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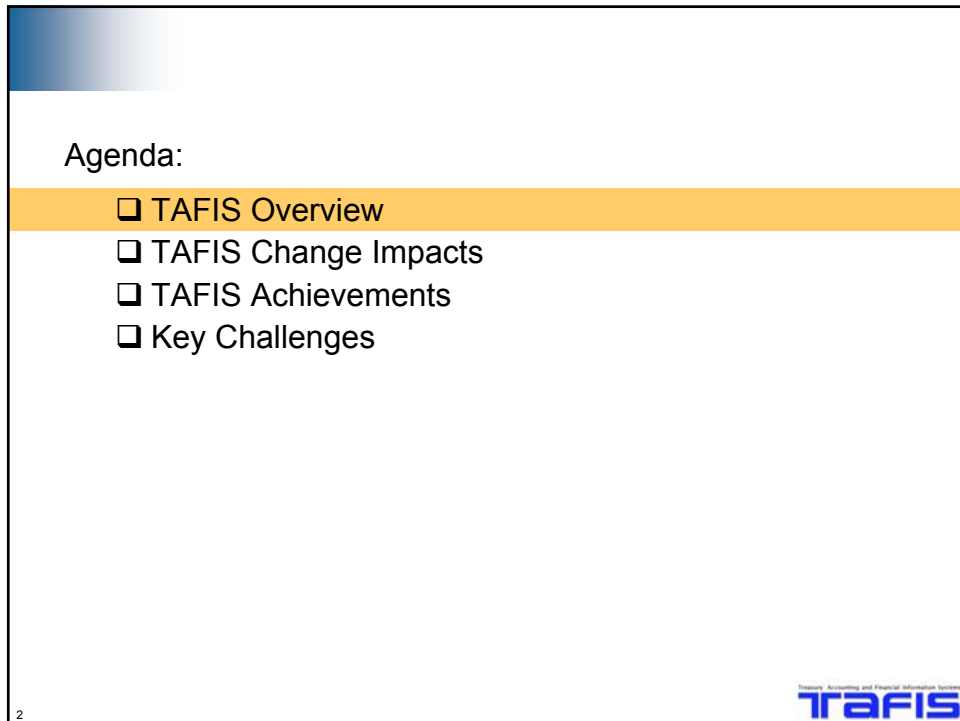
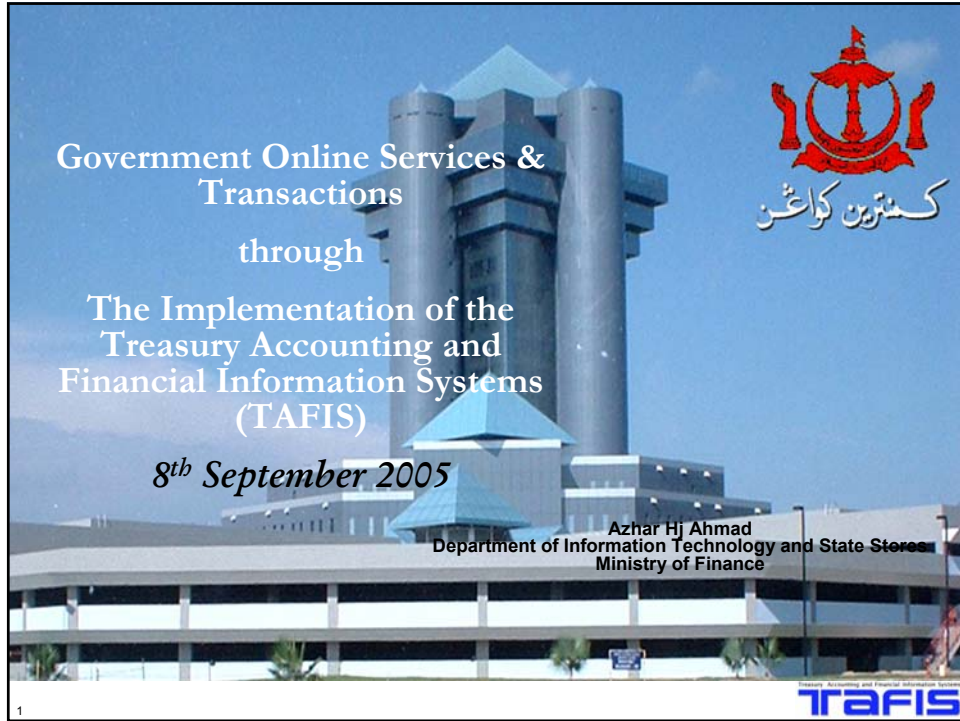
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Session 4: Content and Applications

