



DIGITAL FIRST FUTURE READY SCS DIGITAL GOVERNMENT TRANSFORMATION

30 July 2026



Why Digital Transformation?



- **Key contributor to Post COVID-19 Development Strategy 2030**
- **Tap percentage of global GDP into Sarawak**
- **Accelerate digital investment and public-private partnership**
- **Accelerate ease of doing business**
- **Spur innovation and new generation of digital industry**
- **Foster inclusivity, wealth sharing & transparency**



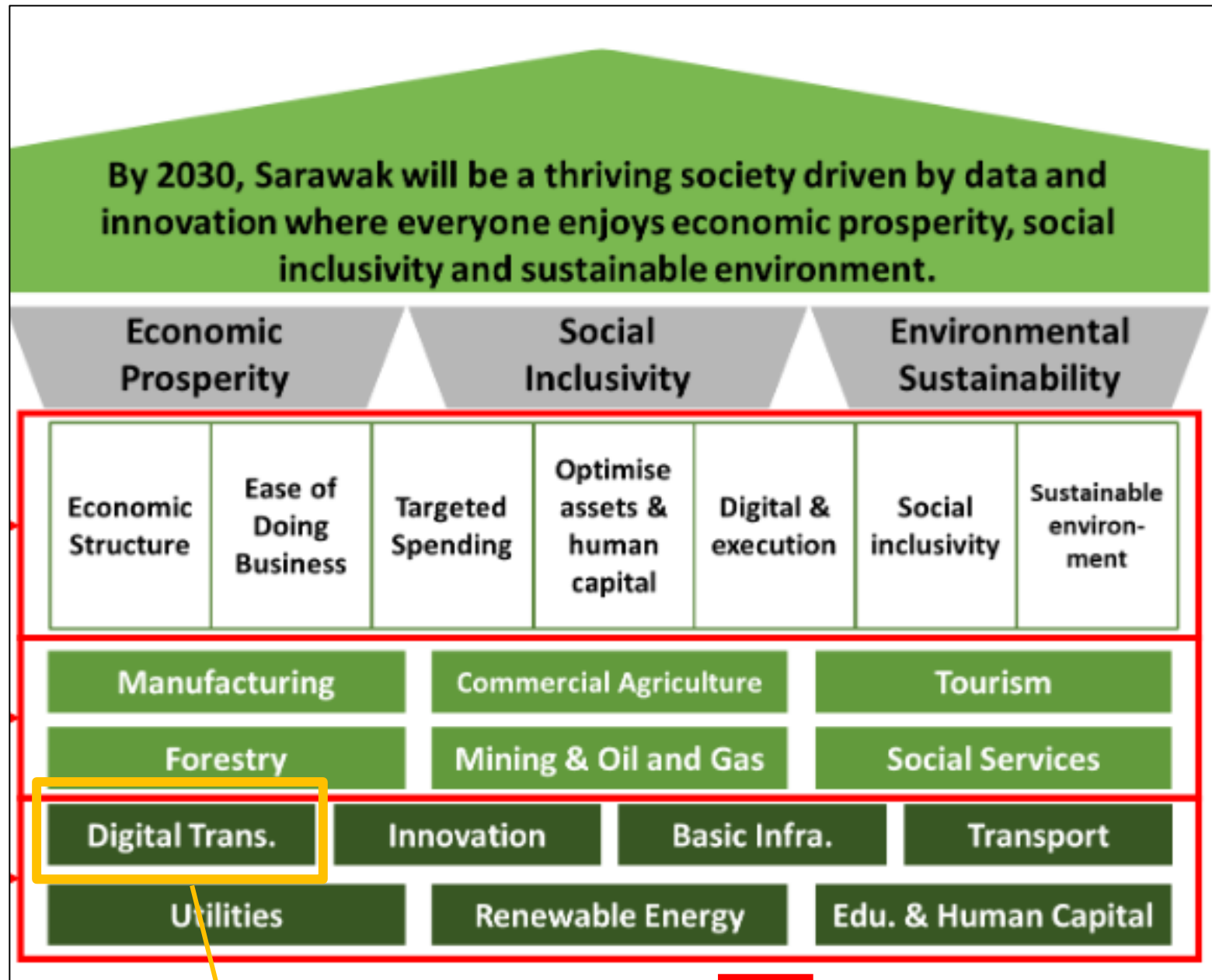
PCDS Aspiration

By 2030, Sarawak will be a thriving society by data and innovation where everyone enjoys economic prosperity, social inclusivity, and sustainable development

Digital Government Goal

The **goal** for Sarawak Digital Government is to build **seamless government services** for citizens and businesses through innovative digital technology. **Deliver efficient, secure and trusted service, improve ease of doing business.**

