



Improved Customer Experience

via Enterprise Architecture

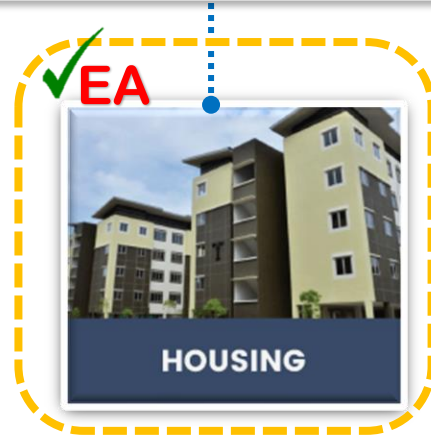




KPKT's main programs and EA Implementation

PILOT ENTERPRISE ARCHITECTURE (EA) PROJECTS IN KPKT

1. National Housing Department (*Jabatan Perumahan Negara, JPN*)
2. Community Credit Control Division (*Bahagian Kawalan Kredit Komuniti, BKK*)





National Housing Department (*Jabatan Perumahan Negara, JPN*)

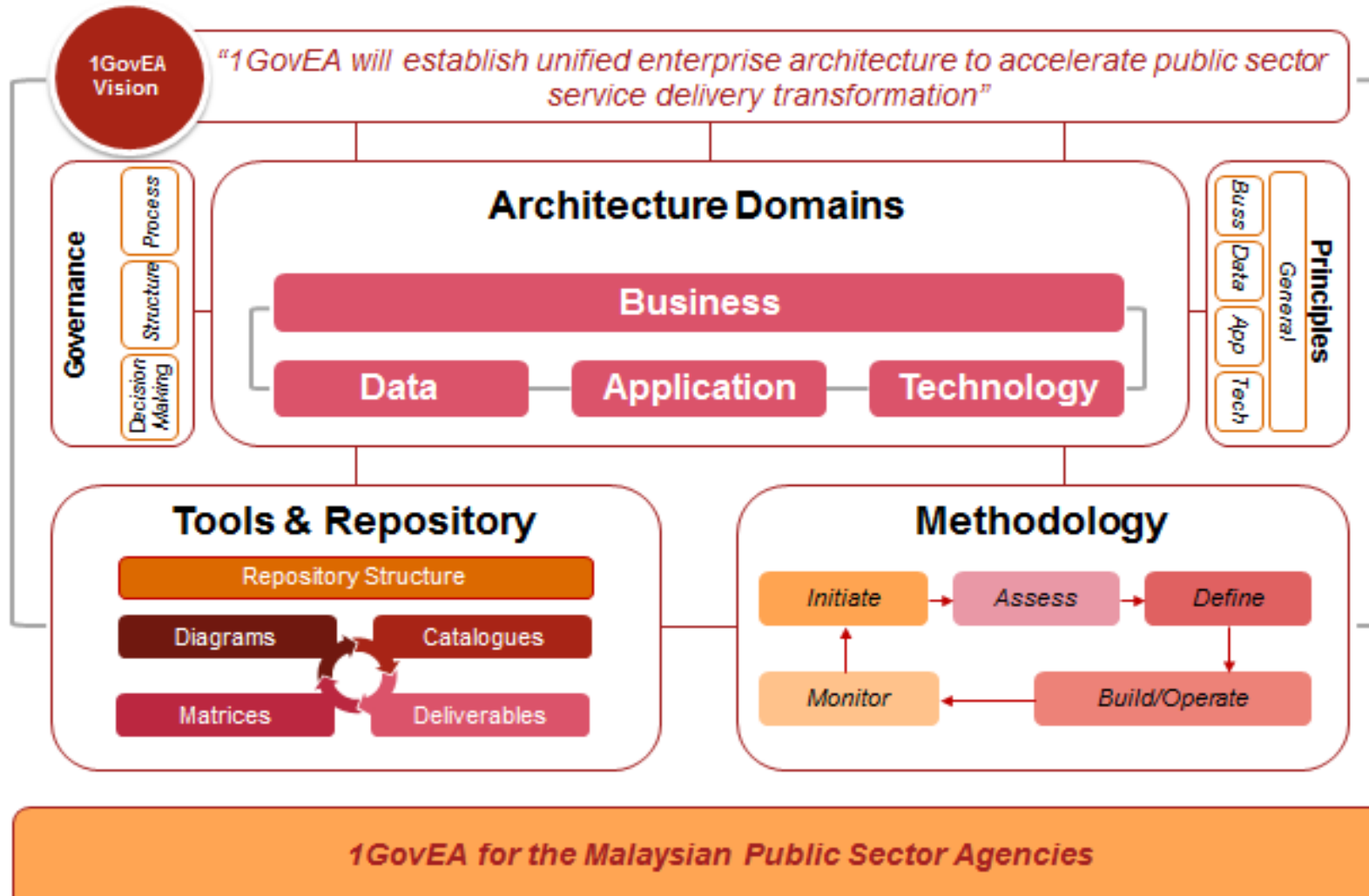
“To be an excellent organization in executing and monitoring sustainable and environmentally-friendly housing towards high-quality of life”

Functions

1. planning and setting the direction of the housing sector in Malaysia based on accurate information;
2. helping house ownerships through housing aid schemes;
3. effective and efficient monitoring of licensed housing development projects; and
4. ensuring the protection of house owners' rights.

