

iGOV

GLOBAL EXCHANGE

Integrating Public Services, Engaging Citizens

15 – 19 June 2009
Singapore

The International e-Government Event of the Year!



▶ **Leading experts share their insights on:**

- Models of Governance in Shaping the Public Service
- e-Government in Uncertain Times
- The Net Generation and Government
- Integrating e-Government Services Across Multiple Government Agencies
- Strategic Sourcing for e-Government Services

▶ **4-day exhibition showcasing success stories, solutions and applications in e-Government**

▶ **Dedicated site visits to experience government infocomm projects implemented in Singapore**

▶ **Networking Opportunities!**

Who should attend:

- Government CEOs, CTOs, CFOs and CIOs
- Government Heads, Directors and Managers of ICT and e-Government Programmes
- Heads, Directors and Managers of ICT System Development and Application, Infrastructure and ICT Security
- e-Government Advisors and International e-Government Performance Benchmarking Bodies

<http://www.igovexchange.com>

Organisers:

MINISTRY OF FINANCE
SINGAPORE

iDA
INFOCOMM
DEVELOPMENT
AUTHORITY OF
SINGAPORE

In Partnership with:

Singapore Exhibition
Services Pte Ltd

Held Concurrently with:

imb
INFOCOMM MEDIA
BUSINESS EXCHANGE

For more information to register, contact Kerry Goh at
Tel: (65) 6233 6626 | Fax: (65) 6272 2962 | Email: kg@sesallworld.com

ABOUT iGOV GLOBAL EXCHANGE 2009

The inaugural iGov Global Exchange to be held in Singapore from 15-19 June 2009 provides an open platform for governments and industry players around the world to showcase their achievements and innovations in e-Government. This event facilitates mutual learning and sharing that will enable participants to discuss opportunities and challenges in developing successful e-Government programmes and solutions in the future to better serve the needs of their stakeholders. In addition, participants will also get to experience first-hand the latest e-Government concepts and solutions, and explore e-Government collaborations with an international audience.

Themed "Integrating Public Services, Engaging Citizens", the iGov Global Exchange is a week-long event held concurrently with the annual Infocomm Media Business Exchange (imbX), Asia's largest infocomm and media event that draws 60,000 international participants from governments, the industry and media from about 100 countries and regions across Europe, US, Asia and the Middle East. iGov Global Exchange comprises:

- A full-day iGov Forum on 15 June held at the Suntec Singapore International Convention & Exhibition Centre;
- Four-day iGov Exhibition from 16-19 June held at the Singapore Expo; and
- Site visits to view government infocomm projects in Singapore on 16 & 17 June.

iGOV FORUM

15 June 2009 ■ Suntec Singapore International Convention & Exhibition Centre ■ Ballroom 2

8:00am **Registration**

9:00am **Welcome Address**

Mr Peter Ho

Head of Civil Service, Singapore

9:05am **Keynote Address**

Mr Goh Chok Tong

Senior Minister, Singapore

9:25am **Tea Break**

10:00am **Models of Governance in Shaping the Public Service**

Understand the various models of governance in shaping public service quality, performance and delivery. Hear how new digital technologies have and will continue to influence and shape the public sector.

Speaker to be confirmed

10:30am **Global Trends in e-Government Development: Challenges and Opportunities**

Hear the UN perspective on the global trends in e-government development, with highlights on the UN experience in promoting and monitoring e-government development worldwide especially as it relates to ICT-led public service delivery. Outlining the challenges encountered in e-government development, Ms Qian will focus on the opportunities that stem from the integration of ICT into development for building e-government capacity, creating an environment for the sharing of information and knowledge, and developing partnerships with organisations that support ICT-led development and growth.

Ms Qian Haiyan, Director, Division for Public Administration & Development Management, United Nations Department of Economic and Social Affairs

11:00am **e-Government in Uncertain Times**

Discover how the global economic difficulties have strengthened the need for e-Government services and engagements, or challenged its relevance in the face of more basic and urgent needs facing the citizenry.

Mr Antoine Brigidou, Global Managing Director, Growth & Strategy and Global Industry Program – Public Service, Accenture

11:30am **iGov2010 and Beyond**

Hear Singapore's sharing of its experience in developing and executing various programmes under the country's iGov2010 vision – from integrating services to integrating government, in order to meet the ever-changing needs of its citizens and businesses.

