah untuk memperkenalkan saluran komunikasi baharu iaitu *Chatbot*. Bengkel ini melibatkan semua kementerian atau agensi serta Pengurusan MyGCC. Melalui bengkel ini, pegawai-pegawai daripada kementerian atau agensi didedahkan dengan saluran *Chatbot*. Pelbagai pandangan daripada peserta telah diberikan untuk memastikan keberkesanan perkhidmatan ini.

Workshop on Implementation and Testing of People Communication Channels (*Chatbot*) between MyGCC and Ministry/Government Agencies

This workshop was held on June 21, 2019 at the MyGCC Training Room, Cyberjaya. The objective of this workshop was to introduce a new communication channel, *Chatbot*. Representatives from all ministries/agencies and MyGCC management attended this workshop. From this workshop, ministries/agencies' officers were notified of the *Chatbot* channel and various views were provided to ensure the effectiveness of this service.

Bengkel Pelaksanaan dan Pengujian Saluran Komunikasi (*Chatbot*) Rakyat Dengan MyGCC Bersama Kementerian/Agensi Kerajaan

Workshop on Implementation and Testing of People Communication Channels (*Chatbot*) between MyGCC and Ministry/Government Agencies



Lawatan Kerja Bahagian Pengurusan Seksyen Aduan, Biro Pengaduan Awam (BPA) Ke MyGCC

Lawatan Kerja Bahagian Pengurusan Seksyen Aduan, Biro Pengaduan Awam (BPA) ke MyGCC telah diadakan pada 14 Februari 2019. Objektif lawatan kerja ini adalah untuk bertukar pandangan mengenai pengurusan aduan dan mendapatkan kefahaman lebih lanjut tentang sistem perkhidmatan secara dalam talian (*online*) yang dikendalikan oleh pihak MyGCC, terutamanya berkaitan dengan Pengurusan Aduan. Hasil daripada lawatan kerja ini, maklumat pengurusan aduan dapat difahami untuk tujuan menambah baik perkhidmatan BPA dan MyGCC.



Lawatan Kerja Bahagian Pengurusan Seksyen Aduan, Biro Pengaduan Awam Ke MyGCC
Working Visit from Complaints Management Division, Public Complaints Bureau to MyGCC

Working Visit from the Complaints Management Division, Public Complaints Bureau to MyGCC

A working visit from the Complaints Management Division, Public Complaints Bureau to MyGCC was carried out on February 14, 2019. The objective of this working visit was to exchange views on complaint management and gain a better understanding of the online service system run by MyGCC, especially in relation to complaint management. As a result of this working visit, complaint management information is understood for the purpose of improving the Public Complaints Bureau and MyGCC services.



Lawatan Kerja Pejabat Tanah dan Galian Negeri Selangor (PTGS) Ke MyGCC

Lawatan kerja Pejabat Tanah dan Galian Negeri Selangor (PTGS) Ke MyGCC telah diadakan pada 29 Mei 2019. Lawatan kerja ini bertujuan untuk memberikan penerangan berhubung dengan MyGCC yang meliputi Prosedur Operasi Standard (SOP) melihat dan meninjau operasi MyGCC. Hasil daripada lawatan kerja ini, MyGCC dapat berkongsi maklumat tentang *best practices* pengurusan pusat panggilan dan pengurusan pelanggan secara atas talian merangkumi SOP, proses kerja MyGCC dan berkongsi pengalaman serta kaedah terbaik untuk menangani pemanggil tegar serta aduan.



Lawatan Kerja Pejabat Tanah dan Galian Negeri Selangor Ke MyGCC pada 29 Mei 2019
Working visit of the Selangor State Land and Mines Office to MyGCC on May 29, 2019

Working visit of the Selangor State Land and Mines Office (PTGS) to MyGCC

A working visit from the Selangor State Land and Mines Office (PTGS) to MyGCC was held on May 29, 2019. The objective of this working visit was to provide information to MyGCC, including the 'standard operating procedures', as well as a tour of MyGCC operations area. As a result of this working visit, MyGCC managed to share information on call centre management practices and online customer management, including the Standard Operating Procedure (SOP), MyGCC working processes, experiences, and best methods in dealing with regular callers and complaints.



UNIT INTEGRITI

INTEGRITY UNIT



Unit Integriti berperanan sebagai *focal point* kepada pengurusan isu berkaitan integriti di MAMPU. Penubuhannya bertujuan untuk memastikan warga MAMPU mengamalkan budaya kerja unggul dengan ciri-ciri moral dan etika kerja yang kukuh. Antara fungsi dan peranan Unit Integriti ialah:

The Integrity Unit serve as a focal point for the management of integrity issues in MAMPU. Its purpose is to ensure that MAMPU's officers practice excellence work culture and strong work ethic. Among the functions and roles of the Integrity Unit are:

- Merancang dan melaksanakan program bagi memastikan pembudayaan, penginstitutionan dan pelaksanaan integriti dalam organisasi dilaksanakan secara berterusan.
- Menerima dan menyelaraskan tindakan ke atas semua aduan atau maklumat salah laku jenayah serta pelanggaran tatakelakuan dan etika organisasi.
- Mengesan dan mengesahkan aduan salah laku jenayah serta menyelaraskan tindakan susulan yang sewajarnya.
- Melaporkan salah laku jenayah yang telah berlaku kepada agensi penguatkuasaan yang bertanggungjawab.
- Merancang dan melaksanakan program bagi memastikan pematuhan terhadap undang-undang dan peraturan yang berkuatkuasa.
- Merancang dan melaksanakan program bagi memastikan tadbir urus yang baik dilaksanakan.
- Melaksanakan fungsi urus setia Lembaga Tatatertib MAMPU.
- To plan and conduct programmes to ensure integrity acculturation, institutionalization and implementation within the organization is consistently implemented.
- To accept and coordinate action upon every complaint/information of criminal misconduct as well as violation of organisation's ethic and code of conduct.
- To detect and confirm any complaint on criminal misconduct as well as coordinate any suitable course of action.
- To report any criminal misconduct that took place to the relevant authority.
- To plan and carry out programmes that promotes adherence to the laws and regulations enforced at the time being.
- To plan and carry out programmes in order to ensure the implementation of good governance.
- To act as the secretariat to MAMPU Disciplinary Board

PENCAPAIAN TAHUN 2019

ACHIEVEMENTS IN 2019

Program Integriti ke Pejabat Pendaftar Mahkamah Persekutuan Malaysia Putrajaya

Program Integriti ke Pejabat Ketua Pendaftar Mahkamah Persekutuan Malaysia (PKPMPM), di Istana Kehakiman, Presint 3, Putrajaya telah diadakan pada 23 Julai 2019. Objektif program ini ialah menerapkan nilai-nilai murni serta elemen integriti dalam diri warga MAMPU; meningkatkan kesedaran dan komitmen tentang tugas dan pelaksanaan fungsi kehakiman di Malaysia; dan meningkatkan pengetahuan tentang fungsi mahkamah di Malaysia secara menyeluruh. Seramai 25 orang pegawai daripada pelbagai bahagian termasuk tiga (3) orang urus setia daripada Unit Integriti telah menyertai Program Integriti di PKPMPM. Hasil daripada program tersebut, peserta dapat mempelajari mengenai sejarah penubuhan Mahkamah Persekutuan Malaysia; mengetahui tentang sejarah Ketua Hakim Negara sejak dari Tahun 1807 hingga kini; dan mendapatkan pendedahan tentang peralatan-peralatan yang digunakan oleh Ketua Hakim Negara di mahkamah-mahkamah.

Study Visit Programme to the Federal Court of Malaysia, Putrajaya

Study visit programme to the Federal Court of Malaysia, Putrajaya located at Precinct 3, Putrajaya was held on July 23, 2019. The objectives of the programme were to apply the values and elements of integrity in MAMPU as an organisation; to increase awareness and commitment on the tasks and functions of the judiciary system in Malaysia; and to increase knowledge about the functions and procedures of the courts in Malaysia. A total of 25 officers from various divisions in MAMPU, including three (3) secretariat programme coordinators attended the visit. The outcomes obtained from this programme included increased knowledge and understanding of the history of the Federal Court of Malaysia; increased knowledge about the history of the Chief Justice since 1807 until now; and further understanding of the equipment used by the judges in courts.



Program Integriti di Pejabat Ketua Pendaftar Mahkamah Persekutuan Malaysia (PKPMPM), Istana Kehakiman, Putrajaya
Study Visit Programme to the Federal Court of Malaysia, Putrajaya

Program Integriti di Penjara Kajang, Selangor

Program Integriti di Penjara Kajang, Selangor telah diadakan pada 23 Oktober 2019. Program ini bertujuan untuk menerapkan nilai-nilai murni serta elemen integriti dalam diri warga MAMPU; meningkatkan kesedaran dan komitmen tentang tugas dan pelaksanaan fungsi kepenjaraan di Malaysia; dan menambah pengetahuan tentang fungsi penjara di Malaysia secara menyeluruh. Seramai 42 orang pegawai daripada pelbagai bahagian di MAMPU dan empat (4) orang urus setia daripada Unit Integriti terlibat dalam program ini. Hasil daripada program ini, peserta dapat mempelajari sejarah penubuhan penjara dan fungsi-fungsi empat (4) bahagian utama di penjara tersebut; melawat kawasan penjara dan mendengar taklimat kepenjaraan berkaitan jenis hukuman dan kategori banduan yang ditempatkan dalam Penjara Kajang; dan melawat Galeri Vokasional dan Industri bagi melihat hasil kerja seni banduan Penjara

Study Visit Programme to Kajang Prison, Selangor

Study Visit Programme to Kajang Prison, Selangor was held on October 23, 2019 in Kajang, Selangor. The objectives of the programme were to apply the values and elements of integrity in MAMPU as an organisation; to raise awareness and understanding on the implementation of tasks and functions at Kajang Prison; and to increase knowledge on the roles and function of prisons in Malaysia as a whole. A total of 42 officers from various divisions in MAMPU including four (4) secretariat programme coordinators attended the visit. The outcomes obtained from this programme were increased knowledge and understanding of the history of the prison department and its functions; increased knowledge of the types of penal sentencing and categories of prisoners placed in Kajang Prison; and increased understanding on inmates' skill development in the bakery and art programmes at Kajang Prison.



Program Integriti ke Penjara Kajang, Selangor
Study Visit Programme to Kajang Prison, Selangor

kehidupan yang lebih makmur.



Kajang.

Program Kembara Rohani Bacaan Yasin dan Tazkirah

Program Kembara Rohani Bacaan Yasin dan Tazkirah telah diadakan sepanjang tahun 2019 secara bergilir bersama-sama dengan Kelab Sukan dan Kebajikan MAMPU dan PUSPANITA MAMPU di MAMPU Putrajaya dan MAMPU Cyberjaya mengikut penggiliran. Objektif program ini ialah untuk menerapkan nilai-nilai murni dan akhlak berteraskan agama selari dengan nilai-nilai integriti; meningkatkan kesedaran, komitmen dan kerjasama peserta dalam semua aspek kehidupan; membentuk kepimpinan yang mantap bagi memperkukuh dan memperkasakan modal insan untuk meningkatkan daya dalam menghadapi cabaran globalisasi; dan membuang sikap-sikap negatif ketika menjalankan tugas dan tanggungjawab serta melaksanakan amanah dengan dedikasi.

Semua warga MAMPU telah diundang untuk menghadiri program. Program ini dapat memberikan kesedaran, manfaat dan kesan positif dalam kehidupan seharian. Selain itu, mengajar warga MAMPU untuk menjauhi diri daripada sifat negatif dengan memupuk semangat dan etika berintegriti dalam

Yasin and Tazkirah Programmes

Yasin and Tazkirah Programmes were conducted by the integrity Unit, MAMPU Sports and Welfare Club and PUSPANITA MAMPU alternately throughout 2019 at MAMPU, Putrajaya and MAMPU, Cyberjaya. The objectives of these programmes were to implement values based on religion and morals in line with the values of integrity; to increase awareness, commitment and cooperation of participants in all aspects of life; to establish strong leadership and good interpersonal capacity; and to discard negative attitudes while performing duties and responsibilities as well as carrying out mandates with dedication.

All MAMPU staff were invited to attend these programmes. The outcomes of these programmes were increased knowledge from the Quran, hadith and their history; increased motivation and positive self-esteem in everyday life; and increased knowledge on how to disregard bad behaviour and negative ethics in work organisations.

**SEKTOR
TRANSFORMASI
DAN
PEMODENAN
PENGURUSAN**
MANAGEMENT
TRANSFORMATION AND
MODERNISATION SECTOR

*Bab
Chapter*

5

BAHAGIAN PENYELIDIKAN PENGURUSAN

MANAGEMENT RESEARCH DIVISION



Bahagian Penyelidikan Pengurusan (BPP) memainkan peranan penting untuk merancang serta melaksanakan kajian dan penyelidikan dalam aspek pembangunan pengurusan perkhidmatan awam, pembangunan organisasi, transformasi dan inovasi selaras dengan perkembangan semasa. Peranan dan fungsi bahagian ini ialah:

The Management Research Division (BPP) plays important role in planning and carrying out research in public service management development, organisational development, transformation and innovation in line with the current scenario. The roles and functions of this division are:

- Merancang dan melaksanakan penyelidikan mengenai pengurusan dan pembangunan organisasi awam.
- Menyediakan dasar, standard dan garis panduan amalan-amalan terbaik pengurusan dan penyampaian perkhidmatan awam.
- Menyediakan manual bimbingan pelaksanaan amalan-amalan terbaik pengurusan dan penyampaian perkhidmatan awam.
- Merancang dan melaksanakan kajian keberkesanan pelaksanaan dasar, standard dan garis panduan amalan pengurusan organisasi awam.
- To plan and conduct research pertaining to organisational management and development.
- To prepare policy, standard and guidelines on best practices in regards to public service delivery and management.
- To prepare reference manual of best practices for public service delivery and management.
- To plan and conduct study on the effectiveness of policy, standard and implementation guidelines for public organisation's management practices.



PENCAPAIAN TAHUN 2019 ACHIEVEMENTS IN 2019

Kajian Pengurusan Organisasi Jabatan Kebajikan Masyarakat Ke Arah Pewujudan Ekosistem Perkhidmatan Sosial Yang Cemerlang

Tempoh pelaksanaan kajian adalah selama enam (6) bulan bermula dari tarikh persetujuan rasmi antara Kementerian Pembangunan Wanita, Keluarga dan Masyarakat (KPWKM) dengan MAMPU iaitu, pada 26 November 2018 hingga 31 Mei 2019 tertakluk kepada dokumen lengkap dikemukakan oleh pihak JKM dan KPWKM. Kajian lapangan meliputi 12 Jabatan Kebajikan Masyarakat Negeri (JKMN), 20 Pejabat Kebajikan Masyarakat Daerah (PKMD) atau Pejabat Kebajikan Masyarakat Jajahan (PKMJ) atau Pejabat Kebajikan Masyarakat Cawangan (PKMC), 32 institusi atau fasiliti dan 12 pusat aktiviti di Semenanjung Malaysia.

Objektif kajian ini ialah untuk mengenal pasti isu dalaman JKM berkaitan tadbir urus, struktur, fungsi, proses dan prosedur kerja, sistem ICT, dan mekanisme penyampaian perkhidmatan teras yang boleh menjejaskan penyampaian perkhidmatan JKM kepada kumpulan sasar; dan memperakukan cadangan penambahbaikan bagi memantapkan pengurusan organisasi JKM dan dapat meningkatkan keberkesanan dan kecekapan penyampaian perkhidmatan JKM kepada kumpulan sasar. Kajian ini dijangka akan menyumbang kepada pemerkasaan sistem dan prosedur kerja untuk meningkatkan kecekapan dan keberkesanan sistem penyampaian awam JKM; dan pengukuhan tadbir urus dan pembudayaan organisasi cemerlang JKM.

Organisational Development research on Department of Social Welfare's (JKM) Organisation Management towards Creating an Excellent Social Service Ecosystem

This research was completed within six (6) months, starting with research kick-off that marked the official agreement inked between the Women, Family and Community Development Ministry (KPWKM) and MAMPU on 26 November 2018, and completed on 31 May 2019, subject to the handover of completed documents by JKM and KPWKM. This research required teams to undergo field research within the Department of Social Welfare's (JKM) institutions and facilities in Peninsular Malaysia including 12 State Department of Social Welfare (JKMN) offices; 20 District Community Welfare offices (PKMD), District Social Welfare offices (PKMJ), and Social Welfare Branch offices (PKMC); 32 institutions and facilities; and 12 activity centres.

The objectives of this research were to: (i) identify the internal issues of JKM regarding governance, structure, function, processes and procedures, ICT systems, and core service delivery mechanisms that may affect the delivery of JKM services to the targeted groups; and (ii) propose improvements to strengthen JKM's organisational management and enhance the effectiveness and efficiency of JKM's service delivery to the targeted groups. This study was expected to contribute to the strengthening of systems and work procedures to enhance the efficiency and effectiveness of JKM's public delivery system and the strengthening of JKM's governance and organisational excellence culture.



Pembentangan Laporan Akhir Kajian kepada
YAB Dato' Seri Dr. Wan Azizah Dr. Wan
Ismail, Menteri Pembangunan Wanita dan
Masyarakat merangkap Timbalan Perdana
Menteri pada 4 September 2019 di KPWKM
Final Research Report presented to
YAB Dato' Seri Dr. Wan Azizah Dr. Wan
Ismail, Women, Family and Community
Development Minister cum Deputy Prime
Minister on 4 September 2019 at KPWKM

Mystery Shopping Pematuhan dan Pelaksanaan myPortfolio

Mystery Shopping Pematuhan dan Pelaksanaan myPortfolio telah dilaksanakan sepanjang bulan Januari hingga April 2019 di agensi-agensi kerajaan. Objektif *Mystery Shopping* ini ialah untuk melihat pelaksanaan myPortfolio yang direalisasikan dengan baik dan berkesan selaras dengan pekeliling yang berkuatkuasa; dan melihat sama ada agensi barisan hadapan memaparkan carta alir dengan tempoh masa di kawasan yang mudah dilihat orang ramai. Lapan (8) agensi Kerajaan yang terlibat dalam *Mystery Shopping* ini ialah Kementerian Pertanian & Industri Asas Tani; Kementerian Industri Utama; Jabatan Imigresen Cawangan UTC Pudu; Jabatan Pendaftaran Negara Cawangan UTC Pudu; Jabatan Pengangkutan Jalan Cawangan Bangi; Polis Diraja Malaysia (Ibu Pejabat Kontinjen Kuala Lumpur); Jabatan Pengangkutan Jalan (Ibu Pejabat) dan Majlis Bandaraya Shah Alam. Hasil daripada *Mystery Shopping* ini, didapati agensi Kerajaan dapat menyediakan myPortfolio dan mematuhi peraturan yang ditetapkan.

Mystery Shopping for the Compliance and Implementation of myPortfolio

Mystery Shopping was conducted to assess the compliance and implementation of myPortfolio from January to April 2019 at government agencies. Its objectives were to monitor the extent to which myPortfolio has been implemented effectively, according to the prevailing circular, and ensure front line agencies display flowcharts of timelines in publicly visible areas. Mystery Shopping was carried out on eight (8) government agencies, namely the Ministry of Agriculture and Agro-based Industry; the Ministry of Primary Industries; the Immigration Department UTC, Pudu Branch; the National Registration Department UTC, Pudu Branch; the Road Transport Department, Bangi Branch; the Royal Malaysian Police (Kuala Lumpur Contingent Headquarters); the Department of Road Transport (Headquarters); and Shah Alam City Council. As a result of Mystery Shopping experience, government agencies were able to prepare myPortfolio and comply with the set rules.



Mystery Shopping di Ibu Pejabat Polis Kontinjen Kuala Lumpur
Mystery Shopping at the Kuala Lumpur Police Contingent Headquarters

Mystery Shopping di Majlis Bandaraya Shah Alam
Mystery Shopping at Shah Alam City Council



Majlis Pelancaran myPortfolio: Panduan Kerja Sektor Awam Yang Disempurnakan Oleh YAB Perdana Menteri

Majlis Pelancaran myPortfolio: Panduan Kerja Sektor Awam telah diadakan pada 14 Mei 2019 di Bangunan Perdana Putra, Putrajaya. Objektif program ini ialah untuk menyebarkan myPortfolio (PKPA Bil.4/2018 dan SPKPA Bil. 1/2018) untuk pengetahuan umum; dan memaklumkan bahawa yang mengandungi carta alir dan tempoh masa bagi sesuatu aktiviti utama agensi boleh diakses di dalam Portal myGovernment untuk rujukan orang awam sekiranya ingin membuat sesuatu urusan dengan Kerajaan. Majlis tersebut telah disempurnakan oleh YAB Tun Dr. Mahathir Mohamad, Perdana Menteri Malaysia dan dimeriahkan lagi dengan kehadiran YAB Timbalan Perdana Menteri, Ahli Mesyuarat Jawatankuasa Khas Kabinet Mengenai Anti-Rasuah (JKKMAR), Pengurusan Tertinggi MAMPU, Rakan Strategik (Polis Diraja Malaysia (PDRM), Jabatan Imigresen Malaysia (JIM), Jabatan Pendaftaran Negara (JPN), Majlis Bandaraya Shah Alam (MBSA) dan pihak media *leaflet*

Launching Ceremony of myPortfolio: Panduan Kerja Sektor Awam, Officiated by The Prime Minister of Malaysia

The launching ceremony of “myPortfolio: Panduan Kerja Sektor Awam” was held on 14 May 2019 at the Perdana Putra Building, Putrajaya. The objectives of this programme were to boost public knowledge of myPortfolio (PKPA Bil.4/2018 dan SPKPA Bil. 1/2018) and create awareness of leaflets that contain flowcharts and timelines of an agency’s key activities. The flowcharts and timelines are accessible on the myGovernment portal for the public to refer to in their dealings with government agencies. The ceremony was officiated by YAB Tun Dr. Mahathir Mohamad, the Prime Minister of Malaysia and attended by the Deputy Prime Minister of Malaysia, members of the Cabinet Special Committee on Anti-Corruption (JKKMAR), MAMPU top management, the strategic partners (Royal Malaysia Police (PDRM), Immigration Department of Malaysia (JIM), National Registration Department (JPN), Shah Alam City Council (MBSA)), and the media.



YAB Perdana Menteri sedang menyempurnakan simbolik majlis pelancaran myPortfolio di Bangunan Perdana Putra, Putrajaya pada 14 Mei 2019
The Prime Minister officiating the myPortfolio launching ceremony at the Perdana Putra Building, Putrajaya on 14 May 2019



YAB Perdana Menteri mendengar taklimat berkaitan carta alir yang dipaparkan dalam Government Online Services Gateway
The Prime Minister listening to a briefing on flowcharts displayed at the Government Online Services Gateway



Ucapan pelancaran oleh YAB Perdana Menteri
The Prime Minister's officiating speech

Khidmat Nasihat Berkaitan Inovasi dan Kreativiti/ Pengurusan Perhubungan Pelanggan/ MyMesyuarat

Khidmat nasihat berkaitan Inovasi dan Kreativiti/ Pengurusan Perhubungan Pelanggan/ MyMesyuarat telah dilaksanakan sepanjang Januari hingga Disember 2019 di Kementerian/Agensi/Jabatan yang memohon dengan pihak MAMPU. Objektif khidmat nasihat ini adalah untuk menyebarkan intipati dalam PTPA Panduan

Advisory Services regarding Innovation and Creativity, Customer Relations Management, and MyMesyuarat

Advisory services regarding innovation and creativity, customer relations management, and MyMesyuarat were provided from January to December 2019 at the ministries, agencies, and departments that had requested MAMPU’s advisory services. The objectives of these services were to (i) propagate the essence of “PTPA Panduan Pembudayaan

Pembudayaan dan Pemerkasaan Inovasi dalam Sektor Awam Melalui Horizon Baharu KIK; PKPA Bilangan 1 Tahun 2008 - Panduan Pengurusan Perhubungan Pelanggan; dan PTPA Bilangan 2 Tahun 2018 - MyMesyuarat: Ekosistem Pengurusan Mesyuarat Era Digital; dan memperjelas peranan setiap individu dan kumpulan yang akan terlibat dalam pelaksanaan panduan berkenaan.

Khidmat nasihat yang diadakan termasuklah khidmat nasihat berkenaan Piagam Pelanggan kepada Jabatan Kehakiman Syariah Negeri Sembilan; khidmat nasihat berkenaan Piagam Pelanggan kepada MESTEC; khidmat nasihat berkenaan MyMesyuarat dan Penyediaan Kertas Cadangan di Maktab PDRM, Cheras; Ceramah berkaitan Inovasi di Pejabat Kesihatan Pergigian Kepong; dan khidmat nasihat berkenaan Piagam Pelanggan kepada Jabatan Kastam Diraja Malaysia.

dan Pemerkasaan Inovasi dalam Sektor Awam Melalui Horizon Baharu KIK; PKPA Bilangan 1 Tahun 2008 - Panduan Pengurusan Perhubungan Pelanggan” and “PTPA Bilangan 2 Tahun 2018 - MyMesyuarat: Ekosistem Pengurusan Mesyuarat Era Digital”; and (ii) clarify the role of each individual and group that will be involved with the implementation of the guidelines.

The advisory services provided were as follows: client charter for the Negeri Sembilan Syariah Judiciary Department; client charter for MESTEC; MyMesyuarat and proposal paper preparation for Maktab PDRM, Cheras; innovation talk at the Kepong Dental Health Office; and client charter for the Royal Malaysian Customs Department.



Seminar Inovasi dan KIK Horizon Baharu pada 5 Disember 2019 di MPOB
Innovation and New Horizon KIK Seminar on 5 December 2019 at MPOB

Khidmat Nasihat myPortfolio

Khidmat nasihat berkenaan myPortfolio telah dilaksanakan mulai Januari hingga September 2019 di agensi-agensi Kerajaan. Objektif program ini ialah untuk memberikan khidmat nasihat kepada agensi Kerajaan yang memerlukan bantuan dan bimbingan dalam pelaksanaan atau pemurnian myPortfolio selaras dengan PKPA Bil. 4/2018 dan SPKPA Bil. 1/2018. MAMPU telah memberikan khidmat nasihat kepada 12 agensi Kerajaan iaitu, Kementerian Perumahan dan Kerajaan Tempatan; Setiausaha Kerajaan Negeri Johor; Universiti Teknikal Malaysia Melaka; Jabatan Pendidikan Negeri Selangor; Taklimat kepada pelajar Universiti Malaya; Bengkel Institut Perakaunan Negara; Universiti Kebangsaan Malaysia; Lembaga Hasil Dalam Negeri; Institut Koperasi Malaysia; Suruhanjaya Perkhidmatan Awam; Jabatan Ketua Menteri Melaka; dan Jabatan Peguam Negara.

Advisory Services of myPortfolio

The advisory services of myPortfolio were performed from January to September 2019 at government agencies. The objective of this programme was to provide advisory services for government agencies that required assistance and guidance on the implementation or standardisation of myPortfolio, in line with PKPA Bil. 4/2018 and SPKPA Bil. 1/2018. MAMPU had provided the advisory services to 12 agencies, namely the Ministry of Housing and Local Government; Johor State Government; the Technical University of Malaysia Malacca; Selangor State Department of Education; the University of Malaya; the National Accounting Institute Workshop; the National University of Malaysia; Inland Revenue Board; Co-operative Institute of Malaysia; the Public Service Commission; Melaka Chief Minister's Office; and the Attorney General's Office.



Khidmat nasihat myPortfolio di Institut Perakaunan Negara pada 12-13 Jun 2019
Advisory service of myPortfolio at the National Accounting Institute on 12-13 June 2019

Khidmat nasihat myPortfolio di Lembaga Hasil Dalam Negeri (LHDN) pada 15 Julai 2019
Advisory service of myPortfolio at the Inland Revenue Board (LHDN) on 15 July 2019



Sesi Libat Urus myPortfolio Digital Zon Utara

Sesi Libat Urus myPortfolio Digital Zon Utara telah diadakan pada 20 Julai 2019 di Hotel Equatorial, Pulau Pinang. Objektif program ini ialah untuk menyebarkan dan menjelaskan peranan setiap penjawat awam yang akan terlibat dalam pelaksanaan myPortfolio Digital. Seramai 171 pegawai daripada Pejabat Setiausaha Kerajaan (SUK) Negeri Perlis, Kedah, Pulau Pinang dan Perak telah menyertai sesi libat urus ini. Hasil daripada sesi libat urus ini, pendedahan awal dapat diberikan kepada peserta dalam melaksanakan myPortfolio Digital; dan menambah baik myPortfolio Digital hasil daripada maklum balas peserta kursus.

Digital Engagement Session of myPortfolio - Northern Zone

The myPortfolio Digital engagement session for the Northern zone was held on 20 July 2019 at Equatorial Hotel, Penang. The objective of this programme was to promote myPortfolio Digital and brief participants on the role of civil servants who will be involved in its implementation. A total of 171 officers from Perlis, Kedah, Penang, and Perak state governments took part in the engagement session. The engagement provided the exposure needed by the participants to implement myPortfolio Digital and the opportunity for the participants to provide feedback to enhance the module.



Para peserta yang terlibat dari SUK Zon Utara bersama Timbalan Ketua Pengarah MAMPU (TPP)
Participants from the Northern Zone with the Deputy Director-General of MAMPU (TPP)

Panel/Juri Kumpulan Inovatif dan Kreatif (KIK) dan Inovasi

Pegawai daripada Bahagian Penyelidikan Pengurusan (BPP) telah terlibat sebagai Panel/Juri Kumpulan Inovatif dan Kreatif (KIK) dan Inovasi di Kementerian/Agensi/Jabatan sepanjang Januari hingga Disember 2019. Objektif penglibatan pegawai MAMPU adalah untuk menyebarkan intipati dalam PTPA Panduan Kebudayaan dan Pemeraksanaan Inovasi dalam Sektor Awam Melalui Horizon Baharu KIK serta ekosistem inovasi sektor awam; dan memperjelas peranan setiap individu dan kumpulan yang akan terlibat dalam pelaksanaan panduan berkenaan. *Outcome* daripada program ini ialah peningkatan kefahaman mengenai landskap inovasi dan pelaksanaan panduan PTPA Panduan Kebudayaan dan Pemeraksanaan Inovasi dalam Sektor Awam Melalui Horizon Baharu KIK menerusi pertandingan-pertandingan yang diadakan.

Innovative and Creative Group (KIK) Panel

Officers from the Management Research Division were involved as the panel for the Innovative and Creative Group (KIK) at various ministries, agencies, and departments from January to December 2019. The objectives of their involvement were to propagate the essence of the “PTPA Panduan Kebudayaan dan Pemeraksanaan Inovasi dalam Sektor Awam Melalui Horizon Baharu KIK” and the public sector innovation ecosystem, and to clarify the role of each individual and group involved in the implementation of the guidelines. This programme would enhance the understanding of the innovation landscape and implementation of the “PTPA Panduan Kebudayaan dan Pemeraksanaan Inovasi dalam Sektor Awam Melalui Horizon Baharu KIK” through various contests.



Panel Pertandingan KIK Horizon Baharu FELDA pada 12 - 13 November 2019
FELDA KIK New Horizon Competition Panel on 12-13 November 2019

Pembangunan Portal MalaysiaBiz

Pembangunan Portal MalaysiaBiz telah dilaksanakan sepanjang Januari hingga Disember 2019 di MAMPU dan agensi-agensinya integrasi. Objektif utama Portal MalaysiaBiz ialah sebagai gerbang setempat bagi membolehkan komuniti perniagaan mendapatkan informasi serta melaksanakan urusan pendaftaran dan pelesenan perniagaan secara dalam talian dengan lebih cepat dan mudah.

Pembangunan Portal MalaysiaBiz melibatkan integrasi dengan 17 sistem permohonan dalam talian (*system backend*) di Badan Pendaftar dan Pihak Berkuasa Melesen (PBM). Capaian ke Portal MalaysiaBiz akan menggunakan proses pengesahan (*authentication*) *Single Sign On* (SSO) yang disediakan oleh Gerbang Perkhidmatan Dalam Talian Kerajaan (GOSG)

Development of the MalaysiaBiz Portal

The development of the MalaysiaBiz Portal was carried out throughout January to December 2019 at MAMPU and various agencies. The main objective of the MalaysiaBiz Portal is to become a single gateway for the business community to obtain information and make online applications for business registration and licensing quickly and easily.

The MalaysiaBiz Portal was developed by integrating 17 online systems (backend systems) at various registration bodies and licensing authorities. To access the portal, users will have to use the single sign-on (SSO) authentication process provided by Government Online Services Gateway (GOSG) that allows users to establish

yang membolehkan pengguna membuat sekali pengesahan untuk mencapai semua sistem yang diintegrasikan. Berdasarkan enjin carian di dalam Portal MalaysiaBiz, pengguna boleh melaksanakan permohonan di sistem agensi melalui konsep iFrame. Pengguna juga boleh mendapatkan status permohonan melalui *dashboard* dan modul-modul lain yang disediakan di dalam portal.

a single authentication to reach all the integrated systems. With the MalaysiaBiz Portal search engine, users can complete their application from any integrated system using the i-frame concept. Users can also check their application status through a dashboard and other available modules in the portal.

Proses pembangunan Portal MalaysiaBiz melibatkan tujuh (7) peringkat utama iaitu, *Engagement & Requirements Gathering* (ERG); *System Requirement Specification* (SRS); *System Design Specification* (SDS); *Development, System Integration Testing* (SIT); *User Acceptance Test* (UAT); *Provisional Acceptance Test* (PAT); dan *Go Live & Pre-Final Acceptance Test* (FAT).

The MalaysiaBiz Portal development process involved seven main stages, as follows: engagement and requirements gathering (ERG), system requirement specification (SRS), system design specification (SDS), system integration testing (SIT), user acceptance test (UAT), provisional acceptance test (PAT), and go live and pre-final acceptance test (FAT).



Sesi Requirement Gathering bersama JKPP di Bilik Mesyuarat Iltizam, MAMPU Putrajaya pada 14 Mac 2019
The Requirement Gathering Session with JKPP at the Iltizam Meeting Room, MAMPU Putrajaya on 14 March 2019



Sesi SRS bersama agensi MBPJ di Menara MBPJ pada 4 November 2019
The SRS session with MBPJ at Menara MBPJ on 4 November 2019

Sebanyak 17 agensi integrasi telah terlibat dalam pembangunan Portal MalaysiaBiz ini iaitu, Lembaga Arkitek Malaysia (LAM); Lembaga Jurukur Bahan Malaysia (LJBM); Lembaga Jurukur Tanah Malaysia (LJTM); Suruhanjaya Koperasi Malaysia (SKM); Suruhanjaya Syarikat Malaysia (SSM); Lembaga Jurutera Malaysia (LJM); BLESS 1.0, Kementerian Pembangunan Usahawan (MED); BLESS 2.0, MED; Majlis Bandaraya Pulau Pinang (MBPP); Dewan Bandaraya Kuala Lumpur (DBKL); Kementerian Perumahan dan Kerajaan Tempatan (KPKT); Majlis Perbandaran Kuantan (MPK); Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB); Jabatan Keselamatan dan Kesihatan Pekerjaan Malaysia (JKKP); Majlis Perbandaran Subang Jaya (MPSJ); Majlis Bandaraya Petaling Jaya (MBPJ); dan Majlis Perbandaran Kajang (MPKJ).

A total of 17 agencies were involved in the development of the MalaysiaBiz Portal, namely the Board of Architects Malaysia (LAM); Board of Quantity Surveyors Malaysia (LJBM); The Land Surveyors Board (LJTM); Cooperative Commission of Malaysia (SKM); Companies Commission of Malaysia (SSM); Board of Engineers Malaysia (LJM); BLESS 1.0, Ministry of Entrepreneur Development (MED); BLESS 2.0, MED; Penang Island City Council (MBPP); Kuala Lumpur City Hall (DBKL); Ministry of Housing and Local Government (KPKT); Kuantan Municipal Council (MPK); Construction Industry Development Board Malaysia (CIDB); Department of Occupation Safety and Health (JKKP); Subang Jaya Municipal Council (MPSJ); Petaling Jaya City Council (MBPJ); and Kajang Municipal Council (MBKJ).

Sebagai portal setempat bagi memudahkan urusan memulakan perniagaan, Portal MalaysiaBiz akan memberikan manfaat kepada 907,065 Perusahaan Kecil dan Sederhana (PKS) yang merupakan 98.5% daripada jumlah pertubuhan perniagaan di Malaysia dan seterusnya membantu menjana pertumbuhan aktiviti perniagaan dan ekonomi. Portal ini bukan sahaja untuk kemudahan peniaga, malah ia juga boleh digunakan untuk golongan profesional yang hendak menjalankan perniagaan berdasarkan amalan profesional masing-masing. Agensi-agensi yang menyertai Portal MalaysiaBiz juga akan memperoleh faedah kerana portal ini akan berfungsi sebagai platform alternatif bagi agensi menyediakan perkhidmatan kepada pelanggan masing-masing.

Program Kesedaran Bersama-sama dengan Pihak Berkuasa Melesen dan Badan Pendaftar di Bawah Program Pengurusan Perubahan, Projek Integrasi SME HIP 1

Program Kesedaran Bersama-sama dengan Pihak Berkuasa Melesen dan Badan Pendaftar di Bawah Program Pengurusan Perubahan, Projek Integrasi SME HIP 1 telah diadakan pada 18 dan 19 Jun 2019 di Hotel Palm Garden, Putrajaya. Program ini bertujuan untuk menjalinkan kerjasama strategik antara MAMPU dengan agensi-agensi integrasi bagi menjayakan pelaksanaan Projek Integrasi SME HIP 1. Agensi-agensi integrasi diberikan taklimat mengenai kepentingan projek dan peranan masing-masing dalam setiap fasa pembangunan projek. Peserta juga didedahkan kepada demo berhubung cara penggunaan Portal MalaysiaBiz agar Portal ini dapat dipromosikan pada peringkat agensi masing-masing. Status terkini pelaksanaan dan hala tuju projek turut dibentangkan bagi mendapatkan maklum balas agar penambahbaikan ke atas projek dapat dilaksanakan.

Program ini telah disertai oleh Pegawai Pendaftaran/Pelesenan dan Pegawai Teknologi Maklumat daripada Agensi Pelesenan dan Badan Pendaftar. Hasil daripada program ini, agensi-agensi integrasi dapat mengetahui dengan lebih lanjut mengenai kepentingan projek bagi memperkasakan pembangunan Perusahaan Kecil dan Sederhana (PKS) di Malaysia. Program ini membolehkan agensi-agensi integrasi memainkan peranan yang lebih signifikan untuk menjayakan

As a single gateway to ease business start-up, the MalaysiaBiz Portal will likely benefit 907,065 small and medium enterprises (SME), constituting 98.5% of the total number of businesses in Malaysia. The portal also helps to boost business activities and economic growth. This portal not only serves the business community, but professionals can also use it to venture into business. Agencies that have joined MalaysiaBiz Portal also benefit from such arrangements as the portal serves as an alternative service platform for their customers.

Awareness Programme with Licensing Authorities (PBM) and Registration Bodies under the Change Management Programme, SME HIP1 Integration Project

An awareness programme with the licensing authorities (PBM) and registration bodies under the change management programme, SME HIP1 Integration Project, was held on 18 to 19 June 2019 at the Palm Garden Hotel, Putrajaya. The programme's purpose was to develop strategic cooperation between MAMPU and the relevant agencies to accomplish the aims of the SME HIP1 Integration Project. The agencies were briefed on their importance and role at each phase of the project. Participants were also given a demonstration of the workings of the MalaysiaBiz Portal so they can encourage its use at their agencies. The most recent status and direction of the ongoing project were also presented to obtain the participants' direct feedback for further improvements.

This programme was participated by registration, licensing, and information technology officers from licensing and registration agencies. At the end of the programme, the agencies would better understand the importance of ongoing government initiatives in enhancing the small and medium enterprises in Malaysia, enabling them to play a more significant role in the successful implementation of the project. The strategic cooperation between MAMPU and the relevant agencies can be strengthened

pelaksanaan projek. Kerjasama strategik antara MAMPU dan agensi-agensi integrasi dapat ditingkatkan ke arah penambahbaikan penyampaian perkhidmatan awam. Program ini juga membolehkan MAMPU mendapatkan maklum balas dan cadangan agar projek dapat dilaksanakan dengan lebih berkesan.

to improve public service delivery. The programme was also a way for MAMPU to obtain feedback and recommendations for further effective implementation of the project.



Program Kesedaran Bersama-sama dengan Pihak Berkuasa Melesen dan Badan Pendaftar di Bawah Program Pengurusan Perubahan, Projek Integrasi SME HIP 1 pada 18-19 Jun 2019 di Hotel Palm Garden, Putrajaya

Awareness Programme with Licensing Authorities (PBM) and Registration Bodies under the Change Management Program, SME HIP1 Integration Project on 18-19 June 2019 at Palm Garden Hotel, Putrajaya



Sesi *Roadshow* Portal MalaysiaBiz di Bawah Program Pengurusan Perubahan, Projek Integrasi SME HIP1

MalaysiaBiz Portal Roadshow Session under the Change Management Programme, SME HIP1 Integration Project

Sesi *Roadshow* Portal MalaysiaBiz di Bawah Program Pengurusan Perubahan, Projek Integrasi SME HIP 1 telah berlangsung pada 24 dan 25 Oktober 2019 di Dewan Perdana, SME Corp. Malaysia, Kuala Lumpur. Program ini bertujuan untuk memberikan pendedahan atau pun publisiti kepada komuniti perniagaan berhubung kegunaan Portal MalaysiaBiz bagi urusan pendaftaran dan pelesenan perniagaan. Peserta didedahkan dengan demo penggunaan Portal MalaysiaBiz agar Portal ini dapat dimanfaatkan sepenuhnya

A MalaysiaBiz Portal roadshow session under the change management programme, SME HIP1 integration project was held on 24 and 25 October 2019 at Perdana Hall, SME Corp. Malaysia, Kuala Lumpur. The programme's purpose was to create awareness and publicity among the business community on the use of the MalaysiaBiz Portal for business registration and licensing. The participants were informed about the types of business and licensing options that can be applied through the MalaysiaBiz Portal, and given a demonstration

oleh komuniti perniagaan selaku pengguna utama. Peserta turut dimaklumkan mengenai jenis pendaftaran dan lesen-lesen perniagaan yang boleh dimohon melalui Portal MalaysiaBiz. Pasukan Projek turut membantu dalam proses pendaftaran sebagai pengguna Portal MalaysiaBiz kepada pengunjung yang berminat. Maklum balas dan komen pengguna terhadap Portal MalaysiaBiz turut diperolehi bagi tujuan penambahbaikan.

Sesi *Roadshow* ini telah disertai oleh Komuniti Perniagaan sekitar Lembah Klang. Hasil daripada *Roadshow* ini, inisiatif Kerajaan untuk memudahkan urusan memulakan perniagaan dapat disampaikan secara terus kepada golongan sasaran atau pun pengguna utama. Komunitiperniagaandapatmengetahuidengan lebih lanjut kegunaan portal MalaysiaBiz di samping berpeluang memberikan sebarang cadangan penambahbaikan. Sesi interaksi bersama-sama dengan pengguna ini selari dengan hasrat Kerajaan untuk mewujudkan pekhidmatan awam yang mesra pengguna.

on how to use the portal so they can fully benefit from it. The project team also assisted the visitors who were interested in becoming MalaysiaBiz Portal users and took in users' feedback and comments for improvement purposes.

The roadshow was participated by the Klang Valley business community, thus meeting the government's initiative to promote the ease of starting a business to the target group. The business community became more knowledgeable about the use of the MalaysiaBiz Portal, and had the opportunity to provide feedback on improving the portal. This interactive session with users was in line with the government's desire to establish a public service that is customer friendly.



Sesi *Roadshow* Portal MalaysiaBiz di Bawah Program Pengurusan Perubahan, Projek Integrasi SME HIP 1
Portal MalaysiaBiz Roadshow Session under the Change Management Program, SME HIP1 Integration Project

BAHAGIAN PERUNDINGAN PENGURUSAN 1

MANAGEMENT CONSULTANCY DIVISION 1



Bahagian Perundingan Pengurusan 1 (BPP1) bertanggungjawab merancang, menyelaras dan melaksanakan program/aktiviti/projek bagi pengurusan khidmat runding dan nasihat, perekaayaan proses dan prosedur kerja (BPR) melalui pendekatan B-FASTER, pembangunan dasar operasi dan modul, keurusetiaan dan *Business Intelligence* yang merangkumi pemantauan dan proses libat urus bagi tujuan validasi dan penambahbaikan berterusan. Peranan dan fungsi bahagian ini ialah:

The Management Consulting 1 Division (BPP1) is responsible to plan, coordinate and implement programmes/activities/ projects for the management of consultation/advisory services, business process re-engineering (BPR) through B-FASTER approach, development of operational policies and modules, perform the role of secretariat and conducting business intelligence which includes monitoring and engagement process for the purpose of validation and continuous improvement. The roles and functions of this division are:

- Melaksanakan khidmat nasihat dan runding kepada agensi yang memohon melalui kumpulan perunding yang dilantik (perbincangan awal/prabengkel/bengkel/ceramah/taklimat).
- Merancang, mengurus dan melaksanakan projek-projek berkaitan BPR.
- Membangunkan mekanisme atau kaedah mengurus perubahan secara berstruktur dalam sektor awam.
- Melaksanakan proses libat urus bersama agensi awam bagi tujuan validasi model atau kaedah mengurus perubahan untuk penambahbaikan berterusan.
- To deliver advisory/ consultation services to agencies through the designated consultants team (preliminary discussion/ pre-workshop session/ workshop/ talk session/ briefing).
- To plan, manage and implement BPR-related projects.
- To develop a structured change management mechanism or methodology in the public sector.
- To implement engagement with public agencies to validate the public sector's change management methodology/ model for continuous improvement.

PENCAPAIAN TAHUN 2019

ACHIEVEMENTS IN 2019

Memperkasakan dan Memantapkan Sistem Penyampaian Agensi Barisan Hadapan Sektor Awam Persekutuan Melalui Perekaayaan Proses dan Prosedur Kerja (BPR)

Program yang berbentuk sesi libat urus bersama-sama dengan agensi sektor awam ini bertujuan untuk meningkatkan kesedaran,

Strengthening and Implementing the Federal Public Sector Frontline Agency Delivery System via Business Process Re-engineering (BPR)

The engagement session with public sector agencies was aimed to increase awareness, understanding, and skills of participants on

kefahaman dan kemahiran peserta terhadap konsep, kepentingan dan keperluan BPR dalam proses kerja yang terdapat dalam organisasi; serta mengenal pasti, menyelaraskan dan menyeragamkan proses kerja antara bahagian di bawah agensi dengan menggunakan peralatan atau *'tools'* BPR sebagai persediaan mewujudkan proses kerja yang lebih cekap.

Justeru, khidmat runding BPR telah dilaksanakan sepanjang tahun 2019 melibatkan tiga (3) agensi, iaitu Jabatan Perumahan Negara pada 10 hingga 12 April 2019; Pejabat Setiausaha Kerajaan Negeri Sembilan pada 15 April 2019; dan Jabatan Kastam Diraja Malaysia (JKMD) pada 16 Julai 2019. Selain khidmat rundingan, sesi khidmat nasihat turut memberikan ruang kepada agensi Kerajaan bertukar idea dan pandangan bersama-sama dengan MAMPU untuk meningkatkan kefahaman bagi penambahbaikan sistem penyampaian perkhidmatan. Terdapat tiga (3) agensi yang terlibat, iaitu Kementerian Pembangunan Usahawan pada 10 Mei 2019; Jabatan Pendaftaran Pertubuhan (ROS) pada 19 Ogos 2019; dan Kementerian Wilayah Persekutuan pada 28 Ogos 2019.

Pendekatan adalah berasaskan *coaching* dan *handholding*. Hasil daripada setiap sesi libat urus ialah satu draf proses kerja baharu untuk persetujuan pengurusan kanan agensi terlibat dan usaha penambahbaikan adalah secara berterusan melalui inisiatif pelaksanaan agensi terbabit.

the concepts, importance, and requirements of BPR in the work process within the organisation; and to identify, coordinate, and standardise work processes between different agencies through BPR for a more efficient work process.

Therefore, in 2019, MAMPU has provided consultation services involving three (3) agencies, namely the National Housing Department on April 10 to 12, 2019; the State Secretariat Office of Negeri Sembilan on April 15, 2019; and the Royal Malaysian Customs Department on July 16, 2019. In addition to consultation services, advisory session for Government agencies was also given in line with MAMPU's core objective to enhance the public delivery systems. As such, there were three (3) agencies involved in the advisory session, namely the Ministry of Entrepreneur Development (MED) on May 10, 2019; the Registry of Societies Malaysia (ROS) on August 19, 2019; and the Ministry of Federal Territories on August 28, 2019.

The approach was based on coaching and hand-holding sessions. The outcome of each engagement session was a new working process draft for approval from the agency's top management and improvement efforts are ongoing through the agency's implementation initiatives.



Bengkel BPR Jabatan Perumahan Negara pada 10-12 April 2019
National Housing Department BPR Workshop on April 10-12, 2019



Bengkel BPR Jabatan Kastam Diraja Malaysia pada 16 Julai 2019
Royal Malaysian Customs Department BPR Workshop on July 16, 2019

Inisiatif Semakan Semula Lesen dan Permit Perniagaan Agensi Persekutuan di Dalam Sistem BLESS

Inisiatif semakan semula 214 lesen dan permit perniagaan agensi Persekutuan dalam sistem BLESS (*Business Licensing Electronic Support System*) diadakan dengan bertujuan untuk menyelaraskan dan memantau pelaksanaan lesen dan permit perniagaan peringkat Persekutuan yang telah diautomasikan ke dalam Sistem BLESS. inisiatif ini juga menjadi platform bagi mengenal pasti isu berkaitan bagi lesen dan permit sedia ada dalam BLESS, seterusnya mencadangkan penambahbaikan untuk dilaksanakan oleh agensi yang berkenaan.

Inisiatif ini dilaksanakan melalui sesi semakan dokumen dan maklum balas serta secara pertemuan bersemuka melalui sesi mesyuarat yang diadakan secara berperingkat dari bulan Februari sehingga Oktober 2019. Terdapat 53 Pihak Berkuasa Melesen (PBM) daripada 18 buah Kementerian dan 35 agensi Persekutuan terlibat dalam inisiatif usaha sama ini. Sesi ini telah dilaksanakan secara bersama antara MAMPU, Bahagian BLESS (Kementerian Pembangunan Usahawan - MED) selaku agensi bertanggungjawab terhadap sistem BLESS dan Perbadanan Produktiviti Malaysia (MPC) selaku urus setia Kumpulan Fokus BPR (FGBPR), PEMUDAH.

Revision Initiatives for Federal Agency License and Business Permit in the Business Licensing Electronic Support System (BLESS)

A total of 214 federal agencies involved in business licenses and permits were monitored, coordinated, and automated in BLESS. The system also serves as a platform to identify relevant issues for existing licenses and permits within BLESS and further suggest improvements to be made by relevant agencies.

The initiative was conducted through document review feedback sessions and face-to-face meetings, which were held in stages from February to October 2019. There was a total of 53 Licensing Authorities (PBMs) involved in this initiative in which 18 were from ministries and 35 from federal agencies. These sessions were jointly conducted between MAMPU and BLESS Division, MED (as the agency responsible for BLESS), and Malaysian Productivity Corporation (MPC) who is also the main secretariat of the Focus Group Business Process Re-engineering (FGBPR), PEMUDAH.



Inisiatif Semakan Semula Lesen dan Permit Perniagaan Agensi Persekutuan di Dalam Sistem BLESS
Revision Initiative for Federal Agency License and Business Permit in BLESS

Technical Working Group Starting a Business (TWGSAB)

Setiap tahun World Bank mengeluarkan Laporan *Doing Business* yang menilai pencapaian ekonomi negara dalam 10 indikator termasuk *Starting a Business* (SAB). Mulai 2 Mei 2019, MAMPU telah dipertanggungjawabkan sebagai Sekretariat bagi *Technical Working Group Starting a Business* (TWGSAB).

TWGSAB berperanan untuk mengkaji status sistem penyampaian perkhidmatan awam dengan swasta dari segi proses, prosedur, undang-undang dan sumber manusia serta mencadangkan dasar-dasar baharu untuk menambah baik urusan memulakan perniagaan di Malaysia; menanda aras amalan terbaik bagi meningkatkan kemudahan memulakan perniagaan di Malaysia; meningkatkan kerjasama antara agensi-agensi sektor awam dan swasta untuk menambahbaik proses dan prosedur Memulakan Perniagaan di Malaysia; memantau pelaksanaan dasar, strategi dan prosedur yang akan memperbaiki kecekapan dan keberkesanan sistem memulakan perniagaan; dan menangani isu yang dihadapi oleh pihak industri demi memastikan prosedur Memulakan Perniagaan dapat dilaksanakan dengan cepat dan berkesan.

Mesyuarat TWGSAB telah diadakan sebanyak dua (2) kali pada 14 Jun 2019 dan 6 Ogos 2019. dan dipengerusikan secara bersama oleh Ketua Pengarah MAMPU, Datuk Seri Dr. Mazlan Yusoff dan Tan Sri Abd Rahman Mamat (wakil Industri). Bagi memastikan matlamat untuk meningkatkan kedudukan Malaysia bagi indikator ini, sesi libat urus bersama-sama agensi yang berkaitan telah diadakan, melibatkan Suruhanjaya Syarikat Malaysia (SSM), Lembaga Hasil Dalam Negeri (LHDN), KASTAM Diraja Malaysia, Kumpulan Wang Simpanan Pekerja (KWSP), Pertubuhan Keselamatan Sosial (PERKESO) dan Dewan Bandaraya Kuala Lumpur (DBKL). Pendekatan yang diambil ialah dengan mengadakan lawatan kunjungan hormat kepada YBhg. Datuk Bandar Kuala Lumpur dan Ketua Pengarah Jabatan Pendaftaran Negara, beberapa siri bengkel (oleh Perbadanan Produktiviti Malaysia – MPC) dan DBKL, mesyuarat kumpulan kerja (MAMPU/MPC), sesi bersemuka serta lawatan penandaarasan (*benchmarking*) di Tbilisi, Georgia.

Technical Working Group Starting a Business (TWGSAB) 2019 Report

Every year, the World Bank issues a *Doing Business Report* that assesses economic/country achievements in 10 indicators, including *Starting a Business* (SAB). Starting May 2, 2019, MAMPU has been appointed as the secretariat for *Technical Working Group Starting a Business* (TWGSAB).

The tasks of TWGSAB include reviewing the status of public and private service delivery systems in terms of processes, procedures, laws, and human resources and proposing new policies for improving the business of starting a business in Malaysia, namely establishing best practices to improve the ease of starting a business in Malaysia; enhancing co-operation between public and private sector agencies to improve business start-up processes and procedures in Malaysia; monitoring the implementation of policies, strategies, and procedures that will improve the efficiency and effectiveness of the start-up system; and addressing issues facing the industry to ensure that the procedure in starting a business could be implemented quickly and effectively.