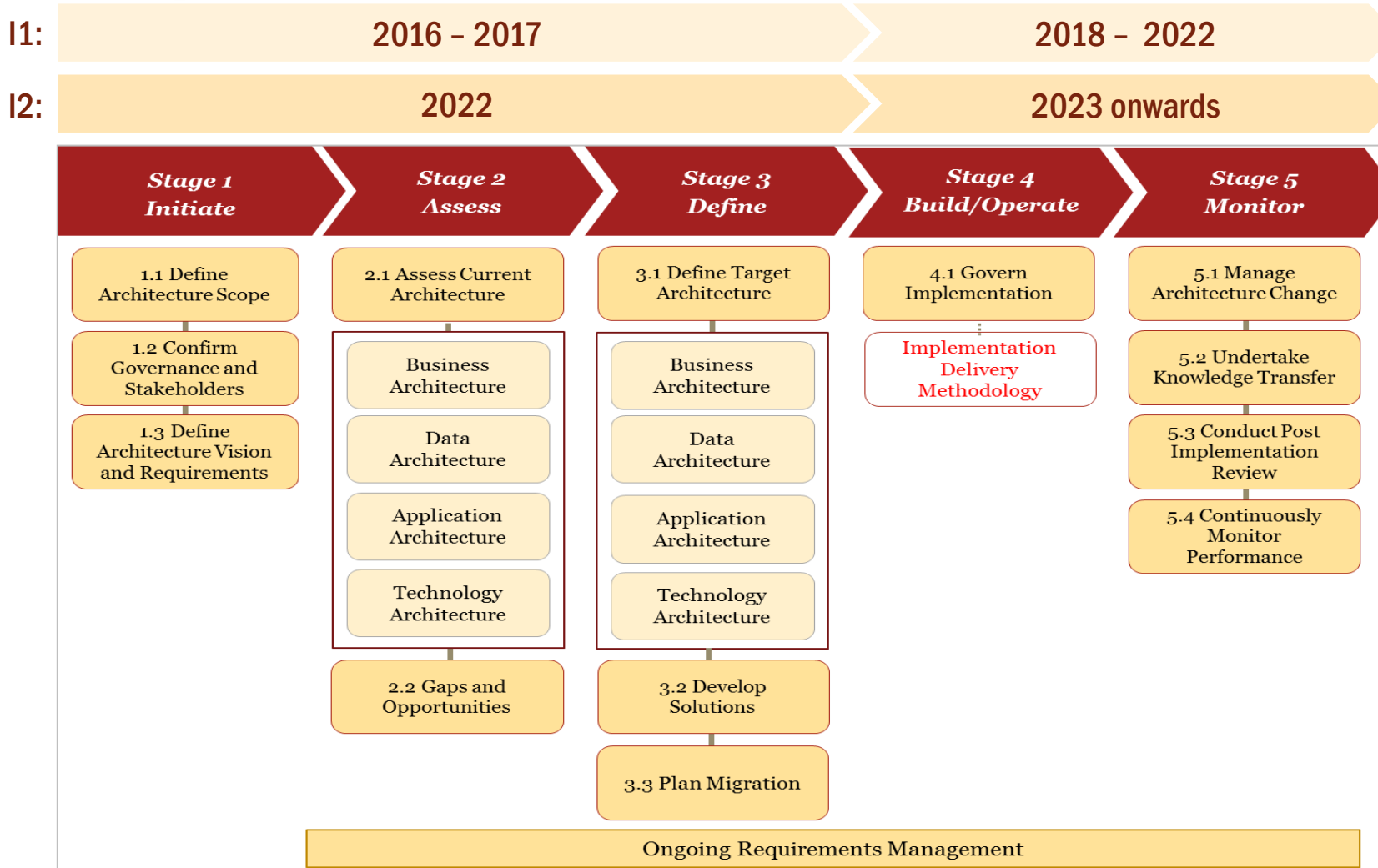


MyGovEA Framework





EA Implementation in JPN



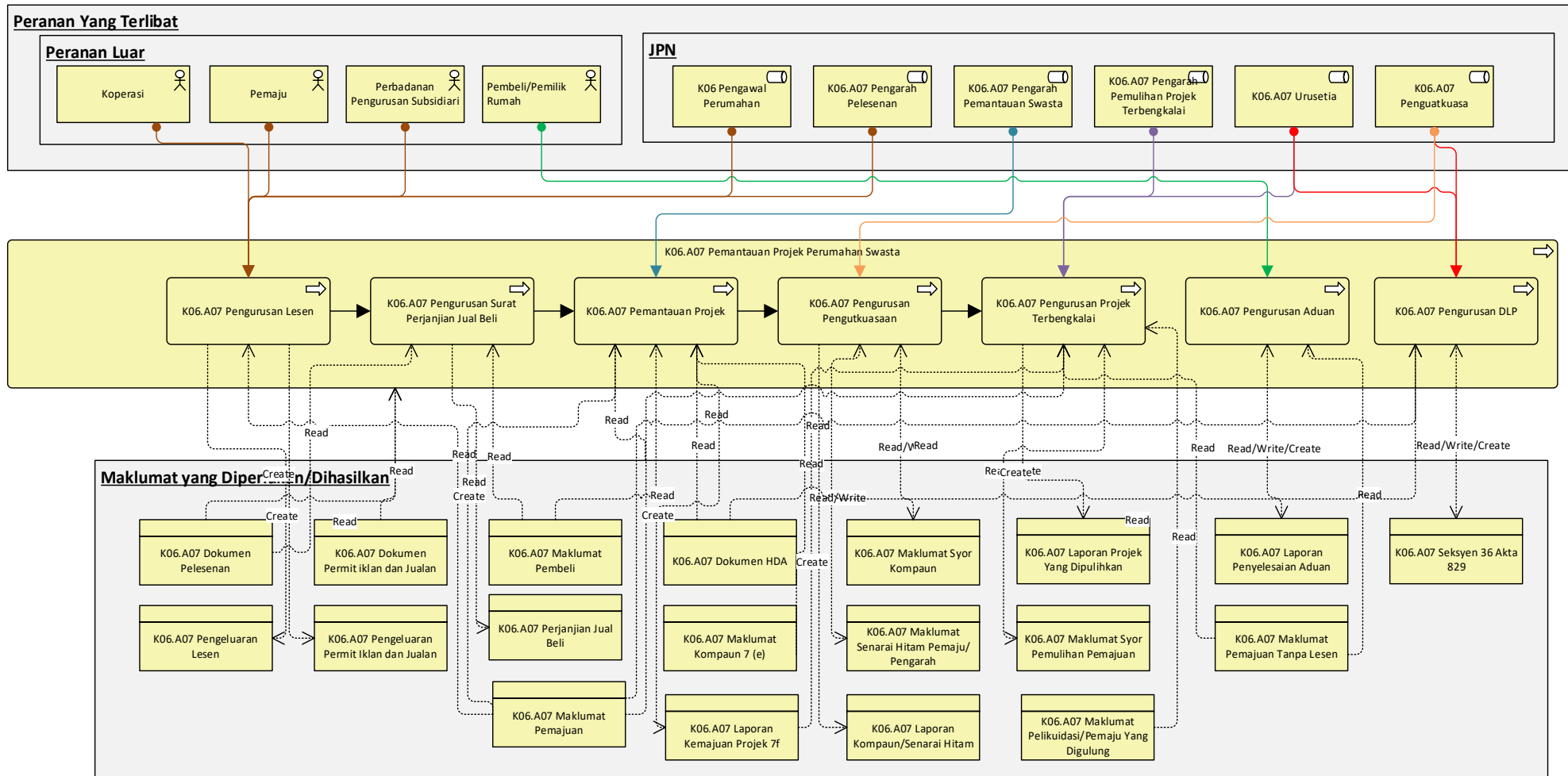


Activities during Stage 1 (Initiate) and Stage 2 (Access)





Business Process View





Gaps to Better Customer Experience

Business

- **Work redundancy** in information verification.
- **Payments received via cheques** resulted in extra workload for JPN officers.
- **Some work processes still had to be done manually.**

Data