Mr Lim Hup Seng, Deputy Secretary (Performance), Ministry of Finance, Singapore

12.00nn **Panel: What is the Future e-Government Model?**

Citizens expect a more responsive government today – the need to be more citizen-centric, less bureaucratic and highly engaging. Web 2.0 technologies look promising and could pave the way for the future. The panel will discuss what defines the future e-Government frontier and the roles that government, industry and citizens play in its evolution.

Chairperson:

Prof. Neo Boon Siong, Director, Asia Competitiveness Institute, Lee Kuan Yew School of Public Policy, National University Of Singapore

Panelists:

Mr Antoine Brigidou, Global Managing Director, Growth & Strategy and Global Industry Program – Public Service, Accenture

Mr James Kang, Assistant Chief Executive, Government Chief Information Office, Infocomm Development Authority of Singapore

Mr Lim Hup Seng, Deputy Secretary (Performance), Ministry of Finance, Singapore

Ms Qian Haiyan, Director, Division for Public Administration & Development Management, United Nations Department of Economic and Social Affairs

1:00pm **Lunch Break**



Track One: Time 2:30 – 5:30pm

The Net Generation and Government

This session will focus on how Governments can improve, benefit and connect with today's Net-Generation citizens who easily embrace digital technologies such as social networks and new media. This has given rise to a new set of expectations, different from previous generations in their roles as citizens, employees and consumers of public services.

Chairperson:

Mr Lim Swee Cheang

Director/CEO, Institute of Systems Science, National University of Singapore

Presenters:

Secretary Ray Anthony Roxas-Chua III, *Chairman, Commission on Information and Communications Technology, Philippines*

Mr Steve Ressler, *Co-Founder, Young Government Leaders, USA*

Ms Virginia Cha, *Research Director, Singapore e-Government Leadership Centre*

Ms Bey Mui Leng, *Head of REACH, Ministry of Community Development, Youth & Sports, Singapore*

Track Two: Time 2:30 – 5:30pm

Integrating e-Government Services Across Multiple Government Agencies

This track will focus on the success factors and challenges of integrating inter-dependent services across multiple government agencies and bringing together similar work functions through shared services and systems. This requires a common shared vision and the bottom line cost-benefit proposition. The panel will share their experiences encountered in their implementations.

Chairperson:

Mr Lim Hup Seng

Deputy Secretary (Performance) Ministry of Finance, Singapore

Presenters:

Mr Bassanio So, *Assistant Chief Information Officer, Office of the Government Chief Information Officer, The Government of the Hong Kong Special Administrative Region, Hong Kong*

Mr Ken Cochrane, *Managing Partner, SSG Southside Solutions Group Inc & Former Chief Information Officer, Government of Canada*

Mrs Phoon Chew Ping, *Director (Managing for Excellence), Ministry of Finance, Singapore*

Other speakers to be confirmed

Track Three: Time 2:30 – 5:30pm

Strategic Sourcing for e-Government Services

Strong government-industry collaboration is one of the key factors in developing and implementing successful and enriching e-Government services for citizens and businesses. The panel will deliberate on the critical success factors, challenges and learning lessons in strategic sourcing and the various collaboration possibilities between government and the industry, such as public-private partnerships for e-Government service delivery.

Chairperson:

Mr Seah Chin Siong

Chief Executive Officer IDA International

Presenters:

Mr Ali Al Soma, *Director General, Saudi e-Government Program (Yesser), Saudi Arabia*

Mr Andrea Di Maio, *VP Distinguished Analyst, Gartner*

BG(NS) Pang Hee Hon, *Chairman, e-Gov Chapter, Singapore infocomm Technology Federation*

Other speakers to be confirmed

iGOV EXHIBITION

16 – 19 June 2009 ■ Singapore Expo

In conjunction with the iGov Forum and held concurrently with CommunicAsia, EnterpriseIT and InteractiveDME of imbX, the dedicated four-day iGov Exhibition will be organised from 16 – 19 June at the Singapore Expo. The iGov Exhibition will showcase success stories and e-Government solutions and applications, including those in R&D from governments and companies around the world.

