

# sains

## Forging a Decade of Mutual ICT Accomplishments



**Your long term ICT Solution and Service Provider  
based on mutual value creation and trust**

# CONTENT

## Publication Committee

### *Advisor*

Teo Tien Hiong

### *Editors*

Si Poh Liang

Lucy Wong

Samuel Lee

Sentia Brangking

### *Designers*

Hiew Chi Wang

Noor Shizarin Isnin

Stephanie Wee

Chai Hai Wee

Iskandar Zainal

### *Contributors*

Teo Tien Hiong

Samuel Lee

Jonah Khoo

Dylan Redas Noel

Lucy Wong

Atika Abang

Veronica Kiu

Jameliyah Jamel

Bong Chee Thin

Edmund Chang

David Yeo

Kueh Boon Yang

Bhajan Kaur

Mohd Jasmani

Tay Eue Kam

Tan Aik Ming

Nadia Suhaili

Ronnie Ee

Chin Khoon Siang

Teo Loon Tong

<b>Content</b>	<b>3</b>
<b>Messages</b>	<b>4 - 10</b>
<b>Board of Directors</b>	<b>11</b>
<b>Insights into SAINS</b>	<b>12 - 21</b>
<b>The People Factor</b>	<b>22 - 25</b>
<b>Moments with Customers</b>	<b>26 - 27</b>
<b>Moments with Communities</b>	<b>28 - 29</b>
<b>Innovative Products and Services for the Community</b>	<b>30 - 35</b>
<b>SarawakNet: The Premier eGovernment Service of Sarawak</b>	<b>36 - 38</b>
<b>Presence of SAINS:</b>	<b>39 - 47</b>
<b>Since the Beginning...</b>	<b>48 - 49</b>
<b>Acknowledgements</b>	<b>50 - 52</b>

## MESSAGE



### YAB DATUK PATINGGI TAN SRI (Dr) HAJI ABDUL TAIB MAHMUD

Chief Minister of Sarawak

D.P., P.S.M., S.P.M.J., S.S.D.K., D.G.S.M., S.S.A.P., S.S.S.A., S.P.M.T., S.P.D.K., P.D.K.,  
K.T.W.E. (THAILAND), K.E.P.N. (INDONESIA), S.P.M.B. (BRUNEI), K.O.U., (KOREA), O.A. (AUSTRALIA)

Information and Communications Technology (ICT) has become a powerful tool in many aspects of human life today: participating in global markets, improving service delivery and enhancing development opportunities. We have recognized ICT as an enabler of broad-based social and economic development early on, bringing about the incorporation of SAINS or Sarawak Information Systems Sdn. Bhd. in the year 1991 to assist in transforming the State into a knowledge-based society.

A decade has passed since SAINS began its operations in 1992. Looking back, the company has made great strides in leveraging ICT competency in Sarawak. The establishment of a statewide WAN or Wide Area Network infrastructure within the State Government has provided the channel to an efficient, effective and transparent administration, fostering the dissemination of information and knowledge that are largely impervious to geographic boundaries.

## MESSAGE

All these years, we have always been conscious about distributing the momentum of development throughout the State - from Sematan to Merapok. We have also been concerned about bridging the 'digital divide' between the rural and urban areas, particularly in the educational system. In the year 2000, SAINS and the State Government donated RM1.7 million worth of ICT assets, applications and services via the State IT and Resources Council to the State Education Department for distribution to schools.

The growing economy has created a demand for skilled IT workers and professionals. With constraints in skilled human resource and finance, ICT investment is a cost-effective route to take to develop our economy further. The 'digital' and 'virtual' nature of many ICT products and services allows for zero or declining marginal costs which can radically enhance the efficiency of doing business.

For this Special Edition of the SAINS Yearbook 2002, which also marks the 10th Anniversary of SAINS, I would like to congratulate the Board of Directors, Management and Staff of SAINS for their accomplishments that have brought about the significant growth in ICT literacy and utilization in Sarawak as well as enabled global connectivity.

## MESSAGE



### YB TAN SRI DATUK AMAR DR. GEORGE CHAN HONG NAM

Deputy Chief Minister of Sarawak,  
Chairman of Sarawak Information Systems Sdn Bhd

It is my pleasure to note the substantial progress that SAINS has made over the last ten years in helping the State Government increase the ICT literacy in Sarawak. The awareness of Information and Communications Technology (ICT) has permeated most, if not all, areas of the State - in education, healthcare, government, commerce and manufacturing. The use of ICT can readily be felt in the establishment of smart schools, distance learning university, telemedicine, paperless administration and electronic commerce.

Sarawak Information Systems Sdn Bhd (SAINS), being an ICT arm of the State Government, has effectively pioneered the utilisation of ICT in the State: forging alliances with international corporations; organizing events on ICT; participating in relevant exhibitions, conducting ICT training programmes; sharing experiences with other government agencies, and providing

## MESSAGE

creative solutions and consultancy to customers.

In order to cater to the increasing demand and customer base of the company, SAINS has set up various branches and subsidiaries throughout the State and in Peninsular Malaysia. The presence of the SAINS group of companies has expanded from Kuching to Sibul, Miri, Bintulu, Sri Aman, Sarikei, Kuala Lumpur, Penang and Johore Bahru. With the staunch support of our visionary YAB Ketua Menteri and invaluable strategic policy guidance from the State Information Technology and Resources Council (SITRC) members, SAINS will continue to strive to uplift the State and its people to become an IT literate society.

I am proud that SAINS has been recognized nationwide as a benchmark after successfully implementing the public sector ICT and using the same to bridge the various digital divides in the State. I wish to congratulate the Management and Staff of SAINS on the occasion of the Company's 10th Anniversary.

## MESSAGE



**YB DATUK AMAR HAJI ABDUL AZIZ HAJI HUSAIN**  
Sarawak State Secretary,  
Managing Director of Sarawak Information Systems Sdn Bhd

We live in a modern and constantly changing world today. In this fast-paced and multi-faceted society, information is an intangible but important commodity. Ultimately, rapid and easy access to accurate and timely information can assist in prudent decision making. As the quality of life improves with socio-economic development and leaps in ICT utilisation, human expectation becomes more demanding too. There arises the need to address these higher expectations of the public to ensure satisfaction of products and services delivered.

eGovernment applications that provide services and information to the public over the Internet and other digital networks go a long way to improve the quality and responsiveness of government services. It can also facilitate the expansion of the reach and accessibility of these government services and infrastructure. In addition, through Information and Communications

## MESSAGE

Technology (ICT), public administration and government processes become even more effective and efficient. For example, staff leave applications are now submitted and approved electronically via the intranet.

The political and administrative leadership of the state had the remarkable foresight to recognise this and established SAINS 10 years ago as a single dedicated body to address its total ICT needs. Over the decade, SAINS has successfully implemented the Strategic IT Master Plan for the State Civil Service. SAINS has also provided 'Continuously Supported Learning' (ConSuL) in ICT skills development and training of staff in the State Civil Service. In June 1997, the intranet of the State Government, the 'SarawakNet', was launched. Today, SarawakNet connects more than 200 local area networks across the State and serves more than 13,000 registered users.

I would like to take this opportunity to thank the Management and Staff of Sarawak Information Systems Sdn Bhd (SAINS) for their commitment, drive and enthusiasm in enhancing ICT competency and utilisation in the State Government. There are many milestones yet to be achieved in the area of ICT for the State Civil Service in the years to come. However, I am confident that we have the ability to meet these challenges with our capable and knowledgeable human resource.

## MESSAGE



### ENCIK TEO TIEN HIONG

#### Chief Executive Officer of Sarawak Information Systems Sdn Bhd

The year 2002 is a significant year for Sarawak Information Systems Sdn Bhd (SAINS) as we herald the 10th year of operation of the Company. From our humble beginning, SAINS has rapidly grown in the past ten years. We started initially by providing eGovernment applications for the State Civil Service. Today, we are considered a leading ICT player at the national level. During the decade, there have been many milestones achieved and many challenges faced by the Management and Staff of SAINS.

