





# **VISION**

Towards Being the World's First Smart Nation

# **MISSION**

To develop information technology and telecommunications within Singapore with a view to serve citizens of all ages and companies of all sizes. IDA does this by actively supporting the growth of innovative technology companies and start-ups in Singapore, working with leading global IT companies as well as developing excellent information technology and telecommunications infrastructure, policies and capabilities for Singapore.

# contents

- 02 Chairman's Messag
- N/ Infocomm Statistics
- 06 Hiahliaht
- 10 Board of Directors
- 12 Senior Leadership Team
- Members of IDA Board
- 15 Subsidiaries
- 18 Financial Statements















# Chairman's Message

Singapore has come a long way in building an intelligent nation where citizens are able to enjoy a fun and exciting digital lifestyle, and businesses are able to use technology to gain a competitive edge in an increasingly connected world. These are powered by a vibrant infocomm ecosystem with technology and service providers working closely with researchers, government and businesses to build the infrastructure and create innovative solutions for consumers and other businesses. The infocomm industry is a significant pillar of our economy, growing by 14.8% per annum for the period of 2008 to 2013, largely due to re-exports of smartphones, tablets and storage devices, to S\$148.11 billion of revenue in 2013 and employs a talent pool of 146,700.

Supporting the ecosystem is a highly-connected society with a strong track record in tech adoption. There are more than three mobile phones for every two persons, while household access to computers and broadband stands at 87%. The adoption rate is similarly high for businesses, where 87% of enterprises use computers and 86% use broadband.

In 2013, for the fourth consecutive year, Singapore was ranked second in the World Economic Forum Global Information Technology Report. We also topped the Waseda University International e-Government Ranking for the fifth straight year.

# FROM AN INTELLIGENT NATION TO A SMART NATION

The next digital revolution is upon us. Many countries are looking at how disruptive technologies and platforms involving big data, analytics and sensors can help them to achieve the next quantum leap and build smart cities.

At IDA, we see Singapore as having the opportunity to be the **World's First Smart Nation**. We have put in place pervasive connectivity with the rollout of the Nationwide Broadband Network and are working on

developing a nationwide wireless network. Tapping on the pervasive connectivity, we are creating an environment where we can innovate and build our Smart Nation.

There are already several Smart Nation projects being undertaken in the Jurong Lake District by public agencies and the industry. New hardware and software are being tested to see how we can improve the way we capture, move and interpret data for use by citizens and businesses. Through insights from data analytics, we can improve urban planning, allocation of finite resources and delivery of public services from street cleaning to healthcare.

# BUILDING SINGAPORE-BASED TECH AND LOCAL TECH TALENT

IDA sees the need to build capabilities and resources to realise our Smart Nation vision. We see Singapore-based tech companies playing a critical role in enriching the ecosystem with disruptive technologies and innovative services. IDA is strengthening our support for these companies through the IDA Labs, Accreditation and Accelerator programmes. We will require expertise in areas such as smart systems engineering, data analytics, artificial intelligence and cyber security, just to name a few. Through initiatives like the Centres of Excellence, IDA continues to partner the industry to develop these highlevel skills both within IDA and the public agencies, and across the wider population.

# FOSTERING RESILIENCE AND STRONG GOVERNANCE

In using data and analytics to better meet the needs of citizens and businesses, IDA is mindful of the need to safeguard personal information and will work with public agencies and industry to ensure this. The Personal Data Protection Act that came into effect on 2 July 2014 is a major step in this direction. Similarly, as we become increasingly connected in all aspects of our lives, we need to build and strengthen our resilience to cyber threats. The cyber threats that Singapore faced in November 2013 illustrated the urgent need not only for the government but also for businesses to review their capabilities and response to such threats, which are on the rise worldwide. IDA will be stepping up efforts to



work with public agencies and businesses on data protection and cyber security measures to mitigate the risks.