The TWGSAB meeting was held twice on June 14, 2019 and August 6, 2019 and chaired by MAMPU's Director-General, Dato' Dr. Mazlan Yusoff and Tan Sri Abd Rahman Mamat (Industry Representatives). To ensure that the aim of enhancing Malaysia's position in this indicator is achieved, a joint session with relevant agencies, namely the Companies Commission of Malaysia (SSM), Inland Revenue Board (IRB), Royal Malaysian Customs Department, Employees Provident Fund (EPF), Social Security Organisation (SOCISO), and Kuala Lumpur City Hall (DBKL) has been conducted. The approaches taken included courtesy visits to The Mayor of Kuala Lumpur and the Director General of the National Registration Department, a series of workshops by MPC and DBKL, working group meetings (MAMPU/MPC), face-to-face sessions, and benchmarking visits in Tbilisi, Georgia.

Khidmat Runding dan Khidmat Nasihat Dalam Pembangunan Pelan Strategik dan Pengurusan Risiko

MAMPU bertanggungjawab memperkenalkan pelbagai inisiatif pemodenan dan pembaharuan dalam perkhidmatan awam yang boleh memberikan impak positif terhadap peningkatan penyampaian perkhidmatan awam secara menyeluruh. Sehubungan dengan itu, khidmat runding dan khidmat nasihat oleh MAMPU kepada agensi-agensi Kerajaan pada peringkat Persekutuan dan Negeri ialah merupakan inisiatif pemodenan pentadbiran kerajaan dan perancangan pengurusan bagi memperkasakan sistem penyampaian dan kecemerlangan organisasi.

Bahagian Perundingan Pengurusan 1 ialah Bahagian yang bertanggungjawab menawarkan khidmat runding dan khidmat nasihat berkenaan pembangunan Pelan Strategik dan Pengurusan Risiko berdasarkan modul yang telah dibangunkan untuk agensi sektor awam.

Bagi tahun 2019, sebanyak 23 Khidmat Runding telah dilaksanakan seperti dalam **Jadual 4** di bawah.

Consultation and Advisory Services in Strategic Plan and Risk Management Development

MAMPU is responsible for leading various transformation and innovation initiatives in the public service that can have a positive impact on improving the service delivery. In this regard, the consultation and advisory services to various governmental organisations at the federal, state, and local government levels, are an initiative of the modernisation of government administration and management planning to strengthen the delivery system and organisational excellence.

Management Consultancy Division 1 is the division responsible for providing consultation and advisory services on matters pertaining to strategic management that include the development of strategic and risk management plans based on modules developed for public sector.

In 2019, MAMPU has consulted 23 public sectors from various governmental organisations at the federal and state level on strategic and risk management planning, as shown in **Table 4** below.

Jadual 4: Senarai Program Khidmat Rundingan yang dilaksanakan pada tahun 2019
Table4: List of Consultations in 2019

BIL. NO.	PROGRAM PROGRAMME	TARIKH & TEMPAT DATE & VENUE
1.	Pembangunan Pelan Strategik Jabatan Kemajuan Islam Malaysia (JAKIM) Strategic Planning Consultation for the Department of Islamic Development Malaysia (JAKIM)	22 - 24 Januari 2019 di Institut Latihan Islam Malaysia, Selangor January 22-24, 2019 at the Islamic Training Institute of Malaysia, Selangor
2.	Perbukuman Pelan Strategik Perpustakaan Negara Malaysia 2019-2023 Strategic Planning Consultation for the National Library of Malaysia 2019-2023	8 - 10 Februari 2019 di RHR Hotel UNITEN, Selangor February 8-10, 2019 at RHR UNITEN Hotel, Selangor
3.	<i>Pelaksanaan Retreat Hala Tuju</i> Ministry of Economic Affairs (MEA) Strategic Planning Consultation for the Ministry of Economic Affairs (MEA)	13 - 15 Februari 2019 di Kementerian Hal Ehwal Ekonomi, Kompleks Jabatan Perdana Menteri, Putrajaya February 13-15, 2019 at the Ministry of Economic Affairs, Prime Minister's Department Complex

BIL. NO.	PROGRAM PROGRAMME	TARIKH & TEMPAT DATE & VENUE
4.	Kajian Semula Pelan Strategik MAMPU MAMPU Strategic Planning Review	11 - 12 April 2019 di MAMPU, Kompleks Jabatan Perdana Menteri, Putrajaya April 11-12, 2019 at MAMPU, Prime Minister's Department Complex
5.	Pembangunan Pelan Strategik Jabatan Kastam Diraja Malaysia Strategic Planning Consultation for the Royal Malaysian Customs Department	13 - 15 April 2019 di Menara Kastam, Putrajaya April 13-15, 2019 Customs Tower, Putrajaya
6.	Kajian Semula Pelan Strategik Lembaga Kemajuan Johor Tenggara (KEJORA) South East Johore Development Authority (KEJORA) Strategic Planning Review	16 hingga 18 April 2019 di Duyung Marina and Resort, Terengganu April 16-18, 2019 at Duyung Marina and Resort, Terengganu
7.	Kajian Semula Pelan Strategik PDRM Royal Malaysian Police Strategic Planning Review	16 - 18 April 2019 di Kem Batalion 5, Pasukan Gerakan Am, Simpang Renggam, Johor April 16-18, 2019 at Kem Batalion 5, Pasukan Gerakan Am, Simpang Renggam, Johor
8.	Semakan Semula Pelan Strategik Jabatan Perdana Menteri Prime Minister's Department Strategic Planning Review	18 - 20 April 2019 di MAMPU, Kompleks Jabatan Perdana Menteri, Putrajaya April 18-20, 2019 at MAMPU, Prime Minister's Department Complex
9.	Pelan Strategik Jabatan Agama Islam Melaka Strategic Planning Consultation for Islamic Religious Department fo Malacca	28 - 30 2019 di Amverton Heritage Resort, Melaka April 18-20, 2019 at Amverton Heritage Resort, Malacca
10.	Khidmat Pemilihan Bagi Institut Sukan Negara Strategic Planning Consultation for the National Sports Institute	25 - 27 April 2019 di Genting Awana Resort, Pahang April 25-27, 2019 at Genting Awana Resort, Pahang
11.	Bengkel Pelan Strategik Suruhanjaya Pilihanraya Malaysia 2019-2023 Strategic Planning Consultation for Malaysian Election Commission 2019-2023	19 - 21 Jun 2019 di Royale Bintang, Negeri Sembilan June 19-21, 2019 at Royale Bintang, Negeri Sembilan
12.	Bengkel Pelan Pengurusan Pelan Pengurusan Risiko Perbadanan Kemajuan Kraftangan Malaysia Risk Management Plan Consultation for Malaysian Handicraft Development Corporation	18 - 20 Jun 2019 di Kompleks Kraf, Kuala Lumpur June 18-20, 2019 at the Craft Complex, Kuala Lumpur
13.	Bengkel Pelan Strategik Jangka Panjang Jabatan Kebudayaan dan Kesenian Negara 2020-2024 Strategic Planning Consultation for the National Department of Culture and Arts 2020-2024	9 - 11 Julai 2019 di Hotel Everly, Putrajaya July 9-11, 2019 at Everly Hotel, Putrajaya
14.	Bengkel Pelan Strategik Suruhanjaya Perkhidmatan Awam (SPA) Strategic Planning Consultation for the Public Service Commission (SPA)	20 - 21 Ogos 2019 di AKEPT, Negeri Sembilan August 20-21, 2019 at Higher Education Leadership Academy (AKEPT), Negeri Sembilan

BIL. NO.	PROGRAM PROGRAMME	TARIKH & TEMPAT DATE & VENUE
15.	Bengkel Pelan Pengurusan Risiko Kementerian Pertahanan Malaysia Risk Management Plan Consultation for the Ministry of Defence Malaysia	21 - 23 Ogos 2019 di Hotel Avillion, Port Dickson, Negeri Sembilan August 21-23, 2019 at Avillion Hotel, Port Dickson, Negeri Sembilan
16.	Bengkel Pelan Strategik Pejabat Kemajuan Pertanian Negeri Pahang Strategic Planning Consultation for the State Agricultural Development Office of Pahang	21 - 23 Ogos 2019 di Hotel Bayview, Langkawi, Kedah August 21-23, 2019 at Bayview Hotel, Langkawi, Kedah
17.	Bengkel Pelan Strategik Setiausaha Kerajaan Negeri Johor Strategic Planning Consultation for the Johor State Government Secretary's Office	10 - 12 September 2019 di Hotel Grand Paragorn, Johor Bahru September 10-12, 2019 at Grand Paragorn Hotel, Johor Bahru, Johor
18.	Bengkel Pelan Strategik PLANMalaysia Strategic Planning Consultation Retreat for PLANMalaysia	19 - 21 September 2019 di Institut Latihan Fama, Kota Bharu, Kelantan September 19-21, 2019 at Federal Agricultural Marketing Authority (FAMA) Training Institute, Kota Bharu, Kelantan
19.	Bengkel Pelan Strategik Jabatan Ukur Dan Pemetaan Malaysia (JUPEM) Strategic Planning Consultation for the Department of Survey and Mapping Malaysia (JUPEM)	25 - 27 September 2019 di Hotel Avillion, Port Dickson, Negeri Sembilan September 25-27, 2019 at Avillion Hotel, Port Dickson, Negeri Sembilan
20.	Bengkel Pelan Strategik Akademi Jabatan Pengangkutan Jalan Strategic Planning Consultation for the Academy of Road and Transport Department	14 - 1 Oktober 2019 di Akademi JPJ, Melaka October 14-16, 2019 at Road Transport (JPJ) Academy, Malacca
21.	Bengkel Pelan Pengurusan Pelan Pengurusan Risiko Jabatan Akauntan Negara Malaysia Risk Management Plan Consultation for the Accountant General's Department of Malaysia	15 - 17 Oktober 2019 di The Straits Hotel and Suites, Melaka October 15-17, 2019 at The Straits Hotel and Suites, Malacca
22.	Bengkel Pelan Strategik Kementerian Wilayah Persekutuan Strategic Planning Consultation for the Ministry of Federal Territories	23 - 2 Oktober 2019 di Hotel Impiana, Ipoh, Perak October 23-25, 2019 at Impiana Hotel, Ipoh, Perak
23.	Bengkel Pelan Strategik Jabatan Perpaduan Negara dan Integrasi Nasional (PERPADUAN) Strategic Planning Consultation for the Department of National Unity and National Integration (PERPADUAN)	6 - 8 November 2019 di Gold Coast Morib, Selangor November 6-8, 2019 at Gold Coast Morib, Selangor



Bagi tahun 2019, sebanyak 10 Khidmat Nasihat telah dilaksanakan seperti **Jadual 5** di bawah:

In 2019, MAMPU had consulted 10 public sectors from various governmental organisations at the federal and state level on strategic and risk management planning, as shown in **Table 5** below.

Jadual 5: Senarai Khidmat Nasihat yang dilaksanakan pada tahun 2019
Table 5: List of Advisory Services in 2019

BIL. NO.	PROGRAM PROGRAMME	TARIKH & TEMPAT DATE & VENUE
1.	Pengurusan Strategik Jabatan Kastam Diraja Malaysia <i>Strategic Management Session with the Royal Malaysian Customs Department</i>	10 Januari 2019 di Jabatan Kastam Diraja Malaysia, Putrajaya <i>January 10, 2019 at the Royal Malaysian Customs Department, Putrajaya</i>
2.	Pengurusan Strategik Majlis Keselamatan Negara <i>Strategic Management Session with the National Security Council</i>	11 Januari 2019 di Institut Latihan Kehakiman dan Perundangan (ILKAP), Bangi, Selangor <i>January 11, 2019 at the Judicial and Legal Training Institute (ILKAP), Bangi, Selangor</i>
3.	Petunjuk Prestasi KPI Jabatan Pendakwaan Syariah Negeri Sembilan (JPeNS) <i>Key Performance Indicator (KPI) Negeri Sembilan Syariah Prosecution Department (JPeNS)</i>	1 - 2 April 2019 di Klana Beach Resort, Port Dickson, Negeri Sembilan <i>April 1-2, 2019 at Klana Beach Resort, Port Dickson, Negeri Sembilan</i>
4.	Taklimat Business <i>Process Re-engineering</i> Kementerian Pembangunan Usahawan <i>Business Process Re-engineering Briefing to the Ministry of Entrepreneur Development</i>	10 Mei 2019 di Kementerian Pembangunan Usahawan, Putrajaya <i>May 10, 2019 at the Ministry of Entrepreneur Development, Putrajaya</i>
5.	Kursus Penyeliaan Berkesan (Intensif) Bil.1/2019 <i>Effective Supervision Course (Intensive) No.1/2019</i>	23 Julai 2019 di Institut Tadbiran Awam Wilayah Timur (INTIM), Kemaman, Terengganu <i>July 23, 2019 at the East Regional Institute of Public Administration (INTIM), Kemaman, Terengganu</i>
6.	Bengkel Pembangunan Pelan Strategik SUK Kedah Darul Aman <i>Strategic Management Session with Kedah State Government Secretary's Office</i>	19 Julai 2019 di MAMPU, Kompleks Jabatan Perdana Menteri, Putrajaya <i>July 19, 2019 at MAMPU, Prime Minister's Department Complex, Putrajaya</i>
7.	Taklimat Business <i>Process Re-engineering</i> Jabatan Pendaftaran Pertubuhan (ROS) <i>Business Process Re-engineering Briefing to the Registry of Societies Malaysia (ROS)</i>	19 Ogos 2019 di Jabatan Perdana Menteri, Putrajaya <i>August 19, 2019 at the Prime Minister's Department, Putrajaya</i>
8.	Taklimat Business <i>Process Re-engineering</i> Kementerian Wilayah Persekutuan <i>Business Process Re-engineering Briefing to the Ministry of Federal Territories</i>	28 Ogos 2019 di Kementerian Wilayah Persekutuan, Putrajaya <i>August 28, 2019 at the Ministry of Federal Territories, Putrajaya</i>
9.	Bengkel Pelan Perancangan Strategik Agensi Pengangkutan Awam Darat (APAD), Kementerian Pengangkutan Malaysia 18/11/2019 <i>Strategic Planning Workshop with the Land Public Transport Agency (APAD), Ministry of Transport</i>	18 November 2019 di Agensi Pengangkutan Awam Darat (APAD), Menara Tun Ismail Mohamed Ali, Kuala Lumpur <i>November 18, 2019 at the Land Public Transport Agency (APAD), Menara Tun Ismail Mohamed Ali, Kuala Lumpur</i>
10.	Taklimat Berkaitan Pengurusan Risiko Sektor Awam Kepada Pegawai Kualiti dan Inovasi Kementerian Pendidikan Malaysia <i>Public Sector Risk Management Briefing to Quality and Innovation Officers of the Ministry of Education</i>	25 November 2019 di Kementerian Pendidikan Malaysia, Putrajaya <i>November 25, 2019 at the Ministry of Education, Putrajaya</i>



Bengkel Pembangunan Pelan Strategik Perpustakaan Negara pada 8-10 Februari 2019 di RHR Hotel UNITEN, Selangor
National Library's Strategic Plan Development Workshop on February 8-10, 2019 at RHR Hotel UNITEN, Selangor



Bengkel Pembangunan Pelan Strategik Pejabat Setiausaha Kerajaan Negeri Johor pada 10-12 September 2019 di Hotel Grand Paragorn, Johor Bahru, Johor
Johor's State Government Secretary's Office's Strategic Plan Development Workshop on September 10-12, 2019 at Grand Paragorn Hotel, Johor Bahru



Bengkel Kajian Semula Pelan Strategik KEJORA pada 16-18 April 2019 di Duyung Marina and Resort, Terengganu
KEJORA's Strategic Plan Review Workshop on April 16-18, 2019 at Duyung Marina and Resort, Terengganu



Bengkel Pelan Strategik Jangka Panjang Jabatan Kebudayaan dan Kesenian Negara 2020-2024 pada 9-11 Julai 2019 di Hotel Everly, Putrajaya
National Department of Culture and Art's Long Term Strategic Plan Workshop 2020-2024 on July 9-11, 2019 at Everly Hotel, Putrajaya



Bengkel Pembangunan Pelan Strategik JAKIM pada 22-24 Januari 2019 di Institut Latihan Islam, Selangor
JAKIM's Strategic Plan Development Workshop on January 22-24, 2019 at The Islamic Training Institute, Selangor



Bengkel Pelan Strategik PLANMalaysia pada 19-21 Julai 2019 di Institut Latihan FAMA, Kota Bharu, Kelantan
PLANMalaysia's Strategic Plan Workshop on July 19-21 at FAMA Training Institute, Kota Bharu, Kelantan

BAHAGIAN PERUNDINGAN PENGURUSAN 2

MANAGEMENT CONSULTANCY 2 DIVISION

Peranan dan fungsi Bahagian Perundingan Pengurusan 2 (BPP2) ialah:

- Merancang, membangun, melaksanakan, memantau, mengkaji semula dan mentadbir urus Mekanisme Pengukuran dan Pemantauan Indikator Prestasi YB Menteri (*Ministerial Performance Indicators - MPI*).
- Merancang, membangun, melaksanakan, memantau dan mengkaji pelaksanaan pemantauan Norma Baharu Penyampaian Perkhidmatan Awam (NBPPA).
- Mengenal pasti keperluan untuk agensi awam melaksanakan *Change Management*, *Business Process Reengineering*, *Enterprise Architecture* (EA) dan pendigitalan perkhidmatan.
- Melaksanakan libat urus dengan agensi sektor awam bagi menambah baik prosedur/proses/perkhidmatan agensi sektor awam.
- Merancang, membangun, melaksanakan dan mengkaji semula Program Inspektorat MAMPU (Naziran dan Mystery Shopping).
- Merancang, membangun, melaksana dan mengkaji semula Program Malaysian Government Performance Index (MyGPI) sektor awam dan memberi khidmat runding kepada agensi sektor awam mengenai MyGPI.
- Merancang, membangun, melaksanakan dan mengkaji semula program pengiktirafan Ekosistem Kondusif Sektor Awam (EKSA).
- Memberi khidmat rundingan mengenai pelaksanaan EKSA/EKSA *DIY* kepada Panel Penilai dan *Champion* EKSA dan melaksanakan pemantauan terhadap pencapaian pelaksanaan program EKSA.

The roles and functions of Management Consulting 2 Division (BPP2) are:

- To plan, develop, implement, monitor, review and administer the Minister's Performance Indicator Measurement and Monitoring Mechanism (*Ministerial Performance Indicators - MPI*).
- To plan, develop, implement, monitor and review the implementation of the Public Service Delivery New Norm Monitoring.
- To identify the need for public agencies to implement *Change Management*, *Business Process Reengineering*, *Enterprise Architecture* (EA) and digitization of services.
- To implement engagement with public sector agencies to improve the procedure/process/service of public sector agencies.
- To plan, develop, implement and review MAMPU Inspectorate Programme (*Inspectorate and Mystery Shopping*).
- To plan, develop, implement and review the Malaysian Government Performance Index (MyGPI) Programme for public sector and to provide consultation to public sector agencies relating to MyGPI Programme.
- To plan, develop, implement and review the Public Sector Conducive Ecosystem Programme (EKSA).
- To provide consultation to public sector agencies relating to EKSA/EKSA *DIY* to and EKSA Panel and Champions and to monitor the performance of EKSA implementation.

PENCAPAIAN TAHUN 2019 ACHIEVEMENTS IN 2019

Mekanisme Pengukuran dan Pemantauan Prestasi YB Menteri-menteri (*Ministerial Performance Indicators - MPI*)

MAMPU melakar sejarah kerana buat julung kalinya diberikan mandat sebagai agensi yang memantau pencapaian prestasi *Key Performance Indicators* (KPI) YB Menteri-menteri. Tahun 2019 ialah tahun pertama penilaian KPI YB Menteri-menteri yang dikenali sebagai *Ministerial Performance Indicators - MPI*.

Sepanjang tahun 2019, sejumlah tiga (3) Sesi Klinik Pemurnian dengan Indikator YB Menteri-menteri dengan bersama-sama Pegawai MPI Kementerian telah diadakan iaitu; sesi pertama pada 23 hingga 31 Januari 2019, sesi kedua pada 11 hingga 15 Februari 2019 dan sesi ketiga pada 15 hingga 27 Ogos 2019. Tujuan klinik ini diadakan ialah sebagai satu platform antara MAMPU selaku Sekretariat MPI bersama-sama dengan Pegawai MPI Kementerian atau Agensi untuk membincangkan dan menetapkan sasaran setiap indikator MPI YB Menteri.

Indikator MPI YB Menteri diperakukan dalam Mesyuarat Jawatankuasa Induk MPI Bil.1/2019 bertarikh 7 Mac 2019 dan Bil. 2/2019 bertarikh 3 Disember 2019 yang dipengerusikan oleh YBhg. Ketua Setiausaha Negara. Mesyuarat Jawatankuasa Induk ini juga turut dijadikan sebagai platform membincangkan perkara-perkara yang memerlukan keputusan dan hala tuju pada peringkat dasar.

Bagi maksud pemantauan berterusan dan *real time*, Sekretariat MPI bersama-sama Bahagian Pembangunan Aplikasi, MAMPU telah membangunkan aplikasi MyMPI. Selain daripada Sekretariat MPI dan Pegawai MPI Kementerian atau Agensi, aplikasi MyMPI juga boleh diakses oleh oleh YAB Perdana Menteri, YB Menteri-menteri, Ketua- ketua Setiausaha Kementerian/Ketua Pengarah.

Senarai Aktiviti/Program *Ministerial Performance Indicators* adalah seperti dalam **Jadual 6** di bawah:

Ministerial Performance Indicators (MPIs)

The Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) made history as an agency that is mandated for measuring the Key Performance Indicators (KPIs) of the Ministers. Year 2019 was the year of the first assessment on the KPI known as the Ministerial Performance Indicators (MPIs).

Throughout the year 2019, a total of three (3) MPI Clinic Sessions with MPI Officers were held; the first session was held on 23 to 31 January 2019, the second was on 11 to 15 February 2019, and the third was on 15 to 27 August 2019. The purpose of the clinics was to provide a platform between the MAMPU MPI Secretariat and MPI Officers of the Ministries or Agencies to discuss and set a target for each MPI.

The Ministers' MPIs were endorsed at the Ministerial Performance Indicators (MPIs) Main Committee Meeting No.1/2019 dated 7 March 2019 and No.2/2019 dated 3 December 2019, chaired by the Chief Secretary to the Government. The MPIs Main Committee Meeting is also another platform to deliberate matters of concern and thereafter, come up with decisions and directions at the policy level.

For the purpose of continuous monitoring in real time, MPI Secretariat, together with the Application Development Division, MAMPU have developed the MyMPI application, whereby, apart from the MAMPU MPI Secretariat and MPI Officers of the Ministries or Agencies, the MyMPI application also allows the Prime Minister, Ministers, Secretary Generals, and Director Generals to access the application.

The list of the MPIs' activities and programmes is as follows:

Jadual 6: Senarai Aktiviti/Program Ministerial Performance Indicators
Table 6: The list of the MPIs' activities and programmes

BIL. NO.	NAMA PROGRAM NAME OF PROGRAMME	TARIKH & TEMPAT DATE & VENUE	OBJEKTIF PROGRAM PROGRAMME'S OBJECTIVE	PENYERTAAN/ PENGLIBATAN PARTICIPANTS / INVOLVEMENT
1.	Sesi <i>Meet & Greet</i> Bersama-Sama dengan Menteri Kesihatan Malaysia. <i>Meet and Greet Session with the Minister of Health (KKM).</i>	8 Januari 2019, Bilik Mesyuarat YB Menteri Kementerian Kesihatan, Aras 13, Blok E7, Kompleks E, Putrajaya. 8 January 2019, YB Minister of Health Meeting Room, Health Ministry, Level 13, Block E7, Parcel E, Putrajaya.	Mendapatkan pandangan dan cadangan mengenai skop dan pengukuran MPI. <i>Get the views and suggestions on the scope and measurement of MPI.</i>	Pejabat Menteri dan Sekretariat MPI. <i>Minister's Office and MAMPU MPI Secretariat.</i>
2.	Mesyuarat Penyelarasan Indikator Prestasi YB Menteri (MPI) Bersama-Sama dengan Pegawai MPI Kementerian/Agensi Bagi Tahun 2019. <i>Coordination Meeting of the MPIs with MPI Officers of Ministries/Agencies for the year 2019.</i>	10 Januari 2019, Bilik Seminar 2, Aras 3, Blok B1, Kompleks Jabatan Perdana Menteri, Putrajaya. 10 January 2019, Seminar Room 2, Level 3, Block B1, Prime Minister's Department, Putrajaya.	<ol style="list-style-type: none"> 1. Memaklumkan status pembangunan mekanisme MPI; 2. menerangkan proses penetapan indicator dan penggunaan aplikasi MyMPI bagi persediaan klinik pemurnian MPI; dan 3. menetapkan tempoh masa 'locked-in' indikator MPI sebelum atau pada 28 Februari 2019. <ol style="list-style-type: none"> 1. Inform the status of MPI development mechanism; 2. Describe the process of setting indicators and use of the application as preparation for MPI finalisation clinic; and 3. Set period of time locked-in MPI indicators on or prior to 28 February 2019. 	Pegawai MPI Kementerian dan Sekretariat MPI. <i>MPI Officers of Ministries and MAMPU MPI Secretariat.</i>
3.	Sesi <i>Meet & Greet</i> Bersama-Sama dengan Menteri Pertahanan Malaysia. <i>Meet and Greet Session with the Minister of Defence (MINDEF).</i>	15 Januari 2019, Bilik Mesyuarat Bunga Raya, Aras 5, Wisma Pertahanan, Kuala Lumpur. 15 January 2019, Bunga Raya Conference Room, Level 5, Wisma Pertahanan, Kuala Lumpur.	Mendapatkan pandangan dan cadangan mengenai skop dan pengukuran MPI. <i>Get the views and suggestions on the scope and measurement of MPI.</i>	Pejabat Menteri dan Sekretariat MPI. <i>Minister's Office and MAMPU MPI Secretariat.</i>
4.	Sesi <i>Meet & Greet</i> Bersama-Sama dengan Menteri Pertanian dan Industri Asas Tani, <i>Meet and Greet Session with the Minister of Agriculture and Agro-based Industry (MOA).</i>	22 Januari 2019, Pejabat Menteri, Aras 17, Wisma Tani, Putrajaya. 22 January 2019, Pejabat Menteri, Level 17, Wisma Tani, Putrajaya.	Mendapatkan pandangan dan cadangan mengenai skop dan pengukuran MPI. <i>Get the views and suggestions on the scope and measurement of MPI.</i>	Pejabat Menteri dan Sekretariat MPI. <i>Minister's Office and MAMPU MPI Secretariat.</i>
5.	Klinik Pemurnian Indikator Prestasi YB Menteri (MPI) bersama-sama dengan pegawai MPI Kementerian/Agensi bagi tahun 2019 <i>MPIs Finalisation Clinic with MPI Officers of Ministries/Agencies for the year 2019.</i>	23 hingga 31 Januari 2019, Bilik Perbincangan, Aras 4, Blok B2, Kompleks Jabatan Perdana Menteri, Putrajaya. January 23-31, 2019, 23-31 January 2019, Discussion Room, Level 4, Block B2, Prime Minister's Department, Putrajaya.	Menambahbaik dan memastikan sasaran indikator MPI kementerian untuk tahun 2019 dapat dicapai. <i>Improve and ensure targets of MPIs for the year 2019 are achieved.</i>	Pegawai MPI Kementerian dan Sekretariat MPI. <i>MPI Officers of Ministries and MAMPU MPI Secretariat.</i>

BIL. NO.	NAMA PROGRAM NAME OF PROGRAMME	TARIKH & TEMPAT DATE & VENUE	OBJEKTIF PROGRAM PROGRAMME'S OBJECTIVE	PENYERTAAN/ PENGLIBATAN PARTICIPANTS / INVOLVEMENT
6.	Sesi <i>Meet & Greet</i> Bersama-Sama dengan Menteri Komunikasi dan Multimedia Malaysia. <i>Meet and Greet Session with the Minister of Communications and Multimedia (KKMM).</i>	29 Januari 2019, Bilik Mesyuarat Utama, Tingkat 3, Wisma TV, Angkasapuri, Kuala Lumpur. 29 January 2019, Bilik Mesyuarat Utama, 3rd Floor, Wisma TV, Angkasapuri, Kuala Lumpur.	Mendapatkan pandangan dan cadangan mengenai skop dan pengukuran MPI. <i>Get the views and suggestions on the scope and measurement of MPI.</i>	Pejabat Menteri dan Sekretariat MPI. <i>Minister's Office and MAMPU MPI Secretariat.</i>
7.	Klinik Penyelarasan MPI 2019 Siri 2 Bersama-Sama dengan Pegawai MPI Kementerian/Agensi. <i>MPI 2019 Coordination Clinic Series 2 with MPI Officers of Ministries/ Agencies.</i>	11 hingga 15 Februari 2019, MAMPU, Blok B2, Kompleks Jabatan Perdana Menteri, Putrajaya. 11-15 February 2019, MAMPU, Block B2, Prime Minister's Department, Putrajaya.	Menambah baik dan memastikan sasaran indikator MPI Kementerian untuk tahun 2019 dapat dicapai. <i>Improve and ensure targets of MPIs for the year 2019 are achieved.</i>	Pegawai MPI Kementerian dan Sekretariat MPI. <i>MPI Officers of Ministries and MAMPU MPI Secretariat.</i>
8.	Sesi Pemurnian Indikator MPI 2019. <i>MPI 2019 Finalisation Session.</i>	25 dan 26 Februari 2019, Bilik Mesyuarat Eksekutif, Aras 6, MAMPU, Blok B2, Kompleks Jabatan Perdana Menteri, Putrajaya. 25-26 February 2019, Bilik Mesyuarat Eksekutif, Level 6, MAMPU, Block B2, Prime Minister's Department, Putrajaya.	Memberikan peluang kepada Ahli Mesyuarat Jawatankuasa MPI untuk membangkitkan isu berkaitan Indikator MPI YB Menteri sebelum Mesyuarat Jawatankuasa MPI Bil. 1/2019. <i>Provide an opportunity for MPI committee members to raise the issues related to the MPIs of YB Ministers before the MPIs Committee Meeting No. 1/2019.</i>	Ketua Pengarah MAMPU, semua KSU Kementerian dan Sekretariat MPI. <i>Director General of MAMPU, all Secretary Generals of Ministries, and MAMPU MPI Secretariat.</i>
9.	Mesyuarat Jawatankuasa Induk MPI Bil. 1/2019. <i>MPIs Main Committee Meeting No. 1/2019.</i>	7 Mac 2019, Dewan Persidangan ICU, Aras 1 Blok Timur, Bangunan Perdana Putra, Putrajaya 7 March 2019, Dewan Persidangan ICU, Level 1, East Wing, Perdana Putra, Putrajaya	1. Memaklumkan status pelaksanaan MPI tahun 2019; 2. mendapatkan pandangan berhubung dengan indikator yang telah ditetapkan dan aliran proses intervensi; dan 3. berkongsi simulasi aplikasi MyMPI bagi tahun 2019. <i>1. Inform the status of implementation of the MPIs in 2019; 2. Confer on the indicators that have been established and the flow of intervention process; and 3. Share the simulation of MyMPI application for 2019.</i>	Ketua Setiausaha Negara, Ketua Pengarah MAMPU, KSU Kementerian dan Sekretariat MPI. <i>Chief Secretary to the Government, Director General of MAMPU, Secretary Generals of Ministries, and MAMPU MPI Secretariat.</i>
10.	Taklimat <i>Mid-Year Review</i> MPI 2019 <i>MPIs 2019 Mid-Year Review Briefing.</i>	2 Ogos 2019, Auditorium, Blok B1, Kompleks Jabatan Perdana Menteri, Putrajaya. 2 August 2019, Auditorium, Block B1, Prime Minister's Department, Putrajaya.	Memastikan keberkesanan pelaksanaan Mekanisme Pengukuran dan Pemantauan MPI dan memantapkan indikator serta memastikan sasaran indikator MPI setiap Kementerian dapat dicapai. <i>Ensure the effective implementation and monitoring of MPIs and strengthen the indicators and ensuring targets of MPIs at each Ministry are achieved.</i>	Pegawai MPI Kementerian dan Sekretariat MPI. <i>MPI Officers of Ministries and MAMPU MPI Secretariat.</i>

BIL. NO.	NAMA PROGRAM NAME OF PROGRAMME	TARIKH & TEMPAT DATE & VENUE	OBJEKTIF PROGRAM PROGRAMME'S OBJECTIVE	PENYERTAAN/ PENGLIBATAN PARTICIPANTS / INVOLVEMENT
11.	Klinik <i>Mid-Year Review</i> MPI 2019. MPIs 2019 Mid-Year Review Clinic.	15 hingga 27 Ogos 2019, MAMPU, Blok B2, Kompleks Jabatan Perdana Menteri, Putrajaya. 15-27 August 2019, MAMPU, Block B2, Prime Minister's Department, Putrajaya.	Memastikan keberkesanan pelaksanaan Mekanisme Pengukuran dan Pemantauan MPI dan memantapkan indikator serta memastikan sasaran indikator MPI setiap Kementerian dapat dicapai. Ensure the effective implementation and monitoring of MPIs and strengthen the indicators and ensuring targets of MPIs at each Ministry are achieved.	Pegawai MPI Kementerian dan Sekretariat MPI. MPI Officers of Ministries and MAMPU MPI Secretariat.
12.	Sesi Taklimat Kepada Ketua Setiausaha Negara Berkenaan Status Pelaksanaan <i>Ministerial Performance Indicators</i> (MPI) Sehingga 30 Oktober 2019. Briefing Session to the Chief Secretary to the Government regarding the Status of MPIs Implementation as of October 30, 2019.	31 Oktober 2019, Bilik Perbincangan Pejabat KSN, Aras 4, Blok Timur, Bangunan Perdana Putra. 31 October 2019, Bilik Perbincangan Pejabat KSN, 4th Floor, East Wing, Perdana Putra Building.	Memaklumkan status terkini MPI sehingga 30 Oktober 2019. Inform the current status of MPIs as of 30 October 2019.	Pejabat Ketua Setiausaha Negara dan Sekretariat MPI. Secretary General's Office and MAMPU MPI Secretariat.
13.	Taklimat Penetapan Indikator <i>Ministerial Performance Indicators</i> (MPI) Tahun 2020 Bersama-Sama dengan Pegawai MPI Kementerian/Agensi. Briefing on MPIs for the year 2020 to MPI Officers from Ministries/Agencies.	11 November 2019, Auditorium, Blok B1, Kompleks Jabatan Perdana Menteri, Putrajaya. 11 November 2019, Auditorium, Block B1, Prime Minister's Department, Putrajaya.	Menambah baik dan memastikan sasaran indikator MPI setiap Kementerian untuk 2020 dapat dicapai. Improve and ensure targets of MPIs at each Ministry for 2020 are achieved.	Pegawai MPI Kementerian dan Sekretariat MPI. MPI Officers of Ministries and MAMPU MPI Secretariat.
14.	Klinik Penetapan Indikator MPI YB Menteri Tahun 2020. Clinic on MPIs for the year 2020.	14 hingga 18 November, MAMPU, Blok B2, Kompleks Jabatan Perdana Menteri, Putrajaya. 14-18 November 2019, MAMPU, Block B2, Prime Minister's Department, Putrajaya.	Menambah baik dan memastikan sasaran indikator MPI setiap Kementerian untuk 2020 dapat dicapai. Improve and ensure targets of MPIs at each Ministry for 2020 are achieved.	Pegawai MPI Kementerian dan Sekretariat MPI. MPI Officers of Ministries and MAMPU MPI Secretariat.
15.	Mesyuarat Jawatankuasa Induk MPI Bil. 2/2019 MPIs Main Committee Meeting No. 2/2019	3 Disember 2019, Dewan Persidangan ICU, Aras 1 Blok Timur, Bangunan Perdana Putra, Putrajaya 3 December 2019, Dewan Persidangan ICU, Level 1, East Wing, Perdana Putra, Putrajaya.	Memaklumkan status terkini MPI. Inform the current status of MPI.	Ketua Setiausaha Negara, Ketua Pengarah MAMPU, KSU Kementerian dan Sekretariat MPI. Chief Secretary to the Government, Director General of MAMPU, Secretary Generals of Ministries, and MAMPU MPI Secretariat.



YBhg. Ketua Setiausaha Negara mempengerusikan Mesyuarat Jawatankuasa Induk *Ministerial Performance Indicators (MPI) Bil.1/2019* pada 7 Mac 2019
The Chief Secretary to the Government of Malaysia presiding the MPIs Main Committee Meeting No.1/2019 on 7 March 2019



Sesi *Meet and Greet* bersama-sama dengan YB Menteri Komunikasi dan Multimedia (KKMM)
Meet and Greet Session with the Minister of Communications and Multimedia (KKMM) on 29 January 2019



Klinik Pemurnian Indikator Prestasi YB Menteri (MPI) bersama-sama dengan Pegawai MPI Kementerian/Agensi
Ministerial Performance Indicators (MPIs) Finalisation Clinic with MPI Officers of Ministries/Agencies on 23-31 January 2019

Malaysian Government Performance Index (MyGPI)

Program Penilaian Penarafan Bintang (SSR) merupakan mekanisme bagi menilai dan mengukur prestasi penyampaian perkhidmatan agensi-agensi sektor awam. Sejak mula dilaksanakan pada tahun 2008 hingga 2017, kebanyakan kriteria yang digunakan dalam penilaian SSR telahpun mencapai tahap matang dan perlu dikaji semula sejajar dengan kehendak *stakeholders* dan perkembangan semasa.

Hasil daripada kajian semula program indeks SSR, penjenamaan semula telah dibuat dengan memperkenalkan Malaysian Government Performance Index (MyGPI) yang memfailkan fokus kepada dua (2) bidang utama, iaitu Pengurusan Organisasi dan Pendigitalan Perkhidmatan. Kedua-dua bidang fokus ini berlandaskan tadbir urus yang baik ke arah mereformasikan perkhidmatan sektor awam sepertimana yang ditunjukkan dalam **Rajah 8** di bawah. Sebagai permulaan, penilaian MyGPI ini akan dilaksanakan secara rintis melibatkan kluster kementerian pada tahun 2020.

Cadangan konsep MyGPI ini telah dibentangkan dan diperakukan dalam Mesyuarat Jawatankuasa Pemodenan dan Pendigitalan Sektor Awam (JPPSA) Bilangan 2 Tahun 2019 yang dipengerusikan oleh YBhg. Ketua Setiausaha Negara pada 5 November 2019 dan seterusnya dimaklumkan dalam Mesyuarat Jawatankuasa Penyelarasan Pemodenan Pentadbiran Awam (JPPPA) Bilangan 2 Tahun 2019 (dipengerusikan oleh YBhg. Ketua Pengarah MAMPU) pada 2 Disember 2019.

Beberapa sesi libat urus melibatkan agensi rakan strategik iaitu Kementerian Hal Ehwal Ekonomi (MEA), Jabatan Perkhidmatan Awam (JPA), Suruhanjaya Pencegahan Rasuah Malaysia (SPRM), Biro Pengaduan Awam (BPA), Kementerian Kewangan Malaysia (MOF) dan Kementerian Perumahan Kerajaan Tempatan (KPKT) bertujuan untuk mendapatkan maklum balas dan input mengenai MyGPI.

Malaysian Government Performance Index (MyGPI)

The Star Rating System (SSR) Programme is a mechanism to assess and measure the performance of the public service delivery in public sector agencies. Since its inception in 2008 to 2017, most of the criteria used in the SSR evaluation have reached their maturity level and need to be revised in line with the stakeholders' demands and present situations.

Upon revision, the SSR programme has been rebranded as the Malaysian Government Performance Index (MyGPI), which focuses on two (2) key areas, namely the Organisational Management and Digitalisation of Services. Both areas of focus are based on good governance towards reforming the public sector as shown in **Diagram 8** below. For a start, the MyGPI evaluation will be conducted via a pilot test involving all Ministries in 2020.

The proposed MyGPI concept was presented and endorsed at the Public Sector Modernisation and Digitalisation Committee (JPPSA) Meeting No. 2/2019 (chaired by the Chief Secretary to the Government) on 5 November 2019 and afterwards was presented at the Public Administration Modernisation Coordination Committee Meeting (JPPPA) No. 2/2019 (chaired by the Director General of MAMPU) on 2 December 2019.

Several engagement sessions were also held with strategic partner agencies, such as the Ministry of Economic Affairs (MEA), the Public Service Department (PSD), the Malaysian Anti-Corruption Commission (MACC), the National Audit Department (JAN), the Public Complaints Bureau (PCB), the Ministry of Finance (MOF), and the Ministry of Housing and Local Government (KPKT) to obtain feedback and input on the MyGPI proposal.





Rajah 8: Kerangka *Malaysian Government Performance Index (MyGPI)*
Diagram 8. The *Malaysian Government Performance Index (MyGPI)* Framework



Pembentangan Cadangan MyGPI oleh Pengarah Bahagian Perundingan Pengurusan 2 dalam Mesyuarat Jawatankuasa Pemodenan & Pendigitalan Sektor Awam (JPPSA) Bilangan 2 Tahun 2019 pada 5 November 2019
MyGPI Proposal Presentation by the Director of Management Consultancy 2 Division during the Public Sector Modernisation and Digitisation Committee (JPPSA) Meeting No.2 of 2019 on 5 November 2019



Sesi Libat Urus bersama-sama Jabatan
Audit Negara
pada 22 Julai 2019
Engagement Session with the National
Audit Department (JAN) on 22 July
2019



YBhg. Ketua Pengarah MAMPU mempengerusikan Mesyuarat Jawatankuasa Penyelarasan
Pemodenan Pentadbiran Awam (JPPPA) Bilangan 2 Tahun 2019 pada 2 Disember 2019
The Director-General of MAMPU presiding the Public Administration Modernisation Coordination
Committee (JPPPA) Meeting No.2 of 2019 on 2 December 2019

Arahan YAB Perdana Menteri No.1 Tahun 2018: Garis Panduan Sebagai Mekanisme Memudah Cara Anggota Pentadbiran Dalam Menguruskan Permohonan Sokongan

2019 menyaksikan penglibatan MAMPU sebagai satu daripada rakan strategik Pusat Tadbir Urus, Integriti dan Anti-Rasuah (GIACC), Suruhanjaya Pencegahan Rasuah Malaysia (SPRM) bagi penyediaan draf Arahan YAB Perdana Menteri No.1 Tahun 2018: Garis Panduan Sebagai Mekanisme Memudah Cara Anggota Pentadbiran Dalam Menguruskan Permohonan Sokongan.

Arahan ini ialah satu kesinambungan garis panduan yang dikeluarkan MAMPU bertarikh 8 Mac 2010 iaitu Garis Panduan Ke Atas Sokongan Yang Diterima Daripada Pemimpin Kerajaan, Individu Berpengaruh Atau Mana-Mana Orang Mengenai Sesuatu Urusan Kerajaan. Arahan ini juga merupakan satu inisiatif daripada Pelan Antirasuah Nasional (*National Anti-Corruption Plan - NACP*) di bawah Objektif Strategik 1.3: Menangani Campur Tangan Ahli Politik dalam Perkhidmatan Awam dan Pentadbiran Pihak Tempatan.

Garis panduan ini bertujuan memudah cara tugas Anggota Pentadbiran dalam menguruskan Permohonan Sokongan berkaitan sesuatu urusan Kerajaan, serta memperkemas proses kerja dan meningkatkan ketelusan dalam membuat sesuatu keputusan berkaitan Permohonan Sokongan. Selain itu, Garis panduan ini diharapkan dapat mengukuhkan jalinan kerjasama antara Anggota Pentadbiran dan Pegawai Awam dalam memastikan pengurusan Permohonan Sokongan dilaksanakan dengan efisien, telus dan berintegriti.

Senarai aktiviti yang telah dilaksanakan untuk mendapatkan input dan maklum balas daripada Anggota Pentadbiran, pegawai awam serta rakan strategik adalah seperti Jadual 7 berikut:

YAB Prime Minister's Order No.1 Year 2018: Guidelines as a Mechanism to Facilitate Administration Members in Managing Supportive Application

Year 2019 witnessed the involvement of MAMPU as one of the strategic partners, which include the National Centre for Governance, Integrity and Anti-Corruption (GIACC) and the Malaysian Anti-Corruption Commission (MACC) for the draft preparation of the YAB Prime Minister's Order No.1 Year 2018: Guidelines as a Mechanism to Facilitate Administration Members in Managing Supportive Application.

This order is a continuation of the guideline issued by MAMPU dated 8 March 2010: Guidelines On Support Received From Government Leaders, Influential Individuals or Any Person on Government Affairs. The order is also part of the National Anti-Corruption Plan (NACP) initiative under Strategic Objective 1.3: Addressing Political Intervention in Public Services and Local Government Administration.

This order is intended to facilitate the role of the administration members in managing the supportive application in relation to a government matter, as well as streamlining the work process and increasing transparency in making decisions regarding the supportive application. In addition, this order is expected to strengthen the cooperation between the administration members and public officers in ensuring that the supportive application is implemented efficiently, transparently, and with integrity.

The activities undertaken to obtain the input and feedback from the administration members, public officials, and strategic partners are as follows:



Jadual 7: Aktiviti yang dilaksanakan bagi mendapatkan input Anggota Pentadbiran, Pegawai Awam dan Rakan Strategik dalam Pembangunan Arahan YAB Perdana Menteri
Table 7: Activities conducted to obtain input from Administration Members, Public Officials and Strategic Partners

BIL. No.	AKTIVITI ACTIVITIES	TARIKH DATE
1.	Sesi libat urus bersama-sama dengan Rakan Strategik: GIACC, SPRM, JPA & PUU (JPM) <i>Engagement session with strategic partners: GIACC, MACC, JPA & PUU (JPM)</i>	Jun - Disember 2019 <i>June - December 2019</i>
2.	Bengkel Penyediaan Kertas Pembentangan: » Anggota pentadbiran Pejabat YB Menteri; dan » Pegawai Awam <i>Draft preparation workshop:</i> » Member of the Administration of the Minister's Office; and » Civil Servants	25 Jun 2019 <i>25 June 2019</i>
3.	Pembentangan Cadangan Arahan No. 1 YAB PM NACP 1.3.1 kepada KSN <i>Presentation on the Draft of YAB Prime Minister's Order No.1 Year 2018 to the Chief Secretary to The government</i>	3 September 2019 <i>3 September 2019</i>
4.	Sesi libat urus MAMPU bersama-sama dengan YB Menteri-menteri: » YAB TPM merangkap Menteri Kementerian Pembangunan Wanita, Keluarga dan Masyarakat (KPWKM) » YB Menteri Kesihatan (KKM) » YB Menteri Dalam Negeri (KDN) » YB Menteri JPM Undang-undang (JPM-U) » YB Menteri Kewangan (MOF) <i>Engagement session with Ministers:</i> » Deputy Prime Minister cum Minister of Women, Family and Community Development (KPWKM) » Minister of Health (KKM) » Minister of Home Affairs (KDN) » Minister in Prime Minister's Department (Law) » Minister of Finance (MOF)	6 September 2019 30 September 2019 4 November 2019 13 November 2019 21 November 2019 6 September 2019 30 September 2019 4 November 2019 13 November 2019 21 November 2019
5.	Pembentangan Cadangan Arahan No. 1 YAB PM NACP 1.3.1 dalam Mesyuarat Jawatankuasa Khas Kabinet Mengenai Anti-Rasuah (JKKMAR) Siri 10 Bilangan 5. <i>Presentation on the Draft of YAB Prime Minister's Order No.1 Year 2018 in the "Mesyuarat Jawatankuasa Khas Kabinet Mengenai Anti-Rasuah (JKKMAR) Siri 10 Bilangan 5".</i>	19 September 2019 <i>19 September 2019</i>
6.	Pembentangan Arahan No. 1 YAB PM NACP 1.3.1 dalam Mesyuarat Jawatankuasa Penyelarasan Pemodelan Pentadbiran Awam (JPPPA) Bilangan 2 Tahun 2019 <i>Presentation on the Draft of YAB Prime Minister's Order No.1 Year 2018 in the "Mesyuarat Jawatankuasa Penyelarasan Pemodelan Pentadbiran Awam (JPPPA) Bilangan 2 Tahun 2019"</i>	2 Disember 2019 <i>2 December 2019</i>

Hasil daripada sesi libat urus, bengkel dan pembentangan, Arahan ini telah dimurnikan dan dikemukakan kepada GIACC pada 20 Disember 2019 untuk perhatian selanjutnya.

As a result of the engagements, workshops, and presentations, the draft was submitted to the GIACC on 20 December 2019 for further consideration..



Sesi Libat Urus bersama-sama YAB Timbalan Perdana Menteri merangkap Menteri Pembangunan Wanita, Keluarga dan Masyarakat (KPWKM) pada 6 September 2019
Engagement Session with the Deputy Prime Minister cum the Minister of Women, Family and Community Development (KPWKM) on 6 September 2019



Sesi Libat Urus bersama-sama YB Menteri Dalam Negeri pada 4 November 2019
Engagement Session with the Minister of Home Affairs on 4 November 2019



Sesi Libat Urus bersama-sama YB Menteri Kesihatan pada 30 September 2019
Engagement Session with the Minister of Health on September 30, 2019

Bengkel Penyediaan Kertas Pembentangan bersama-sama dengan Anggota Pentadbiran Pejabat YB Menteri dan Pegawai Awam pada 25 Jun 2019
Presentation Paper Preparation Workshop with the Ministers' Administration Members and Public Officers on June 25, 2019



Ekosistem Kondusif Sektor Awam (EKSA)

Ekosistem Kondusif Sektor Awam (EKSA) merupakan satu produk MAMPU yang diperkenalkan pada 2014 sebagai inisiatif penjenamaan semula program Amalan 5S Sektor Awam. Program EKSA ini memberi kanpenekanan kepada aspek persekitaran tempat kerja yang kondusif yang boleh menyumbang kepada peningkatan kecekapan penyampaian perkhidmatan dan produktiviti. Sepanjang tempoh pengauditan EKSA dari tahun 2014 sehingga tahun 2019, sebanyak 971 sijil telah dikeluarkan oleh MAMPU.

Secara keseluruhan bagi tahun 2019, MAMPU telah mengeluarkan 90 sijil EKSA melibatkan 78 agensi. Daripada jumlah tersebut, 30 pensijilan telah dilaksanakan oleh MAMPU Putrajaya manakala bakinya oleh MAMPU Sabah dan MAMPU Sarawak.

Antara kementerian dan jabatan utama yang telah mendapat pensijilan EKSA pada tahun 2019 ialah Kementerian Perumahan dan Kerajaan Tempatan (KPKT), Kementerian Kesihatan Malaysia (KKM), Jabatan Perdana Menteri (JPM), Kementerian Pembangunan Wanita, Keluarga dan Masyarakat (KPWK), Jabatan Perkhidmatan Awam (JPA), Kementerian Dalam Negeri (KDN), Kementerian Sumber Manusia (KSM) dan Kementerian Pengangkutan (MOT).

The Public Sector Conducive Ecosystem (EKSA)

The Public Sector Conducive Ecosystem (EKSA) was introduced by MAMPU in 2014 as an initiative to rebrand the 5S Programme done by the public sector. It emphasises on a conducive workplace environment that can contribute towards increased service delivery efficiency and productivity. From 2014 until 2019, 971 EKSA certificates have been issued by MAMPU.

In 2019, MAMPU issued 90 EKSA certificates involving 78 agencies. Out of the total number, 30 audits were carried by MAMPU Putrajaya while the others were done by MAMPU Sabah and MAMPU Sarawak.

Among the ministries and departments that received EKSA certification in 2019 were the Ministry of Housing and Local Government (KPKT), the Ministry of Health Malaysia (KKM), the Prime Minister's Department (JPM), the Ministry of Women, Family and Community Development (KPWK), the Public Service



Sesi Pembukaan Pengauditan EKSA Kementerian Dalam Negeri yang diketuai oleh Timbalan Ketua Pengarah (TPP) MAMPU pada 24 September 2019
Ministry of Home Affairs' EKSA Auditing Opening Session led by the Deputy Director-General (TPP) of MAMPU on 24 September 2019



Sesi Pembukaan Pengauditan EKSA Kementerian Sumber Manusia yang diketuai oleh Pengarah Bahagian Perundingan Pengurusan 2 MAMPU pada 26 September 2019
Ministry of Human Resources' EKSA Auditing Opening Session led by the Director of Management Consultancy 2 Division of MAMPU on 26 September 2019



Sesi Penyampaian Sijil EKSA kepada Ketua Setiausaha Kementerian Pembangunan Wanita, Keluarga dan Masyarakat Kanan oleh Timbalan Ketua Pengarah (TPP) MAMPU disaksikan oleh YAB Timbalan Perdana Menteri pada 25 November 2019
EKSA Certificate Presentation to the Secretary General of the Ministry of Women, Family and Community Development by the Deputy Director-General (TPP) of MAMPU witnessed by the Deputy Prime Minister on 25 November 2019



Sesi Penyampaian Sijil EKSA kepada Timbalan Ketua Pengarah Perkhidmatan Awam (Pembangunan) oleh Pengarah Bahagian Perundingan Pengurusan 2, MAMPU disaksikan oleh YBhg. Ketua Pengarah Perkhidmatan Awam pada 11 Oktober 2019
EKSA Certificate Presentation to the Deputy Director-General of Public Service (Development) by the Director of Management Consultancy 2 Division of MAMPU witnessed by the Director-General of Public Service on 11 October 2019

MAMPU SABAH

MAMPU SABAH



MAMPU Sabah memainkan peranan penting sebagai penggerak dan agen perubahan pentadbiran dan pengurusan bagi perkhidmatan awam di negeri Sabah. Peranan dan fungsi MAMPU Sabah ialah:

MAMPU Sabah plays an important role as a catalyst and change agent for the administration and management of the public sector in Sabah. The roles and functions of MAMPU Sabah are:

- Merancang dan melaksanakan program khidmat nasihat dan rundingan mengenai pelaksanaan program pembangunan organisasi, pembangunan pengurusan, transformasi dan inovasi serta pematuhan dan pengiktirafan bagi agensi-agensi awam di negeri Sabah.
- Melaksanakan pemantauan dan penilaian terhadap pencapaian pelaksanaan pembangunan organisasi, pembangunan pengurusan, transformasi dan inovasi serta pematuhan dan pengiktirafan bagi agensi-agensi awam di negeri Sabah.
- Merancang dan meneraju pembangunan ICT perkhidmatan awam di negeri Sabah.
- Menjadi pakar runding dalam pengurusan organisasi dan ICT perkhidmatan awam di negeri Sabah.
- To plan and conduct advisory and consultancy programmes pertaining to the implementation of organisational development, management development, transformation and innovation as well as compliance and recognition programmes for the public agencies in Sabah.
- To conduct monitoring and evaluation on the achievement of the implementation of organisational development, management development, transformation and innovation as well as compliance and recognition for the public agencies in Sabah.
- To plan and lead the development of public service ICT in Sabah.
- To serve as a consultant in the management of public service organisation and ICT in Sabah.