Since we assisted the State Government to put together its first consolidated ICT plan in 1993, we have completed more than 300 ICT projects as well as provided over 25,000 ICT training modules on a full range of ICT subjects. Apart from that, we have implemented over 200 Local Area Networks (LAN) and built a Wide Area Network (WAN) statewide for the Sarawak State Government. This has enabled Sarawak to take a gigantic leap into the digital age ahead of all the other states in Malaysia.

While no doubt SAINS could continue to develop even better ICT solutions exclusively for the State Public Sector, it was realised that this would not be optimizing the experience nor seriously challenged the skills of our professionals. As such, in 1998, we were mandated by our Board of Directors to extend our scope of business beyond the State Government. Today, on our 10th Anniversary, our customer base has expanded to include the Federal Government, other state governments, private and multi-national corporations as well as the community as a whole.

That notwithstanding, I wish to take the opportunities to reaffirm our commitment to the Sarawak State Government and appreciate the collective contribution of my staff in making possible what we have achieved so far. My deepest appreciation also goes to the Board of Directors for their continuous guidance and support. Finally, I would like to thank all the committees involved in organizing the various activities in celebration of the 10th Anniversary of SAINS and the publication of the SAINS Yearbook 2002.

# Board of DIRECTORS



**YB TAN SRI DATUK AMAR DR. GEORGE CHAN HONG NAM**

*Deputy Chief Minister of Sarawak,  
Minister for Finance & Public Utilities,  
Minister of Industrial Development Sarawak,  
Chairman of State Information Technology & Resources Council,  
Chairman of Sarawak Information Systems Sdn Bhd*



**YB DATUK AMAR HAJI ABDUL AZIZ HAJI HUSAIN**

*Sarawak State Secretary,  
Managing Director of Sarawak Information Systems Sdn Bhd*



**ENCIK CHIN JEW BUI**

*Sarawak State Financial Secretary*



**ENCIK TEO TIEN HIONG**

*Chief Executive Officer of Sarawak Information Systems Sdn Bhd*

## An Interview with the CEO of SAINS



*Mr Teo Tien Hiong, Chief Executive Officer of SAINS, was recently interviewed to provide some background information and insights into the Company on the occasion of its 10th Anniversary. Below are excerpts of Mr Teo's thoughts and experiences.*

**Editor:** How did SAINS come about?

**CEO:** *In 1986 when the use of IT among State Government agencies started to grow, a State Computerisation Committee (SCC) was formed to co-ordinate all the State IT budget. I was made a member of this Committee representing the Director of the State Planning Unit (SPU). At that time I was serving in the SPU and had just returned from my post graduate studies in the United States where after my regular programmes I did a bit of work on IT.*

*I recall I was one of the more talkative members of the SCC known regularly to contribute ideas outside the box, so to speak. Probably because of that, when it was felt that the SCC was unable to meet the more discerning needs of the State Government, I was asked to head the company that was established in 1991 to realise the greater aspiration. The Company, then called Sarawak Computerisation Services Sdn. Bhd., was given, among other things, the task of assisting the State to plan and implement IT for its agencies in an integrated and holistic manner. This approach of using a government owned private company to plan and implement IT for the various State agencies was at that time totally untested.*

*The bold vision of the YAB Ketua Menteri and the Board of Directors of the Company relative to leveraging IT as a critical enabler for Sarawak and the State Government in the late 1980s was well before its time. I was very excited about the challenge and opportunity to lift Sarawak from among the least IT enabled states. It represented a rare occasion when one gets to draw the box from scratch to address the vision, mission and objectives of a strategic company.*

I started operating the Company in 1992. In 1995 we changed the name of the Company to Sarawak Information Systems Sdn. Bhd. with the acronym SAINS. The main reason for changing the name was that Computerisation was viewed as not an end in itself. Information is what we are actually after. It was also realised that apart from computerisation, communications technology was as much an integral component of IT. This was before the time the term ICT was fashionable.

**Editor:** As the General Manager for the past 10 years, how has it been like growing with SAINS?

**CEO:** Right from the very beginning, every day with SAINS has been exciting and different. I remember putting my thoughts on a two-page memo and discussing with the Chairman (Tan Sri Datuk Amar Dr George Chan) and the then MD (Tan Sri Hamid Bugo) regarding the proposed direction of the Company, and the kind of growth strategies it should adopt. This was before I accepted the job.

I needed the endorsement from the higher-ups pertaining to how I thought the Company could best be operationalised. It was not only about achieving the immediate objectives of the State public sector, but also the greater mission of creating a critical mass of stable and technologically skilled professionals to support Sarawak in its future development. It must be recalled at that time there was really no local IT skill to talk of. Local IT firms depended on external parties to fulfill almost all their technical IT contracts.

**Editor:** How has your management of SAINS changed from a small start-up IT Company to a major ICT player in Malaysia?

**CEO:** In principle, not much really, I have always believed that in management one must always keep one eye on the gas tank (bottom line) and the other eye on the road ahead. That way, one will be able to plan the trips according to the amount of gas that one has while constantly looking out to maximise mileage and pick up more customers. One of the good things about IT is that you can improve your bottom line by sharing your skills and intellectual properties to serve more customers with only a marginal increase in cost. This is the same for a small or a big company

*Apart from that, given that SAINS is very much a brainpower company, my particular attention has been very much focused on both the recruitment and growing of our own talents in specialised IT skills. Whether we like it or not, the fact of the matter is that our critical assets are largely held within our people and our business model and strategies have to be built around them.*

*When SAINS was a small company, I was very hands-on with regard to these matters. Now that we are a relatively large group, we have no choice but to specialise and share responsibilities and roles among the management team. In delegating, I try to synergise and make sure that we all share the same management values. These are constantly reinforced and shaped through regular and very much Open book management meetings as well as one-on-one updates on business directions, strategies and work progress.*

**Editor: What do you think is the single biggest achievement of SAINS?**

*CEO: In my opinion, without doubt, the single greatest achievement of SAINS is to put Sarawak on the IT radar screen of Malaysia. Ten years ago, when people talked about IT in Malaysia, Sarawak was usually associated with the lack of it. Today, in the same talk, Sarawak is usually looked upon as a benchmark to follow, particularly in public sector computing. All the other states as well as a number of Federal agencies have visited Sarawak to learn from our success story. A few have even declared their intention to replicate the Sarawak model of IT development. I think we can all be proud of this achievement.*

**Editor: What are your comments on criticism of SAINS having a monopoly advantage in the State ICT industry?**

*CEO: SAINS was set up by the State Government specifically to plan and implement its ICT agenda in an integrated and holistic manner. As such, the criticism of SAINS being a monopoly does not arise. The State Government has also set up departments and statutory bodies to look specifically into other strategic matters. Are they also to be criticised as monopolies? It has to be acknowledged that under certain situations setting up a single body to deal with an issue in a focused manner may be better than allowing a free-for-all. Given that Sarawak aspires to be on the ICT map of Malaysia, the critical consideration should be what is the best strategy to achieve that? For a start, it had tried promoting and supporting a host of local IT vendors. That did not work. In fact, the result was the scattering of the State public sector landscape with poorly completed and unsupported systems. The State Government was clearly aware of this and rightly unhappy about it. Hence SAINS was set up to address this situation.*

Besides that, it has to be realised that there are larger State Government objectives that would be difficult to achieve without a statewide, stable and highly skilled ICT machinery. Some of these objectives include providing an ICT infrastructure with the ability to support uniform public sector computing right down to the rural areas; providing sharable specialised ICT investments such as data and ICT disaster recovery centres; and promoting ICT related R&D work in the State.

**Editor:** Sarawak is now recognised as a leader in ICT among the states in Malaysia. What is the next level that SAINS wants to achieve?

**CEO:** Over the past decade SAINS has helped the State Civil Service achieved a relatively high level of ICT deployment and utilisation. All the State civil servants who need to use ICT have been trained. Well over 300 ICT projects have been implemented throughout Sarawak for the State Civil Service, which is linked down to the district level by a robust wide area network, the SarawakNet.

Moving on, we will definitely be committed to further assist the State Government. In this regard, we will continue to work closely with the ICT Unit of the Chief Minister's Department as well as directly with all the agencies. Generally speaking, the next wave of activities will be more community and business focused.