Participants will experience exhibits on e-Government solutions from around the world in key strategic areas of national development such as healthcare, education, security, e-service delivery to citizens and businesses, and urban development.

We welcome international participation from government agencies and companies to showcase e-Governments solutions and applications at this exhibition to facilitate sharing and mutual learning. Participation at this exhibition will generate potential business opportunities in the region.

Contact Agnes Leung at al@sesallworld.com for exhibition opportunities and details.

To visit the exhibition only, you can pre-register online at <http://www.communicasia.com/pre-reg.asp>

OUR SPEAKERS



Ali Al Soma
Director General,
Saudi e-Government Program
(Yesser), Saudi Arabia

Ali Soma has held positions during his career: as a Faculty staff member – *Institute of Public Administration*, Assistant Project Manager for Technical Affairs – *The National IT Plan*, IT Advisor – *The Royal Commission of Jubail & Yanbu*, IT Director – *The Royal Commission of Jubail & Yanbu*, and Director of the eServices Planning and Support – *The e-Government Program*. Ali Soma has participated in several e-Government committees and projects, and contributed towards IT and management consultation studies for governmental and private sector entities.



Andrea Di Maio
VP Distinguished Analyst
Gartner

Andrea focuses on the public sector, with particular reference to e-government strategies, Web 2.0, the business value of IT, open-source software, green IT and the impact of technology on the future of e-Government. Prior to joining Gartner, Andrea was with the European Commission, where he was responsible for part of the R&D framework programme, as well as for all activities on the impact of the year 2000 problem and the IT impact of the European single currency.



Antoine Brugidou
Global Managing Director
Growth & Strategy and Global
Industry Program – Public
Service, Accenture

Antoine has overall responsibility for developing and managing Accenture's Public Service operating group strategy, driving new market growth strategy, mergers and acquisitions, and capability development. Antoine has led Accenture's Public Service management consulting and integrated markets (MCIM) for EALA since 2006; he also leads Accenture Public Service for the European Union (EU). Antoine joined Accenture in 1985 and worked with manufacturing, utilities and banking clients before launching the Public Service practice in France in the 1990s.



Bey Mui Leng
Head of REACH
Ministry of Community
Development, Youth & Sports,
Singapore

Mui Leng joined the Ministry of Information, Communications and the Arts in 1996 where she contributed to the development of a vigorous public communications capability which formed the basis for effective whole-of-government communications today. In 2002, she was seconded to the Ministry of Health where she was closely involved with the public communications of various national healthcare issues, including the SARS epidemic. In her current role as Head of REACH, she works closely with Ministries and government agencies in driving public consultation and most recently, the Government's e-engagement efforts.



James Kang
Assistant Chief Executive,
Government Chief Information
Office (GCIO)
Infocomm Development
Authority of Singapore

James oversees initiatives to harness infocomm technology for the government and industry sectors in Singapore, such as the iGov2010 masterplan and industry-wide infocomm projects to support the development of the education, financial, transport, trade and logistics sectors. James started his career in 1984 at the then National Computer Board and subsequently he joined Singapore Network Services Pte Ltd, where he successfully led the implementation of TradeNet, the world's first nation-wide integrated electronic network linking over 20,000 users.



Lim Hup Seng
Deputy Secretary (Performance)
Ministry of Finance, Singapore

Hup Seng is currently the Deputy Secretary (Performance) in the Ministry of Finance, prior to which he served as Deputy Secretary in the Ministry of Defence and Public Service Division, Prime Minister's Office. He has over 35 years of service behind him. Hup Seng's wealth of experience is in public policy development and public service delivery, in the areas of logistics, procurement, public service performance and public administration. He has particular interest and passion in conceiving and developing shared services and e-Government.



Lim Swee Cheang
Director/CEO, Institute of
Systems Science, National
University of Singapore

Swee Cheang has been instrumental in leading ISS education and consulting programmes since 1984. He was invited to chair a working group in the National Infocomm Competency Council set up by IDA and WDA and was a board member of LTA. He has served in the Singapore government economic review committee working group on ICT and currently sits on Natsteel Corporate Research and Development Panel and other advisory committees. Swee Cheang first started as a senior data and database management consultant at International Computers Ltd (UK) and British Gas.