- **Incomplete input data** resulting in **inefficient flow of information** between divisions.
- **No centralised information** on house ownership.
- **No standardised data formats** across IT systems.

Application

- **No integration** of existing IT systems.
- Existing systems **could not cater to JPN's business requirements as a whole.**
- Existing systems were **not user-friendly.**

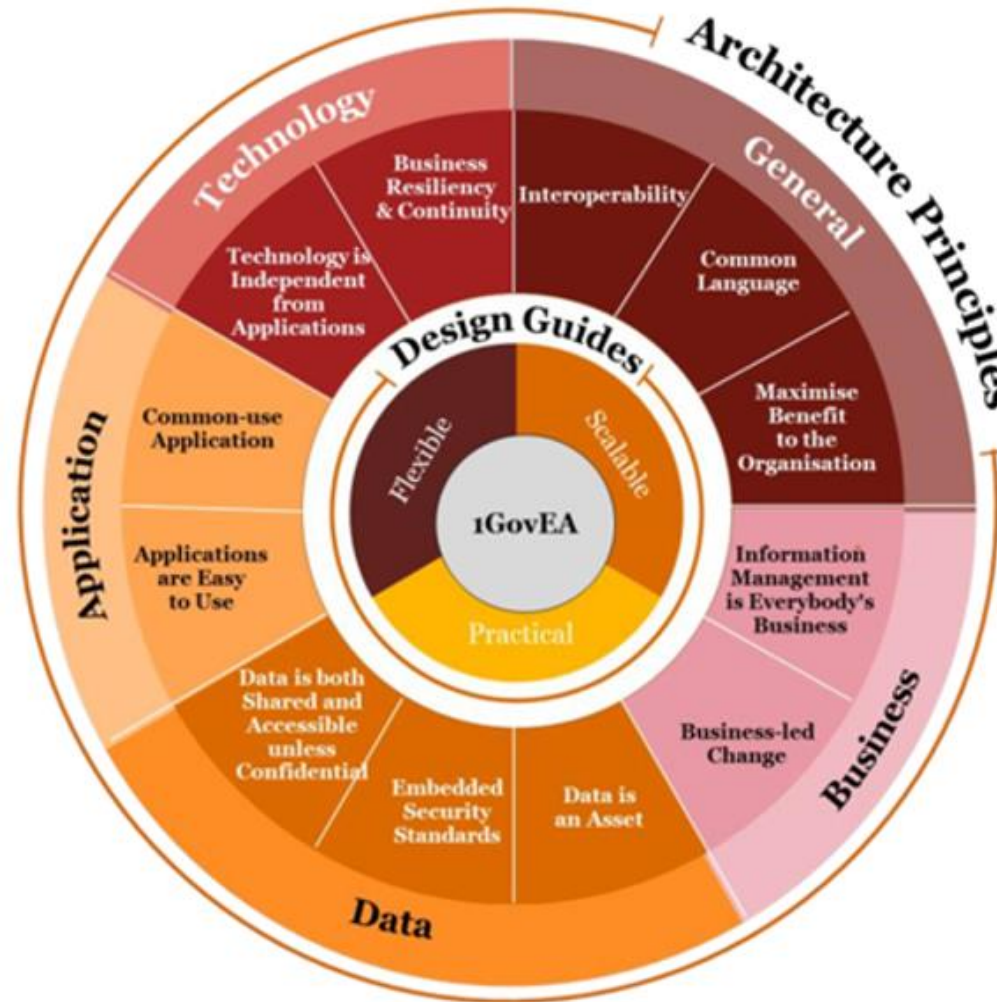


Activities during Stage 3 (Define)