PENCAPAIAN TAHUN 2019

ACHIEVEMENTS IN 2019

Taklimat Pengenalan kepada Ekosistem Kondusif Sektor Awam (EKSA)

Taklimat Pengenalan kepada Ekosistem Kondusif Sektor Awam (EKSA) oleh MAMPU Sabah telah diadakan seperti senarai yang berikut:

- Pejabat Jabatan Bomba dan Penyelamat Malaysia Negeri Sabah, Kota Kinabalu, 29 Januari 2019;
- Pejabat Lembaga Bandaran Kudat, 21 Februari 2019;
- Pejabat Lembaga Pelesenan Kenderaan Perdagangan Sabah, Kota Kinabalu, 17 April 2019;
- Institut Latihan Islam Malaysia, Kampus Kundasang, 16 Julai 2019;
- Pejabat Agensi Penguatkuasaan Maritim Malaysia, Kota Kinabalu, 20 Ogos 2019;
- Pejabat Jabatan Imigresen Malaysia, Sandakan, 19 Oktober 2019; dan
- Hospital Semporna, 21 Oktober 2019.

Objektif utama taklimat pengenalan EKSA ialah untuk memperluas pelaksanaan EKSA di agensi Negeri Sabah. Langkah ini selaras dengan usaha memperkukuh budaya organisasi berprestasi tinggi dan inovatif dalam kalangan agensi-agensi sektor awam melalui penyediaan persekitaran, budaya kerja serta nilai yang menjadi amalan seluruh warga agensi sektor awam.

Public Sector Conducive Ecosystem (EKSA) Introductory Briefing

Public Sector Conducive Ecosystem (EKSA) Introductory Briefings were conducted by MAMPU Sabah as follows:

- On 29 January 2019 at the Fire and Rescue Department Office of Malaysia in Sabah, Kota Kinabalu;
- On 21 February 2019 at the Kudat Town Board Office, Kudat;
- On 17 April 2019 at the Commercial Vehicle Licensing Board Sabah Office, Kota Kinabalu;
- On 16 July 2019 at the Malaysian Islamic Training Institute, Kundasang Campus;
- On 20 August 2019 at the Malaysian Maritime Enforcement Agency Office, Kota Kinabalu;
- On 19 October 2019 at the Immigration Department of Malaysia, Sandakan; and
- On 21 October 2019 at Semporna Hospital.

The main objective of EKSA introductory briefings was to expand the implementation of EKSA in the State of Sabah's agencies. This move was in line with the efforts to strengthen the organisational culture of high performance and innovation among the public sector agencies by providing a conducive environment, work culture, and values for public servants.



Taklimat Pengenalan EKSA di Institut Latihan Islam Malaysia, Kampus Kundasang pada 16 Julai 2019
EKSA Introductory Briefing at the Malaysian Islamic Training Institute, Kundasang Campus on 16 July 2019

EKSA juga memperkenalkan model penilaian dan pengauditan baharu yang merangkumi Kriteria Generik dan Kriteria Khusus dengan mengambil kira kepelbagaian premis agensi Kerajaan mengikut jenis-jenis perkhidmatan yang diberikan. Pendekatan *one-size-fits-all* yang dilaksanakan sebelum ini didapati kurang praktikal untuk memenuhi keperluan kepelbagaian agensi Kerajaan pada masa ini. Justeru, penilaian EKSA ini akan disesuaikan mengikut lokaliti agensi yang diaudit.

Kesimpulannya, EKSA yang diperkenalkan ini bukan bertujuan menggantikan konsep 5S yang telah sedia ada, sebaliknya menambah baik elemen 5S tersebut dengan menyokong kepada pewujudan persekitaran kerja yang kondusif dan peningkatan imej korporat.

Apart from this, EKSA also included the introduction of a new auditing model comprising Generic criteria and Specific criteria, which considered the diversity of government agencies. Previously, the one-size-fits-all concept, which had been used was found to be inadequate in catering to the needs of all agencies. Therefore, the improved EKSA criteria was able to conform according to the locality of the agencies.

In conclusion, the introduction of the EKSA was not intended to replace the existing 5S concept, but rather to enhance the 5S elements with an emphasis on creating a conducive working environment and enhancing corporate image.



Taklimat Pengenalan EKSA di Agensi Penguatkuasaan Maritim Malaysia, Kota Kinabalu pada 20 Ogos 2019
EKSA Introductory Briefing at the Malaysian Maritime Enforcement Agency on 20 August 2019



Taklimat Pengenalan EKSA di Pejabat Jabatan Imigresen Malaysia, Sandakan pada 19 Oktober 2019
EKSA Introductory Briefing at the Immigration Department of Malaysia, Sandakan on 19 October 2019



Taklimat Pengenalan EKSA di Pejabat Hospital Semporna pada 21 Oktober 2019
EKSA Introductory Briefing at Semporna Hospital on 21 October 2019

Taklimat Pekeliling Kemajuan Pentadbiran Awam Bilangan 4 Tahun 2018 myPortfolio: Panduan Kerja Sektor Awam

Taklimat myPortfolio oleh MAMPU Sabah telah diadakan seperti senarai yang berikut:

- Majlis Perbandaran Tawau (MPT), 18-19 Februari 2019;
- Kompleks Bersepadu Kementerian Komunikasi & Multimedia, 18-19 Mac 2019;
- Sesi Familiarisasi myPortfolio Zon Labuan, 29-30 April 2019;
- Pejabat Kementerian Perdagangan Dalam Negeri Dan Hal Ehwal Pengguna Negeri Sabah, 23 Julai 2019; dan
- Agensi Penguatkuasa Maritim Cawangan Tawau, 11 Disember 2019.

Objektif program bertujuan memaklumkan berkenaan PKPA Bilangan 4 Tahun 2018 yang menjadi dokumen rujukan penjawat awam dalam menyediakan dokumen yang lebih sistematik berkaitan dengan prosedur, proses kerja dan tanggungjawab di peringkat jabatan dan individu; memberi latihan terhadap tatacara penyediaan myPortfolio; dan melatih pegawai daripada agensi yang dilantik sebagai duta kecil untuk memberikan taklimat dan membantu dalam penyediaan myPortfolio agensi kelak.

Program ini diharap akan dapat mempertingkatkan tahap kefahaman penjawat awam terhadap pelaksanaan Panduan Kerja terkini melalui myPortfolio yang menggantikan Fail Meja dan Manual Prosedur Kerja.

Briefing on Public Administration Development Circular No. 4 of 2018 myPortfolio: Public Sector Work Guide

Briefings on myPortfolio were conducted by MAMPU Sabah as follows:

- On 18-19 February 2019 at Tawau Municipal Council (MPT);
- On 18-19 March 2019 at the Sabah Ministry of Communication and Multimedia Malaysia Building;
- On 29-30 April 2019 at the Labuan Zone myPortfolio Familiarisation Session;
- On 23 July 2019 at the Sabah Domestic Trade and Consumer Affairs Office; and
- On 11 December 2019 at the Malaysian Maritime Enforcement Agency (Tawau Branch)

The objectives of this programme were to inform regarding a document that civil servants can refer to in order to prepare a more systematic document with regard to procedures, work processes, and responsibilities at the departmental and individual levels; provide training in setting up myPortfolio; and provide Training of Trainers (TOT) to officers from main agencies and appoint them as ambassadors to brief and assist in the preparation of their agencies' myPortfolio.

This programme was expected to increase the understanding of the civil servants on the implementation of myPortfolio as a tool in human resource management in complementing efforts to boost the effectiveness of public sector service delivery.



Taklimat myPortfolio di Jabatan Penyiaran Sabah pada 18-19 Mac 2019
myPortfolio Briefing at Radio Television Malaysia (RTM) Sabah on 18-19 March 2019



Taklimat myPortfolio di Sesi Familiarisasi myPortfolio Zon Labuan pada 29-30 April 2019
myPortfolio Briefing at Labuan Zone myPortfolio Familiarisation Session on 29-30 April 2019

Program *Outreach* “Merakyatkan Perkhidmatan #MAMPU4U”

Program *Outreach* “Merakyatkan Perkhidmatan #MAMPU4U” di Sabah telah diadakan pada 5 Mac 2019 di Dewan Masyarakat Sandakan, Zon Sandakan dan 9 April 2019 di Dewan Masyarakat Sipitang, Zon Pedalaman Bawah. Objektif program ini ialah untuk menghebahkan inisiatif yang ditawarkan oleh MAMPU Sabah dalam memantapkan perkhidmatan awam di Negeri Sabah, dan memperluas jangkauan perkhidmatan dengan peningkatan libat urus bersama agensi Persekutuan dan Negeri Sabah. Program ini telah melibatkan penjawat awam Kerajaan Negeri Sabah di sekitar daerah Sandakan dan daerah pedalaman bawah (Sipitang, Beaufort dan Tenom).

Outreach Programmes #MAMPU4U

Outreach Programmes #MAMPU4U in Sabah were held on 5 March 2019 at the Sandakan Municipal Hall in the district of Sandakan and 9 April 2019 at Sipitang Municipal Hall in the rural zone (Sipitang, Beaufort, and Tenom). The objectives of the programmes were to inform the initiatives (products and services) offered by MAMPU Sabah in enhancing public service in Sabah, and expand the reach of services by increasing the collaboration of the Federal and State agencies of Sabah. These programmes were participated by the Sabah state civil servants in the districts of Sandakan, Sipitang, Beaufort, and Tenom.



Program *Outreach* “Merakyatkan Perkhidmatan #MAMPU4U” pada 5 Mac 2019 di Dewan Masyarakat Sandakan
Outreach Programme #MAMPU4U” on 5 March 2019 at Sandakan Municipal

Bengkel Penyediaan Pelan Strategik Agensi Kerajaan di Negeri Sabah

Pada tahun 2019, MAMPU Sabah telah memberikan khidmat rundingan untuk Pengurusan Strategik kepada tiga (3) agensi kerajaan di Sabah iaitu Kementerian Kesihatan dan Kesejahteraan Rakyat (KKKR) pada 16-18 Januari 2019, Majlis Perkhidmatan Masyarakat Sabah (MPMS) pada 25-27 Februari 2019, dan Jabatan Perikanan Sabah (DOFS) pada 31 Julai - 2 Ogos 2019. Objektif program ini ialah untuk membantu agensi menyediakan Pelan Strategik sebagai panduan utama agensi menetapkan hala tuju dan beroperasi secara efektif demi memenuhi keperluan pelanggan dan pemegang taruh.

Semasa sesi *pre-council* dan bengkel, pengurusan atasan turut sama terlibat untuk memberikan input dan membincangkan serta memutuskan perkara-perkara utama yang perlu dimasukkan dalam pelan strategik

Strategic Plan Workshop for Government Agencies in Sabah

In 2019, MAMPU Sabah provided consultancy services of Strategic Management to three (3) government agencies in Sabah, namely the Ministry of Health and Welfare (KKKR) on 16-18 January 2019, Sabah Council of Social Services (MPMS) on 25-27 February 2019, and the Department of Fisheries Sabah (DOFS) on 31 Julai - 2 August 2019. The main objective of this programme was to help the agency prepare its Strategic Plan as the main reference to set direction and operate effectively to fulfil expectation of customers and stakeholders.

The top management executives were involved throughout the pre-council and workshop to provide valuable input, discuss, and decide crucial points to be included in the plan. Their commitment ensured smooth running of the

tersebut. Komitmen tinggi yang diberikan oleh mereka memastikan penyediaan pelan strategik berjalan lancar. Pelan Strategik membolehkan agensi menetapkan Sasaran Kerja Tahunan dengan lebih terarah dan selari dengan matlamat agensi. Ia juga memastikan penggunaan sumber secara optimum dan meningkatkan kecekapan agensi secara keseluruhan.

workshop and finalisation of the plan. The Strategic Plan will enable the agency to set an Annual Work Target (SKT) in line with its goals. This will further ensure the agencies are utilising their resources at optimum level and enhance the overall productivity.



Sebahagian peserta yang menghadiri Bengkel Penyediaan Pelan Strategik Kementerian Kesihatan dan Kesejahteraan Rakyat
Some of the participants who attended the Strategic Plan Workshop for the Ministry of Health and Welfare



Setiausaha Eksekutif Majlis Perkhidmatan Masyarakat Sabah, Puan Joanne Lee bersama fasilitator dan peserta bengkel
Executive Secretary of Sabah Council of Social Services, Mrs. Joanne Lee with the facilitators and participants



Para peserta merakamkan kenangan semasa Bengkel Penyediaan Pelan Strategik Jabatan Perikanan Sabah 2021-2025
Participants during the Strategic Plan Workshop for the Department of Fisheries Sabah



Bengkel Penyediaan Pelan Strategik Jabatan Perikanan Sabah dihadiri oleh 64 orang pegawai yang mewakili setiap bahagian
Strategic Plan Workshop for the Department of Fisheries Sabah was attended by 64 participants representing all

Inovasi Sektor Awam Sabah 2019 (ISAS 2019)

Inovasi Sektor Awam Sabah (ISAS) 2019 dilaksanakan secara kolaborasi di antara Pejabat Setiausaha Kerajaan Negeri, mewakili kerajaan negeri, dan Pejabat Setiausaha Persekutuan Sabah, mewakili kerajaan pusat. Penganjuran ISAS ini merupakan satu usaha untuk menyemarakkan semula pembudayaan inovasi di Sabah selain memberikan pengiktirafan kepada sektor awam yang sentiasa berusaha melaksanakan inovasi dalam penyampaian perkhidmatan demi untuk memberikan perkhidmatan yang terbaik kepada orang awam.

Public Sector Innovation 2019 (ISAS 2019)

The Sabah Public Sector Innovation (ISAS) 2019 was carried out in collaboration between the State Secretary's Office, representing the state government, and the Sabah Federal Secretary's Office, representing the central government. The organisation of ISAS is an effort to revitalise the culture of innovation in Sabah and to give recognitions to the public sector that is constantly striving to innovate in the area of service delivery towards providing the best service to the public.



Ucapan Pembukaan Majlis yang disampaikan oleh YBhg. Dato' Samsuni bin Mohd. Nor, Setiausaha Persekutuan Sabah
Opening Ceremony Speech by YBhg. Dato' Samsuni bin Mohd. Nor, Sabah Federal Secretary



Pelancaran Perasmian Majlis yang disampaikan oleh YAB Datuk Seri Panglima Haji Shafie bin Haji Apdal, Ketua Menteri Sabah
Launch of Opening Ceremony by YAB Datuk Seri Panglima Haji Shafie bin Haji Apdal, the Chief Minister of Sabah



Ucapan Perasmian Majlis yang disampaikan oleh YAB Datuk Seri Panglima Haji Shafie bin Haji Apdal, Ketua Menteri Sabah
Officiating Ceremony Speech by YAB Datuk Seri Panglima Haji Shafie bin Haji Apdal, the Chief Minister of Sabah

Objektif pelaksanaan ISAS 2019 adalah seperti berikut:

- a. Meningkatkan pesona perkhidmatan awam dalam konteks pembudayaan inovasi menerusi kerjasama di antara Jabatan/Agensi Kerajaan Negeri dan Persekutuan;
- b. Menggalakkan penciptaan suatu ekosistem inovasi dalam mempertingkatkan kualiti urus tadbir penawaran perkhidmatan kepada masyarakat;
- c. Memperkasa daya pemikiran dalam mencambah prospek proaktif, kreatif dan inovatif dalam pelaksanaan proses kerja; dan
- d. Menjadi perantara agensi sektor awam dan swasta dalam usaha pengkomersialan dan perlindungan hak eksklusif harta intelek inovasi agensi sektor awam.

ISAS ini melibatkan penerima anugerah inovasi, Ketua-ketua Jabatan Negeri dan Persekutuan, serta pihak berkepentingan khususnya di Sabah. Dalam memastikan majlis inovasi ini berjalan dengan lancar, Jawatankuasa-Jawatankuasa Pemandu yang terdiri daripada Setiausaha Kerajaan Negeri Sabah dan Setiausaha Kerajaan Persekutuan selaku pengerusi bersama dibantu oleh Jawatankuasa Pelaksana yang melibatkan

The objectives of implementing ISAS 2019 were as follows:

- a. Enhancing public service appeal in the context of innovation culture through collaboration between the State and Federal Government Departments/ Agencies;
- b. Promoting the creation of an innovation ecosystem in improving the quality of service governance for the public;
- c. Empowering a mindset of adding proactive, creative, and innovative prospects to the execution of work processes; and
- d. Serving as the intermediary for public and private sector agencies in the commercialisation and protection of the exclusive intellectual property rights of public sector agencies.

The ISAS programme involved recipients of innovation awards, heads of state and federal departments, and stakeholders in Sabah in particular. To ensure the smooth execution of these innovations, the Steering Committees consisting of the State Secretary of Sabah and the Federal Secretary as joint chairmen were assisted by the Executive Committee, which included various State and Federal government agencies, namely MAMPU and

pelbagai agensi-agensi kerajaan Negeri dan Persekutuan dimana MAMPU dan Timbalan Setiausaha Kerajaan Negeri Sabah selaku Sekretariat bagi program tersebut. Program ini telah dirasmikan oleh Yang Amat Berhormat Datuk Seri Panglima Haji Mohd. Shafie bin Haji Apdal, Ketua Menteri Sabah.

Kategori Pertandingan ISAS 2019 ialah Anugerah Inovasi Pengurusan Kewangan, Anugerah Inovasi dan Pembudayaan ICT, Anugerah Inovasi Keselamatan Fizikal dan Pengurusan Rekod, Anugerah Inovasi Pejabat Ceria dan Kaunter Terbaik, Anugerah Inovasi Pendidikan, dan Anugerah Inovasi PBT. Sebanyak 45 penyertaan daripada pelbagai agensi negeri dan persekutuan telah diterima dan ini menunjukkan satu sambutan yang memberangsangkan bagi penganjuran ISAS kali pertama.

Sabah Data Fest 2019

Sabah Data Fest 2019 telah diadakan pada 8-9 Julai 2019 di Wisma Bandaraya Kota Kinabalu. Ia merupakan program anjuran bersama Kementerian Pelajaran Inovasi Sabah, MAMPU Sabah, Jabatan Perkhidmatan Komputer Negeri Sabah dan Kinabalu Coders. Objektif pelaksanaan *Sabah Data Fest* adalah untuk menggalakkan perkongsian data terbuka agensi kerajaan di Sabah; pembelajaran teknik penyediaan set data yang berkualiti; meningkatkan kualiti set data di dalam portal data.gov.my; dan meningkatkan kesedaran pelaksanaan data terbuka.

Sabah Data Fest 2019 telah disertai oleh seramai 47 orang peserta yang terdiri daripada penyumbang set data dan pelulus set data daripada 29 agensi negeri Sabah. *Sabah Data Fest 2019* dilaksanakan secara *hands-on training* dan sesi *coaching* untuk mengenal pasti set data agensi masing-masing dan pembelajaran teknik *converting* set data dalam pelbagai format seperti XLS, CSV dan JSON. Sesi pembentangan oleh para peserta juga diadakan bagi menilai sejauh mana pemahaman peserta berkenaan set data agensi masing-masing. Keunikan *Sabah Data Fest* adalah melalui pelaksanaan sesi pertandingan yang dihakimi oleh para juri yang terdiri daripada Bahagian Kerajaan Digital, MAMPU, Jabatan Perkhidmatan Komputer Negeri Sabah dan Kinabalu Coders.

the Deputy Secretary of State of Sabah, the secretariat for the programme. The programme was officiated by the Honourable Datuk Seri Panglima Haji Mohd. Shafie bin Haji Apdal, the Chief Minister of Sabah.

2019 ISAS Competition Categories were the Financial Management Innovation Award, the ICT Innovation and Culture Award, the Physical Security Innovation and Records Management Award, the Cheerful Office and Best Counter Innovation Award, the Education Innovation Award, and the Local Innovation Award. A total of 45 entries from various state and federal agencies were received, and this showed an exciting response to the first ISAS deployment.

Sabah Data Fest 2019

The Sabah Data Fest 2019 was held on 8-9 July 2019 at Wisma Bandaraya Kota Kinabalu. It was organised by the Sabah Ministry of Innovation Education, MAMPU Sabah, Sabah State Computer Services Department, and Kinabalu Coders. The objectives of Sabah Data Fest were to encourage open data sharing and government agencies in Sabah; to learn the quality of data setup technique; to improve the quality of data sets in the data.gov.my portal; and to increase open data implementation awareness.

The Sabah Data Fest 2019 was attended by 47 participants comprising of dataset contributors and dataset approvals from 29 Sabah state agencies. It was conducted through hands-on training and coaching sessions to identify respective agencies' data sets and learn to convert data set in various formats, such as XLS, CSV, and JSON. The presentation session by the participants was also conducted to assess the extent to which the participants understood their respective agencies' datasets. The uniqueness of the Sabah Data Fest is through the implementation of a competition session judged by panel members from the Digital Government Division, MAMPU, Sabah State Computer Services Department, and Kinabalu Coders.

Majlis Perasmian Penutup *Sabah Data Fest 2019* telah disempurnakan oleh YB. Datuk Dr. Yusof bin Yacob, Menteri Pelajaran Inovasi Sabah dan turut hadir bersama ialah YBhg. Datuk Dr. Minggu Hj. Jumaan, Setiausaha Tetap Kementerian Pelajaran dan Inovasi Sabah dan YH. Dato' Hj. Mohd Shuhaili Mohd Taufek, Pengarah MAMPU Sabah. *Sabah Data Fest 2019* telah mencapai objektif yang disasarkan dan telah berjaya menerbitkan 37 set data baru yang lebih berkualiti dan dalam pelbagai format sumber data dan tidak terhad kepada set data dalam format XLS sahaja.

The closing ceremony of the Sabah Data Fest 2019 was officiated by YB. Datuk Dr. Yusof bin Yacob, the Minister of Education for Sabah Innovation and also present were YBhg. Datuk Dr. Minggu Hj. Jumaan, the Permanent Secretary of the Ministry of Education and Innovation Sabah and YH. Dato' Hj. Mohd Shuhaili Mohd Taufek, the Director of MAMPU Sabah. The Sabah Data Fest 2019 had achieved its objectives and successfully published 37 new and better quality datasets in a variety of data source formats and not limited to datasets in XLS format only.



Sesi taklimat mengenalpasti set data terbuka berkualiti di agensi masing-masing oleh En. Edham Arief, Co-Founder Kinabalu Coders

Briefing session on how to identify the best open data set by Mr. Edham Arief, the Co-Founder of Kinabalu Coders



Sesi pembentangan oleh para peserta berkenaan set-set data yang dimuatkan ke dalam portal data.gov.my kepada panel juri hakim Sabah Data Fest 2019

Participants' presentation session on datasets uploaded on the data.gov.my portal to the Sabah Data Fest 2019 jury panel



Sesi bergambar YB. Datuk Dr. Yacob Yusof, Menteri Pelajaran dan Inovasi Sabah, YBhg. Datuk Dr. Minggu Hj. Jumaan, Setiausaha Tetap Kementerian Pelajaran dan Inovasi Sabah, YH. Dato' Hj. Mohd. Shuhaili Mohd Taufek, Pengarah MAMPU Sabah bersama para pemenang Sabah Data Fest 2019

Photo session of YB. Datuk Dr. Yusof bin Yacob, the Sabah Minister of Education and Innovation, YBhg. Datuk Dr. Minggu Hj. Jumaan, the Permanent Secretary of Sabah Ministry of Education and Innovation, YH. Dato' Hj. Mohd. Shuhaili Mohd Taufek, the Director of MAMPU Sabah with the winners of Sabah Data Fest 2019

MAMPU SARAWAK

MAMPU SARAWAK



MAMPU Sarawak memainkan peranan penting sebagai penggerak dan agen perubahan pentadbiran dan pengurusan bagi perkhidmatan awam di negeri Sarawak. Peranan dan fungsi MAMPU Sarawak ialah:

MAMPU Sarawak plays an important role as a catalyst and change agent for the administration and management of the public sector in Sarawak. The roles and functions of MAMPU Sarawak are:

- Merancang dan melaksanakan program khidmat nasihat dan rundingan mengenai pelaksanaan program pembangunan organisasi, pembangunan pengurusan, transformasi dan inovasi serta pematuhan dan pengiktirafan bagi agensi-agensi awam di negeri Sarawak.
- Melaksanakan pemantauan dan penilaian terhadap pencapaian pelaksanaan pembangunan organisasi, pembangunan pengurusan, transformasi dan inovasi serta pematuhan dan pengiktirafan bagi agensi-agensi awam di negeri Sarawak.
- Merancang dan meneraju pembangunan ICT perkhidmatan awam di negeri Sarawak.
- Menjadi pakar runding dalam pengurusan organisasi dan ICT perkhidmatan awam di negeri Sarawak.
- To plan and conduct advisory and consultancy programmes pertaining to the implementation of organisational development, management development, transformation and innovation as well as compliance and recognition programmes for the public agencies in Sarawak.
- To conduct monitoring and evaluation on the achievement of the implementation of organisational development, management development, transformation and innovation as well as compliance and recognition for the public agencies in Sarawak.
- To plan and lead the development of public service ICT in Sarawak.
- To serve as a consultant in the management of public service organisation and ICT in Sarawak.



PENCAPAIAN TAHUN 2019 ACHIEVEMENTS IN 2019

Prasarana Kunci Awam Kerajaan (Government Public Key Infrastructure – GPKI)

Pejabat Pembangunan Persekutuan Negeri Sarawak telah melaksanakan program *Outreach* Sistem e-Perolehan dan iGFMAS ke atas semua Pejabat Daerah di negeri Sarawak bermula pada Februari hingga April 2019. Pejabat Pembangunan Persekutuan Negeri Sarawak selaku penyelaras bagi program kali ini. Ia melibatkan beberapa agensi persekutuan sebagai tenaga pengajar melalui medium pembelajaran dan praktikal bagi merealisasikan program *outreach* ini. MAMPU Sarawak telah dijemput untuk membuat perkongsian mengenai sesi Prosedur Permohonan TOKEN.

Objektif Program *Outreach* e-Perolehan dan iGFMAS ini bertujuan untuk memberi kesedaran dan pengukuhan kepada pengguna iGFMAS dan e-perolehan (kumpulan sasaran ialah Pejabat Daerah dan Pentadbiran Kerajaan Negeri Sarawak); menjadi satu medium pembelajaran teori dan praktikal kepada pengguna; dan sebagai satu platform untuk menangani isu teknikal sistem atau sijil digital individu.

Program *outreach* ini telah berlangsung sebanyak sembilan (9) siri jelajahan yang melibatkan bahagian dan daerah di negeri Sarawak seperti **Jadual 8** di bawah:

Government Public Key Infrastructure (GPKI)

The Implementation Coordination Unit (ICU) Sarawak implemented the e-Procurement System and iGFMAS Outreach Programme for all District Offices in Sarawak from February to April 2019. ICU Sarawak was the coordinator of this programme. The panel of presenters consisted of officers from several federal agencies. Lectures and practical sessions were conducted throughout the outreach programme. MAMPU Sarawak was invited to share its knowledge in the TOKEN Application Procedure sessions.

The objectives of the e-Procurement System and iGFMAS Outreach Programme were to provide awareness and empowerment to users of iGFMAS and e-Procurement (target groups were District Offices and the State Government of Sarawak), to serve as a theory and practical learning medium for users, and to be a platform for addressing technical issues of systems or individual digital certificates.

This outreach programme was implemented in nine (9) sessions covering nine (9) divisions and their respective districts in Sarawak, as shown in **Table 8**:



Jadual 8: Sembilan (9) bahagian yang terpilih untuk Program Outreach GPKI
Table 8: Nine (9) divisions were selected for the GPKI Outreach Programme

BAHAGIAN DIVISION	DAERAH DISTRICT
Kuching/ Kota Samarahan/ Serian Kuching/ Kota Samarahan/ Serian	Kuching, Lundu, Bau, Samarahan, Asajaya, Simunjan, Serian dan Tebedu Kuching, Lundu, Bau, Samarahan, Asajaya, Simunjan, Serian and Tebedu
Sri Aman Sri Aman	Sri Aman, Lubuk Antu, Betong, Kabong dan Saratok Sri Aman, Lubuk Antu, Betong, Kabong and Saratok
Sarikei Sarikei	Sarikei, Julau, Pakan dan Meradong Sarikei, Julau, Pakan and Meradong
Sibu Sibu	Sibu, Selangau dan Kanowit Sibu, Selangau and Kanowit
Kapit Kapit	Kapit, Bukit Madong, Song dan Belaga Kapit, Bukit Madong, Song and Belaga
Mukah Mukah	Mukah, Tanjung Manis, Dalat, Daro dan Matu Mukah, Tanjung Manis, Dalat, Daro and Matu
Bintulu Bintulu	Bintulu, Tatau dan Sebauh Bintulu, Tatau and Sebauh
Miri Miri	Miri, Subis, Marudi, dan Telang Usan Miri, Subis, Marudi and Telang Usan
Limbang Limbang	Limbang dan Lawas Limbang and Lawas

Sesi Teknologi *Update*: Pengkomputeran Awan Dalam Sektor Awam Peringkat Negeri Sarawak

Malaysia Digital Economy Corporation (MDEC) sering bekerjasama dengan Unit Pemodenan Tadbiran dan Perancangan Pengurusan Malaysia (MAMPU) dalam usaha memangkin penggunaan teknologi pengkomputeran awan dalam sektor awam. Pada tahun 2018, beberapa sesi perkongsian telah dijalankan di sekitar Lembah Klang termasuk kementerian dan jabatan-jabatan yang berkaitan. Bagi meningkatkan lagi kesedaran dan penggunaan pengkomputeran awan, Sesi Teknologi *Update*: Pengkomputeran Awan Dalam sektor Awam ini turut diadakan di Hotel Pullman, Kuching, Sarawak pada 26 Ogos 2019. Seramai 60 peserta yang terdiri daripada Pegawai IT yang berkhidmat di jabatan Persekutuan, Negeri dan Badan Berkanun di Sarawak telah menghadiri program ini. Objektif sesi teknologi *update* adalah untuk mendedahkan agensi kepada potensi pengkomputeran awan; sebagai sesi *hands-on* menggunakan pengkomputeran awan; dan untuk mengetahui cabaran agensi untuk menggunakan teknologi pengkomputeran awan.

Technology Update Session: Cloud Computing in Public Sector in Sarawak

The Malaysia Digital Economy Corporation (MDEC), in collaboration with the Malaysian Administrative Modernisation and Management Planning Unit (MAMPU), has been actively promoting the use of cloud computing technology to the public sector. In 2018, several awareness sessions were held in the Klang Valley involving relevant ministries and departments. To increase the awareness and use of cloud computing, Technology Update Session: Cloud Computing in Public Sector was held at Pullman Hotel, Kuching, Sarawak on 26 August 2019. About 60 participants comprising IT personnel serving in Federal, State, and Statutory Bodies in Sarawak attended the programme. The objectives of the Technology Update Session were to introduce the potential of cloud computing to agencies, to provide hands-on sessions on using cloud computing applications, and to identify agencies' challenges in adopting cloud computing technology.



Antara para peserta yang hadir ke Sesi Teknologi *Update*: Pengkomputeran Awan Dalam Sektor Awam
Some of the participants in the Technology Update Session: Cloud Computing in the Public Sector

Majlis Anugerah Tinta Kenyalang 2019

Majlis Anugerah Tinta Kenyalang 2019 telah diadakan di Balai Budaya, Dewan Bahasa dan Pustaka Cawangan Sarawak pada 29 November 2019. Buletin MAMPU Sarawak 1/2018 terbitan MAMPU Sarawak telah dinobatkan sebagai penerima Anugerah Citra Buletin Jabatan 2017/2018 Kategori Perak oleh Dewan Bahasa dan Pustaka Cawangan Sarawak.

Tinta Kenyalang Award Ceremony 2019

The Institute of Language and Literature (Dewan Bahasa dan Pustaka) held the Tinta Kenyalang Award Ceremony 2019 on 29 November 2019. MAMPU Sarawak Bulletin 1/2018 had won an award in the Silver Category for the 2017/2018 Departmental Bulletin Award.



Penyampaian hadiah semasa Majlis Anugerah Tinta Kenyalang 2019
Presentation of prizes during Tinta Kenyalang Awards Ceremony 2019



Anugerah Citra Buletin Jabatan 2017/2018 Kategori Perak
Departmental Bulletin Award 2017/2018 Silver Category

Anugerah Pengurusan Pelanggan

Anugerah Kualiti Perkhidmatan Awam Negeri Sarawak (AKPANS) telah diadakan pada 27 Mac - 4 Disember 2019. AKPANS merupakan satu pengiktirafan kepada pencapaian kecemerlangan organisasi sektor awam yang paling berprestij dengan mengambil kira aspek pementapan pengurusan pentadbiran organisasi serta pencapaian pelaksanaan lapan (8) bidang utama di dalam Pelan Tindakan SCS 10-20. Anugerah Pengurusan Pelanggan (APP) merupakan salah satu anugerah di bawah AKPANS yang lebih memfokuskan kepada pengurusan pelanggan dan dianjurkan oleh Jabatan Ketua Menteri Sarawak setiap tahun.

Objektif program ini adalah untuk memberi pengiktirafan kepada agensi-agensi Kerajaan Negeri dan Persekutuan terhadap keberkesanan pengurusan pelanggan dalam menyediakan perkhidmatan yang berprestasi tinggi. Penyertaan bagi anugerah ini adalah wajib bagi Pihak Berkuasa Tempatan, Pejabat Daerah, Agensi Pembekal Utiliti dan terbuka kepada Kementerian, Jabatan dan Agensi di Peringkat Kerajaan Negeri dan Persekutuan.

Customer Management Award

The annual Sarawak State Public Service Quality Award (AKPANS) was held by Sarawak Chief Minister's Department on 27 March - 4 December 2019. AKPANS is a prestigious recognition of the achievements of public sector organisations that takes into account the organisations' enhanced administration management and their achievements in the eight (8) key areas in SCS 10-20 Action Plan. One of the awards under AKPANS is the Customer Management Award (APP), which focuses on customer management.

The objective of the programme is to provide recognition to State and Federal Government agencies for the effectiveness of customer management in providing high-quality services. Participation in this award is compulsory for Local Authorities, District Offices, and Utility Supplier Agencies and is open to the Ministries, Departments and Agencies at the State and Federal Government levels..



Gambar sekitar pelaksanaan Anugerah Kualiti Perkhidmatan Awam Negeri Sarawak (AKPANS)
Implementation of Sarawak State Public Service Quality Award (AKPANS)

Lawatan Kualiti

Lawatan kualiti telah diadakan pada 18 Julai 2019 di Hospital Kapit, 1 Oktober 2019 di ICQS Sungai Tujoh dan 20 November 2019 di Hospital Simunjan. Objektif program ini ialah untuk mengenal pasti tahap pelaksanaan usaha-usaha ke arah peningkatan sistem penyampaian perkhidmatan Kerajaan yang berterusan bagi memastikan Perkhidmatan Awam khususnya di negeri Sarawak sentiasa efektif, efisien, kompeten dan kekal relevan sepanjang masa. Delegasi lawatan kualiti tersebut diketuai oleh Setiausaha Persekutuan Sarawak dan diiringi oleh Ahli Jawatankuasa Pemandu Inovasi (JKPI) Agensi-agensi Persekutuan Sarawak yang terdiri daripada Ketua-ketua Jabatan Persekutuan atau wakil Jabatan Persekutuan.

Hasil daripada lawatan kualiti ini adalah seperti berikut:

- Laporan Lawatan Kualiti ke Hospital Kapit merangkumi enam (6) amalan baik, sembilan (9) isu dan cabaran yang dihadapi serta cadangan tindakan dan dua (2) penemuan untuk penambahbaikan;
- Laporan Lawatan Kualiti Ke ICQS Sungai Tujoh telah mengenal pasti 10 isu dan cabaran serta cadangan penambahbaikan; dan
- Laporan Lawatan Kualiti Ke Hospital Simunjan telah mengenal pasti sembilan (9) isu dan cabaran serta cadangan penambahbaikan.

Quality Visits

Quality Visits were conducted on 18 July 2019 at Kapit Hospital, 1 October 2019 at ICQS Sungai Tujoh and on 20 November 2019 at Simunjan Hospital. The objective of this programme was to identify the continuous improvement efforts implemented for the Public Service Delivery System in ensuring that the Public Services in Sarawak are always effective, efficient, competent, and relevant at all times. The delegation of the quality visits was led by the Sarawak Federal Secretary and accompanied by members of the Sarawak Federal Agencies' Innovation Steering Committee (JKPI) consisting of Heads of the Federal Departments or representatives of the Federal Departments.

The outcomes of the quality visits are as follows:

- Quality Visit Report on Kapit Hospital identified six (6) good practices, nine (9) issues/challenges, and two (2) findings for improvement. The report also included suggestions for improvement;
- Quality Visit Report on ICQS Sungai Tujoh identified ten (10) issues and challenges, proposed action, and findings for improvement; and
- Quality Visit Report on Simunjan Hospital identified nine (9) issues and challenges, proposed action, and findings for improvement.



Gambar delegasi sekitar lawatan kualiti
Pictures of the delegation during quality visits



Lawatan Penandaarasan

Lawatan penandaarasan ke Sarawak Shell Berhad, Lutong, Miri telah diadakan pada 30 September 2019. Objektif program ini adalah untuk berkongsi pengalaman dan kepakaran serta mempelajari amalan terbaik dalam pengurusan organisasi, pengurusan inovasi dan penyampaian perkhidmatan yang cekap, berkesan dan berkualiti untuk mengenalpasti amalan baik yang sesuai dilaksanakan di jabatan/agensi Persekutuan. Delegasi bagi lawatan ini diketuai oleh Encik Banges Munga, Pengarah MAMPU Sarawak mewakili Setiausaha Persekutuan Sarawak dan disertai oleh Ahli-ahli Jawatankuasa Pemandu Inovasi (JKPI) Agensi-agensi Persekutuan Sarawak. Amalan baik Sarawak Shell Berhad yang telah dikenal pasti adalah dari aspek pengurusan organisasi dan sumber manusia, pembudayaan inovasi serta pelaksanaan Program *Corporate Social Responsibility* (CSR).

Benchmarking Visit

Benchmarking Visit to Sarawak Shell Berhad, Lutong, Miri was conducted on 30 September 2019. The objectives of the programme were to share experience and expertise, to learn the best practices in organisational and innovation management, and to gain knowledge on efficient, effective, and quality service delivery in order to identify suitable practices to be implemented in Federal Agencies. The delegation of the visit was led by Mr. Banges Munga, Director of MAMPU Sarawak representing the Sarawak Federal Secretary and accompanied by members of the Sarawak Federal Agencies' Innovation Steering Committee (JKPI). Sarawak Shell Berhad's best practices had been identified in terms of organisational and human resource management, innovation culture, as well as the implementation of the Corporate Social Responsibility (CSR) Programme.



Gambar sekitar lawatan penandaarasan di Sarawak Shell Berhad, Lutong, Miri
Pictures of the benchmarking visit at Sarawak Shell Berhad, Lutong, Miri

Naziran myPortfolio

Naziran myPortfolio ke atas 10 Agensi Persekutuan telah diadakan pada April - November 2019. Program ini bertujuan untuk memantau tahap penyediaan dan penyiapan myPortfolio di Agensi-Agensi Persekutuan di Negeri Sarawak. Hasil naziran mendapati bahawa Agensi-Agensi Persekutuan di Negeri Sarawak perlu mempergiatkan lagi usaha dalam menyiapkan myPortfolio agensi masing-masing secara tepat dan lengkap.



Inspection of myPortfolio

Inspection of myPortfolio on 10 Federal Agencies was conducted in April - November 2019. The programme aimed to monitor the level of myPortfolio preparation and completion by Federal Agencies in Sarawak. The results of the inspection showed that Federal Agencies in Sarawak need to intensify efforts to prepare and complete their myPortfolio accurately..

Naziran myPortfolio di Agensi-Agensi Persekutuan di Negeri Sarawak
Inspection of myPortfolio at the Federal Agencies in Sarawak



Audit Pensijilan Ekosistem Kondusif Sektor Awam (EKSA)

MAMPU Sarawak telah menjalankan 35 audit pensijilan EKSA ke atas agensi Persekutuan dan Negeri di Sarawak pada tahun 2019. Daripada jumlah 35 audit yang dijalankan tersebut, sebanyak 23 agensi telah menerima sijil berkategori "Cemerlang" manakala lagi 12 agensi menerima sijil berkategori "Baik".

Public Sector Conducive Ecosystem (EKSA) Audit

MAMPU Sarawak conducted 35 EKSA Certification audits on Federal and State agencies in Sarawak in 2019. Out of the 35 audits conducted, 23 agencies received certificates categorised as "Excellent" while the remaining 12 agencies received certificates categorised as "Good".



Audit Pensijilan EKSA di Agensi-Agensi Persekutuan dan Negeri di Negeri Sarawak
EKSA Certification Audits at the Federal and State Agencies in Sarawak

Minggu Inovasi Perkhidmatan Awam Sarawak 2019

Minggu Inovasi Perkhidmatan Awam Sarawak 2019 telah berlangsung pada 30 September – 16 Oktober 2019. Program ini telah diselenggarakan oleh Pejabat Setiausaha Persekutuan Sarawak (PSUPS) dengan kerjasama Jabatan Ketua Menteri Sarawak (JKM) dan MAMPU Sarawak sebagai sekretariat induk. Sebanyak 11 program telah dilaksanakan di seluruh Sarawak sepanjang Sambutan Minggu Inovasi Perkhidmatan Sarawak Tahun 2019 seperti berikut:

- a. Pertandingan *Sarawak Civil Service Mobile Legends eSport Games (MCMLESG)* 2019 anjuran PSUPS pada 30 September – 2 Oktober 2019 di Kuching;
- b. Perasmian Minggu Inovasi Perkhidmatan Awam Sarawak 2019 dan *L&S Digital Innovation Fair* anjuran PSUPS, JKM dan Pejabat Tanah dan Survei Sarawak pada 3 Oktober 2019 di Sarikei;
- c. *Inno-Waste 2019* anjuran Kementerian Kerajaan Tempatan dan Perumahan Sarawak pada 4 Oktober 2019 di Mukah;
- d. Teknologi Hyperspectral anjuran Jabatan Hutan Sarawak pada 4 Oktober 2019 di Kuching;
- e. Aerobathon 2019 anjuran Jabatan Belia dan Sukan Sarawak pada 5 Oktober 2019 di Kuching;
- f. Kembara Inovasi 2019 anjuran Institut Tadbiran Awam Negara (INTAN) Sarawak pada 6 Oktober 2019 di Kuching dan Kota Samarahan;
- g. Hari Produktiviti 2019 anjuran Perbadanan Produktiviti Malaysia (MPC) Sarawak pada 8 Oktober 2019 di Kuching;
- h. *Inno-Aqua 2019* anjuran Jabatan Pertanian Sarawak pada 8 Oktober 2019 di Serian;
- i. *Management Safety Inspection (MSI)* 2019 anjuran Jabatan Kerja Raya Sarawak (JKR) pada 10 Oktober 2019 di Ngungun, Kanowit;
- j. *Sarawak Civil Service Innovation Convention Award (SCSICA)* 2019 anjuran JKM pada 14 – 15 Oktober 2019 di Kuching; dan
- k. Majlis Penutup SCSICA 2019 dan Penutup Minggu Inovasi Perkhidmatan Awam Sarawak anjuran JKM dan PSUPS pada 16 Oktober 2019 di Kuching.

Sarawak Civil Service Innovation Week 2019

Sarawak Civil Service Innovation Week 2019 was held on 30 September – 16 October 2019. The programme was led by the Office of Federal Secretary of Sarawak (PSUPS) and Chief Minister Department Sarawak (JKM). MAMPU Sarawak served as the main secretariat for the year 2019. A total of 11 programmes were executed throughout Sarawak during the Sarawak Civil Service Innovation Week 2019, as follows:

- a. Sarawak Civil Service Mobile Legends eSport Games (MCMLESG) 2019 organised by PSUPS on 30 September – 2 October 2019 in Kuching;
- b. Opening Ceremony of Sarawak Civil Service Innovation Week 2019 and L&S Digital Innovation Fair on 3 October 2019 in Sarikei;
- c. Inno-Waste 2019 organised by the Ministry of Local Government and Housing (MLGH) Sarawak on 4 October 2019 in Mukah;
- d. Hyperspectral Technology organised by the Sarawak Forest Department on 4 October 2019 in Kuching;
- e. Aerobathon 2019 organised by the Department of Youth and Sports Sarawak on 5 October 2019 in Kuching;
- f. Kembara Inovasi 2019 organised by the National Institute of Public Administration (INTAN) Sarawak on 6 October 2019 in Kuching and Kota Samarahan;
- g. 2019 Productivity Day organised by Malaysian Productivity Corporation (MPC) Sarawak at 8 October 2019 in Kuching;
- h. Inno-Aqua 2019 organised by the Sarawak Agriculture Department on 8 October 2019 in Serian;
- i. Management Safety Inspection (MSI) 2019 organised by the Public Works Department (JKR) Sarawak on 10 October 2019 in Ngungun, Kanowit;
- j. Sarawak Civil Service Innovation Convention Award (SCSICA) 2019 organised by JKM on 14–15 October 2019 in Kuching; and
- k. Closing Ceremony SCSICA 2019 and Closing Ceremony of Sarawak Civil Service Innovation Week 2019 on 16 October 2019 in Kuching.

Objektif program ini adalah untuk meningkatkan kesedaran mengenai kepentingan kreativiti dan inovasi dalam perkhidmatan awam dan kehidupan harian; sebagai wadah untuk perkongsian pengalaman dan idea dalam kecemerlangan sistem penyampaian perkhidmatan berteraskan inovasi; dan meningkatkan daya kreativiti dan inovasi melalui forum, aktiviti dan konvensyen agar budaya kerja lebih berdaya saing.

The objectives of this programme were to increase the awareness on the importance of creativity and innovation in civil service and daily lives, as a platform for sharing experiences and ideas towards the excellence of innovation-based civil service, and to enhance the level of creativity and innovation through forums, activities and convention for a competitive work culture.



Peserta Pertandingan Sarawak Civil Service Mobile Legends eSport Games (MCMLESG) 2019
Participants of Sarawak Civil Service Mobile Legends eSport Games (MCMLESG) 2019



Majlis Perasmian Minggu Inovasi Perkhidmatan Awam Sarawak 2019 oleh YBhg. Tuan Haji Mohd. Shahabuddin bin Omar, Setiausaha Persekutuan Sarawak
Opening Ceremony for Sarawak Civil Service Innovation Week 2019 officiated by YBhg. Tuan Haji Mohd. Shahabuddin bin Omar, Sarawak Federal Secretary



Majlis Perasmian Minggu Inovasi Perkhidmatan Awam Sarawak 2019 dan L&S Digital Innovation Fair
Opening Ceremony for Sarawak Civil Service Innovation Week 2019 and L&S Digital Innovation Fair



Pameran Program Teknologi Hyperspectral
Hyperspectral Technology Programme Exhibition



VIP bagi Program Inno-Waste 2019
VIPs of Inno-Waste Programme 2019



Booth Pameran Program Inno-Waste 2019
Exhibition Booths at Inno-Waste Programme 2019



Pemenang Inno-Waste 2019 Peringkat Sekolah Rendah
Primary School Category winners of Inno-Waste 2019



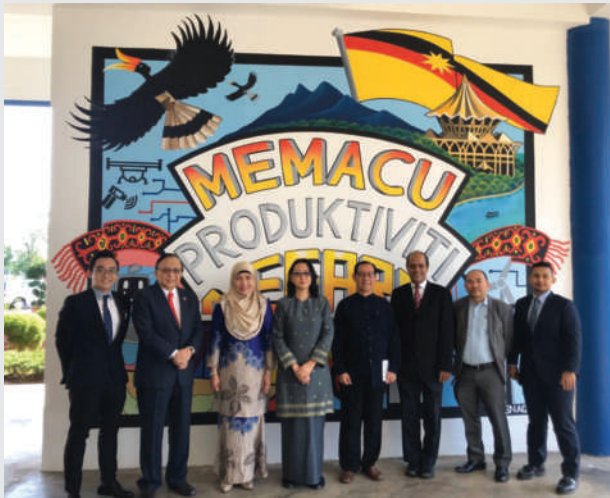
Pemenang Inno-Waste 2019 Peringkat Sekolah Menengah
Secondary School Category winners of Inno-Waste 2019



Aksi peserta Aerobathon 2019
Aerobathon 2019 participants in action



Flag Off peserta Kembara Inovasi 2019 oleh YBhg. Setiausaha Persekutuan Sarawak
Flag off of Kembara Inovasi 2019 participants by YBhg. Sarawak Federal Secretary



Sesi bergambar bersama VIP Hari Produktiviti 2019
Photo session with VIPs of 2019 Productivity Day



Pelancaran Program MSI oleh
YB Datuk Amar Jaul Sameon, Setiausaha Kerajaan Sarawak
Launching of MSI Programme by
YB Datuk Amar Jaul Sameon, Sarawak State Secretary



Program InnoAqua 2019
InnoAqua 2019 Programme



Ucapan oleh YAB Datuk Patinggi (Dr) Abang Haji Abdul
Rahman Zohari Bin Tun Abang Haji Openg, Ketua Menteri
Sarawak
Speech by YAB Datuk Patinggi (Dr) Abang Haji Abdul Rahman
Zohari Bin Tun Abang Haji Openg, Chief Minister of Sarawak



Sesi bergambar YAB Ketua Menteri Sarawak serta rombongan bersama dengan pemenang SCSICA 2019
Photo session of YAB Chief Minister of Sarawak and delegation with winners of SCSICA 2019

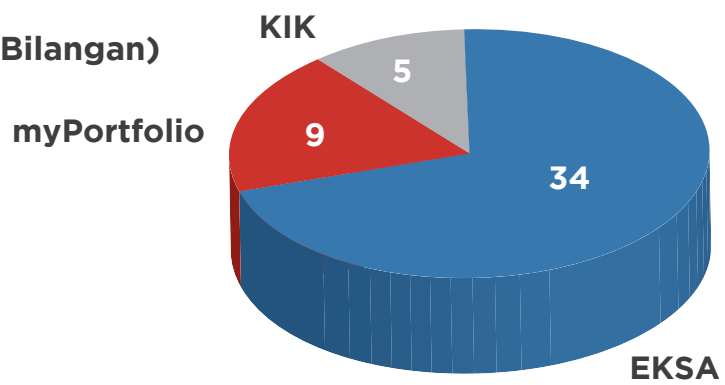
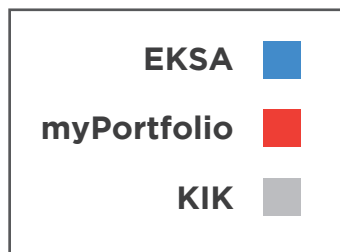
Khidmat Nasihat Ekosistem Kondusif Sektor Awam (EKSA), Kumpulan Inovatif dan Kreatif (KIK) dan Inovasi dan myPortfolio

MAMPU Sarawak telah memberikan Khidmat Nasihat Ekosistem Kondusif Sektor Awam (EKSA), Kumpulan Inovatif dan Kreatif (KIK) dan Inovasi dan myPortfolio kepada 48 agensi-agensi Persekutuan dan Negeri di Sarawak bagi memantapkan Sistem Penyampaian Perkhidmatan agensi. Bilangan khidmat nasihat yang telah dilaksanakan bagi tahun 2019 adalah seperti berikut:

Public Sector Conducive Ecosystem (EKSA), Innovative and Creative Circle (KIK) and myPortfolio Advisory Service

MAMPU Sarawak provided advisory services in EKSA, KIK, and myPortfolio to 48 Federal and State agencies in Sarawak to enhance the service delivery of the public sector. The breakdown of the advisory services provided in 2019 is as follows:

Pecahan Khidmat Nasihat (Bilangan)



Rajah 6: Bilangan Khidmat Nasihat
Diagram 6: No. of Advisory Services



Khidmat nasihat EKSA, KIK dan myPortfolio oleh MAMPU Sarawak kepada agensi-agensi Persekutuan dan Negeri di Sarawak
Advisory services on EKSA, KIK and myPortfolio by MAMPU Sarawak to the Federal and State agencies in Sarawak

**SEKTOR
TEKNOLOGI
MAKLUMAT
DAN
KOMUNIKASI**
INFORMATION AND
COMMUNICATION
TECHNOLOGY SECTOR

Bab
Chapter

6

BAHAGIAN PERUNDINGAN ICT ICT CONSULTATION DIVISION



Bahagian Perundingan ICT (BPI) memainkan peranan penting dalam memberikan khidmat pembangunan projek atau khidmat perundingan projek yang melibatkan perancangan, pengurusan dan pelaksanaan projek ICT. Peranan dan fungsi bahagian ialah:

The ICT Consulting Division (BPI) plays an important role in providing project development services or consultancy which involves the planning, management and implementation of ICT projects. The roles and functions of this division are:

- Mengkaji, merancang dan memacu projek-projek ICT sektor awam di dalam aspek strategik, pembangunan sistem dan teknikal.
- Memberi khidmat nasihat di dalam aspek strategik, pembangunan sistem dan teknikal.
- Memimpin dan membantu dalam pembangunan kepakaran dan sebagai mentor dalam aspek strategik, pembangunan sistem dan teknikal.
- Menjalankan kajian untuk penambahbaikan, penyelidikan, inovasi dan penemuan baharu dalam aspek strategik, pembangunan sistem dan teknikal.
- Menjalinkan rangkaian strategik dengan organisasi di dalam dan luar negara.
- To review, plan and drive public sector ICT projects in strategic, system development and technical aspects.
- To provide advice in strategic, system development and technical aspects.
- To lead and assist in the development of expertise and as a mentor in strategic, system development and technical aspects.
- To conduct study for improvements, research, innovations and new discoveries in strategic, system development and technical aspects.
- To establish strategic networks with local and international organisations.



PENCAPAIAN TAHUN 2019 ACHIEVEMENTS IN 2019

Perkhidmatan Perundingan Pengurusan Projek ICT

Pasukan Perundingan Pengurusan Projek ICT, MAMPU menawarkan perkhidmatan khidmat rundingan, khidmat nasihat serta pembangunan kompetensi dalam pengurusan projek ICT berdasarkan metodologi Pengurusan Projek ICT Sektor Awam (PPrISA) yang telah dibangunkan untuk agensi sektor awam.

Bagi tahun 2019, sebanyak 12 projek khidmat rundingan dan empat (4) khidmat nasihat telah dilaksanakan seperti **Jadual 9** di bawah.

ICT Project Management Consultancy Services

The ICT Project Management Consultancy Team of MAMPU offers consulting services and competency development in ICT project management based on the Public Sector ICT Project Management Guide (PPrISA) methodology, which was developed for public sector agencies.

In 2019, a total of 12 consultation services and four advisory services were implemented, as shown in **Table 9** below.