Prof. Neo Boon Siong
Director, Asia Competitiveness
Institute, Lee Kuan Yew School
Of Public Policy, National
University Of Singapore

Boon Siong has over 28 years of experience in accounting and finance, information systems, research, business advisory, management education, and corporate governance, and is an expert in strategy, management and organisational change. He was formerly Dean of the Nanyang Business School at the Nanyang Technological University, Singapore. In addition to his current role, he also serves on the boards of OCBC Bank, Great Eastern Holdings Ltd, Keppel Offshore and Marine Ltd, Securities Industry Council, Income Tax Review Board, and the Goods and Services Tax Review Board.



BG (NS) Pang Hee Hon
Chairman, eGov Chapter,
Singapore infocomm Technology
Federation
Dy President (Ops)
ST Electronics (Info-Software
Systems) Pte Ltd

As Chairman, eGov Chapter, SiTF, BG (NS) Pang actively works with infocomm local enterprises, MNCs, IDA and IE Singapore to strengthen the Singapore IT industry by fostering collaboration and joint development of overseas markets. The Chapter also provides feedback on eGov policies and regulations. BG (NS) Pang joined ST Electronics (Info-Software Systems) in 2005 as its Dy President (Operations). In his current capacity, he oversees business operations and the implementation of real time information systems. His responsibilities include establishing new business thrusts, such as in Supply Chain Management and Managed Services, and driving an international marketing team.



Phoon Chew Ping
Director (MFE)
Ministry of Finance, Singapore

Chew Ping is currently Director (Managing for Excellence), Ministry of Finance. She plays an instrumental role in shaping integrated government strategies and programmes both to improve efficiency within the public service and to enhance service delivery to the public. A key programme under her charge is the iGov2010 masterplan, which seeks to delight customers and connect citizens through the use of infocomm technology.



Qian Haiyan
Director of the Division for Public
Administration & Development
Management, United Nations
Department of Economic and
Social Affairs (UNDESA)

Haiyan has been engaged in the field of public policy and governance in the last 28 years. She has served as Chief of the Knowledge Management Branch, Chief Manager of the United Nations Public Administration Network (UNPAN), and other posts in the UN Department of Economic and Social Affairs, the Centre for Science and Technology for Development and the UN Environment Programme. Before joining the UN, Haiyan worked for the Chinese Government in the areas of science and technology for development.



Secretary Ray Anthony
Roxas-Chua III
Chairman, Commission on
Information and
Communications Technology
(CICT), Philippines

Secretary Ray Anthony Roxas-Chua III joined the Philippine government in October 2007 as the Chairman of the CICT. Prior to moving back to the Philippines in 2005, he was Vice President of the Technology Investment Banking unit of Citigroup Inc. in California, where he focused on equity and debt underwriting, mergers and acquisitions advisory, and bank loan syndication for technology companies, particularly in the communications equipment, electronic manufacturing services and semiconductor sectors.



Seah Chin Siong
Chief Executive Officer
IDA International

Chin Siong is CEO of IDA International, a subsidiary of IDA. He was responsible for crystallising IDA International's mission and vision which is to help governments around the world achieve their vision, goals and objectives through public service infocomm. Prior to joining IDA International, Chin Siong was the Managing Director of Accenture's Public Service Operating Group for Asia-Pacific; and Country Managing Director of Accenture Singapore. At Accenture, he was responsible for managing the planning, design and implementation of mission-critical projects for major organisations specifically in the Government and Communications industries.



Steve Ressler
Co-Founder
Young Government Leaders,
USA

Steve is an accomplished innovator, presenter, and author on matters related to social media and recruiting/retaining young government employees. Steve is the co-founder of Young Government Leaders, a professional organisation of over 2,000 government employees across the U.S. He is also the founder of GovLoop.com, a "Facebook for Government" which connects and foster collaboration among over 7,500 members of the government community including federal, state, local, and international government innovators.



Virginia Cha
Research Director
Singapore e-Government
Leadership Centre

Virginia has over 29 years of experience in managing entrepreneurial and hi-tech organisations in China, Singapore and the U.S. She started her career as an operating systems programmer and progressed to Director of Advanced Technology in Burroughs, now known as Unisys Corporation. Virginia was the founding CEO of two venture-funded IT startups in Singapore and China, which were subsequently acquired by public-listed entities. She spearheads ISS' initiatives in Research and Innovation, and chairs her own holding company with active investments in Science Park development in China.

