PUBLIC SECTOR ICT TRAINING STRATEGIC PLAN (PSLISA) 2016 – 2020
Public Sector ICT Strategic Plan (PSICTSA) outlines the strategic ICT development direction for Public Sector.

Digital Government Competency and Capability Readiness (DGCCR) to form skilled and competent civil servants and able to develop digital government.

Supports 4th and 5th Core Thrust of PICTSA

Strategic Plan for Public Sector ICT Training (PSLISA) builds and strengthens the competence, talent and the readiness of public sector personnel in the development of digital government.

Supports 4th Core Thrust of PICTSA
Build and strengthen competencies, talents and readiness of civil servants in development of digital government in line with the aspirations of 11th Malaysia Plan

RMKe-11 Chapter 9
Top 15 in the Online Service sub-index of the UN e-Government Development Index

• Enhancing service delivery with citizens at the centre;
• Rationalising public sector institutions for greater productivity and performance;
• Strengthening talent management for the public service of the future;
• Enhancing project management for better and faster outcomes

RMKe-11 Chapter 9 Strategy C4
Upgrading public sector training to improve relevance and impact

• Improve public sector leadership development by focusing on the impact.
• Review public sector training policy to make it more suitable
• Streamlining public sector training to develop the expertise.
Public Sector ICT Training Strategic Plan (PSLISA) 2016 -2020

**Learning method:**
- **F2F**
- **Online**
- **Blended**
- **Monitoring and Analysis**

**E V O L U T I O N  O F  P S L I S A**

- **2007**
  - Strategic Plan I
  - Conventional
  - Develop competency of ICT personal with professional certification.
  - Implementation of EPSA®

- **2010**
  - 2011 Strategic Plan II
  - Focus: Transformation and Development
  - Develop ICT competency based on the 8 expertise.
  - Introduce EPSA® 2.0 as blended approach

- **2015**

- **2016**
  - Strategic Plan III
  - Digital Business Oriented
  - Transformation to digital training which focus on business.
  - Monitoring the implementation of training through online applications

**Timeline:**
- 2007
- 2010
- 2011
- 2015
- 2016
- 2020
NEW SCENARIO: MAPPING OF ICT EXPERTISE vs TRAINING DOMAINS

8 ICT EXPERTISE

- ICT Strategic Management
- Information Management
- ICT Project Management
- System Development
- Database Management
- Network Management
- Data Centre Management
- Security Management

6 ICT TRAINING DOMAINS

1. ICT Strategic Management
2. Data Services Management
3. Digital Government Services
4. ICT Infrastructure Management
5. Security and Privacy Management
6. Quality and Legal Assurance

Public Sector ICT Training Strategic Plan (PSLISA) 2016-2020
### Description of ICT Training Domains

#### ICT Training Domains

<table>
<thead>
<tr>
<th>Description</th>
<th>Expertise</th>
<th>Roles</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ICT Strategic Management</strong></td>
<td>Strategic planning of digital government transformation</td>
<td>Digital transformation</td>
</tr>
<tr>
<td><strong>Data Services Management</strong></td>
<td>Optimal usage and management of data throughout government agencies</td>
<td>Digital Leadership</td>
</tr>
<tr>
<td><strong>Digital Government Services</strong></td>
<td>Development of ICT skills towards the implementation of Digital Government</td>
<td>Skills in</td>
</tr>
<tr>
<td><strong>ICT Infrastructure Management</strong></td>
<td>ICT infrastructure management skills</td>
<td>Application development</td>
</tr>
<tr>
<td><strong>Security and Privacy Management</strong></td>
<td>Management and implementation of ICT security</td>
<td>User requirement</td>
</tr>
<tr>
<td><strong>Quality and Legal Assurance</strong></td>
<td>Implementation of a quality and ethical digital initiatives</td>
<td>Project management</td>
</tr>
</tbody>
</table>

#### Description

- Digital transformation
- Digital Leadership

#### Expertise

- Skills in:
  - Managing data
  - Data presentation
  - Data manipulation
  - Data analytic
- Application development
- User requirement
- Project management
- Network management
- Data centre management
- ICT security management
- Privacy protection
- Software Testing
- Quality Assurance
- Ethics and legality

#### Roles

- Digital Technology Officers
- Digital Transformation Leaders
- Senior Information Responsible Owner
- Data scientist
- Performance Analysts
- Project Managers
- Business Analysts
- User requirement engineer
- Designer
- Developer
- Content managers
- Technical Architects
- Operations Engineers
- Infrastructure Managers
- Systems Administrators
- Departmental Security Officers
- Forensic Analyst
- Quality Assurance Leads
- Test Engineer
- Tester
## Development of ICT Competency

**Domains / Grade**

<table>
<thead>
<tr>
<th>Grades</th>
<th>Grade -26</th>
<th>Grade 27-40</th>
<th>Grade 41 - 44</th>
<th>Grade 48 - 52</th>
<th>Grade 54</th>
<th>JUSA</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICT Strategic Management</td>
<td>[Purple]</td>
<td>[Blue]</td>
<td>[Blue]</td>
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<td>[Blue]</td>
<td>[Yellow]</td>
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<tr>
<td>Data Services Management</td>
<td>[Purple]</td>
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<td>[Yellow]</td>
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<tr>
<td>Digital Governance Services</td>
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</tbody>
</table>

**Legend:**
- Purple: Operational
- Blue: Tactical
- Yellow: Strategic
Strengthening Talent Management for the Future of Public Service

Improving Accountability and Focus on Transparency and Outcome

Experiential Learning

ICT TRAINING DOMAINS
- ICT STRATEGIC MANAGEMENT
- DATA SERVICES MANAGEMENT
- DIGITAL GOVERNMENT SERVICES
- ICT INFRASTRUCTURE MANAGEMENT
- SECURITY AND PRIVACY MANAGEMENT
- QUALITY AND LEGAL ASSURANCE

Experiential Learning

Competency Skill Set

Skilled and Competent Public Sector Personnel

EXCELLENT DIGITAL SERVICES BY PUBLIC SECTOR

 Strengthening Talent Management for the Future of Public Service

Improving Accountability and Focus on Transparency and Outcome

PSLISA 2016 -2020 FRAMEWORK
PSLISA 2016 -2020 STRATEGIC THRUST

**T1** ENHANCING THE IMPLEMENTATION OF ICT ACCULTURATION IN THE PUBLIC SECTOR

- STR 1: Strengthening ICT skills of civil servants
- STR 2: Promote of continuous learning virtually
- STR 3: Strengthening ICT training curriculum

**T2** Holistically Strengthening Human Capital

- STR 1: Improving public sector training
- STR 2: ICT competence development for personnel
- STR 3: Implementation of Digital Government program

**T3** STRENGTHEN ICT PROJECT MANAGEMENT

- STR 1: Strengthening project planning
- STR 2: Improving the efficiency of implementation
- STR 3: Improve monitoring and evaluation

**T4** CONSOLIDATION OF ICT EXPERTISE THROUGH STRATEGIC PARTNERSHIP

- STR 1: Promote ICT personnel attachment in public and private agencies
- STR 2: Strengthening public and private sector cooperation
- STR 3: Create collaborative program
Digital savvy civil servants in supporting digital government

Competent trainers in supporting implementation of PSLISA 2016-2020

Enhanced creativity and innovation for competitive civil servants

Established monitoring mechanism for the implementation of ICT training and outcome assessment

A pool of data professionals to support data-driven organisation
1. Making PSLISA as a guide for public sector ICT training

2. Implementation of 6 ICT training domains to improve public sector ICT acculturation

3. Development of ICT training plan at ministries/ agencies level in-line with PSLISA

4. The use of an application system in monitoring and evaluating ICT training outcomes by each ministry/agency
THANK YOU