Jadual 9: Senarai Khidmat Perundingan dan Khidmat Nasihat
Table 9 :List of Consultation and Advisory Services Projects

Bil No.	Nama Projek Project Name
Khidmat Perundingan Pengurusan Projek Project Management Consultation Services	
1	Projek Sistem Kawalan Imigresen Nasional (SKIN), Kementerian Dalam Negeri <i>National Immigration Control System (SKIN) Ministry of Home Affairs</i>
2	Projek uCustoms, Jabatan Kastam DiRaja Malaysia <i>uCustoms Project, Royal Malaysian Customs Department</i>
3	Projek Integrasi SME HIP 1, MAMPU <i>SME HIP 1 Integration Project, MAMPU</i>
4	Projek Sistem Imigresen Bersepadu (NIISe) <i>Integrated Immigration System (NIISe) Projects, KDN</i>
5	Projek Pembangunan Sistem Harta Intelek (SPHI) <i>Intellectual Property System Development (SPHI) Project, MyIPO</i>
6	Projek eTanah PFI, Pejabat Tanah dan Galian Kuala Lumpur <i>Kuala Lumpur Lands and Mines Office</i>
7	Projek iGFMAS, Jabatan Akauntan Negara Malaysia <i>Accountant General's Department</i>
8	Projek Valuation Information System (VIS) Baharu, Jabatan Penilaian dan Perkhidmatan Hartanah (JPPH) <i>New Valuation Information System (VIS) Project, Valuation and Property Services Department (JPPH)</i>
9	Projek Pembangunan Sistem Pengurusan Aset Tak Alih (mySPATA) Kerajaan 2.0 (Projek mySPATA 2.0) <i>Government's Immovable Asset Management (mySPATA) 2.0 Projects</i>
10	Projek Sistem Perlindungan Kanak-kanak, Kementerian Pembangunan Wanita, Keluarga dan Masyarakat <i>Child Protection System Projects, Ministry of Women, Family and Community</i>

Bil No.	Nama Projek Project Name
11	Penyediaan Spesifikasi Tender Pembangunan Semula Sistem-Sistem ICT Suruhanjaya Pilihan Raya (SPR) <i>Preparation of Tender Specifications for the Redevelopment of ICT System Project, election Commission of Malaysia</i>
12	Projek Pembangunan Sistem OSC 3.0 Plus - KPKT & JKT <i>OSC 3.0 Plus system Development Projects - KPKT & JKT</i>
Khidmat Nasihat Pengurusan Projek ICT ICT Project Management Advisory Services	
1	Projek DDMS 2.0, MAMPU, JPM <i>DDMS 2.0 Project, MAMPU, JPM</i>
2	Projek GOS Gateway, MAMPU, JPM <i>GOS Gateway Project, MAMPU, JPM</i>
3	Jawatankuasa Siasatan Projek Integrated Common Payment System (ICPS) <i>Project Committee of Inquiry Integrated Common Payment System (ICPS)</i>
4	Kumpulan SME Bandar Pintar Malaysia (Kumpulan Smart Government) <i>Smart City Malaysian SME Group (Smart Government Group)</i>





Khidmat Perundingan Projek uCustoms, Jabatan Kastam DiRaja Malaysia
Project Management Consultancy Services for uCustoms Project, Jabatan Kastam DiRaja Malaysia

Pemeriksaan Khidmat ICT Agensi melalui *Coaching* dan Peningkatan Kompetensi dalam Pengurusan Projek ICT Sektor Awam

Bagi memperkasakan khidmat personel ICT di kementerian dan agensi, satu sesi *coaching* dalam bentuk *boot camp* kepada personel ICT Sektor Awam telah dilaksanakan. Sesi *boot camp* ini diadakan selama empat (4) hari dengan latihan amali yang intensif agar pegawai yang hadir dapat lebih memahami penggunaan PPrISA dan seterusnya dapat mempraktikkan PPrISA serta amalan-amalan terbaik yang telah dipelajari dalam pelaksanaan projek ICT di agensi. *Boot camp* Panduan Pengurusan Projek ICT Sektor Awam (PPrISA) ini telah diadakan pada 20-23 Ogos 2019 di Dewan Makan, Aras 2, Blok B1, Kompleks JPM. Seramai 41 orang personel ICT gred F41 ke atas dari pelbagai kementerian dan agensi telah menyertai *boot camp* ini.

Pembangunan kompetensi juga dilaksanakan melalui taklimat dan bengkel Pengurusan Projek ICT Sektor Awam (PPrISA) yang bertujuan untuk meningkatkan pengetahuan dan kemahiran personel ICT Sektor Awam dalam pengurusan projek ICT berdasarkan PPrISA. Sebanyak 11 taklimat dan bengkel PPrISA telah dilaksanakan sepanjang tahun 2019 yang melibatkan 255 personel sektor awam dari pelbagai agensi.

Objektif bengkel PPrISA adalah untuk meningkatkan pengetahuan dan kemahiran personel ICT Sektor Awam dalam pengurusan projek ICT; memastikan pengurusan projek di agensi dilaksanakan secara teratur dan mengikut amalan terbaik, mengurangkan risiko kegagalan pelaksanaan projek ICT serta mengurangkan kebergantungan personel ICT Sektor Awam kepada perkhidmatan vendor. Kebanyakan peserta berpuas hati terhadap isi kandungan program dan templat yang digunakan juga mudah difahami

Strengthening the Agency's ICT Services through coaching and increasing competency in the Public Sector ICT Project Management

To strengthen the ICT personnel expertise in ministries and agencies, a coaching session for public sector ICT personnel in the form of a boot camp was conducted. The boot camp session was held for 4 days with intensive hands-on training so that attendees could better understand the use of PPrISA, and subsequently practise PPrISA in implementing ICT projects at ministries and agencies. Public Sector ICT Project Management Guide (PPrISA) Boot camp was held on August 20-23, 2019 at the Dining Hall, Level 2, Block B1, JPM Complex. A total of 41 ICT of grade F41 and above personnel from various ministries and agencies attended the boot camp.

Competency development was also facilitated through briefings and workshops on the Public Sector ICT Project Management Guide (PPrISA), which was aimed to enhance knowledge and skills of the public sector ICT personnel in managing PPrISA-based ICT project. A total of 11 PPrISA briefings and workshops were held in 2019, involving 255 public sector personnel from various agencies.

The objectives of the workshops were to enhance the knowledge and skills of ICT personnel in managing ICT projects and ensure that project management at agencies is implemented in a consistent and with the best practice, and thus reducing the risk of ICT project implementation failure. It was also to reduce dependency of the ICT personnel on vendor services. The participants' feedback for the PPrISA workshops showed that they were satisfied with the programme contents and templates used.



Bengkel PPrISA kepada Pegawai IT MATRADE
PPrISA Workshop for MATRADE's IT officers



Bengkel PPrISA kepada Pegawai IT Perbadanan Putrajaya (PPj)
PPrISA Workshop for Putrajaya Corporation's IT Officers



Bengkel PPrISA kepada Pegawai Lembaga Urus Air Selangor (LUAS)
PPrISA Workshop for Selangor Water Authority's Officers



Bengkel PPrISA kepada Pegawai IT Jabatan Imigresen Malaysia (JIM)
PPrISA Workshop for Immigration Department of Malaysia's IT Officers



Bengkel PPrISA kepada Pegawai IT Majlis Bandaraya Shah Alam (MBSA)
PPrISA Workshop for Shah Alam City Council's IT Officers

Khidmat Perundingan dan Nasihat Trek Pembangunan Sistem

Khidmat Perundingan dan nasihat oleh Trek Pembangunan Sistem yang diadakan sepanjang Januari hingga Disember 2019 memfokuskan kepada proses, serahan (termasuk dokumentasi), *tools*, dan lain-lain dalam pembangunan sistem aplikasi (termasuk pangkalan data dan jaminan kualiti perisian).

Bagi tahun 2019, sebanyak 20 projek khidmat perundingan bagi 12 agensi sektor awam dan 14 projek khidmat nasihat bagi 10 agensi sektor awam telah dilaksanakan seperti dalam **Jadual 10** di bawah.

Advisory and Consultation Services on System Development

Advisory and Consultation Services on System Application Development were carried out from January–December 2019. They were aimed to give advisory and consultation services to public sector agencies in regard to processes, deliverables (including documentations), tools and other related system application developments (including database and software quality assurance).

In 2019, software/system application development consultation on 20 projects for 12 public sector agencies and software/system application development advisory on 14 projects for 10 public sector agencies were conducted, as shown in **Table 10** below.

Jadual 10: Senarai Projek Khidmat Perundingan dan Nasihat bagi Trek Pembangunan Sistem
Table 10: List of consultation and advisory services projects for system development track

Bil No.	Nama Projek Project Name	Agensi Agency
Khidmat Perundingan Consultation Services		
1	Projek <i>Ubiquitous Customs</i> (uCustoms) <i>Ubiquitous Customs</i> (uCustoms) Project	Jabatan Kastam Diraja Malaysia <i>Royal Malaysian Customs Department</i>
2	Projek <i>Government Online Services Gateway</i> (GOS Gateway) <i>Government Online Services Gateway</i> (GOS Gateway) Project	MAMPU
3	Projek SME HIP Fasa II <i>SME HIP Phase 2 Project</i>	MAMPU
4	Projek MyGCC <i>MyGCC Project</i>	MAMPU
5	Projek DDMS 2.0 <i>DDMS 2.0 Project</i>	MAMPU
6	Projek Sistem Fail Meja (myPortfolio) <i>Desk File System</i> (myPortfolio) Project	MAMPU
7	Projek Sistem Pengurusan Pekerja Asing Bersepadu (ePPAx) Fasa 2 <i>Integrated Foreign Workers Management System</i> (ePPAx) Project Phase 2	Jabatan Tenaga Kerja Sumber Manusia <i>Human Resources Department</i>
8	Projek e-Konsular <i>e-Konsular Project</i>	Kementerian Luar Negeri <i>Ministry of Foreign Affairs</i>
9	Projek Sistem Perlindungan Kanak-kanak (SPKK) <i>Child Protection System</i> (SPKK) Project	Kementerian Pembangunan Wanita Keluarga dan Masyarakat <i>Ministry of Women, Family and Community Development</i>
10	Projek Pengurusan Kes Jabatan Bantuan Guaman (iGuaman) <i>Legal Aid Department's Case Management</i> (iGuaman) Project	Jabatan Bantuan Guaman <i>Legal Aid Department</i>
11	Projek Valuation Information System (VIS) Baharu JPPH <i>Consultation Service for JPPH's new Valuation Information System</i> (VIS) Project	Jabatan Penilaian dan Perkhidmatan Harta <i>Valuation and Property Services Department</i>

Bil No.	Nama Projek Project Name	Agensi Agency
12	Jaminan Kualiti SPLASK BKD Quality Assurance SPLASK BKD	MAMPU
13	Projek Pembangunan Semula Sistem ICT Suruhanjaya Pilihan Raya (SPR) Malaysia Consultation Service for the redevelopment of SPR's ICT System Project	Suruhanjaya Pilihan Raya Election Commission of Malaysia
14	One Stop Center (OSC3 Plus Online) – JKT/KPKT Consultation Service for One Stop Center (OSC3 Plus Online) – JKT/KPKT	Jabatan Kerajaan Tempatan Local Government Department
15	Projek eWork, KKR Consultation Service for eWork, KKR Project	Kementerian Kerja Raya Ministry of Public Works
16	Pengiraan FPA MYSPATA FPA MYSPATA Calculation	Jabatan Kerja Raya Department of Public Works
17	Pengiraan FPA GPKI FPA GPKI Calculation	MAMPU
18	Pengiraan FPA KWICT FPA KWICT Calculation	MAMPU
19	Sistem MUSECORE Consultation Service for MUSECORE	Jabatan Muzium Department of Museums
20	BLESS3.0 Consultation Service for BLESS3.0	
Khidmat Nasihat Advisory Services		
1	Projek Penjagaan Kesihatan Primer (Sistem TPC-OHCIS) Primary Healthcare Project (Sistem TPC-OHCIS)	Kementerian Kesihatan Ministry of Health
2	Projek Pembangunan Portal APEC 2020 APEC 2020 Portal Development Project	MITI
3	Projek Pembangunan eROSES 2.0 eROSES 2.0 Development Project	Pendaftar Pertubuhan (ROS) Registrar of Societies (ROS)
4	Pengiraan Saiz, Effort dan Kos Pembangunan Aplikasi Sistem Size, Effort and System Application Development Cost Calculation	MAMPU
5	Jawatankuasa Teknikal MSTH MSTH Technical Committee	Unit Perancang Ekonomi Economy Planning Unit
6	Jawatankuasa Pemandu MSTH MSTH Steering Committee	Unit Perancang Ekonomi Economy Planning Unit
7	Jawatankuasa Teknikal eWork JKR eWork JKR Technical Committee	Jabatan Kerja Raya Department of Public Works
8	Pasukan Kerja Blockchain Blockchain Work Team	MAMPU
9	Hala Tuju uCustoms The Directions of uCustoms	Jabatan Kastam Diraja Malaysia Royal Malaysian Customs Department
10	SAB (Starting a Business) SAB (Starting a Business)	Suruhanjaya Syarikat Malaysia Companies Commission of Malaysia

Bil No.	Nama Projek Project Name	Agensi Agency
11	Projek J10, JKR J10, JKR Project	Jabatan Kerja Raya Department of Public Works
12	GFMAS Teknologi Refresh (iGFMAS) iGFMAS Technology Refresh (iGFMAS)	Jabatan Akauntan Negara Malaysia Accountant Department of Malaysia
13	Projek Penambahbaikan ePerolehan ePerolehan Improvement Project	Kementerian Kewangan Ministry of Finance
14	Pelan Strategik ICT Sektor Awam Public Sector ICT Strategic Plan Review	MAMPU



Gambar semasa sesi khidmat rundingan dan khidmat nasihat di agensi-agensi sektor awam
Photos of consultation and advisory services sessions at public sector agencies



Program Pembangunan Kepakaran Trek Pembangunan Sistem

Program Pembangunan Kepakaran Trek Pembangunan Sistem telah diadakan sebanyak 12 kali sepanjang tahun 2019 seperti dalam **Jadual 11** di bawah. Objektif program ini adalah untuk membangunkan kepakaran pegawai sektor awam berkenaan teknik dan kaedah yang digunakan dalam melaksanakan aktiviti-aktiviti pembangunan sistem aplikasi (termasuk pangkalan data dan jaminan kualiti perisian) yang mengikut amalan terbaik dan standard antarabangsa).

Lebih daripada 300 pegawai dari agensi sektor awam telah menyertai program ini yang dapat memberi peluang kepada pegawai sektor awam yang berkepakaran dalam melaksanakan aktiviti-aktiviti pembangunan sistem aplikasi yang berkualiti mengikut amalan terbaik industri.

System Development Specialist Development Programme

System Development Specialist Development Programmes were held 12 times in 2019, as shown in **Table 11** below. The objectives of these programmes were to develop civil servants' competency in methods and techniques applicable in system application development activities (including database and software quality assurance) based on industrial best practices or international standards.

More than 300 government servants from various agencies attended these programmes, which provided opportunities for competent civil servants to implement activities in system application developments based on industrial best practices or international standards.

Jadual 11: Senarai Program Pembangunan Kepakaran Trek Pembangunan Sistem
Table 11: List of system development specialist development programmes

Bil No	Program Programme	Tarikh & Tempat Date & Venue
1	Kursus Kejuruteraan Sistem Aplikasi (Fasa Pembangunan, Pengujian dan Pelaksanaan) Application Systems Engineering Course (Development, Testing and Implementation Phase)	18-21 Februari 2019 Galleria Putrajaya February 18-21, 2019 Galleria Putrajaya
2	Kursus Kejuruteraan Sistem Aplikasi (Fasa Pembangunan, Pengujian dan Pelaksanaan) Application Systems Engineering Course (Development, Testing and Implementation Phase)	9-11 April 2019 MAMPU Sarawak April 9-11, 2019 MAMPU Sarawak
3	Bengkel Pembangunan Sistem ICT (KRISA) Siri 2 anjuran Kementerian Kesihatan Malaysia ICT System Development Workshop (KRISA) Series 2 organised by the Ministry of Health	17-19 Jun 2019 Bilik Serbaguna 1, Blok B1, Kompleks B June 17-19, 2019 Multipurpose Room 1, Block B1, Complex B
4	Bengkel <i>Business Requirement Study</i> (BRS) MATRADE MATRADE's Business Requirement Study (BRS) Workshop	21-22 Ogos 2019 MATRADE August 21-22, 2019 MATRADE
5	Bengkel <i>Function Point Analysis Workshop</i> MATRADE MATRADE's Function Point Analysis Workshop	18-19 September 2019 MATRADE September, 18-19 2019 MATRADE
6	<i>Boot camp</i> Pengujian Prestasi (<i>Performance Test</i>) Sistem Aplikasi Bil 1/2019 System Application Performance Test Boot camp No.1/2019	14-16 Oktober 2019 Bilik Serbaguna 1, Blok B1, Kompleks B October 14-16, 2019 Multipurpose Room 1, Block B1, Complex B
7	Bengkel Pengesahan BRS MUSECORE 2.0 kepada Jabatan Muzium BRS MUSECORE 2.0 Verification Workshop for the Department of Museums	14-16 Oktober 2019 Hotel Klana, Seremban October 14-16, 2019 Klana Hotel, Seremban
8	Bengkel <i>System Requirement Specification</i> (SRS) dan <i>System Design Specification</i> (SDS) kepada MATRADE System Requirement Specification (SRS) and System Design Specification (SDS) Workshop for MATRADE	29-31 Oktober 2019 MATRADE October 29-31, 2019 MATRADE

Bil No	Program Programme	Tarikh & Tempat Date & Venue
9	Bengkel <i>Coaching</i> Penganggaran <i>Function Point</i> bagi Sistem Pengurusan Maklumat Bersepadu (SPMB) Agensi Pencegahan Rasuah Malaysia (MACA) <i>Function Point Budgeting Coaching Workshop for Malaysian Anti-Corruption Agency's Integrated Information Management System (SPMB)</i>	30 Oktober – 1 November 2019 Ibu Pejabat SPRM October 30 – November 1, 2019 SPRM Headquarters
10	<i>Boot camp</i> Pengujian Prestasi Sistem Aplikasi Siri 2/2019 <i>System Application Performance Test Boot camp No.2/2019</i>	18 – 20 November 2019 MIGHT November 18 – 20, 2019 MIGHT
11	<i>Boot camp</i> Pembangunan Sistem ICT (KRISA) <i>ICT System Development (KRISA) Boot camp</i>	27 – 28 November 2019 Bilik Serbaguna 1, Blok B1, Kompleks B November 27 – 28, 2019 Multipurpose Room 1, Block B1, Complex B
12	<i>Boot camp</i> Pembangunan Sistem ICT (KRISA) <i>ICT System Development (KRISA) Boot camp</i>	2 – 3 Disember 2019 Bilik Serbaguna 1, Blok B1, Kompleks B December 2 – 3, 2019 Multipurpose Room 1, Block B1, Complex B



Gambar semasa Program Pembangunan Kepakaran Trek Pembangunan Sistem di agensi-agensi sektor awam
Photos of System Development Specialist Development Programmes at public sector agencies

Perkhidmatan Perundingan Perancangan Strategik ICT

Pasukan Perunding Perancangan Strategik ICT, MAMPU menawarkan perkhidmatan Perundingan Perancangan Strategik ICT (PSICT) melalui tiga (3) kategori perkhidmatan iaitu Khidmat Rundingan; Khidmat Nasihat; dan Khidmat *Coaching*. Skop perkhidmatan ini melibatkan agensi yang ingin membangunkan PSICT baharu ataupun mengkaji semula PSICT sedia ada.

Perkhidmatan Perundingan PSICT ini adalah berpandukan Metodologi PerSI melalui pendekatan “*Coaching and Handholding*”. Pendekatan ini memerlukan kerjasama jitu di antara MAMPU dan agensi yang mana perunding bertindak sebagai pembimbing mengambil tanggungjawab bersama dengan agensi yang bertindak sebagai *subject matter expert* dalam membangunkan PSICT.

ICT Strategic Planning Consultancy Services

The ICT Strategic Planning Consultancy Team (ISP) of MAMPU offers its services through three service categories, namely consultancy service, advisory service, and coaching service. The scope of these services involved the agencies that are interested to develop a new ISP or review their existing ISPs.

The ISP Consultancy Services are based on PerSI methodology through a “*coaching and handholding*” approach. This approach requires incisive cooperation/collaboration between MAMPU and agencies, in which the consultants act as the adviser, taking responsibility together with the acting agencies as the subject matter expert in developing the ISPs.

Bagi tahun 2019 sebanyak enam (6) projek Khidmat Runding dan 10 projek Khidmat Nasihat telah dilaksanakan seperti **Jadual 12** di bawah.

In 2019, six consultancy service and 10 advisory service projects were accomplished, as shown in **Table 12** below.

Jadual 12: Senarai Projek Khidmat Rundingan dan Nasihat bagi Perancangan Strategik ICT
Table 12: List of consultancy service and advisory service projects for ICT strategic planning

Bil No.	Nama Projek Name of Project
Khidmat Perundingan Consultancy Service	
1	ICT ICU, JPM (Fasa Formulasi) ICT ICU, PMO (Formulation Phase)
2	ICT MARDI (Fasa Analisis) ICT MARDI (Analysis Phase)
3	CT Suruhanjaya Pilihan Raya ICT Election Commission of Malaysia
4	ICT Perbadanan Kampong Bharu (PKB) ICT Kampong Bharu Development Corporation (KBDC)
5	ICT Lembaga Kemajuan Johor Tenggara (KEJORA) ICT South East Johore Development Authority (KEJORA)
6	ICT Lembaga Pelabuhan Klang (LPK) (Fasa Analisis & Strategi) ICT Strategic Planning Development Consulting Service, Port Klang Authority (PKA) (Analysis and Strategy Phase)
Khidmat Nasihat Advisory Service	
1	Jabatan Keselamatan dan Kesihatan Pekerjaan Malaysia (JKKP) Department of Occupational and Health Malaysia (DOSH)
2	Lembaga Juru Ukur Bahan Malaysia (LJBM) Board of Quantity Surveyors (BQSM)
3	Majlis Perbandaran Shah Alam (MBSA) Shah Alam City Council (MBSA)
4	Universiti Sains Islam Malaysia (USIM) Universiti Sains Islam Malaysia (USIM)
5	Perbadanan Labuan Labuan Corporation (PL)
6	Kementerian Pertanian dan Industri Asas Tani Ministry of Agriculture and Agro-based Industry (MOA)
7	Pejabat SUK Perak dan agensi di bawahnya Perak State's Secretary Office and its agencies (SUK PERAK)
8	Khidmat Nasihat bagi Institut Koperasi Malaysia Institut Koperasi Malaysia (IKM)
9	Khidmat Nasihat bagi Jabatan Imigresen Malaysia The Immigration Department of Malaysia
10	Khidmat Nasihat bagi Kementerian Pembangunan Luar Bandar dan agensi di bawahnya Ministry of Rural Development and its agencies



Manakala Khidmat *Coaching* pula dilaksana melalui program *Boot camp* Perancangan Strategik ICT Sektor Awam. Program ini bertujuan untuk meningkatkan pengetahuan dan kemahiran personel ICT Sektor Awam dalam penyediaan PSICT. Peserta *boot camp* akan didedahkan secara teori dan praktikal menggunakan senario semasa agensi berdasarkan Metodologi PerSI yang dibangunkan oleh MAMPU melibatkan lima (5) fasa dan 19 templat secara keseluruhannya.

Sebanyak satu (1) siri *Boot camp* Perancangan Strategik ICT (PSICT) Sektor Awam telah dilaksanakan pada tahun 2019 yang melibatkan penyertaan lapan (8) agensi kerajaan iaitu Kementerian Pertanian dan Industri Asas Tani (MOA); Kementerian Hal Ehwal Ekonomi (MEA); Kementerian Pembangunan Usahawan (MED); Kementerian Tenaga, Sains, Teknologi, Alam Sekitar dan Perubahan Iklim (MESTECC); Kementerian Pengangkutan (MOT); Kementerian Kerja Raya (KKR); Universiti Malaysia Pahang (UMP); dan Universiti Malaysia Medical Centre (UMMC).

Program yang dianjurkan ini telah berjalan dengan lancar dan telah menerima maklum balas positif daripada peserta. Kefahaman peserta sebelum (pre) *boot camp* pada tahap kurang memuaskan dengan purata skala pemarkahan 3.48 telah meningkat kepada memuaskan dengan purata skala pemarkahan 5.60 selepas *boot camp* selesai dilaksanakan. Peserta berpendapat bahawa program *boot camp* ini telah meningkatkan pengetahuan serta keyakinan mereka dalam pembangunan Pelan Strategik ICT di jabatan masing-masing terutama di agensi kecil dan program ini perlu diteruskan pada masa akan datang.

However, the coaching service was implemented through the public sector's ICT strategic planning boot camp programme. This programme aimed to improve knowledge and skills of public sector's ICT personnel in the ISP preparation. The boot camp trainees were exposed theoretically and practically by using the agency's current scenarios based on PerSI methodology, which was developed by MAMPU. It involved a total of five phases and 19 templates.

A series of public sector ICT strategic planning (PSISP) boot camp was implemented in 2019. It was participated by eight government agencies, such as the Ministry of Agriculture and Agro-based Industry (MOA); Ministry of Economic Affairs (MEA); Ministry of Entrepreneur Development (MED); Ministry of Energy, Science, Technology, Environment and Climate Change (MESTECC) Ministry of Transport (MOT) Ministry of Works (KKR) University of Malaysia Pahang (UMP); and University of Malaysia Medical Centre (UMMC).

The organised programme was successfully executed and it received positive feedbacks from the participants. The understanding of participants before (pre) the boot camp, which was unsatisfactory with an average mark scale of 3.48, had increased to satisfactory with an average mark scale of 5.60 after the boot camp ended. The participants thought that this boot camp programme had improved their knowledge and confidence in the ICT Strategic Planning development at their respective departments, especially in small agencies. They also thought that such programme needs to continue in the future.



Program Boot Camp Perancangan Strategik ICT Sektor Awam pada 6-9 Ogos 2019 di Jabatan Peguam Negara
Public Sector's ICT Strategic Planning Boot Camp Programme on August 6-9, 2019 at the Attorney General's Chamber



Majlis Kick Off Pembangunan PSICT MARDI Bersama Timbalan Ketua Pengarah MARDI Merangkap CIO MARDI pada 8 November 2019
Kick Off Ceremony of MARDI ISP Development with Deputy Chairman of MARDI cum MARDI CIO on November 8, 2019



Majlis Kick Off Pembangunan PSICT Perbadanan Pembangunan Kampong Bharu (PKB) pada 7 Mac 2019
Kick Off Ceremony of ISP Development for Kampong Bharu Development Corporation on March 7, 2019



Taklimat Hala Tuju dan Panduan PerSI kepada Lembaga Juruukur Bahan Malaysia pada 14 Ogos 2019 di Ibu Pejabat JKR
Briefing on PerSI Direction and Guide to Quantity Surveyors Board Malaysia on August 14, 2019 at the JKR's Headquarters

Kajian Separuh Penggal Pelan Strategik ICT Sektor Awam 2016-2020

Pelan Strategik ICT Sektor Awam (PSICTSA) 2016 - 2020 yang disediakan pada tahun 2016 bertemakan "Merakyatkan Perkhidmatan Digital" dan menggariskan hala tuju strategik ICT sektor awam bagi tempoh lima (5) tahun. Pelan ini memberikan penekanan kepada kecekapan, produktiviti, dan inovasi ICT bagi tujuan mengoptimumkan penyampaian perkhidmatan kepada rakyat dan menjadi panduan kementerian/agensi dalam merancang inisiatif ICT di kementerian/agensi masing-masing. Bagi memastikan PSICTSA 2016-2020 kekal relevan dan selari dengan senario semasa, Mesyuarat Sektor ICT pada 27 November 2018 telah mencadangkan Kajian

Midterm Review of the Public Sector ICT Strategic Planning 2016-2020

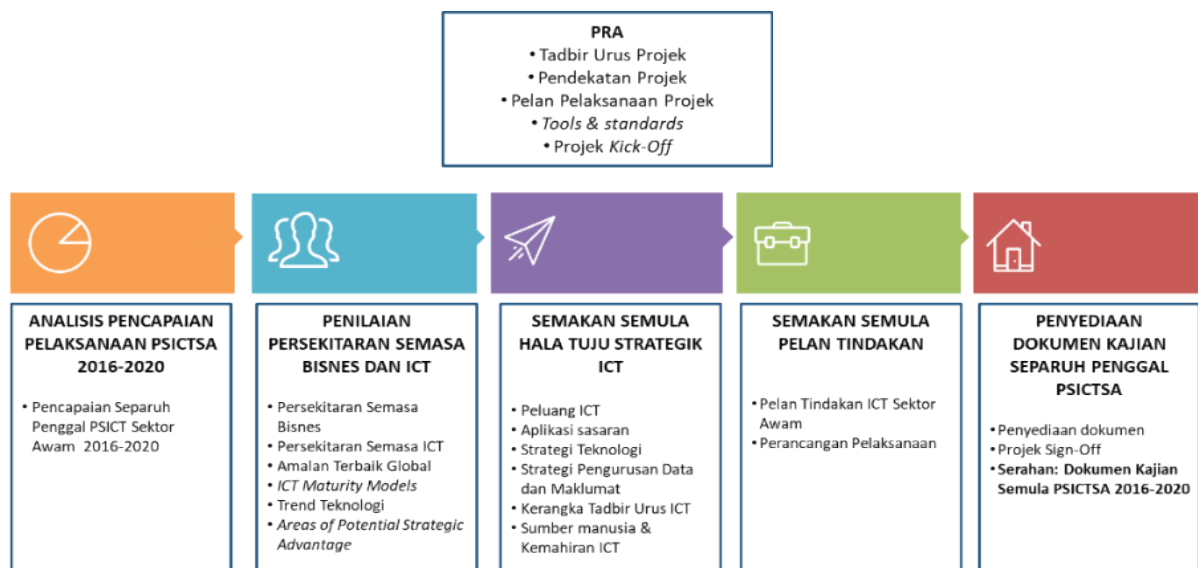
Public Sector ICT Strategic Planning (PSISP) 2016-2020 was prepared in 2016, which was themed "Humanising Digital Services" and outlined the strategic direction of public sectors' ICT for five years. This plan emphasised on efficiency, productivity and ICT innovation to optimise the public service delivery and as a guide for the ministries/agencies in planning ICT initiatives. To ensure that the PSISP 2016-2020 remains relevant and is in line/paralleled with the current scenario, the ICT Sector Meeting on November 27, 2018 recommended that the Midterm Review of Public Sector's ICT Strategic Planning (MTR PSISP) 2016-2020 is to be conducted in line with the government's

Sepuluh Penggal Pelan Strategik ICT Sektor Awam (KSP PSICTSA) 2016-2020 dilaksanakan agar sejajar dengan sasaran dan hala tuju baharu Kerajaan. Sehubungan dengan itu, bagi menjayakan pelaksanaan kajian ini, satu Pasukan Kerja KSP PSICTSA 2016-2020 telah dilantik yang terdiri daripada wakil dari setiap bahagian di MAMPU.

KSP PSICTSA 2016-2020 dilaksanakan selama lima (5) bulan bermula pada Januari hingga Mei 2019 melibatkan lima (5) fasa utama iaitu Analisis Pencapaian Pelaksanaan PSICTSA 2016-2020; Penilaian Persekitaran Semasa Bisnes dan ICT; Semakan Semula Hala Tuju Strategik ICT; Semakan Semula Pelan Tindakan; dan Penyediaan Dokumen Kajian Separuh Penggal PSICTSA seperti **Rajah 7** di bawah.

new target and direction. As such, the MTR PSISP 2016-2020 project team was appointed, consisting of representatives from each section in MAMPU to make the review a success.

MTR PSISP 2016-2020 was implemented for five months from January to May 2019. It involved five major phases, namely Performance Achievement Analysis (MTRP SISP 2016-2020), Assessment of the Current Business and ICT Environment; Strategic ICT Roadmap Review; Action Plan Review; and Preparation of Midterm Review PSISP Documents are shown in **Diagram 7**.



Rajah 7 Fasa Kajian Separuh Penggal PSICTSA 2016-2020

Diagram 7: Phases of Midterm Review PSISP 2016-2020

Sebanyak 10 sasaran strategik ICT telah ditetapkan dalam PSICTSA 2016-2020 untuk dicapai menjelang tahun 2020. Berdasarkan sasaran tersebut, didapati sebanyak lapan (8) sasaran (80%) telah berjaya dicapai. Manakala dua (2) sasaran iaitu Model Pengoperasian Organisasi ICT dan Amalan Enterprise Architecture bagi kesemua Kementerian masih dalam pelaksanaan dan dijangka dapat dicapai sebelum akhir tahun 2020. Pencapaian bagi 10 sasaran strategik yang dikenal pasti adalah seperti **Rajah 8** di bawah.

A sum of 10 ICT strategic goals were set in PSISP 2016-2020 and they are to be achieved by 2020. Eight goals (80%) were achieved. However, two goals, which are the ICT Organisation Operational Model and Enterprise Architecture Practice for all ministries, are still under implementation and are expected to be achieved by 2020. The achievements of the identified 10 strategic targets are shown in **Diagram 8** below.



Rajah 8: Pencapaian Sasaran Strategik ICT
Diagram 8: Achievement of ICT strategic goals

Tumpuan pecutan akhir bagi dua (2) tahun berbaki iaitu tahun 2019 hingga 2020 adalah berkaitan penambahbaikan tadbir urus perkhidmatan sistem penyampaian digital, penambahbaikan tadbir urus kerajaan berpacuan data, pemerkasaan identiti digital dan pemanfaatan teknologi Industri 4.0. Selain itu, penawaran perkhidmatan kepada kumpulan sasaran juga daripada kumpulan sasaran 'Rakyat' dan 'Kerajaan' ditambahbaik dan diperluaskan kepada kumpulan sasaran berkaitan 'Perniagaan' dan 'Pekerja' melalui inisiatif *Government to Business* (G2B) dan *Government to Employee* (G2E).

The focus on final acceleration for the two remaining years (2019 and 2020) is related to the improvement in service governance of the digital delivery system, improvement in the governance of data-driven government, empowerment of digital identity and utilisation of Industrial Revolution (IR 4.0) technology. Besides, services offered to targeted groups are also from the 'public' and 'government' targeted groups, which were improved and widen into the targeted groups related to 'business' and 'worker' through government-to-business (G2B) and government-to-employee (G2E) initiatives.



Bengkel Validasi KSP PSICTSA 2016-2020 pada 31 Januari 2019 di Jabatan Peguam Negara
Validation Workshop MTR PSISP 2016-2020 on January 31, 2019 at the Attorney General's Chamber



Bengkel Visioning KSP PSICTSA 2016-2020 pada 28 Februari 2019 di Jabatan Peguam Negara
Visioning Workshop MTR PSISP 2016-2020 on February 28, 2019 at the Attorney General's Chamber

Kajian Cadangan Hala Tuju Pengurusan dan Pemantauan Sektor Awam

Pada 14 Oktober 2019, MAMPU telah diamanahkan oleh YBhg. Tan Sri Ketua Setiausaha Negara (KSN) untuk menyediakan *dashboard* Pemantauan Projek Sektor Awam bagi projek fizikal dan bukan fizikal yang bersepadu, interaktif dan komprehensif mulai dari permohonan projek dan peruntukan; pelaksanaan dan kawalan; dan penutup projek supaya kemajuan fizikal dan kewangan serta prestasi terperinci pelaksanaan projek Kerajaan yang menggunakan Peruntukan Pembangunan (DE) bermula tahun 2020 dapat dipantau dengan berkesan.

Review of Public Sector Management and Monitoring Roadmap

On October 14, 2019, MAMPU was entrusted by the Chief Secretary to the Government of Malaysia (KSN) to provide a public sector project monitoring dashboard for integrated, interactive and comprehensive projects that range from project applications and allocation; implementation and control; and closing of projects so that the physical and financial progress and detailed performance of government projects by using the development allocation (DE), beginning in 2020, and thus can be monitored effectively. In this regard, BPI, MAMPU has conducted



Pembentangan Cadangan Hala Tuju Pengurusan dan Pemantauan Sektor Awam kepada YBhg. Tan Sri KSN pada 31 Oktober 2019
Public Sector Management and Monitoring Roadmap Presentation to YBhg. Tan Sri KSN on October 31, 2019



Sesi libat urus bersama Kementerian Kewangan, Kementerian Kerja Raya, Unit Penyelaras Pelaksanaan (ICU) dan Jabatan Kerja Raya (JKR) pada 17 Oktober 2019
Engagement session with the Ministry of Finance, Ministry of Public Works, Implementation Coordination Unit (ICU) and Department of Public Works (JKR) on October 17, 2019



Sesi Kunjungan Hormat kepada CIO ICU pada 29 Oktober 2019
Courtesy Visit to ICU CIO on October 29, 2019

Sehubungan dengan itu, BPI, MAMPU telah melaksanakan kajian ke atas sistem pengurusan dan pemantauan projek Sektor Awam sedia ada dan yang sedang dirancang dari pelbagai kementerian dan agensi. Sesi libat urus bersama pemilik-pemilik sistem pemantauan projek sektor awam yang dipengerusikan oleh Timbalan Ketua Pengarah (ICT) MAMPU telah diadakan pada 17 Oktober 2019. Sesi tersebut telah dihadiri oleh wakil dari Kementerian Kewangan bagi Sistem MyResult dan Sistem ePerolehan, Kementerian Kerja Raya bagi cadangan projek eWorks, Unit Penyelaras Pelaksanaan (ICU) bagi Sistem Pemantauan Projek II (SPPII) serta Jabatan Kerja Raya bagi Sistem Kawal dan Laport (SKALA). Sesi

a review on the existing and planned public sector project management and monitoring systems from various ministries and agencies. The engagement with the owner of the public sector project monitoring systems chaired by Deputy Director General (ICT) MAMPU was held on October 17, 2019. The session was attended by representatives from the Ministry of Finance for MyResult and ePerolehan Systems, Ministry of Works for eWorks project, Implementation Coordination Unit (ICU) for Project Monitoring System II (SPPII), as well as the Public Works Department for Control and Reporting System (SKALA). The joint session of the Department of Irrigation and Drainage (JPS) for the SMATRAK System and the

bersama Jabatan Pengairan dan Saliran (JPS) bagi Sistem SMATRAK dan Jabatan Akauntan Negara (JANM) bagi sistem iGFMAS telah dilaksanakan pada 21 Oktober 2019.

Satu Sesi Kunjungan Hormat ke atas CIO ICU, YBrs. Dr. Aizi Razman Ismail juga telah dilaksanakan pada 29 Oktober 2019. Kunjungan hormat ini diketuai oleh YBrs. Dr Yusminar Yunus, Ketua Pasukan Petugas Kajian bagi membincangkan cadangan hala tuju bagi pengurusan dan pemantauan projek sektor awam.

Hasil analisis kajian telah dibentangkan kepada YBhg. Tan Sri KSN pada 31 Oktober 2019. YBhg. Tan Sri KSN telah bersetuju dengan cadangan jangka pendek pengubahsuaian *ICU Mobile Executive Dashboard* (iMEX2) oleh ICU yang disasarkan selesai pada minggu pertama Januari 2020 untuk keperluan pengurusan tertinggi Kerajaan sementara keperluan *public view* akan dilaksanakan kemudian.

YBhg. Tan Sri KSN juga telah bersetuju dengan cadangan jangka panjang pembangunan Sistem Pengurusan dan Pemantauan Projek Sektor Awam Bersepadu yang merangkumi proses *end-to-end* secara digital dengan minimum intervensi manual dan *full proof*. Sistem yang berasaskan proses ini akan menggantikan sistem sedia ada yang berasaskan maklumat. Pembangunan aplikasi pengurusan dan pemantauan projek bersepadu dan dinamik berasaskan proses ini bermula dari proses mendapatkan bajet sehingga penutupan projek yang merangkumi semua kategori projek dengan *single entry* sahaja. Anggaran tempoh pembangunan aplikasi ini ialah 30 bulan secara berfasa.

Proof-of-Concept (PoC) Data Leakage Protection (DLP) – SecureMi Endpoint Filtering

Program *Proof-of-Concept (PoC) Data Leakage Protection (DLP) – SecureMi Endpoint Filtering* telah diadakan pada Disember 2018 hingga Februari 2019 (PoC 1); April 2019 (PoC 2); dan Mei hingga Julai 2019 (PoC 3) di MAMPU Cyberjaya dan MAMPU Putrajaya. Seramai 22 Pengguna, iaitu enam (6) Pentadbir (MAMPU Cyberjaya) dan 16 Pengguna (11 Pengguna MAMPU Cyberjaya dan 5 Pengguna MAMPU Putrajaya) terlibat dalam program ini.

Accountant General's Department of Malaysia (JANM) for the iGFMAS system was held on October 21, 2019.

A courtesy visit to ICU CIO, YBrs. Dr. Aizi Razman Ismail was also held on October 29, 2019. The courtesy visit was led by YBrs. Dr. Yusminar Yunus, Head of the Task Force. It was to discuss the strategic direction for the management and monitoring of public sector projects.

The results of the research analysis were presented to YBhg. Tan Sri KSN on October 31, 2019. YBhg. Tan Sri KSN has agreed on shortterm proposal of the customisation of the ICU mobile executive dashboard (iMEX2) by ICU which is expected to be completed in the first week of January 2020 for the government's top management's requirements, However, the public view's requirements will be implemented later.

YBhg. Tan Sri KSN has also agreed on a longterm proposal for the development of an Integrated Public Sector Project Management and Monitoring System, which includes a digital end-to-end process with minimum manual and full-proof intervention. This process-based system will replace the existing information-based system. The development of integrated and dynamic project-based project management and monitoring applications starts from the process of obtaining a budget to closing the projects, which cover all project categories in a single entry. The estimated development time of this application is 30 months in phase.

Proof-of-Concept (PoC) Data Leakage Protection (DLP) – SecureMi Endpoint Filtering

Proof-of-Concept (PoC) Data Leakage Protection (DLP) – SecureMi Endpoint Filtering Programmes were held from December 2018 to February 2019 (PoC 1); April 2019 (PoC 2); and May to July 2019 (PoC 3) at MAMPU Cyberjaya and MAMPU Putrajaya. A total of 22 Endpoints/Users, namely six Administrators (MAMPU Cyberjaya) and 16 Users (11 Users of MAMPU Cyberjaya and five Users of MAMPU Putrajaya) were involved in these programmes.

Objektif program ini adalah untuk menguji kebolehpayaan produk Perlindungan Ketirisan Maklumat/Data Elektronik (DLP) – SecureMi dalam mengenal pasti, memantau dan mengesan kemungkinan berlakunya insiden ketirisan/kebocoran maklumat rasmi dan rahsia rasmi kerajaan serta melindunginya melalui pemantauan tiga (3) keadaan data iaitu data-dalam-penggunaan; data-dalam-simpanan; dan data-dalam-pergerakan.

Outcome daripada program ini ialah:

- Melindungi Maklumat Rasmi dan Rahsia Rasmi (Rahsia Besar, Rahsia, Sulit dan Terhad) kerajaan/MAMPU dan menghalang daripada ketirisan maklumat elektronik kerajaan daripada perbuatan yang disengajakan/tidak – teknologi DLP boleh menghalang pengguna yang sah daripada menyebarkan maklumat tanpa kebenaran;
- Meningkatkan tahap keyakinan rakyat dengan adanya langkah kawalan keselamatan perlindungan maklumat elektronik perkhidmatan kerajaan yang disediakan oleh MAMPU;
- Mengurangkan kos penyiasatan insiden ketirisan maklumat elektronik sekiranya berlaku insiden ketirisan maklumat; dan
- Memudahkan pengesanan awal aktiviti berisiko dan membolehkan tindakan mitigasi segera.

The objective of the programme was to test the capabilities of Electronic Information/Data Leakage Protection (DLP) product – SecureMi in identifying, monitoring and detecting potential leakage of official information and official secrets information as well as protecting it through three-state of data monitoring, which are data-in-use; data-at-rest/data-in-storage; and data-in-motion.

The outcome of this programmes were as follows:

- Protects the government/MAMPU official information and official secrets information (top secret, secret, confidential and restricted) and prevent the leakage of government electronic information, either intentionally or not – DLP technology can prevent legitimate users from spreading information without permission
- Enhances the level of citizen's confidence through the provision of security measures to protect the electronic information of government services provided by MAMPU
- Reduces the cost of investigating electronic information leakage incidents in the event of information leakage incidents
- Facilitates early detection of risky activities and enables immediate mitigation actions.



Program *Proof-of-Concept (PoC) Data Leakage Protection (DLP) – SecureMi Endpoint Filtering*
Proof-of-Concept (PoC) Data Leakage Protection (DLP) – SecureMi Endpoint Filtering Programmes

Program Pembinaan Kapasiti Keselamatan Siber – *Japan Study Tour*

Program Pembinaan Kapasiti Keselamatan Siber – *Japan Study Tour* telah berlangsung pada 25-29 Mac 2019 di Tokyo, Jepun. Seramai 21 orang peserta dari Malaysia, Bangladesh, Indonesia, Sri Lanka dan penganjur dari Bank Dunia telah menyertai program ini. Objektif program ini adalah untuk berkongsi amalan terbaik keselamatan siber dengan fokus khusus kepada teknologi inovasi, dasar dan

Cyber Security Capacity Building Programme – *Japan Study Tour*

Cyber Security Capacity Building Programme – *Japan Study Tour* was held on March 25-29, 2019 in Tokyo, Japan. A total of 21 participants from Malaysia, Bangladesh, Indonesia, Sri Lanka and organisers from the World Bank attended this programme. The objectives of the programme were to share cyber security best practices with particular focus on innovative technologies, policies and

strategi, penubuhan agensi keselamatan siber dan mengenal pasti infrastruktur kritikal serta pengurusan risiko; dan membantu mempromosikan pemahaman yang lebih baik tentang bagaimana negara-negara seperti Jepun menangani cabaran keselamatan siber pelbagai aspek termasuk dasar, peraturan dan cabaran teknologi.

Antara *outcome* yang diperolehi hasil daripada program ini ialah:

- Mendapat pengetahuan/pengalaman berdasarkan pembentangan perkongsian pelaksanaan inisiatif/amalan terbaik, *trend* baharu, isu/cabaran terkini keselamatan siber oleh pakar dari negara-negara Asia dan lawatan ke tujuh agensi/syarikat yang terlibat dalam pelaksanaan inisiatif keselamatan siber di negara Jepun – Nippon Electric Company (NEC) Corp., National Institute of Information and Communications Technology (NICT), Fujitsu Limited, Little eArth Corporation (LAC) Co. Ltd, Hitachi, Nippon Telegraph and Telephone Corporation (NTT) Security dan NTT Docomo;
- Dapat mengenal pasti dan memahami dengan lebih baik tentang bagaimana negara-negara seperti Jepun menangani cabaran keselamatan siber pelbagai aspek termasuk dasar, peraturan dan cabaran teknologi dalam mendepani transformasi, inovasi, budaya ICT khususnya keselamatan siber masa hadapan;
- Dapat mewujudkan, memupuk dan memperkukuh perkongsian pandangan dan pengalaman bersama peserta negara luar berkaitan polisi dan inisiatif ICT terkini yang merentasi pelbagai agensi dan negara; dan
- Dapat menjalinkan rangkaian dengan pakar keselamatan siber di peringkat antarabangsa.

strategies, the establishment of cyber security agencies and identifying critical infrastructure and risk management; and to help promote a better understanding of the way countries like Japan address cyber security challenges in various aspects, including policies, regulations and technology challenges.

Among the outcomes obtained from the programme were:

- Gained knowledge/experience based on sharing of implementation initiatives/best practices, new trends, latest cyber security issues/challenges by experts from Asian countries and visits to seven agencies/companies which are involved in implementing cyber security initiatives in Japan, namely Nippon Electric Company (NEC) Corp., National Institute of Information and Communications Technology (NICT), Fujitsu Limited, Little eArth Corporation (LAC) Co. Ltd, Hitachi, Nippon Telegraph and Telephone Corporation (NTT) Security and NTT Docomo
- Identified and had better understanding of the way countries such as Japan address cyber security challenges, which include policy, regulation and technology challenges, in facing transformations, innovations, ICT culture, especially future cyber security
- Created, fostered and strengthened foreign exchange participants' views and experiences on the latest ICT policies and initiatives across various agencies and countries
- Networking with cyber security experts internationally



**Program Pembinaan Kapasiti Keselamatan Siber –
Japan Study Tour pada 25-29 Mac 2019**
Cyber Security Capacity Building Programme – Japan
Study Tour on March 25-29, 2019

Boot camp Keselamatan Maklumat (Ujian Penembusan Aplikasi Web) kepada Kementerian, Pejabat Setiausaha Kerajaan (PSUK) Negeri dan Pasukan Pengendalian Insiden Keselamatan Siber (CERT) MAMPU

Boot camp Keselamatan Maklumat (Ujian Penembusan Aplikasi Web) kepada Kementerian, Pejabat Setiausaha Kerajaan (PSUK) Negeri dan Pasukan Pengendalian Insiden Keselamatan Siber (CERT) MAMPU telah diadakan pada 15-17 April 2019 di Bilik Latihan OSDeC, Aras 2, MAMPU Cyberjaya. Seramai 33 orang daripada 12 agensi telah menyertai boot camp ini. Objektif *boot camp* ini adalah untuk:

- a. Memberikan penerangan ringkas mengenai Rangka Kerja Keselamatan Siber Sektor Awam (RAKKSSA) sebagai panduan kepada agensi dalam meningkatkan keselamatan siber sektor awam;
- b. Memberikan pendedahan/latihan kepada pegawai ICT agensi dalam menyediakan pelan ujian penembusan, melaksanakan ujian penembusan serta menyediakan laporan kelemahan dan ancaman siber ke atas aplikasi web agensi; dan
- c. Memberikan pengetahuan/kaedah ujian penembusan aplikasi web secara *hands-on* kepada pegawai ICT bagi mengenal pasti kelemahan dan ancaman keselamatan maklumat yang biasa dieksploitasi oleh penceroboh berdasarkan statistik *Open Web Application Security Project (OWASP) Top 10*.

Hasil daripada *boot camp* ini, peserta:

- a. Mendapat pengetahuan dan kemahiran bagi melaksanakan ujian penembusan ke atas sistem aplikasi ICT agensi;
- b. Dapat membuat pemilihan pembekal/pihak ketiga (vendor) dengan bijak dan lebih baik bagi melaksanakan ujian keselamatan ke atas sistem aplikasi web agensi masing-masing supaya tidak menjadi ancaman kepada keselamatan sistem aplikasi ICT agensi dan juga keselamatan serta kesinambungan perkhidmatan kerajaan berada pada tahap yang selamat; dan
- c. Dapat mempraktikkan ilmu yang diperoleh semasa sesi Boot camp bagi melaksanakan ujian penembusan di agensi masing-masing

Information Security Boot Camp (Web Application Penetration Testing) for Ministries, State Secretary's Offices and Cyber Security Incident Management Team (CERT) of MAMPU

Information Security Boot Camp (Web Application Penetration Testing) for ministries, State Secretary's offices and Cyber Security Incident Management Team (CERT) of MAMPU was held on April 15-17, 2019 at the OSDeC Training Room, Level 2, MAMPU, Cyberjaya. A total of 33 participants from 12 agencies attended the boot camp. The objectives of the boot camp were to:

- a. Provide a brief description of the Public Sector Cyber Security Framework (RAKKSSA) as a guide for agencies in enhancing public sector cyber security
- b. Provide exposure/training to agency's ICT officers in preparing penetration test plans, conducting penetration tests and providing reports of vulnerabilities and cyber threats to agency's web applications
- c. Provide hands-on knowledge/methods of web application penetration testing to ICT personnel in identifying vulnerabilities and threats of information security commonly exploited by intruders based on Open Web Application Security Project (OWASP) Top 10 statistics.

As a result of this boot camp, participants were able to:

- a. Gain knowledge and skills to conduct penetration testing on the agency's ICT application system;
- b. Choose suppliers/third parties (vendors) wisely and efficiently to perform security testing on their respective agency's web application systems so that they are not a threat to the security of the agency's ICT application system and also the security and continuity of government services at a secured level; dan
- c. Apply the knowledge gained during the Boot camp session to conduct penetration testing at their respective agencies and

serta dapat bersama-sama menyumbang tenaga bagi melaksanakan ujian penembusan ke atas sistem aplikasi web sektor awam apabila diperlukan. Kolaborasi dan kerjasama bersama-sama ini dapat menjaga keselamatan siber kerajaan.

jointly contribute to perform penetration testing on the public sector web application system, as needed. This collaboration and cooperation can help to protect the government's cyber security.



Peserta boot camp Keselamatan Maklumat (Ujian Penembusan Aplikasi Web)
Participants of the Information Security Boot camp (Web Application Penetration Testing)



Tenaga pengajar sedang berkongsi pengetahuan di boot camp Keselamatan Maklumat (Ujian Penembusan Aplikasi Web)
Instructors sharing knowledge at the Information Security Boot camp (Web Application Penetration Testing)



BAHAGIAN KERAJAAN DIGITAL

DIGITAL GOVERNMENT DIVISION



Bahagian Kerajaan Digital (BKD) memainkan peranan penting dalam pelaksanaan inisiatif berasaskan digital bagi meningkatkan penyampaian perkhidmatan. Peranan dan fungsi bahagian ini ialah:

The Digital Government Division (BKD) plays an important role in the implementation of digital-based initiatives to improve service delivery. The roles and functions of this division are:

- Menyelaras dan memantau perkhidmatan dalam talian kerajaan termasuk penarafan antarabangsa (UNeGDI dan World Bank).
- Menyelaras dan memantau penggunaan Data Terbuka Kerajaan termasuk penarafan antarabangsa (ODB dan GODI).
- Merancang, menyelaras dan melaksanakan transformasi perkhidmatan berpacuan data (Data Raya Sektor Awam dan Data Terbuka).
- Menyelaras, membangun dan melaksanakan Portal myGovernment (GOSG).
- Menyelaras, membangun dan melaksanakan Hab Perkongsian Maklumat Kerajaan (myGDX).
- To coordinate and monitor government online services including international ratings (UNeGDI and World Bank).
- To coordinate and monitor the usage of Government Open Data including international ratings (ODB and GODI).
- To plan, coordinate and implement transformation of data-driven services (Public Sector Big Data and Open Data)
- To coordinate, develop and implement myGovernment Portal (GOSG).
- To coordinate, develop and implement Malaysian Government Central Data Exchange (MyGDX).



PENCAPAIAN TAHUN 2019

ACHIEVEMENTS IN 2019

Bengkel Penyelarasan Inisiatif Analitis Data Raya Kementerian/ Agensi

Bengkel ini telah diadakan pada 21 November 2019 di Dewan Makan, Aras 2, Blok B1, Kompleks Jabatan Perdana Menteri, Putrajaya. Objektif bengkel ini ialah untuk mendapat maklum balas status pelaksanaan analitis data raya di sektor awam, khususnya di peringkat kementerian; menyediakan platform untuk menghubungkan antara agensi-agensi sektor awam yang terlibat di dalam Data Raya; memudahkan perkongsian pengalaman dan ilmu diantara agensi; dan menggalakkan agensi sektor awam untuk membangunkan produk data. Seramai 65 orang daripada pegawai di Kementerian/Agensi dan Pejabat Setiausaha Kerajaan Negeri (PSUK) telah menyertai bengkel ini.