# DELIVERING AN ENHANCED EXPERIENCE FOR CITIZENS

As part of our Smart Nation vision, we will be building "One Trusted Public Service with Citizens at the Centre". There will be improved real-time information and feedback flow between Government and the public. This will enable public agencies to better adjust policies and services to serve the public. Data analytics will be used to better predict citizens' needs so that resources can be allocated more efficiently to address them. Increasingly, citizens will play a larger role, participating in the crowd sourcing of ideas for policy and regulatory decisions and co-creating solutions using Government open data. Ultimately, the Smart Nation will lead to a more engaged citizenry.

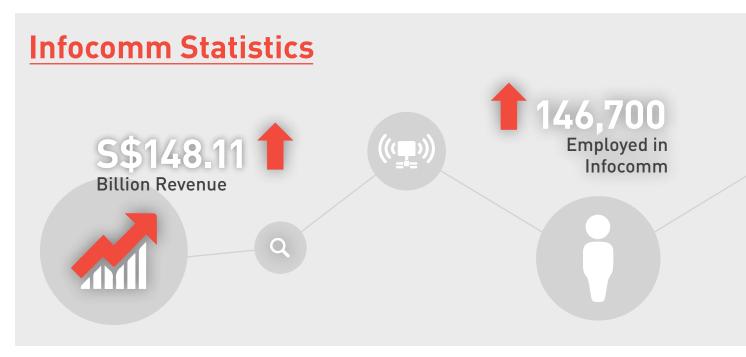
A whole-of-government effort is required to transform the Smart Nation vision into reality. IDA will need to work closely with all government agencies and partners to achieve

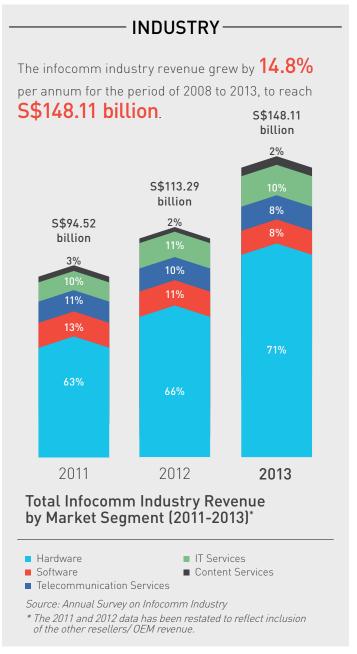
this. We believe that with our network of talent and capabilities within the government, we are in a unique position to lead in placing core infrastructure, developing policies and nurturing industry to generate relevant products and services.

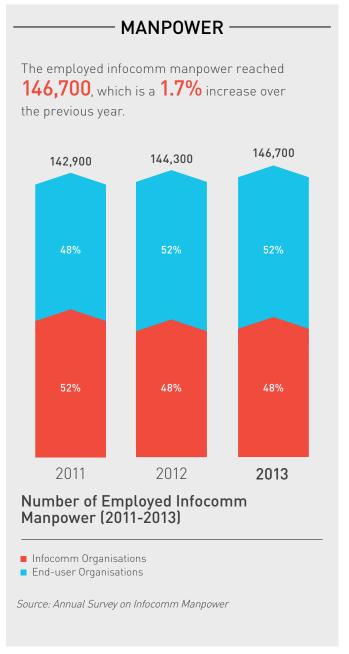
As the digital revolution continues to encompass more of our lives, IDA's role in catalysing change in Singapore will continue to grow. Our challenge will be to perform that role well, bringing together our combined vision, energy and skills to make it happen. We have done it before with the intelligent nation, and I am confident that we have the talent and capabilities to make it happen again with the Smart Nation.

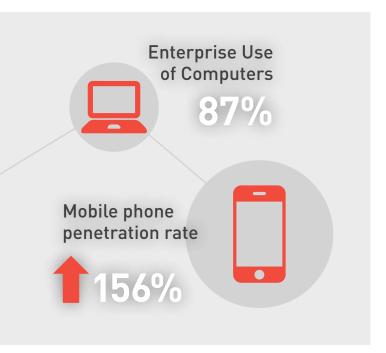
I would like to thank members of the IDA Board and all IDA staff for their contributions to IDA in the past year, and look forward to have everyone on board to realise our Smart Nation vision.

