



State ICT Policies and Standards

ICT Unit, Chief Minister's Department

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1. Hardware

- 1.1 Heads of Departments are allocated either a PC or an executive notebook each (with docking station and LCD monitor).
- 1.2 Executives are allocated a PC each. If a notebook is required for his/her assigned tasks, then a standard notebook is allocated instead of a PC.
- 1.3 Support staff are allocated a PC each depending on the tasks assigned else they will share common PC(s) allocated for the specific Section/Branch/Unit/Division/Department.
- 1.4 Notebooks are allocated for sharing/common use for specific Section/Branch/Unit/Division /Department based on requests and requirements.

2. Software

- 2.1 Open Office 2.0
 - 2.1.1 Adopted as the standard office automation software for all State Agencies.
 - 2.1.2 Refer State Secretary ICT Circular No. 3/2008 dated 28 May 2008.
- 2.2 Microsoft Windows 7 Operating System, Mozilla Firefox Web Browser and Thunderbird Client Mail.
 - 2.2.1 Adopted as the standard software for all State Agencies.
 - 2.2.2 Refer State Secretary ICT Circular No. 2/2010 dated 21 July 2010.
- 2.3 The State ICT standard software by categories are listed below.

2.3.1 **GIS, CAD, Remote Sensing And Photogrammetry**

No.	Geographic Information Systems
1.	ArcInfo Workstation 8.x Core
2.	ArcInfo Workstation 8.x Extensions
3.	ArcGIS Desktop ArcInfo 8.x

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No.	Geographic Information Systems
4.	ArcGIS Desktop ArcEditor 8.x
5.	ArcGIS Desktop ArcView 8.x
6.	Arc/TIN 8.x
7.	Arc/Grid 8.x
8.	ArcPlot
9.	Geostatistic
10.	ArcReader 8.x
11.	ArcGIS 3D Analyst 8.x
12.	ArcGIS Geostatistical Analyst 8.x
13.	ArcGIS Publisher 8.x
14.	ArcGIS Spatial Analyst 8.x
15.	ArcPress for ArcGIS 8.x
16.	ArcScan for ArcGIS 8.x
17.	TIFF/LZW for ArcGIS 8.x
18.	ArcSDE Server 8.x
19.	ArcSDE Connect 8.x
20.	MrSID Encoder for ArcGIS 8.x
21.	ArcMap 8.x
22.	ArcCatalog 8.x

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No.	Geographic Information Systems
23.	ArcToolbox 8.x
24.	ArcObjects (for ArcGIS 8.x)
25.	ArcPAD 6.x
26.	ArcPAD Application Builder 6.x
27.	Mobile ArcGIS 8.x Desktop Systems
28.	ArcExplorer 2 (Windows)
29.	ArcExplorer 9 (Java)
30.	ArcExplorer Web
31.	Feature Manipulation Engine (FME) 2003

No.	Computer - Aided Design (CAD)
1.	AutoCAD 2002
2	AutoCAD 2012

No.	Remote Sensing/ Photogrammetry
1.	ERDAS IMAGINE Professional 8.6
2.	ERDAS Stereo Analyst 8.x
3.	ERDAS Orthobase Pro 8.x
4.	Kork Digital Mapping System KDMS 13 (Boeing Autometric)

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No.	Remote Sensing/ Photogrammetry
5.	Summit Evolution Digital Photogrammetric Workstation (DAT/EM)

2.3.2 Operating Systems and Networking

No.	Operating Systems
1.	Cent OS (Linux)
2.	Solaris 10
3.	Windows Server 2003
4.	Windows Server 2008
5.	Windows Server XP Professional
6.	Windows 7 Professional

No.	Networking
1.	DigiCert
2.	Network : Gigabit Ethernet Switching (Backbone)
3.	Network : IP4
4.	Network : RIP Ver 2 (software part of networking switch)
5.	Network : UTP CAT 6 (cable)
6.	Network: OM2 Fiber Optic Cable (Backbone)

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No.	Networking
7.	Network: OM3 Fiber Optic Cable (Backbone)
8.	Security: Trend Micro Office Scan 6.5
9.	Wireless: IEEE802.11a (OFDM)
10.	Wireless: IEEE802.11b
11.	Wireless: IEEE802.11g (OFDM)
12.	Wireless: IEEE802.11n (MIMO)