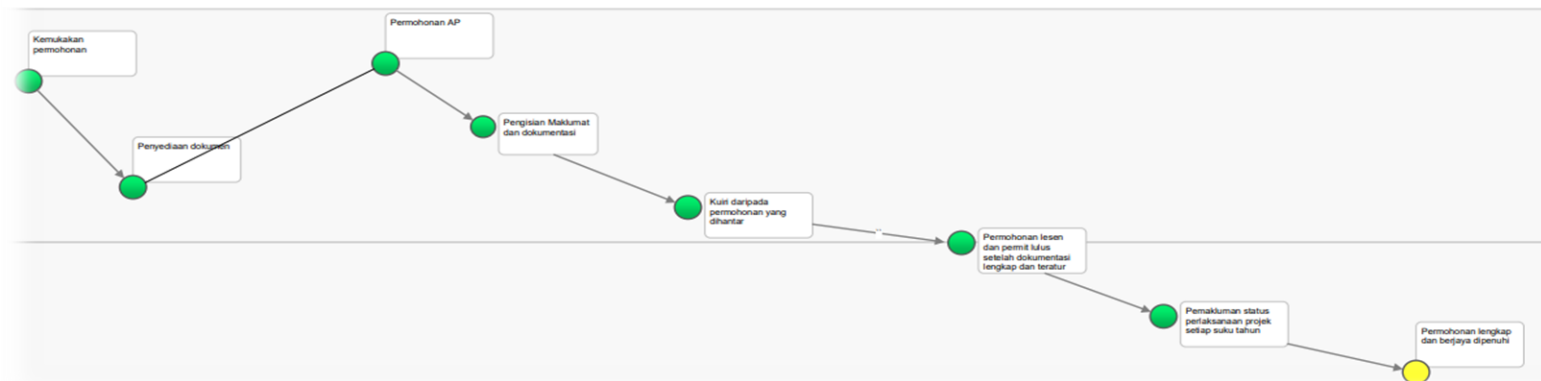
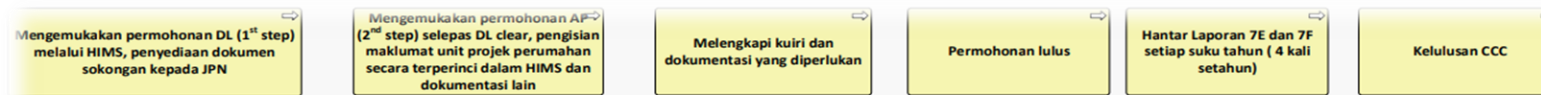
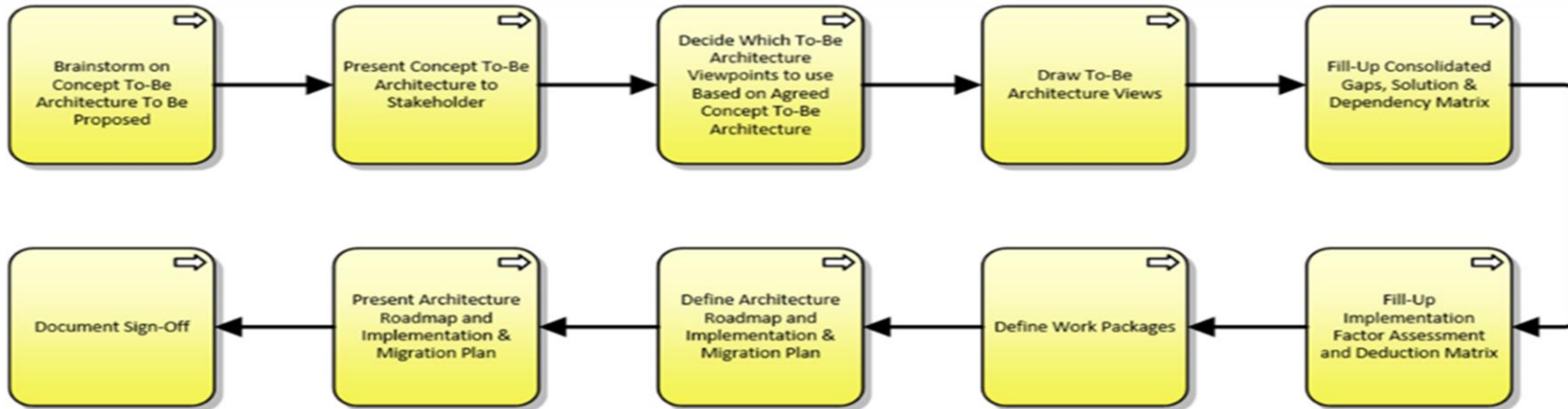


MyGovEA Architecture Principles



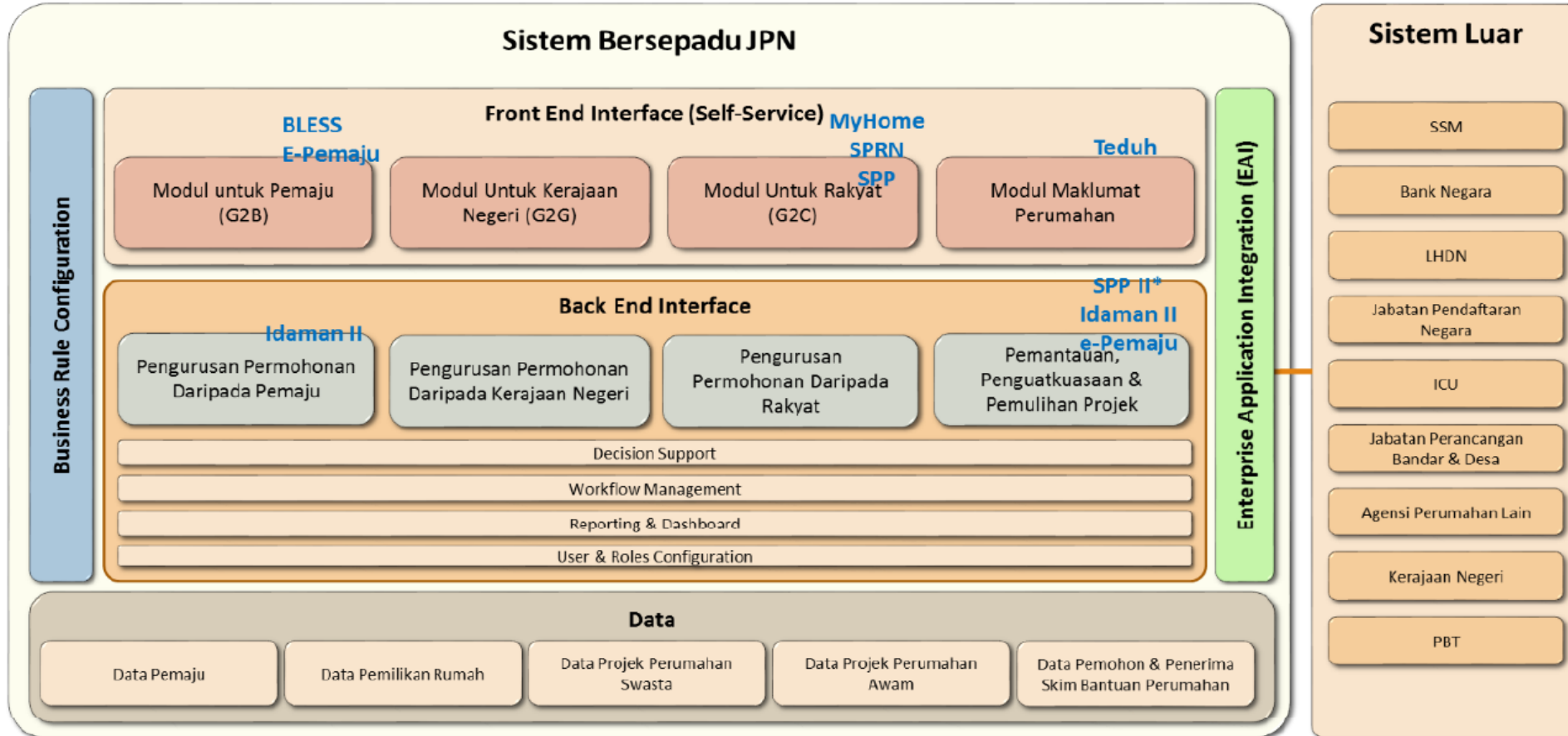


Stage 3 Approach





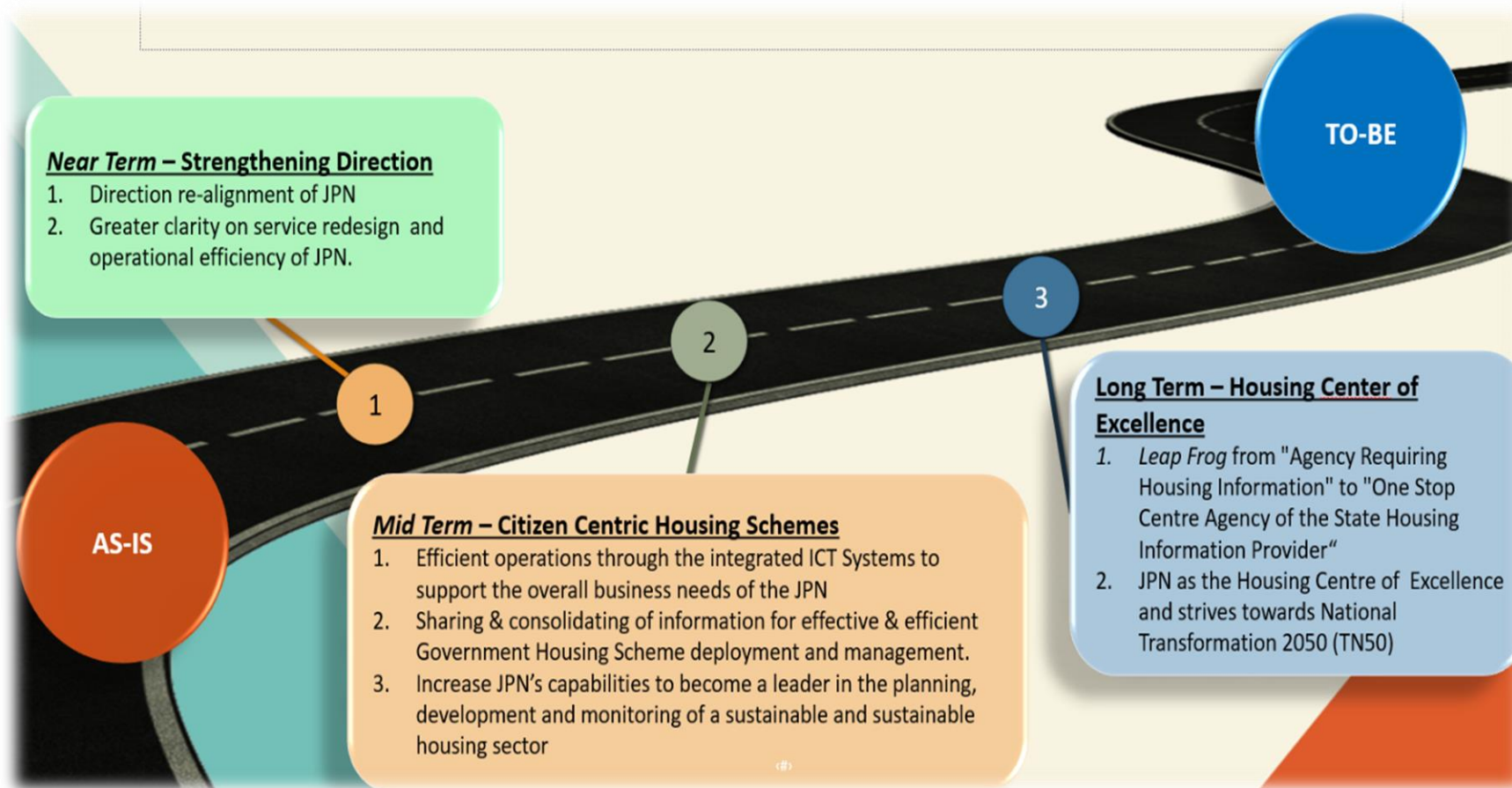
Overview of JPN's Integrated System (To-Be Architecture)