One major initiative currently under development is the gradual rolling out of a whole suite of eGovernment services for the State in the next couple of years. The target audience for these services will be the population at large.

Apart from that, concerns about the widening digital divides are rising. It is understood that at the national level initiatives to bridge digital divides for various marginalised groups are being planned. These groups include the rural poor, the urban poor, women, youths, the handicapped, the elderly, and small and medium industries. We have already started working with various organisations on some of these largely socially focused projects.

The attraction of foreign direct investments (FDI) is becoming increasingly competitive and investors are getting more discerning in their choice of location to invest their money. The Sarawak Government has identified high-tech as one of its industries to attract FDI to the State. Due to the nature of their business, such industries are particularly demanding in their ICT needs, particularly in terms of support for their mission critical systems. We see ourselves as ideally placed to assist the State Government in this regard.

# Technology for Application

Article from former MD of SAINS



*YBhg Tan Sri Datuk Amar Haji Hamid Bugo served as the Managing Director of Sarawak Information Systems Sdn Bhd (SAINS) from 1991 to 2000. For the company's 10th Anniversary Special Edition, he has kindly consented to contribute an article for the event.*

There is no shortage of technology for the purpose of performing nearly all of our tasks towards achieving our objectives.

We have the technology to build smooth, rugged or all-weather roads. We have the technology to carry out waste treatments on our refuse. We have the technology to erect straight electrical or telecommunication poles. We also have the technology to trim our grass and prune our trees. Yet, how many of our roads are smooth or all weathered? How many of our electrical or telecommunication poles are straight? How many of our lawns are clean and neatly cut? How many of our trees are well pruned and nurtured? Knowing the answers to these questions, one cannot presume - as many have done - that

the presence of technology alone could enable the achievement of an efficient and excellent environment that we are striving for.

Further observations will reveal that though so much technology is readily available, the application and utilization of the technology has many shortcomings as it is...

*...not adequately applied,*

*...not consistently applied,*

*... not correctly applied.*

In the construction industry, for example, safety helmets, safety shoes, safety goggles are seldom used, even though by law their usage is compulsory. In addition, the amount of unused materials, such as cement, bricks, planks, steel bars, and so forth - broken or intact - are normally substantial in volume, thus giving the conclusion that we have not correctly applied technology for quantifying materials.

In the case of information technology, the situation may very well be similar to that of the construction industry. SAINS has put into place, at least within the Civil Service, adequate hardware and software for the need of the State Government Administration. But what must be assured is that these facilities are not wasted, and once installed do not remain unused or underused. This is the challenge, and it is a difficult challenge. It has a lot to do with the attitude of those who are expected to make full use of these electronic and digital tools.

From the experiences faced during the formation of SAINS, we can confidently say that there are still many obstacles in the way of attaining a knowledge society. The formation of the Company, albeit government-owned, to make decisions in matters regarding computerization and invariably, work processes and procedures, manpower, and to some extent finances, within the government departments was not a concept that was immediately and easily palatable ten years ago. Indeed questions were raised to the Board and Management when SAINS was formed. Acceptance from some quarters was lacking. But the Company operated effectively even with considerable problems in those early days due to inadequacy of qualified and trained manpower, an issue that is no longer in existence.

Today the digital culture is easily accepted. Yet despite the infrastructure and software that have been established, many within and outside the Civil Service are still not adequately utilizing information technology. Although the biggest huddle of acceptance appears to have been overcome, there remains the need to popularize ICT.

There is also the need to remain relevant in view of the speedy rate at which changes in information and communication technology is taking place. The digital system demands that we must continuously predict the future, if not, in reality invent it. This is the biggest challenge now.

# SAINS Game Plan in Retrospect

Article from the CEO of SAINS

*The following is my reflections on the first 10 years of SAINS. In the interest of space, the picture has to be painted with bold strokes. Detailed characterisations obviously have to be omitted and in the process judgement calls, for what ever they are worth, must necessarily be made.*

*Year 1: 1992 could be called the 'Alice-in-Wonderland' year. We didn't know where we were let alone where we wanted to be. To determine where we were, where to go next and how to get there, a Strategic IT Master Plan Study was undertaken. Without any internal resource we engaged National Computer Board of Singapore to lead the Study. We were determined that our own people should be fully involved in this very important exercise. So we hired some experienced people as quickly as possible and got them to work together with the NCB consultants to 'grow our own timber'. Through the State Government, we also managed to get the assistance and involvement of some MAMPU Sarawak IT staff. The Strategic IT Master Plan was completed at the end of 1992 and approved by the Government in early 1993. One of the key recommendations of the Study was the establishment of the State IT Council (SITC) which was the first in Malaysia.*

*That Study might not seem a great deal 10 years ago, but today in 2002 we are proud to be able to undertake for the Sarawak Government its second IT Strategic Planning (ITSP) exercise for all the State agencies. This time around, almost all the expertise are sourced internally.*

*Years 2 & 3: 1993 and 1994 were the 'Fire-Fighting' years. These were the most difficult years. Fire started as soon as we activated the secretariat of the SITC in place of the State Computerisation Committee (SCC) in 1993. There was a lot of resistance from various agencies to the new approach of implementing IT. There was also much skepticism from some agencies pertaining to the ability of the Company to actually stay alive given that we have to earn our keeps from services delivered rather than given allocation as in the old model. With support from the State IT Council and much patience and persuasion we managed to hire the correct people to assist the agencies by stationing them at the agencies to take care of their pressing IT issues in-situ and avoided bringing the fire to the Company HQ. This provided us valuable time to create the big picture and prepare resources for its realisation. We had to build up quickly our capacity to plan, develop, and implement urgently required IT solutions as well as roll out the strategic initiatives of standardising IT procurement, Office Automation (OA) and IT training.*

*Change management was one huge tough job! It is a crucial ongoing process that must be given priority attention. Our ability to handle change management will substantially determine our customer satisfaction, expectations as well as overall stakeholder perceptions, and, ultimately, our own success.*

*Years 4 & 5: Looking back, 1995 and 1996 could probably be characterised as the 'Stabilising' years & although at the time, with so many loose ends to care for, it didn't feel that way. By 1995, we managed to demonstrate to the agencies that we were able to provide for their IT needs better than the old approach. Solutions and applications big and small were starting to come on stream regularly thus keeping many of the agencies busy. We were also able to provide all our customers with a 'safety net' in their use of IT where they were encouraged to try to use all the new IT stuff and we picked up all their problems through our CATS or Call Tracking System.*

## Insights into SAINS

*As a result of those efforts, we were able to start working seriously together with agencies on planning statewide implementation of their line-of-business applications and other interesting possibilities. Gradually, we were able to replace our attachment staff with those having skills more appropriate for supporting systems and services that had been put in place.*

*Years 6 & 7: 1997 and 1998 could be considered the "Consolidation" years. Much had by then been achieved; and the thrust was to consolidate the gains made. This was to a large extent done through the introduction of the statewide wide area network – the SarawakNet – which was the first state government network implemented in the country. The point to be made is that the SarawakNet was planned, designed, built, operated, supported and maintained totally in-house. This allowed the various agencies to extend their HQ applications to their divisional offices and consolidate their operations.*

*By 1997, the Sarawak Government was already widely acknowledged as a leader among the states in Malaysia in terms of its deployment and utilisation of IT. SAINS was also widely recognised as the Company powering the State Government's IT initiatives and direction. In fact, in 1998 we won the first prize in the public sector section for the SITC in exhibiting our solutions at the ITX event for that year. This recognition started a steady flow of study visits from all the other states as well as a number of Federal government agencies to our office. With that, the Board of Directors mandated SAINS to extend its business beyond the Sarawak Government.*

*Years 8 & 9: These were the years around the Y2K event. 1999 was the year that we prepared for the so-called Y2K bug to strike and 2000 was the year when we found out that it was a grossly over sold scare. In any case, for SAINS it was a crazy period because no one was able to guarantee that nothing would or would not happen. The millenium year event was marked in the State with the launching of the Pustaka Negeri Sarawak, which is equipped with video streaming, wireless networks and other facilities created by SAINS.*

The 1999 & 2000 years may be appropriately called the 'Break-Through' years. Not only we successfully broke through the new millenium, but also because while we replicated and 'sold' our first application system in Peninsular Malaysia in 1997, the real break-through actually came during this period. We were finally recognised by our prospective customers not as just a Sarawak company, but for our ability to deliver IT solutions and specialist services that other parties were not able to do.

