

December 1995

IT as an Enabler for Public Service Excellence - The Experience of Singapore's CSCP

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Recommended Citation

Chong, Sor-Lin, "IT as an Enabler for Public Service Excellence - The Experience of Singapore's CSCP" (1995). *PACIS 1995 Proceedings*. 25.
<http://aisel.aisnet.org/pacis1995/25>

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Challenges and Perspectives for IS in Public Administration II

Panel Chair: Roland Traunmueller, Johannes Kepler Universitat Linz, Austria

Panelists: Bill Jordan, Queensland Transport Department, Australia
Win-Shiaw Sung, The Executive Yuan, Taiwan
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Alignment of IT with Business Vision in Public Sector Organisation

Bill Jordan
Queensland Transport Department, Queensland, Australia

Abstract

The form and principles utilised by Public Sector Organisations is changing rapidly to meet the challenges of open competition in the commercial market place. The business of governments in satisfying Community Outcomes is being separated to expose the commercial viability of Service Delivery. Modelling the decision making process and information needs of Senior Executives is particularly challenging. Strategies to align Information Technologies with the Business Vision of Public Sector Organisations will be discussed.

Reinventing Government Services Using Information Technology

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Abstract

The concept of government services is changed from the government's view what services should be offered to the people, but to the people's request what services are preferred to have. Convenient supply of government information, simplified and efficient process of people's application, higher quality and full services for the people are some of the major requirements that usually be asked for. Thus, a bunch of inventive government services with wide utilization of information technology are therefore promoted and evaluated. The topic will cover the transition of government services, the inventive services proposed in R.O.C., the information technology for carrying out these proposed services, and the expectant effect.

IT as an Enabler for Public Service Excellence --The Experience of Singapore's CSCP

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Abstract

Drafted in 1981, the Civil Service Computerisation Programme's (CSCP) mission was to achieve public service excellence through innovative use of IT. The National Computer Board (NCB) was formed to spearhead this project. The NCB worked with over 30 Government Ministries and departments in the formulation and the progressive implementation of few hundred applications. Today, these systems strategically support the core business operations of the CSCP users. In 1993, the CSCP has earned recognition when the Singapore Civil Service was named as one of world's most automated governments in delivering superior public service through IT.

This paper aims to share the achievements of the CSCP and analyse the success factors, focusing mainly on issues of organisation, staffing, management and customer satisfaction. It attempts to illustrate our experience of the past, our strategy of today and our challenge of tomorrow.