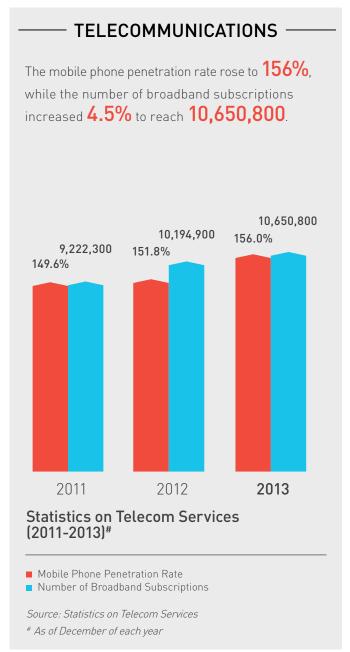


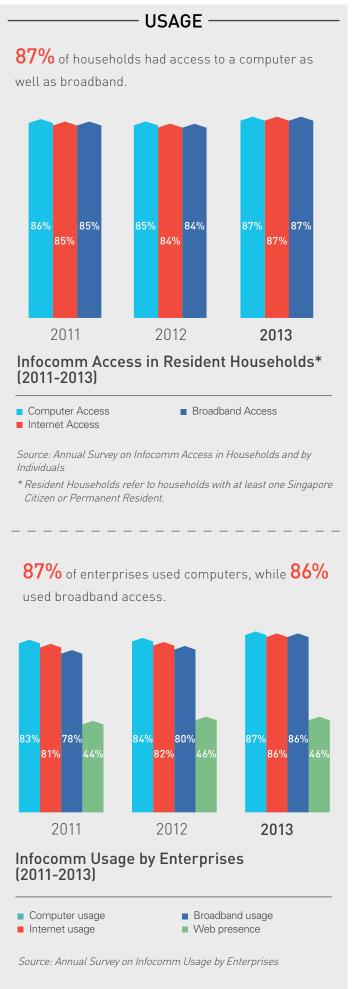












# Highlights 2013

### 30 April Celebrating excellence in e-Government

The inaugural eGov Excellence Awards, which was jointly organised by the Ministry of Finance and IDA, attracted 93 submissions from 49 government agencies. A total of 18 awards, including six distinguished awards, were presented.

## 1 May Enhancing COPIF to boost users' mobile and broadband experience

Changes to the Code of Practice for Info-communication Facilities in Buildings took effect, requiring new homes to be pre-installed with an optical fibre termination point and Mobile Deployment Space to be provided for mobile infrastructure.



### 1 June

# Exploring possibilities with IoT Programme

The programme aims to raise both public and industry awareness of the Internet of Things (IoT), its potential and its positive impact in areas ranging from logistics to homecare.

# 6 June Delivering SaaS benefits to 13 business sectors

More than 500 companies benefited from the 27 proposals awarded under the Software as a Service (SaaS) CFC. The proposals covered sectors such as early childhood education, private education, real estate and travel.

# 17 June Supporting co-creation efforts with Open Data

To drive social innovation, the Government announced that it will release more data to the public and work towards making all datasets on data.gov.sg and OneMap machine-readable by end 2013.

# 25 June Increasing productivity in the air cargo supply chain

New solutions were launched under the e-freight@ Singapore CFC, helping to enhance productivity and increase accuracy in airfreight documentation processes.

### 26 June

# Crowd-sourcing through Data Innovation Challenge

The Data Innovation Challenge brings together cross-sector and cross-geographic public and private datasets, enabling enterprises to crowd-source data analytics solutions, develop proof-of-concepts and test out prototypes.