Year 10 and beyond: These are the 'Out-Reach' years that bring us to the present. Growing with the new millenium, 2001 and beyond will challenge SAINS to reach out and address a wider and more discerning customer base. Apart from the public sector business focus, the Company will take on an increasingly larger social role of bridging the various digital divides among maginalised groups in the State. We will also be progressively positioned to contribute towards attracting foreign direct investments (FDI) into Sarawak by assuring prospective investors that the State has resident expertise and facilities to implement and support their mission critical ICT systems. It feels good to know that we have matured as a serious ICT player nationally. We have won a relatively large-scale eGovernment project & the e-Syariah project for the whole country. Suddenly, all the hard work seems so worth it. Looking back, all the wide and deep public sector experience that SAINS gained from the Sarawak Government has prepared the Company well and enabled us to take on bigger challenges, as well as the journey ahead, outside of Sarawak. This realisation can only mean that we will not only continue but also redouble our best efforts for the Sarawak Government ICT agenda.

In coming this far, we have created a relatively large and stable team of technically skilled ICT professionals in the State. The ICT industry is ultimately run by brainpower. Brainpower will spin off more brainpower industries. Viewed in the wider context, in the final analysis, this may be the most important long-term contribution of SAINS to Sarawak.

### OUR PEOPLE, OUR ASSET



We strongly believe in the philosophy that "Our people are our assets". Ever since formation 10 years ago, SAINS has committed to developing the skills and competencies of its human resource. We recognize that knowledge, skills and the ability of our people to serve our customer are the foundation for success. We have consciously and persistently invested in developing our people. Today, we are seeing our efforts bear fruits.

We constantly strive to achieve the highest standards in providing IT services in the field of cutting-edge information and communication technologies. Our current human resource skill set has reached a level where we are recognized in Malaysia and qualified to provide consultancy, project management, implementation and support services in software development and integration, database management, mission critical enterprise servers, networks, communication and system security assurance to our customers.

The transformation of the State IT scenes over these relatively short years is undoubtedly due largely to the team spirit, dedication, and determination of our people working together under the capable leadership of our Board of Directors and Management team.

We shall continue to strive for excellence and professionalism in developing our people towards creating values for our customers.

# PROJECT MANAGERS-Value Creation

The profession of Project Management has gained worldwide recognition and popularity in business and commerce. Since the beginning of time, it has existed. People have been planning and managing projects in every corner of the earth, from building properties, road networks and enforcing government policies. Today, the profession has evolved into a set of management skills known as "Modern Project Management". It wields vast influences in many different sectors of industries such as aerospace, automotive, business management, construction, engineering, financial services, information technology, pharmaceuticals and telecommunications.

Modern Project Management provides innumerable advantages for companies, organizations, and even government because it ultimately improves the bottom lines of projects through cost control, timeline development, resource procurement and risk management. In view of the current competitive business world, where customers demand better products, faster services and greater efficiency, SAINS brings added service value to the clients with its "SAINS Project Management Methodology", a systematic technique in project management practiced by the Project Managers of SAINS. This methodology is based on the project management standard "A Guide to the Project Management Body of Knowledge (PMBOK® Guide)" published by the Project Management Institute (PMI®), USA.

The methodology involves various processes: project initiation, planning, execution, control and closing; and several knowledge areas: project management in terms of integration, scope, time, cost, quality, human resource, communications, risk and procurement. The Project Managers of SAINS are a capable and specialized group. They use these innovative processes, knowledge, skills, tools and technologies to manage and streamline all IT projects for the clients from the initial concept to the final implementation stages, regardless of project size, budget, timeline and constraints.

These Project Managers are also responsible for satisfying the differing needs and expectations of respective clients including meeting identified requirements of individual projects. SAINS places great emphasis on an organized approach in planning, executing and controlling projects for this is the route which enables the Project Managers to meet the higher demands from clients. There is always the need to deliver more and better products in a fast, efficient and cost effective manner. Ultimately, clients are assured of the commitment and professionalism of SAINS to ensure the success of each and every project.

### The Ambassadors



During the past years, SAINS has developed some excellent relationship with its clients through its attachment staff. These personnel represent SAINS in all areas and their roles may be compared to sending ambassadors to foreign countries .

While the government agencies use systems or software developed by SAINS, it is only natural that they need staff to support the systems and software. The attachment staff would be the main communication channel, bridging the gap between SAINS and her clients. They have all the resources that SAINS can offer and they are able to call in additional support whenever the need arises. As a result, SAINS attachment staff can tap the multiple expertise to provide support without the host agencies having to expand human resource in IT.

Currently, there are many agencies using this resource that SAINS offers. It is a unique arrangement because to date, every attachment staff has been able to assist the host agency. The staff can understand and

meet the challenges from within the agency.

Whenever an IT problem arises, our attachment staff will be there to assist immediately to find a solution. They are the frontline support for the agency. However, not all problems can be solved right there and then. If necessary, the staff will forward the problem to the developers for solutions. The attachment staff will be able to communicate the problem to the other support staff in a more efficient manner because they understand the mechanism within the agency.

As time passes, the attachment staff serving with the host agency normally build such a close relationship with the host agency that the attachment staff will feel like they are part of them. With this mindset, they can fully meet SAINS' as well as the host agencies expectations.

Every attachment will gain satisfaction when he or she is able to blend in with the host agency to become one of them. Yet, by doing so, they do not forget their role as SAINS ambassador to the host agency.

## Moments with Customers

### Vision

To be a World Class  
Information Communications Technology Player in  
the region

### Mission

To be the preferred long-term Information  
Communications Technology Solution and Service  
Provider on the basis of mutual value creation and trust

## Key Events of SAINS

YAB Ketua Menteri and the State Secretary  
engrossed in browsing the online Development  
Project Monitoring System (DPMS) launched in  
2001



Handing - Over of the Betong Layar Project to  
YB Tan Sri Alfred Jabu in 2002





▲  
YAB Ketua Menteri Sarawak browsing SarawakNet during its launch in 1997

▼  
Launching of "Personnel Management System" (PMS) in 1995



▲  
Earth Breaking Ceremony of Pustaka Negeri Sarawak in 1996

▼  
SAINS officer demonstrating to new YB's the electronic Hansard.



# The Moments

## SAINS Activities



IT Exhibition at Kuching Civic Centre



SAINS IT Awareness Exhibition  
in Lundu



"Hari Peladang 2002" at  
Kota Samarahan



Members of the public getting  
connected at an IT Exhibition  
held at Damai Lagoon Resort

InfoSoc Malaysia 2000 which  
was held for the first time  
outside of Klang Valley.



# Innovative Products and Services for the Community

## Go EBPP

A scene during lunch hour at a local food centre.

**Ahmad:** "You are late again. I have ordered my food already... and here it comes. What happened to you?"

**Chang:** "Aiyoh, there was a long queue at the counter. Took me an hour just to pay my bills. Finding a parking space is also difficult. All this is a waste of my time."

**Ahmad:** "Next time, do like I do lah. Use Paybills Malaysia. No queuing or waiting anymore. Paying your bills is just a few clicks. So easy and fast too."

Online billing and payment is the rage of eCommerce. Businesses and consumers are discovering the conveniences of Electronic Bill Presentment & Payment (EBPP). It is basically an application that allows the presentment of consumer's bills on the internet and acceptance of payments for those bills. It simplifies billing by automating the process of bill distribution, payment authorization and remittance.

EBPP will benefit any company that is involved in recurring billing and account based services such as telecommunications, utilities, financial services and credit cards. By converting paper bills into electronic bills, major companies can reduce their expenses by millions of dollars a year, and at the same time provide efficient services to customers. In addition, the interactivity of the web allows businesses to enhance their relationships with these customers and expand their marketing opportunities farther.