Post COVID Development Strategy (PCDS) 2030



Digital Transformation

Digital Government Services

50%

2025

80%

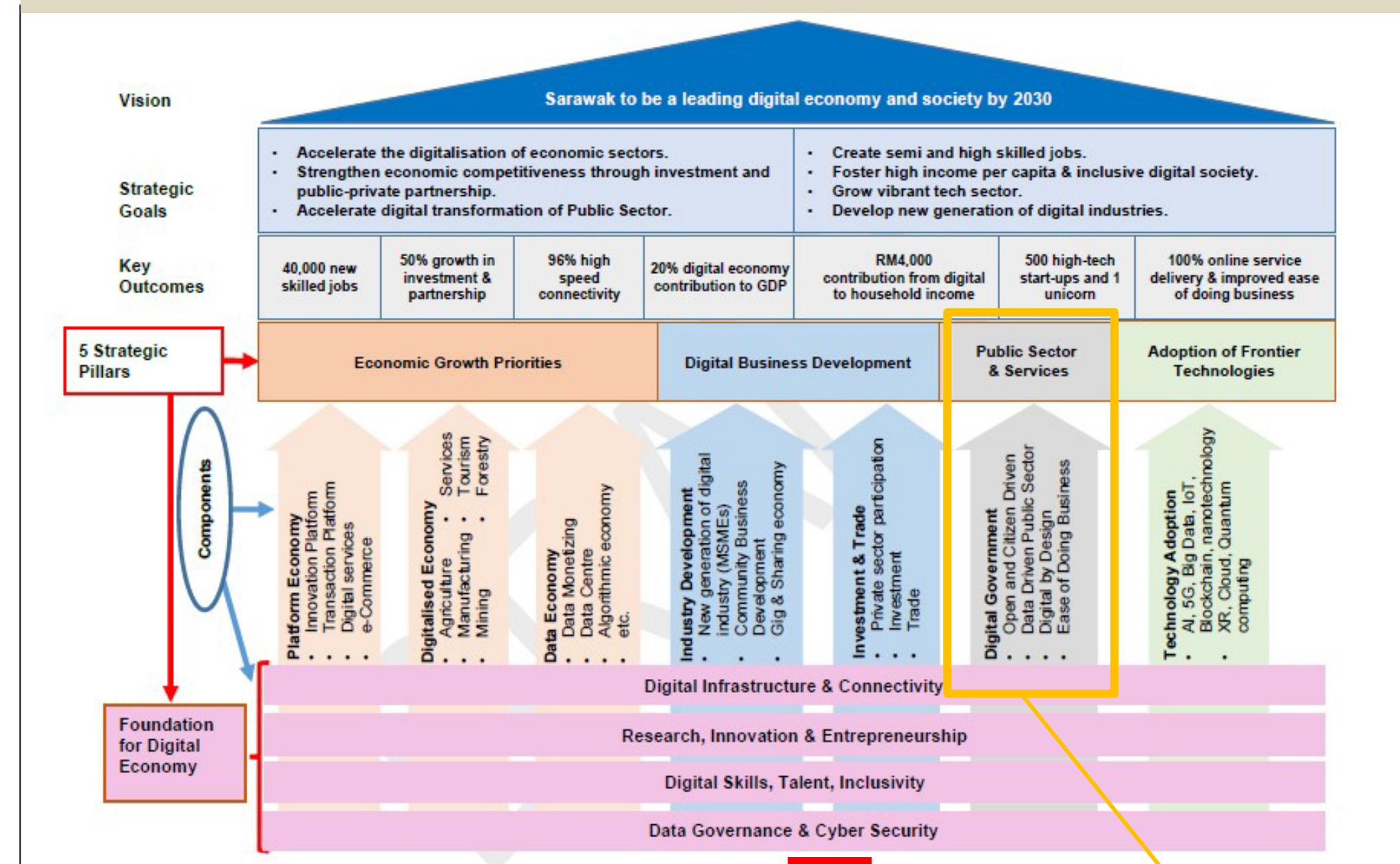
2027

2030

Public Sector & Services

100%

Sarawak Development Economy (SDE) Blueprint 2030



DIGITAL ECONOMY ROADMAP 2030 AND MEASURES OF SUCCESS

GOVERNMENT

- 100% online government services
- 100% cashless payment option
- 100% digitally literate civil servants