SITE VISITS

16 – 17 June 2009

Delegates can go on site visits scheduled on the afternoons of 16 & 17 June (2 – 6 pm) to view and have hands-on experience on some of the government infocomm projects in Singapore. There are six sectors to choose from with each site visit typically consisting of a visit to a government agency and a company.

Designated pick-up points for each site will be arranged. Due to limited capacity, registration will be on a first-come-first-serve basis.

EDUCATION & KNOWLEDGE SECTOR

SITES



The Classroom of the Future (COTF) demonstrates a student-centric learning environment where technology is used to support pedagogical and instructional approaches. It features leading technologies and applications that enhance the multi-sensory experiences aimed at raising teaching-learning potential. Built to illustrate the pervasive use of ICT for engaging innovative pedagogical practices in future learning environments, COTF Live! operates as a centre dedicated to modelling, testing and showcasing technologies for use in teaching tomorrow's students.

For more information, please visit <http://cotf.nie.edu.sg/index.asp>



HeuLab is the leading independent Learning Software Development Specialist in Asia Pacific. As part of the site visit, delegates will experience how HeuLab's solutions enhance e-learning experiences through a variety of platforms from sensory to a fully integrated virtual environment that caters to education practitioners' needs. Designed with practicing teachers, HeuLab's FunPack Series® and virtual management systems continue to be the choice among schools because of their capacity to function on a stand-alone basis and integrative platform – to stimulate sharing among peers, while allowing them to learn at their own pace within a safe, controlled environment.

For more information, please visit www.heulab.com

HEALTHCARE SECTOR

SITE



The Health Promotion Board will showcase four IT initiatives:

- Student Health Assessment Programme & Integrated Dental Electronic Assessment for Students (SHAPE/IDEAS) – These two IT systems, which has won international awards, support the school health services. The systems include many innovative features for clinicians' use.
- National Health Portal – This is an implementation of a unified web portal for empowering individuals and care-givers with health/medical information and preventive/monitoring tools for personalised health management so as to achieve better health outcome.
- New Media Initiatives – HPB leverages heavily on new media for marketing to reach out to the young.

For more information, please visit www.hpb.gov.sg



HOMELAND SECURITY SECTOR

SITES



Find out how the Immigration & Checkpoints Authority (ICA) leverages on biometric technologies to facilitate the clearance of more than 240,000 travellers passing through the Woodlands Checkpoint daily, without compromising the safety and security of Singapore.

For more information, please visit www.ica.gov.sg



NCS holds a valuable portfolio of e-Government services, including prominent track records in homeland security projects. These solutions are centered on five key domains, namely Police Services, Narcotics Enforcement, Fire and Emergency, Prisons and Rehabilitation and Immigration and Registration.

As part of the tour, delegates will get to see NCS's collaborations with various Government and Homeland Security agencies to provide solutions that combat crime, improve public safety and enhance national security.

For more information, please visit www.ncs.com.sg

JUDICIARY SECTOR

SITES



Witness how the Supreme Court of Singapore has revolutionised the conduct of civil litigation through the use of infocomm technology. Key amongst the Supreme Court's pervasive use of technology is the introduction of the Electronic Filing System (EFS). The launch of EFS in 1997 has brought the Supreme Court one step closer to becoming a paperless court. This system allowed lawyers to file, extract and serve documents on different parties from their offices at a click of a button. At the same time, it allowed hearings to be conducted more effectively in the courts, bringing about greater efficiency and accessibility to the courts as well as better governance.



For more information, please visit www.supcourt.gov.sg



CrimsonLogic pioneered the world's first paperless court system to facilitate court proceedings electronically, enabling courts, government agencies and lawyers to connect and communicate seamlessly. Delegates will get to see how the system has brought about increased efficiency and ease in administration, leading to significant time and cost-savings.

The site visit includes briefing on recent successes such as the Integrated Electronic Litigation System, an improved version of the Electronic Filing System for the Singapore court, and the eJustice Programme for United Arab Emirates' Ministry of Justice.