# 28 June

# Boosting innovation in the mobile space

Singapore took another major step towards the nationwide deployment of 4G services with the provisional allocation of spectrum for 4G systems and services to M1, SingTel Mobile Singapore and StarHub Mobile.



# 2 August Sparking excitement in programming

Through code::XtremeApps, a 24-hour programming competition, participants developed innovative applications using software and hardware components such as Arduino Uno and Raspberry Pi.

# 13 August

## Attracting talent through IDA scholarships

30 National Infocomm Scholarships and 40 Integrated Infocomm Scholarships were presented at a joint awards ceremony held by the Ministry of Communications and Information and its agencies.

# 29 August Growing Singapore's big data and analytics canabilities

IDA collaborated with Revolution Analytics to set up a Business Analytics Centre of Excellence that aims to strengthen Singapore's position as a data and analytics hub. The company is also an IDA-appointed Centre of Attachment for organisations looking to train their staff in such capabilities.

## 2 May Strengthening trustworthiness of .sg domain names

The Singapore Network Information Centre launched VerifiedID@SG, a pilot scheme that minimises the incidences of identity theft and the use of fake identities to register .sg domain names.

### 22 May Demonstrating HR Excellence

IDA won the Gold Award

- the highest accolade for
Leadership Development

- at the inaugural Human
Resources Excellence Awards
Singapore 2013. It was also
a finalist in the Employee
Engagement and the WorkLife Balance categories.

## 28 May Exposing students to ICT

Awards were presented for the National Infocomm Competition, the biggest network of student infocomm competitions in Singapore with more than 1,500 students participating in nine competitions over the past year.

# Paving the way for new interactive experiences

The Mobile Positioning and Analytics Services [MPAS] Call for Collaboration (CFC) was awarded to four consortia to develop projects that will pave the way for new interactive experiences enabled by location analytics.

# 18 June

# Empowering the retail and wholesale sectors with analytics capabilities

Shared services in Customer and Marketing Analytics, Inventory Optimisation, and Operations Analytics were rolled out to companies to facilitate analytics adoption by lowering costs and reducing implementation times.

### 19 June

# Developing high-impact SaaS solutions for SMEs in target sectors

13 proposals were awarded under the first wave of a SaaS CFC that aims to spur the development of high-impact SaaS solutions that address unique business requirements of SMEs in six target sectors.

# 24 July Securing Singapore's cyber environment

At the Information Security Seminar 2013, the Government announced a five-year National Cyber Security Masterplan 2018 to further secure Singapore's cyber environment and develop the country as a trusted and robust infocomm hub. And at the Cyber Security Awareness Day, more than 674,000 pledges to secure ICT devices and online identities were received.

# 21 September Getting seniors to help seniors

Retired IT professionals and other IT-savvy seniors are helping their compatriots with IT troubleshooting under a new Silver IT Care initiative announced during Silver Infocomm Day, which attracted 5,000 participants.



# 22 October

# Opening up smart city opportunities for ICT firms

Twinning initiative with Suzhou Industrial Park allows infocomm enterprises to demonstrate their capabilities and collaborate on smart city developments in Singapore and China.



# Highlights 2013

### 8 November

### Providing a sectoral boost for SME productivity

More than 60 proposals were received under the Sectoral Productivity CFC, to provide solutions to level up the productivity and growth of some 650 companies from over 15 sectors.

## 13 November

# Providing greater clarity on cloud security

Singapore launches the Multi-Tier Cloud Security Standard, which will be a requirement for future Government public cloud service bulk tenders.

### 15 November

# Garnering international recognition for eCitizen portal

The eCitizen portal was one of the top entries in the Public Sector Category of the ASEAN ICT Award. It was also recognised for "Outstanding Achievement" in the Government category of the Interactive Media Awards in September.

# 19 November Strengthening ICT collaboration with the UAE

IDA and the Telecommunications and Regulatory Authority of the United Arab Emirates (UAE) signed an MOU to promote closer co-operation and knowledge exchange.