BUSINESS

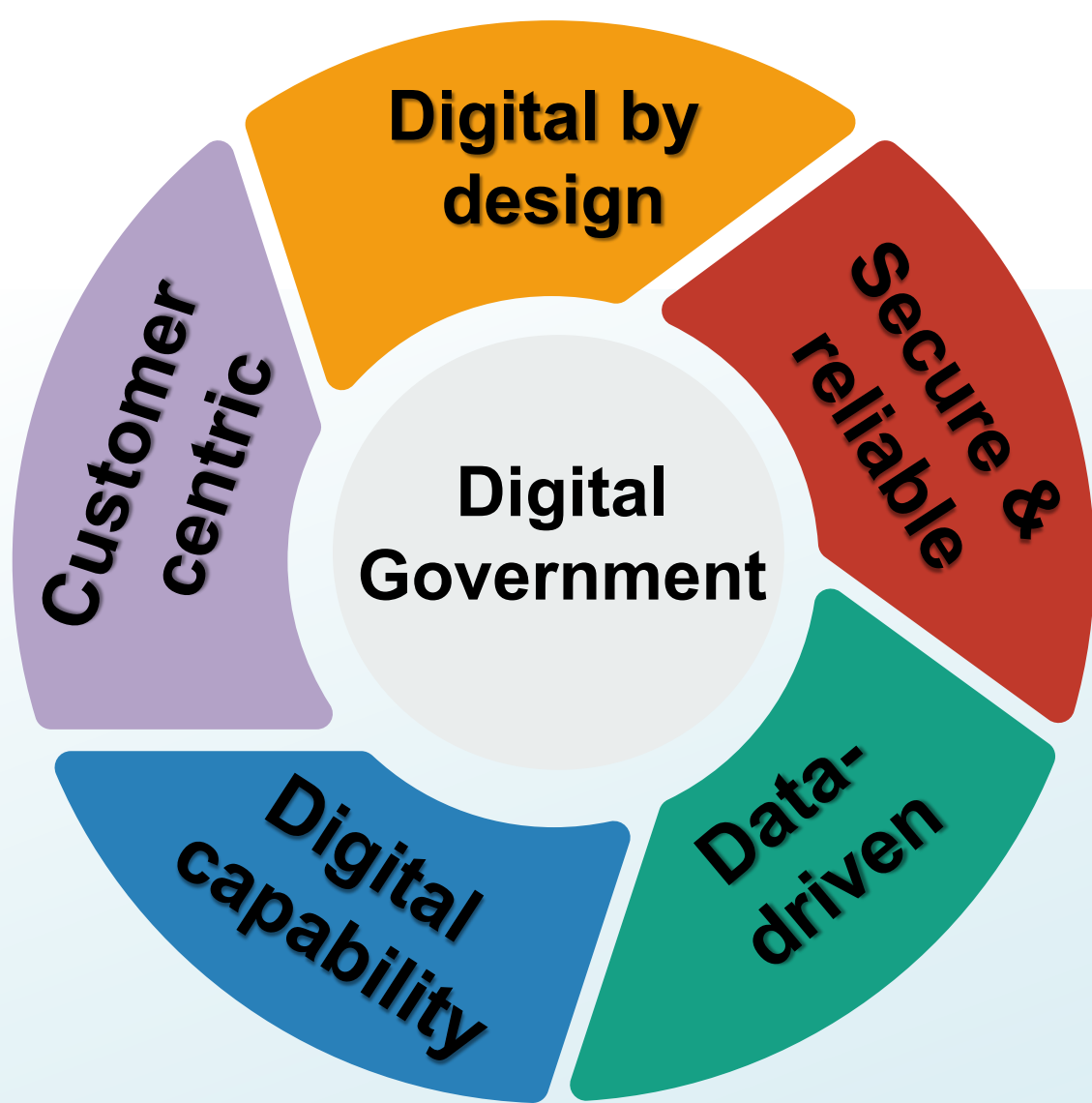
- 20% contribution to Sarawak GDP
- 50% growth in ICT & digital investment
- 500 new high-tech start-ups
- 80% of the MSMEs digitalised

SOCIETY

- 39,000 – 48,750 new skilled jobs
- 96% of the household with access to internet
- All students to have access to online learning
- 80% digitally literate society
- Increase household income by RM4,000

Extract from SDE 2030

ALIGN DIGITAL STRATEGY TO PCDS AND SDE 2030



WHO

CITIZEN

BUSINESS

CIVIL SERVANT

01

Leverage digital technologies to re-engineer processes, procedures, communication & engagement with stakeholders

02

Data as the key strategic asset in decision making & service delivery

03

Sustainable digital upskilling and reskilling towards digital culture

04

Develop platform and standards which focus on user needs in public service design and delivery

05

Anticipates user's needs and respond to them rapidly

06

Operating, reliable, resilient and secure systems



SCS HEADS OF DEPARTMENTS SESSION WITH THE HONORABLE STATE SECRETARY

1 August 2024

SARAWAK DIGITAL GOVERNMENT PLEDGE

- Signed by 162 Heads of Departments
- Witness by The Honourable Datuk Amar Haji Mohamad Abu Bakar bin Marzuki, Sarawak State Secretary.