Pelaksanaan bengkel ini telah memberikan pendedahan dan *awareness* kepada kementerian/PSUK/agensi terutamanya yang masih belum melaksanakan analitis data raya untuk membangunkan produk data; menggalakkan agensi untuk melaksanakan analitis data raya di agensi masing-masing; mengenal pasti lapan (8) inisiatif analitis data raya di kementerian/agensi yang sedang dalam perancangan dan pembangunan; menggalakkan perkongsian pendapat, pandangan, pengalaman berkaitan analitis data raya; dan membantu dalam meningkatkan pengetahuan tentang cara atau kaedah dalam menyediakan kes bisnes yang baik.

Workshop on Big Data Analytics Initiative Coordination for Ministries/ Agencies

This workshop was conducted on November 21, 2019 at the Dining Hall, Level 2, Block B1, Prime Minister's Department Complex, Putrajaya. The objectives of this workshop were to obtain feedback on the implementation of big data analytics in the public sector, especially at the ministry level; to provide a platform for linking the public sector agencies involved in big data analytics initiatives; to facilitate sharing of experience and knowledge amongst agencies; and to encourage the public sector agencies to develop data products. A total of 65 officials from ministries/agencies and the Office of the State Secretary (PSUK) participated in the workshop.

The implementation of this workshop has provided exposure and awareness to ministries/PSUKs/agencies, especially those who have not implemented big data analytics to develop data products. It encouraged agencies to perform big data analytics and identified eight public data analytics initiatives in ministries/agencies that are involved in planning and development. Sharing of opinions, insights, and experiences related to big data analytics were encouraged, and thus it has helped to improve knowledge on ways or methods in preparing a good business case.



Sesi Focus Group Sains Data

Sesi *Focus Group* Sains Data telah diadakan pada 22 November 2019 di Dewan Makan, Aras 2, Blok B1, Kompleks Jabatan Perdana Menteri, Putrajaya. Objektif program ini ialah untuk menggalakkan komunikasi di kalangan penjawat sektor awam yang berkemahiran atau berpengalaman dalam bidang sains data dari segi perkongsian pengalaman dan pandangan; menyediakan platform bagi meneroka peluang kolaborasi untuk projek-projek analitis data raya sektor awam; mewujudkan direktori penjawat sektor awam yang terlibat dalam bidang sains data; meningkatkan visibiliti bidang sains data di sektor awam melalui aktiviti promosi dan publisiti; dan menggalakkan penggunaan platform DRSA bagi projek-projek analitis data raya. Seramai 50 orang daripada pegawai di Kementerian/Agensi dan Pejabat Setiausaha Kerajaan Negeri (PSUK) telah menyertai sesi ini.

Pelaksanaan program ini telah memberikan pendedahan kepada peserta mengenai cabaran-cabaran, teknologi, infrastruktur/platform dan *machine learning* dalam pelaksanaan projek data raya; menggalakkan agensi untuk berkongsi data antara agensi-agensi kerajaan bagi membangunkan produk data yang berjaya dengan adanya sokongan pihak pengurusan atasan; mengenal pasti isu dan cabaran yang dihadapi oleh agensi semasa pelaksanaan projek data raya; dan MAMPU akan menyelaraskan maklum balas cadangan penubuhan sesi *focus group* daripada peserta dan seterusnya bersama-sama dengan ahli merancang hala tuju *focus group* sains data.



Sesi Focus Group Sains Data
Data Science Focus Group Session

Data Science Focus Group Session

Data Science Focus Group Session was held on November 22, 2019 at the Dining Hall, Level 2, Block B1, Prime Minister's Department Complex, Putrajaya. The objectives of this session were to encourage skilled and experienced public sector practitioners in data science to communicate and share experiences and views, as well as provide a platform to explore collaborative opportunities for public big data analytics projects. The session was also to increase the visibility of data science in the public sector through promotions and publicity activities, and encourage the use of DRSA platform for public data analytics projects. A total of 50 officers from the ministries/agencies and Office of the State Secretary (PSUK) participated in the session.

The implementation of this session managed to expose participants with challenges, technologies, infrastructure/platforms and machine learning in the implementation of public sector big data analytics projects. It encouraged data sharing amongst government agencies to develop successful data products with the support from top management. Issues and challenges faced by agencies during the implementation of big data analytics projects were identified, and allowed MAMPU to coordinate feedbacks on the establishment of focus group session from the participants; hence plan for the future of data science focus group with the cooperation of members..



Libat Urus MAMPU Bersama Kementerian/Agensi Berkaitan Data Raya

MAMPU telah mengadakan libat urus dengan Lembaga Lebuhraya Malaysia (LLM) pada 11 November 2019 di IOI Resort Putrajaya, Suruhanjaya Sayrikat Malaysia (SSM) pada 5 Disember 2019 di Hotel Ramada, Melaka dan Jabatan Ukur dan Pemetaan Malaysia (JUPEM) pada 20 Disember 2019 di JUPEM, Kuala Lumpur.

Libat urus ini diadakan untuk memberi pendedahan dan *awareness* berkaitan Data Raya kepada kementerian/agensi; menggalakkan kementerian/agensi untuk melaksanakan analitis data raya di agensi masing-masing; membantu dalam mengenal pasti dan menyediakan kes bisnes yang baik kepada kementerian/agensi; menggalakkan perkongsian data bagi pembangunan produk data kementerian/agensi atau merentas agensi; dan membantu meningkatkan pengetahuan pengurusan atasan tentang kepentingan analitis data raya dalam pembuatan keputusan dan penggubalan dasar yang tepat.

Big Data Analytics Engagement Session with Ministries/Agencies

MAMPU has conducted engagements with the following organisations: Malaysian Highway Authority (LLM) on November 11, 2019 at IOI Resort Putrajaya, Companies Commission of Malaysia (SSM) on December 5, 2019 at Ramada Hotel, Malacca and Department of Survey and Mapping Malaysia (JUPEM) on December 20, 2019 at JUPEM, Kuala Lumpur.

These engagements were aimed to provide the ministries/agencies with awareness of big data; encourage them to carry out big data analytics in their respective agencies; assist in identifying and providing suitable business cases to ministries/agencies; encourage data sharing for the development data products in ministries/agencies or across agencies; and enhance top management's knowledge about the importance of data analytics in decision and policy making.



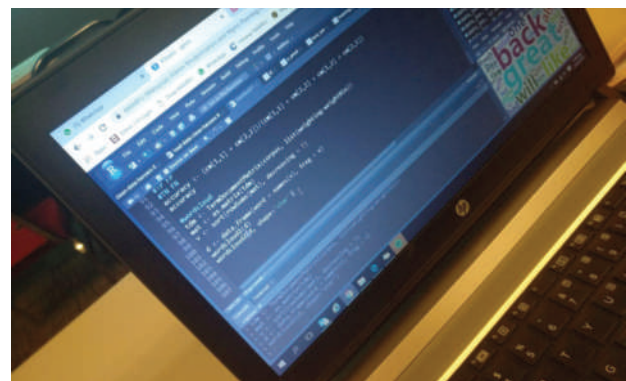
Libat Urus MAMPU Bersama Kementerian/Agensi Berkaitan Data Raya
Big Data Analytics Engagement Session with Ministries/Agencies

Pembangunan Model Analisis Sentimen secara *Coaching* dengan kerjasama Program Pembangunan Sistem dan Kapabiliti Sumber Terbuka (OSDeC)

Sesi *coaching* telah diadakan bermula 3 April 2019 sehingga 30 Mei 2019 di Bilik Bankuet, Aras 6, MAMPU Cyberjaya. Objektif program ini ialah untuk membangunkan satu model analisis sentimen bersumberkan perisian terbuka bagi kegunaan mekanisme Pengukuran Dan Pemantauan Indikator Prestasi YB Menteri - *Ministerial Performance Indicator* (MPI). Salah satu komponen Pengukuran dan Pemantauan MPI 2019 adalah penggunaan sentimen analisis untuk wajaran markah YB Menteri. Sesi *coaching* ini disertai oleh enam (6) kakitangan MAMPU yang mana empat (4) peserta daripada Bahagian Kerajaan Digital (BKD) manakala dua (2) peserta daripada Bahagian Perundingan Pengurusan (BPP2). Hasil daripada program ini, terhasilnya satu model analisis sentimen yang menggunakan pendekatan pembelajaran mesin (*machine learning*) dengan pengelasan (*classifier*) *Random Forest* bagi pengecaman ayat-ayat bersentimen positif, negatif dan neutral; dan model ini seterusnya diguna pakai kelak dalam pembangunan Platform Data Media Sosial yang sedang dilaksanakan bagi membolehkan pihak kementerian mendapatkan data pandangan awam di media sosial berkaitan kementerian masing-masing dan kemudiannya memperoleh analisis sentimen berdasarkan kepada data yang dipilih.

Development of Sentiment Analysis Model through Coaching Method in Collaboration with OSDEC

This coaching session was conducted for 15 days from April 3, 2019 to May 30, 2019 at the Banquet Room, Level 6, MAMPU Cyberjaya. The objective of this programme was to develop sentiment analysis model by using the open source software to measure and monitor a component of the minister's performance indicator (MPI). The coaching session was attended by six (6) MAMPU staff, by which four (4) participants were from Digital Government Division (BKD) and two (2) were from the Management Consulting Division (BPP2). As an outcome of this programme, one sentiment analysis model was created by machine learning approach with Random Forest classifier to recognise words which have positive, negative and neutral sentiments. The model will later be used in the development of the social media data platform which will be implemented in 2020 to enable ministries obtain public sentiments through social media and sentiment analysis based on selected data.



Sesi *Coaching* Pembangunan Model Analisis Sentimen
Development of Sentiment Analysis Model Coaching Session

Hackathon Data Terbuka Tahun 2019

Program Hackathon Data Terbuka Tahun 2019 melibatkan Sesi Pembangunan Aplikasi/Produk Data yang telah diadakan secara dalam talian pada 3 hingga 17 September 2019, disusuli dengan Sesi Pra Penilaian yang telah berlangsung selama dua (2) hari pada 18 dan 19 September 2019 serta Sesi Penilaian Akhir pada 24 September 2019. Program ini telah disempurnakan melalui Majlis Pelancaran Hackathon pada 27 Ogos 2019 di Malaysian Global Innovation & Creativity Centre (MaGIC), Cyberjaya.

Objektif program ini ialah untuk menyediakan platform untuk penciptaan produk data yang kreatif, berkualiti dan berinovasi; memanfaatkan keupayaan Data Terbuka dalam penghasilan produk; menggalakkan inovasi Data Terbuka dalam sistem penyampaian perkhidmatan awam; memperkasakan produk data untuk peningkatan ekonomi dan kesejahteraan rakyat; dan meningkatkan ranking *Online Service Index* (OSI) dan *Open Data Barometer* (ODB).

Penyertaan Program *Hackathon* Data Terbuka 2019 dibuka kepada orang awam sama ada secara individu atau berkumpulan dan terbahagi kepada tiga (3) kategori iaitu kategori Sektor Awam, Universiti dan Industri; serta Pelajar Sekolah Menengah. Penyertaan tertinggi adalah daripada kategori Industri/Universiti dengan jumlah penyertaan sebanyak 70 pasukan dengan 191 peserta, diikuti dengan kategori Sektor Awam dengan jumlah penyertaan sebanyak 41 pasukan dengan 135 peserta, dan akhir sekali oleh kategori Pelajar Sekolah Menengah dengan jumlah penyertaan sebanyak 24 pasukan dengan 84 peserta. Daripada keseluruhan 135 pasukan yang mendaftar, sebanyak 98 pasukan telah menyerahkan produk data masing-masing dan telah dilaksanakan penilaian awal. Hasil daripada penilaian awal, sebanyak 73 pasukan didapati telah berjaya ke Sesi Penilaian Akhir.

Outcome daripada program Hackathon Data Terbuka adalah peningkatan penciptaan produk/aplikasi bagi setiap kategori telah dihasilkan seperti statistik di bawah.

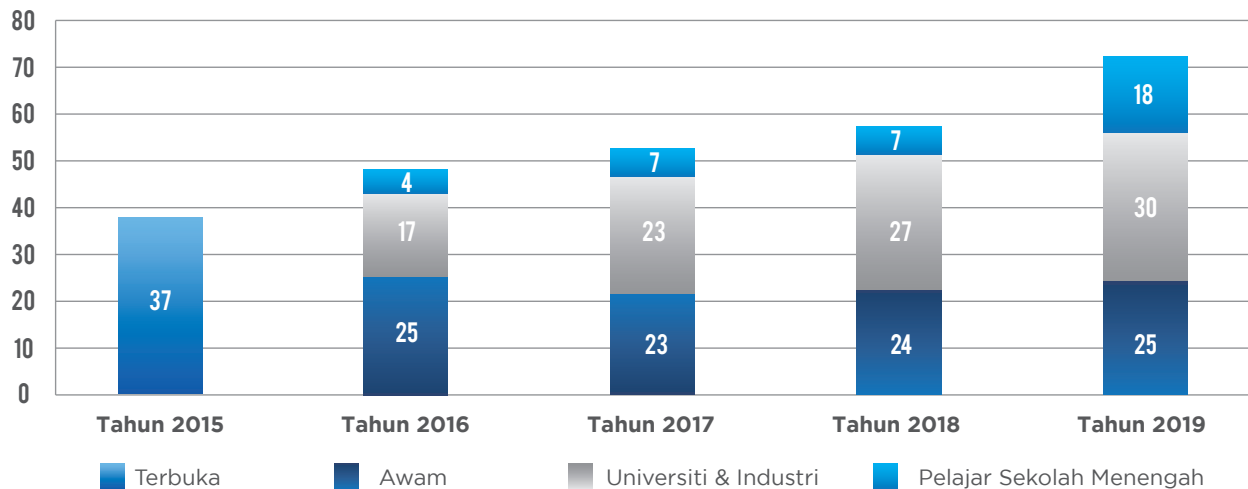
Open Data Hackathon Year 2019

The Hackathon Launching Ceremony was held on August 27, 2019 at Malaysian Global Innovation & Creativity Centre (MaGIC), Cyberjaya. The Application/Data Product Development Session was conducted online from September 3 to 17, 2019, followed by two (2) Pre-Evaluation Session on September 18 and 19, 2019 and Final Evaluation Session on September 24, 2019.

The objectives of the programme were to prepare a platform for creative, high quality and innovative data product development; leverage on open data capability in product creation; encourage open data innovations in public sector delivery systems; empower data product for the betterment of economy and people's well-being ; and improve the Online Service Index (OSI) and Open Data Barometer (ODB) ranking.

Open Data Hackathon Program 2019 was opened to the public, either individually or in groups, and it was divided into three (3) categories, namely public sector, universities, industries and high schools. The highest number of entry was from the industry/university category with a total of 70 teams which comprised 191 participants. It was followed by public sector category with a total of 41 teams which comprised 135 participants, and finally by the high school category which comprised 24 teams with 84 participants. Out of 135 registered teams, 98 teams submitted their data products and went through an evaluation process. A sum of 73 teams thrived the final evaluation.

The outcome of the Open Data Hackathon programme showed an increase in product/application creation for each category, as shown in the statistics below.



Rajah 9: Bilangan Produk Data Terbuka yang dihasilkan dalam Pertandingan Hackathon Data Terbuka
Diagram 9: Numbers of Open Data Products Created during the Open Data Hackathon Competition

Produk/aplikasi ini akan diperluaskan pula untuk kegunaan oleh rakyat dan diletakkan di Portal MyGovernment. Selain itu, program ini juga telah memberikan impak seperti berikut:

These data products/applications will be enhanced for use by the citizens and will also be placed in MyGovernment Portal. In addition, the programme has impacted the following:

- (a) Meningkatkan bilangan produk data atau aplikasi inovasi yang menggunakan set data terbuka diterbitkan di Portal Data Terbuka;
- (b) Memberi manfaat kepada Kerajaan dalam menyediakan perkhidmatan yang bertumpukan rakyat; dan
- (c) Memberi manfaat kepada rakyat menerusi penghasilan aplikasi/produk data yang dapat meningkatkan kesedaran dan membangunkan kemudahan awam isu rakyat seperti termasuk masalah jenayah, kejadian bencana, kemampuan alam sekitar, persekolahan anak, kemudahan taska, serta penambahbaikan kaedah pertanian.

- (a) Increase the number of innovative data products or applications by using open data and be published in the Open Data Portal;
- (b) Benefit the government in terms of the providing services which are citizen-focused; and
- (c) Benefit the citizens through applications/data product creations that raise awareness and development of public facilities to address issues, such as crime, disasters, environmental sustainability, schooling, nursery facilities and agricultural methods improvement.



Gambar sekitar berlangsungnya Program Hackathon Data Terbuka Tahun 2019
Some of the activity photos during the Open Data Hackathon Year 2019

Latihan Pengguna Portal Hab Perkongsian Data Kerajaan Malaysia/ Malaysian Government Central Data Exchange (MyGDX) Kepada Agensi Pengguna dan Pembekal Data

Latihan Pengguna Portal MyGDX Kepada Agensi Pengguna dan Pembekal Data telah diadakan secara berperingkat sepanjang tahun 2019. Objektif program ini ialah untuk membantu Agensi Pengguna Data untuk melaksana proses Permohonan Servis Baharu MyGDX dan membantu Agensi Pembekal Data untuk memproses Permohonan Servis Baharu yang dimohon oleh Agensi Pengguna Data. Program ini melibatkan beberapa kementerian/agensi seperti Lembaga Juruukur Bahan Malaysia, Lembaga Juruukur Tanah Malaysia, Majlis Bandaraya Pulau Pinang, Unit Penyelarasan Pelaksanaan (ICU), Majlis Peperiksaan Malaysia (MPM), Majlis Perbandaran Kuantan, Kementerian Perumahan dan Kerajaan Tempatan (KPKT), Kementerian Pendidikan Malaysia dan Kementerian Hal Ehwal Ekonomi. *Outcome* daripada program ini ialah peningkatan servis baharu agensi yang ditawarkan melalui MyGDX.

MyGDX Portal User Training for User Agencies and Data Providers

MyGDX Portal User Training for User Agencies and Data Providers was conducted in stages throughout 2019. The objectives of this programme were to assist the Data Consumer Agency in implementing the MyGDX New Services Application process and to assist the Data Provider Agency in processing the New Service Application requested by the Data Consumer Agency. This programme involved several ministries/agencies such as the Board of Quantity Surveyors Malaysia, the Land Surveyors Board Malaysia, Penang Island City Council, Implementation Coordination Unit (ICU), Malaysian Examination Council (MPM), Kuantan Municipal Council, Ministry of Housing and Local Government, Ministry of Education and Ministry of Economic Affairs. The outcome of this programme was the improvement of Agency's New Services offered through MyGDX.



Gambar sekitar berlangsungnya Latihan Pengguna Portal MyGDX Kepada Agensi Pengguna dan Pembekal Data

Some of the photos during MyGDX Portal User Training for User Agencies and Data Providers

Sesi *Handholding* Pelaksanaan Rasionalisasi Laman Web Agensi Awam 2019

Sesi *Handholding* Pelaksanaan Rasionalisasi Laman Web Agensi Awam 2019 telah diadakan sebanyak dua (2) kali iaitu pada 6 dan 8 Ogos 2019 di Bilik Mesyuarat Cyber 2, Aras 2, MAMPU Cyberjaya. Objektif program ini ialah untuk mengurangkan bilangan laman web sedia ada; mengkonsolidasi laman web agensi (menyusun semula, mengintegrasikan dan menghapuskan elemen yang tidak berkaitan); dan meningkatkan keberkesanan penyampaian perkhidmatan yang berpaksikan rakyat. Sebanyak 25 kementerian telah dijemput ke bengkel ini. *Outcome* daripada bengkel ini ialah panduan kepada agensi Sektor Awam telah diberikan untuk melaksanakan rasionalisasi laman web Sektor Awam sedia ada kearah peningkatan keberkesanan sistem penyampaian perkhidmatan Kerajaan yang berpaksikan rakyat (*citizen-centric*).

Bengkel Familiarisasi Pelan Tindakan *Online Service Index* (OSI) 2019-2020

Bengkel ini telah diadakan pada 14 Februari 2019 di Dewan Makan, Aras 2, Blok B1, Kompleks Jabatan Perdana Menteri, Putrajaya. Objektif bengkel ini ialah untuk memastikan pelaksanaan Pelan Tindakan OSI 2019-2020 dilaksanakan oleh agensi mengikut tempoh masa yang telah ditetapkan; menerangkan kaedah pelaksanaan pemantauan status pelan tindakan dan penerbitan artikel/naratif bagi setiap inisiatif/projek agensi; dan mendapatkan kerjasama dan komitmen kementerian dan agensi dalam melaksanakan Pelan Tindakan OSI 2019-2020. *Outcome* bengkel ini ialah pendedahan Pelan Tindakan *Online Service Index* (OSI) 2019-2020 kepada “Pelan Tindakan OSI 2019-2020 kepada kementerian serta agensi yang telah dikenal pasti dalam enam (6) sektor iaitu Kesihatan, Pelajaran, Pembangunan Sosial dan Kebajikan, Sumber Manusia, Kewangan dan Alam Sekitar serta laman web utama negara Portal MyGovernment dalam menghadapi penilaian UNEG Survey 2020 yang akan bermula pada Julai 2019” kepada “United Nations Evaluation Group (UNEG) Survey 2020 pada Julai 2019.”

Handholding Session of Public Agency Website Rationalisation Implementation 2019

Handholding Session of Public Agency Website Rationalisation Implementation 2019 was held on August 6 and 8, 2019 at Cyber 2 Meeting Room, Level 2, MAMPU Cyberjaya. The objectives of the programme were to reduce the number of existing websites; consolidate agencies' websites (reorganizing, integrating and deleting irrelevant elements); and improve the effectiveness of citizen-centric service delivery. A total of 25 ministries were invited. The outcome of the programme was a guide that was given to the public sector agencies to implement a public sector website rationalisation towards improving the effectiveness of citizen-centric government service delivery systems.

Online Service Index (OSI) Familiarisation Workshop 2019-2020

This workshop was held on February 14, 2019 at the Dining Hall, Level 2, Block B1, Prime Minister's Department Complex, Putrajaya. The objectives of this workshop were to ensure that the implementation of OSI Action Plan 2019-2020 was implemented by the agencies within the specific time; describe the method of implementing the action plan status monitoring and publication of articles/narrative's for each initiative/projects in agencies; and gain the cooperation and commitment from all the ministries and agencies in implementing the OSI Action Plan 2019-2020. The outcome of this workshop was exposure of the OSI Action Plan (2019-2020) to the ministries and agencies which have been identified in the six (6) sectors, namely health, education, social development and welfare, human resources, finance and environment, as well as the myGovernment Portal (national website) to be evaluated by the UNEG Survey 2020 in July 2019.

Bengkel Pemantauan Pelan Tindakan *Online Service Index (OSI) 2019-2020*

Bengkel ini telah diadakan pada 1 Oktober 2019 di Dewan Serbaguna, Aras 3, Blok B1, Kompleks Jabatan Perdana Menteri, Putrajaya. Objektif bengkel ini ialah untuk membentangkan status pelan tindakan dan penerbitan artikel/naratif bagi setiap inisiatif/projek agensi; memantau dan memastikan pelaksanaan Pelan Tindakan OSI 2019-2020 dilaksanakan oleh agensi mengikut tempoh masa yang telah ditetapkan; dan mendapatkan kerjasama dan komitmen Kementerian dan Agensi dalam melaksanakan Pelan Tindakan OSI 2019-2020. *Outcome* daripada bengkel ini ialah peningkatan kedudukan Malaysia bagi penarafan UNEG untuk *sub-index* OSI pada tahun 2020.

Latihan *Intermediate/Advance Machine Learning Specialization*

Latihan *Intermediate Machine Learning Specialization* telah diadakan pada 19-23 Ogos 2019 manakala Latihan *Advance Machine Learning Specialization* telah diadakan pada 12-13 September 2019 dan 18-20 September 2019 di Bilik Bankuet, Aras 6, MAMPU Cyberjaya. Objektif program ini adalah untuk memberi pendedahan kepada para peserta untuk membangunkan model pembelajaran mesin yang berkesan dan menggabungkan setiap model bagi menyelesaikan sesuatu masalah; memberi bimbingan kepada para peserta terhadap pemilihan model pembelajaran mesin yang sesuai untuk menyelesaikan masalah yang berbeza; dan menghasilkan analisis yang berkesan dan ramalan yang mempunyai ketepatan yang tinggi.

Online Service Index (OSI) Action Plan Monitoring Workshop 2019- 2020

This workshop was held on October 1, 2019 at the Multipurpose Hall, Level 3, Block B1, Prime Minister's Department Complex, Putrajaya. The objectives of this workshop were to present the status of action plan and publishing articles/narratives of each agency's initiative/project; monitor and ensure that the implementation of OSI Action Plan 2019-2020 is implemented by the agencies within the specific time; and gain the cooperation and commitment from the ministries and agencies in implementing the OSI Action Plan 2019-2020. The outcome of this workshop was the enhancement of Malaysia's ranking of UNEG ratings for OSI sub-index by 2020

Intermediate/Advance Machine Learning Specialization Training

Intermediate Machine Learning Specialisation Training was held on August 19-30, 2019. Meanwhile, the Advance Machine Learning Specialisation Training was held on September 12-13 and September 18-20, 2019 at the Banquet Room, Level 6, MAMPU Cyberjaya. The objectives of the programme were to provide participants with the opportunity to develop effective machine learning models and incorporate each model in problem solving ; provide participants with guidance in choosing the right machine learning model to solve different problems; and produce effective analysis and high accuracy predictions.



Latihan *Intermediate Machine Learning Specialization*
pada 19-23 Ogos 2019
Intermediate Machine Learning Specialization Training
on August 19-23, 2019



Latihan *Advance Machine Learning Specialization* pada
12-13 September 2019 dan 18-20 September 2019
Advance Machine Learning Specialization Training on
September 12-13, 2019 and September 18-20, 2019

BAHAGIAN PEMBANGUNAN APLIKASI

APPLICATION DEVELOPMENT DIVISION



Bahagian Pembangunan Aplikasi (BPA) memainkan peranan penting dalam pembangunan aplikasi generik, bersepadu dan digital. Peranan dan fungsi bahagian ini ialah:

The Application Development Division (BPA) plays an important role in the development of generic, integrated and digital applications. The roles and functions of this division are:

- Merancang, membangun, menyenggara dan melaksanakan sistem aplikasi merentasi agensi yang diterajui oleh MAMPU.
- Merancang, membangun, menyenggara dan melaksanakan sistem aplikasi generik.
- Merancang, membangun, menyenggara dan melaksanakan sistem aplikasi berasaskan perisian sumber terbuka.
- Menyedia, menyelaras, menyenggara dan melaksanakan perkhidmatan dan bantuan teknikal untuk infrastruktur dan sokongan ICT MAMPU.
- To plan, develop, maintain and implement application systems across agencies led by MAMPU.
- To plan, develop, maintain and implement generic application systems.
- To plan, develop, maintain and implement application systems based on open source software.
- To provide, coordinate, maintain and implement technical services and assistance for MAMPU ICT infrastructure and support.



PENCAPAIAN TAHUN 2019 ACHIEVEMENTS IN 2019

Bengkel Bersama Komuniti Sumber Terbuka Bilangan 1 Tahun 2019

Bengkel Bersama Komuniti Sumber Terbuka Bilangan 1 Tahun 2019 telah dilaksanakan pada 29-30 Januari 2019 di Klana Beach Resort Port Dickson, Negeri Sembilan. Tema bengkel ini adalah “Accelerate System Development with Devops and Agile Methodologies”. Objektif utama pelaksanaan bengkel ini ialah untuk mendapatkan kaedah terbaik dalam pembangunan sistem aplikasi dengan menggunakan Teknologi *OpenShift* dan *OpenStack* dengan mengguna pakai metodologi Development and Operations (DevOps); dan mendapatkan asas penyediaan *framework* DevOps Sektor Awam ke arah pembangunan yang lebih mudah dan cepat.

Bengkel ini telah dihadiri oleh 62 orang peserta yang terdiri dari pegawai-pegawai dari agensi Sektor Awam, Institut Pengajian Tinggi (IPT), industri dan Komuniti Sumber Terbuka. Bengkel ini memberi ruang kepada peserta berkongsi maklumat, pengetahuan dan pengalaman dari pelbagai agensi kerajaan dan komuniti atau industri. Hasil perbincangan dalam bengkel ini dapat membantu pihak MAMPU mengenal pasti isu serta cabaran menggunakan teknologi terkini dan merangka pembangunan DevOps *Framework* di dalam pembangunan aplikasi sektor awam.

Open Source Community Workshop No. 1 Year 2019

Open Source Community Workshop No. 1 Year 2019 was held on 29–30 January 2019 at Klana Beach Resort Port Dickson, Negeri Sembilan. The workshop was themed Accelerate System Development with Devops and Agile Methodologies. The objectives of the workshop were to obtain the best practice in system application development by leveraging OpenShift Technology and Openstack in conjunction with DevOps methodology, and obtain the fundamental aspects of preparing DevOps framework in the public sector towards easier and faster development.

The workshop was attended by 62 participants which comprised individuals from multiple agencies in the public sector, higher education institutions, industries and open source communities. The workshop enabled participants to exchange information, knowledge, various experiences from government agencies, communities and industries. It helped MAMPU to identify issues as well as challenges in regard to usage of the latest technologies and develop DevOps Framework for application development in the public sector.



Bengkel Bersama Komuniti Sumber Terbuka Bilangan 1 Tahun 2019
Workshop with Open Source Community No.1 of 2019

Seminar *Regional* OSDeC Zon Sabah

Seminar *Regional* OSDeC Zon Sabah telah dilaksanakan pada 27-28 Mac 2019 di Institut Tadbiran Awam Negara Kampus Sabah (INTAN Sabah), Kota Kinabalu, Sabah dan telah dihadiri oleh 91 orang peserta yang terdiri daripada Pegawai ICT Sektor Awam dan ahli Pasukan Projek OSDeC. Objektif pelaksanaan seminar ini adalah untuk memperkenalkan dan mempromosi OSDeC dan Perisian Sumber Terbuka; dan mempromosi produk yang dibangunkan di bawah projek OSDeC dan produk MAMPU. Seminar *Regional* OSDeC yang dianjurkan selama dua (2) hari ini telah diisi dengan sesi taklimat, perkongsian ilmu dan klinik produk. Seminar ini telah melibatkan pihak Pengurusan Tertinggi MAMPU dan majlis penutup telah dirasmikan oleh Ketua Pengarah MAMPU.

Seminar ini menjadi media bagi penyampaian maklumat berkenaan dengan sistem-sistem yang telah dibangunkan dan perkhidmatan yang disediakan untuk dimanfaatkan oleh agensi-agensi Kerajaan. Selain itu, perkongsian pengalaman dan pengetahuan dari pegawai pelbagai agensi Kerajaan dan komuniti serta industri juga boleh diperolehi oleh peserta. Seminar ini juga telah berjaya mempromosi dan menarik perhatian agensi-agensi Kerajaan terhadap kemudahan dan perkhidmatan yang disediakan oleh OSDeC.

The OSDeC Regional Seminar (Sabah Zone)

The OSDeC Regional Seminar (Sabah Zone) was held on 27-28 March 2019 at INTAN Kampus Sabah, Kota Kinabalu, Sabah with the presence of 91 participants which comprised public sector ICT officers and OSDeC Project team members. The objectives of the Regional Seminar were to introduce and promote OSDeC as well as the open source software. It was also to promote OSDeC's and MAMPU's ICT product. The two (2) days OSDeC Regional Seminar was filled with talk sessions, knowledge sharing and product clinic. The top management was also involved in the seminar, and the closing ceremony was officiated by the Director-General of MAMPU.

The seminar was a platform to introduce systems and services provided by MAMPU for government agencies. Apart from that, the participants obtained knowledge and listened to experiences shared by officers from various government agencies, communities and industries. The seminar had successfully promoted and gained attention from government agencies in regard to products and services provided by OSDeC.



Seminar *Regional* OSDeC Zon Sabah

OSDeC Sabah Zone Regional Seminar

Bengkel Bersama Komuniti Sumber Terbuka Bilangan 2 Tahun 2019

Bengkel Bersama Komuniti Sumber Terbuka Bilangan 2 Tahun 2019 telah dilaksanakan pada 21 dan 22 Oktober 2019 di Residence Inn Cherating, Pahang. Tema bengkel ini adalah “*Enriching Guidelines and Circulars*” selaras dengan keputusan Mesyuarat Penyelaras Dasar MAMPU Bilangan 1 Tahun 2019 supaya setiap bahagian menyemak dan memastikan garis panduan dan pekeliling sedia ada kekal relevan selari dengan perkembangan teknologi terkini. Objektif utama pelaksanaan bengkel ini adalah untuk memantap dan memurnikan garis panduan perisian sumber terbuka Sektor Awam dan pekeliling berkaitan pembangunan aplikasi Sektor Awam; memberi ruang berkongsi ilmu dan pandangan mengenai teknologi, *tools* dan pendekatan terkini perisian sumber terbuka di kalangan peserta.

Bengkel ini telah dihadiri oleh 60 orang peserta yang terdiri daripada pegawai-pegawai ICT di agensi sektor awam, IPT, industri dan komuniti sumber terbuka. Pegawai dari Bahagian Reformasi Sektor Awam (BRSA), MAMPU telah dijemput untuk menyampaikan taklimat mengenai tatacara penyediaan dan pengemaskinian pekeliling dan garis panduan, serta menjadi fasilitator sepanjang bengkel dijalankan. Bengkel ini telah membantu Bahagian Pembangunan Aplikasi mengemaskini sekurang-kurangnya 30% bagi setiap pekeliling atau garis panduan yang dibincangkan.

Pelaksanaan Sistem Penilaian Kepuasan Pelanggan Secara Elektronik (eRating)

Sistem Penilaian Kepuasan Pelanggan Secara Elektronik (Sistem eRating) kepada “Sistem eRating merupakan satu inisiatif Kerajaan untuk membolehkan pelanggan menilai dan memberi penarafan terhadap kualiti perkhidmatan yang diberikan oleh petugas kaunter di agensi Kerajaan. Sistem ini dibangunkan secara dalaman oleh MAMPU menggunakan perisian sumber terbuka. Pelaksanaan sistem eRating adalah menggunakan *tablet* eRating atau secara *Quick Response (QR) mobile* yang akan ditempatkan di kaunter-kaunter perkhidmatan Kerajaan.

Open Source Community Workshop No. 2 Year 2019

Open Source Community Workshop No. 2 Year 2019 was held on 21-22 October 2019 at Residence Inn Cherating, Pahang. The theme of the workshop was “*Enriching Guidelines and Circulars*”, which corresponded to the decision made in MAMPU Policy Aligning Meeting No.1in 2019. The workshop was for the divisions check and ensure the relevance of existing guidelines and circulars with the latest trend of technologies. The objectives of the workshop were to revise and enhance guidelines and circulars of the public sector open source software, revise and enhance circulars related to application development in the public sector, and give participants more chances to share knowledge and insights on the latest open source technologies, tools and approaches.

The workshop was attended by 60 participants, who comprised ICT officers from the public sector, institution of higher education, industries and open source community. An officer from the Public Sector Reformation Division (BRSA), MAMPU was also invited to deliver a talk on procedures of preparing and revising the circulars and guidelines, as well as being the workshop facilitator. The workshop helped the Application Development Division to revise at least 30% of each circular and guideline.

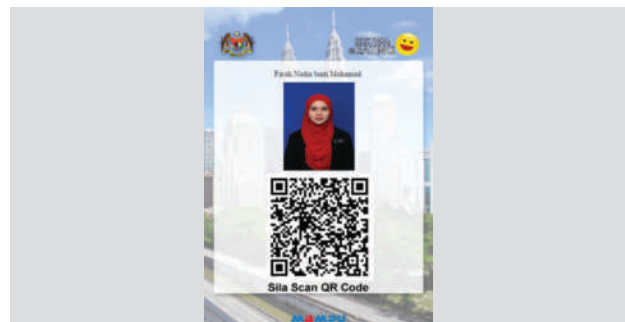
Implementation of Customer Satisfaction Assessment System (eRating)

eRating System is one of the government's initiatives for customers to evaluate and rate the quality of services provided by the counter staff through online system. MAMPU developed this in-house system by using the open source software and is used by customers via tablets at service counters.



Rajah 10: Paparan sistem eRating menggunakan tablet eRating

Diagram 10: Screenshot of eRating System using tablet



Rajah 11: Paparan sistem eRating secara Quick Response (QR) mobile

Diagram 11: Screenshot of eRating system using Quick Response (QR) mobile

Pelaksanaan sistem eRating ini bertujuan untuk mentransformasikan kaedah penilaian kepuasan pelanggan dari sistem manual ke sistem elektronik; meningkatkan ketelusan dalam kaedah penilaian kepuasan pelanggan; meningkatkan keberkesanan kaedah penilaian kepuasan pelanggan melalui pengurangan masa, kos, tenaga kerja dan prosedur yang terlibat; meningkatkan kebolehpercayaan maklumat dan pelbagai laporan dapat dijana secara *realtime* dan *online*; dan mewujudkan budaya mesra pelanggan di kalangan petugas kaunter.

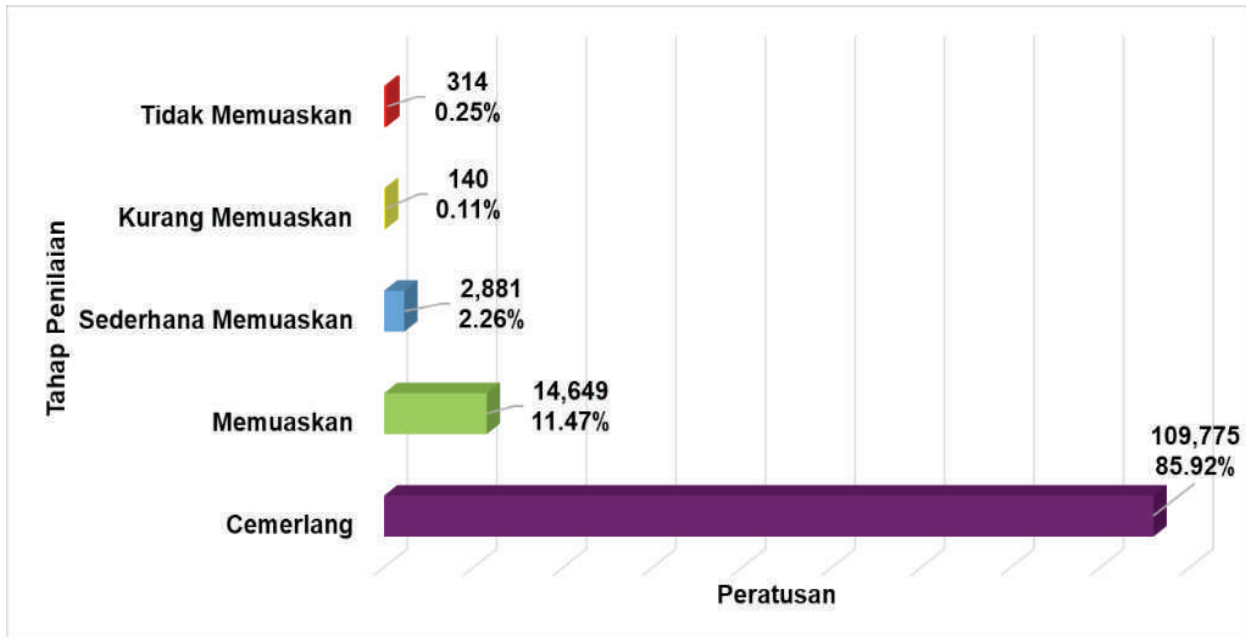
Implementation of the eRating System will help government agencies to transform the customer satisfaction ratings from the manual system to an electronic system, increase transparency in customer satisfaction evaluation methods, improve the effectiveness of customer satisfaction ratings by reducing time, cost, labour and procedures involved; improve information reliability and generate various real-time reports ; and create a customer-friendly culture amongst counter staff.

Statistik tahap penilaian pelanggan terhadap petugas kaunter sepanjang tahun 2019 adalah seperti di Jadual 13.

The statistics of customer satisfaction ratings throughout 2019 are as shown in Table 13

Jadual 13: Statistik Penggunaan Sistem eRating dari Januari - Disember 2019
Table 13: Statistic of eRating System usage from January - December 2019

Tahap Penilaian Rating Level	Responden Respondents	Peratus (%) Percentage (%)
Cemerlang Excellent	109,764	85.93%
Memuaskan Satisfactory	14,646	11.47%
Sederhana Memuaskan Fair	2,878	2.25%
Kurang Memuaskan Below Average	137	0.11%
Tidak Memuaskan Poor	312	0.24%
JUMLAH TOTAL	127,737	100.00%



Rajah 12: Peratusan Tahap Penilaian Sistem eRating dari Januari - Disember 2019
Diagram 12: Percentage of rating level eRating System from January - December 2019



Mesyuarat Penyelarasan dan Pemantauan Sistem eRating di Agensi Kerajaan pada 4 Julai 2019
Government Agencies' eRating System Coordination and Monitoring Meeting on July 4, 2019



Taklimat dan Perbincangan Sistem eRating di Jabatan Imigresen Malaysia pada 10 Disember 2019
Talk and Discussion on eRating System at the Malaysia Immigration Department on December 10, 2019



Pertandingan Anugerah Inovasi Jabatan Perdana Menteri pada 2 Ogos 2019
Prime Minister's Department Innovation Award Competition on August 2, 2019



Pertandingan Hackathon Aplikasi Mudah Alih 2019

Pertandingan Hackathon Aplikasi Mudah Alih 2019 bertemakan “Meneroka Teknologi Memangkin Inovasi” ini merupakan satu platform pertandingan untuk melahirkan penjawat awam yang berkemahiran dalam pembangunan aplikasi mudah alih bagi mempelbagaikan kaedah penyampaian perkhidmatan Kerajaan melalui peranti pintar dan seterusnya mengurangkan kebergantungan kepada pembekal perkhidmatan. Penyertaan bagi pertandingan ini adalah terbuka kepada penjawat awam secara berkumpulan dan hadiah berserta sijil penyertaan akan diberikan kepada 10 kumpulan pemenang terbaik.

Majlis Pelancaran Program Hackathon 2019 telah diadakan pada 27 Ogos 2019 di Malaysian Global Innovation & Creativity Centre (MaGIC), Cyberjaya bagi melancarkan Pertandingan Hackathon Aplikasi Mudah Alih 2019 dan Pertandingan Hackathon Data Terbuka 2019. Pertandingan telah berlangsung daripada 27 Ogos 2019 hingga 19 September 2019 manakala Sesi Penilaian dan Majlis Apresiasi telah berlangsung pada 25 September 2019.

Objektif program ini ialah untuk mewujudkan ruang berinovasi dalam usaha meningkatkan penggunaan teknologi terkini dan berasaskan integrasi digital; dan memperbanyakkan aplikasi mudah alih kerajaan yang memberi impak tinggi kepada rakyat. Pertandingan Hackathon Aplikasi Mudah Alih 2019 kali ini telah berjaya menarik minat 40 kumpulan daripada 39 agensi kerajaan yang terdiri daripada 122 orang peserta. Hasil daripada program ini, terdapat peningkatan bilangan perkhidmatan kerajaan melalui aplikasi mudah alih.

2019 Mobile Application Hackathon Competition

The 2019 Mobile Application Hackathon Competition, themed “Meneroka Teknologi Memangkin Inovasi”, was a competitive platform to produce skilled civil servants in mobile application development to diversify the way government services are delivered through smart devices, and thus reduce the reliance on vendors. This competition was opened to all civil servants (in groups) and the top 10 winners were awarded with cash prizes and certificates.

The 2019 Hackathon Programme Launching Ceremony was held on 27 August 2019 at the Malaysian Global Innovation and Creativity Centre (MaGIC), Cyberjaya. The ceremony launched the 2019 Mobile Application Hackathon and 2019 Open Data Hackathon. The competition was carried out on 27 August 2019 to 19 September, 2019, while the Evaluation and Appreciation Session was held on 25 September 2019.

The objectives of this programme were to provide an innovative platform to enhance the latest technology growth based on digital integration, and increase the number of government mobile applications that have high impact to the citizens. The 2019 Mobile Application Hackathon Competition managed to attract 40 teams from 39 government agencies, consisting of 122 members. As a result of this programme, there was an increase in the number of government services offered via the mobile applications platform.





Majlis Pelancaran Hackathon 2019
2019 Hackathon Launching Ceremony



Pertandingan Hackathon Aplikasi Mudah Alih 2019
2019 Mobile Application Hackathon Competition



Sesi Penilaian dan Majlis Apresiasi Hackathon Aplikasi Mudah Alih 2019
2019 Mobile Application Hackathon Evaluation Session and Appreciation Ceremony

Penganjuran Latihan *Train the Trainer* Sistem MyMesyuarat Secara Berpusat

Latihan *Train the Trainer* Sistem MyMesyuarat dianjurkan secara berpusat oleh Pasukan Projek MyMesyuarat MAMPU. Latihan ini terbuka kepada semua agensi yang telah menggunakan Sistem MyMesyuarat ataupun yang belum menggunakan dan mempunyai perancangan untuk melaksanakan Sistem MyMesyuarat di agensi masing-masing.

Objektif penganjuran latihan ini adalah untuk melatih tenaga pengajar menggunakan Sistem MyMesyuarat. Sekali gus, membentuk self-reliance dalam pelaksanaan Sistem MyMesyuarat di peringkat agensi.

Sebanyak 10 sesi latihan telah dirancang dan berjaya dilaksanakan sepanjang tahun 2019. Pemilihan lokasi latihan adalah di premis kerajaan sekitar Putrajaya, Kuala Lumpur dan Cyberjaya. Kesan penganjuran latihan tersebut didapati wujud peningkatan dalam permohonan pelaksanaan MyMesyuarat di agensi baharu.

Train the Trainer for MyMesyuarat System Training

Train the Trainer for MyMesyuarat System Training was centrally organised by MAMPU MyMesyuarat Project team. A total of 10 training sessions were planned and successfully implemented throughout 2019 at several government premises in Putrajaya, Kuala Lumpur and Cyberjaya. The training was to train the trainers among users at federal and state government agencies. This training was offered to all agencies which have used the system or agencies which intend to implement the system at their respective agencies. Through this training, agencies will be self-reliance and improve their work efficiency, especially in management meeting and to monitor meeting decisions. Agencies can apply and submit a maximum of three participants per training session. The training had increased the application for MyMesyuarat implementation at new agencies.



Latihan *Train the Trainer* di Jabatan Pendaftaran Negara
Train the Trainer Training at the National Registration Department

Pelaksanaan Dokumen Rahsia Rasmi Fasa II di 3 Agensi Perintis

DDMS 2.0 Fasa II telah dilaksanakan sepenuhnya di tiga (3) Agensi Perintis (MAMPU, ARKIB dan CGSO) sejak awal tahun 2019. Objektif pelaksanaan projek ini ialah untuk merancang, menyediakan dan melaksanakan latihan pengguna bagi empat (4) peranan utama DDMS 2.0 Fasa II iaitu Pegawai Rekod Jabatan (RM), Pegawai Maklumat (IW), Pendaftar Rahsia dan Pendaftar Kecil Rahsia kepada Agensi Perintis. Latihan ini bertujuan untuk melatih pengguna-pengguna sedia ada berkenaan aturcara penggunaan DDMS 2.0 setelah fungsi-fungsi

Implementation of DDMS 2.0 Phase II (Official Classified Documents) at 3 Pioneer Agencies

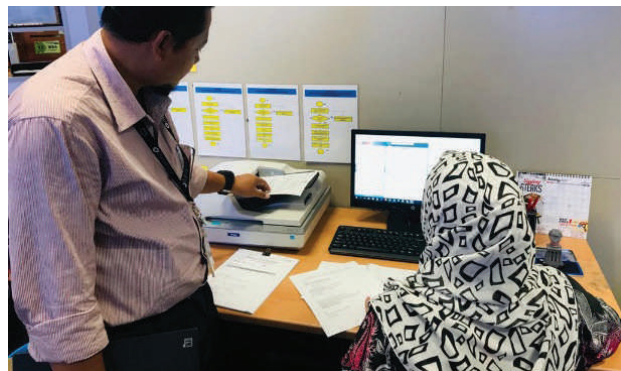
The full implementation of DDMS 2.0 Phase II at three pioneer agencies (MAMPU, ARKIB and CGSO) started in early 2019. The objective of this project was to plan, prepare and implement user training for five roles, which are Department of Records Officer (RM), Information Officer (IW), Secret Registrar and Secretaries Registrar to the pioneer agency. This training was intended to train the existing users on the DDMS 2.0 deployment programme after the official classified document records management module enhancement function

penambahan modul pengurusan rekod rahsia rasmi dilaksanakan. Pengguna diberi pendedahan terkini berkaitan perbezaan fungsi - fungsi yang sedia ada di sistem DDMS 2.0 dan fungsi - fungsi tambahan DDMS 2.0 Fasa II dan juga perbezaan paparan skrin bagi pengguna apabila bermula pelaksanaan rekod rahsia rasmi di agensi perintis. Hasil daripada projek ini, pengurusan rekod rahsia rasmi di tiga (3) agensi perintis iaitu MAMPU, Arkib Negara Malaysia dan Pejabat Ketua Pegawai Keselamatan Kerajaan (CGSO) menggunakan sistem DDMS 2.0 dapat dilaksanakan dengan selamat, cekap dan mematuhi prosedur Akta Rahsia Rasmi 1972.

was implemented. Users were given the latest exposure on different DDMS 2.0 system functions and additional functions of DDMS 2.0 Phase II, including the screen display differences when commencing the records management implementation of official classified documents at pioneer agencies. As a result, the official classified document records management at three pioneer agencies, namely MAMPU, National Archives of Malaysia and the Government Chief Security Officer (CGSO) through DDMS 2.0 system can be securely and efficiently implemented. Moreover it is in accordance with the procedures of the Official Classified Documents Act 1972.



Sesi Latihan Pengguna DDMS 2.0 Fasa II
DDMS 2.0 User Training Phase II



Pelaksanaan DDMS 2.0 Fasa II
DDMS 2.0 Phase II Implementation



Peluasan Digital Document Management System 2.0 (DDMS 2.0)

Peluasan Pelaksanaan Dokumen Rasmi DDMS 2.0 di agensi sektor awam telah dilaksanakan di 52 agensi baharu seluruh Malaysia sepanjang Januari hingga Disember 2019. Jumlah keseluruhan agensi yang telah menggunakan DDMS 2.0 sehingga Disember 2019 adalah sebanyak 170 agensi.

Latihan DDMS 2.0 dilaksanakan secara latihan berpusat dan latihan di agensi. Latihan berpusat merupakan latihan berjadual yang telah diadakan sebanyak dua (2) siri untuk Pegawai Rekod Jabatan dan Pentadbir Sistem di MyGCC. Siri 1 telah di adakan pada 14 hingga 17 April 2019 dengan penyertaan sebanyak 13 agensi. Siri 2 telah diadakan pada 10 hingga 12 September 2019 dengan penyertaan sebanyak 21 agensi.

Latihan di agensi merupakan Latihan Pengguna yang diadakan di agensi sebelum *go live*. Pada tahun 2019, sebanyak 105 sesi latihan pengguna telah diadakan di 52 agensi baharu. Taklimat DDMS 2.0 kepada Pengurusan Atasan agensi telah dilaksanakan sebanyak 15 kali. Manakala lima (5) agensi telah membuat lawatan kerja ke MAMPU bagi melihat penggunaan DDMS iaitu Bahagian Kabinet, Perlembagaan dan Perhubungan Antara Kerajaan, Kementerian Hal Ehwal Ekonomi (MEA), Lembaga Pelabuhan Kuantan (LPK), Yayasan Pahang (YP) dan Yayasan Pembangunan Ekonomi Islam Malaysia (YaPEIM).

Aktiviti-aktiviti yang telah dijalankan diatas adalah bagi memastikan pelaksanaan DDMS dapat diperluaskan ke seluruh sektor awam serta memantapkan usaha ke arah pelaksanaan kerajaan digital.



Latihan Pengguna di INTAN Kampus Wilayah Tengah (INTIM)
User Training at INTAN Central Region Campus (INTIM)

Digital Document Management System 2.0 (DDMS 2.0) Deployment

The extension of DDMS 2.0 Official Classified Documents Implementation at public sector agencies was implemented at 52 new agencies in Malaysia from January to December 2019. The total number of agencies which were using DDMS 2.0 until December 2019 was 170 agencies.

DDMS 2.0 training was implemented through a centralised training and at agencies. The centralised training was conducted for the Department of Records and System Administrator at MyGCC. Series 1 was held on 14-17 April 2019 with participation from 13 agencies. Series 2 was held on 10-12 September 2019 with participation from 21 agencies.

Agency Training was carried out at respective agencies before going live. In 2019, a total of 105 user training sessions were held at 52 new agencies. DDMS 2.0 briefing for top management of agencies was implemented 15 times. Meanwhile, five agencies visited MAMPU to share knowledge and experience in using DDMS 2.0. These agencies were the Cabinet, Constitution and Intergovernmental Relations Division, Ministry of Economic Affairs (MEA), Kuantan Port Authority (LPK), Pahang Foundation (YP) and the Malaysian Islamic Economic Development Foundation (YaPEIM).

The activities above were to ensure that the implementation of DDMS can be extended to the public sector and strengthened efforts towards digital government implementation.



Latihan Pegawai Rekod Jabatan dan Pentadbir Sistem DDMS 2.0 di MyGCC
Records Officer and DDMS 2.0 System Administrator Training at MyGCC



Taklimat DDMS 2.0 di Kementerian Kewangan
DDMS 2.0 Briefing at the Ministry of Finance



Latihan Pengguna di Jabatan Perlindungan Hidupan Liar dan Taman Negara (PERHILITAN)
User Training at the Department of Wildlife and National Parks (PERHILITAN)



Latihan Pengguna di MRSM Kuala Kubu Bharu, Selangor
User Training at MRSM Kuala Kubu Bharu, Selangor



Taklimat DDMS 2.0 di Jabatan Perlindungan Hidupan Liar dan Taman Negara (PERHILITAN)
DDMS 2.0 Briefing at the Department of Wildlife and National Parks (PERHILITAN)

Pensijilan ISMS MS ISO/IEC 27001:2013 *Information Security Management Systems (ISMS) DDMS 2.0*

Skop Pensijilan ISMS DDMS 2.0 adalah Perkhidmatan Pengurusan Rekod Elektronik menggunakan Digital Document Management System 2.0 (DDMS 2.0) Sektor Awam. Sehingga kini, Sistem DDMS 2.0 telah dilaksanakan di 170 buah agensi Sektor Awam. Oleh itu, Pensijilan ISMS dilaksanakan bagi memastikan operasi sistem mengikut SOP yang ditetapkan dan akan menambah keyakinan kepada pengguna terutama untuk pengendalian Rekod Rahsia Rasmi.

