eLA2
Umbrella solution for Local Authorities

eLA2
e LOCAL AUTHORITY 2

ONE STOP CENTRE

COUNTER 3

KAUNTER COUNTER 3 Penilaian dan Kadaran Rating and Valuation

KAUNTER COUNTER 2 Letak Ke Parking

eLA2 (Electronic Local Authority) is a workflow centric solution enriched with GIS, Business Intelligence (BI) and mobile technologies

"They should already have the health certificate!" A lively debate is going on as officers from local councils across Sarawak discuss the process flow for the new licensing system that is being developed as part of eLA2, the new SAINS solution for Local Authorities (LA) that is in the process of being implemented for all local councils within Sarawak. I am at a two-day requirements study for the new licensing system which will standardise and simplify the licensing process for councils. Over 60 officers from 25 councils from all over Sarawak have come to attend the workshop. Some are from as close as Kuching while others have come from as far away as Marudi.

The 60 plus officers here today will be the users of the new licensing system, which will encompass application and approval processes for general licenses, marketplace licences, and advertisement licenses, so it's no wonder that they are eager to put forward their views and suggestions for the system.

Another eLA2 workshop is also being held today in Sibu. This workshop, is being held to educate the users at the LAs about GIS functionalities of eLA2, ahead of the implementation of the solution at the respective councils, and to confirm and obtain endorsement of the GIS data conversion specifications from the users.

These workshops are just two of the many being conducted by SAINS to both gather requirements for the solution and familiarize the LA users with the new features in eLA2. These workshops, Desmond, Head of Project Services, tells me, are a crucial part of the development process. Through the workshops, the project team will be able to better understand the requirements and needs of the users so that the team is able to optimise the solution to suit the needs of the LAs and elevate performance and efficiency within the LAs.

Another important reason for holding the workshops is ownership; engaging the users and taking in their input at the developmental stages of the project will engender a sense of ownership among the LA users and help ensure acceptance and commitment to the solution, important factors not to be underestimated for the project's success, as many a worthy project has failed at the final gate due to resistance by its users.

eLA2 Solution

eLA2 is a state-wide interconnected enterprise solution that harmonises and standardises the core business processes of LAs. Created by SAINS specifically for the LAs of Sarawak, the solution is designed to be robust and secure, facilitate data sharing, and standardise the documentation and record keeping process to conform to auditing requirements.

Taking advantage of the technologies available today, the solution boasts a comprehensive range of features, wide coverage of business process automation and incorporated workflows, GIS Technology, Electronic and Mobile Technologies and Business Intelligence.

Comprehensive Features

- Single sign-on and single user identity across the systems within eLA2
- Compliance with government password policies
- Comprehensive audit trails
- Automation of business processes
- One centralised system serving all local authorities
- Access to real-time information for LGCD and Councils
- Real-time consolidation of revenue collections
- Reports exportable to excel format

Use of GIS Technology

GIS technology will underpin many of the systems in eLA2. This can be seen most prominently in the map production system which will store, collect and generate geographic information and custom maps, to be used by council officers. GIS technology plays an important role in the latest systems to be developed for eLA2, the licensing and valuation systems. The GIS data collected and created in the map production system will allow licensing and valuation officers to view the properties in map form so as to be able to obtain a better understanding of the properties' locations and surrounding areas. Officers will also be able to perform actions such as performing spatial analyses and queries, and printing maps.

Business Intelligence

The eLA2 solution will feature an Executive Information System to assist top level management in their work. The system will analyse and present the raw data gathered by the other systems within eLA2 in a meaningful way for effective executive level decision making. Management will be able to use the system to generate customised reports which show only the relevant information or combine data to create the information needed.

Mobile Technologies

As part of the Sarawak Government's push for more e-Government and m-Government applications to provide more government services to the public electronically, eLA2 has been designed with electronic and mobile features for use both internally within the LAs and externally with the public. These features will allow the LAs to perform actions through a mobile device such as approving tasks, querying and viewing information, and sending out reminders and notices though SMS. The public will be able to pay rates and bills, make queries, and view and change their information among other things.

Business Process Re-engineering

As part of the process of harmonising, standardising and streamlining the business processes of the councils, a Business Process Re-engineering exercise is being carried out on the core business processes of the councils. To assist in this task, a consultant has been hired to carry out studies on the core council processes. The aim of the exercise is to streamline the core business procedures of the local councils, thereby improving the quality of public service delivery.

