

## Association for Information Systems AIS Electronic Library (AISeL)

---

PACIS 1995 Proceedings

Pacific Asia Conference on Information Systems  
(PACIS)

---

December 1995

# Alignment of IT with Business Vision in Public Sector Organization

Bill Jordan

*Queensland Transport Department*

Follow this and additional works at: <http://aisel.aisnet.org/pacis1995>

---

### Recommended Citation

Jordan, Bill, "Alignment of IT with Business Vision in Public Sector Organization" (1995). *PACIS 1995 Proceedings*. 23.  
<http://aisel.aisnet.org/pacis1995/23>

This material is brought to you by the Pacific Asia Conference on Information Systems (PACIS) at AIS Electronic Library (AISeL). It has been accepted for inclusion in PACIS 1995 Proceedings by an authorized administrator of AIS Electronic Library (AISeL). For more information, please contact [elibrary@aisnet.org](mailto:elibrary@aisnet.org).

## **Challenges and Perspectives for IS in Public Administration II**

**Panel Chair:** Roland Traunmueller, Johannes Kepler Universitat Linz, Austria

**Panelists:** Bill Jordan, Queensland Transport Department, Australia  
Win-Shiaw Sung, The Executive Yuan, Taiwan  
Sor-Lin Chong, National Computer Board, Singapore

### **Alignment of IT with Business Vision in Public Sector Organisation**

Bill Jordan  
Queensland Transport Department, Queensland, Australia

#### **Abstract**

The form and principles utilised by Public Sector Organisations is changing rapidly to meet the challenges of open competition in the commercial market place. The business of governments in satisfying Community Outcomes is being separated to expose the commercial viability of Service Delivery. Modelling the decision making process and information needs of Senior Executives is particularly challenging. Strategies to align Information Technologies with the Business Vision of Public Sector Organisations will be discussed.

### **Reinventing Government Services Using Information Technology**

Win-Shiaw Sung  
Department of Information Management Research, Development, and Evaluation Commission  
The Executive Yuan, Taipei, Taiwan

#### **Abstract**

The concept of government services is changed from the government's view what services should be offered to the people, but to the people's request what services are preferred to have. Convenient supply of government information, simplified and efficient process of people's application, higher quality and full services for the people are some of the major requirements that usually be asked for. Thus, a bunch of inventive government services with wide utilization of information technology are therefore promoted and evaluated. The topic will cover the transition of government services, the inventive services proposed in R.O.C., the information technology for carrying out these proposed services, and the expectant effect.

### **IT as an Enabler for Public Service Excellence --The Experience of Singapore's CSCP**

Sor-Lin Chong  
Government System Division, National Computer Board, Singapore

#### **Abstract**

Drafted in 1981, the Civil Service Computerisation Programme's (CSCP) mission was to achieve public service excellence through innovative use of IT. The National Computer Boare (NCB) was formed to spearhead this project. The NCB worked with over 30 Government Ministries and departments in the formulation and the progressive implementation of few hundred applications. Today, these systems strategically support the core business ooperations of the CSCP users. In 1993, the CSCP has earned recognition when the Singapore Civil Service was named as one of world's most automated governments in delivering superior public service through IT.

This paper aims to share the achievements of the CSCP and analyse the success factors, focusing mainly on issues of organisation, staffing, management and customer satisfaction. It attempts to illustrate our experience of the past, our strategy of today and our challenge of tomorrow.