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MAMPU TOPS FUTUREGOV AWARDS MALAYSIA

Tuesday 05/03/2013

PETALING JAYA, Mac 5 (Bernama) -- Regional awards celebrate Malaysia's public sector by honouring eight winners with dedicated awards process organised by Asia's longest-running government modernisation magazine.

The achievements of Malaysia's public sector have been highlighted in the first national FutureGov Awards - with eight winners announced at an awards ceremony at the close of the annual FutureGov Forum Malaysia conference. The FutureGov Awards Malaysia 2013 were given out by James Smith, Managing Director of FutureGov magazine, and Mohit Sagar, Managing Director of FutureGov Conferences at a ceremony held in One World Hotel, Petaling Jaya, in front of an audience of 250 senior civil servants and representatives from the technology industry.

"Malaysian government organisations have consistently ranked above their regional peers over the last six years in our annual benchmarking process which has tracked the project management, planning and vision of over 500 government agencies annually since 2007," said James Smith, Managing Director and Editor of FutureGov magazine. "This led us to develop this national awards process this year to enable a greater focus on the good work being done by one of ASEAN's most respected public services." James Smith said during the FutureGov Awards award presentation.

Judged by the Editors of FutureGov magazine - a title covering government efficiency, transparency and service levels in Asia Pacific - the winners in this year's FutureGov Awards Malaysia were drawn from across Malaysia's public sector in the following categories:

- 1 Government Organisation of the Year: Malaysian Administrative Modernisation and Management Planning Unit (MAMPU), Prime Minister's Department
- 2 Procurement Programme of the Year: Ministry of Finance - 'ePerolehan'
- 3 Team of the Year: MAMPU, Prime Minister's Department
- 4 Best Mobile App: Malaysia Department of Islamic Development - 'myJakim'
- 5 Technology Leadership: Malaysia Communication and Multimedia Commission - 'u-Pustaka'
- 6 Service Innovation: MAMPU, Prime Minister's Department - '1Malaysia One Call Centre'
- 7 E-Government: Ministry of Natural Resources and Environment - 'eBMGPermit'**
- 8 Information Management: Ministry of Women, Family and Community Development - 'Information Management System for the Disabled (SMOKU)'

"The team of judges has been very impressed over the years by the consistent high quality of Malaysian government projects, and the attention paid to planning and execution. The six winning agencies certainly matched up to these high standards," noted James Smith, Chairman of the Judging Panel. "There is always a lot of interest in the work of Malaysia's government departments from neighbouring countries, and I believe the winners of this year's FutureGov Awards Malaysia will be great ambassadors for the commitment and hard work of Malaysia's public sector. Congratulations to all the winning teams, and keep up the good work on behalf of your citizens." added Smith.

MAMPU Director General, Dato' Mohamad Zabidi Zainal accepted the auspicious awards. Present were Dato' Dr. Nor Aliah Mohd Zahri, MAMPU Deputy Director General (ICT) and Dato' Dr. Mazlan Yusoff, MAMPU Deputy Director General (Management Development and Transformation).

BRIEF INFO ON THE AWARDS ACCEPTED BY MAMPU

1. Government Organisation of the Year: Malaysian Administrative Modernisation and Management Planning Unit (MAMPU), Prime Minister's Department

"Few agencies can claim to have had the transformative impact of MAMPU on Malaysia's public sector - with a slew of critical enabling programmes ranging from infrastructure projects. Work on 1Gov*Net with more than 11,000 government agencies connected in a secure network, the consolidation of data centres in to a Government Data Centre, and oversight of Malaysia's e-government initiatives. As such MAMPU was an outstanding choice for 'Government Organisation of the Year'."

- Quote from James Smith, Managing Editor of FutureGov magazine & Chairman of Judging Panel.

2. Team of the Year: Malaysian Administrative Modernisation and Management Planning Unit (MAMPU), Prime Minister's Department "Driving change across multiple agencies is one of the most difficult challenges for governments around the world, but the work of MAMPU's Delivery Management Office (DMO) stood out for its far-reaching impact through the number of pan-government programmes it is responsible for. With 40 multi-stakeholder projects across Malaysia's public sector, a series of initiatives to engage ICT government stakeholders and users - over 1 million Malaysians have been engaged up until now. MAMPU was a deserving winner of 'Team of the Year'.

- Quote from James Smith, Managing Editor of FutureGov magazine & Chairman of Judging Panel.

3. Service Innovation: Malaysian Administrative Modernisation and Management Planning Unit (MAMPU), Prime Minister's Department - '1Malaysia One Call Centre'

"Citizen engagement underpins all successful e-government initiatives - and MAMPU's '1Malaysia One Call Centre' is a great example of a new service that makes the work of government intelligible and accountable to non-specialists: the citizen users themselves. Managing the citizen experience across multiple channels is notoriously difficult owing to the breadth of services delivered by government, and the range of potential enquiries that citizens may have. With 86 per cent of citizen cases resolved at the first point of contact, and plans to extend 1Malaysia One Call Centre across all government agencies, this project is a great example of innovation that actually makes a difference to citizens."

- Quote from James Smith, Managing Editor of FutureGov magazine & Chairman of Judging Panel.

About FutureGov Awards Malaysia

For over seven years government, education and healthcare organisations from across the region have been recognised for their successful modernisation - the FutureGov Awards have now become the biggest celebration of public sector excellence in Asia Pacific. This year's FutureGov Awards Malaysia are an offshoot of these longstanding FutureGov Awards, enabling the judges to highlight a broader range of deserving agencies in Malaysia.

About FutureGov

FutureGov is Asia Pacific's longest-running government, education and healthcare modernisation title, a multi-award winning publication (Asian Publishing Awards in 2010, 2011 and 2012) that focuses on the use of ICT to improve efficiency, service quality and transparency. Our editorial team are acknowledged experts in the development of e-government in the region, and the FutureGov Awards have been the region's largest celebration of public sector best practice since 2007.

Since 2003 FutureGov have also been organising the region's largest network of Government-to-Government events in Asia Pacific. In 2012 our FutureGov won 'Best CEO-level conference' at the Asia Pacific Conference Awards. Learn more online:

www.futuregov.asia

SOURCE: MAMPU