Paybills Malaysia is an EBPP hosting service developed and launched by SiliconNet Technologies Sdn Bhd (SNT) in 2000. The number of billers in Paybills Malaysia has grown to include SESCO (Sarawak Electricity Corporation), Kuching Water Board, Sibu Water Board, Telekom Malaysia and TMNet. Consumer registration and usage of Paybills Malaysia has also steadily increased since its launch. This positive response from both billers and customers is a good indication of EBPP's golden future as a one-stop solution for consumer billing and payment.

# Innovative Products and Services for the Community

## GIS Ke Arus Perdana

G.I.S. adalah ringkasan kepada "Sistem Maklumat Geografi". Satu takrifan yang ringkas dan mudah difahami adalah sistem yang menganalisa data ruang (spatial) dan bukan ruang (non spatial) untuk menghasilkan maklumat ruang.

Kedua-dua data ini dapat memberi gambaran yang lebih jelas mengenai maklumat tersebut. Penganalisaan ruang dan bukan ruang menjadi amat kompleks apabila kita ingin menganalisa hubungan di antara sesebuah objek dengan objek yang lain. Hasil analisa maklumat ruang dan bukan ke atas objek-objek tersebut boleh digunakan untuk membuat keputusan dalam menggerak potensi industri.

GIS amat luas digunakan dalam bidang pertanian, perniagaan dan perdagangan, elektrik/gas, alam sekitar, pentadbiran kerajaan, pembalakan, geologi, hidrologi, perancangan penggunaan tanah, kerajaan tempatan, pemetaan, ketenteraan, pengurusan risiko, penentuan sesuatu tempat, pengangkutan, sistem air/air buangan dan lain-lain, disebabkan keupayaan menguruskan analisis ruang dan bukan ruang. Kita akan dapat memenipulasikan dan menggabungkan maklumat, menguruskan dan menyelesaikan masalah, dan memaparkan maklumat dengan pelbagai cara seperti penghasilan laporan, penganalisaan statistik, penghasilan gambar digital dan multi media.

Dengan kata lain, GIS bukan sahaja dapat memberitahu "apakah" dan "di manakah" objek-objek tetapi juga boleh memberi cadangan tindakan yang boleh diambil berpandu kepada maklumat ruang yang dihasilkan.

Mungkin setakat ini kita mempunyai idea fundamental bahawa teknologi maklumat memainkan peranan penting di dalam menggerak K-ekonomi kerana setakat ini, ia berfungsi di dalam pelbagai bidang utama kehidupan. Penggunaan sistem maklumat ini bakal menjadi batu loncatan yang bakal memberikan keupayaan teknologi yang lebih hebat lagi terutama dalam dunia teknologi maklumat dan telekomunikasi.



## Innovative Products and Services for the Community

# Re-inventing Libraries for the 21st Century

The willingness and ability of a population to gain knowledge has been viewed as one of the pre-cursor to economic wealth and success. As such, emphasis has long been placed on the importance of building a knowledge community. Like learning, libraries have been a central part of society as they are built to support life-long education.

As we move into the digital era, libraries are re-inventing themselves to serve society better. Libraries understand that knowledge and library services need to be extended beyond the boundaries of the library walls.



### Evolution of the Library

Early innovators of this concept implement telnet versions of their catalogues in order to inform the public of the availability of library materials offered. Sites such as Pustaka Negara Malaysia (<http://www.pnm.my>) were among the innovators.

With the increased popularity of the web, many more libraries started to have web pages consisting of basic information about the library and a link to its telnet catalogue. By the late 1990s, libraries have enhanced these contents to include digitized resources, full-text search of materials as well as web catalogues.

With the arrival of the new millennium, many libraries are moving into third-generation websites. These not only include multimedia content but also the ability to perform online transactions such as online reservation, renewal and electronic forms for various transactions.

Examples of sites that enable such transactions are Pustaka Negeri Sarawak (<http://www.pustaka-sarawak.com> ) and eLibrary Hub of Singapore (<http://www.elibraryhub.com/default.asp> ).

### **Benefits of Extending to the Web**

1. Services can be extended to a wider group of members
2. Information can be accessed any time
3. Enriched research and learning process through provision of content in other media
4. Empowerment of members to conduct queries and perform transactions at their convenience
5. Increased productivity of the libraries through collaborative effort such as shared cataloging

### **Conclusion**

The creation of a knowledge society can contribute enormously to the economic development and well being of a country. The purpose of a library has been to store information so that it can be readily accessed or disseminated. Patrons who need information may not be within the proximity of the required library, nor may they be able to visit the library during the required opening hours. However, with the internet becoming more accessible, libraries can now extend their services beyond the library walls.

ANGKASA, a "Made in Malaysia" web based Library Management System is developed for this environment.



### Training with a difference

To meet the increasing demand for training from the staff in the Government departments and the public, SAINS training centers were set up in the major towns across Sarawak. The training is associated with the comprehensive continuing support for hardware, software, network and the helpdesk and is packaged with after training CONSUL privileges.

The Continuous Supported Learning programme or CONSUL in short, is a continuous form of learning as a trainee does not stop learning after the formal course. SAINS continue to provide support through the free quarterly newsletter (Jendela IT Technical Supplements) as well as the various forms of continuous learning and training programmes.

Unlimited help and continuous support are available freely from the various support and helpdesk centres throughout the State. Tailored support are also given to different individuals. Thus, literacy and interest in the use of computers are continuously raised in line with the individuals' learning curve. SAINS 24-hour Helpdesk Call Center also provide support over the phone to the trainee throughout the state.

To date, more than 20,000 course participants (since 1991) have attended the various training courses ranging from word processing, spreadsheets, presentation and database applications as well as web publishing and technical courses.

Geographic Information Systems (GIS), in-house software applications, Oracle, Multimedia, Online learning programme and other skill building courses are also popular with the course participants.

To meet the training needs of the future, SAINS has registered with the Ministry of Education as an approved training centre that offers a wide range of ICT courses. Over seventy types of courses ranging from software applications, web publishing, internet and technical courses tailored to different needs are now available.

So, do not just go for training, go for CONSUL that makes learning a life-long experience.



## Networking Sarawak with Intranet Applications

SarawakNet was first conceptualized ten years ago with the inception of Sarawak Information Systems Sdn Bhd (SAINS) in 1992. It is an intranet, the internal information superhighway, connecting the State Government agencies at the divisional, district and sub-district levels. SarawakNet is now the foremost office computing and communication tool of the Sarawak State Civil Service. Its extensive network coverage of the State combined with a multitude of web-based applications and services has propelled Sarawak into a leading modern user of Information and Communication Technology (ICT) and supporter of eGovernment services in Malaysia.

### **Network Coverage**

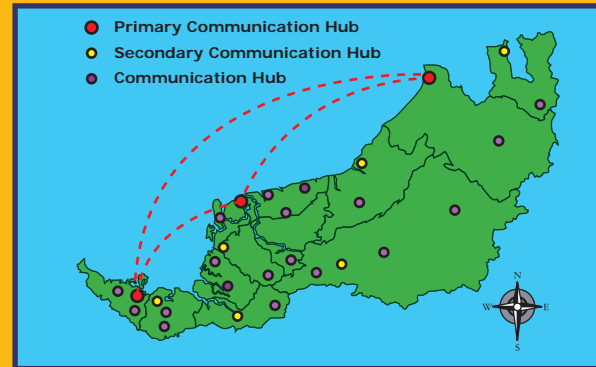
The first network was installed by SAINS in 1995 at Wisma Bapa Malaysia, the administrative hub of the State Government. Twenty-three floors of the building became wired - Sarawak has taken a significant ICT step. The network was later expanded to encompass three main divisions of Sarawak, i.e., Kuching, Sibü and Miri. This move established information gateways for the Southern, Central and Northern Region respectively.

The roller coaster ride does not end there. Within five years, the network grew to include major State Government agencies at both the divisional and district levels. However, in order to institute the eGovernment exercise in greater detail, steps were taken to increase the network density of the divisions and districts by extending its reach to the sub-districts. Wireless Networking is SAINS' answer to creating a denser network system and expanding it effectively throughout the State.