For more information, please visit www.crimsonlogic.com

TAXATION & LICENSING SECTOR

SITES



INLAND REVENUE
AUTHORITY
OF SINGAPORE

The e-Filing system of the Inland Revenue Authority of Singapore sees over 1 million tax payers clicking their way to a hassle-free submission of their yearly income. Known as myTaxPortal, this is a one-stop portal that allows taxpayers and companies to carry out various tax related transactions smoothly.

For more information, please visit www.iras.gov.sg



Ecquaria is a leading provider of e-Government consultancy and infrastructure solutions that power high-volume, mission-critical applications worldwide. Ecquaria's award-winning flagship Ecquaria Service-Oriented Platform™ (Ecquaria SOP™) has earned global recognition and accolades for powering innovative iGov solutions. Ecquaria SOP™ is a single integrated platform to design, orchestrate, integrate, monitor and manage business applications across governments and enterprises.

Key highlights of the tour will include a showcase of the United Nations Public Service award-winning Online Business Licensing Service (OBLs), Bizfinx (Business Financials in XBRL) and more.

For more information, please visit www.ecquaria.com

TRANSPORT SYSTEMS SECTOR

SITES



The state-of-the-art Intelligent Transport Systems (ITS) Centre serves as the nerve centre for ensuring free flowing traffic on Singapore roads. The centre operates 24 hours a day throughout the year, monitoring and managing traffic flows, as well as managing incidents and events. The adoption of ITS technologies such as Green Link Determining System (GLIDE), Expressway Monitoring & Advisory System (EMAS), Junction-Eyes (J-Eyes) and i-Transport platform has helped to improve the operational efficiency of Singapore road network.



For more information, please visit www.lta.gov.sg



ST Electronics has implemented its Intelligent Transportation solutions globally. These include advance Integrated Traffic Management System and rail electronics solutions which provide a safe and efficient means of travel for commuters.

Delegates will get to appreciate some of these i-Transport and rail electronics projects implemented in Australia, China, Europe, India, Indonesia, Malaysia, Hong Kong, the Philippines, the Gulf States, Singapore, Taiwan and Thailand

For more information, please visit www.stee.com.sg

ACTIVITIES FOR THE WEEK OF iGOV GLOBAL EXCHANGE

DATE		EVENT	VENUE
Mon, 15 June		Full-day iGov Forum	Suntec International Convention Centre
Tue, 16 June	AM	iGov Exhibition, held alongside CommunicAsia, EnterpriselT, InteractiveDME Opening ceremony / VIP tour of the iGov Exhibition	Singapore Expo
	PM	Site visits to view government infocomm projects in Singapore	Buses depart from Singapore Expo
Wed, 17 June	AM	iGov Exhibition, held alongside CommunicAsia, EnterpriselT, InteractiveDME / Industry Talks	Singapore Expo
	PM	Site visits to view government infocomm projects in Singapore	Buses depart from Singapore Expo
Thurs, 18 June & Fri, 19 June		iGov Exhibition, held alongside CommunicAsia, EnterpriselT, InteractiveDME / Industry Talks	Singapore Expo

Shuttle bus services will be provided from the official hotels to the Singapore Expo for the iGov Exhibition. Please visit <http://www.igovexchange.com/venue.htm> to view the bus schedules and routes.

CONFERENCE INFORMATION

Registration Fees (in Singapore Dollars)	Early Bird Rate (Register & pay by 15 May)		Regular Rate (Register & pay by 8 June)	
	Overseas Delegate	Local Delegate*	Overseas Delegate	Local Delegate*
iGov Forum (includes 1 parallel track)	SGD550	SGD588.50	SGD750	SGD802.50
Site Visits (optional, max of 2 routes)^	SGD100	SGD107	SGD100	SGD107

*A 7% Goods & Services Tax (GST) is applicable

^Only registered delegates can sign-up for site visits

Ways to Register

1. Sign up online at www.igovexchange.com/summit_form.asp
2. Fax the registration form (please turn over) to: **(65) 6272 2962**
3. Mail to: **SINGAPORE EXHIBITION SERVICES PTE LTD**
No 1 Jln Kilang Timor, #09-02 Pacific Tech Centre,
Singapore 159303
Attention: iGov Forum

Venue, Travel & Accommodation

The iGov Forum will be held at Suntec Singapore. The iGov Exhibition will be held at Singapore Expo. Log on to www.igovexchange.com for the list of official hotels offering special concession rates.