SARAWAK DIGITAL GOVERNMENT PLEDGE for

Ministry of Infrastructure and Port Development Sarawak

As a member of the Sarawak Civil Service, I pledge to lead organizational change, embrace digital transformation, and foster a culture of innovation. I will encourage the adoption of new technologies and strategies that drive continuous improvement and adaptation to the evolving digital landscape, ensuring that we meet the goals of a Sarawak Digital Government, in line with the goals and aspirations of Post Covid-19 Development Strategy 2030 (PCDS 2030) and Sarawak Digital Economy Blueprint 2030 (SDE 2030).

My agency hereby pledges that:

1. Commitment to Sarawak Digital Government

We firmly commit to the Sarawak Digital Government goal of building seamless government services for citizens and businesses through innovative digital technology.

2. Achievement of 100% Online Services

We strive to deliver 100% end-to-end online government services by 2030, ensuring efficient, secure, and trusted digital solutions that enhance the ease of doing business in line with the PCDS 2030 and SDE 2030 digital transformation targets.

3. Streamlined Processes and Collaborative Governance

We strive to streamline business processes and foster collaborative governance through effective policy development. Our goal is to implement a whole-of-government digital approach that delivers government services fairly, equitably, and responsively to the Rakyat.



Digital Government

Key Focus Area

1. Ease of doing business
2. Conducive ecosystem
3. Value optimisation



Digital services | Data | Digital Intelligence

Strategies

1. Empowering people-centric digital service delivery
2. Foster Whole of Government (WoG) digital service approach
3. Optimise value of secured shared services
4. Embrace new technology for innovative digital solutions
5. Establishing a conducive ecosystem for the digital service delivery
6. Unlock power of data
7. Strengthening the digital competence of public sector personnel

WHOLE OF GOVERNMENT INTEGRATION

GOVERNANCE

1. Digital Government Committee (DGC)
2. Sarawak Civil Service Digitalisation Unit (SCSDU)
3. Electronic Sarawak Government Activities, 2022
4. Dasar Keselamatan Siber

Standardise IT infrastructure

- Data centres & Cloud
- Cybersecurity Infrastructure
- Smart Exchange
- SarawakNet
- DSign Platform
- Sarawak Data Management System
- Integrated Service Management Platform