Government online services & transaction – for a faster service?

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(Thursday, 8th September 2005, 8.15am – 10.00am)



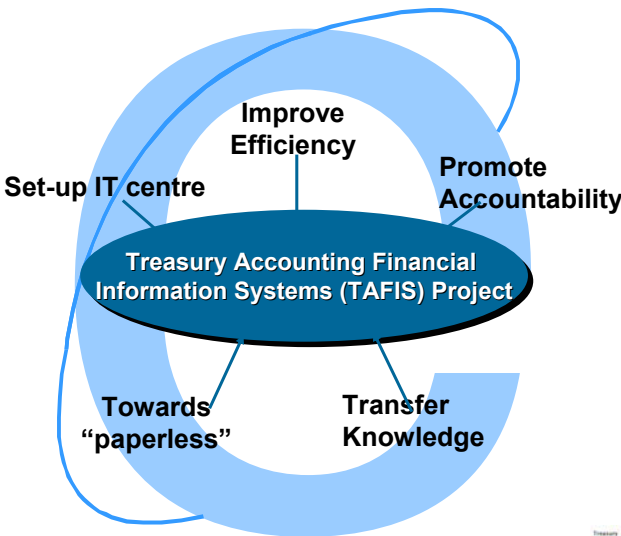
TAFIS Overview

- ❑ The project was initially planned in 1985 and only come to reality in 1998 with the issuance for tender proposal.
- ❑ TAFIS is the first e-Government wide application implemented and was adopted as a flagship in 2002 and completed in 2005.
- ❑ The project provide a platform for a paperless electronic Government-wide services.
- ❑ The project incorporates the re-engineering of the present Accounting and Financial processes.
- ❑ The implementation approach is to tailor a proven ERP software package.

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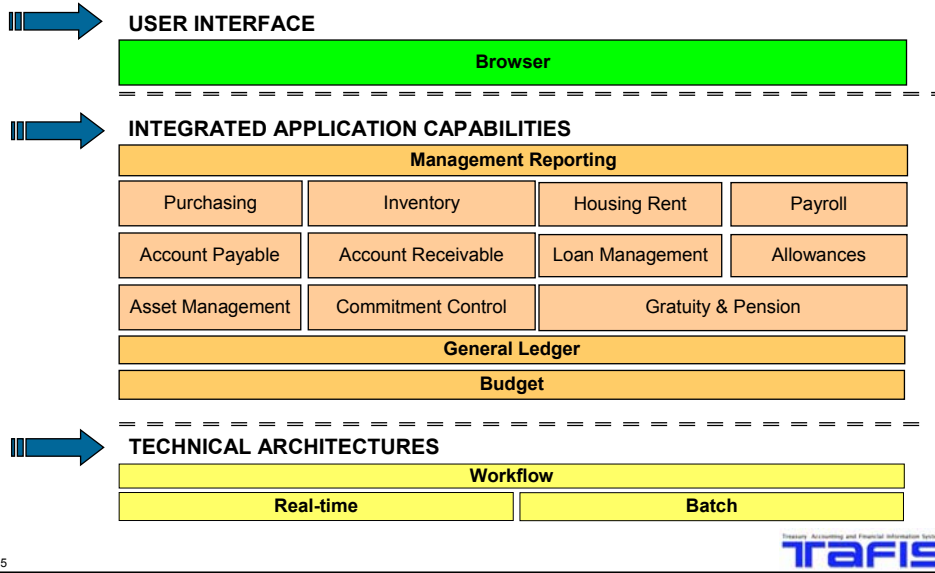
TAFIS Overview