# 9 December Delivering greater convenience to

IDA launched OneInbox, a secure digital mailbox that provides individuals with a single online platform for instant and convenient access to government e-letters from agencies such as CPF, HDB, IRAS, MOF and MOM.

# Highlights 2014

### 2 January

# Reducing unsolicited telemarketing calls and messages

Organisations that want to do telemarketing to consumers via phone calls, text messages or fax now have to check contact numbers against the Do Not Call Registry.



### Spurring co-creation and innovation on apps

The Apps4SG competition culminated in a "best of the best" contest featuring 89 web and mobile apps, including winners from previous events such as the Data in the City hackathon and the Splash Awards.



## 13 February

### Building data analytics capabilities in digital media and advertising

IDA teamed up with Google under the Company-Led Training programme to introduce a new training initiative to help aspiring data analytics professionals jumpstart their career in these fields.



## 20 February Enabling new ways of work

IDA announced Singapore's first Smart Work Centres located at Jurong Regional Library, Geylang East Public Library and Toa Payoh Public Library, giving employers the option to offer staff more flexible work arrangements.

# 21 February Announcement of ICT for Productivity and Growth (IPG) programme

The new \$\$500 million programme, announced at the 2014 Budget Speech, seeks to accelerate the adoption of ICT solutions among SMEs and boost SMEs' productivity and growth.

# 14-15 November Transforming ASEAN through ICT

At the 13th ASEAN TELMIN hosted by Singapore, ASEAN Telecommunications and Information Technology Ministers reaffirmed their commitment to create an inclusive, vibrant and integrated ASEAN through ICT.

# 17 December Protecting personal data on directory services

From 1 April 2014, fixed-line operators who wish to publish a residential listing will have to seek subscribers' consent to be included in the directory.



# 9 January Spurring an interest in coding

IDA partnered polytechnics and SAP Singapore for the inaugural Code for Charity event, raising \$\$80,000 for less-privileged students through various coding challenges.

# 15 January Expanding Singapore's cyber security talent pool

IDA partnered FireEye to launch the company's first Asia Pacific Centre of Excellence (COE), which will help grow manpower capabilities in cyber security.



# 10 March Accelerating the growth of tech startups in Singapore

IDA subsidiary Infocomm Investments announced strategic partnership with a leading startup accelerator, Joyful Frog Digital Incubator, to run accelerator programmes for innovation-driven tech product startups based here.



# 12 March Stimulating new ideas at IDA Labs

The first IDA Labs facility opened at the National Design Centre, allowing companies, government agencies and individuals to come together to collaborate and stimulate new ideas.



# 17 March Bridging the digital divide

Some 560 seniors teamed up with student cyberguides from 29 schools to pick up IT skills at two Constituency Intergeneration IT Bootcamps, held in Ang Mo Kio GRC in June 2013 and Tampines GRC in March 2014.

# 31 March Harnessing the potential of infocomm and media

A consultation document to guide the development of the Infocomm and Media sectors until 2025, as well as highlight the opportunities available, was released by the Infocomm Media Masterplan Steering Committee.

# **Board of Directors**



YONG Ying-I
Chairman
Permanent Secretary (Public Service Division)
(National Research and Development)

**Steve LEONARD**Executive Deputy Chairman
Infocomm Development Authority of Singapore



Alexander KLEINBERG Managing Director, Exchange Asia-Pacific/Japan, Twitter Inc



KOH Lin-Net Chief Executive Officer Media Development Authority of Singapore



Dr Bruno LANVIN
Executive Director
INSEAD European Competitiveness
Initiative



Muthukrishnan RAMASWAN President Singapore Exchange Limited



Colin SAMPSON
Regional Chief Financial Officer
Asia Pacific & Japan, SAP Asia Pte Ltd