Common and shared service platforms

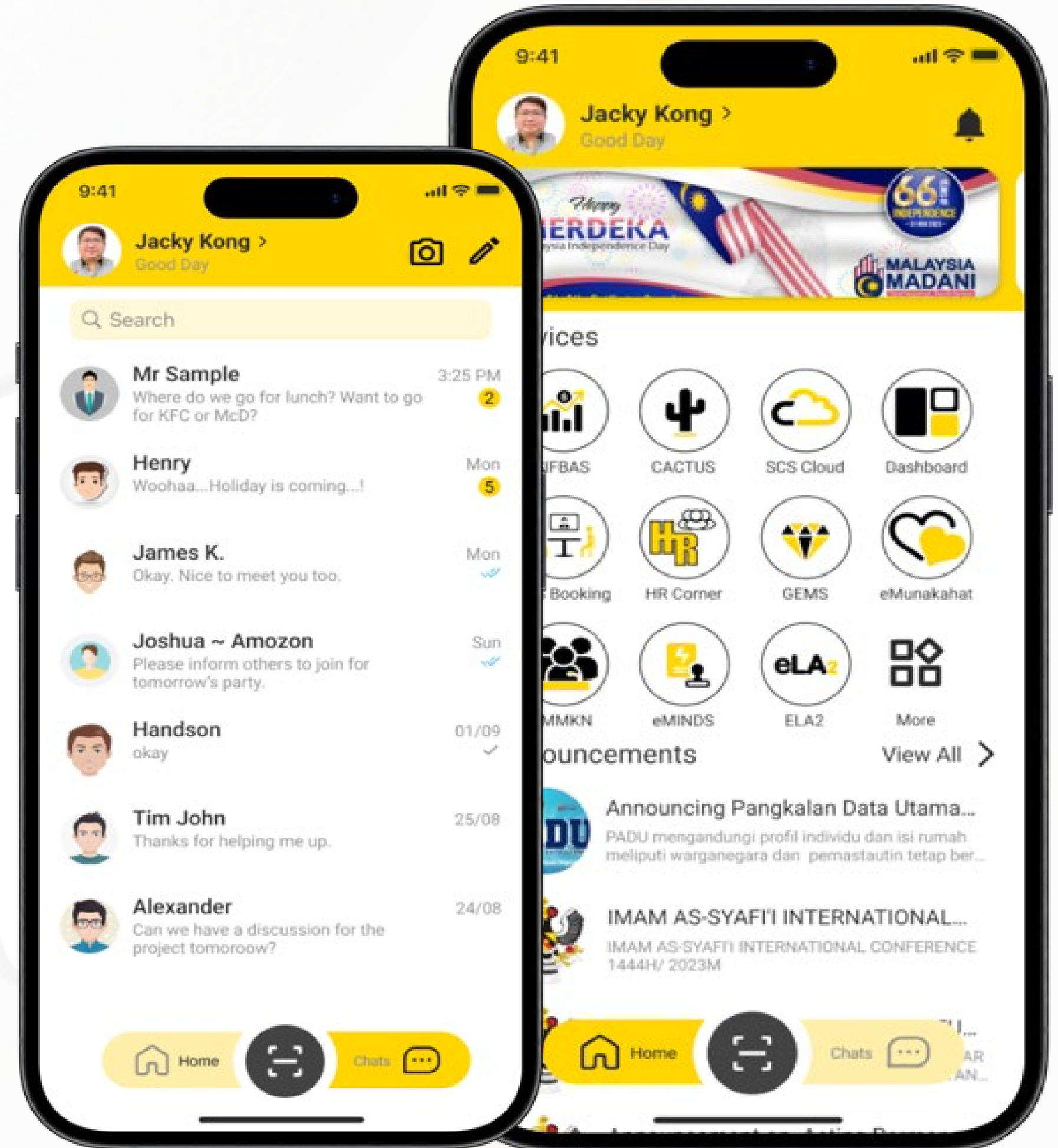
- SarawakPass
- ePayment
- Dayang ChatBot
- eBooking
- Talikhidmat
- eticketing
- Service Sarawak



SCS Mobile+

SCS Mobile+

- Easy Access to SCS services to perform daily work digitally
- Secured Chat Capabilities
- User-friendly Interface



SARAWAKPASS FEATURES



Trusted & Secure

- ✓ End-to-end eKYC
- ✓ Biometric authentication & facial recognition
- ✓ PKI-based digital identity
- ✓ Device-level security
- ✓ Authentication and validation through integration with JPN MyIdentity



Simple & Seamless

- ✓ Single sign-on across services
- ✓ Passwordless access
- ✓ App-to-app login
- ✓ QR code-based authentication
- ✓ Digital Wallet & MyBenefits
- ✓ Easy digital form completion
- ✓ Authentication for single sign-on



Secure. Easy. Trusted.