Monday, 26 November 2012 · 11:33:56 AM

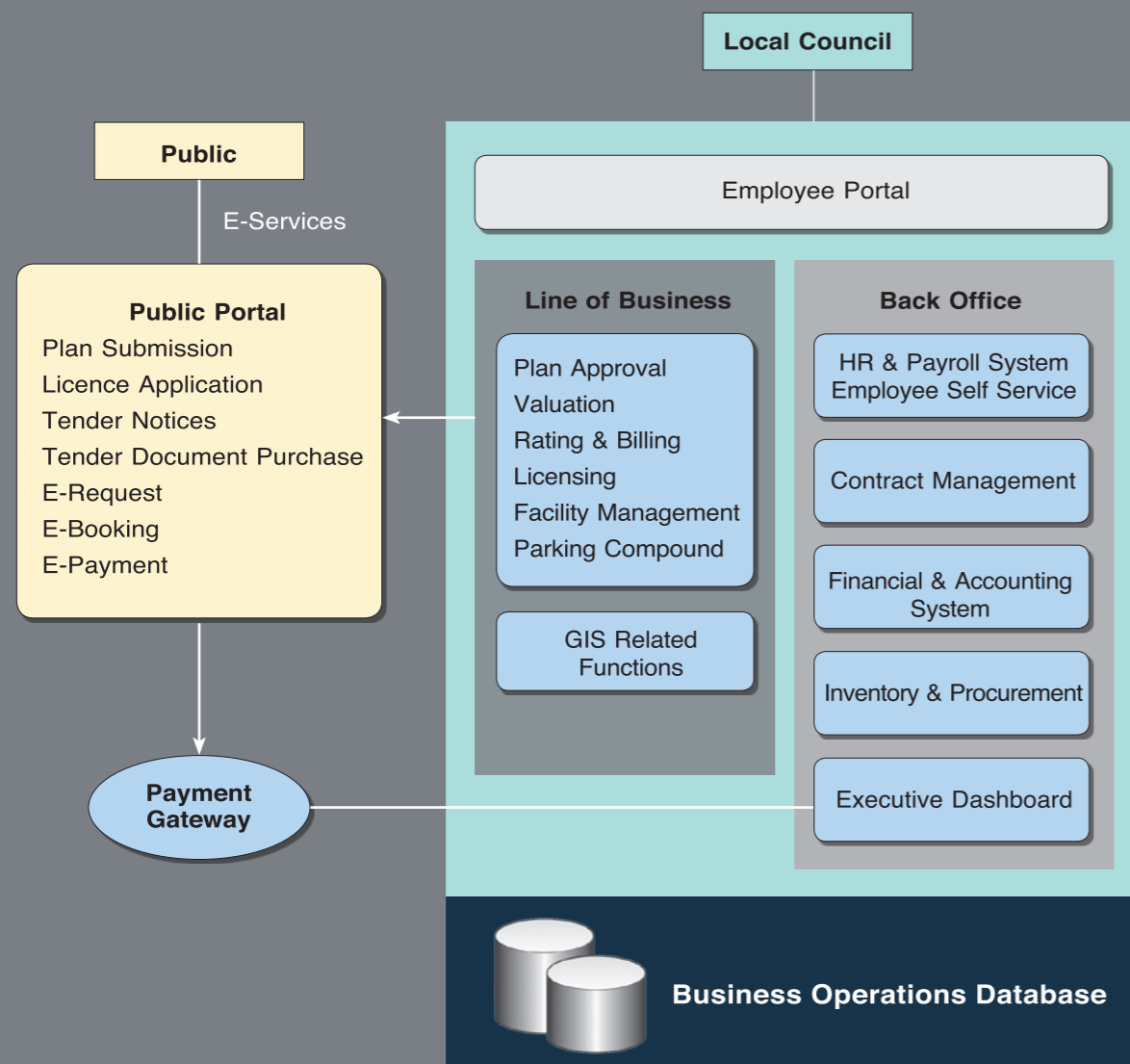# The Largest IT Project for Sarawak's Local Authorities to date

eLA2 Project

The eLA2 project is led by the Sarawak Ministry of Local Government & Community Development (LGCD) and the Information Communication Technology Unit (ICTU) of the Sarawak Chief Minister's Department and is the largest IT project for Sarawak's Local Authorities to date. The eLA2 project will see the complete realignment of the work processes of LAs to streamline and speed up performance and will encompass all LAs in the state.

As a long term project with a comprehensive scope, implementation has been divided into several phases.

In Phase 1, the core application systems of the solution were implemented at the project's two pilot sites, the Miri City Council and the Samarahan District Council. eLA2 went live at the first pilot site, Miri City, on the 9th of April, 2012 and at the second site, Samarahan, on the 2nd of October 2012. At the Samarahan site, in addition to the six core systems, an additional system, the Map Production System, was also implemented. Another aspect of phase 1 was the carrying out of a Business Process Re-engineering exercise on the licensing processes. With the completion of the implementation at the pilot sites, Phase 1 of the eLA2 project was completed in October 2012.

eLA2 Phase 1 - New Systems

1. Rating & Billing System
2. Financial Accounting System
3. Human Resource & Payroll System
4. Revenue Posting System
5. Receipting System
6. Miscellaneous System
7. Map Production System

eLA2 Phase 2 and Beyond

The project is currently in Phase 2 of implementation. Initiated in Jun 2012, Phase 2 is divided into three parts. The first part is the replication of the seven systems from Phase 1 at ten additional local authorities, Bau District Council, Serian District Council, Simunjan District Council, Sri Aman District Council, Lubok Antu District Council, Sarikei District Council, Sibu Rural District Council, Matu Daro District Council, Kapit District Council and Limbang District Council.

eLA2 implementation sites in Sarawak

- Implementation sites in 2012
- Implementation of 10 sites by 2013
- Implementation of 9 sites by 2014

eLA2 Solution Roadmap

Local Council

Public

E-Services

Public Portal
Plan Submission
Licence Application
Tender Notices
Tender Document Purchase
E-Request
E-Booking
E-Payment

Payment Gateway

Employee Portal

Line of Business
Plan Approval
Valuation
Rating & Billing
Licensing
Facility Management
Parking Compound

GIS Related Functions

Back Office
HR & Payroll System Employee Self Service

Contract Management

Financial & Accounting System

Inventory & Procurement

Executive Dashboard

Business Operations Database