No.	Database Management System
1.	Microsoft SQL Server 7
2.	Microsoft SQL Server 2005
3.	Microsoft SQL Server 2008
4.	MySQL 5
5.	Oracle 9i
6.	Oracle Database 10g
7.	Oracle Database 11g

2.3.3 Programming and Development

No.	Programming and Development
1.	Adobe Dreamweaver CS4

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No.	Programming and Development
2.	Apache 2 (Web Server)
3.	Java Enterprise Edition (JEE)
4.	Lotus Domino 7
5.	Microsoft Visual Studio.NET Enterprise Developer
6.	NetBean 6.x
7.	Oracle JDeveloper 9i
8.	Oracle JDeveloper 10g
9.	PHP 5
10.	Visual Basic 6
11.	Visual Basic 7
12.	Visual C++ 7

2.3.4 Office Automation

No.	Office Automation
1.	Adobe After Effect CS5
2.	Adobe Flash CS4
3.	Adobe Photoshop CS4
4.	Adobe Photoshop CS5
5.	Adobe Premier CS5

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No.	Office Automation
6.	Adobe Reader 9 (Latest. Available for download from SarawakNet)
7.	Microsoft Office 2002
8.	Microsoft Office 2003
9.	Microsoft Office 2007
10.	Microsoft Office 2010
11.	Microsoft Project 2010
12.	Microsoft Visio 2002
13.	Open Office 3.2 (Latest. Available for download from SarawakNet)
14.	IBM SPSS V.19

2.3.5 Office Collaboration, Messaging and Connection

No.	Office Collaboration, Messaging and Connection
1.	Microsoft Outlook 2007
2.	Mozilla Firefox 3.5.7 (Latest. Available for download from SarawakNet)
3.	Mozilla Thunderbird 3.0.1 (Latest. Available for download from SarawakNet)
4.	Zimbra Collaboration Suite 7

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3. Email

- 3.1 Usage of Email at Government Agencies. Refer State Secretary ICT Circular No. 3/2007 dated 19 October 2007.
 - 3.1.1 Email to be widely used in daily administrative work.
 - 3.1.2 Prompt feedback and immediate actions on emails.
 - 3.1.3 Usage of registered official email.
 - 3.1.4 Private email address not used for official purposes.
 - 3.1.5 Users responsible to housekeep their mailboxes to avoid mailbox quota overflow.

4. Internet and Websites

- 4.1 Internet Access for Support Staff (Grade 27-38), Stenographer, Private Secretary to the Ministers and Assistant Ministers in the State Civil Service. Refer State Secretary ICT Circular No. 1/2010 dated 20 May 2010.
 - 4.1.1 Provided to Support Staff (Grade 27-38).
 - 4.1.2 Limited to official matters.
 - 4.1.3 Local Authorities and Statutory Bodies to bear their own costs of Internet usage.
- 4.2 Development and updating of State Agencies Websites. Refer State Secretary ICT Circular No. 4/2011 dated 6 June 2011.
 - 4.2.1 All information and service provided to the public in the website are critical in term of the validity and accuracy.
 - 4.2.2 Agencies webmasters to use the template provided by ICT Unit (ICTU).
 - 4.2.3 Heads of Agencies are responsible for the following:
 - 4.2.3.1 Ensure agency website is developed and updated;
 - 4.2.3.2 Appoint agency webmaster to update agency website;and
 - 4.2.3.3 Continuously monitor the agency website status.

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5. Forms, Article, Bills and Revenue Collection

5.1 Forms, Articles, Bills and Electronic Revenue Collection. Refer State Secretary Circular No. 23/2003 dated 12 May 2003.

5.1.1 Electronic Forms

5.1.1.1 Agencies manual forms must be digitized and provided online for downloading.

5.1.1.2 The public still have to print and sign the downloaded form and submit to the agency for processing.

5.1.1.3 Online form submission encouraged.

5.1.2 Electronic Articles

5.1.2.1 Magazines, newsletters, any publications and notices are to be uploaded in the agency website.

5.1.3 Bills and Other Electronic Revenue

5.1.3.1 Bills and all form of revenue (e.g. land tax, tender/quotation deposit, document fee) issued to the public and business community should be presented and paid online via the Electronic Bills Presentment and Payment (EBPP) System.

6. Blackberry Mobile Phone

6.1 The usage of Blackberry mobile phone for Heads of Divisions/Branches (Grade 41 and above) in the State Civil Service. Refer State Secretary ICT Circular No. 2/2011 dated 25 May 2011.