Sesi Audit Dalam telah diadakan pada 12-14 Jun 2019, Sesi Audit Luar Pertama pada 6-7 Ogos 2019 dan Sesi Audit Luar Kedua pada 17-19 September 2019. Sistem DDMS

ISMS certification MS ISO / IEC 27001: 2013 *Information Security Management Systems (ISMS) DDMS 2.0*

ISMS Certification Scope is an Electronic Record Management Service by using the Digital Document Management System 2.0 (DDMS 2.0). To date, DDMS 2.0 was implemented at 170 public sector agencies. ISMS Certification was implemented to ensure that the system operation is in accordance with the Standard Operating Procedure (SOP) and as a boost of confidence for the users, especially for those handling the official classified documents record operation.

Internal Audit Session was conducted on 12-14 June 2019, First External Audit Session on 6-7 August 2019 and Second External Audit Session on 17-19 September 2019.

2.0 berjaya mendapat persijilan MS ISO/IEC 27001:2013 1 Oktober 2019. Objektif pensijilan ini ialah untuk melindungi kepentingan pihak-pihak yang bergantung kepada perkhidmatan DDMS 2.0 dari segi kegagalan dan kelemahan terhadap kerahsiaan, integriti, kebolehsediaan, kesahihan maklumat dan komunikasi; dan memastikan kelancaran operasi ICT sektor awam melalui perkhidmatan DDMS

2.0 bagi mencapai tahap keselamatan maklumat yang lebih komprehensif dan selari dengan Pelan Strategik MAMPU.

DDMS 2.0 System has successfully obtained the MS ISO/IEC 27001:2013 on 1 October 2019. The objectives of this certification were to protect the DDMS 2.0 service-dependent parties in terms of failures and weaknesses in confidentiality, integrity, availability, authenticity of information and communications; and to ensure the smooth operation of public sector ICT through DDMS 2.0 services to achieve a more comprehensive level of information security in line with the MAMPU Strategic Plan.



Sijil ISMS DDMS 2.0
DDMS 2.0 ISMS Certificate



Sesi Bengkel ISMS
ISMS Workshop Session



Sesi Audit Dalam bersama pihak pengurusan ISMS DDMS 2.0
Internal Audit Session with ISMS DDMS 2.0 top management



Sesi Audit Dalaman dijalankan di Pusat Data, PDSA Putrajaya
Internal Audit Session at Data Center, PDSA Putrajaya



Sesi Audit Dalaman dijalankan di Unit Registri dan Rekod (URR)
Internal Audit Session at the Registry and Records Unit (URR)



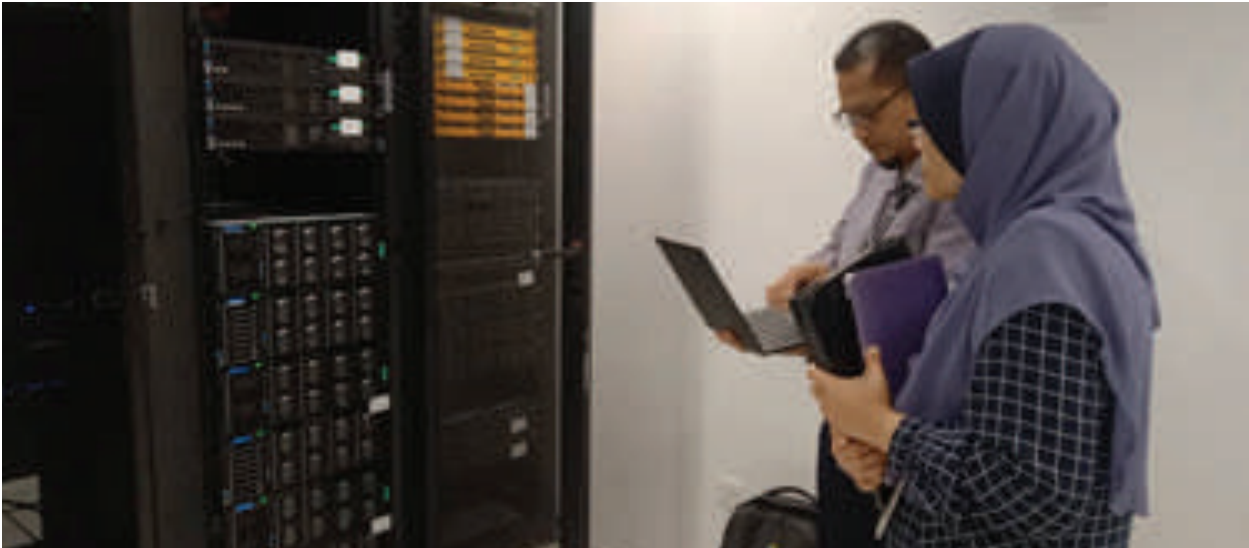
Sesi bergambar bersama Auditor Dalaman
Photo session with the Internal Auditors



Sesi Audit Luar bersama pihak pengurusan ISMS DDMS 2.0
External Audit with the top management of ISMS DDMS 2.0



Sesi Audit Luar dijalankan Unit Registri dan Rekod (URR)
External Audit Session at the Registry and Records Unit (URR)



Sesi Audit Luar dijalankan di Pusat Data, PDSA Putrajaya
External Audit at the Data Centre, PDSA Putrajaya



Sesi bergambar bersama auditor daripada CyberSecurity Malaysia
Photo session with the auditors from CyberSecurity Malaysia

BAHAGIAN PEMBANGUNAN PERKHIDMATAN GUNASAMA INFRASTRUKTUR DAN KESELAMATAN ICT

ICT INFRASTRUCTURE SHARED SERVICES AND SECURITY DEVELOPMENT DIVISION



Fungsi utama Bahagian Pembangunan Perkhidmatan Gunasama Infrastruktur dan Keselamatan ICT (BPG) meliputi aspek-aspek perancangan, penyelarasan, penilaian pematuhan, pengukuhan, pemantauan, latihan dan pembudayaan seperti yang berikut:

The main function of the ICT Infrastructure Shared Services and Security Development Division (BPG) covers aspects of planning, coordination, conformity assessment, monitoring, training and enculturation as follows:

- Merancang, melaksana, mengurus dan memantau perkhidmatan Rangkaian Luas 1Gov*Net, Putrajaya Campus Network (PCN), Putra Wi-Fi bagi agensi sektor awam dan rangkaian setempat bagi MAMPU.
- Merancang, melaksana, mengurus dan memantau operasi perkhidmatan Pusat Data Sektor Awam dan Disaster Recovery Centre (DRC) Sektor Awam.
- Merancang, melaksana, mengurus dan memantau pengurusan keselamatan ICT sektor awam.
- Merancang, melaksana, mengurus dan memantau operasi perkhidmatan meja bantuan bagi perkhidmatan gunasama ICT sektor awam.
- Merancang, melaksana, mengurus dan memantau khidmat nasihat teknikal bagi pengurusan ICT kepada agensi sektor awam khususnya dalam pengurusan infrastruktur dan keselamatan ICT.
- Merancang, melaksana, mengurus dan memantau inspektorat pematuhan ICT ke atas agensi sektor awam.
- Merancang, melaksana, mengurus dan memantau operasi Computer Emergency Response Team (CERT) bagi sektor awam.
- Merancang, melaksana, mengurus dan memantau integrasi dan konsolidasi sistem perkhidmatan ICT.
- To plan, implement, manage and monitor the 1Gov*Net Broadband service, Putrajaya Campus Network (PCN), Putra Wi-Fi for public sector agencies and local network for MAMPU.
- To plan, implement, manage and monitor the operation of Public Sector Data Centre service and Public Sector Disaster Recovery Centre (DRC).
- To plan, implement, manage and monitor the management of public sector ICT security.
- To plan, implement, manage and monitor the operation of help desk service for public sector ICT shared service.
- To plan, implement, manage and monitor the technical advice service for ICT management to the public sector specifically pertaining to the management of security and infrastructure of ICT.
- To plan, execute, manage and monitor the ICT inspectorate compliance by public sector agencies.
- To plan, implement, manage and monitor the operation of Computer Emergency Response Team (CERT) for public sector.
- To plan, implement, manage and monitor the integration and consolidation of ICT service system.

PENCAPAIAN TAHUN 2019 ACHIEVEMENTS IN 2019

Roadshow MyGovUC

Program *Roadshow* MyGovUC merupakan salah satu program jelajah seluruh Malaysia yang diadakan mengikut zon di bawah anjuran Pasukan Projek MyGovUC. Program ini bertujuan memperluaskan penggunaan perkhidmatan MyGOVUC di seluruh kementerian/agensi. Sekali gus meningkatkan penggunaan perkhidmatan MyGovUC secara optimum. Selain itu, program ini juga merupakan landasan bagi pasukan MyGovUC mendapatkan maklum balas mengenai perkhidmatan yang diberikan bagi meningkatkan mutu perkhidmatan MyGovUC sedia ada. Program *roadshow* ini telah diadakan di lima (5) lokasi iaitu di Johor Bahru, Negeri Sembilan, Sarawak, Sabah dan Putrajaya. Manakala, program *roadshow* utama telah diadakan di Perak dan Terengganu. Maklumat program adalah seperti dalam **Jadual 14** di bawah:

MyGovUC Roadshow

MyGovUC Roadshow Programme was one of the nationwide outreach programmes organised by zone under the direction of the MyGovUC Project Team. The programme was intended as one of the platforms to expand the use of MyGovUC services throughout the ministry/agency while maximising the use of MyGovUC services optimally. In addition, the programme was also a platform for MyGovUC teams to get feedback on the services provided to improve the quality of existing MyGovUC services. The programme was held in five (5) locations namely in Johor Bahru, Negeri Sembilan, Sarawak, Sabah and Putrajaya. The two (2) main roadshow programmes were in Perak and Terengganu. The programme information is shown in **Table 14** below:

Jadual 14: Program Roadshow MyGovUC
Table 14: MyGovUC Roadshow Programmes

Bil No.	Program Programme	Tempat Venue	Tarikh Date
Program Roadshow Roadshow Programme			
1	<i>Roadshow</i> Zon Selatan South Zone Roadshow	UTC Pasir Gudang, Johor Bahru UTC Pasir Gudang, Johor Bahru	9 April 2019 April 9, 2019
2	<i>Roadshow</i> Zon Tengah Central Zone Roadshow	Wisma Negeri Sembilan, Seremban Wisma Negeri Sembilan, Seremban	17 April 2019 April 17, 2019
3	<i>Roadshow</i> Zon Sarawak Sarawak Zone Roadshow	Bangunan Sultan Iskandar, Kuching, Sarawak Sultan Iskandar Building, Kuching, Sarawak	23 April 2019 April 23, 2019
4	<i>Roadshow</i> Zon Sabah Sabah Zone Roadshow	Pejabat Setiausaha Persekutuan Sabah Office of the Federal Secretary of Sabah	26 April 2019 April 26, 2019
5	<i>Roadshow</i> Putrajaya Putrajaya Roadshow	Galeria, Putrajaya Holding, Presint 4, Putrajaya Galeria, Putrajaya Holding, Presint 4, Putrajaya	2-3 Mei 2019 May 2-3, 2019

Program Roadshow Utama Main Roadshow Programme		
6	Roadshow Zon Utara (Perak, Kedah, Perlis, Pulau Pinang) North Zone Roadshow (Perak, Kedah, Perlis, Pulau Pinang)	Hotel Impiana, Ipoh Perak Impiana Hotel, Ipoh Perak 4 Julai 2019 July 4, 2019
7	Roadshow Zon Timur (Terengganu, Pahang, Kelantan) East Zone Roadshow (Terengganu, Pahang, Kelantan)	Hotel Primula Beach, Kuala Terengganu, Terengganu. Primula Beach Hotel, Kuala Terengganu, Terengganu. 23 September 2019 September 23, 2019

Objektif program ini adalah untuk memberi kesedaran tentang kepentingan dan faedah penggunaan perkhidmatan MyGovUC; membudayakan penggunaan perkhidmatan MyGovUC dikalangan penjawat awam terutamanya bagi agensi-agensi Kerajaan di negeri-negeri Zon berkenaan; mewujudkan jalinan strategik dan meningkatkan kerjasama antara pasukan projek MyGovUC dengan agensi-agensi pengguna MyGovUC di negeri-negeri Zon berkenaan; dan mempromosikan perkhidmatan gunasama ICT yang disediakan oleh MAMPU serta berkongsi ilmu tentang perkembangan teknologi ICT terkini.

The objectives of the programme were to provide awareness of the importance and benefits of using MyGovUC services; cultivate the use of MyGovUC services by civil servants especially for Government agencies in the states of the respective Zone; establish strategic partnerships and enhance cooperation between MyGovUC project teams and MyGovUC users in the states of the respective Zone; and promote ICT collaboration services provided by MAMPU and share knowledge on the latest ICT technology developments.



Program Roadshow MyGovUC di Zon Utara
MyGovUC Roadshow Programme in the North Zone



Program Roadshow MyGovUC di Zon Timur
MyGovUC Roadshow Programme in the East Zone

Train The Trainer (Siri 1 hingga Siri 4)

Program *Train the Trainer* (TTT) merupakan salah satu program untuk melahirkan penceramah dalam perkhidmatan MyGovUC yang terdiri daripada Pentadbir E-mel Kementerian/agensi yang berminat. Setiap peserta akan mempunyai *Key Performance Indicator* (KPI) seperti berikut:

- a. Menjalankan minima dua (2) sesi latihan setahun (minima 20 peserta setiap sesi); dan
- b. Meningkatkan bilangan pengguna aktif dalam menggunakan perkhidmatan MyGovUC di agensi masing-masing.

Program TTT Siri 1 telah diadakan pada 1-3 April 2019 di Hotel Everly, Putrajaya; Siri 2 pada 9-11 Julai 2019 di Imperial Heritage, Melaka; Siri 3 pada 27-29 Ogos 2019 di Hotel Ixora, Butterworth, Pulau Pinang; dan Siri 4 pada 24-26 September 2019 di Hotel Primula, Kuala Terengganu, Terengganu.

Objektif program ini adalah untuk melengkapkan peserta dengan pelbagai kemahiran dan teknik untuk menjadi *Trainer* MyGovUC yang berkesan dan cemerlang bagi menyampaikan modul latihan MyGovUC kepada pengguna; memastikan latihan MyGovUC disampaikan ke semua pengguna di agensi; dan meningkatkan bilangan pengguna aktif di agensi. Program ini melibatkan Pentadbir E-mel di Kementerian/agensi seramai 150 orang yang terdiri daripada 49 orang dari Kementerian Pendidikan Malaysia, 37 orang dari Kementerian Kesihatan Malaysia dan 64 peserta daripada pelbagai Kementerian/agensi. Pencapaian bagi tahun 2019 telah menunjukkan sebanyak 13 agensi daripada 31 agensi berjaya meningkatkan peratusan penggunaan e-mel. Kesemua peserta menunjukkan minat dan komitmen yang tinggi semasa program dijalankan.

Train The Trainer (Series 1 to Series 4)

The *Train the Trainer* (TTT) programme was one of the programmes organised to produce speakers in the MyGovUC service comprising of interested Email Administrators from ministries/agencies. Each participant would have Key Performance Indicators (KPI) as follows:

- a. To perform a minimum of two (2) training sessions per year (a minimum of 20 participants per session); and
- b. To increase the number of active users using MyGovUC services at their respective agencies.

TTT programme Series 1 was held on 1-3 April 2019 at Everly Hotel, Putrajaya; Series 2 on 9-11 July, 2019 at Imperial Heritage, Malacca; Series 3 on 27-29 August, 2019 at Ixora Hotel, Butterworth, Penang; and Series 4 on 24-26 September, 2019 at Primula Hotel, Kuala Terengganu, Terengganu.

The objectives of the programme were to equip participants with the various skills and techniques to become an effective and efficient MyGovUC Trainer to deliver MyGovUC training modules to users; to ensure that MyGovUC training is delivered to all users at the agency; and to increase the number of active users in the agency. The programme was attended by 150 email administrators from ministries/agencies comprising of 49 participants from the Ministry of Education, 37 from the Ministry of Health and 64 from other ministries/agencies. Achievements in 2019 showed that 13 out of 31 agencies successfully increased the percentage of email usage. All participants showed high interest and commitment during the programme.





Program Train the Trainer (TTT) bagi perkhidmatan MyGovUC
Train the Trainer (TTT) Programmes for MyGovUV Service



Lawatan Turun Padang Aktiviti Pengujian Teknologi Perkhidmatan MyGov*Net *Mobile* (Pakej 4)

Program lawatan ini telah diadakan pada 18 Februari 2019 di Pusat Konservasi Gajah Kebangsaan (PKGK), Kuala Gandah, Pahang dengan kerjasama GITN Sdn. Berhad dan melibatkan 13 orang wakil MAMPU dan agensi.

Objektif lawatan ini adalah untuk melihat aktiviti pengujian *Proof of Concept* (POC) teknologi perkhidmatan MyGov*Net *Mobile* (Pakej 4) di Pusat Konservasi Gajah Kebangsaan Kuala Gandah (PKGK), Pahang. Lawatan ini juga bertujuan untuk mendapatkan maklum balas secara terus daripada agensi mengenai pelaksanaan teknologi *mobile* menggantikan teknologi VSAT di lokasi tersebut.

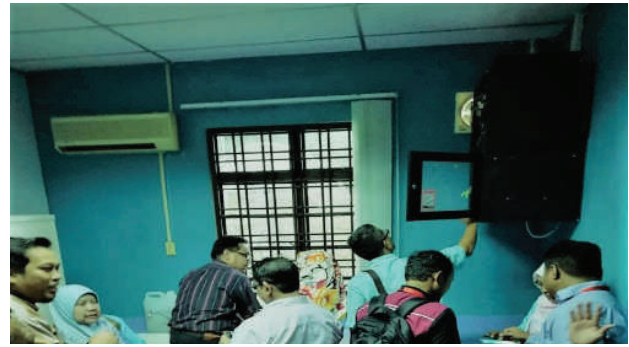
Hasil kejayaan aktiviti pengujian di lokasi tersebut, teknologi perkhidmatan MyGov*Net *Mobile* (Pakej 4) telah dijadikan sebagai salah satu teknologi pilihan di bawah perkhidmatan MyGov*Net.

MyGov*Net Mobile Services Technology (Package 4) Site Visit

This site visit programme was held on 18 February 2019 at the National Elephant Conservation Centre (PKGK), Kuala Gandah, Pahang in collaboration with GITN Sendirian Berhad and involved 13 representatives from MAMPU and the agency.

The objective of the visit was to see the testing activity, proof of concept (POC) of MyGov*Net Mobile Services Technology (Package 4) at the Kuala Gandah National Elephant Conservation Centre (PKGK), Pahang. The visit also aimed to get feedback directly from the agency on the implementation progress of MyGov*Net Mobile Technology replacing the VSAT Technology, which can improve the network in this location.

As a result, the testing activities at this location has proven its success and MyGov*Net Mobile Services Technology (Package 4) has become one of the option's technology under MyGov*Net service.



Lawatan Turun Padang Aktiviti Pengujian Teknologi Perkhidmatan MyGov*Net Mobile (Pakej 4)
MyGov*Net Mobile Services Technology (Package 4) Site Visit

Bengkel *Focus Group* Bersama Kementerian Kesihatan Malaysia (KKM)

Bengkel *Focus Group* bersama Kementerian Kesihatan Malaysia (KKM) telah diadakan pada 19 Mac 2019 di Hotel Zenith, Putrajaya dengan kerjasama GITN Sdn. Berhad dan melibatkan seramai 42 orang peserta. Objektif bengkel ini adalah untuk menyampaikan taklimat dan berkongsi maklumat berkaitan perkhidmatan MyGov*Net yang merangkumi skop terkini dan proses yang terlibat di dalam perkhidmatan MyGov*Net. Selain itu, pasukan projek MyGov*Net ingin mendapatkan komitmen serta maklum balas daripada KKM berkaitan keperluan rangkaian Perkhidmatan Rangkaian di KKM merangkumi Pelan Perancangan Projek ICT, isu-isu operasi dan cadangan penambahbaikan perkhidmatan MyGov*Net.

Melalui bengkel tersebut, maklumat berkaitan perkhidmatan MyGov*Net dapat disampaikan kepada pengguna-pengguna MyGov*Net. Pasukan Projek MyGov*Net dapat berinteraksi dengan pengguna-pengguna perkhidmatan MyGov*Net dengan lebih dekat dalam usaha memahami dan mengenal pasti keperluan rangkaian dan isu-isu yang dihadapi bagi mempertingkatkan mutu perkhidmatan MyGov*Net. Tindakan-tindakan susulan penambahbaikan bagi sebarang isu dan permasalahan yang dihadapi juga dapat diambil.

Focus Group Workshop with the Ministry of Health (MOH)

Focus Group Workshop with the Ministry of Health (MOH) was held on 19 March 2019 at Zenith Hotel, Putrajaya in collaboration with GITN Sendirian Berhad, involving 42 participants. The objective of the site visit was to brief and share information regarding MyGov*Net Services covering the latest scopes and processes involved in MyGov*Net Services. Besides, the MyGov*Net project team wanted to obtain feedback and commitments from the agency on MyGov*Net network requirements at MOH on the ICT Project planning plans, operational issues and the suggestion from the agencies for MyGov*Net network improvements.

Through this workshop, the latest information on MyGov*Net Services can be delivered to the agency. MyGov*Net Project Team were also able to interact with users closely to understand and identify the agency's network requirements and the issues faced to improve the quality of MyGov*Net Services. Actions can also be taken by MyGov*Net project team for any issues encountered by the agency.



Bengkel Focus Group bersama Kementerian Kesihatan Malaysia (KKM)
Focus Group Workshop with the Ministry of Health (MOH)

Bengkel Perancangan MyGov*Net 2020

Bengkel Perancangan MyGov*Net 2020 telah diadakan pada 8-11 Disember 2019 di Aloft Pantai Tengah Hotel, Langkawi, Kedah dengan kerjasama GITN Sdn. Berhad dan dihadiri oleh seramai 14 orang wakil daripada MAMPU. Objektif bengkel ini adalah untuk membincangkan serta membentangkan perancangan aktiviti-aktiviti utama dan penambahbaikan perkhidmatan yang akan dilaksanakan oleh Pasukan Projek MyGov*Net pada tahun 2020 dalam usaha meningkatkan mutu perkhidmatan MyGov*Net sedia ada. Selain itu, ianya bertujuan untuk mendapatkan maklum balas, pandangan dan cadangan ke atas perancangan dan penambahbaikan perkhidmatan MyGov*Net.

Melalui bengkel ini juga, perbincangan mengenai hala tuju dan Pelan Perancangan bagi Perkhidmatan MyGov*Net 2020 dapat dirangka melalui aktiviti perbincangan berkumpul diantara pihak MAMPU dan GITN. Selain itu, tindakan susulan juga akan diambil bagi perkara dan isu-isu yang dibangkitkan bagi penambahbaikan perkhidmatan MyGov*Net.

MyGov*Net Planning Session Workshop 2020

MyGov*Net Planning Session Workshop 2020 was held on 8-11 December 2019 at Aloft Pantai Tengah Hotel, Langkawi, Kedah in collaboration with GITN Sendirian Berhad and was attended by 14 representatives from MAMPU. The objective of this workshop was to discuss and present on the MyGov*Net plans and activities for 2020 and the actions to be taken by the MyGov*Net Project Team to improve the quality of the existing MyGov*Net service.

Besides that, MAMPU and GITN were able to review the achievements of MyGov*Net project in 2019, identify the challenges and main issues faced and come out with action plans for MyGov*Net improvement. Actions could also be taken for any issues raised for MyGov*Net Services improvements.



Bengkel Perancangan MyGov*Net 2020 pada 8-11 Disember 2019 di Aloft Pantai Tengah Hotel, Langkawi, Kedah
MyGov*Net Planning Session Workshop 2020 on December 8 -11, 2019 at Aloft Pantai Tengah Hotel, Langkawi, Kedah

Sesi Lawatan ke Executive Briefing Centre (EBC) CISCO

Sesi lawatan ke Executive Briefing Centre (EBC) CISCO di San Jose, California, Amerika Syarikat telah diadakan pada 16-24 Mac 2019 melibatkan YBhg. Dato' Dr. Suhazimah binti Dzazali, Timbalan Ketua Pengarah (ICT), MAMPU dan En. Mahathir bin Abdul Hamid, Ketua Penolong Pengarah Kanan, BPG, MAMPU.

Sesi lawatan ini merupakan salah satu aktiviti *Transfer of Technology* (TOT) di bawah Pengurusan Perubahan Perkhidmatan MyGov*Net. Objektif lawatan ini adalah seperti berikut:

- Bertujuan untuk mengadakan perbincangan teknikal secara dua hala bersama pakar bidang CISCO yang juga merupakan pembekal produk kepada perkhidmatan PCN Managed Services bagi agensi kerajaan;
- Menghadiri sesi taklimat dan sesi demonstrasi bagi memastikan ketersediaan Digital Network Architecture Centre (DNAC) oleh pasukan kejuruteraan CISCO yang terlibat secara langsung dalam penghasilan produk DNAC;
- Menghadiri sesi TOT dan bertemu dengan jurutera-jurutera pakar yang terlibat secara langsung dengan produk-produk DNAC, Identiti Service Engine (ISE) dan Stealthwatch yang digunakan dalam projek PCN Managed Services;

Visit to Executive Briefing Centre (EBC) CISCO

Visit to Executive Briefing Centre (EBC) CISCO in San Jose, California, United States of America was conducted on 16-24 March 2019 attended by Dato' Dr. Suhazimah Dzazali, Deputy Director General of MAMPU (ICT) and Mr. Mahathir Abdul Hamid, Senior Principal Assistant Director from BPG, MAMPU.

The visit was one of the Transfer of Technology (TOT) activities under MyGov*Net Change Management. The objectives of this visit were:

- To have technical discussions with CISCO experts who were also the product providers for PCN Managed Services used by the government agencies;
- To attend briefing and demonstration sessions to ensure the availability of the Digital Network Architecture Centre (DNAC) by CISCO engineering team who were directly involved in the production of DNAC product;
- To be part of the TOT sessions and meet the experts who were directly involved with DNAC products, Identity Services Engine (ISE) and StealthWatch that were used in the PCN Managed Services project;

- d. Membincangkan isu-isu yang masih belum selesai dengan pasukan kejuruteraan yang bertanggungjawab secara langsung terhadap produk/fungsi perkhidmatan PCN Managed Services; dan
- e. Membincangkan hala tuju teknologi Software Defined Access SDA, Fabric dan Software Defined Wide Area Network (SDWAN dari segi keperluan masa hadapan PCN dan MyGov*Net.
- d. To discuss on the outstanding issues with the CISCO engineering team who were directly responsible for the PCN Managed Services product /service functions; and
- e. To discuss on the directions and future needs of Software Defined Access SDA, Fabric and Software Defined Wide Area Network (SDWAN) technology for PCN and MyGov*Net.

Hasil daripada lawatan ini adalah seperti berikut:

The results from the visit were as follows:

- a. Pemahaman lebih mendalam mengenai teknologi SDA dan Fabric;
- b. Mendapat komitmen dan jaminan penuh daripada pihak CISCO dalam memastikan setiap fungsi perkhidmatan projek PCN Managed Services dapat dilaksanakan dengan jayanya;
- c. Memastikan ketersediaan IPv6 pada peralatan DNAC berlaku mengikut jangkamasa yang ditetapkan; dan
- d. Mendapat pengetahuan idea dan berkongsi pandangan berkenaan halatuju teknologi SDA, Fabric, SDN dan Big Data Science dalam mendukung transformasi kerajaan digital.
- a. Enhancing understanding on SDA technology and Fabric;
- b. Received full commitment and assurance from CISCO team in ensuring that every function of the PCN Managed Services project would be implemented successfully;
- c. Ensuring the IPv6 availability on DNAC equipment was within the timeframe; and
- d. Gaining knowledge and sharing the views on the direction of SDA technology Fabric, SDN and Big Data Science in supporting the government's digital transformation.



Lawatan ke Executive Briefing Centre (EBC) CISCO di San Jose, California, Amerika Syarikat pada 16-24 Mac 2019
Visit to Executive Briefing Centre (EBC) CISCO in San Jose, California, United States of America on March 16-24, 2019

Sesi Latihan Teknikal Exinda *Bandwidth Management Tools* (BMT) di Vienna, Austria

Sesi Latihan Teknikal Exinda *Bandwidth Management Tools* (BMT) telah diadakan pada 22-30 Jun 2019 di Vienna, Austria melibatkan dua (2) orang pegawai daripada BPG, MAMPU. Objektif latihan pensijilan ini adalah untuk meningkatkan kemahiran dan pengetahuan pegawai MAMPU mengenai produk dan teknologi Exinda *Bandwidth Management Tools* (BMT) yang telah digunapakai di semua agensi kerajaan di bawah Projek MyGov*Net.

Latihan ini membantu peserta untuk membuat latihan secara *hands-on*, melaksanakan pemantauan dengan lebih baik serta melatih peserta menguruskan data dan polisi Exinda dengan lebih berkesan. Latihan ini juga memberi pemahaman kepada peserta untuk menyediakan perkhidmatan yang lebih baik dalam menguruskan rangkaian MyGov*Net dengan cekap dan berkesan menggunakan *traffic analysis* dan dasar Exinda *aplication optimization*. Selain itu, peserta dapat berbincang dengan pasukan pembangunan produk Exinda mengenai isu operasi, permintaan peningkatan ciri dan *roadmap* produk yang penting di dalam pengurusan BMT dan untuk meningkatkan pengalaman pelanggan.

Exinda *Bandwidth Management Tools* (BMT) Technical Training Session in Vienna, Austria

Exinda *Bandwidth Management Tools* (BMT) Technical Training Session was held on 22-30 June 2019 in Vienna, Austria involving two officers from BPG, MAMPU. The objective of this certification exercise was to develop the MAMPU staff's skills and knowledge on the Exinda *Bandwidth Management Tools* (BMT) products and technologies used in all government agencies under the MyGov*Net Project.

This training helped participants to do a hands-on training to conduct better monitoring and train the participants to better manage their data and policies. Besides that, the participants were able to discuss with Exinda's product development team on the operational issues, feature enhancement requests and product roadmap in BMT management and ways to enhance the customer experience.



Sesi Latihan Teknikal Exinda *Bandwidth Management Tools* (BMT) pada 22-30 Jun 2019 di Vienna, Austria
Exinda *Bandwidth Management Tools* (BMT) Technical Training Session on June 22-30, 2019 in Vienna, Austria

Persidangan Gartner Symposium/IT Expo 2019 di Barcelona

Persidangan Gartner Symposium/IT Expo 2019 telah berlangsung pada 1-9 November 2019 di Centre de Convencions Internacional de Barcelona (CCIB), Barcelona, Sepanyol. Serama tiga (3) orang wakil MAMPU telah menghadiri persidangan ini iaitu YBhg. Dato' Dr. Mazlan bin Yusoff, Ketua Pengarah MAMPU; YBrs. Dr. Siti Istianah binti Mahdzur, Ketua Penolong Pengarah Kanan, BSA dan Encik Lukman bin Zulkifli, Penolong Pengarah Kanan, Pejabat Ketua Pengarah MAMPU.

Objektif menghadiri persidangan ini adalah untuk mendapat pendedahan dan pengetahuan berkaitan penemuan terkini berdasarkan kajian dan penyelidikan yang dibuat oleh Gartner. Penekanan menjurus kepada strategi serta teknologi terkini berkaitan *Blockchain*, *Artificial Intelligence* (AI), *Data Analytic* dan lain-lain yang dapat membantu dalam merealisasikan Transformasi Kerajaan Digital.

Selain itu, persidangan ini dapat membantu menambahbaik program pembangunan kompetensi penjawat awam lebih berketrampilan dalam persidangan, mesyuarat dan bengkel di peringkat antarabangsa. Ianya juga dapat meningkatkan jalinan hubungan dengan pakar-pakar industri, CIO dan penyelidik di peringkat antarabangsa.

Gartner Symposium/IT Expo Conference 2019 in Barcelona

Gartner Symposium/IT Expo Conference 2019 was held on 1-9 November 2019 at Centre de Convencions Internacional de Barcelona (CCIB), Barcelona, Spain. Three officers from MAMPU namely Dato' Dr. Mazlan bin Yusoff, Director-General of MAMPU; Dr. Siti Istianah Mahdzur, Senior Principal Assistant Director from BSA and Mr. Lukman Zulkifli, Senior Assistant Director from the Director-General of MAMPU's Office attended the conference.

The objective of attending this conference was to gain exposure and knowledge of the latest findings based on research done by Gartner. The main focus was on the latest strategies and technologies related to Blockchain, Artificial Intelligence (AI), Data Analytic and others to support in the realisation of Digital Government Transformation.

In addition, this conference aimed to help improve the civil servant's competency development programme in international conferences, meetings and workshops. It was also able to enhance the relationship between MAMPU and the industry experts, CIOs and researchers internationally.



Persidangan Gartner Symposium/IT Expo 2019 pada 1-9 November 2019 di Centre de Convencions Internacional de Barcelona (CCIB), Barcelona, Sepanyol
Gartner Symposium/IT Expo Conference 2019 on November 1-9, 2019 at Centre de Convencions Internacional

Forum Hala Tuju *Putrajaya Campus Network Managed Services (PCN MS)*

Forum Hala Tuju *Putrajaya Campus Network Managed Services (PCN MS)* telah diadakan pada 22 April 2019 di Hotel Le Meridien, Putrajaya dengan kerjasama GITN Sdn. Berhad. Objektif forum ini adalah untuk menyampaikan maklumat mengenai hala tuju perkhidmatan PCN *Managed Services* serta teknologi terkini yang digunakan di dalam perkhidmatan ini. Selain itu, pasukan projek MyGov*Net juga ingin mendapatkan maklum balas daripada pihak agensi berkaitan keperluan rangkaian yang merangkumi Perkhidmatan Berwayar serta isu-isu operasi bagi penambahbaikan Perkhidmatan PCN *Managed Services*. Melalui forum ini, pihak agensi lebih memahami mengenai Perkhidmatan Berwayar PCN dan bersetuju dengan pelaksanaan perkhidmatan ini di setiap agensi kerajaan.

Forum on the Direction of *Putrajaya Campus Network Managed Services (PCN MS)*

The Forum on the Direction of *Putrajaya Campus Network Managed Services (PCN MS)* was held on 22 April 2019 at Le Meridien Hotel, Putrajaya in collaboration with GITN Sendirian Berhad. The objective of the forum was to provide the information on the direction of PCN *Managed Services* and the latest technology used in the PCN MS *Services*. Besides that, the MyGov*Net project team would like to receive feedback from the agencies on the network requirements, including Wired Services as well as operational issues for the improvement of PCN *Managed Services*. Through the forum, agencies were able to have a better understanding about the PCN *Wired Services* and thus agreed with the service implementation at all government agencies.



Forum Hala Tuju *Putrajaya Campus Network Managed Services (PCN MS)* pada 22 April 2019 di Hotel Le Meridien, Putrajaya

The Forum on the Direction of *Putrajaya Campus Network Managed Services (PCN MS)* on 22 April 2019 at Le Meridien Hotel, Putrajaya

Sesi Turun Padang Ketua Pengarah MAMPU ke Pusat Data MyGovCloud@PDSA Kulim di Kulim Hi-Tech Park, Kedah

Sesi Turun Padang Ketua Pengarah MAMPU ke Pusat Data MyGovCloud@PDSA Kulim di Kulim Hi-Tech Park, Kedah telah diadakan pada 13 Julai 2019. Tujuan sesi turun padang ini diadakan adalah untuk melihat secara dekat perkembangan pembangunan pusat data MyGovCloud@PDSA bagi zon utara dan mendapatkan gambaran jelas mengenai pengoperasian dan perkhidmatan MyGovCloud@PDSA. Hasil daripada lawatan ini dapat memberi gambaran jelas kepada pengurusan tertinggi MAMPU berhubung status pembangunan pusat data MyGovCloud@PDSA zon utara di Kulim Hi-Tech Park dan kepentingannya terhadap penyampaian perkhidmatan kerajaan.

Director General of MAMPU's Working Visit to MyGovCloud@PDSA Kulim Data Centre at Kulim Hi-Tech Park, Kedah

Director General of MAMPU's Working Visit to MyGovCloud@PDSA Kulim Data Centre at Kulim Hi-Tech Park, Kedah was held on 13 July 2019. The objective of the visit was to get a closer look at the development progress of MyGovCloud@PDSA's northern region data centre as well as the operations and services provided by the centre. As a result of this visit, the top management of MAMPU obtained a clear picture regarding the development of MyGovCloud@PDSA's northern region data centre and its importance to the delivery of government services.



Sesi Turun Padang Ketua Pengarah MAMPU ke Pusat Data MyGovCloud@PDSA Kulim di Kulim Hi-Tech Park, Kedah pada 13 Julai 2019
Director General of MAMPU's Working Visit to MyGovCloud@PDSA Kulim Data Centre at Kulim Hi-Tech Park, Kedah on 13 July 2019

BAHAGIAN PEMBANGUNAN STRATEGIK DAN ARKITEKTUR ICT

STRATEGIC DEVELOPMENT AND ICT ARCHITECTURE DIVISION



Bahagian Pembangunan Strategik dan Arkitektur ICT (BSA) memainkan peranan penting dalam pembangunan strategik ICT dan keupayaan ICT serta pengurusan tadbir urus ICT dan kolaboratif strategik ICT. Peranan dan fungsi bahagian ini ialah:

The ICT Strategic and Architecture Development Division (BSA) plays an important role in ICT strategic and ICT capability development as well as in ICT governance and ICT strategic collaborative management. The roles and functions of this division are:

- Merancang, menggubal dan menyelaraskan akta, dasar, standard, garis panduan, pekeliling dan arahan ICT sektor awam.
- Merancang, membangun dan memantau pelaksanaan Pelan Strategik ICT dan Enterprise Architecture (EA) Sektor Awam.
- Merancang, menyelaraskan, melaksana dan memantau mesyuarat Jawatankuasa Teknikal ICT Sektor Awam (JTISA).
- Merancang, membangun, melaksana dan memantau Pelan Pembangunan Kompetensi dan Kerjaya Skim Perkhidmatan Sistem Maklumat Sektor Awam.
- Merancang, menyelaraskan dan melaksanakan Program Kolaboratif Strategik ICT Sektor Awam, industri tempatan dan antarabangsa.
- To plan, formulate and coordinate the public sector ICT acts, policies, standards, guidelines, circulars and orders.
- To plan, develop and monitor the implementation of ICT Strategic Plan and Public Sector Architecture Enterprise (EA).
- To plan, coordinate, execute and monitor the Public Sector ICT Technical Committee Meetings (JTISA).
- To plan, develop, execute and monitor the Competency and Career Development Plan for Public Sector Information System Service Scheme.
- To plan, coordinate and execute Public Sector ICT Collaborative Strategic Programme, local and international industries.



PENCAPAIAN TAHUN 2019 ACHIEVEMENTS IN 2019

Pembangunan Dasar Perkongsian Data Sektor Awam

Gerak kerja pembangunan dasar Perkongsian Data Sektor Awam (PSDSP) pada tahun 2019 menumpukan kepada penandaarasan dasar perkongsian data sektor awam di luar negara serta analisis semasa landskap perkongsian data kerajaan di Malaysia terutamanya dari aspek dasar dan perundangan. Sesi libat urus dengan pelbagai agensi yang berpengalaman dalam menggubal akta serta agensi yang berkepentingan dalam pengurusan data kerajaan dan data peribadi telah dilaksanakan seperti yang berikut:

- a. Kementerian Kesihatan Malaysia pada 8 Januari 2019;
- b. Suruhanjaya Koperasi Malaysia pada 11 Januari 2019;
- c. Pejabat Penasihat Undang-Undang, Jabatan Perdana Menteri pada 25 Januari, 13 Mac dan 5 April 2019;
- d. Jabatan Perlindungan Data Peribadi (JPDP) pada 14 Februari, 3-5 Mei dan 26 Jun 2019;
- e. Jabatan Pendaftaran Negara (JPN) pada 26 Jun, 25 Julai dan 14 November 2019;
- f. Pusat Infrastruktur Data Geospatial Negara (MaCGDI) pada 11 Januari dan 26 Jun 2019; dan
- g. Pejabat Ketua Pegawai Keselamatan Kerajaan (CGSO) dan Jabatan Arkib Negara pada 23 dan 26 Julai 2019.

Development of Public Sector Data Sharing Policy

The Public Sector Data Sharing policy development activities in 2019 focused on a global benchmark on public sector data sharing policies as well as the current analysis of the Government's data sharing landscape in Malaysia, particularly concerning the policy and legal aspects. Syndication with various agencies experienced in drafting acts as well as agencies related to management and data governance including personal data protection was accomplished. The agencies involved are as follows:

- a. Ministry of Health Malaysia on January 8, 2019.
- b. Malaysia Co-operative Societies Commission on January 11, 2019.
- c. Legal Advisor Office, Prime Minister's Department on January 25, March 13 and April 5, 2019.
- d. Department of Personal Data Protection (JPDP) on February 14, May 3-5 and June 26, 2019.
- e. National Registration Department (NRD) on June 26, July 25 and November 14, 2019.
- f. Malaysian Centre for Geospatial Data Infrastructure (MaCGDI) on January 11 and June 26, 2019.
- g. Chief Government Security Office (CGSO) and the National Archives of Malaysia on July 23 and 26, 2019.



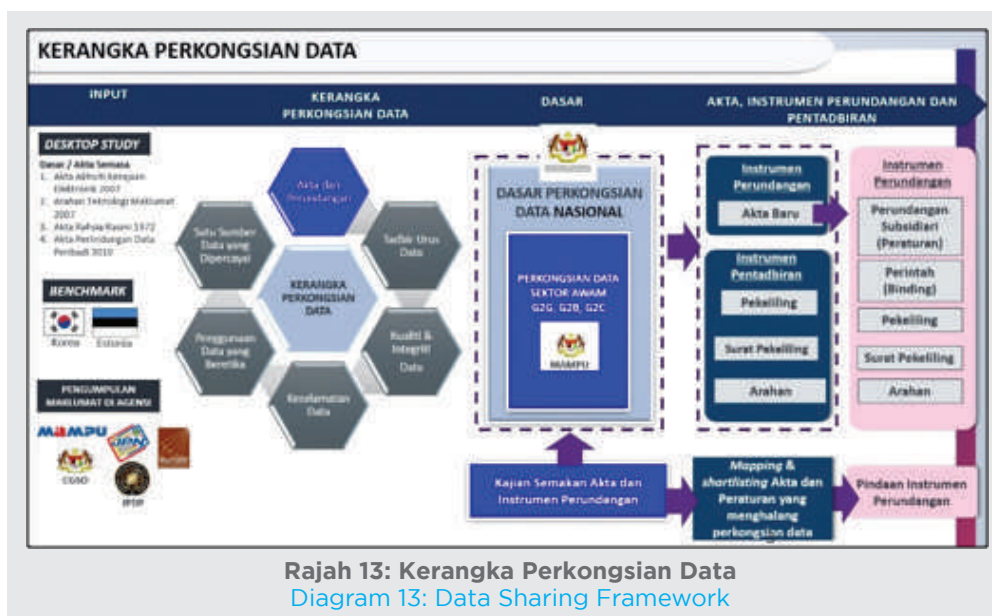
Penandaarasan dasar dan perundangan perkongsian data luar negara telah dilaksanakan bersama negara Estonia dalam sesi *Bootcamp with Estonia Expert Solution Architect* pada 26 hingga 29 Mac 2019. Hasil perkongsian tersebut, pemahaman berhubung pelaksanaan perundangan dan amalan terbaik mekanisme perkongsian data di Estonia boleh dijadikan rujukan. Selain negara Estonia, *desktop study* penandaarasan akta perkongsian data negara lain juga telah dilaksanakan antaranya Korea Selatan, Australia, Singapura, United Kingdom, Eropah dan Perancis.

Hasil sesi libat urus dan penandaarasan dasar perkongsian data sektor awam, MAMPU telah mengenalpasti kerangka perkongsian data yang berpotensi untuk dibangunkan bagi perkongsian data kerajaan di Malaysia seperti dalam **Rajah 13** di bawah.

Policy benchmarking with another country on data sharing was implemented in the *Bootcamp with Estonia Expert Solution Architect* session on 26 to 29 March 2019. As a result of this collaboration, insights into the legal implementation and best practices of data sharing mechanisms in Estonia can be considered.

In addition to Estonia, desktop studies comparing other countries' data sharing acts have been conducted including South Korea, Australia, Singapore, the United Kingdom, Europe and France.

As an outcome of the syndication and benchmarking session on governance and the implementation of public sector data sharing policies, MAMPU has identified a potential data sharing framework for the development of Malaysian Government's data sharing policy as shown in **Diagram 13** below.



Jaringan Kolaboratif Strategik Sektor Awam (JKSSA): Program *Government Digital Market Place (GDMP)* bersama *Government Digital Services, United Kingdom (GDS, UK)*

Pada akhir tahun 2018, pihak British High Commission, Malaysia telah melakukan kunjungan hormat ke Pejabat Ketua Pengarah MAMPU bagi mengemukakan cadangan sub program yang sedang dilaksanakan oleh pihak Government Digital Services, United Kingdom (GDS, UK) di bawah program *The Prosperity Fund Anti-Corruption*. Tujuan utama program ini adalah untuk menyokong Kerajaan dalam menambah baik perkhidmatan kerajaan melalui pekeliling dan peraturan dari aspek ketelusan, kecekapan, keberkesanan dan *value for money* dalam menempuhi transisi era digital IR4.0. Dengan adanya program seperti ini, kegiatan aktiviti rasuah dapat dihapuskan pada masa hadapan.

MAMPU mengambil peluang bekerjasama dengan pihak GDS UK melihat program yang berpotensi bagi menyokong transformasi digital dalam menambah baik perkhidmatan kerajaan. Pada 25 November 2019, di Hotel Zenith, Putrajaya, satu bengkel *Alpha Phase* telah diadakan untuk mengenalpasti program utama yang dapat dilaksanakan pada tahun 2020.

Bengkel ini telah dihadiri oleh 30 orang Pegawai daripada beberapa agensi iaitu Kementerian Kewangan, Kementerian Hal Ehwal Ekonomi, National Cyber Security Agency (NACSA) dan Malaysia Digital Economy Corporation (MDEC). Melalui bengkel ini, empat (4) aktiviti telah dikenalpasti dan dirancang akan dilaksanakan pada tahun 2020.

Mesyuarat Jawatankuasa Pemodenan dan Pendigitalan Sektor Awam (JPPSA)

Penubuhan Jawatankuasa Pemodenan dan Pendigitalan Sektor Awam (JPPSA) pada Ogos 2019 yang dipengerusikan oleh Ketua Setiausaha Negara (KSN) merupakan usaha kerajaan memperbaharui dan memantapkan mekanisme tadbir urus pemodenan dan pendigitalan Sektor Awam supaya lebih dinamik dan komprehensif. JPPSA adalah platform untuk membincangkan hala tuju, dasar, strategi dan kerangka perundangan bagi inisiatif pemodenan dan pendigitalan sedia

The Public Sector Strategic Collaborative Network (JKSSA): *Government Digital Market Place (GDMP)* Program with *Government Digital Services, United Kingdom (GDS, UK)*

At the end of 2018, the British High Commission, Malaysia made a courtesy call to the Office of the Director General of MAMPU to submit a sub-programme proposal currently underway by the Government Digital Services, United Kingdom (GDS, UK) under the Prosperity Fund Anti-Corruption programme. The main purpose of this programme is to support the Government in improving government services through circulars and regulations in terms of transparency, efficiency, effectiveness and value for money in the transition to the IR4.0 digital era. With this programme, corruption activities could be eliminated in the future.

MAMPU took the opportunity to work with GDS UK to see potential programmes to support digital transformation in improving government services. On November 25, 2019, at the Zenith Hotel, Putrajaya, an Alpha Phase workshop was held to identify key programmes that could be implemented in 2020.

The workshop was attended by 30 officers from several agencies including the Ministry of Finance, Ministry of Economic Affairs, the National Cyber Security Agency (NACSA) and Malaysia Digital Economy Corporation (MDEC). Through this workshop, four (4) activities have been identified and planned to be implemented by 2020.

Public Sector Modernisation and Digitalisation Committee (JPPSA) Meeting

The establishment of the Public Sector Modernisation and Digitalisation Committee (JPPSA) chaired by the Chief Secretary to the Government of Malaysia (KSN) in August 2019 is the government's effort to renew and strengthen the modernisation and digitalisation governance of the Public Sector in order to be more dynamic and comprehensive. JPPSA acts as a platform to discuss the direction, policies, strategies and legal frameworks of existing and new

ada dan inisiatif baharu dalam menyediakan sistem penyampaian perkhidmatan kerajaan digital berpacukan data.

Objektif mesyuarat JPPSA diadakan adalah bagi memastikan penerimaan dan pelaksanaan program bagi dasar berkaitan pemodenan dan pendigitalan terselaras; memantau dan menggerakkan penerimaan inisiatif baharu dalam perkhidmatan sektor awam; memastikan projek ICT berjalan lancar dan memberi impak terhadap kumpulan sasar; dan menyelaras kerjasama pelaksanaan inisiatif pemodenan dan pendigitalan melibatkan Kerajaan Persekutuan, Negeri, PBT dan Badan Berkanun.

Kekerapan mesyuarat JPPSA ditetapkan sebanyak tiga (3) kali setahun dan diurus setiakan oleh MAMPU. Pada tahun 2019, dua (2) mesyuarat telah diadakan iaitu Mesyuarat JPPSA Bil 1/2019 dan Mesyuarat JPPSA Bil 2/2019 pada 16 Ogos 2019 dan 5 November 2019 di Bilik Persidangan ICU, Aras 1 Timur, Bangunan Perdana Putra, Putrajaya. Keahlian mesyuarat JPPSA terdiri daripada agensi pemilik dasar negara berkaitan pendigitalan; agensi yang mempunyai perkhidmatan yang memberi impak secara langsung dengan rakyat; serta agensi pusat dan agensi yang berkaitan dengan pendigitalan.

Pada tahun 2019, JPPSA telah mengubah landskap penyampaian perkhidmatan kerajaan digital dengan memfokuskan mengenai penambahbaikan perkhidmatan kerajaan dari mula hingga akhir (end-to-end), perundangan perkongsian data dan keupayaan data analitis, konsolidasi infrastruktur dan rangkaian ICT serta pelaksanaan ID Digital.

modernisation and digitalisation initiatives in providing data-driven digital government service delivery.

The objectives of JPPSA meetings were to ensure the acceptance of policy implementation and alignment of programmes related to modernisation and digitalisation; monitor and mobilise new initiatives in the public sector; ensure that ICT projects run smoothly and impact the target group; and coordinate the implementation of modernisation and digitalisation initiatives involving the Federal, State, Local Authorities and Statutory bodies.

JPPSA meetings were proposed to be convened three (3) times a year and MAMPU was appointed as the secretariat. In 2019, two (2) meetings were held: JPPSA Meeting No. 1/2019 on August 16, 2019 and JPPSA Meeting No. 2/2019 on November 5, 2019. Both meetings were held at the ICU Conference Room, Level 1 East, Prime Minister's Office, Putrajaya. The JPPSA membership comprises of agencies that own national policy on digitalisation; agencies providing services directly to the people; as well as central agencies and agencies that are functionally related to digitalisation.

In 2019, JPPSA has transformed the landscape of digital government service delivery by focusing on end-to-end (state-of-the-art) government services, legislation on data sharing and data analytics capabilities, consolidation of ICT infrastructure and network integration and Digital ID implementation.



Keahlian Mesyuarat JPPSA
JPPSA Meeting Membership



YBhg. Tan Sri KSN mempengerusikan Mesyuarat JPPSA
YBhg. Tan Sri KSN chairing the JPPSA Meeting

Penganjuran *Public Sector CIO Convex (PSCC) 2019*

Public Sector CIO Convex (PSCC) 2019 telah diadakan pada 8 dan 9 Oktober 2019 di Pusat Konvensyen Sime Darby, Bukit Kiara, Kuala Lumpur. Objektif persidangan ini adalah untuk menyediakan platform perkongsian idea dan wacana mengenai senario dan trend teknologi terkini dalam usaha memperkenalkan sistem penyampaian perkhidmatan melalui agenda pendigitalan. Persidangan ini juga menyediakan peluang kolaboratif strategik antara agensi kerajaan, akademik, sektor swasta dan komuniti sumber terbuka di peringkat tempatan dan antarabangsa yang melibatkan pembentang antarabangsa dan tempatan bagi berkongsi pengalaman dan kepakaran berhubung *emerging technology trends*.

Tema persidangan pada tahun ini ialah *Gaining the Edge: Navigating the Future*. Pengisian persidangan merangkumi pembentangan daripada penceramah dari luar dan dalam negara melalui *Plenary Session* dan *Parallel Session*. *Parallel Session* diasingkan mengikut dua (2) trek iaitu Digi Tech dan SecureTech. Pengisian program bagi setiap sesi terdiri daripada *Keynote Presentation*, *International Presentation*, *Technology Case Study*, *Panel Discussion* dan *Great Debate*.

Seramai 21 orang penceramah antarabangsa, 16 penceramah dari dalam negara dan 1,261 peserta telah menghadiri persidangan selama dua hari ini. Persidangan ini telah memberi impak yang tinggi dalam hala tuju Transformasi Kerajaan Digital.

Public Sector CIO Convex (PSCC) 2019

The *Public Sector CIO Convex (PSCC) 2019* was held on October 8 and 9, 2019 at the Sime Darby Convention Centre, Bukit Kiara, Kuala Lumpur. The purpose of the conference was to provide a platform for sharing ideas and discourses on the latest technology scenarios and trends in an effort to introduce a service delivery system through the digitisation agenda. The conference also provided strategic collaborative opportunities between government agencies, academics, the private sector and the open source community at the local and international levels that engaged international and local speakers to share their experiences and expertise on emerging technology trends.

The theme of this year's conference was "*Gaining the Edge: Navigating the Future*". The conference comprised of presentations from both local and national speakers through the *Plenary* and *Parallel sessions*. *Parallel sessions* were separated into two (2) tracks, namely *Digi Tech* and *Secure Tech*. Each session consisted of *Keynote Presentation*, *International Presentation*, *Technology Case Study*, *Discussion Panel* and *Great Debate*.

A total of 21 international speakers, 16 local speakers and 1,261 participants attended the two-day conference. This conference has had a significant impact on the direction of the *Digital Government Transformation*.