## Networking Sarawak with Intranet Applications

The wireless networking equipment is mobile and more cost-efficient than the traditional leased circuit from the local telecommunication companies. Sites could easily be prepared and set up at a moment's notice. Today, the wireless network connects the divisional offices in Kuching, Kota Samarahan, Sri Aman, Sarikei, Sibul, Bintulu and Miri. SAINS has also realized its objective to provide full connection to all sub-district offices by 2001. In some instances, the technology used is a combination of dial-up networking with wireless connection due to unavailability of direct links to certain offices.

For the future, SAINS will be mounting an exercise to upgrade the current network facility to cater to an expanding network of users and to ensure constant and reliable accessibility to information whenever and wherever needed. SAINS endeavor will be to create a wider superhighway with a more efficient and robust traffic directing system.



### Web-Based Applications and Services

Riding on SarawakNet is a wide range of State Government intranet applications, specialized subnets, departmental intranet and other online services dedicated to facilitating and promoting electronic interactions and communications between the State Government, businesses, community and individuals.

## Networking Sarawak with Intranet Applications

The application services available in SarawakNet are the Leave Management System (LMS), Course Inventory System (CIS), and Development Project Monitoring System (DPMS). Specific subnets include LawNet, GISNET and EduNet while departmental intranet includes TreasuryNet, HRNet, CIO Portal and so forth. In addition, various solutions have been developed for the departmental intranet such as web calendars, collaborative tools, virtual meetings and auto message postings.

The online services of SarawakNet are numerous and comprises of Web PROACTS, SITRC Ad Hoc Request Tracking System, Sistem Talikhidmat, Sistem Mahkamah Syariah (SEMak), eDUN, Sarawak Statutes Online, Sarawak Geo-Spatial Data Clearinghouse (SGDC), Online Library Catalogue, State Secretary's Corner, Guide to SarawakNet Services, State Government Email Services, Government Circulars, General Orders, Bulletin Board, and Anti-Virus Clinic Service. Besides these online applications and services, SarawakNet provides links to online newspapers, magazines and interests related sites, e.g., Borneo Post, RAKAN Sarawak, Health Center and Travel Features.

SarawakNet is constantly updated by SAINS with new services and information because the State Government sees it as the catalyst to realise and to fully embrace eGovernment and eCommerce initiatives in Sarawak.

## The Presence of SAINS:

# Sarawak Branches Outside Kuching

BRANCH	YEAR STARTED/ NO. OF STAFFS	CURRENT STAFFS STRENGTH
MIRI	1995 / 2	8
BINTULU	1996 / 1	3
SIBU	1996 / 1	10
SARIKEI	2000 / 1	4
SRI AMAN	2002 / 1	2
<b>TOTAL</b>		<b>27</b>

In view of the geographical distribution of our customers, SAINS sees the need to reach out and be in close proximity with its customers. The Branch Offices were set up to provide faster technical support and services. The turnaround time for trouble shooting and problem-solving will be reduced. SAINS is proactive towards its customers' need.

Over the past 10 years, SAINS staff have increased from 6 to 27 in the Sarawak branch offices outside Kuching. The staff's varied skills provide comprehensive IT support and solutions to its customers. The services are: Helpdesk and Technical Support, Office Automation(OA) and Application Software support, Network solutions and support, and Sales and Marketing.

### Kuching Branch / Kuching IT Training Centre

Lot 1904, Wisma Teo Say Ho,  
Jalan Tun Ahmad Zaidi Adruce,  
93150 Kuching, Sarawak  
Call Centre: 082-236633  
Fax: 082-235522

### Sibu Branch

No. 30 1st Floor, Taman Damai,  
Jalan Tun Abg. Haji Openg,  
96000 Sibu.  
Help Desk: 084-349148  
Fax: 084-349149

### Sri Aman Branch

No. 5, Lot 117, 1st Floor,  
Sri Aman Club Road,  
95000 Sri Aman.  
Help Desk: 083-327103  
Fax: 083-327104

### Miri Branch

Lot 791, 2nd Floor, Jalan Bintang Jaya 4,  
Bintang Jaya Commercial Centre,  
98000 Miri.  
Help Desk: 085-431213  
Fax: 085-431211

### Sarikei Branch

No 13, 1st Floor,  
Jalan Wisma Jubli Mutiara,  
96100 Sarikei  
Help Desk: 084-658793  
Fax: 084-651132

### Bintulu Branch

No 35, 1st Floor, Medan Jaya  
Jalan Tun Hussein Onn,  
97000 Bintulu.  
Help Desk: 086-314518  
Fax: 086-314519

### Kuala Lumpur Branch

Suite EFGH, 22nd Floor,  
Bangunan Angkasa Raya,  
Jalan Ampang, 50450  
Kuala Lumpur  
Tel : 03-2141 4500  
Fax: 03-2141 1535

## SAINS Call Centre

Whom are you going to call? SAINS Call Centre, at your service, 24 hours a day. This is just another example of the effective and efficient service provided by Sarawak Information Systems Sdn Bhd (SAINS). In order to meet the steady growth in customer demand for a higher level of service delivery, SAINS started setting up support centres throughout the state to ensure that the same level of service excellence are provided to all users.

The long and winding road to SAINS Call Centre began in 1993 with the SAINS Helpdesk, a support centre, at the SAINS HQ. Since then, the number of support centres or branches has increased every year. Currently, there are 12 helpdesk personnel manned by experienced staff throughout the state - 7 helpdesks personnel in Kuching, and one each in the Sri Aman, Sibul, Sarikei, Bintulu and Miri branches of SAINS. Limbang will be the next town to have its own SAINS support centre.

In line with SAINS' mission to enhance and extend the scope of services to cater for various customers, SAINS Helpdesk is no longer a mere 'problem solving' station. Instead, it has grown to become a full-fledged customer service and information centre. By 1999, SAINS Helpdesk in Kuching began covering other areas besides Information Technology. The operational hours were extended to 24 hours, 7 days a week. That triggered the integration and centralization of SAINS CALL CENTRE.

These support centres located across Sarawak can fully utilise the infrastructure of SarawakNet, the premier online eGovernment service of the State Government. Each location has its own hotline with a unique SAINS Helpdesk number. During office hours, customers are served from the local Helpdesk. However,



the setup of the specialized communication infrastructure allows for after-office-hours calls to be routed back to the SAINS Call Centre in Kuching that operates on a 24-hour basis.

Generally, the SAINS Call Centre provides online support for software and hardware as well as after-sales service on training and Service Level Agreement. The Call Centre personnel will assist with any enquiries from customers on IT-related products and services provided by SAINS. Besides supporting SAINSÖ in-house developed systems, SAINS Call Centre also manages the registration and tracking of the SarawakNet Mail user accounts. Another value-added service provided for SAINSÖ customers is the managing of TALIKHIDMAT calls from the public. Talikhidmat is an open communication channel of the state government for members of the public to reach the relevant government departments or agencies. Through this single point of contact, the public can call and give feedback on related government services.

SAINS Call Centre will always continue its quest to improve and extend its services so that it will be the one-stop Call Centre that customers can count on. So, try out for yourself the SAINS Call Centre today. Dial 082-236633 for Kuching, 083-327103 for Sri Aman, 084-349148 for Sibu, 084-658793 for Sarikel, 086-314518 for Bintulu, and 085-431213 for Miri. Alternatively, we can be reached by email: [helpdesk@sains.com.my](mailto:helpdesk@sains.com.my).

For the public, one only need to remember these numbers: 555999 (tel) and 555888 (fax). You can also email to [555999@sarawaknet.gov.my](mailto:555999@sarawaknet.gov.my) or visit our website at <http://talikhidmat.sarawaknet.com.my> to access this one-stop public service hotline channel.