* SPP II digunakan untuk pemantauan projek perumahan awam

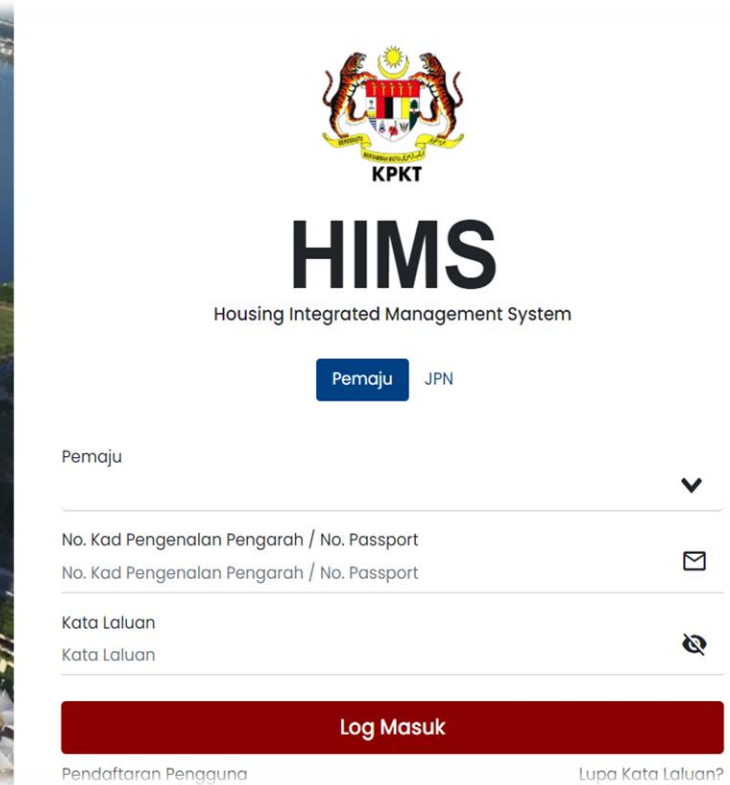


EA Guidance to JPN's Business Technology Initiatives and Adoption





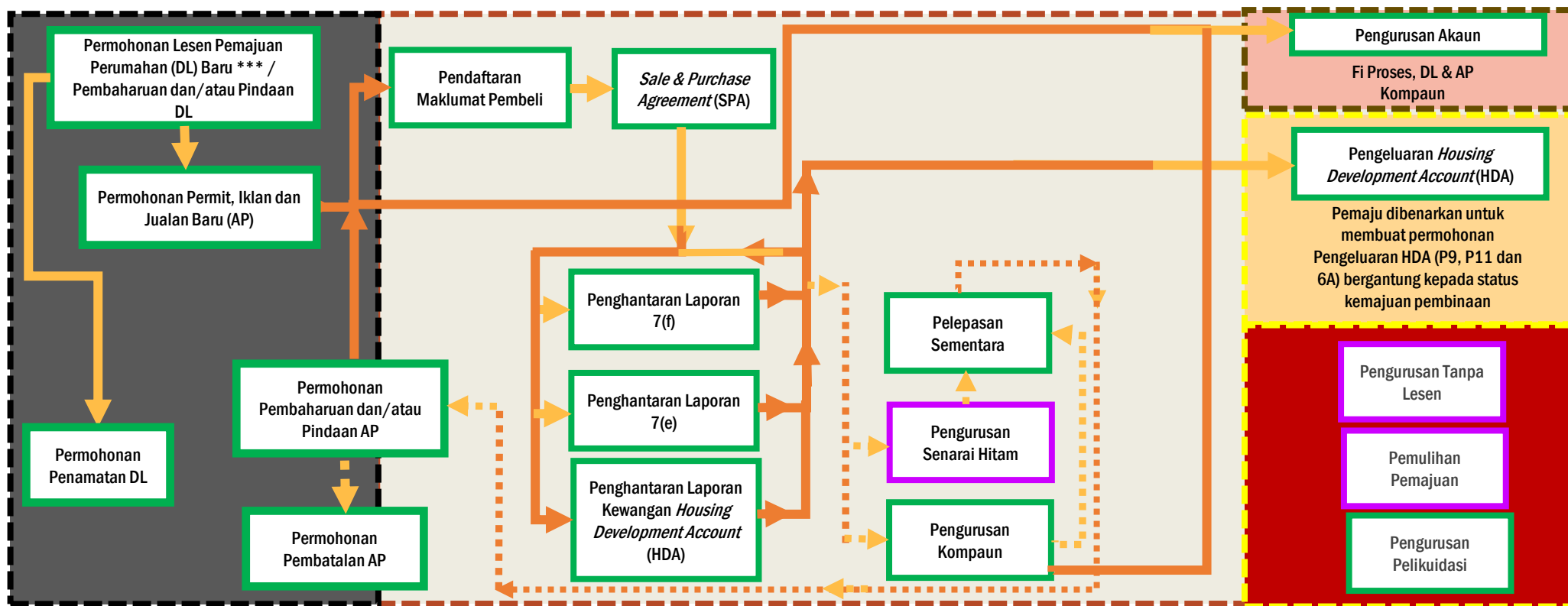
Stage 4 (Build/Operate)



HOUSING INTEGRATED MANAGEMENT SYSTEM (HIMS)
(launched on 31 January 2022)



Overview of HIMS



PETUNJUK:

- HIMS Pemaju & pegawai JPN
- Pegawai JPN sahaja
- Pembayaran dalam talian

- Sebelum pemajuan
- Semasa pemajuan

- Mengikut status kemajuan pemajuan
- Pemajuan terbengkalai

- Hubungan antara modul
- Tindakan yang dikenakan
- *** Pemaju Baharu



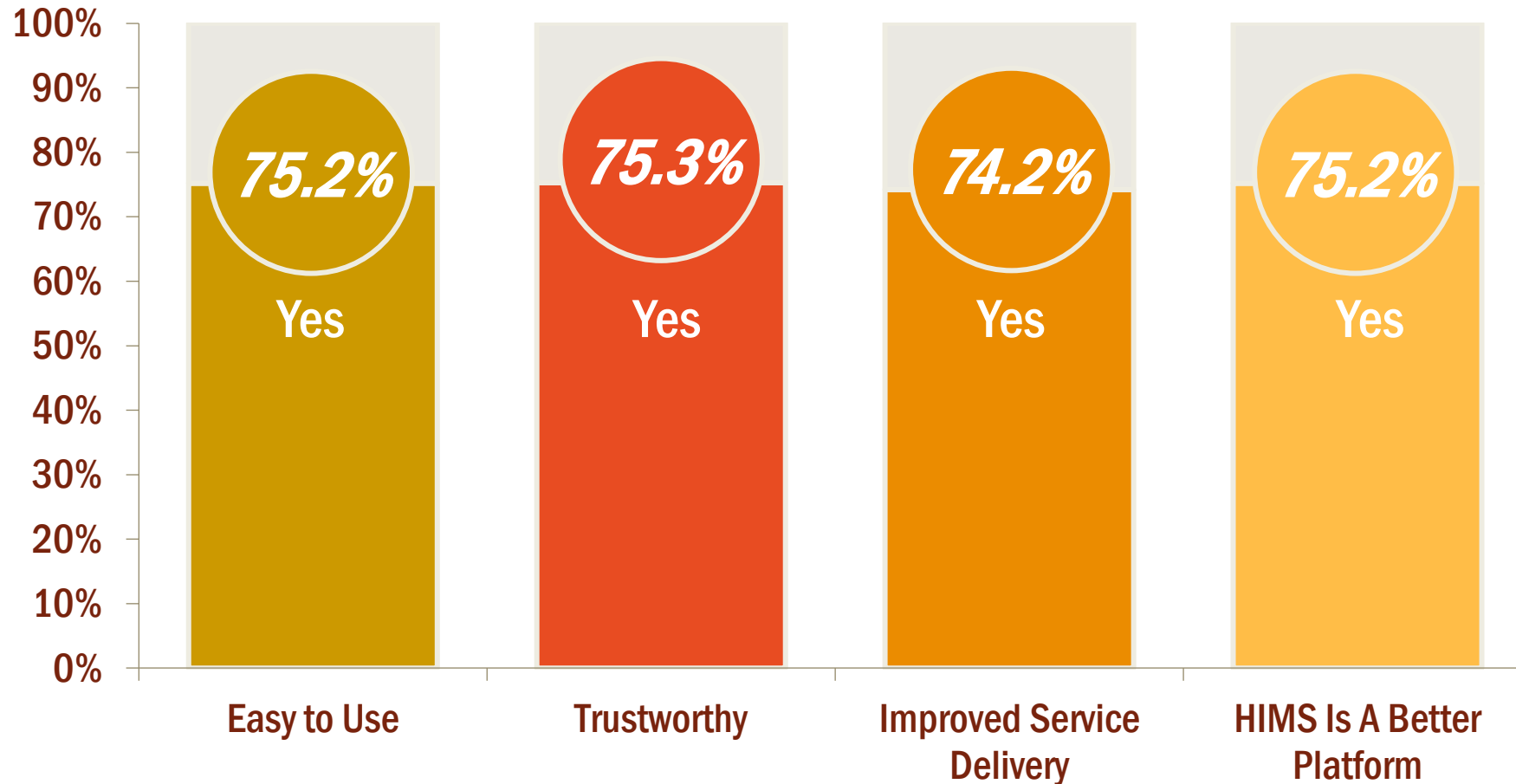
Stage 5 (Monitor)/2nd Iteration of Stages 1 - 3