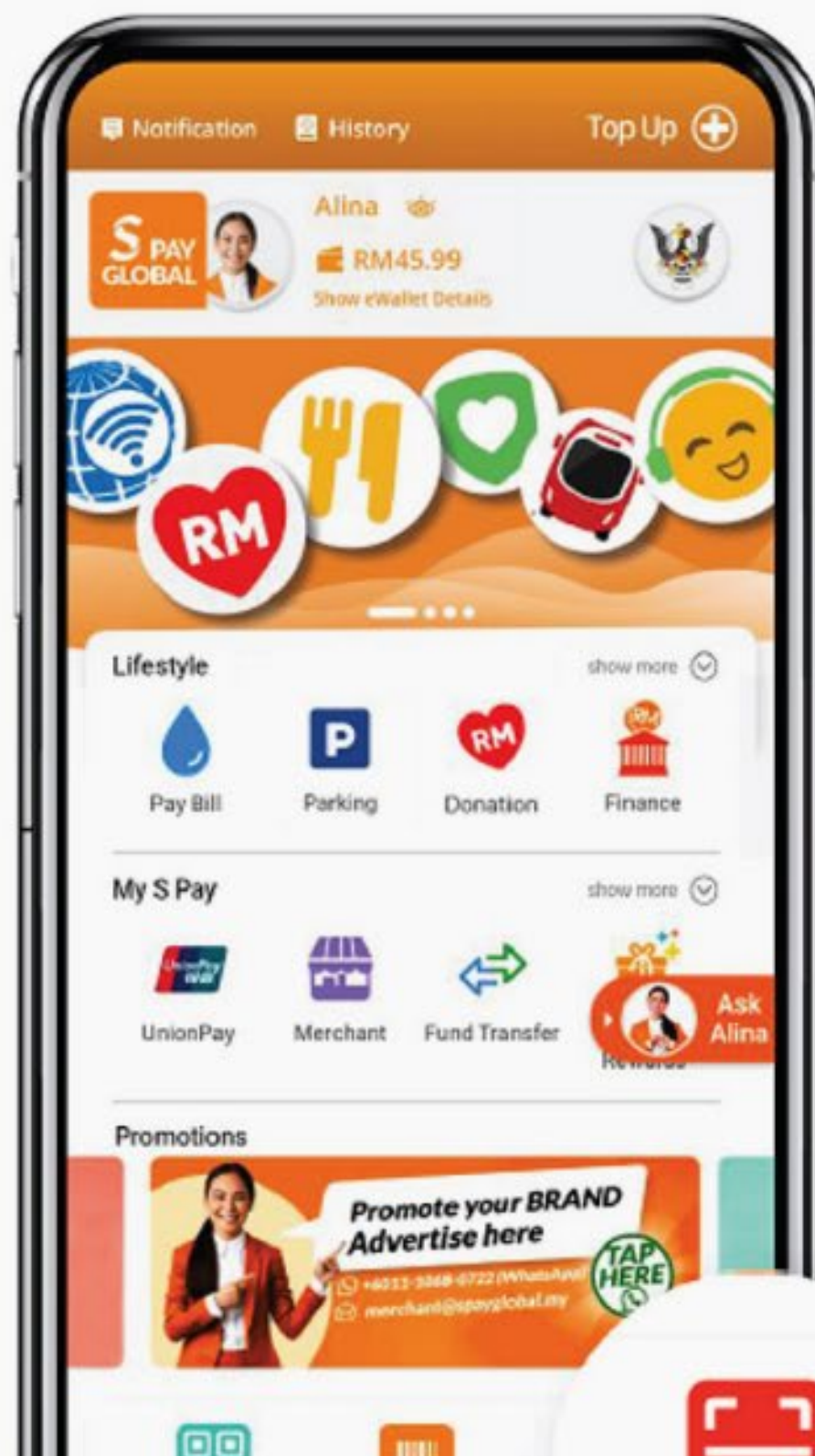


sarawak.gov.my

Sarawak Government Virtual Assistant

Dayang average of **9,402**
interactions per month



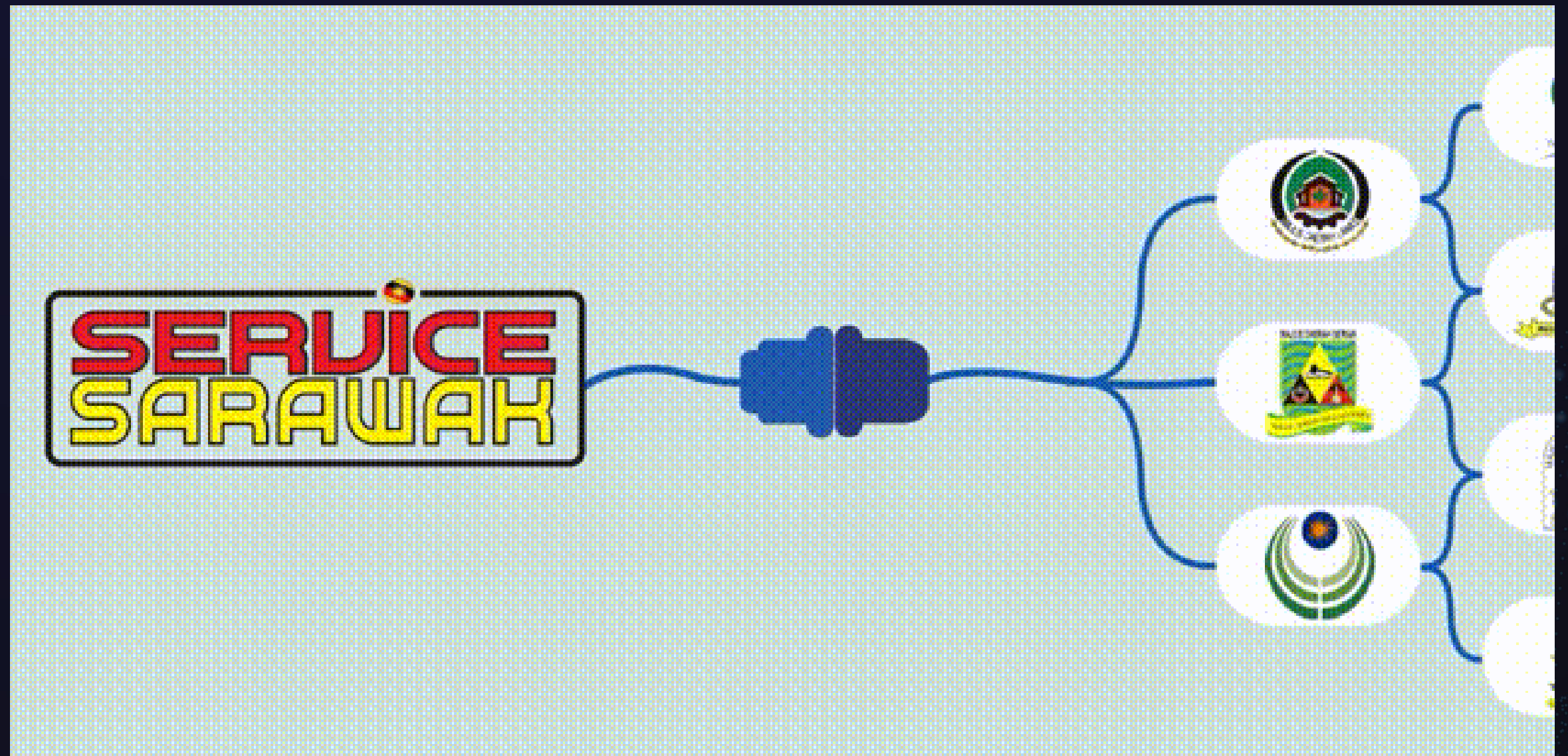




Adopting Customer Centric Service Delivery Approach

Public views the Government as a single entity. Agencies are transparent where their services are accessible through Single Contact Point at various channels under Service Sarawak

Delivering One-stop Government Frontline Service since 2018 to ease the people in accessing government services





Why is every civil servant important in Digital Government Transformation?

Digital transformation in government isn't just about technology — it's about mindset. Every officer's daily actions, decisions, and willingness to embrace change contribute to the success of the transformation.

ATTITUDE 1

Be Open to Change

The biggest barrier to digital progress isn't technology — it's resistance. Embracing change means shifting from skepticism to curiosity, and from "why now?" to "what's possible?"

✗ Instead of Asking

"Why do we need a new system?"

✓ Start Asking

"How can this improve our service to citizens?"



Be Willing to Learn

Digital skills are no longer optional — they are essential. Future-ready officers commit to continuous growth, knowing that learning never stops.



Learn New Systems

Stay current with digital tools and platforms used across government.



Attend Trainings

Participate actively in upskilling programs and digital workshops.



Explore AI Responsibly

Understand how artificial intelligence can support public service delivery.



Share Knowledge

Pass on what you learn to colleagues and build collective capability.

ATTITUDE 3

Be Citizen-Centric

Every digital initiative should start with one question: **"How does this make life easier for the people we serve?"** Technology is only valuable when it improves real experiences.

Faster Service

Reduce wait times and processing delays for citizens.

Easier Access

Make services available online, anytime, from anywhere.

Better Experience

Design interactions that are simple, clear, and respectful of people's time.



Be Collaborative



Digital government breaks down silos. Real transformation happens when departments share information, support each other, and work toward common goals.

→ Work Across Departments

Break down organizational barriers to deliver seamless services.

→ Share Information Openly

Transparent data sharing strengthens decision-making.

→ Learn Together

Support colleagues and grow as a team.

Be Innovative

You don't need to wait for permission to improve things. Small, thoughtful changes — made consistently — create meaningful impact across entire systems.

Can this process be simplified?

Look for unnecessary steps that slow people down.

Can paperwork be reduced?