6.1.1 The Blackberry system will be used to accept and send official email and be used as the mobile computing platform in the future.

6.1.2 Package offered by Celcom Mobile Sdn. Bhd.

7. ICT Infrastructure

7.1 Implementation and installation of ICT Infrastructure for State Government Buildings. Refer State Secretary Circular No. 1/2007 dated 28 August 2007.

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- 7.1.1 Agencies must include the ICT infrastructure (LAN or WAN) as the basic facilities for government buildings.
- 7.1.2 Agencies and JKR are responsible to ensure that the ICT infrastructure is taken into account during the building planning and design stages.
- 7.1.3 To contact ICTU on technical requirements.

8. Geomatics

- 8.1 Policies and guidelines for implementing and managing geomatics in the State Public Service. Refer State Secretary Circular No. 37/2003 dated 10 July 2003.
 - 8.1 Scope
 - 8.1.1.1.1 Covers spatial data management, surveying and mapping, land administration, cadastral and engineering surveying and all closely related disciplines of the spatial information sciences.
 - 8.1.1.1.2 All technological tools (digital/electronic/ computerized hardware or software) as well as information and resources about computerized and satellite mapping, computer navigation, and other aspects of technology in geography come under the scope of geomatics.
- 8.2 All State Government agencies need to plan and implement geomatics projects in accordance with the following principles / policies:
 - 8.2.1 State Information Management Principles established in 1997.
 - 8.2.2 State geomatics datasets and information are accessible to, and shareable amongst all authorized and relevant parties.
 - 8.2.3 Sharing of and access to the State geomatics datasets and / or information deemed secret or confidential will be decided by the State Secretary.
 - 8.2.4 Digital geomatics datasets, information and application for online access, distribution and/or dissemination will be centrally hosted through the State Geomatics Data Clearinghouse (SGDC).
 - 8.2.4.1.1 The nature, type or content of State geomatics datasets, information or application systems available for online sharing (publication/access/distribution) over SGDC will be at the discretion of the State Secretary.

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8.2.4.1.2 State Government agencies need to comply with the State policies, technical standards, procedures and guidelines on technology, data and information, processing, hosting, infrastructure and other requirements for all geomatics projects and information usage and management.

8.2.4.1.3 Agencies must seek approval from the Sarawak Information Technology and Resources Council (SITRC) for all new geomatics projects.

9. Intellectual Property (IP)

9.1 Sarawak Government Intellectual Property Initiative. Refer State Secretary ICT Circular No. 1/2009 dated 2 February 2009.

9.2 Scope of the IP initiatives are as follows:

9.2.1 Development of the State IP levels through revising, analyzing and benchmarking.

9.2.2 To plan, develop and implement IP institution and organization policy for effective management of State IP.

9.2.3 To plan, develop and implement State IP operational structure for the protection and management of IP rights.

9.2.4 Education and publicity on IP to all State Agencies, other related organizations and the Sarawak community.

10. ICT Security

10.1 Desktop Security Management. Refer State Secretary Circular No. 1/2006 dated 6 December 2006.

10.1.1 Available at www.sarawaknet.gov.my and also at www.ictu.sarawak.gov.my.

10.2 Password must be encrypted in the database. Refer State Secretary Circular No. 47/2006 dated 2 November 2006.

10.2.1 All passwords are encrypted in the database for all applications implemented in the State Agencies.

10.3 Network Security Management. Refer State Secretary ICT Circular No. 5 dated 17 November 2008.

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- 10.3.1 Available at www.sarawaknet.gov.my and also at www.ictu.sarawak.gov.my.
- 10.4 The establishment of QCERT (Quality Computer Emergency Response Team) and ICT Incident Handling Management in the State Civil Service. Refer State Secretary ICT Circular No. 3/2009 dated 5 November 2009.
 - 10.4.1 Provide first level support in dealing with ICT incidents.
- 10.5 The usage of unlicensed software and games. Refer State Secretary ICT Circular No. 2/2009 dated 12 August 2009.
 - 10.5.1 To uninstall unlicensed computer software and games.
- 10.6 State ICT Security Policy. Refer State Secretary ICT Circular No. 1/2011 dated 16 March 2011.
 - 10.6.1 Available at www.sarawaknet.gov.my and also at www.ictu.sarawak.gov.my.