**Shirley WONG** Managing Partner TNF Ventures Pte Ltd



Janet ANG
Managing Director
IBM Singapore



**Dr Lily CHAN**Chief Executive Officer
NUS Enterprise, National University
of Singapore



**Eddie CHAU**Executive Director
iSentia Brandtology Pte Ltd



**NG Cher Pong**Chief Executive
Singapore Workforce Development
Agency



Jimmy PHOON
Chief Executive Officer &
Chief Investment Officer
Seatown Holdings International Pte Ltd



Jacqueline POH
Managing Director
Infocomm Development Authority
of Singapore



Until 31 Oct 2013

LEE Eng Beng, Managing Partner, Rajah & Tann LLP

Asad JUMABHOY, Director, Tangerine Time Pte Ltd

Prof. TAN Eng Chye, Deputy President (Academic Affairs) & Provost, National University of Singapore

Jeremy TAN, Chief Executive Officer, Korvac Holdings Pte Ltd

James TONG, Chief Executive Officer, Movitech

Mary YEO, Vice President, Supply Chain Operations, South Asia Pacific, United Parcel Service Singapore Pte Ltd

Janet YOUNG
Managing Director & International Head
MNCs (Commercial Corporate) Global Corporate &
Investment Banking, Bank of America Merrill Lynch





# **Members of IDA Board Committees**

## Audit & Risk Committee

Muthukrishnan RAMASWAMI Chairman

**KOH Lin-Net** 

# Budget & Projects Review Committee

NG Cher Pong Chairman

Dr Lily CHAN

**Eddie CHAU** 

Alexander KLEINBERG **Dr. Bruno LANVIN** 

**Shirley WONG** 

# **Human Resources & Remuneration Committee**

Chairman

YONG Ying-I NG Cher Pong

**Shirley WONG** 

**Janet YOUNG** 

**Investment Committee** 

Jimmy PHOON Shirley WONG Janet YOUNG Chairman

# **Subsidiaries**

## IDA International Pte Ltd

IDA International is a wholly-owned subsidiary of the Infocomm Development Authority of Singapore (IDA) and serves as the execution arm for collaborations on public service infocomm between Singapore and countries around the world. IDA International helps public agencies in other countries deliver better socioeconomic outcomes through infocomm by providing services such as eGovernment consultancy, national masterplanning, industry and cluster development, and management of public service infocomm programmes. It also assists its foreign government counterparts to better understand and benefit from Singapore's unique experience and know-how through knowledge transfer - enabling them to implement their programmes successfully.

## **IDA International Board Members**



Asad JUMABHOY Chairman Director Tangerine Time Pte Ltd



WU Choy Peng Deputy Chairman Group Chief Information Officer Singapore Telecommunications Ltd



Steve LEONARD
Executive Deputy
Chairman
Infocomm Development
Authority of Singapore



Jimmy PHOON
Chief Executive Officer
& Chief Investment
Officer
SeaTown Holdings
International Pte Ltd



Jacqueline POH
Managing Director
Infocomm Development
Authority of Singapore



Anthony TAN
Special Assistant to
Mr Lee Kuan Yew &
Deputy Secretary
(Policy)
Ministry of Health



**TAN Li San**Deputy Secretary
(Industry & Information) *Ministry of Communications*and Information



Vincent WONG
Chief Executive Officer
IDA International Pte Ltd

Until 30 Sep 2013 Until 31 Mar 2014 LIM Pek Suat, Group Chief Financial Officer, *PSA International Pte Ltd*James KANG, Former Assistant Chief Executive, Government Chief Information Office, *Infocomm Development Authority of Singapore* 

# **Subsidiaries**

# INFOCOMM INVESTMENTS PTE LTD

Infocomm Investments Pte Ltd (IIPL) builds and invests in Singapore and global infocomm technology start-ups. Managing more than S\$200 million, we accelerate the development of start-ups in their formative phase, and invest further as they move towards growth and expansion. IIPL plays a central role in building a vibrant and sustainable ecosystem in Singapore for start-ups to flourish through our investments, partnerships across sectors and global reach.