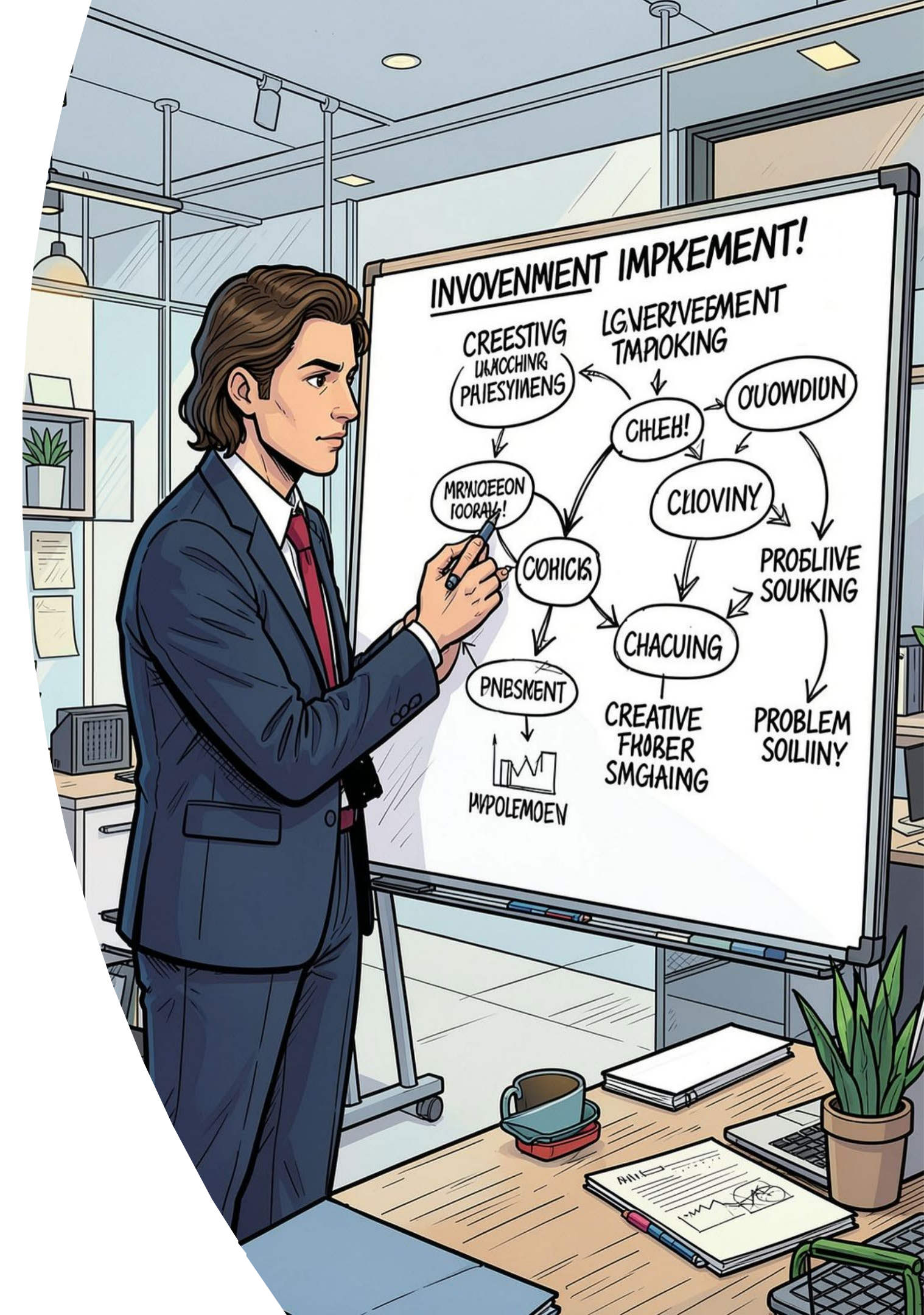
Replace forms with digital alternatives wherever possible.

Can this be automated?

Let technology handle repetitive, low-value tasks.

Is there a better way?

Always challenge the status quo with curiosity, not criticism.



Be Responsible

Digitalization brings accountability. Every civil servant is a guardian of public trust — protecting data, privacy, and security is a core professional duty.



Protect Government Data

Handle sensitive information with care and follow protocols.



Safeguard Citizens' Information

Respect privacy and use data only for its intended purpose.



Secure Digital Identity

Ensure authentication systems are reliable and trusted.



Practice Cybersecurity

Every click and every login is a chance to strengthen — or weaken — security.



ATTITUDE 7

Be Adaptable

Technology evolves quickly. The officers who thrive are those who stay flexible, embrace continuous improvement, and remain resilient when things don't go as planned.



Adjust Quickly



Stay Flexible



Accept Continuous Improvement



Remain Resilient

Be a Digital Ambassador



Every officer influences those around them. By modeling digital-first behavior, you inspire colleagues and help build a culture of innovation across your organization.

Use Digital Services First

Lead by example — choose digital channels in your own work.

Encourage Your Colleagues

Support peers who are still building their digital confidence.

Share Best Practices

Spread what works and celebrate digital wins across teams.

Your Digital First Journey Starts Now

Digital transformation is not a one-time event — it's a daily practice. These eight attitudes form the foundation of a public sector that is faster, smarter, and more responsive to the people it serves.

01

Be Open to Change

02

Be Willing to Learn

03

Be Citizen-Centric

04

Be Collaborative

05

Be Innovative

06

Be Responsible

07

Be Adaptable

08

Be a Digital Ambassador



The most powerful tool in digital transformation is not software — it's the mindset of the people who use it.



THANK YOU

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