YBhg. Dato' Dr. Timbalan Ketua Pengarah (ICT) ditemuramah oleh Bernama News Channel berkaitan PSCC2019
The Deputy Director-General (ICT) of MAMPU being interviewed by Bernama News Channel regarding PSCC2019



Perbincangan Panel sedang berlangsung di PSCC2019
Panel Discussions in progress at PSCC2019

Malaysia Government Enterprise Architecture (MyGovEA)

Selari dengan peranan MyGovEA sebagai salah satu pemboleh daya pelaksanaan Kerajaan Digital, dua (2) program pembudayaan *Enterprise Architecture* (EA) di peringkat MAMPU dan di peringkat Agensi Awam telah dilaksanakan pada tahun 2019. MAMPU juga terlibat dalam persidangan EA yang dianjurkan oleh komuniti EA dan industri. Program yang telah dilaksanakan adalah:

a. Sesi Kesedaran *Enterprise Architecture* (EA) Pengurusan MAMPU, Jabatan Perdana Menteri

Sesi yang telah diadakan pada 9 Mei 2019 ini mensasarkan penyertaan di kalangan pengurusan tertinggi MAMPU dan juga wakil dari Jabatan Perdana Menteri (JPM). Tujuan utama sesi ini adalah untuk memberikan pendedahan mengenai pelaksanaan MyGovEA kepada pihak pengurusan MAMPU dan JPM. Pengisian utama program ini adalah taklimat kesedaran dan pemahaman mengenai EA serta pembangunan MyGovEA.

Pengisian program ini termasuklah majlis pelancaran penerbitan EA siri pertama "*Enterprise Architecture* Sektor Awam Jilid 1: Peningkatan Pengetahuan dan Kemahiran EA Sektor Awam". Majlis pelancaran telah disempurnakan oleh Ketua Pengarah MAMPU. Buku EA Jilid 1 merangkumi perincian dan penceritaan perjalanan sesi pemindahan pengetahuan (Transfer of Knowledge (ToK)) yang telah dilaksanakan pada tahun 2018 kepada semua agensi persekutuan sektor awam.

Seramai 130 pegawai yang terdiri daripada Ahli Mesyuarat Pengurusan MAMPU (MPM), Pasukan EA MAMPU, Ahli Jawatankuasa Teknikal ICT Sektor Awam (JTISA) MAMPU, PMO Projek MAMPU serta wakil Jabatan Perdana Menteri (JPM) telah hadir ke sesi ini.

b. Program Kesedaran EA Kementerian/ Agensi Tahun 2019

Program kesedaran EA bagi kementerian/ agensi telah diadakan pada 10 Disember 2019 di Dewan Serbaguna, Aras B1, Kementerian Komunikasi dan Multimedia (KKMM), Putrajaya. Objektif program ini

Malaysia Government Enterprise Architecture (MyGovEA)

In line with MyGovEA's role as one of the Digital Government's enabler, two (2) Enterprise Architecture (EA) cultural programmes at MAMPU and at the Public Agency level have been implemented in 2019. MAMPU was also involved in EA conferences organised by the EA community and industry. The programmes implemented were:

a. MAMPU and Prime Minister's Department Management EA Awareness Session

The session, held on May 9, 2019 was attended by the top management of MAMPU as well as representatives from the Prime Minister's Department (JPM). The main purpose of this session was to provide exposure on the implementation of MyGovEA to the management of MAMPU and JPM. The main content of this programme was a briefing on the awareness and understanding of EA and the development of MyGovEA.

The launching ceremony of EA's first publication of the "*Enterprise Architecture* Sektor Awam Jilid 1: Peningkatan Pengetahuan dan Kemahiran EA Sektor Awam" series was also held in the session. The launching ceremony was officiated by the Director-General of MAMPU. EA Volume 1 covers the details and experiences of the Transfer of Knowledge (ToK) session held in 2018 involving all federal public sector agencies.

A total of 130 officers attended the session including the members of the MAMPU Management Meeting (MPM), EA MAMPU Team, Public Sector ICT Technical Committee (JTISA) MAMPU, MAMPU PMO Project and representatives of the Prime Minister's Department (JPM).

b. Ministries/Agencies EA Awareness Programme 2019

The EA Awareness Programme for the Ministries/agencies was held on December 10, 2019 at the Multipurpose Hall, Level B1, Ministry of Communications and Multimedia, Putrajaya. The objective of this programme was to share knowledge and experience of

adalah untuk berkongsi pengetahuan dan pengalaman mengenai pelaksanaan EA oleh industri dan agensi serta bertukar-tukar idea. Seramai 88 Arkitek EA kementerian/agensi telah hadir. Tiga (3) penceramah yang berpengalaman dalam pelaksanaan EA dari industri dan universiti telah berkongsi cabaran serta amalan terbaik.

c. **Persidangan BITAS Asia dan Persidangan EA & Artificial Intelligence**

Persidangan *Business IT Architecture Series* (BITAS) *Asia* adalah satu persidangan serantau di Asia anjuran IASA (An Association for all IT Architects). Persidangan BITAS Asia 2019 telah diadakan pada 30 April 2019 di Grand Millennium Hotel Kuala Lumpur. Tema kali ini adalah *Digital Enterprise and Cyber Attack*. Dua (2) Arkitek EA MAMPU telah terlibat sebagai pembentang dalam trek Kerajaan berkaitan "*Beyond Digital Government, What's Next For Malaysia?*" dan "*The Core Digital Competencies Development In Driving Continuous Transformation and Innovations*".

Persidangan EA & *Artificial Intelligence* (AI) anjuran kerjasama IASA dan Malaysia Digital Economy Corporation (MDEC) telah diadakan pada 28 Ogos 2019 di ASEAN Data Analytics eXchange (ADAX), Bangsar South, Kuala Lumpur. Tema yang diketengahkan adalah Data and AI. MAMPU telah terlibat sebagai pembentang berkaitan "*Enterprise Architecture Recruitment & Skills Development*".

d. **Peningkatan Keupayaan Pasukan Teras EA**

Peningkatan keupayaan pasukan teras EA pada tahun 2019 berfokuskan kepada keupayaan untuk membangunkan *Business Requirement Architecture* dan *Artefact Analysis* melalui *Orbus Server*. Kedua-dua bengkel masing-masing dilaksanakan pada 14 dan 16 Mei 2019.

e. **Pengukuhan Tadbir Urus dan Pengurusan EA Sektor Awam**

Pengukuhan tadbir urus EA dan pengurusan pelaksanaan EA dimantapkan melalui pemanuan pekeliling dan panduan pelaksanaan MygovEA serta disokong oleh

implementing EA by industry/agency and exchange ideas. A total of 88 EA Architects from ministries/agencies attended this programme. Three (3) experienced speakers in the implementation of EA from the industry and university had the chance to share their challenges and best practices.

c. **BITAS Asia Conference and EA & Artificial Intelligence Conference**

Asia Business IT Architecture Series (BITAS) Conference is a regional conference in Asia organised by IASA (An Association for all IT Architects). The BITAS Conference 2019 was held on April 30, 2019 at the Grand Millennium Hotel Kuala Lumpur. The theme was Digital Enterprise and Cyber Attack. MAMPU has been invited to present in the Government tracks on two (2) topics, namely "Beyond Digital Government, What's Next For Malaysia?" and "The Core Digital Competencies Development in Driving Continuous Transformation and Innovations".

Another conference that MAMPU has been invited to share on EA was The EA & Artificial Intelligence (AI) Conference organised by IASA and the Malaysia Digital Economy Corporation (MDEC) held on August 28, 2019 at the ASEAN Data Analytics eXchange (ADAX), Bangsar South, Kuala Lumpur. The featured themes were Data and AI. MAMPU's speaker was allotted some time to give aspirations on "Enterprise Architecture Recruitment & Skills Development".

d. **Raising EA Core Team Capability**

Increasing the capabilities of EA's core team in 2019 focused on the ability to develop Business Requirement Architecture and Artefact Analysis through the Orbus Server. Both workshops were held on May 14 and 16, 2019.

e. **Strengthening the Governance and Management of EA Public Sector**

The strengthening of EA governance and management of EA was enhanced through the MyGovEA circulars and implementation guidelines. The governance of EA was also supported by regular updates of MyGovEA

pengemaskinian maklumat berhubung MyGovEA di Portal dan repositori MygovEA serta Mesyuarat Pasukan Teras secara berkala.

information on the Portal and MyGovEA Repositories as well as the regular EA Core Team meetings.

Pembangunan pekeliling dan garis panduan MyGovEA, “Pekeliling Kemajuan Perkhidmatan Awam dan Panduan MyGovEA: Pelaksanaan Pendekatan Reka Bentuk Berstruktur Ekosistem Organisasi Perkhidmatan Awam” telah dimuktamatkan pada tahun 2019. Pekeliling ini bertujuan untuk memberikan panduan bagi organisasi menjalankan analisis, reka bentuk, perancangan dan pelaksanaan strategi melalui MyGovEA bagi membina amalan EA. Pelaksanaan EA membolehkan organisasi mengenal pasti dan memperkemas semula perkhidmatan yang disediakan dengan memahami struktur, fungsi, perkhidmatan, proses kerja, data yang digunakan serta aplikasi dan teknologi yang menyokong perkhidmatan organisasi. Pekeliling dan panduan MyGovEA merangkumi dokumen Model Rujukan MyGovEA sebagai standard architecture serta panduan penggunaan repositori MyGovEA untuk dijadikan rujukan kementerian/agensi dalam pelaksanaan dan pembangunan EA.

MyGovEA’s circular development and guidelines “Pekeliling Kemajuan Perkhidmatan Awam dan Panduan MyGovEA: Pelaksanaan Pendekatan Reka Bentuk Berstruktur Ekosistem Organisasi Perkhidmatan Awam” were finalised in 2019. The circular aimed to provide guidance for organisations conducting analysis, design, planning and implementation of strategies through MyGovEA to build EA practices. EA implementation enables organisations to identify and refine the services provided by understanding the structure, functions, services, processes, data used and applications and technologies that support organisational services. The MyGovEA circulars and guides include the MyGovEA Reference Model as the standard architecture as well as the guide for using the MyGovEA Repository for reference by the ministries/agencies in EA implementation and development.



Sesi Kesedaran EA Pengurusan MAMPU, Jabatan Perdana Menteri
MAMPU and the Prime Minister’s Department Management EA Awareness Session



Program Kesedaran EA Kementerian/Agensi Tahun 2019
Ministries/Agencies EA Awareness Programme 2019



Pembentangan MAMPU di Persidangan EA & Artificial Intelligence (AI) 2019
Speaker from MAMPU at the EA & Artificial Intelligence (AI) Conference 2019

Senior ICT Pow Wow

Program *Senior ICT Pow Wow 2019* bertemakan “Merabung Ombak Sinergi” telah diadakan pada 1 Ogos 2019 di Dewan Serbaguna, Kementerian Wilayah Persekutuan, Aras 1, Menara Seri Wilayah, Putrajaya. Program telah dihadiri oleh seramai 137 orang peserta yang terdiri daripada Pengurus-pengurus ICT dan pegawai-pegawai Kanan ICT (Skim F gred 52 dan ke atas) Kementerian dan agensi barisan hadapan Kerajaan.

Program ini diadakan bertujuan untuk memberi peluang kepada agensi memberikan input bagi penyediaan RMKe-12. Dalam hal ini, agensi perlu mengenal pasti apa yang ada (*As-Is*), isu, impak inisiatif-inisiatif yang telah dilaksanakan sebelum ini serta arah tuju masa hadapan (*Target To-Be*). Selari dengan perkembangan dan keperluan semasa, kepentingan ICT dalam penyampaian perkhidmatan Kerajaan tidak boleh dinafikan. Keutamaan kepada digital dan berfokuskan kepada keperluan rakyat (*Digital First, Citizen-Focused*) adalah antara perkara penting yang perlu diambil kira dalam perancangan pembangunan ICT Sektor Awam yang bersepadu. Ia perlu diselarikan dengan hasrat Kerajaan untuk mencapai kemakmuran bersama. Untuk tujuan ini, penglibatan aktif semua pihak berkepentingan terutama rakyat dalam mencorakkan keperluan maklumat dan perkhidmatan yang disediakan oleh Kerajaan, dalam erti kata lain keterangkuman amatlah diperlukan bagi mencapai visi Kerajaan iaitu Transformasi Perkhidmatan Awam ke arah Kerajaan Digital.

Senior ICT Pow Wow

The *Senior ICT Pow Wow 2019 Programme* themed “Merabung Ombak Sinergi” was held on August 1, 2019 at the Multipurpose Hall, Ministry of Federal Territories, Level 1, Seri Wilayah Tower, Putrajaya. The programme was attended by 137 participants consisting of ICT Managers and Senior ICT officers (F Scheme Grade 52 and above) from Ministries and frontline Government Agencies.

The programme was held to enable the agencies to provide input for the preparation of the Twelfth Malaysia Plan. In this case, agencies need to identify what is currently available (*As-Is*), issues, impacts for the initiatives previously implemented and the way forward for the future (*Target To-Be*). Parallel to the current development and needs, the importance of ICT in the Government service delivery cannot be denied. Priority to digital and focus on citizen needs (*Digital First, Citizen-Focused*) are some of the important matters that need to be considered in the integrated Public Sector ICT development planning. It needs to be parallel with the Government’s aspirations in achieving shared prosperity. For this purpose, the active engagement of stakeholders especially citizens in shaping the information requirements and services provided by the Government, in other words inclusivity, is very much needed to achieve the Government’s vision of Public Service Transformation towards Digital Government.



Program *Senior ICT Pow Wow* sedang berlangsung pada 1 Ogos 2019
Senior ICT Pow Wow Programme in progress on August 1, 2019

Rumusan yang diperolehi daripada program ini adalah, dalam mencapai visi Kerajaan iaitu transformasi perkhidmatan awam ke arah Kerajaan Digital:

- a. Agenda pendigitalan wajar dijadikan sebagai agenda utama dalam Pelan Pembangunan Pasca 2020 dan RMKe-12;
- b. Sinergi antara MAMPU, agensi sektor awam, agensi swasta, industri dan rakyat amat penting; dan
- c. Usaha pendigitalan perlulah berfokuskan kepada keperluan rakyat demi kemakmuran bersama.

Pelaksanaan Kemajuan Kerjaya Laluan Pakar Bidang Khusus (*Subject Matter Expert - SME*) Bagi Skim Perkhidmatan Pegawai Teknologi Maklumat

Pekeliling Perkhidmatan Bilangan 1 Tahun 2019: Pelaksanaan Kemajuan Kerjaya Laluan Pakar Bidang Khusus (Subject Matter Expert - SME) Bagi Skim Perkhidmatan Pegawai Teknologi Maklumat (SME ICT) telah dikeluarkan oleh MAMPU pada 24 April 2019. Pekeliling tersebut bertujuan untuk menjelaskan kaedah pelaksanaan kemajuan kerjaya laluan Pakar Bidang Khusus bagi SME ICT lanjutan daripada pelaksanaan Pekeliling Perkhidmatan Bilangan 7 Tahun 2016: Kemajuan Kerjaya Laluan Pakar Bidang Khusus (Subject Matter Expert - SME) Bagi Pegawai Perkhidmatan Awam Persekutuan yang telah dikeluarkan oleh JPA pada 20 Disember 2016. Ia bagi mengiktiraf pegawai Perkhidmatan Awam Persekutuan yang memiliki keupayaan intelektual dan yang tinggi, serta berpengalaman luas dalam bidang kepakaran.

Permohonan SME ICT telah dibuka melalui Sistem Pengurusan Kerjaya (SPK) pada 12 Disember 2018 melibatkan 14 bidang SME ICT yang diluluskan oleh Lembaga Kenaikan Pangkat Perkhidmatan Awam (LKPPA) Bil. 6/2018 pada 5 Oktober 2018.

In conclusion, the programme gathered to following in achieving the Government's vision in public service transformation towards Digital Government:

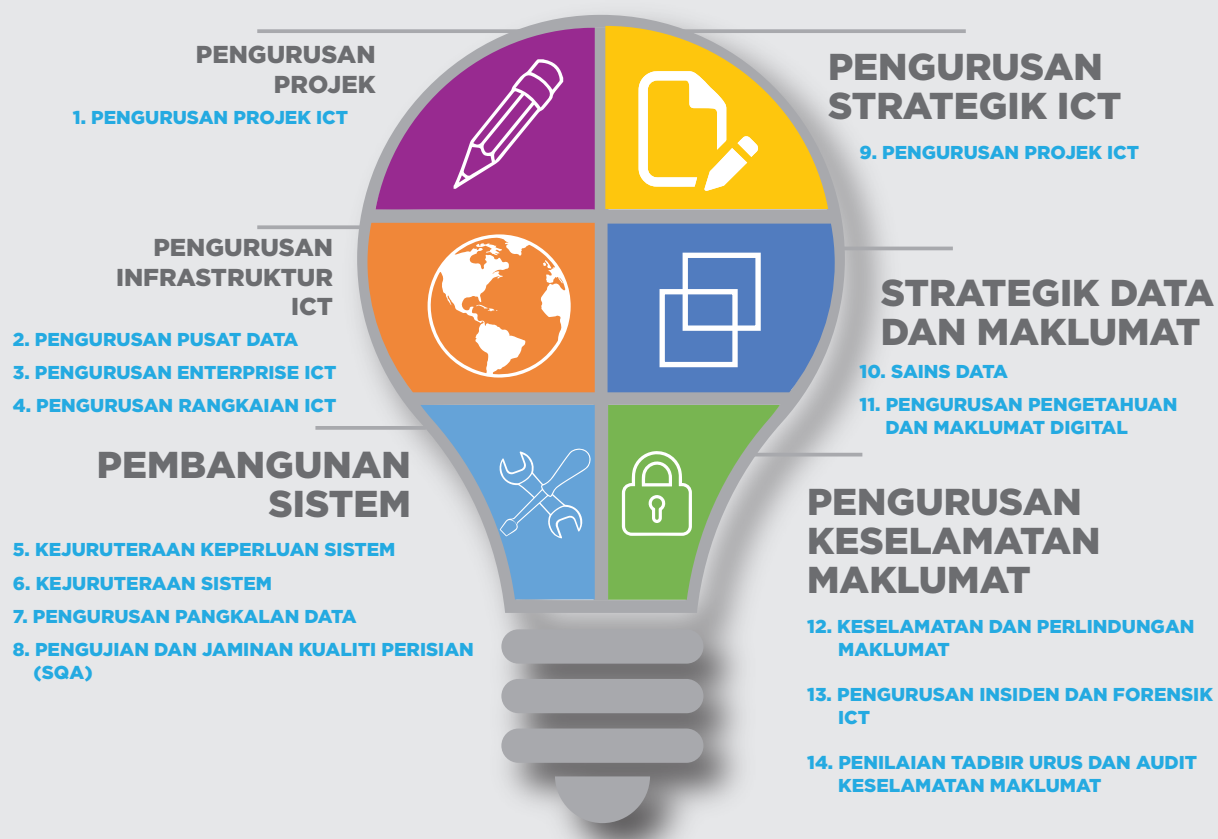
- a. The digitalisation agenda should be the main agenda in the Post-2020 Development Plan and the Twelfth Malaysia Plan;
- b. The synergy between MAMPU, public sector agencies, private agencies, industries and citizens is of utmost importance; and
- c. Digitalisation efforts need to be focused to the needs of the citizens for the sake of shared prosperity.

Implementation of Career Advancement Pathway Subject Matter Expert (SME) For Information Technology Officer Service Scheme

Service Circular Number 1 of 2019: Implementation of Special Matter Expert (SME) Career Advancement Pathway Subject Matter Expert (SME) For Information Technology Officer Service Scheme was issued by MAMPU on April 24, 2019. The Circular aimed to give explanation on the methodology for the implementation of the Subject Matter Expert (SME ICT) career path based on Service Circular No. 7, 2016 that was issued by the Public Service Department on December, 20 2016 for recognising Federal Public Service officers who possess intellectual and professional capacities as well as extensive experience in their field of expertise.

The application for SME ICT was launched through the Career Management System (Sistem Pengurusan Kerjaya - SPK) on December 12, 2018 involving 14 areas of SME ICT approved by the Public Service Promotion Board (LKPPA) No. 6/2018 on October 5, 2018.

6 BIDANG KEPAKARAN MERANGKUMI 14 BIDANG SME ICT



Rajah 14: 14 Bidang SME ICT

Rajah 14: 14 Areas of SME ICT

Bagi pelaksanaan kemajuan kerjaya laluan Pakar Bidang Khusus bagi SME ICT, satu taklimat telah diadakan pada 15 Januari 2019 di Auditorium JPM, Blok B1, Kompleks JPM, Putrajaya. Sesi taklimat tersebut bertujuan memberi kefahaman dan pendedahan kepada pegawai-pegawai Skim Perkhidmatan Pegawai Teknologi Maklumat mengenai laluan kemajuan kerjaya SME ICT yang telah diluluskan oleh Lembaga Kenaikan Pangkat Perkhidmatan Awam (LKPPA). Penyertaan pegawai adalah daripada pegawai-pegawai Gred F44 hingga F54 kementerian/agensi sektor awam.

MAMPU telah menerima sebanyak 113 permohonan SME ICT melalui SPK dan hasil penilaian telah dibentangkan di Mesyuarat Panel Penilaian Pembangunan Kompetensi dan Kerjaya Skim Perkhidmatan Teknologi Maklumat, Jawatankuasa Kerja *Search Committee* MAMPU dan Jawatankuasa Induk *Search Committee*, Jabatan Perdana Menteri (JPM).

Pengiktirafan SME ICT akan dilaksanakan pada tahun 2020 melalui kelulusan Lembaga Kenaikan Pangkat Perkhidmatan Awam (LKPPA).

For the career development of the Subject Matter Expert (SME) for Information Technology Officer (SME ICT), a briefing was held on January 15, 2019 at the JPM Auditorium, Block B1, JPM Complex, Putrajaya. The briefing session was aimed at providing insights and exposure to Information Technology Service Scheme Officers on the path to SME ICT career advancement approved by the Public Service Promotion Board (LKPPA). Participants were from Grade F44 to F54 officials of public sector ministries/agencies.

MAMPU has received 113 SME ICT applications through SPK and the results were tabled at the Meeting of the Information Technology Competency Development and Career Services Panel, Working Committee and Master Committee Meeting, Prime Minister's Department (JPM).

SME ICT recognition will be implemented in 2020 subject to approval by the Public Service Promotion Board (LKPPA).



Taklimat Pelaksanaan Kemajuan Kerjaya Laluan Pakar Bidang Khusus (Subject Matter Expert - SME) Bagi Skim Perkhidmatan Pegawai Teknologi Maklumat
Briefing on the Implementation of Career Advancement Pathway Subject Matter Expert (SME) For Information Technology Officer Service Scheme

Kumpulan Wang Amanah Pembangunan Projek ICT Sektor Awam (KWAICT)

Kerajaan telah menubuhkan Kumpulan Wang Amanah Pembangunan Projek ICT Sektor Awam (KWAICT) pada 13 Jun 2013 melalui Surat Ikatan Amanah bagi KWAICT. Tatacara pengurusan dan permohonan KWAICT diterangkan dalam pekeliling terkini iaitu Pekeliling Transformasi Pentadbiran Awam Bilangan 4 Tahun 2017: Pelaksanaan Kumpulan Wang Amanah Pembangunan Projek ICT Sektor Awam (KWAICT) yang dikeluarkan pada 15 November 2017. Tujuan KWAICT ditubuhkan adalah untuk memberi ganjaran kepada pasukan projek ICT yang berjaya melaksanakan Projek ICT secara dalaman dan menyumbang kepada penjimatan kos Kerajaan; membiayai program peningkatan kompetensi dan profesionalisme pegawai skim Perkhidmatan Teknologi Maklumat; dan membiayai program Penyelidikan dan Pembangunan ICT Sektor Awam bagi menghasilkan lebih banyak produk ICT tempatan.

Pada tahun 2019, KWAICT telah membiayai 12 kursus Pentauliahan Profesional ICT yang melibatkan 39 orang Pegawai Teknologi Maklumat Sektor Awam dan telah meluluskan pemberian Ganjaran Pasukan Pembangunan Projek ICT kepada dua (2) Pasukan Projek ICT iaitu Sistem Pengurusan Projek Khas (e-Khas 2.0) daripada Unit Penyelarasan Pelaksanaan, Jabatan Perdana Menteri dan Sistem Pengurusan Meja Bantuan (SPMB) daripada Jabatan Perkhidmatan Awam.

Pada tahun 2019 juga, empat (4) siri taklimat KWAICT kepada agensi telah diadakan iaitu di Jabatan Pengangkutan Jalan (JPJ) pada 3 April 2019; Kementerian Tenaga, Sains, Teknologi, Alam Sekitar dan Perubahan Iklim (MESTECC) pada 30 April 2019; Kementerian Pertahanan Malaysia pada 25 September 2019; dan Polis DiRaja Malaysia pada 18 Oktober 2019.

KWAICT juga telah memberi ganjaran kepada 18 Pasukan Projek ICT dan membiayai 24 kursus Pentauliahan Profesional ICT yang melibatkan 82 orang pegawai serta membiayai dua (2) kursus pembangunan insaniah yang melibatkan 95 orang pegawai.

Public Sector Ict Project Development Trust Fund (KWAICT)

The Government has established the Public Sector ICT Project Development Trust Fund (KWAICT) on June 13, 2013 through the Trust Deed for KWAICT. The management and application procedures of the KWAICT were described in the latest circular, Public Administration Transformation Circular No. 4, 2017: The implementation of the Public Sector ICT Project Development Trust Fund (KWAICT) issued on November 15, 2017. The purposes of KWAICT are to reward the ICT project team who successfully implemented the ICT Project internally and contributed to the cost savings of the Government; to fund the ICT officers' enhanced skills and professionalism programme; and to fund the Public Sector ICT Research and Development programme in producing more local ICT products.

In 2019, KWAICT funded 12 ICT Professional Accreditation courses involving 39 Public Sector Information Technology Officers and approved the ICT Project Development Team Rewards to two (2) ICT Project Teams which were Sistem Pengurusan Projek Khas (e-Khas 2.0) from Implementation Coordination Unit, Prime Minister's Department and Sistem Pengurusan Meja Bantuan (SPMB) from Public Service Department.

Furthermore, in 2019, four (4) series of KWAICT briefings to agencies were held, namely at the Road Transport Department (JPJ) on April 3, 2019; the Ministry of Energy, Science, Technology, Environment and Climate Change (MESTECC) on April 30, 2019; the Ministry Of Defence Malaysia on September 25, 2019; and the Royal Malaysia Police on October 18, 2019.

KWAICT has also rewarded 18 ICT Project Teams, funded 24 Professional ICT Accreditation courses involving 82 officers and funded two (2) soft skills development courses involving 95 officers.

JALINAN
WARGA MAMPU
MAMPU STAFF

Bab
Chapter

7

KELAB SUKAN DAN KEBAJIKAN MAMPU

MAMPU SPORTS AND WELFARE CLUB

AHLI JAWATANKUASA SESI 2018 - 2019 COMMITTEE MEMBERS 2018 - 2019 SESSION

Pengerusi Chairman

Dr. Mohd Zabri bin Yusoff

Naib Pengerusi Vice Chairman

Encik Burhan bin Mat Sum

Setiausaha Secretary

Puan Siti Khadijah binti Jadam

Penolong Setiausaha Assistant Secretary

Puan Noralviyani binti Sain

Bendahari Treasurer

Dato' Azlan bin Johar

Penolong Bendahari Assistant Treasurer

Encik Hazremi bin Hamid

Juruaudit 1 Auditor 1

Encik Mohamad Zamri bin Yahaya

Juruaudit 2 Auditor 2

Cik Nurain Syafawati binti Mohd Amin

Biro Sosial dan Kebajikan Social and Welfare Bureau

Puan Hanissull Jalis binti Md Yusof

Biro Ekonomi Economy Bureau

Encik Husni bin Ab Aziz

Biro Keahlian Membership Bureau

Puan Praveena a/p Munusamy

Biro Agama dan Pendidikan Religion and Education Bureau

Encik Khairul Azrin bin Khairudin

Biro Tugas-tugas Khas & Biro Kesenian dan Kebudayaan Special Tasks Bureau & Arts and Culture Bureau

Encik Shahrul Ridzwan bin Mohd Ariffin

Biro Kolaborasi Strategik Strategic Collaboration Bureau

Encik Lukman bin Zulkifly

Biro Sukan dan Rekreasi Sports and Recreation Bureau

Encik Muhammad Haziq bin Zainal

Biro Promosi dan Publisiti Promotion and Publicity Bureau

Cik Khairussaadah binti Mohd Sani

PENCAPAIAN TAHUN 2019 ACHIEVEMENTS IN 2019



Anugerah Kelab Kebajikan dan Sukan Terbaik Jabatan Perdana Menteri (JPM) bagi Pencapaian Sukan dan Sosial JPM
The Prime Minister's Department's (JPM) Best Welfare and Sports Club Award for JPM's Sports and Social Achievement



Anugerah Khas Pencapaian Sosial (Individu) (Puan Siti Khadijah binti Jadam)
Social Achievement Special Award (Individual) (Mrs. Siti Khadijah binti Jadam)

Johan Pertandingan Gerai Terbaik sempena Majlis Sambutan Hari Raya JPM 2019
Champion of Best Stall Competition during JPM Hari Raya Celebration 2019



PROGRAM/AKTIVITI TAHUN 2019 PROGRAMMES/ACTIVITIES IN 2019

1. Program Singgah Sahur @ Anjung Singgah pada 18 Mei 2019 di Anjung Singgah, Jalan Hang Lekiu, Kuala Lumpur
1. Singgah Sahur @ Anjung Singgah Programme on May 18, 2019 at Anjung Singgah, Jalan Hang Lekiu, Kuala Lumpur



2. Programe Gegar Fitrah pada 27 dan 28 Mei 2019 di MAMPU Cyberjaya dan MyGCC. Objektif program ini ialah untuk menggalakkan warga MAMPU untuk membayar zakat fitrah, memudahkan warga MAMPU untuk menunaikan kewajipan membayar zakat fitrah terutamanya bagi yang tidak berkesempatan untuk melakukannya pada hari-hari lain, dan penyediaan kaunter zakat telah membolehkan bukan sahaja warga MAMPU tetapi juga pelawat yang datang ke premis MAMPU membuat bayaran zakat fitrah.

2. Gegar Fitrah Programme on May 27 and 28, 2019 at MAMPU Cyberjaya and MyGCC. The objectives of the programme were to encourage MAMPU staff to pay zakat fitrah, to facilitate MAMPU staff to fulfil their obligation to pay zakat fitrah, especially for those who do not have the opportunity to do so on other days, and zakat counters has enabled not only MAMPU staff but also visitors who come to MAMPU premises to pay zakat fitrah.

3. Tazkirah sempena Majlis Iftarawih MAMPU oleh Ustaz Wan Hizam Abdullah pada 30 Mei 2019 di Surau, Aras 4, Setia Perdana 1, Kompleks Setia Perdana

3. Tazkirah in conjunction with MAMPU Iftarawih Ceremony by Ustaz Wan Hizam Abdullah on May 30, 2019 at the Musollah, Level 4, Setia Perdana 1, Setia Perdana Complex



4. Kerjasama Penganjuran “Tadarus Al-Quran” bersama PUSPANITA Cawangan Kecil MAMPU pada 1 - 30 Mei 2019 di MAMPU, JPM

4. Cooperation with PUSPANITA MAMPU Sub-Branch in organising “Tadarus Al-Quran” on May 1 - 30, 2019 at MAMPU, JPM

5. Majlis Menyantuni Dhuyuf Ar-Rahman MAMPU Bagi Tahun 2019/1440H telah diadakan pada 3 Julai 2019 di Bilik Mesyuarat Cyber 6, MAMPU Cyberjaya. Objektif program ini ialah untuk menyediakan satu platform antara pengurusan atasan dan warga MAMPU yang akan menunaikan haji mengeratkan silaturrahim serta berkongsi pengalaman, memberikan motivasi untuk membina serta menguatkan azam dalam melaksanakan ibadah haji dan memohon keberkatan daripada Allah SWT agar dipermudahkan urusan.

5. MAMPU Dhuyuf Ar-Rahman 2019/1440H Ceremony was held on July 3, 2019 at Cyber 6 Meeting Room, MAMPU Cyberjaya. The objectives of the programme were to provide a platform for strengthening friendship and sharing experiences between the top management and MAMPU staff who will perform Hajj, to give them motivation on performing Hajj and to seek blessings from Allah SWT for a smooth pilgrimage.

6. “Kembara Rohani” dengan kerjasama Unit Integriti, MAMPU telah diadakan pada Mac - Oktober 2019 di Bilik Mesyuarat Seri Bitara, Aras 4, Setia Perdana 2, Kompleks Setia Perdana, Putrajaya. Objektif program ini ialah untuk menerapkan nilai-nilai murni dan akhlak berteraskan Islam, meningkatkan kesedaran, komitmen dan kerjasama dalam semua aspek kehidupan dan membuang sikap-sikap negatif serta melaksanakan amanah dengan sebaiknya. Program seumpama ini bukan sahaja telah menyediakan platform untuk warga MAMPU menimba lebih banyak lagi ilmu pengetahuan berkenaan dengan keagamaan, namun pada masa yang sama turut memberikan kesedaran kepada yang menyertainya akan kepentingan mengamalkan nilai-nilai murni dalam kehidupan.
7. Perolehan Tali Leher dan Skaf Korporat MAMPU telah berlangsung pada Mei - Oktober 2019 bagi memupuk budaya korporat dan penyeragaman pakaian korporat MAMPU pada setiap hari Rabu serta memberi akses kepada pegawai gred 41 ke atas untuk membeli tali leher dan skaf korporat MAMPU. Pemakaian tali leher dan skaf korporat MAMPU berjaya membentuk identiti dan imej yang tersendiri untuk pegawai-pegawai MAMPU. Pada masa yang sama, semangat kebersamaan dan kekitaan dapat dipupuk serta dibudayakan.
8. Penjualan Air Mineral Kelab Sukan dan Kebajikan MAMPU telah diadakan sepanjang tahun untuk menjana pendapatan lebih untuk kelab MAMPU menerusi penjualan air mineral bagi memenuhi keperluan program-program peringkat dalaman MAMPU. Pada masa yang sama, penjualan air mineral ini juga turut menjadi satu daripada medium untuk mempromosikan Kelab di luar MAMPU.
6. “Kembara Rohani” in collaboration with Integrity Unit, MAMPU was held on March - October 2019 at Seri Bitara Meeting Room, Level 4, Setia Perdana 2, Setia Perdana Complex, Putrajaya. The objectives of the programme were to instil moral values based on Islam, to increase awareness, commitment, and cooperation in all aspects of life and to remove negative attitudes as well as to carry out duties properly. This kind of programme does not only provide a platform for MAMPU staff to gain more knowledge regarding religion, but at the same time also provides awareness to those who practice good values in life.
7. The Procurement of MAMPU Corporate Ties and Scarves took place in May - October, 2019 to foster corporate culture and standardization of MAMPU corporate attire every Wednesday as well as to provide access for officers (grade 41 and above) to purchase MAMPU corporate ties and scarves. Wearing a MAMPU corporate tie and scarf has successfully formed a distinctive identity and image for MAMPU officials. The spirit of togetherness and sense of belonging can also be nurtured and cultivated at the same time.
8. The sale of MAMPU Sports and Welfare Club’s Mineral Water was held throughout the year to generate more income for MAMPU Club in order to meet the needs of MAMPU’s internal programmes. Simultaneously, the sale of mineral water is also one of the mediums to promote the club beyond MAMPU.



9. Urus Setia Bersama Bagi Program Sambutan Hari Raya Aidilfitri JPM 1440H/2019M pada 19 Jun 2019 di Dewan Seri Endon, Puspanitapuri, Putrajaya

9. Joint Secretariat for JPM's Hari Raya Aidilfitri 1440H/2019M Celebration Programme on June 19, 2019 at Seri Endon Hall, Puspanitapuri, Putrajaya



10. Badminton Mingguan MAMPU telah diadakan secara mingguan pada tahun 2019 di Dewan Komuniti di sekitar Putrajaya bagi memupuk semangat sukan badminton dan aktiviti gaya hidup yang sihat bagi warga MAMPU. Aktiviti bermain badminton secara mingguan ini telah mengeratkan lagi hubungan silaturrahim antara peserta tanpa mengira Bahagian dan juga Sektor. Di samping itu, ramai bakat baharu yang telah dikenal pasti yang boleh mewakili MAMPU ke acara yang berbentuk pertandingan di luar MAMPU.

10. MAMPU Weekly Badminton was held weekly in 2019 at the Community Hall around Putrajaya to cultivate the spirit of badminton and healthy lifestyle activities for MAMPU staff. This weekly activity has further strengthened the relationship between the participants regardless of their Divisions and Sectors. In addition, many new talents have been identified to represent MAMPU in badminton competitions.



11. Perlawanan Persahabatan Badminton Bersama Palace of Justice (PoJ) pada 10 Oktober 2019 di Dewan Komuniti, Putrajaya

11. Badminton Friendly Match with the Palace of Justice (PoJ) on October 10, 2019 at the Community Hall, Putrajaya

12. Sukan Bola Tampar telah diadakan pada 21 Februari 2019 di Gelanggang Bola Tampar JPM bagi memupuk semangat sukan bola tampar dan aktiviti gaya hidup yang sihat bagi warga MAMPU. Aktiviti bermain bola tampar ini antara lain menjadi platform untuk mengetengahkan bakat baharu warga MAMPU yang boleh bermain bola tampar untuk diserapkan ke dalam pasukan bola tampar MAMPU.

12. Volleyball Games were held on February 21, 2019 at the JPM Volleyball Court to cultivate the spirit of volleyball and healthy lifestyle activities for MAMPU staff. This activity, among others, is a platform for the MAMPU volleyball team to recruit new members.



13. Hari Sukan Dan Keluarga MAMPU 2019 (SUKEM) pada 6 April 2019 di Pusat PERMATA Pintar, Universiti Kebangsaan Malaysia, Bangi
13. MAMPU Sports and Family Day 2019 (SUKEM) on April 6, 2019 at the PERMATA Pintar Centre, Universiti Kebangsaan Malaysia, Bangi
14. Perlawanan Persahabatan Futsal Vs Bahagian Pengurusan Hartanah (BPH) telah diadakan pada 27 Mac 2019 dan 1 April 2019 di Uptown Sports, Bangi. Objektif perlawanan ini ialah untuk memupuk semangat berpasukan dan bersuai kenal dengan jabatan melalui sukan. Perlawanan persahabatan ini memberikan peluang antara pegawai MAMPU dan pegawai PoJ mengeratkan silaturrahim dan pada masa yang sama mewujudkan ruang untuk bekerjasama dalam urusan kerja (yang mana berkaitan).
14. Futsal Friendly Match Vs the Property Management Division (BPH) was held on March 27, 2019 and April 1, 2019 at Uptown Sports, Bangi. The objective of this match was to cultivate team spirit and get to know other departments through sports. This friendly match provides an opportunity between MAMPU officers and PoJ officers to strengthen their friendship and at the same time to cooperate in work matters (where applicable).
15. Aktiviti Futsal Jabatan telah diadakan pada 4 September 2019 di Uptown Sports, Bangi untuk memupuk semangat sukan futsal dan aktiviti gaya hidup yang sihat bagi warga MAMPU. Aktiviti bermain futsal ini antara lain menjadi platform untuk mengetengahkan bakat baharu warga MAMPU yang boleh bermain futsal untuk diserapkan ke dalam pasukan futsal MAMPU dan mewakili MAMPU ke acara luar. Selain itu, aktiviti seumpama ini juga menggalakkan gaya hidup yang sihat dalam kalangan warga MAMPU.
15. The Department's Futsal Activities were held on September 4, 2019 at Uptown Sports, Bangi to cultivate the spirit of futsal and healthy lifestyle activities for MAMPU staff. Among other things, these activities acted as a platform for the MAMPU futsal team to recruit new talents and represent MAMPU in other events. Apart from that, such activities also promote a healthy lifestyle among MAMPU staff.
16. Kempen MAMPU Di Hatiku telah berlangsung secara berterusan pada tahun 2019. Objektif program ini ialah untuk memupuk kecintaan kepada organisasi bagi membolehkan semua warga MAMPU menghargai usaha yang dilaksanakan oleh kelab dan bersama-sama menjayakan kempen ini. Program ini telah memupuk semangat cintakan organisasi dalam kalangan warga MAMPU di samping mengeratkan lagi saling kerjasama antara Bahagian tanpa in-silo.
16. The MAMPU Di Hatiku campaign was held continuously in 2019. The objective of the programme was to cultivate love for the organisation in order for all MAMPU staff to appreciate the efforts undertaken by the club to make this campaign a success. This programme has fostered the spirit of organisational love among MAMPU staff as well as further strengthened cooperation between Divisions without in-silo.

17. Sumbangan Faedah Kelab telah berlangsung sepanjang tahun 2019 bertujuan untuk memberi sumbangan faedah Kelab mengikut kelayakan kepada warga MAMPU yang menjadi ahli Kelab MAMPU dan membayar yuran tahunan. Seramai 26 orang pegawai MAMPU yang layak menerima sumbangan faedah pelbagai dari Kelab MAMPU.

17. The Club's Benefit Contribution was given throughout 2019 with the aim of giving the club's benefits accordingly to the members of the MAMPU Club who paid the annual fees. A total of 26 MAMPU officers were eligible to receive various benefits from the MAMPU Club.

18. Sumbangan Infaq Ramadan (semasa Majlis Iftar MAMPU) pada 16 Mei 2019

18. Ramadan Infaq Contribution (during MAMPU's Iftar) on May 16, 2019



19. Majlis Makan Malam MAMPU telah diadakan pada 17 Disember 2019 di Aqua Garden Putrajaya, Kawasan Institusi, Bangi. Objektif program ini ialah:

- Mekanisme full engagement yang signifikan kepada satu perhubungan yang erat dan simbiosis antara pucuk pimpinan dengan warga MAMPU;
- Memperkasakan esprit de corps warga MAMPU yang mantap dan bersinergi merentasi pelbagai skim perkhidmatan berlandaskan prinsip dan etos yang sama;
- Mencipta wadah apresiasi pucuk pimpinan kepada warga MAMPU yang banyak menyumbang dalam memastikan MAMPU kekal relevan di persada perkhidmatan awam; dan
- Platform warga MAMPU mengasah bakat dan menampilkan kreativiti masing-masing.

19. MAMPU Dinner was held on December 17, 2019 at Aqua Garden Putrajaya, Institutional Area, Bangi. The objectives of the programme were:

- As a mechanism to foster close relationship and symbiosis between the top management and MAMPU staff;
- To empower the esprit de corps among MAMPU staff across various service schemes based on the same principles and ethos;
- To create a platform for appreciation of the top management to MAMPU staff who have contributed a lot in ensuring that MAMPU remains relevant in the public service; and
- As a platform for MAMPU staff to hone their talents and showcase their creativity.

Penganjuran program seumpama ini menyerlahkan kerjasama erat antara Bahagian yang ada di MAMPU. Platform yang ada dimanfaatkan untuk mengiktiraf dan menghargai kepimpinan serta sumbangan pegawai MAMPU bukan sahaja kepada organisasi tetapi juga dalam mengharumkan nama MAMPU sehingga ke persada antarabangsa. Bakat-bakat baharu dalam bidang seni kreatif juga berjaya dicungkil melalui pengisian berbentuk sketsa dan juga nyanyian yang diadakan. Sebanyak 23 anugerah yang disampaikan melibatkan pengiktirafan dalam pelbagai bidang termasuklah sukan, sosial, kepimpinan dan juga kreativiti.

This kind of programme highlights the cooperation between the Divisions in MAMPU. The existing platform is utilised to recognise and appreciate the leadership and contribution of MAMPU staff not only to the organisation but also in making MAMPU well known internationally. New talents in the field of creative arts were also discovered through acting as well as singing. A total of 23 awards were presented involving recognition in various fields such as sports, social, leadership and even creativity.



20. Program Sungkei@Sarawak telah diadakan pada 25 Mei 2019 di Kuching, Sarawak. Program Sungkei@Borneo ini secara umumnya bertujuan untuk memperluas capaian kegiatan Kelab Sukan dan Kebajikan MAMPU agar tidak terhad untuk ibu pejabat di Putrajaya, tetapi turut melibatkan MAMPU Sarawak dan juga MAMPU Sabah. Pada masa yang sama, program seumpama ini juga bertujuan untuk mengajak warga MAMPU secara khususnya untuk mensyukuri nikmat pemberian Allah dan bersifat qanaah, di samping berkongsi rezeki dengan orang lain. Secara tidak langsung, program ini turut memberikan ruang kepada peserta untuk menghayati sunnah Rasulullah pada bulan Ramadan yang penuh barakah, iaitu untuk bersedekah. Pelaksanaan program yang turut melibatkan beberapa agensi kerajaan seperti Jabatan Imigresen, Jabatan Kastam dan Polis Diraja Malaysia menjadi platform untuk menjalin kerjasama strategik masa hadapan antara MAMPU dengan agensi-agensinya ini, terutamanya dari aspek mempermudah penyampaian perkhidmatan awam kepada rakyat.

20. Sungkei@Sarawak programme was held on May 25, 2019 in Kuching, Sarawak. The Sungkei@Borneo programme generally aims to expand the number of activities of the MAMPU Sports and Welfare Club so that it is not only limited to the headquarters in Putrajaya, but also involves MAMPU Sarawak and MAMPU Sabah. This programme also aims to invite MAMPU staff to be grateful for the blessings of Allah and to be qanaah, as well as to share sustenance with others. Indirectly, this programme also encourages the participants to appreciate the sunnah of the Prophet in the blessed month of Ramadan, which is to give alms. The implementation of this programme which also involves several government agencies such as the Immigration Department, the Customs Department and the Royal Malaysian Police is a platform to forge future strategic cooperation between MAMPU and these agencies, especially in terms of facilitating the delivery of public services to the people.

PUSPANITA CAWANGAN KECIL MAMPU

PUSPANITA MAMPU SUB-BRANCH

AHLI JAWATANKUASA SESI 2018 – 2019 COMMITTEE MEMBERS 2018 – 2019 SESSION

Penasihat Advisor

Dato Dr. Mazlan Yusoff

Pengerusi Chairman

Datin Nafisah binti Mansor

Timbalan Pengerusi 1 Vice Chairman 1

Dato' Dr. Suhazimah binti Dzazali

Timbalan Pengerusi 2 Vice Chairman 2

Datin Majdah binti Abdul Rashid

Setiausaha Secretary

Puan Ts. Azizah binti Sunar

Penolong Setiausaha Assistant Secretary

Puan Nur Azila binti Abdul Aziz

Bendahari Treasurer

Puan Roslina binti Yusuf

Penolong Bendahari Assistant Treasurer

Puan Juliana binti Mohd Asni

Ahli Jawatankuasa Committee Members

Puan Hanissull Jalis Bt Md Yusof

Puan Najdiah Binti Ismail

Cik Poh So Ai

Puan Noor Marfazila Mohd Fahmy

Puan Faziah Binti Alias

Puan Farah Nadia Binti Mohamad

Puan Hasnah Binti Hassan

Puan Norizan Binti Abd. Latif

Pemeriksa Kira-kira 1 Auditor 1

Puan Noorol Huda Binti Hamidi @ Abdul Rani

Pemeriksa Kira-kira 2 Auditor 2

Puan Bahiyah Mohamad Yusoff

PROGRAM/AKTIVITI TAHUN 2019 PROGRAMMES/ACTIVITIES IN 2019

Mesyuarat Exco dan AJK PUSPANITA Cawangan Kecil MAMPU Tahun 2019

(a) **Mesyuarat Exco PUSPANITA Cawangan
Kecil MAMPU Bil. 1/2019**

Tarikh: 12 Februari 2019
Tempat: Bilik Mesyuarat Seri
Gemilang, Blok B2, MAMPU
Putrajaya

(b) **Mesyuarat AJK PUSPANITA Cawangan
Kecil MAMPU Bil. 1/2019**

Tarikh: 1 Mac 2019
Tempat: Bilik Mesyuarat Seri Bitara, Blok
B2, MAMPU Putrajaya

PUSPANITA MAMPU Sub-Branch Exco and Committee Meeting 2019

(a) **PUSPANITA MAMPU Sub-Branch Exco
Meeting No. 1/2019**

Date: February 12, 2019
Venue: Seri Gemilang Meeting Room,
Block B2, MAMPU Putrajaya

(b) **PUSPANITA MAMPU Sub-Branch
Committee Meeting No. 1/2019**

Date: March 1, 2019
Venue: Seri Bitara Meeting Room, Block
B2, MAMPU Putrajaya



(c) **Mesyuarat Khas AJK PUSPANITA
Cawangan Kecil MAMPU**

Tarikh: 29 Mac 2019
Tempat: Bilik Mesyuarat Seri Bitara, Blok
B2, MAMPU Putrajaya



(c) **PUSPANITA MAMPU Sub-Branch
Committee Special Meeting**

Date: March 29, 2019
Venue: Seri Bitara Meeting Room, Block
B2, MAMPU Putrajaya



(d) **Mesyuarat AJK PUSPANITA Cawangan Kecil MAMPU Bil. 2/2019**

Tarikh: 30 April 2019
Tempat: Bilik Mesyuarat Seri Bitara, Blok B2, MAMPU Putrajaya

(e) **Mesyuarat Exco PUSPANITA Cawangan Kecil MAMPU Bil. 2/2019**

Tarikh: 3 Oktober 2019
Tempat: Bilik Mesyuarat Seri Gemilang, Blok B2, MAMPU Putrajaya

(f) **Mesyuarat AJK PUSPANITA Cawangan Kecil MAMPU Bil. 3/2019**

Tarikh: 18 Oktober 2019
Tempat: Bilik Mesyuarat Seri Bitara, Blok B2, MAMPU Putrajaya

(d) **PUSPANITA MAMPU Sub-Branch Committee Meeting No. 2/2019**

Date: April 30, 2019
Venue: Seri Bitara Meeting Room, Block B2, MAMPU Putrajaya

(e) **PUSPANITA MAMPU Sub-Branch Exco Meeting No. 2/2019**

Date: October 3, 2019
Venue: Seri Gemilang Meeting Room, Block B2, MAMPU Putrajaya

(f) **PUSPANITA MAMPU Sub-Branch Committee Meeting No. 3/2019**

Date: October 18, 2019
Venue: Seri Bitara Meeting Room, Block B2, MAMPU Putrajaya



Mesyuarat ini juga menyaksikan penyerahan surat pelantikan kepada beberapa AJK dan Pengerusi Biro yang baharu.

Letters of appointment to several new committee members and new Chairman of the Bureaus were also handed out during the meeting.



(g) **Mesyuarat Khas AJK PUSPANITA Cawangan Kecil MAMPU**

Tarikh: 6 Disember 2019
Tempat: Bilik Mesyuarat Cyber 3, MAMPU Cyberjaya



(g) **PUSPANITA MAMPU Sub-Branch Committee Special Meeting**

Date: December 6, 2019
Venue: Cyber 3 Meeting Room, MAMPU Cyberjaya

Mesyuarat ini membincangkan mengenai persediaan Malam Persada Gemilang MAMPU 2019 anjuran Kelab Sukan dan Kebajikan MAMPU dengan kerjasama PUSPANITA MAMPU.

The meeting discussed the preparation of MAMPU 2019 *Persada Gemilang* Night organised by MAMPU Sports and Welfare Club in collaboration with PUSPANITA MAMPU.



Menghadiri Mesyuarat PUSPANITA Cawangan Jabatan Perdana Menteri (JPM)

Attending PUSPANITA Prime Minister's Department (JPM) Branch Meetings

(a) **Mesyuarat AJK PUSPANITA Cawangan JPM Bil. 1/2019**

(a) **PUSPANITA JPM Branch Committee Meeting No.1/2019**

Tarikh: 28 Januari 2019
Tempat: Bilik Persidangan Dinamik, Blok B1, JPM, Putrajaya

Date: January 28, 2019
Venue: Dinamik Conference Room, Block B1, JPM, Putrajaya



(b) **Mesyuarat AJK PUSPANITA Cawangan JPM Bil. 2/2019**

Tarikh: 15 Februari 2019
Tempat: Bilik Persidangan Dinamik, Blok B1, JPM, Putrajaya

(c) **Mesyuarat AJK PUSPANITA Cawangan JPM Bil. 3/2019**

Tarikh: 12 Julai 2019
Tempat: Bilik Persidangan Dinamik, Blok B1, JPM, Putrajaya

(b) **PUSPANITA JPM Branch Committee Meeting No.2/2019**

Date: February 15, 2019
Venue: Dinamik Conference Room, Block B1, JPM, Putrajaya

(c) **PUSPANITA JPM Branch Committee Meeting No.3/2019**

Date: July 12, 2019
Venue: Dinamik Conference Room, Block B1, JPM, Putrajaya



(d) **Mesyuarat AJK PUSPANITA Cawangan JPM Bil.4/2019**

Tarikh: 1 Oktober 2019

(e) **Mesyuarat AJK PUSPANITA Cawangan JPM Bil.5/2019**

Tarikh: 19 November 2019

(d) **PUSPANITA JPM Branch Committee Meeting No.4/2019**

Date: October 1, 2019

(e) **PUSPANITA JPM Branch Committee Meeting No.5/2019**

Date: November 19, 2019



- (f) **Mesyuarat AJK PUSPANITA Cawangan JPM Bil.6/2019**
Tarikh: 20 Disember 2019



Menghadiri Mesyuarat Agung Perwakilan (MAP) PUSPANITA Cawangan Jabatan Perdana Menteri Ke-36 (Jawatankuasa Multimedia dan Montaj)

Tarikh: 22 Februari 2019
Tempat: Auditorium JPA, Blok C1, Kompleks C, Putrajaya

PUSPANITA Cawangan Kecil MAMPU bertanggungjawab dalam menyediakan montaj untuk Mesyuarat Agung Perwakilan PUSPANITA Cawangan JPM yang ke 36. Di samping itu, PUSPANITA Cawangan Kecil MAMPU juga telah diberi kepercayaan dalam mereka bentuk muka hadapan Laporan Tahunan PUSPANITA Cawangan JPM 2019.

Mesyuarat ini telah dirasmikan oleh YBhg. Datuk Seri Mohd Zuki bin Ali, Timbalan Ketua Setiausaha Kanan (TKSUK) JPM, merangkap Penasihat PUSPANITA Cawangan JPM. PUSPANITA MAMPU turut menghantar seramai 15 orang perwakilan bagi menghadiri mesyuarat tersebut.

- (f) **PUSPANITA JPM Branch Committee Meeting No.6/2019**
Date: December 20, 2019



Attending the 36th General Representative Meeting of PUSPANITA Prime Minister's Department (JPM) Branch (MAP) (Multimedia and Montage Committee)

Date: February 22, 2019
Venue: Auditorium JPA, Block C1, Complex C, Putrajaya

PUSPANITA MAMPU Sub-Branch was responsible for preparing the montage for the 36th GenaBranch. In addition, PUSPANITA MAMPU Sub-Branch has also been given the task to design the front cover of the PUSPANITA JPM Branch Annual Report 2019.

The meeting was officiated by YBhg. Datuk Seri Mohd Zuki bin Ali, Senior Deputy Secretary General (TKSUK) of JPM, cum Advisor of PUSPANITA JPM Branch. A total of 15 delegates from PUSPANITA MAMPU attended the meeting.



