

Shared Service Infrastructure for Singapore Public Sector

Facilitating Efficiencies for Public Services



REDEFINING IT SERVICES FOR GOVERNMENT AGENCIES

SHINE (Service-Wide Hosting Environment) is an initiative by the Infocomm Development Authority (IDA) of Singapore to develop a central environment for Government agencies to host their web sites and deploy their e-Services and applications. The central environment will promote collaboration and help lower the overall IT costs of individual Government agencies.

With SHINE, the agencies can also avoid investments in building their IT infrastructure and simply deploy applications on the shared infrastructure whenever required. On-demand services will be provided to the agencies through a utility scheme where agencies will pay only for what they use.

IDA awarded SHINE to NCS in Oct 2005, where NCS will undertake all resources to maintain, operate, provision the services and invest in infrastructure upgrade and technology refresh.

SHINE: COMMON SERVICES AND HOSTING ENVIRONMENT

NCS needed to provide a solution that enables on-demand services for deployment of applications and hosting services. A myriad of technologies were required to fulfill the challenges that include allowances for integration of various technologies and legacy systems within the agencies' existing ICT landscapes. Concurrently, the common platform needed to support services 24x7, with high levels of service availability that included not more than 6 scheduled downtimes per year. The hosting environment had to meet stringent security demands and compliances with IDA IT security practices. Independent audits and security reviews will be carried out to ensure consistent and reliable services are provided to the agencies.

CHALLENGES

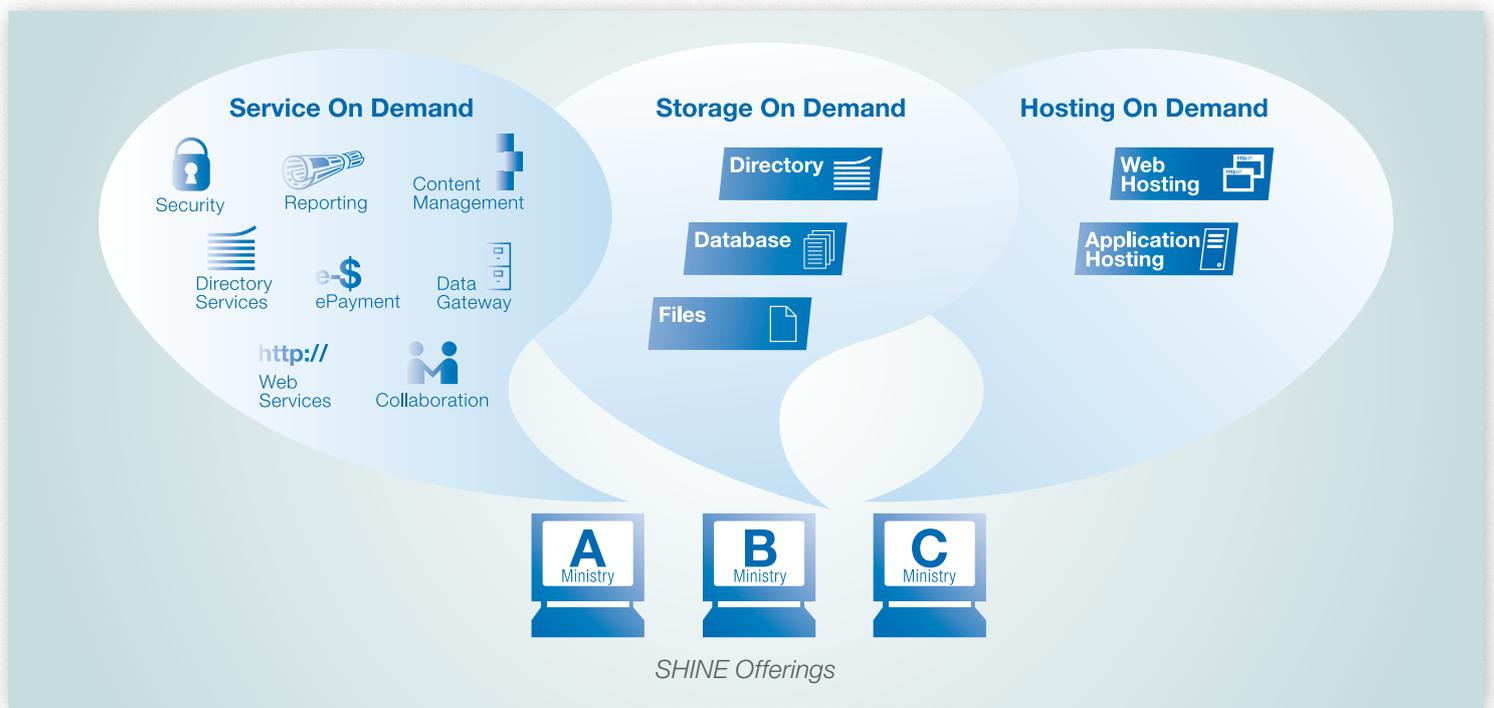
- Decreasing IT costs for each government agency
- Improving collaboration among agencies

SOLUTION

- Service-Wide Hosting Environment

BENEFITS

- Reduced investments in IT
- Lowered operating and maintenance costs
- Assured system availability
- Fast deployment of applications
- Increased collaboration



Based on a three-tier application hosting architecture, SHINE's suite of comprehensive services includes:

Hosting on Demand

- Web Server
- Application Server (ASP, DotNet, Java, Weblogic, Domino)
- PSi e-Service

Storage of Demand

- Database Hosting Service
 - Oracle
 - MS SQL

Services on Demand

- Security and Authentication Services
- SingPass
- Tpass
- EASY
- Shared NAM
- Payment Services (Gateway)
 - eNETS/PSi Debit (VISA, Mastercard, AMEX, COPS, BillCollect, Flexipay, CPDS)
 - eNETS/PSi Debit
 - CashCard online payment
 - Bill Collect
 - Flexipay
- Data Gateway
 - People Data
- Content Management
 - CMS Server
 - Video Server
 - Search Engine

- Reporting
 - Application Reporting
 - Web Statistics Report
- Notification
 - Mailing List
 - SMTP Server
- Others
 - Schedule Jobs (Basic or Customised)
 - EDX Gateway
 - Billing Services
 - Knowledge Enterprise Network (KEN)

COSTS EFFICIENCIES AND FUNCTIONAL AGILITIES

Over 100 government agencies today are reaping the benefits of SHINE. With significant costs reduction in investing and maintaining IT infrastructure and services, agencies can channel their resources more effectively towards betterment of public services.

Paying only for services where required, agencies achieve increased operational efficiencies through predictable and planned IT spending. Agencies can also respond faster to their business needs with the quick and effective deployment of services by a certified team of IT professionals.

Over 100 government agencies today are reaping the benefits of SHINE, enjoying significant operational efficiencies through subscribing to the services only where required.