

# SUCCESS STORY

## e-Government



### INTEGRATED CITY PLANNING AND MANAGEMENT SYSTEM

Putrajaya Authority Malaysia

#### BUILDING THE CITY OF THE FUTURE

Putrajaya, the new Federal Administrative Centre is the most majestic and technologically advanced city in Malaysia. Built for posterity, Putrajaya heralds a proud new beginning for Malaysia. The city's distinctive architecture incorporates local themes that fully represent Malaysia, reflecting on national pride and independence.

Developed as part of the Multimedia Super Corridor (MSC), offices in Putrajaya are fully wired with state-of-the art Information and Communications Technology to provide better public services that fulfils the needs of the new millennium.

As the new seat of government, Putrajaya will house all federal ministries, departments and agencies. Together with the public offices, residential and commercial properties sit on the 4,581 hectares of lush greenery and man-made lakes that make the city unique.

To better manage the physical planning and growth of the city, Nova was commissioned to implement SUMBER-PUTRA, an advanced Integrated City Management System that matches the ambitions of this impressive city.



#### SUMBER-PUTRA

SUMBER-PUTRA is an enterprise-wide system that allows the authority to support urban planning and provides functions to manage business processes related to the development & management of the city. As the system is web-based, Putrajaya promotes collaboration between its external partners such as architects, engineers and developers – providing productivity-enhancing features such as e-Submission and application decision update.

From a system perspective, SUMBER-PUTRA encompasses centralized critical security features such as user administration & access control, database connectivity, communications with both internal as well as external organizations, document management, business process automation, and the automatic activation of non-operational programs.

A single and central database holds all corporate information, which is shared across all participating departments. This helps eliminate duplication of data and loss of integrity.

The implementation of SUMBER-PUTRA is based on two flagship products from Nova, OCTANS™-Council Management System and PAVO™-Collaborative Framework.





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## SUMBER-PUTRA SUB-SYSTEMS

### ELECTRONIC SUBMISSION

This system comprises of 3 main components to facilitate electronic submission of development applications via the Internet, namely the:

- Qualified Person (QP) module as the interface for architects and engineers to submit their plans
- Server module to receive applications and route to the intended department
- and most importantly, Submission Standards, which manages the convention in which CAD drawings are created

International standards are adopted in this project to meet the special requirements of Putrajaya.

### DEVELOPMENT PLANNING

A system that supports the preparation of the Master Plan and Urban Design Guides to steer the development of the city using Geographical Information System (GIS) technology.

### PLANNING PERMISSION

A workflow-based system to assist in the processing of development applications such as erection of new buildings, change of land use, alteration and addition to buildings, sub-division and amalgamation of land. Checks against Master Plan & Design Guides set-out in Development Planning system.

### PLANNING PERMISSION EXPERT

A decision support system to automatically check the development application for compliance with the requirements of the Urban Design Guide with regards to land use, height restrictions, density, coverage, plot-ratio, set-back and more.

### BUILDING CONTROL

A workflow-based system to assist in the processing of building plans submissions according to the relevant building control regulations.

### LAND MANAGEMENT

This calculates and manages the sub-division and amalgamation of land parcels, registration of titles, surrender and alienation of land and strata titles.

### BILLING AND COLLECTION

This system is designed to generate consolidated bills and receipts for monies owed to all departments within the Authority.

### PROPERTY VALUATION

A system that optimizes revenue collection for the local authority by maintaining a database of all properties' values & related information, capturing all transaction prices, performing mass valuation of properties and tracking unpaid rates.

## PROJECT BENEFITS

- Significant service level improvement – turnaround time to receive approval for some of the application processing improved tremendously, for instance the processing time for Layout Plan was reduced from 12 to 4 weeks
- Additional electronic services are provided, for example real-time notifications of approval status
- Centralized database for whole organization for sharing. This architecture avoids data duplication and minimizes file losses/misplacements
- Standardized business processes and automation of standard computations such as fee calculation to remove mundane tasks so that technical officers can focus on more important tasks
- Cost efficiency enhancement – costs of printing plans & reports and dispatching is minimized with the elimination of physical submission
- Consistent standards enforced throughout the industry