Online Customer Satisfaction Survey

109 Respondents: 97.2% Housing Developers, 2.8% JPN Officers





Useful Learnings

Stakeholder Awareness

Stakeholder Involvement and Support

Transfer of Knowledge sessions

Knowing the Critical Success Factors

Project Champion

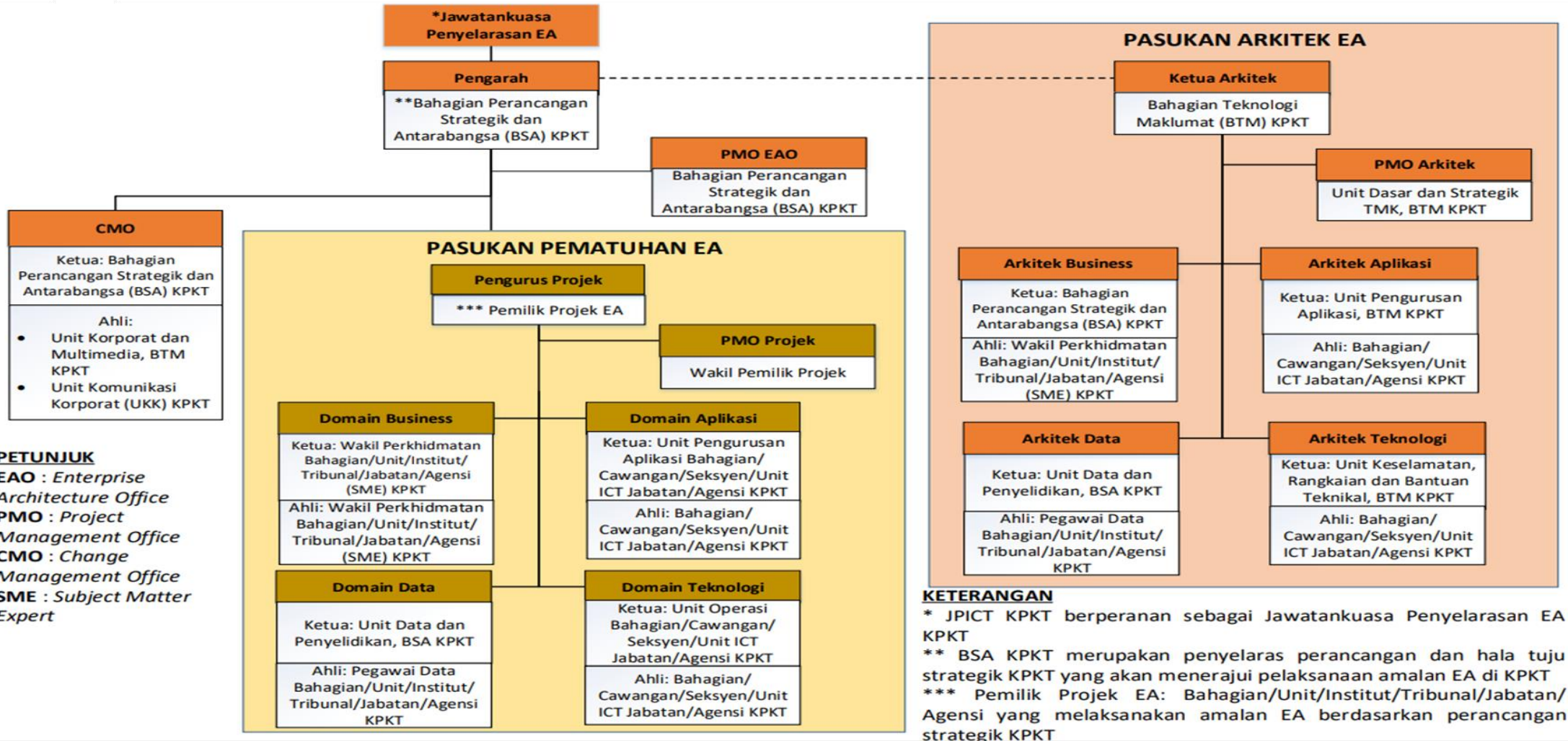


Critical Success Factors

- **Business Aligned** - Clearly understand the overall business strategy
- **Clear Communication** - Be prepared to communicate to business executives
- **Appropriateness** - Align the complexity and sophistication of the target architecture
- **Lightweight Governance** - Make sure that governance is lightweight, simple to understand
- **Manage Complexity** - Use an architecture approach to document detailed architectures
- **Competent** - Build an EA team with both technical and business expertise

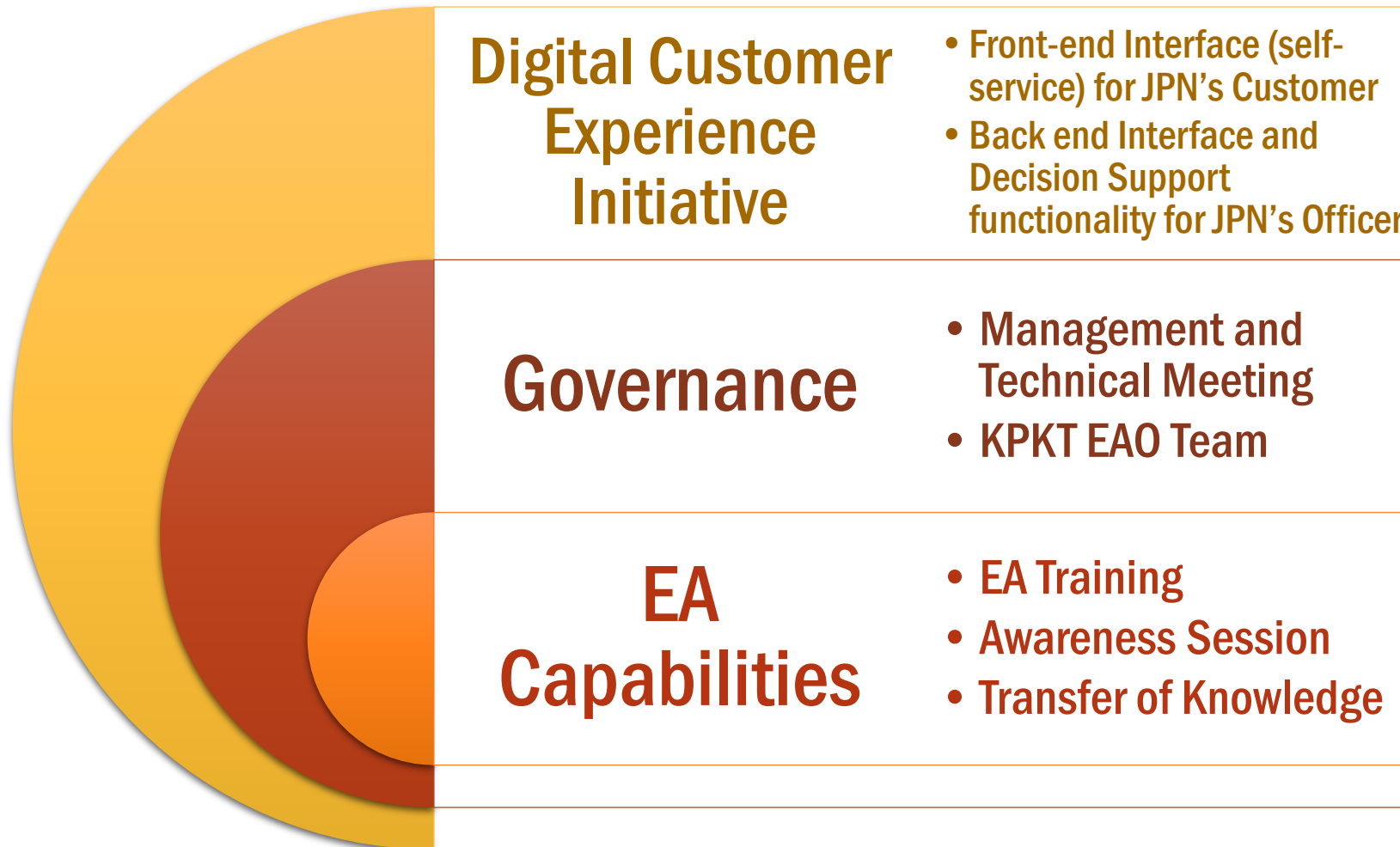


EA Governance





Conclusion





Thank You