



GERBANG PERKHIDMATAN DALAM TALIAN KERAJAAN (GOS GATEWAY)

Overview

- Vertical / Sector: Government
- User Profile: Bahagian Pembangunan Aplikasi (BPA), MAMPU, JPM

Problem Statement

- The existing portal developed by MAMPU has been in utilization for the past 10 years to spearhead the online services for public service delivery.
- This portal is being assessed under United Nations for the Malaysian rank under Online Service Index (OSI) on a bi-annual basis.
- The portal has been linked to various agencies under the thematic areas, namely G2B, G2C etc. However the new portal will now be branded as Government Online Service (GOS) Gateway with the thematic areas to look into Citizen Life Event (CLE) to provide citizen-centric services.
- The challenge is to integrate and interface services, both front-end and back-end, to obtain Citizen Satisfaction.

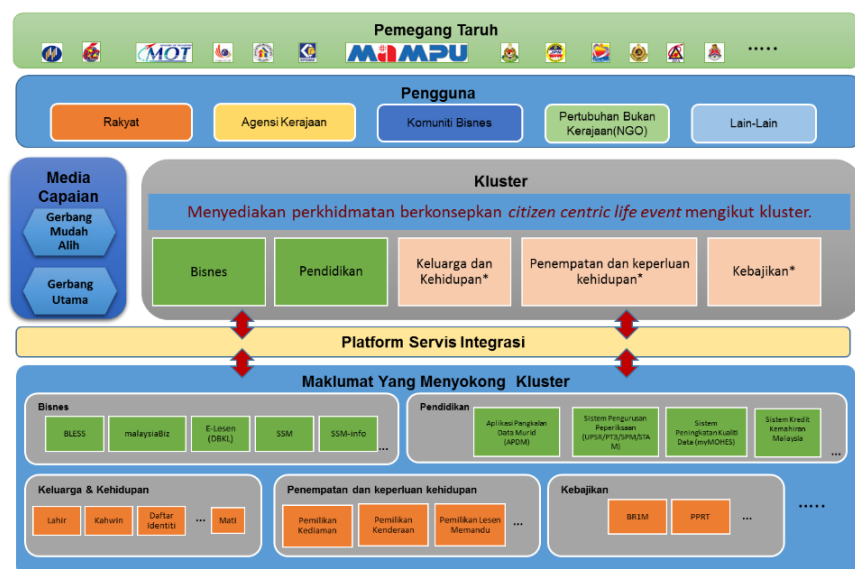
Description

GOS Gateway is a public website for citizen to access end-to-end government online public services. It is developed based on citizen-centric focus. MIMOS and MAMPU collaborated to develop the concept of Citizen Life Event under proof of concept (PoC). This is to evaluate end-to-end service delivery by focusing on the Citizen life stages.



The concept was realised using existing transaction to register retail business license covering agencies from SSM, BLESS, KPDKK and DBKL in 1 online form submission. Based on this PoC, MIMOS received the award on 17 October 2016 to develop the full implementation of GOS Gateway under RMK11 initiative for the next 4.6 years. The initial plan is to provide 4 clusters namely Quick Win, Education, Healthcare and Welfare with selected services for Citizen.

Solution Framework



Technology platform

- Security Platforms
 - Mi-Trust
 - Mi-UAP
 - Mi-ARMC
 - Mi-VPN
- Web Clipping Platform
 - Mi-Clip

Solution Description

The outcome of this solution is to improve the efficiency of online public service delivery with Citizen-centric focus

This includes the prioritized services that can be developed in the Cluster-stages of development.

The standard for public service delivery will be developed using the International standard, such as ISO, OASIS and any other potential standard, in order to increase Malaysia's rank in the United Nations Online Service Index (OSI).

Features

- Integration using front-end and back-end by accommodating the state of readiness of the related Agencies.
- Single ID to access common services from GOS Gateway

Benefits

- Increase Citizen Satisfaction in using online government services; and
- Increase accessibility in the GOS Gateway as the single point of reference.



MIMOS Technology Solution Sdn Bhd (formerly known as Frontier Novatur Sdn Bhd "FNSB") is a wholly owned subsidiary and commercial arm of MIMOS Berhad. It was established on 17th August 2011. Its goal is to generate new technology ventures through innovation, investment and transfer of technology. MIMOS, as Malaysia's premier applied research and development institute, provides the technology, the expertise and the experience that MTSSB taps upon in order to achieve its goal.

MIMOS Technology Solutions Sdn Bhd (957459-K)
Technology Park Malaysia
57000 Kuala Lumpur

Tel: +603-8996 5000 | Fax: +603-8996 0254 | url: www.mimossolutions.my