Lawatan Berkumpulan Sambil Belajar Ke Kraftangan Malaysia Sempena Hari kraf Kebangsaan 2019 (HKK2019)

Tarikh: 6 Mac 2019

Tempat: Kompleks kraf Kuala Lumpur, Jalan Conlay

Hari kraf Kebangsaan 2019 (HKK2019) diadakan bagi tujuan untuk memberi pengiktirafan terhadap penglibatan dan sumbangan usahawan serta penggiat kraf dalam membangun dan memajukan kraf negara.

Selain berpeluang untuk melihat dan mengenali produk kraf tekstil, hasil rimba, hasil logam, hasil tanah dan aneka kraf, peserta juga berpeluang untuk melihat demonstrasi masakan makanan tradisi berkonsepkan “bungkus dan kukus”, persembahan kesenian dan aktiviti menarik yang lain. Antara acara-acara menarik adalah Pameran Komuniti kraf Anyaman, Pameran Produk Baru: kraf dan Reka Hias serta Pameran dan Pendidikan kraf Warisan.

PUSPANITA MAMPU telah menghantar seramai 41 orang ahli untuk menyertai lawatan sambil belajar ini.

Study Visit to *Kraftangan Malaysia* in Conjunction with National Craft Day 2019 (HKK2019)

Date: 6 Mac 2019

Venue: Kuala Lumpur Craft Complex, Jalan Conlay

National Craft Day 2019 (HKK2019) was held for the purpose of giving recognition to the involvement and contribution of entrepreneurs as well as craft activists in developing national crafts.

In addition to the opportunity to see and get to know textile craft products, jungle products, metal products, soil products and various crafts, the participants also had the opportunity to see demonstrations of cooking traditional food dishes with the concept of “wrap and steam”, art performances and other interesting activities. Among the interesting events were the Weaving Craft Community Exhibition, New Product Exhibition: Crafts and Decorative Design and Heritage Craft Exhibition and Education.

A total of 41 participants from PUSPANITA MAMPU attended the study visit.



Menghadiri Majlis Tadabbur Al-Quran di Seri Perdana (Anjuran Kasih Malaysia)

Tarikh: 14 Mac 2019
Tempat: Seri Perdana, Putrajaya

Majlis anjuran Kasih Malaysia ini telah dihadiri oleh YBhg. Datin Seri Yang Dipertua PUSPANITA Kebangsaan bersama-sama Ahli Majlis Tertinggi (MT) dan Jawatankuasa Kerja Tertinggi (JKT). YBhg. Datin Nafisah Mansor, Pengerusi PUSPANITA Cawangan Kecil MAMPU turut hadir ke majlis ini.

Attending Tadabbur Al-Quran Ceremony in Seri Perdana (Organised by Kasih Malaysia)

Date: March 14, 2019
Venue: Seri Perdana, Putrajaya

The event organised by Kasih Malaysia was attended by the President of PUSPANITA National together with Members of the Supreme Council (MT) and the Supreme Working Committee (JKT). YBhg. Datin Nafisah Mansor, Chairman of PUSPANITA MAMPU Sub-Branch also attended this event.



Menghadiri Seminar *Online Businesses* Tahun 2019 Anjuran PUSPANITA Kebangsaan

Tarikh: 29 Mac 2019
Tempat: PUSPANITAPURI, Putrajaya

YBhg. Datin Nafisah Mansor, Pengerusi dan Setiausaha PUSPANITA Cawangan Kecil MAMPU turut hadir ke seminar ini.

Attending *Online Businesses Seminar 2019 Organised by PUSPANITA National*

Date: March 29, 2019
Venue: PUSPANITAPURI, Putrajaya

YBhg. Datin Nafisah Mansor, Chairman and the Secretary of PUSPANITA MAMPU Sub-Branch attended this seminar.



Menyertai Pertandingan Bowling Piala Yang Dipertua PUSPANITA Kebangsaan 2019

Tarikh: 31 Mac 2019
Tempat: Wangsa Bowl, IOI City Mall, Putrajaya

YBhg. Datin Nafisah Mansor, Pengerusi PUSPANITA Cawangan Kecil MAMPU telah menyertai pertandingan ini di bawah Kategori VIP.

Menghadiri Majlis Makan Malam - PUSPANITA Ladies Nite: Lights Camera Action Anjuran PUSPANITA Kebangsaan

Tarikh: 1 April 2019
Tempat: De'Seri Endon, PUSPANITAPURI, Putrajaya

PUSPANITA Cawangan Kecil MAMPU telah membeli satu meja dan seramai 10 orang ahli telah menghadiri majlis ini.

Participating in the PUSPANITA National President's Cup Bowling Competition 2019

Date: March 31, 2019
Venue: Wangsa Bowl, IOI City Mall, Putrajaya

YBhg. Datin Nafisah Mansor, Chairman of PUSPANITA MAMPU Sub-Branch participated in this competition under the VIP Category.

Attending the 37th General Representative Meeting of PUSPANITA National

Date: April 2, 2019
Venue: De'Seri Endon, PUSPANITAPURI, Putrajaya

YBhg. Datin Nafisah Mansor, Chairman and the Secretary of PUSPANITA MAMPU Sub-Branch attended this meeting.



Menghadiri Mesyuarat Agung Perwakilan PUSPANITA Kebangsaan Kali Ke 37

Tarikh: 2 April 2019
Tempat: De'Seri Endon, PUSPANITAPURI, Putrajaya

YBhg. Datin Nafisah Mansor, Pengerusi serta Setiausaha PUSPANITA Cawangan Kecil MAMPU turut hadir ke mesyuarat ini.

Attending the 37th General Representative Meeting of PUSPANITA National

Date: April 2, 2019
Venue: De'Seri Endon, PUSPANITAPURI, Putrajaya

YBhg. Datin Nafisah Mansor, Chairman and the Secretary of PUSPANITA MAMPU Sub-Branch attended this meeting.



Mesyuarat Agung PUSPANITA Cawangan Kecil MAMPU Yang Ke 35

Tarikh: 4 April 2019
Tempat: Dewan Serbaguna, Kompleks Jabatan Perdana Menteri, JPM

PUSPANITA Cawangan Kecil MAMPU telah mengadakan Mesyuarat Agung yang ke 35 dan telah dirasmikan oleh YBhg Dato' Dr. Mazlan Yusoff selaku Penasihat PUSPANITA MAMPU. Mesyuarat kali ini telah melantik barisan ahli jawatankuasa yang baharu bagi sesi 2019 hingga 2021.

35th General Meeting of PUSPANITA MAMPU Sub-Branch

Date: April 4, 2019
Venue: Multipurpose Hall, Prime Minister's Department Complex, JPM

PUSPANITA MAMPU Sub-Branch held its 35th General Meeting and was officiated by YBhg. Dato' Dr. Mazlan Yusoff as PUSPANITA MAMPU Advisor. A new line of committee members for the 2019 to 2021 session has been appointed during this meeting.



Sukaneka dan Jualan PUSPANITA Sempena SUKEM 2019 Anjuran Kelab Sukan dan Kebajikan MAMPU dengan kerjasama PUSPANITA Cawangan Kecil MAMPU

Tarikh: 6 April 2019
Tempat: Pusat Permata Pintar, UKM, Bangi, Selangor

PUSPANITA Cawangan Kecil MAMPU telah diberi tanggungjawab untuk menyelaras dan melaksanakan aktiviti Sukaneka sempena Hari Sukan dan Keluarga MAMPU (SUKEM) 2019. PUSPANITA MAMPU juga telah membuka gerai jualan untuk menjana dan menambah ekonomi.

PUSPANITA Sports and Sales in Conjunction with SUKEM 2019 Organised by MAMPU Sports and Welfare Club in collaboration with PUSPANITA MAMPU Sub-Branch

Date: April 6, 2019
Venue: Permata Pintar Centre, UKM, Bangi, Selangor

PUSPANITA MAMPU Sub-Branch has been given the responsibility to coordinate and implement sports activities in conjunction with MAMPU Sports and Family Day (SUKEM) 2019. PUSPANITA MAMPU also opened sales stalls to generate and increase income.



Program Tadarus Al Quran, Majlis Khatam Al Quran MAMPU Bersempena Dengan Sambutan *World Quran Hour* 2019 dan Majlis Iftarawih MAMPU 2019 Anjuran Kelab Sukan & Kebajikan MAMPU dengan kerjasama PUSPANITA Cawangan Kecil MAMPU

Tarikh: 7 - 30 Mei 2019

Tempat: Surau & Dewan Makan, Blok B1, Kompleks JPM

Seramai 105 warga MAMPU telah menyertai program Tadarus Al Quran MAMPU bagi tahun ini. Sebagai penutup tadarus, Majlis Khatam Al Quran MAMPU telah dilaksanakan bersekali dengan sambutan *World Quran Hour* 2019 pada 30 Mei 2019. Kemeriahan sambutan Ramadhan Ya Karim diteruskan dengan Majlis IftaRawih yang diadakan pada hari yang sama.



Tadarus Al Quran Programme, MAMPU Al Quran Closing Ceremony in Conjunction with *World Quran Hour* 2019 Celebration and MAMPU Iftarawih Ceremony 2019 Organised by MAMPU Sports & Welfare Club in collaboration with PUSPANITA MAMPU Sub-Branch

Date: May 7 - 30, 2019

Venue: Musollah and Dining Hall, Block B1, JPM Complex

A total of 105 MAMPU staff have participated in MAMPU Tadarus Al Quran programme for this year. As a closing, MAMPU Al-Quran Khatam Ceremony was held together with the celebration of *World Quran Hour* 2019 on May 30, 2019.



Sesi Pembungkusan Kurma Untuk Edaran Kepada Warga MAMPU Anjuran Kelab Sukan dan Kebajikan MAMPU dengan kerjasama PUSPANITA Cawangan Kecil MAMPU

Tarikh: 8 - 10 Mei 2019

Tempat: MAMPU Putrajaya

Dates Packing Session for Distribution to MAMPU Staff Organised by MAMPU Sports and Welfare Club in collaboration with PUSPANITA MAMPU Sub-Branch

Date: May 8 - 10, 2019

Venue: MAMPU Putrajaya



Jualan Kerepek, Biskut Raya dan Kasut Kesihatan

Tarikh: Mei 2019
Tempat: MAMPU Putrajaya dan Cyberjaya

Sepanjang bulan Ramadhan yang mulia, PUSPANITA MAMPU turut menjalankan aktiviti jualan bagi menjana pendapatan. Antara jualan yang diadakan adalah jualan kerepek, kasut kesihatan dan biskut raya.



Sale of Chips, Raya Biscuits and Health Shoes

Date: May 2019
Venue: MAMPU Putrajaya and Cyberjaya

During the glorious month of Ramadhan, PUSPANITA MAMPU also conducted sales activities to generate income. Among the sales held are the sale of chips, health shoes and Raya biscuits.



Program “A Morning with Horses”

Tarikh: 25 Julai 2019
Tempat: Taman Ekuestrian Putrajaya

Biro Kebudayaan dan Sosial PUSPANITA MAMPU dengan jayanya telah menganjurkan aktiviti “A Morning with Horses”. Aktiviti telah disertai seramai 38 orang. Kesemua peserta teruja untuk memperoleh manfaat daripada perkongsian ilmu mengenai kuda dan juga pengalaman menunggang kuda.

“A Morning with Horses” Programme

Date: July 25, 2019
Venue: Putrajaya Equestrian Park

The Cultural and Social Bureau of PUSPANITA MAMPU has successfully organised “A Morning with Horses” activity. A total of 38 people participated in the activity. All participants were excited to benefit from the sharing of knowledge about horses as well as the experience of riding a horse.



Brisk Walking MAMPU 2019: A Walk for Health

PUSPANITA Cawangan Kecil MAMPU dengan kerjasama Kelab Sukan dan Kebajikan MAMPU telah menganjurkan program *Brisk Walking* MAMPU 2019 pada 20 Ogos 2020 dengan tema 'A Walk for Health'. Program turut dimeriahkan dengan kehadiran Penasihat dan Pengerusi PUSPANITA MAMPU.

**MAMPU Brisk Walking 2019: A Walk for Health**

PUSPANITA MAMPU Sub-Branch in collaboration with MAMPU Sports and Welfare Club has organised the 2019 MAMPU Brisk Walking programme on August 20, 2019 with the theme 'A Walk for Health'. The programme was also participated by the Advisor and Chairman of PUSPANITA MAMPU.

Menghadiri Program Clothing Bank for Disaster Relief (CB4DR) Peringkat PUSPANITA JPM

Tarikh: 9 Oktober 2019
Tempat: Dewan Makan, Blok B1, Kompleks JPM, Putrajaya

Majlis Pelancaran *Clothing Bank for Disaster Relief (CB4DR)* Peringkat PUSPANITA JPM telah dirasmikan oleh YBhg. Datin Roslina binti Mior Adlan, Pengerusi PUSPANITA Cawangan JPM. PUSPANITA MAMPU telah berjaya menyumbangkan sebanyak 70 plastik dan kotak pakaian terpakai untuk program ini.

**Attending PUSPANITA JPM's Clothing Bank for Disaster Relief (CB4DR) Programme**

Date: October 9, 2019
Venue: Dining Hall, Block B1, JPM Complex, Putrajaya

The Launching Ceremony of PUSPANITA JPM's *Clothing Bank for Disaster Relief (CB4DR)* was officiated by YBhg. Datin Roslina binti Mior Adlan, Chairman of PUSPANITA JPM Branch. PUSPANITA MAMPU has successfully donated 70 plastics and boxes of used clothes for this programme.



Program Senam Tari Siri 1 dan Siri 2 2019

Program Senam Tari Siri 1 dan 2 telah diadakan dengan jayanya pada 19 September dan 24 Oktober 2019, anjuran Biro Sukan PUSPANITA MAMPU.



Dance Exercise Programme Series 1 and 2 2019

Dance Exercise Programme Series 1 and 2 have successfully been conducted on September 19 and October 20, 2019, organised by PUSPANITA MAMPU Sports Bureau.



Menghadiri Majlis Pelancaran Kempen Hindari Plastik Sekali Guna Anjuran Kementerian Tenaga, Sains, Teknologi, Alam Sekitar dan Perubahan Iklim dengan Kerjasama PUSPANITA Kebangsaan

Tarikh: 25 Oktober 2019

Tempat: Tapak Pasar Tani Putrajaya

Majlis ini dirasmikan oleh YBhg. Tan Sri Dr. Ismail Bin Haji Bakar, Ketua Setiausaha Negara.

Attending the Launching Ceremony of the Disposable Plastic Campaign Organised by the Ministry of Energy, Science, Technology, Environment and Climate Change in collaboration with PUSPANITA National

Date: October 25, 2019

Venue: Putrajaya Farmers Market Site

The ceremony was officiated by YBhg. Tan Sri Dr. Ismail Bin Haji Bakar, Chief Secretary to the Government.



Bengkel *Digital Marketing* PUSPANITA MAMPU 2019

Tarikh: 12 November 2019

Tempat: Bilik Serbaguna 1, Blok B1, Kompleks JPM, Putrajaya

Seramai 51 ahli PUSPANITA MAMPU telah menyertai Bengkel *Digital Marketing* yang bertujuan untuk memberi pendedahan mengenai perniagaan *online* kepada ahli PUSPANITA. Ia merupakan inisiatif MDEC untuk menerapkan nilai dan ilmu keusahawanan digital dikalangan orang awam dan usahawan secara percuma.

2019 PUSPANITA MAMPU Digital Marketing Workshop

Date: November 12, 2019

Venue: Multipurpose Room 1, Block B1, JPM Complex, Putrajaya

A total of 51 PUSPANITA MAMPU members participated in the Digital Marketing Workshop which aims to provide exposure on online business to PUSPANITA members. It is an MDEC initiative to inculcate the value and knowledge of digital entrepreneurship among the general public and entrepreneurs for free.



Menghadiri Majlis Makan Malam *Ladies Nite* PUSPANITA JPM 2019 - Bling Bling

Tarikh: 21 November 2019

Tempat: Dewan Serbaguna, Blok Tengah, MOF, Putrajaya

PUSPANITA Cawangan Kecil MAMPU telah membeli satu meja dan seramai 10 orang ahli telah menghadiri majlis ini.

Attending PUSPANITA JPM 2019 Ladies Nite Dinner - Bling Bling

Date: November 21, 2019

Venue: Multipurpose Hall, Middle Block, MOF, Putrajaya

PUSPANITA MAMPU Sub-Branch has purchased a table and a total of 10 members have attended this event.



Seminar Bidadari MAMPU 2019

Tarikh: 28 November 2019
Tempat: Dewan Serbaguna, Blok B1, Kompleks JPM, Putrajaya.

PUSPANITA Cawangan Kecil MAMPU buat julung kali telah berjaya menganjurkan Seminar Bidadari MAMPU 2019.

Warga wanita dan isteri warga lelaki MAMPU telah bersama-sama hadir bagi mendapatkan tips mengelak gangguan seksual di tempat kerja, di samping menimba pengetahuan berkenaan hibah dan pelaburan hartanah serta ceramah bagaimana menambat aura cinta dan mendapatkan rahsia kecantikan sejati. Selain daripada pengisian ilmu, seramai 51 warga wanita JPM juga telah berpeluang menjalankan pemeriksaan HPV secara percuma.



MAMPU Angel Seminar 2019

Date: November 28, 2019
Venue: Multipurpose Hall, Block B1, JPM Complex, Putrajaya.

MAMPU PUSPANITA Sub-Branch for the first time has successfully organised MAMPU Angel Seminar 2019.

MAMPU staff have come together to get tips to avoid sexual harassment in the workplace, gain knowledge on grants and real estate investments as well as listen to talks on love and the secret of true beauty. Apart from that, a total of 51 JPM female staff have also had the opportunity to conduct HPV test for free.

Majlis Malam Persada Gemilang MAMPU 2019 Anjuran Kelab Sukan dan Kebajikan MAMPU Dengan Kerjasama PUSPANITA MAMPU

Tarikh: 17 Disember 2019
Tempat: Aqua Garden, Putrajaya.

Malam Persada Gemilang MAMPU 2019 bertemakan Panggung P. Ramlee telah diserikan dengan kehadiran YBhg. Dato' Dr. Ketua Pengarah MAMPU, YBhg. Datin Pengerusi PUSPANITA MAMPU serta 300 orang warga MAMPU.

MAMPU Persada Gemilang Night 2019 Organised by MAMPU Sports and Welfare Club in Cooperation with PUSPANITA MAMPU

Date: Disember 17, 2019
Venue: Aqua Garden, Putrajaya.

MAMPU Persada Gemilang Night 2019 themed P. Ramlee Stage was attended by the Director General of MAMPU, the Chairman of PUSPANITA MAMPU and 300 MAMPU staff.

Kelas Al Quran dan Tajwid

Kelas Al Quran dan Tajwid dijalankan sepanjang tahun 2019 oleh Biro Agama.



Al Quran and Tajweed Classes

Al Quran and Tajweed classes were conducted throughout 2019 by the Religion Bureau.

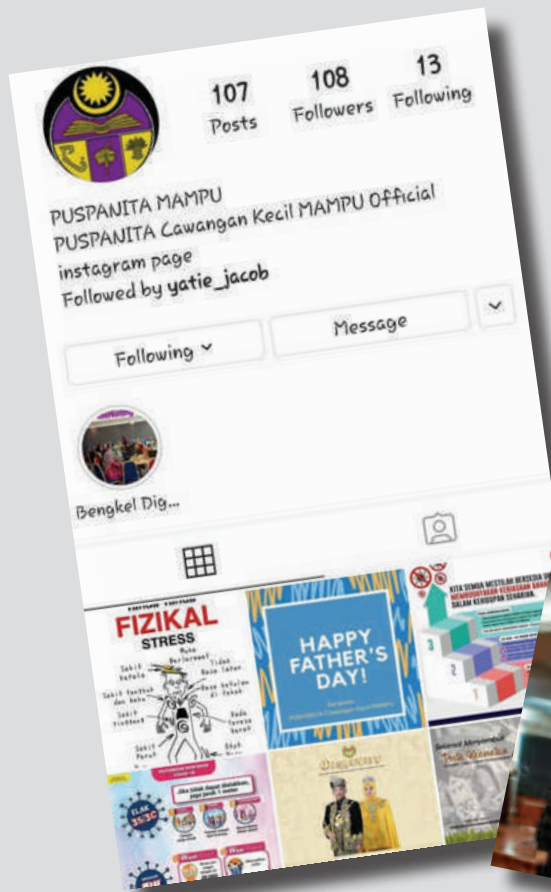


Facebook dan Instagram PUSPANITA MAMPU

Biro ICT sentiasa mengemaskini maklumat aktiviti PUSPANITA MAMPU pada Facebook dan Instagram PUSPANITA MAMPU.

Facebook and Instagram of PUSPANITA MAMPU

The ICT Bureau constantly updates the activity information of PUSPANITA MAMPU on Facebook and Instagram.



**ANUGERAH DAN
PENCAPAIAN
MAMPU**
MAMPU AWARD AND ACHIEVEMENT

*Bab
Chapter*

8

ANUGERAH DAN PENCAPAIAN MAMPU

MAMPU AWARD AND ACHIEVEMENT



Anugerah Kecemerlangan (Penarafan Lima Bintang) Petunjuk Prestasi Utama (KPI) HRMIS 2018

MAMPU telah menerima Anugerah Kecemerlangan (Penarafan Lima Bintang) Petunjuk Prestasi Utama (KPI) HRMIS tahun 2018 di atas pencapaian 100% bagi enam (6) kriteria seperti berikut:

- Pelaksanaan Sasaran Kerja Tahunan (SKT);
- Pemurnian Data;
- Pelaksanaan Perisytiharan Harta;
- Pelaksanaan Penamatan Perkhidmatan;
- Pengemaskinian Data Perjawatan; dan
- Pelaksanaan Laporan Nilain Prestasi Tahunan (LNPT).

YBhg. Datuk Seri Dr. Mazlan Yusoff, Ketua Pengarah MAMPU telah menerima anugerah kecemerlangan tersebut daripada YBhg. Datuk Seri Borhan bin Dolah, mantan Ketua Pengarah Perkhidmatan Awam sempena Mesyuarat Jawatankuasa Pemandu HRMIS Ke-46 pada 25 April 2019.

Excellence Award (5-Star Rating) 2018 HRMIS Key Performance Indicator

MAMPU received the Excellence Award (5-Star Rating) on the achievement of 100% for the 2018 HRMIS Key Performance Indicator for the following criteria:

- Implementation of Annual Plan of Work Indicator (SKT);
- Detecting and Correcting of Database;
- Implementation of Asset Declaration;
- Implementation of Service Termination;
- Updating of Posts Database; and
- Implementation of Annual Performance Assessment Report (LNPT).

YBhg. Datuk Seri Dr. Mazlan Yusoff, Director-General of MAMPU received the excellence award from the former Director General of Public Service, YBhg. Datuk Seri Borhan bin Dolah in conjunction with the 46th Steering Committee for HRMIS on April 25, 2019.



Ketua Pengarah MAMPU menerima Anugerah Kecemerlangan (Penarafan Lima Bintang) Petunjuk Prestasi Utama (KPI) HRMIS Tahun 2018 dari mantan Ketua Pengarah Perkhidmatan Awam Director-General of MAMPU receiving the Excellence Award (5-Star Rating) 2018 HRMIS Key Performance Indicator (KPI) from the former Director General of Public Service



Sijil yang diterima oleh MAMPU atas pencapaian 100% KPI HRMIS tahun 2018
The certificate received by MAMPU on the achievement of 100% for the 2018 HRMIS KPI

Pencapaian Prestasi Cemerlang Dalam Indeks Akauntabiliti Pengurusan Kewangan Kementerian/ Jabatan/ Agensi Kerajaan Persekutuan dan Negeri

MAMPU telah mencapai tahap prestasi cemerlang dengan pemarkahan sebanyak 98.05% dan berada di kedudukan pertama di antara 17 jabatan yang diaudit pada tahun 2018, seperti berikut:

Excellent Performance Achievement in Federal and State Governments' Ministries/ Departments/ Agencies' Financial Management Accountability Index

MAMPU has achieved excellent performance with a score of 98.05% and ranked first among the 17 agencies audited in 2018, as follows:

Jadual 15: Senarai Jabatan yang di audit pada tahun 2018

Table 15: List of agencies audited in 2018

Bil. No.	Jabatan Agency	Tahap Prestasi (%) Performance Level(%)
1.	Unit Pemodenan Tadbiran dan Perancangan Pengurusan Malaysia (MAMPU) Malaysian Administrative Modernisation and Management Planning Unit (MAMPU)	98.05
2.	Unit Penyelarasan Pelaksanaan (ICU) Implementation Coordination Unit (ICU)	98.04
3.	Jabatan Pendidikan Tinggi (JPT) Department of Higher Education (JPT)	97.88
4.	Pejabat Setiausaha Persekutuan Sarawak (PSUP Sarawak) Sarawak Federal Secretary Office (PSUP Sarawak)	97.57
5.	Unit Kerjasama Awam Swasta (UKAS) Public Private Partnership Unit (UKAS)	96.55
6.	Jabatan Perkhidmatan Awam (JPA) Public Service Department (JPA)	94.88
7.	Pejabat Setiausaha Persekutuan Sabah (PSUP Sabah) Sabah Federal Secretary Office (PSUP Sabah)	94.53
8.	Jabatan Pengangkutan Jalan (JPJ) Road Transport Department (JPJ)	94.46
9.	Suruhanjaya Pencegahan Rasuah Malaysia (SPRM) Malaysian Anti-Corruption Commission (SPRM)	94.27
10.	Jabatan Pengairan dan Saliran (JPS) Department of Irrigation and Drainage (JPS)	93.58
11.	Polis Diraja Malaysia (PDRM) Royal Malaysia Police (PDRM)	92.74
12.	Jabatan Akauntan Negara Malaysia (JANM) Accountant General's Department of Malaysia (JANM)	91.53
13.	Jabatan Peguam Negara (AGC) Attorney General's Chambers of Malaysia (AGC)	91.23
14.	Jabatan Kastam Diraja Malaysia (JKDM) Royal Malaysian Customs Department (JKDM)	90.32
15.	Jabatan Kehakiman Syariah Malaysia (JKSM) Department of Syariah Judiciary Malaysia (JKSM)	90.21
16.	Jabatan Imigresen Malaysia (JIM) Immigration Department of Malaysia (JIM)	89.00
17.	Jabatan Kerja Raya (JKR) Public Works Department (JKR)	82.51

Prestasi cemerlang yang dicatat oleh MAMPU bagi tahun 2018 tersebut adalah meningkat berbanding prestasi yang dicatat pada tahun 2017 di mana MAMPU berada di kedudukan ke-4 dengan pemarkahan sebanyak 95.00%.

The outstanding performance recorded by MAMPU in 2018 was higher than that recorded in 2017 where MAMPU was ranked fourth with the score of 95.00%.

Juara Test Design Competition 2019

MAMPU yang diwakili oleh Kumpulan Canary telah menjuarai Test Design Competition 2019 yang telah berlangsung sepanjang bulan Mac hingga Oktober 2019 di Pusat Konvensyen Kuala Lumpur. Dua (2) kumpulan dari MAMPU telah dihantar menyertai pertandingan ini iaitu kumpulan Canary dan SSO. Kumpulan Canary telah menjadi Juara dan menewaskan 15 kumpulan lain yang bertanding. Objektif pertandingan tersebut adalah untuk memberi pendedahan kepada peserta mengaplikasikan reka bentuk pengujian yang betul dan mengikut standard piawai melalui pertandingan di peringkat antarabangsa. Dapatan outcome daripada pertandingan tersebut dapat memberi pendedahan kepada pegawai sektor awam dalam mengaplikasikan kaedah reka bentuk pengujian yang betul berdasarkan standard antarabangsa serta membentuk jalinan kerjasama (networking) di antara penjawat awam dengan pakar industri sama ada dari dalam atau luar negara.

Champion of Test Design Competition 2019

MAMPU represented by the Canary Team became the champion of the Test Design Competition 2019 held from March to October 2019 at the Kuala Lumpur Convention Centre. Two (2) teams from MAMPU (Canary and SSO) participated in this competition and the Canary Team has been selected as the champion among 15 other participating teams. The objective of the competition was to expose civil servants on test design techniques based on international standard through a recognised competition. As a result, civil servants could apply appropriate test design techniques based on international standard and develop networking among civil servants (participants) with local and international experts as well as industry players.



Juara Test Design Competition 2019, Kumpulan Canary bergambar bersama *mock cheque* yang dimenangi
Champion of Test Design Competition 2019, the Canary Group posing with their mock cheque

Pemenang Pertandingan Presidential Hackathon Taiwan

Pada tahun 2019, MAMPU telah menghantar seramai lapan (8) orang pegawai untuk dua (2) pasukan mewakili Malaysia di dalam Pertandingan Presidential Hackathon 2019 di Taiwan yang dianjurkan oleh Kerajaan Taiwan dengan kerjasama Open Contracting Partnership (OCP). Pertandingan tersebut telah diadakan pada 18 hingga 21 Julai 2019.

Winner of the Taiwanese Presidential Hackathon Competition

In 2019, MAMPU sent eight (8) officers representing two (2) teams from Malaysia at the 2019 Presidential Hackathon Competition in Taiwan organised by the Taiwan Government in cooperation with the Open Contracting Partnership (OCP). The competition was held from July 18 to 21, 2019.



Kumpulan Mentadak bergambar bersama trofi masing-masing
The Mentadak Team pictured with their respective trophies

Sebanyak 23 pasukan telah bertanding dari 15 buah negara dan enam (6) pasukan telah berjaya melayakkan diri ke pusingan akhir yang mana dua (2) pasukan Malaysia iaitu Pasukan Mentadak dan Pasukan MAS Team telah berjaya menjadi finalis. MAS Team yang terdiri daripada tiga (3) wakil MAMPU iaitu Encik M Poobalan M Masilamani, Encik Mohd Khaizur Khaieruddin dan Cik Nasharyati Nasir, seorang wakil Jabatan Pendaftaran Negara (JPN), Cik Sitee Harlinna Annes Sabda dan seorang wakil Unit Penyelarasan Pelaksanaan (ICU), Encik Nazaruddin Sahar, telah menghasilkan aplikasi berasaskan data raya bagi mengenal pasti lokasi bersesuaian bagi pembinaan sekolah dan hospital baharu berdasarkan unjuran populasi dan kapasiti sekolah dan hospital sedia ada. Aplikasi ini membantu kerajaan utk membuat perancangan pembangunan sekolah dan hospital baharu dengan mengenal pasti pola dan unjuran demografi penduduk serta ketersediaan infrastruktur semasa.

A total of 23 teams from 15 countries participated and six (6) teams were qualified for the final round in which two (2) Malaysian teams; namely the Mentadak Team and the MAS Team, were the finalists. The MAS Team, consisting of three (3) representatives from MAMPU namely Mr. M Poobalan M Masilamani, Mr. Mohd Khaizur Khaieruddin and Ms. Nasharyati Nasir, a representative from the National Registration Department (JPN), Ms Sitee Harlinna Annes Sabda and a representative from the Implementation Coordination Unit (ICU), Mr. Nazaruddin Sahar, has developed a data-based application to identify appropriate locations for the construction of new schools and hospitals based on population projections and capacity of existing schools and hospitals. This application helps the government plan new school and hospital development by identifying patterns and demographic forecasts and the availability of current infrastructure.

Manakala, pasukan Mentadak yang terdiri daripada 5 pegawai MAMPU pula telah menghasilkan inovasi berpacuan data yang bercirikan Artificial Intelligent bertajuk 'Cartelogy' bagi mengesan kewujudan penipuan tawaran dalam perolehan kerajaan. Cartelogy mengesan ketirisan perolehan melalui kajian terhadap pola dan hubungkait antara syarikat, tender dan pemilik syarikat seterusnya mengenalpasti risiko kewujudan penipuan tawaran dan ketirisan perolehan kerajaan semasa proses penilaian dan pembuatan keputusan oleh jawatankuasa yang dilantik. Pasukan Mentadak yang diwakili Encik Zulkfli Ahmad, Encik Saifuddin Mohd, Encik Muhamad Hafiz Hasan, Encik Mohd Helmi Rakhani dan Encik Azman Mohd Farok daripada MAMPU telah dipilih sebagai pemenang Presidential Hackathon 2019 peringkat antarabangsa.

Hari Inovasi dan Kecemerlangan (HIK) Jabatan Perdana Menteri 2019

MAMPU telah memenangi beberapa anugerah sempena sambutan Hari Inovasi dan Kecemerlangan (HIK) Jabatan Perdana Menteri 2019 yang berlangsung pada 31 Oktober 2019. Pencapaian yang diperolehi oleh MAMPU ialah:

1. Anugerah Kelab Kebajikan dan Sukan Terbaik JPM Bagi Pencapaian Sukan dan Sosial JPM;
2. Johan Pertandingan Montaj (Encik Azmil bin Abd. Rahman, BPI);
3. Pingat Perkhidmatan Cemerlang (Puan Amy Lisa binti Pajuri@Bajuri, BKP); dan
4. Anugerah Khas Pencapaian Sosial (Individu) (Puan Siti Khadijah binti Jadam, Unit Inovasi dan Kualiti).

Meanwhile, Mentadak's team of 5 MAMPU officers has produced a data-driven innovation called Artificial Intelligent entitled 'Cartelogy' to detect the existence of bid fraud in government procurement. Cartelogy detects revenue leakage by examining patterns and relationships between companies, tenders and company owners thus subsequently identifies risks of the existence of bid fraud and government procurement leakage during the appraisal and decision-making process by the appointed committee. The Mentadak Team, represented by Mr. Zulkfli Ahmad, Mr. Saifuddin Mohd, Mr. Muhamad Hafiz Hasan, Mr. Mohd Helmi Rakhani and Mr. Azman Mohd Farok of MAMPU were selected as the winners of the 2019 International Presidential Hackathon.

The Prime Minister's Department's Innovation and Excellence Day (HIK) 2019

MAMPU has won several awards during the Prime Minister's Department's Innovation and Excellence Day (HIK) 2019 held on October 31, 2019. The achievements achieved by MAMPU were:

1. JPM Best Welfare and Sports Club Award for Sports and Social Achievement;
2. Champion of Montage Competition (Mr. Encik Azmil bin Abd. Rahman, BPI);
3. Excellent Service Award (Mrs. Amy Lisa binti Pajuri@Bajuri, BKP); and
4. Social Achievement Special Award (Individual) (Mrs. Siti Khadijah binti Jadam, Innovation and Quality Unit).



Wakil Kelab Kebajikan dan Sukan MAMPU menerima Anugerah Kelab Kebajikan dan Sukan Terbaik JPM Bagi Pencapaian Sukan dan Sosial JPM daripada YBhg. Tan Sri Dr. Ismail Haji Bakar, Ketua Setiausaha Negara

Representatives from MAMPU Welfare and Sports Club receiving the JPM Best Welfare and Sports Club Award for Sports and Social Achievement from YBhg. Tan Sri Dr. Ismail Haji Bakar, Chief Secretary to the Government of Malaysia



Encik Azmil bin Abd. Rahman menerima hadiah sebagai Johan Pertandingan Montaj
Mr. Azmil bin Abd. Rahman receiving an award as the Champion of Montage Competition



Puan Amy Lisa binti Pajuri@Bajuri menerima Pingat Perkhidmatan Cemerlang daripada YBhg. Tan Sri Dr. Ismail Haji Bakar, Ketua Setiausaha Negara
Mrs. Amy Lisa binti Pajuri@Bajuri receiving the Excellent Service Award from YBhg. Tan Sri Dr. Ismail Haji Bakar, Chief Secretary to the Government of Malaysia



Puan Siti Khadijah binti Jadam menerima Anugerah Khas Pencapaian Sosial (Individu) daripada YBhg. Tan Sri Dr. Ismail Haji Bakar, Ketua Setiausaha Negara
Ms. Siti Khadijah binti Jadam receiving the Social Achievement Special Award from YBhg. Tan Sri Dr. Ismail Haji Bakar, Chief Secretary to the Government of Malaysia

Penerima Darjah Kebesaran, Bintang dan Pingat

Pada tahun 2019, seramai dua (2) orang pegawai MAMPU telah menerima Darjah Kebesaran, Bintang dan Pingat seperti berikut:

1. YBhg. Dato' Dr. Suhazimah binti Dzazali, Penerima Darjah Setia Pangkuan Negeri [D.S.P.N (PP)]; dan
2. YBrs. Dr. Mohd Zabri bin Yusoff, Penerima Johan Mahkota Wilayah (J.M.W) Wilayah Persekutuan.



YBhg. Dato' Dr. Suhazimah binti Dzazali, Penerima Darjah Setia Pangkuan Negeri [D.S.P.N (PP)]
YBhg. Dato' Dr. Suhazimah binti Dzazali, Receiver of the "Darjah Setia Pangkuan Negeri" [D.S.P.N (PP)]



YBrs. Dr. Mohd Zabri bin Yusoff, Penerima Johan Mahkota Wilayah (J.M.W) Wilayah Persekutuan
Dr. Mohd Zabri bin Yusoff, Receiver of the "Johan Mahkota Wilayah (J.M.W) Wilayah Persekutuan"

Receivers of Honourable Degree, Star and Medal

In 2019, two (2) officers from MAMPU received the Honourable Degree, Star and Medal as follows:

1. YBhg. Dato' Dr. Suhazimah binti Dzazali, Receiver of the "Darjah Setia Pangkuan Negeri" [D.S.P.N (PP)]; and
2. Dr. Mohd Zabri bin Yusoff, Receiver of the "Johan Mahkota Wilayah (J.M.W) Wilayah Persekutuan".

LENSA
AT A GLANCE

Bab
Chapter

9

LENSA AT A GLANCE

JANUARI JANUARY 2019

15 Januari 2019
January 15, 2019

Sesi Taklimat Pelaksanaan SME ICT kepada
Skim Perkhidmatan Pegawai Teknologi
Maklumat

SME ICT Implementation Briefing Session to
the Information Technology Officer Service
Scheme



22 Januari 2019
January 22, 2019

Taklimat Kerjasama Strategik Projek
Government Online Services (GOS) Gateway
Government Online Services (GOS) Gateway
Project Strategic Cooperation Briefing





25 Januari 2019
January 25, 2019

Kunjungan Hormat YBhg. Dato' Seri Haji Mustafar bin Haji Ali, Ketua Eksekutif Pusat Pencegahan Jenayah Kewangan Nasional (NAFCC) kepada Ketua Pengarah MAMPU
Courtesy Visit from YBhg. Dato' Seri Haji Mustafar bin Haji Ali, Chief Executive of the National Anti-Financial Crime Centre (NAFCC) to the Director-General of MAMPU



25 Januari 2019
January 25, 2019

Perhimpunan Bulanan MAMPU Januari 2019
MAMPU Monthly Assembly for January 2019



FEBRUARI FEBRUARY 2019

14 Februari 2019
February 14, 2019

Lawatan Rasmi Kedutaan
Amerika Syarikat ke MAMPU
Official Visit from the Embassy of United
States of America to MAMPU



18 Februari 2019
February 18, 2019

Lawatan Pejabat Setiausaha Kerajaan Negeri
Sembilan ke MAMPU
Visit from the Negeri Sembilan State
Secretariat Office to MAMPU



19 Februari 2019
February 19, 2019

Bengkel Pemantapan Senarai Semak
Penilaian Indeks SSR
SSR Index Assessment Checklist
Enhancement Workshop





21 Februari 2019
February 21, 2019

Bengkel Peluasan DDMS 2.0 bagi Agensi-
agensi Kerajaan Baharu
DDMS 2.0 Extension Workshop fo New
Government Agencies



22 Februari 2019
February 22, 2019

Perhimpunan Bulanan MAMPU Februari 2019
MAMPU Monthly Assembly for February 2019



25 Februari 2019
February 25, 2019

Kunjungan Hormat YBrs. Tuan Haji Engku
Hamzah bin Tuan Mat, Ketua Pengarah Majlis
Keselamatan Negara (MKN) kepada Ketua
Pengarah MAMPU
Courtesy Visit from YBrs. Tuan Haji Engku
Hamzah bin Tuan Mat, the Director-General
of the National Security Council (MKN) to the
Director-General of MAMPU

25-26 Februari 2019
February 25-26, 2019

Sesi Pemurnian Indikator Prestasi Pengukuran dan Pemantauan YB Menteri (MPI)
Ministerial Performance Indicators (MPI)
Finalisation Session



27 Februari 2019
February 27, 2019

Lawatan Kerja DDMS 2.0 daripada Bahagian Kabinet, Perlembagaan dan Perhubungan Antara Kerajaan, Jabatan Perdana Menteri dan Unit Penyelaras Pelaksanaan
DDMS 2.0 Working Visit from the Cabinet, Constitution and Intergovernmental Relations Division, Prime Minister's Department and Implementation Coordination Unit



27 Februari 2019
February 27, 2019

Lawatan Penandaarasan daripada Institut Aminuddin Baki Cawangan Genting Highland ke MAMPU
Benchmarking Visit from Institut Aminuddin Baki Genting Highland Branch to MAMPU



MAC MARCH 2019



1 Mac 2019 March 1, 2019

Mesyuarat AJK PUSPANITA Cawangan Kecil
MAMPU Bilangan 1 Tahun 2019
MAMPU PUSPANITA Sub-Branch Committee
Members Meeting Number 1 of 2019



4 Mac 2019 March 4, 2019

Majlis Penyampaian Sijil Petunjuk Prestasi
Utama KPI Generik Terbuka 2018
2018 Open Generic Key Performance
Indicator Certificate Presentation Ceremony



6 Mac 2019 March 6, 2019

Program Lawatan Berkumpulan PUSPANITA
Cawangan Kecil MAMPU ke Kompleks
Kraf sempena Hari Kraf Kebangsaan 2019
(HKK2019)
MAMPU Pusapanita Sub-Branch Group Visit
to the Craft Complex in conjunction with
the 2019 National Craft Day (HKK2019)
Programme



7 Mac 2019
March 7, 2019

Lawatan Delegasi
World Bank Group ke MAMPU
Visit from the World Bank Group
Delegation to MAMPU



12 Mac 2019
March 12, 2019

Lawatan Kerja DDMS daripada Kementerian
Hal Ehwal Ekonomi (MEA), Lembaga
Pelabuhan Kuantan (LPK) dan Agensi
Pengurusan Bencana Malaysia (NADMA) ke
MAMPU

DDMS Working Visit from the Ministry of
Economic Affairs (MEA), Kuantan Port
Authority (LPK) and National Disaster
Management Agency (NADMA) to MAMPU



13-14 Mac 2019
March 13-14, 2019

Sesi Taklimat dan Latihan Kebakaran &
Keselamatan Pasukan ERT MAMPU
Briefing Session and Fire & Safety Training
for MAMPU ERT Team





15 Mac 2019
March 15, 2019

Majlis Bacaan Yasin dan Tazkirah Bulanan MAMPU bagi Bulan Mac 2019
MAMPU Yasin Recitation and Monthly Lecture for March 2019



20 Mac 2019
March 20, 2019

Sesi Libat Urus KPI Data Terbuka dan MyGDX bagi Zon Tengah
KPI Open Data and MyGDX Engagement Session for the Central Zone



25 Mac 2019
March 25, 2019

Lawatan Suruhanjaya Tinggi British bersama United Kingdom Government Digital Service (GDS) ke MAMPU
Visit from the British High Commission and United Kingdom Government Digital Service (GDS) to MAMPU

26-29 Mac 2019
March 26-28, 2019

Bootcamp bersama Estonia Expert Solution Architect
Bootcamp with Estonia Expert Solution Architect



28 Mac 2019
March 28, 2019

Lawatan Kementerian Pelajaran Malaysia ke Pusat Operasi Panggilan MyGCC, Cyberjaya
Visit from the Ministry of Education to MyGCC Call Operations Centre, Cyberjaya



29 Mac 2019
March 29, 2019

Perhimpunan Bulanan MAMPU Mac 2019
MAMPU Monthly Assembly for March 2019



APRIL

APRIL

2019



2 April 2019
April 2, 2019

Lawatan Rasmi Kerajaan Republik Tajikistan ke MAMPU
Official Visit from the Republic of Tajikistan to MAMPU



4 April 2019
April 4, 2019

Mesyuarat Agung PUSPANITA Cawangan Kecil MAMPU Ke 35
35th MAMPU PUSPANITA Sub-Branch General Meeting



6 April 2019
April 6, 2019

Hari Sukan dan Keluarga MAMPU (SUKEM) 2019
MAMPU 2019 Sports and Family Day (SUKEM)



9 April 2019
April 9, 2019

Sesi Perbincangan Cadangan Projek
Perkhidmatan M-Cloud oleh Telekom Malaysia
Berhad bersama MAMPU
Discussion Session on the M-Cloud Service by
Telekom Malaysia Berhad with MAMPU



10 April 2019
April 10, 2019

Kunjungan Hormat Ketua Pegawai Eksekutif
Asian Strategy and Leadership Institute
(ASLI) kepada Ketua Pengarah MAMPU
Courtesy Visit from the Chief Executive
Officer of Asian Strategic and Leadership
Institute (ASLI) to the Director-General of
MAMPU



12 April 2019
April 12, 2019

Lawatan Rasmi Pusat Kerjasama e-Kerajaan
Korea-Indonesia ke MAMPU
Official Visit from the Korea-Indonesia
e-Government Collaboration Centre
to MAMPU





22 April 2019
April 22, 2019

Lawatan Rasmi Kedutaan Ukraine di Malaysia ke MAMPU

Official Visit from the Embassy of Ukraine in Malaysia to MAMPU



MEI MAY 2019

6 Mei 2019
May 6, 2019

Program Tadarus Al-Quran Peringkat MAMPU
MAMPU's Al-Quran Tadarus Programme



7 Mei 2019
May 7, 2019

Kunjungan Hormat Ketua Pegawai Eksekutif Malaysian Digital Economy Corporation (MDEC) kepada Ketua Pengarah MAMPU
Courtesy Visit from the Chief Executive Officer of Malaysian Digital Economy Corporation (MDEC) to the Director-General of MAMPU



7 Mei 2019
May 7, 2019

Kunjungan Hormat Presiden MyPerintis bersama CSP Global Technologies kepada MAMPU
Courtesy Visit from the President of MyPerintis with CSP Global Technologies to MAMPU



8 Mei 2019
May 8, 2019

Program Agihan Kurma dari PUSPANITA Cawangan Kecil MAMPU dan Kelab Sukan & Kebajikan MAMPU
Distribution of Dates from MAMPU PUSPANITA Sub-Branch and MAMPU Sports & Welfare Club





16 Mei 2019
May 16, 2019

Kunjungan Hormat YBhg. Datuk Zolkopli bin Dahalan, Ketua Pengarah ICU, JPM kepada Ketua Pengarah MAMPU
Courtesy Visit from YBhg. Datuk Zolkopli bin Dahalan, the Director-General of ICU to the Director-General of MAMPU



18 Mei 2019
May 18, 2019

Program Singgah Sahur MAMPU di Anjung Singgah YKN Kuala Lumpur
MAMPU Singgah Sahur Programme at Anjung Singgah YKN Kuala Lumpur



30 Mei 2019
May 30, 2019

Majlis Iftar MAMPU
MAMPU Iftar Programme



30 Mei 2019
May 30, 2019

Majlis Khatam Al-Quran MAMPU 2019
#QuranHour

MAMPU 2019 Al-Quran Recitation Programme
#QuranHour

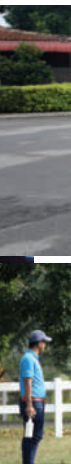


JUN
JUNE
2019

11 Jun 2019
June 11, 2019

Lawatan Kementerian Kewangan Malaysia
bersama Prestariang System Sdn. Bhd.
ke MAMPU

Visit from the Ministry of Finance with
Prestariang System Sdn. Bhd. to MAMPU





17 Jun 2019
June 17, 2019

Kunjungan Hormat YBrs. Tuan Azhar Azizan Harun, Pengerusi Suruhanjaya Pilihan Raya kepada Ketua Pengarah MAMPU
Courtesy Visit from Mr. Azhar Azizan Harun, Chairman of Election Commission to the Director-General of MAMPU



20 Jun 2019
June 20, 2019

Majlis Sambutan Hari Raya Aidilfitri Warga JPM bersama Tun Dr. Mahathir Mohamad, YAB Perdana Menteri
JPM's Aidil Fitri Celebration with Tun Dr. Mahathir Mohamad, Prime Minister of Malaysia

JULAI
JULY
2019



25 Julai 2019
July 25, 2019

Program PUSPANITA Cawangan Kecil MAMPU "A Morning With Horses" di Taman Equestrian Putrajaya (TEP)
MAMPU PUSPANITA Sub-Branch "A Morning With Horses Programme" at Putrajaya Equestrian Park (TEP)

OGOS AUGUST 2019

6 Ogos 2019 August 6, 2019

Kunjungan Hormat Mr. P. Ramakrishna, Ketua Pegawai Eksekutif CIO Academy Asia, Singapura kepada Ketua Pengarah MAMPU
Courtesy Visit from Mr. P. Ramakrishna, the Chief Executive Officer of CIO Academy Asia, Singapore to the Director-General of MAMPU



19 Ogos 2019 August 19, 2019

Sesi *Technology Update* MAMPU bersama Syarikat Pedoman Networks Sdn. Bhd.
MAMPU Technology Update Session with Pedoman Networks Sdn. Bhd.



20 Ogos 2019 August 20, 2019

Program *Brisk Walking* MAMPU 'Walk For Health' 2019
MAMPU 2019 Brisk Walking Programme 'Walk For Helath'





21 Ogos 2019
August 21, 2019

Lawatan Penandaarasan Pusat Pengajian Teknologi Multimedia dan Komunikasi, Universiti Utara Malaysia ke MAMPU
Benchmarking Visit from the Multimedia and Communications Technology Education Centre, University Utara Malaysia to MAMPU



21 Ogos 2019
August 21, 2019

Temubual TV *Nine11*, *Bernamea News Channel* bagi penganjuran Hackathon 2019
TV Nine11, Bernama News Channel Interview for Hackathon 2019



22 Ogos 2019
August 22, 2019

Temubual TV *Selamat Pagi Malaysia* RTM1 bagi penganjuran Hackathon 2019
Selamat Pagi Malaysia RTM1 Interview for Hackathon 2019



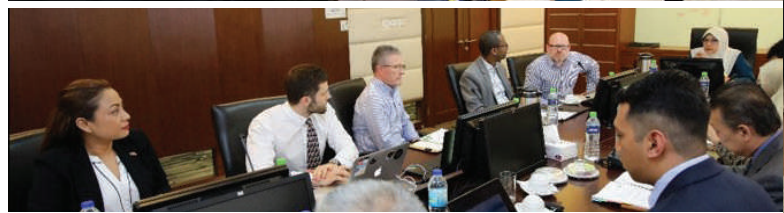
22 Ogos 2019
August 22, 2019

Sesi Penerimaan Anugerah Kategori Transformasi Kecemerlangan di Dynatrace PerformGo! Kuala Lumpur 2019
MAMPU Receiving Excellence Transformation Award Category at Dynatrace PerformGo! Kuala Lumpur 2019



27 Ogos 2019
August 27, 2019

Sesi Perbincangan Lanjut Berkenaan Penemuan dan Cadangan Alpha Phase kepada MAMPU di Bawah UK Prosperity Fund oleh UK Government Digital Services (GDS)
Discussion Session with the British High Commission and UK DGS pertaining to the findings and implementation proposal of the Alpha Projects under the UK Prosperity Fund



30 Ogos 2019
August 30, 2019

Program Kembara Rohani bersempena Malaysia #QuranHour
Kembara Rohani Programme in conjunction with Malaysia #QuranHour



SEPTEMBER SEPTEMBER 2019

1 September 2019 September 1, 2019

Majlis Sambutan Ma'al Hijrah 1441H Peringkat Kebangsaan 2019
2019 National 1441H Ma'al Hijrah Celebration



13 September 2019 September 13, 2019

Lawatan Sambil Belajar Kolej Komuniti Darulaman, Kedah ke MAMPU
Study Visit from Darulaman Community College, Kedah to MAMPU



24 September 2019 September 24, 2019

Kunjungan Hormat Mr. Loy Hui Chien, Timbalan Pesuruhjaya Tinggi Singapura di Malaysia kepada MAMPU
Courtesy Visit from Mr. Loy Hui Chien, the Deputy High Commissioner of Singapore to Malaysia to MAMPU



OKTOBER 2019 OCTOBER 2019

16 Oktober 2019
October 16, 2019

Kunjungan Hormat *Deputy Minister of State for International Affairs of Hungary* kepada Timbalan Ketua Pengarah (TPP) MAMPU
Courtesy Visit from the Deputy Minister of State for International Affairs of Hungary to the Deputy Director-General (TPP) of MAMPU



31 Oktober 2019
October 31, 2019

Hari Inovasi dan Kecemerlangan
Jabatan Perdana Menteri 2019
The Prime Minister's Department's Innovation and Excellence Day 2019



NOVEMBER NOVEMBER 2019

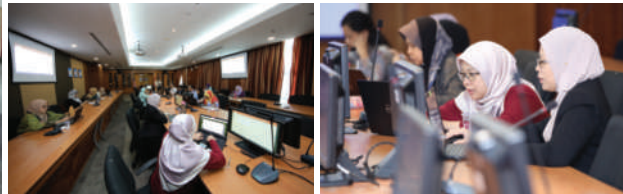
12 November 2019
November 12, 2019

Bengkel *Digital Marketing* PUSPANITA
Cawangan Kecil MAMPU
MAMPU PUSPANITA Sub-Branch Digital
Marketing Workshop



25-26 November 2019
November 25-26, 2019

Bengkel Penulisan Ilmiah dan Pembentangan
Berkesan
Academic Writing and Effective Presentation
Workshop



28 November 2019
November 28, 2019

Lawatan Akademik daripada Pelajar Universiti
Teknologi Mara (UiTM), Jasin, Melaka ke
MAMPU
Academic Visit from the Students of Mara
University of Technology (UiTM), Jasin,
Melaka to MAMPU



DISEMBER DECEMBER 2019

**17 Disember 2019
December 17, 2019**

Lawatan daripada *Ministry of the Interior and Safety* (MOIS), Republik Korea ke MAMPU
Visit from the *Ministry of the Interior and Safety* (MOIS), Republic of Korea to MAMPU



**17 Disember 2019
December 17, 2019**

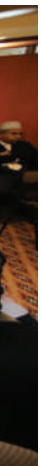
Malam Persada Gemilang MAMPU 2018
MAMPU 2018 Night of Glorious



**18 Disember 2019
December 18, 2019**

Mesyuarat Agung Kelab Sukan dan Kebajikan MAMPU Ke 36
36th MAMPU Sports and Welfare Club General Meeting







MAMPU PUTRAJAYA

Unit Pemodenan Tadbiran dan Perancangan Pengurusan Malaysia,
Aras 6, Setia Perdana 2,
Kompleks Setia Perdana,
Pusat Pentadbiran Kerajaan Persekutuan,
62502 Putrajaya, Malaysia.
