

# Collaboration, Communities, Well-being and Information System

Abdul Rahman Bin Ahmad Dahlan  
Muhd Rosydi Bin Muhammad



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### **ABSTRACT**

In the light of the principle of 1Malaysia – “*People First, Performance Now*” – Malaysian government envisions an innovative citizen-centric model of public service delivery with an objective to successfully achieve the Vision of 2020. In order to accomplish the vision, E-Life web-based system is proposed in order to enhance the collaboration and information sharing between the Ministry of Health, Islamic Affairs Department and National Registration Department. The adoption of Open Innovation through the Quadruple Helix Model collaborations - Government, Academia, Industry and Citizen is deemed necessary. All four actors have equal roles in creating innovative ICT services for the convenient of the citizens.

### **25.1 INTRODUCTION**

It is suggested that information and communications technology (ICT) penetrates the barriers of the traditional view of work and its processes. ICT changes the way of individual life, the structure and form of work as well. Most of organizations in general and individual in particular, rely on ICT to achieve their goals and support their works. According to Ajay et al. (2011), ICT facilitates the progress of gathering enormous of information related to different field of knowledge. That leads our mind to come up with new concepts in the ICT realm; cloud computing and software-as-a-service (SaaS). Cloud computing is an on-demand service model for ICT provision which is often based on virtualization and distributed computing technologies. It lends a hand to emerge the issue of security which considers as big issue in IT industry that causes