We are a wholly-owned subsidiary of the Infocomm Development Authority (IDA) of Singapore.

## **IIPL Board Members**



Steve LEONARD
Chairman
Executive Deputy
Chairman
Infocomm Development
Authority of Singapore



Andrew KHAW
Senior Director
Productivity Growth
through ICT
Infocomm Development
Authority of Singapore



LEE Kheng Nam
Deputy Chairman
& Director
Vertex Venture
Holdings Ltd



**SAW Ken Wye** Chief Executive Officer CrimsonLogic Pte Ltd



Selwyn Sean SCHARNHORST Director Industry Division Ministry of Communications and Information



**Jeremy TAN**Chief Executive Officer
Korvac Holdings Pte Ltd



**James TONG**Chief Executive Officer *Movitech* 

Until 31 May 2013 Ong Peng Tsin, Former Chairman, Infocomm Investments Pte Ltd

# SINGAPORE NETWORK INFORMATION CENTRE (SGNIC) PTE LTD

As the national registry for ".sg" domain names, the Singapore Network Information Centre (SGNIC) Pte Ltd administers the Internet domain name space in Singapore, formulating policies pertaining to ".sg" registrations and administering the registration of second-level and third-level domain names through its accredited registrars. There are more than 161,000 domain names under SGNIC's management, which include Internationalised Domain Names that end with ".新加坡" and ".舟庙远山山市", the Chinese and Tamil equivalents of ".sg" respectively. SGNIC also provides consultancy services in setting up a country-code top level domain registry and fosters closer collaboration amongst the global Internet community. SGNIC has been chairing the Asia Pacific Top Level Domain (APTLD) organisation since the beginning of 2014.

### **SGNIC Board Members**



Chairman
Deputy Chief Executive
& Director-General
Telecoms & Post
Infocomm Development
Authority of Singapore



Aileen CHIA
Assistant Chief
Executive & Deputy
Director-General
Telecoms & Post
Infocomm Development
Authority of Singapore

## **ASSURITY TRUSTED SOLUTIONS PTE LTD**

Assurity Trusted Solutions Pte Ltd ("Assurity") is a wholly-owned subsidiary of the Infocomm Development Authority of Singapore ("IDA"). It was incorporated to operate the National Authentication Framework (NAF), a project to improve the security of consumers performing online transactions. It is supported by the Monetary Authority of Singapore and various regulators such as the Ministry of Finance and the Ministry of Health. NAF is part of IDA's Intelligent Nation 2015 vision, which includes developing a secure and trusted infocomm infrastructure. As one of the key initiatives of the Infocomm Security Masterplan and the National Trust Framework, NAF will facilitate the delivery of safe online services offered by the public and private sectors.

# **Assurity Board Members**



**LIM Hup Seng**Executive Chairman
Assurity Trusted
Solutions Pte Ltd



Eddie CHAU Executive Director iSentia Brandtology Pte Ltd



CHONG See Lee
Former Head
Internal Audit
Department
MINDEF



**CHUA Foo Yong**Former Vice Chairman
Singapore Media Academy



Bruce LIANG
Chief Information
Officer
Ministry of Health and MOH
Holdings Pte Ltd



Jacqueline POH
Managing Director
Infocomm Development
Authority of Singapore



Selwyn Sean SCHARNHORST Director Industry Division Ministry of Communications and Information



The mission of the Infocomm Development Authority of Singapore (IDA) is to develop information technology and telecommunications within Singapore with a view to serve citizens of all ages and companies of all sizes. IDA does this by actively supporting the growth of innovative technology companies and startups in Singapore, working with leading global IT companies as well as developing excellent information technology and telecommunications infrastructure, policies and capabilities for Singapore.

Head Office
10 Pasir Panjang Road #10-01
Mapletree Business City
Singapore 117438
Tel +65 6211 0888
Fax +65 6211 2222
Email info@ida.gov.sg
Website www.ida.gov.sg
Singapore • China • Qatar • UK • USA