## Kuala Lumpur Branch

SAINS telah mula mengorak langkah mengukir nama dipersada negara dan sedang mengembangkan sayapnya di arena antarabangsa. Persoalan 'Apakah selanjutnya?' merupakan soalan keramat yang sentiasa menghantu pihak pengurusan SAINS. Keinginan untuk muncul dan berdiri tegak di tengah-tengah lautan pengusaha ICT di Semenanjung Malaysia adalah menjadi harapan, cabaran, obsesi serta igauan hanya kerana 'SAINS BOLEHO'.

Peluang ini terhasil berikutan dengan termeterainya satu Memorandum Persetujuan untuk bekerjasama dalam bidang perisian aplikasi dengan Government Integrated Telecommunication Sdn. Bhd., atau lebih dikenali sebagai GITN Sdn. Bhd. Satu unit kecil SAINS telah ditubuhkan dan ditempatkan bersama dengan GITN di Tingkat 10 Menara Tan & Tan, Jalan Tun Abdul Razak, Kuala Lumpur pada Ogos 1997. Unit ini telah mendapat nafas baru berikutan dengan penempatan seorang pegawai kanan pada 16 Februari, 1998. Satu pelan perancangan strategik untuk memperkenalkan pembangunan ICT negeri Sarawak dan SAINS telah dilaksanakan untuk membuka mata serta minda dan juga bertujuan untuk meneroka perkhidmatan sektor swasta dan awam di Semenanjung.


Bagi mencapai objektif tersebut, penyertaan dalam beberapa pameran peringkat kebangsaan di Kuala Lumpur telah digunakan sebagai tapak dan landasan untuk memperkenalkan SAINS serta mempamerkan produk perisian aplikasinya. Kejayaan pertama yang telah diperolehi ialah pelaksanaan Sistem Elektronik Mahkamah (SeMak) di Mahkamah Syariah Wilayah Persekutuan Kuala Lumpur pada 6 Oktober 1998. Usaha berterusan



untuk memperkenalkan pembangunan ICT negeri Sarawak dan mendekati perkhidmatan awam peringkat persekutuan dan negeri dilaksanakan dengan sokongan Kerajaan Negeri Sarawak. Di antaranya, melalui Jawatankuasa ICT dan Internet Kerajaan Malaysia (JITIK) yang dipengerusikan oleh Ketua Setiausaha Negara telah menerima pakai pendekatan Sistem Repositori Aplikasi Perkongsian Pintar yang telah dikemukakan oleh MAMPU dan SAINS. Sesi-sesi taklimat dan persembahan telah dilaksanakan di semua Kerajaan Negeri.

Semenjak dari tarikh itu, Kerajaan Negeri Sarawak dan SAINS telah tidak putus-putus menerima lawatan-lawatan dan kunjungan dari semua Kerajaan Negeri dan Kementerian untuk menyaksikan sendiri usaha pembangunan ICT bak kata pepatah "Seeing is Believing". Sarawak juga telah diberi penghormatan menganjurkan Persidangan INFOSOC 2000 dan berberapa sesi mesyuarat ICT perkhidmatan awam peringkat persekutuan. SAINS telah berjaya menarik minat dan meningkatkan jaringan pelanggan dengan beberapa agensi lain seperti Majlis Perbandaran Subang Jaya, Majlis Perbandaran Seberang Perai, Kementerian Perpaduan Negara dan Pembangunan Masyarakat, dan sebagainya.

SAINS kini telah berupaya untuk turut sama menyumbang dan memainkan peranan penting bersama segenap lapisan pengusaha ICT di Malaysia ke arah kemajuan perkembangan teknologi maklumat.



## Subsidiaries

**SiliconNet Technologies Sdn Bhd (SNT)** is wholly owned by SAINS. It was established in 1995 with its business mainly focused on internet and multimedia solutions. Today, SNT has a workforce of around 60 with skills in multiple areas.

System Development and Integration is one of the core business areas of SNT, offering web-based enterprise-strength business solutions, incorporating workflow and collaborative technologies.

Another core service offered by SNT is its Multimedia services, incorporating graphics design, animation and modeling in both 2D and 3D. Post-video production for corporate video or product launching is also offered in broadcast quality. This includes conceptualization, script writing, storyboarding and voice-over.

SNT also provides content development and management services for portal, either in an intranet or Internet environment. This includes creation, editing and publishing of news, hosting of websites and web applications.

SNT also operates a few internet-related business operations. Jaring Access Service Provider (JASP) is another service that provides corporate and

government agencies with high-bandwidth internet connection via dedicated lease lines. Cheaper alternative is also available where smaller bandwidth dial-up lines are offered.

Electronic Bill Presentment and Payment (EBPP) is an eCommerce portal that SNT has operated since the year 2000. It allows subscribers to view and pay bills from multiple utilities online through credit cards or direct debit with participating financial institutions.

In addition to the above, SNT also issues Digital Certificates and offers Public Key Infrastructure (PKI) devices and solutions such as token keys that collectively offer a more secured way of conducting transactions and communications either in an intranet or internet environment.

SiliconNet Technologies Sdn Bhd (394813-H)  
Lot 1904, Wisma Teo Say Ho,  
Jalan Tun Ahmad Zaidi Adruce,  
93150 Kuching, Sarawak  
Tel: 082-234008 Fax: 082-232008  
[service@snt.com.my](mailto:service@snt.com.my)  
[www.snt.com.my](http://www.snt.com.my)

## Subsidiaries

**Stratfos Consulting** was formed in April 2001 to address the emerging need for more forward-looking usage of ICT. The ICT users in general have reached a stage where the traditional approach to ICT deployment is no longer desirable or is highly reactive. With the pressure of globalization, companies are now actively reassessing their business models, practices and supporting ICT strategies. In this respect, Stratfos Consulting is well positioned with a small core team of combined over 30 man-years of experience in the ICT business, access to international associate consultants as well as technology specialists from the SAINS group. The specialist areas include GIS, Networking, Wireless Communications, Project Management, and Net Applications.

Our services include:

- ***Strategic Information Systems Planning***
- ***Business Process Re-engineering Services***
- ***eCommerce Strategies***
- ***Methodologies Development***
- ***Enterprise Resource Planning (ERP) Strategies***

Stratfos Consulting operates as an independent company without any links to vendors or technologies. Our services are honed from practical experiences as well as through theoretical training. Hence, we pride ourselves on recommendations we would be prepared to implement.

## Subsidiaries

Currently, Stratfos Consulting is spearheading the Sarawak State Public Service ICT Strategic Planning 2002 project for the newly created ICT Unit in the Chief Minister's Department. Stratfos Consulting is playing a key role in the development and implementation of the ICT strategic planning process. The responsibilities include the training of over 90 Chief Information Officers (CIO) of the State Public Service. Prior to this, Stratfos Consulting was also involved in the SESCO mySAP implementation project in partnership with PricewaterhouseCoopers.

Stratfos Consulting Sdn Bhd (542870-K)  
2nd Floor Lot 318, Lorong 12 Jalan Rubber  
93400 Kuching, Sarawak, Malaysia  
Tel: 082-234342 Fax: 082-234454  
**service@stratfos.com**  
**www.stratfos.com**

## Subsidiaries

**Silicon Communications Sdn. Bhd.** is the holding company for the Silicon Group of Companies, with IT subsidiaries covering the complete spectrum of IT requirements. They are Silicon Intranet & Networking Sdn. Bhd., Silicon Professional Services MSC Sdn. Bhd. and Silicon Navigator Sdn. Bhd.

**Silicon Intranet & Networking Sdn. Bhd.** specialises in Network Security and Consultancy Services. It provides basic firewall requirements for total and complex IT setup. It is also a purveyor of system integration services, spanning system study and concept design to the development, commissioning, testing and maintenance of complex turnkey projects. Silicon Intranet & Networking is the leader in digital technology offering a wide coverage of Internet, Intranet and Networking solutions.

**Silicon Professional Services MSC Sdn. Bhd.** is an e-business solution provider that enables companies to implement their eBusiness initiatives. It is a Multimedia Super Corridor (MSC) status company

providing high-level consultancy in application development and deployment. Among some of the eBusiness solutions offered are customised Business to Business (B2B) & Business to Consumer (B2C) solution, E-payment services, Banking & Finance solutions and GIS solutions.

**Silicon Navigator Sdn. Bhd.** is involved in providing top notch Internet services such as Web Hosting, Personalised email, Internet Access and Server Co-location.

The group has its headquarters in Kuala Lumpur with branches in Pulau Pinang and Johor Bahru.

**Silicon Communications Sdn. Bhd.** (377426-P)  
15.02-15.05,  
15th Floor, Central Plaza,  
Jalan Sultan Ismail,  
50250 Kuala Lumpur  
Tel: 03-2148 8648  
Fax: 03-2144 7882  
[www.silicon-group.com](http://www.silicon-group.com)

## Quotes from staff with 10 years service



**Teo Tien Hiong,**  
CEO, SAINS ▲

"Working with limited resources and against time constraints, we have been complimented many times for what we have been able to accomplish. I consider the most motivating being the remarks by the YAB Ketua Menteri on 3rd September 1998 during my briefing to him, when he said, 'I would be very happy if all our companies are run like SAINS'.

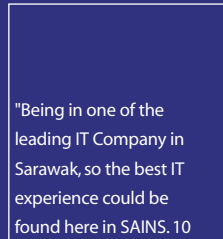
One decade seems like a very long time in the IT arena, but rather a short span to realise the big State IT vision into where IT is now a taken-for-granted community tool. The long and short of it, SAINS has played a meaningful role in enabling the State and its communities to gain accessibility to IT - a universal equalizer, after education. I am proud to be part of it.

▼  
**Thien Joon Hiong,**  
CFO, SAINS



**Teo Loon Tong,**  
GM, SNT ▲

"I am extremely thrilled to be part of the phenomenon which sees SAINS growing from a new comer in the local IT scene with only a handful of staff then to an outfit that is today recognised as a serious player at the national level."



▼  
**Suriani Adeni,**  
Application Support Executive



"Being in one of the leading IT Company in Sarawak, so the best IT experience could be found here in SAINS. 10 years in SAINS have taught me so much about IT and being in the IT world. It's really life in the fast lane here."



**Lumiiing Vong,**  
Accounts Executive, SNT ▲

"I have the great opportunity to learn and gain experience from the Company and am glad to be part of this big family."

I consider myself fortunate on one hand, and thrilled on the other, to have the opportunity to work for a company like SAINS where I have mixed feelings of satisfaction, enjoyment, frustration, disappointment and anger through many sleepless nights and working holidays over the past ten years when SAINS opened up IT paths and left IT solution trails locally and leading to the national highway while creating employment for local and national folks.

John Wong,  
Application Support Manager



Ismadi bin Haji Nahar  
Admin Clerk

▲  
"It was never in my mind then that IT would bring about such an impact on me and our customers.

"I am glad to be with SAINS where there are a lot of learning opportunities and challenges."

Oben Kumbak  
Store Assistant



Michelle Sim  
Payroll Officer

▲  
As I recall the day when I joined SAINS, the company was occupying just one wing with a small number of staff. Today, it has become a large and well-established company with branches and subsidiaries throughout the country. I am happy to make my career with SAINS because the Company is stable and I need not worry about having to hop from one job to another.

◀  
I feel great that I am able to share the same 10th birthday together with the Company!

Ng Kiang Wan  
Personal Assistant to the CEO



## Special Thanks and Appreciation

# Acknowledgements

### 10th Anniversary Celebration & Customers' Appreciation Nite Committee

#### *Organising Chairperson*

Teo Tien Hiong

#### *Event Coordinator*

Lucy Wong

#### **Event Management Sub-Committee**

##### *Lead*

Iskandar Zainal Abidin

##### *Members*

Aylwin Au

Hiew Chi Wang

Chai Hai Wee

Jacqueline Chong

Jong Ann Chee

Nadia Suhaili

Nizam Narawi

Noor Shizarin

Pierce Wong

Ranggau Gom

Sheila Leonard Henry

# Acknowledgements

## **Invitation List Sub-Committee Sponsorship & Door Gift Sub-Committee**

Lead Lead

Ng Kiang Wan	Tay Eue Kam
Members	Members
Atika Abang	Angeli Ejus Ngiban
Iskandar Zainal Abidin	Catherine Choo
Jacqueline Chong	Chan Jee Siang
Nizam Narawi	Dayang Carol
Rasibah Sait	Eric Sim Kiat Yiung
Sheila Leonard Henry	Goh Lak Hong
	Harry Entabang
	Lumiin Vong
	Rasibah Sait
	Sylvia Lau
	Tan Aik Min

The Organising Committee would like to thank all staff for their contributions in making the SAINS 10th Anniversary Celebration a success

# Special Thanks and Appreciation

## Acknowledgements

### MAJOR SPONSORS

Acer Sales & Services  
Sun Microsystems Malaysia  
Oracle Corporation Malaysia  
Cisco Systems  
Veritas Software Corporation  
SIEMENS Malaysia  
Fuji Xerox  
SERVEX Malaysia

### OTHER SPONSORS

Micro Technology System (Sarawak)  
Micro Shop Computer & Electronic Centre  
The Value Systems (Sarawak)  
APC Malaysia  
Telekom Malaysia  
HP Malaysia  
Molex Premise Networks  
First Tech Pacific Distributors  
AMP  
Canon Malaysia  
Trend Micro Incorporated  
ScopeTel  
ESRI South Asia  
Foong Engineering

Borneo Housing Mortgage Finance  
Merdeka Palace Hotel & Suites  
Ingram Micro  
Straits Central Travel  
Bank Utama Berhad  
Kingwoods Hotel  
Earnst & Young  
Moero Trading Co  
Xynapse Sdn Bhd  
NEC Malaysia Sdn Bhd  
Mimos  
Penview Inn  
Park Inn Hotel  
Transnational Brokers Malaysia

IK Chin Travel Services  
RHB Bank Berhad  
Bank Simpanan Nasional  
Wah Tung Travel Services  
Johan Motor Service  
Tai Tung OffSet Printing Co  
Syarikat Perniagaan Perabot Chin Ming  
Supermind Book Store  
Bintang Freight  
Celcom Timur  
Kintetsu Integrated Air Servicing  
Eeze Trading  
Syarikat Mesja

# Special Thanks and Appreciation

## Acknowledgements

### MAJOR SPONSORS

Acer Sales & Services  
Sun Microsystems Malaysia  
Oracle Corporation Malaysia  
Cisco Systems  
Veritas Software Corporation  
SIEMENS Malaysia  
Fuji Xerox  
SERVEX Malaysia

### OTHER SPONSORS

Micro Technology System (Sarawak)  
Micro Shop Computer & Electronic Centre  
The Value Systems (Sarawak)  
APC Malaysia  
Telekom Malaysia  
HP Malaysia  
Molex Premise Networks  
First Tech Pacific Distributors  
AMP  
Canon Malaysia  
Trend Micro Incorporated  
ScopeTel  
ESRI South Asia  
Foong Engineering

Borneo Housing Mortgage Finance  
Merdeka Palace Hotel & Suites  
Ingram Micro  
Straits Central Travel  
Bank Utama Berhad  
Kingwoods Hotel  
Earnst & Young  
Moero Trading Co  
Xynapse Sdn Bhd  
NEC Malaysia Sdn Bhd  
Mimos  
Penview Inn  
Park Inn Hotel  
Transnational Brokers Malaysia

IK Chin Travel Services  
RHB Bank Berhad  
Bank Simpanan Nasional  
Wah Tung Travel Services  
Johan Motor Service  
Tai Tung OffSet Printing Co  
Syarikat Perniagaan Perabot Chin Ming  
Supermind Book Store  
Bintang Freight  
Celcom Timur  
Kintetsu Integrated Air Servicing  
Eeze Trading  
Syarikat Mesja

Sarawak Information Systems Sdn Bhd,  
3rd Floor, Wisma Bapa Malaysia, Petra Jaya, 93502, Kuching, Sarawak, Malaysia.  
Phn: (60) 82-444199, Fax: (60) 82-444211, Call Centre: (60) 82-236633, (60) 82-235522  
Email: [service@sains.com.my](mailto:service@sains.com.my)