IMPORTANT

1. A confirmation notice will be sent via email to all registrants only after full payment has been received. If you do not receive any confirmation one week prior to the event, please contact Ms Kerry Goh at kg@sesallworld.com
2. Attendance will only be allowed upon full receipt of payment.
3. The organiser reserves the right to refuse entry to any delegate as it deems fit.
4. The organiser will make every attempt to accommodate all registered delegates. However it reserves the right to stop registration before

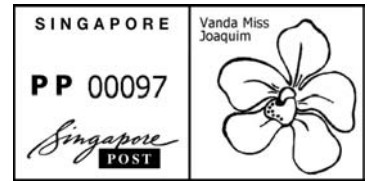
Closing Date for Pre-Registration – 8 June 2009

After this date, please register personally on-site at Suntec Singapore, on 15 June 2009. On-site registration is subject to space availability.

Cancellations / Substitutions

Substitutions or registration fee refunds should be made before or on **29 May 2009**. Refunds will be subjected to an administrative charge to be borne by the registrant. No refunds will be provided for cancellations or no shows after this date.

- the closing date in the event of a full house. In the event of a full house, the organiser will contact unsuccessful delegates to arrange for a refund of any registration fees that may have been paid.
5. Should there be a need to cancel the event, the organiser will refund delegates for registration fees paid, and will not be held responsible for any travel and/or accommodation costs incurred.
6. All visitors must be in proper attire. Those in shorts, bermudas, singlet or slippers will not be allowed entry. The organiser reserves the right to refuse entry to delegates who are not properly dressed.



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A I R M A I L

DO NOT remove this label as we need the full contact details and key-code that appear on it. Please amend this label if any of the details are incorrect. If you are the addressed recipient, please provide your email address. Otherwise, please provide your full contact details to be on our mailing list.

REGISTRATION FORM

For enquiries, please contact: Ms Kerry Goh, Event Manager
Singapore Exhibition Services at +65 6233 6626 or email: kg@sesallworld.com

Delegate's Details

Please make copies of this form to register additional delegates.

Name:	
Company:	
Tel:	Fax:
Email:	
Contact person (for group registrations):	

Title:
Address:
Contact person's email:

I would like to attend the following:

Parallel Tracks (15 June, please tick 1 only)

- The Net Generation and Government
 Integrating e-Government Services Across Multiple Government Agencies
 Strategic Sourcing for e-Government Services

Site Visits (16 – 17 June, optional)

No**	Sectors	Sites
	A. Education & Knowledge	Classroom of the Future HeuLab
	B. Healthcare	Health Promotion Board
	C. Homeland Security	Immigration & Checkpoints Authority of Singapore NCS
	D. Judiciary	Supreme Court CrimsonLogic
	E. Taxation & Licensing	Inland Revenue Authority of Singapore Ecquaria
	F. Transport Systems	Land Transport Authority ST Electronics

**Please number your route choices from 1 – 4 in order of preference. Routes are allocated on a first-come-first-served basis.

Discounts (discounts are not cumulative)

- 10% discount for iGov Global Exchange Exhibitors

Name of exhibiting company:

- 20% discount to groups of 5 or more registering from the same organisation. Delegates must register as a group.

Modes of Payment

Please indicate clearly on your cheque/bank draft/telegraphic transfer that payment is for the **iGov Global Exchange**. All bank charges and returned cheque charges must be borne by the delegate.

- Bank draft / cheque**, drawn on a Singapore bank account, made payable to Singapore Exhibition Services Pte Ltd.
 Telegraphic transfer made to the account of Singapore Exhibition Services Pte Ltd. Please fax a copy of the payment advice upon arrangement of payment. SGD40 should be added to the total fees to cover bank charges.

Our banker: Standard Chartered Bank
 Battery Road Branch
 6 Battery Road #01-01 Singapore 049909
 Account number : 01-060-2565-1
 Swift code : SCBLSGSGXXX

- Please charge the amount of SGD to my **AMEX / VISA / Mastercard / Diners** (circle where applicable)

Cardholder's name:

Card no.:

Expiry date:

Signature:
