



MALAYSIA GOVERNMENT  
PORTALS & WEBSITES  
ASSESSMENT

MGPWA



# MGPWA 2013

Taklimat *Malaysia Government Portals and Websites Assessment 2013*  
22<sup>nd</sup> February 2013  
Cyberjaya

Azurah Ibrahim  
Public Governance  
Governance Dimension

# MGPWA 2013



MALAYSIA GOVERNMENT  
PORTALS & WEBSITES  
ASSESSMENT

MGPWA



# CATEGORIES

- Two categories: Portal and Website
- Not based on phrase but on the prominent criterion of portal which acts as **sub-agency gateway**

Each category has a different set of criteria

Each category is entitled to obtain 100 marks only

No more bonus criteria for Portal

# CATEGORIES

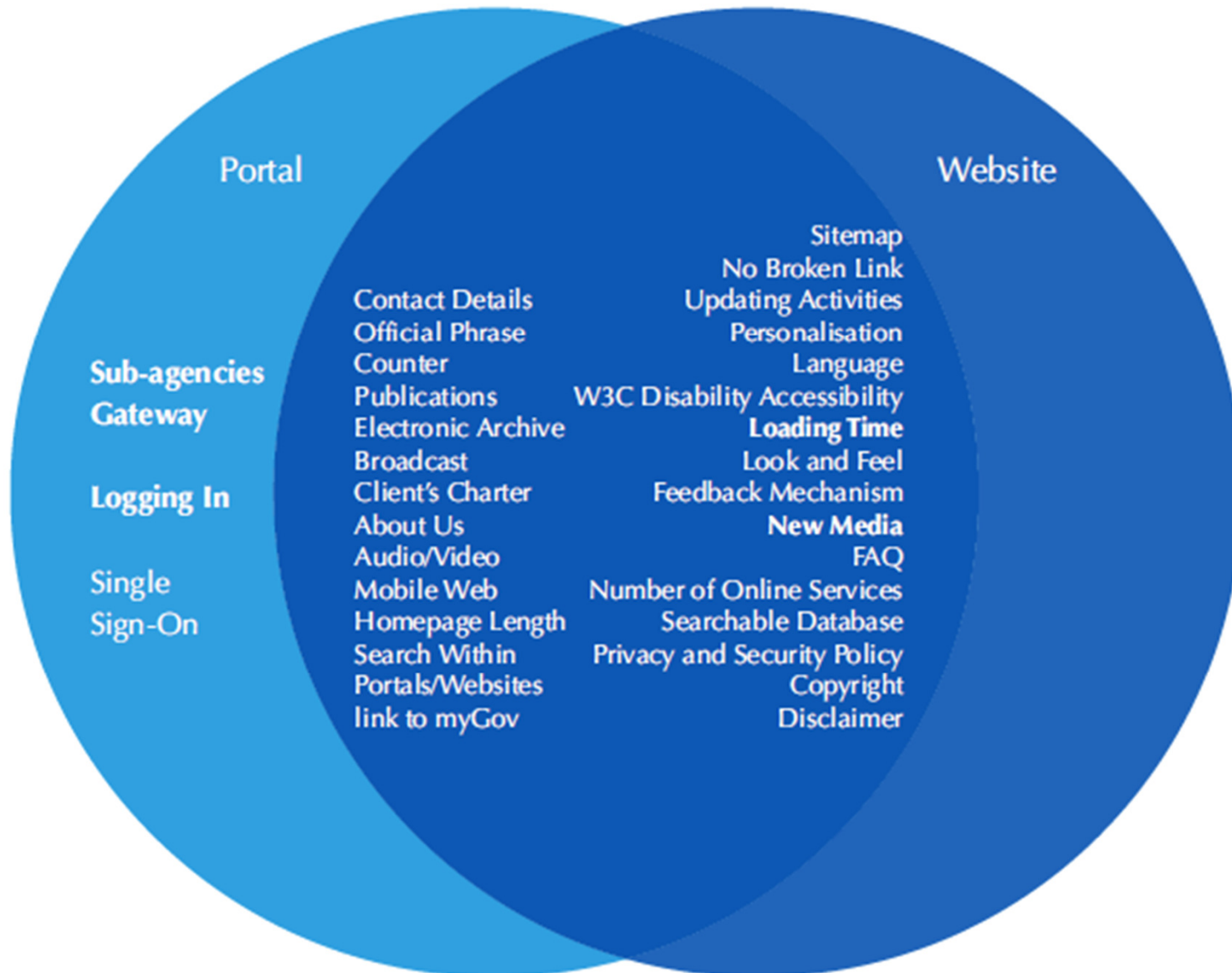
## PORTAL

### PILLAR

## WEBSITE

|  |    |                      |    |   |
|--|----|----------------------|----|---|
|  | 25 | <b>Content</b>       | 30 | Higher weightage given to <u>Publications</u> , <u>Electronic Archive</u> , <u>Broadcast</u> , <u>About Us</u> , <u>Audio/Video</u>   |
| Additional Criterion: <u>Sub-agencies gateway</u>              | 40 | <b>Usability</b>     | 45 | Higher weightage given to <u>Homepage Length</u> , <u>Search within Portals/Websites</u> , <u>Sitemap</u> , <u>No Broken Link</u> , <u>Personalisation</u> , <u>Language</u> , <u>W3C Disability Accessibility</u> , <u>Look and Feel</u> |
| Additional Criteria: <u>Logging In</u> , <u>Single Sign-On</u> | 10 | <b>Security</b>      | 5  |   |
| Higher weightage given to <u>New Media</u>                     | 10 | <b>Participation</b> | 10 | Higher weightage given to <u>Feedback Mechanism</u>   |
| Higher weightage given to <u>Number of Online Services</u>     | 15 | <b>Services</b>      | 10 |   |
| 100  |    | <b>TOTAL SCORE</b>   |    | 100   |

# CATEGORIES

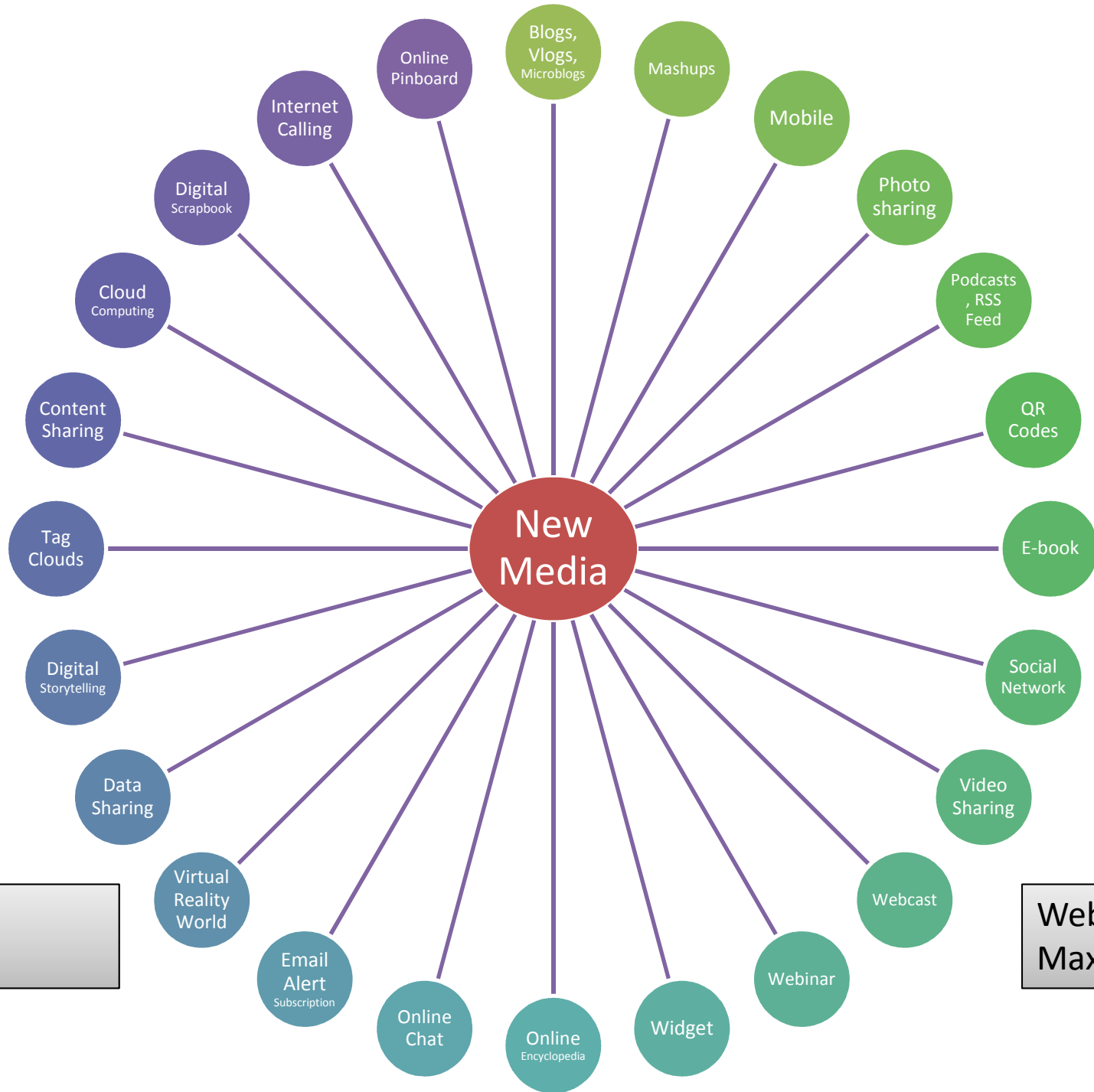


# CRITERIA - NEW



# CRITERIA - ENHANCED

| ENHANCED CRITERION        | REMARKS   |
|---------------------------|---|
| Number of Online Services | Includes E-Payment<br>Intranet is allowed for Website category only   |
| New Media                 | Define all that is related to the internet and the interplay between technology, images and sound.<br><br>Feature Additional Technology/Web 2.0 is one of the subsets |
| Contact Details           | Combination of email, phone contact and address   |
| Feedback Mechanism        | Combination of feedback/comment form, feedback auto-notification and response   |



Portal  
Max : 4

Website  
Max : 2

|                |   | Criteria  | Definition  |     |
|----------------|---|---|---|-----|
| CONTENT PILLAR | Contact Details   | Phone Contact   | <ul style="list-style-type: none"> <li>▪ Phone number that allows citizens to contact the respective government unit.</li> </ul>  | ALL |
|                |   | Address   | <ul style="list-style-type: none"> <li>▪ Address information that allows citizen to contact the respective government unit.</li> </ul>  |     |
|                |   | Email   | <ul style="list-style-type: none"> <li>▪ Email address that allows citizens to contact the respective government unit/department.</li> <li>▪ This may include webmasters and the officers, who are in-charge of the government-related services.</li> </ul> |     |
|                | Official Phrase   | <ul style="list-style-type: none"> <li>▪ The phrase must be displayed on the government website/portals.</li> </ul> |   |     |
|                | Counter   | <ul style="list-style-type: none"> <li>▪ A tool to count the number of hits/visits of a portals/website.</li> </ul> |   |     |
| Publications   | <ul style="list-style-type: none"> <li>▪ Publications are referred to information available via online or downloadable manner. Thus, offline publications are not considered here.</li> <li>▪ If majority of publications/databases are not available/ non-accessible online or experiencing faulty link, then it should not be considered here.</li> <li>▪ Publication is usually explicitly stated as "publication" or sometimes "information" in a website.</li> <li>▪ If it is an abstract, then it is not considered as publication.</li> <li>▪ Articles/news clipping are not considered as publication.</li> </ul> |   |   |     |

|                |                    | Criteria  | Definition |     |
|----------------|--------------------|---|------------|-----|
| CONTENT PILLAR | Electronic Archive | <ul style="list-style-type: none"> <li>▪ Archive of articles, news clipping, publications etc.</li> <li>▪ Recommended archive starting from 1 year back.</li> </ul>   |            | ALL |
|                | Broadcast          | <ul style="list-style-type: none"> <li>▪ Latest section of announcement is compulsory with the news and information on agency.</li> </ul>   |            |     |
|                | Client's Charter   | <ul style="list-style-type: none"> <li>▪ Client's charter is a requisite in the portal/website and must be made available for visitor's viewing.</li> <li>▪ Must be measurable.</li> </ul>  |            |     |
|                | About Us           | <ul style="list-style-type: none"> <li>▪ Basically it provides information on the respective government unit/department.</li> <li>▪ It could either be explicitly stated under "About Us" section or in the introduction page.</li> </ul>   |            |     |
|                | Audio/Video        | <ul style="list-style-type: none"> <li>▪ Streaming/downloaded audio clips are clips with sound only and are meant to be recorded for listening purpose.</li> <li>▪ Background sound is not an audio clip.</li> <li>▪ Streaming/downloaded video clips are clips with sound and moving picture and are meant to be recorded for viewing purpose.</li> <li>▪ Flash is not considered as a video clip.</li> <li>▪ Flash in the cover page is not considered as a video clip.</li> <li>▪ Both audio and video clip must be related to the agency</li> </ul> |            |     |
|                | Mobile Web         | <ul style="list-style-type: none"> <li>▪ A web version that is only suitable to be viewed using mobile devices.</li> <li>▪ The version must be simpler than desktop version.</li> <li>▪ Announcement on the features must be displayed and make available in the portal/website.</li> </ul>   |            |     |

|                         |                                | Criteria  | Definition |        |
|-------------------------|--------------------------------|---|------------|--------|
| <b>USABILITY PILLAR</b> | Homepage Length                | <ul style="list-style-type: none"> <li>▪ Scrolling down of a portal/website must be 3 page or less.</li> <li>▪ Measurement is via Page Down button</li> <li>▪ Resolution: max 1280x800</li> </ul>   |            | ALL    |
|                         | Search Within Portals/Websites | <ul style="list-style-type: none"> <li>▪ A facility to seek general information of a portal/website by typing in the queries.</li> <li>▪ The search function must be internal, that is within the agency portal/website.</li> <li>▪ Example: Search box.</li> </ul> |            |        |
|                         | Link to myGov                  | <ul style="list-style-type: none"> <li>▪ Each agency must provide link to myGovernment portal</li> </ul>  |            |        |
|                         | Sub-agencies Gateway           | <ul style="list-style-type: none"> <li>▪ Portals/websites directory of sub-agencies.</li> <li>▪ Hyperlink of sub-agencies must be included.</li> </ul>  |            | PORTAL |
|                         | Sitemap                        | <ul style="list-style-type: none"> <li>▪ Text organized model of a website's content that allows user to navigate through the portal/website to find information they are looking for.</li> </ul>   |            | ALL    |
|                         | No Broken Link                 | <ul style="list-style-type: none"> <li>▪ The hyperlink on a particular portal/website that does not function, non-existence, e.g. URL has been changed, or the page has been moved.</li> </ul>  |            |        |

| Criteria                |                     | Definition   |
|-------------------------|---------------------|--|
| <b>USABILITY PILLAR</b> | Updating Activities | <p>6 elements of Updating Activities:</p> <ul style="list-style-type: none"> <li>i. Berita, aktiviti dan peristiwa terkini.</li> <li>ii. Pengumuman, makluman dan hebahan.</li> <li>iii. Keratan, kenyataan dan rencana akhbar.</li> <li>iv. Poster/Banner.</li> <li>v. Tawaran tender, sebutarga dan jawatan kosong.</li> <li>vi. Maklumat Menteri, timbalan Menteri Ketua agensi.</li> </ul> |
|                         |                     | <p>Achievement of Client's Charter</p> <ul style="list-style-type: none"> <li>▪ To make the achievement available together with the Client's Charter on monthly basis.</li> <li>▪ Achievement must be updated 2 months before existing.</li> </ul>   |
|                         |                     | <p>Statistic of Online Services</p> <ul style="list-style-type: none"> <li>▪ To provide updated number of transaction for all of the online services provided and listed in the portals/websites on monthly basis.</li> <li>▪ Statistic must be updated 2 months before existing.</li> </ul>   |
|                         | Personalisation     | <ul style="list-style-type: none"> <li>▪ Having sections catering to a specific audience in order to remove clutter.</li> <li>▪ Provide links so that users can view type of information tailored to their needs; i.e. students, parents, teachers, and partners.</li> <li>▪ A quick and easy way to direct citizens to the information or services they are seeking</li> </ul>                |

ALL

|                         |                              | Criteria         | Definition   |     |
|-------------------------|------------------------------|------------------|--|-----|
| <b>USABILITY PILLAR</b> | Language                     | Malay Language   | <ul style="list-style-type: none"> <li>Malay Language is compulsory.</li> </ul>  | ALL |
|                         |                              | English Language | <ul style="list-style-type: none"> <li>English language is encouraged to be included in the portal/website.</li> <li>The whole content of a portal/website must be translated into the particular language, be it foreign or Malay language. Discrepancy between the content and its translation are also to be avoided.</li> <li>English section is not allowed to be translated using an online translator but rather, to be manually translated.</li> </ul> |     |
|                         |                              | Third Language   | <ul style="list-style-type: none"> <li>Other language is an optional.</li> <li>Online translator can be utilised together with a disclaimer on the translator.</li> </ul>  |     |
|                         | W3C Disability Accessibility | Level A          | <ul style="list-style-type: none"> <li>Portals/ websites comply with Level A of Web Content Accessibility Guidelines (WCAG) 2.0.</li> </ul>  |     |
|                         |                              | Resize Text      | <ul style="list-style-type: none"> <li>Users with poor eyesight must have the ability to change the text size of a portal/ website according to his/her preferences. Refer to Resize Text of Level AA WCAG 2.0.</li> </ul>   |     |
|                         |                              | Contrast Minimum | <ul style="list-style-type: none"> <li>Users who suffer colour-blindness must be provided with the ability to change text and background colour to be able to utilise the portal/website. Refer to Contrast Minimum of Level AA WCAG 2.0.</li> </ul>   |     |

|                             |               | Criteria | Definition  |     |
|-----------------------------|---------------|----------|---|-----|
| <b>USABILITY<br/>PILLAR</b> | Loading Time  |          | <ul style="list-style-type: none"> <li>▪ Loading time of homepage should not exceed 10 seconds.</li> <li>▪ Checking will be done during peak hours.</li> </ul>                            | ALL |
|                             | Look and Feel |          | <ul style="list-style-type: none"> <li>▪ Maintaining the same look and feel of every page on the portals/websites.</li> <li>▪ Consistencies in header, footer and side panels.</li> </ul> |     |

|                        |                             | Criteria  | Definition    |  |
|------------------------|-----------------------------|---|---------------|--|
| <b>SECURITY PILLAR</b> | Logging In                  | <ul style="list-style-type: none"> <li>▪ Login features to portal users (General login).</li> <li>▪ Login to system/application is not considered.</li> </ul>   | <b>PORTAL</b> |  |
|                        | Single Sign-On              | <ul style="list-style-type: none"> <li>▪ Mechanism of which a user enters one username and password that can access all or several online services provided in the portals/websites.</li> <li>▪ To announce the availability of SSO feature on the portals/websites.</li> </ul> |               |  |
|                        | Security and Privacy Policy | <ul style="list-style-type: none"> <li>▪ Statement of security and privacy must be displayed for visitor's viewing</li> <li>▪ Disclaimer and terms and conditions are not considered as privacy statement</li> </ul>  | <b>ALL</b>    |  |
|                        | Copyright                   | <ul style="list-style-type: none"> <li>▪ Copyright statement must be displayed to inform on the IP matter.</li> </ul>   |               |  |
|                        | Disclaimer                  | <ul style="list-style-type: none"> <li>▪ To notify user on the disclaimer statement</li> </ul>  |               |  |

|                             |                    | Criteria  | Definition  |     |
|-----------------------------|--------------------|---|---|-----|
| <b>PARTICIPATION PILLAR</b> | Feedback Mechanism | Feedback/ Comment   | <ul style="list-style-type: none"> <li>Feedback/Comment is defined as opinions expressed by users with regards to the portal/website functionality, usage experienced or matters in regards to agency.</li> <li>Complaint cannot be considered as part of this criterion.</li> </ul>  | ALL |
|                             |                    | Feedback Auto-Notification  | <ul style="list-style-type: none"> <li>Notification will be prompted to visitors upon submission of feedback forms, comments or enquiries on the website.</li> <li>Reference number is encouraged to be included with the response for tracking purposes.</li> <li>Include the timeline of when agencies will come back to users.</li> <li>Example: Upon submission of comment/feedback, a pop-up window will be prompted.</li> </ul> |     |
|                             |                    | Feedback Response   | <ul style="list-style-type: none"> <li>Agency has to respond within 3 working days upon submission of feedback/comment by a visitor.</li> </ul>   |     |
|                             | New Media          | <ul style="list-style-type: none"> <li>All that is related to internet and interplay between technology, images and sounds.</li> <li>Feature Additional Technology/ Web 2.0 is now part of this criterion.</li> </ul> |   |     |

|                        |                                   | Criteria  | Definition |
|------------------------|-----------------------------------|---|------------|
| <b>SERVICES PILLAR</b> | Frequently Asked Questions (FAQs) | <ul style="list-style-type: none"> <li>▪ FAQ section should be created in order to answer citizen's enquiry/concern.</li> <li>▪ It is advisable for a portal/website to provide contacts (e.g. email) for other questions that are not listed in the FAQ.</li> </ul>  | ALL        |
|                        | Number of Online Services         | <ul style="list-style-type: none"> <li>▪ Online services are defined as services that can be fully transacted online without having to physically visit the government, unit/department, bank, post office, etc.</li> <li>▪ Services must be provided within the portal/website domain.</li> <li>▪ They maybe services of G2B, G2C or G2G oriented.</li> <li>▪ Intranet will be taken into consideration for website category only.</li> <li>▪ E-payment is considered as online services.</li> </ul> |            |
|                        | Searchable Database               | <ul style="list-style-type: none"> <li>▪ Searchable database would be counted only if they involve in accessing information that result in a specific government service response.</li> <li>▪ Example: Staff directory is considered as a database if the contact information is available.</li> </ul>  |            |

# STRATEGIC ACHIEVERS



MALAYSIA GOVERNMENT  
PORTALS & WEBSITES  
ASSESSMENT

MGPWA



# STRATEGIC ACHIEVERS

- Tests include ICT Security Incidents, Penetration test, Public Complaints and English Review
- Will no longer be the shortlisted 186 agencies from MGPWA 2012
- Eligible agencies are those rated 5-star

ICT Security Incidents will be conducted by BPICT MAMPU

Pen-test will be conducted by BPICT MAMPU

Public complaint will still require BPA's collaboration

English Review will be conducted by MDeC

ICT Security Incidents will be conducted by BPICT MAMPU

# ICT SECURITY INCIDENTS



Definition:

*Semua rekod keselamatan ICT (pencerobohan, penembusan dll) dalam tempoh yang ditetapkan yang telah dikesan atau dilapor bagi agensi dan laman web/portal agensi berkenaan.*

Pen-test will be conducted  
by BPICT MAMPU

# PENETRATION TEST



Definition:

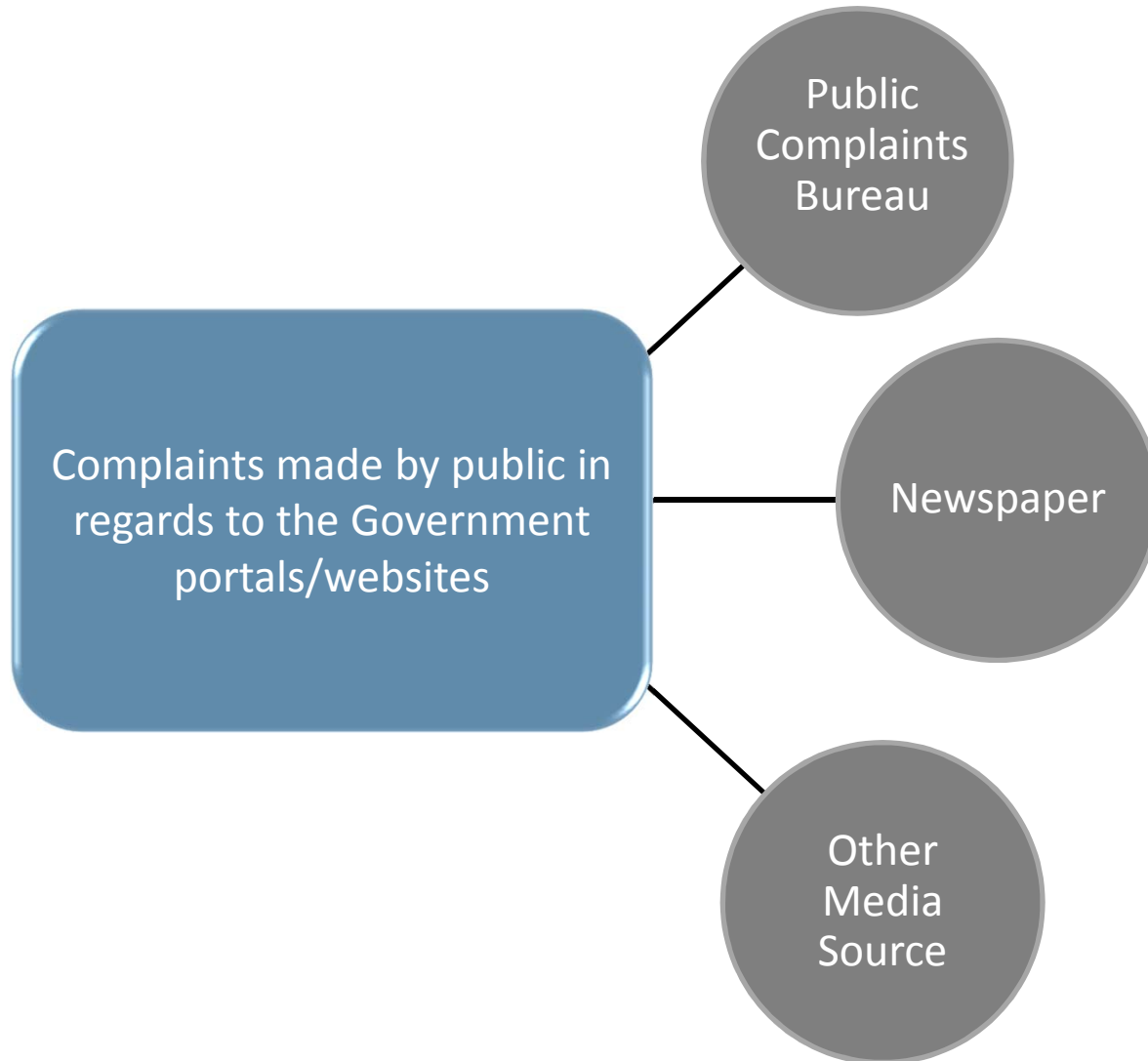
*Pencerobohan beretika dilakukan terhadap laman web/portal yang disasarkan bagi mengetahui tahap kekebalan sesuatu laman.*

## NOTE:

**SCANNING AKAN DILAKUKAN SEBELUM PENETRATION TEST. SEKIRANYA HASIL SCANNING DIDAPATI AGENSI/LAMAN WEB/PORTAL MEMPUNYAI RISIKO KESELAMATAN ICT YANG TINGGI, MAKA PENETRATION TEST SUDAH TIDAK PERLU DILAKUKAN.**

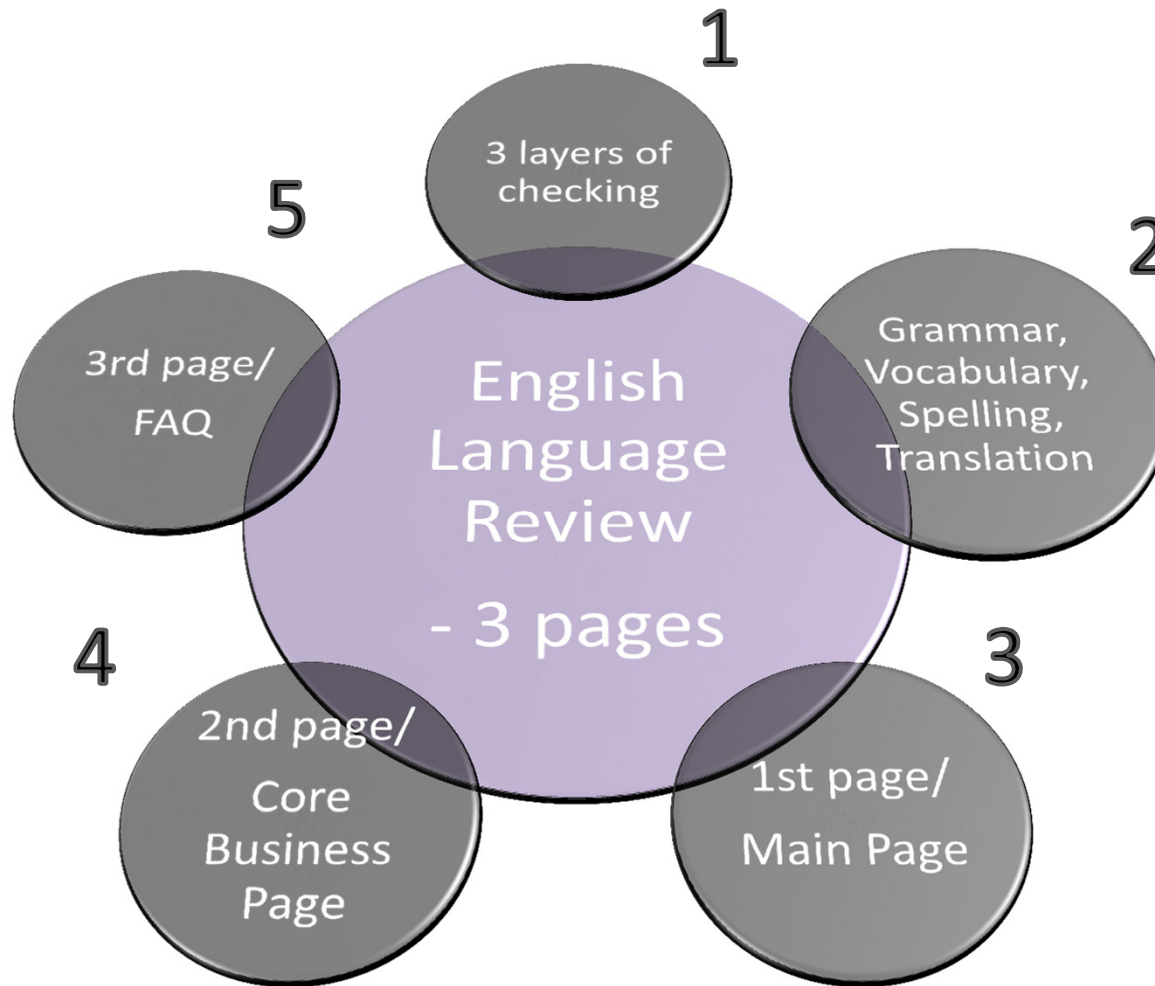
Public complaint will still require BPA's collaboration

# PUBLIC COMPLAINTS



English Review will be conducted by MDeC

# ENGLISH REVIEW



---

**THANK YOU**