We implemented **TAFIS** to achieve the following:



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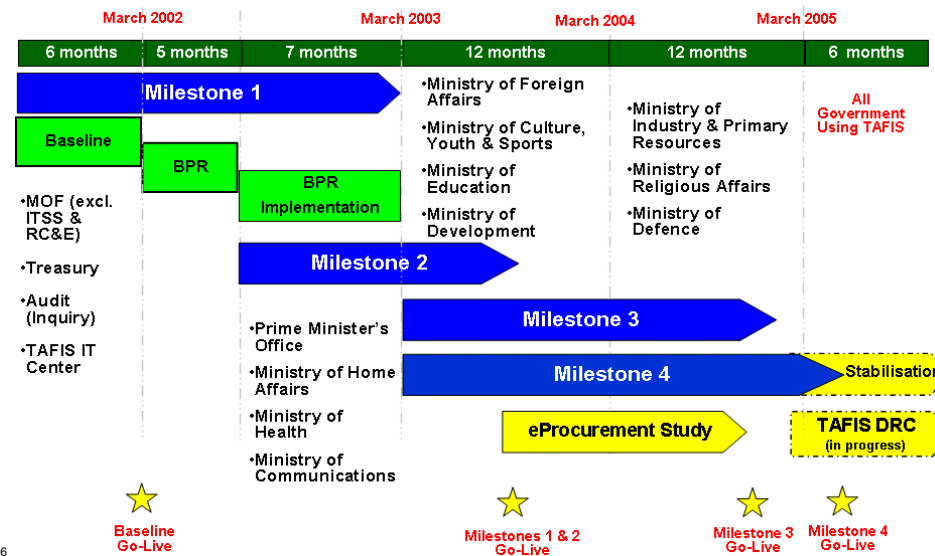
TAFIS Overview – Capabilities Implemented



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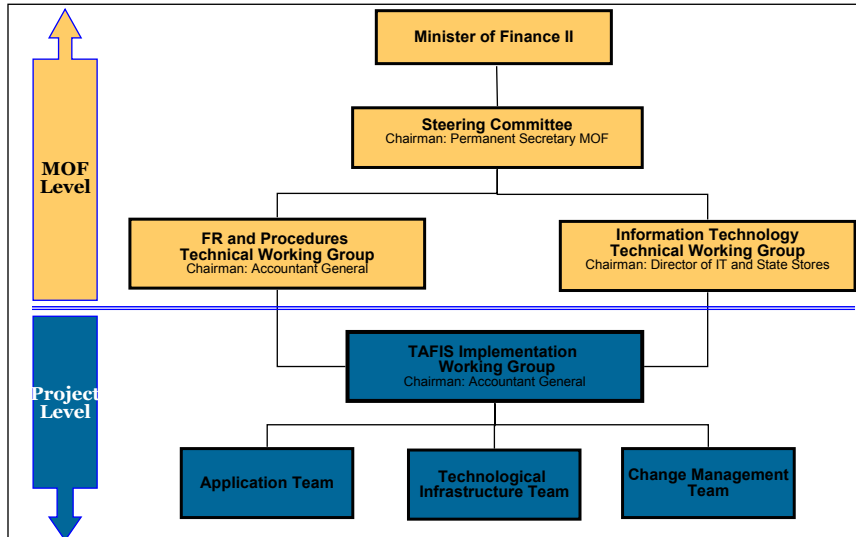
TAFIS Overview - Project Schedule

The initial program schedule has been met, with stabilisation to conclude in September 2005



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TAFIS Overview - Organization Infrastructure



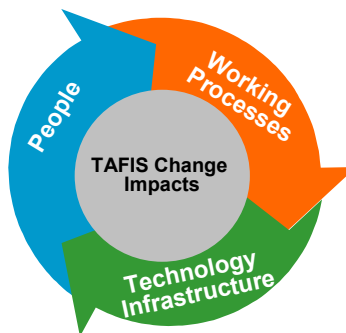
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TAFIS

TAFIS Change Impacts

Impacts on People:

- Acceptance of approving online
- New roles and responsibilities



Impacts on Working Processes:

- Paperless, online data entry at source driven by workflow
- On demand reporting

Impacts on Technology Infrastructure:

- Minimum investment in user interface software
- Greater focus on network and information security

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TAFIS

TAFIS Achievements- Realisation Quick Facts

TAFIS has delivered tangible improvements to service delivery and efficiency of government operations across both Financial Accounting and Financial services

- ✓ 2500 civil servants using TAFIS
- ✓ 108 departments (157 sites) are live across Government of Brunei
- ✓ Average of 30,000 payments made from TAFIS per month
- ✓ Average 65% reduction in time taken to approve payments (from 37 days to 13 days)
- ✓ Average 67% reduction in time taken for Treasury to pay approved payments (now 2 days)
- ✓ Average 47% reduction in time taken to pay invoices overall (from 55 days to 29 days)
- ✓ Average 42% manual payment vouchers eliminated per month (avg. 12,467 paper PV)
- ✓ Average 59% reduction in time taken to pay Leave Allowance (from 37 days to 15 days)
- ✓ Average 46% reduction in time taken to pay Education Allowance (from 30 days to 16 days)
- ✓ 1665 PCs, 747 Printers deployed
- ✓ 217 employees gained Basic PC Skills (conducted by IPA)
- ✓ 45 K-economy Jobs created in BAG Networks Sdn Bhd
- ✓ 74% of payments to employees are automated via EFT (17,449 of 23,604)
- ✓ 80% of payments to vendors are automated via EFT (7,236 of 9,075)

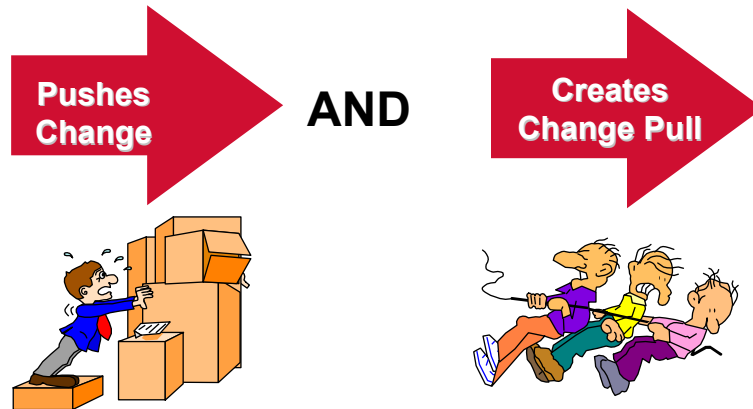
* Facts and figures as of Jun 2005

Key Challenges – Critical Success Factors

- ❑ Program and Project Management
 - Standards
 - Issues management
- ❑ Commitment, Control and Consistent
 - Decision making structure
 - Reporting mechanisms – formal and informal
 - Resource management
- ❑ Robust and Scalable Architectures
- ❑ Work Integration
 - Multi disciplinary
 - Multi cultural
- ❑ Management of Stakeholders Expectations
 - Sponsors
 - Users
 - Public

It is all about CHANGE...

Successful change implementation



In summary

No plan for change can succeed if it does not have the support of the organization's chief resource:

Its PEOPLE

Thank you