



MINISTRY OF DIGITAL

DIGITAL FRONTIER: A Year of Transformation



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Foreword By Prime Minister of Malaysia

I extend my heartfelt congratulations to the Ministry of Digital on its first anniversary. Over the past year, the ministry has made significant strides in advancing Malaysia's digital transformation, demonstrating a strong commitment to enhancing public services, fostering innovation, and empowering the rakyat through inclusive economic growth. These achievements reflect the ministry's dedication to shaping a digital future that benefits every Malaysian.

The Ministry's role in driving Ekonomi MADANI is pivotal. By leveraging digitalisation, important steps are taken to uplift the rakyat and position Malaysia as a leader in the Southeast Asian digital economy. This vision of inclusivity, sustainability, and progress lays a solid foundation for the nation to thrive in an era where technology transforms how we live, work, and connect.

As we look forward, I encourage the ministry to continue championing the Whole of Government approach to accelerate the 'Malaysia Digital' vision. By harnessing collective strengths, we can create new business opportunities, strengthen productivity, and improve the quality of life for all citizens. This digital journey will modernise our infrastructure and ensure Malaysia becomes a beacon of innovation and resilience in the region.



On this momentous occasion, I urge all stakeholders to maintain the momentum of progress and innovation. The journey ahead is full of opportunities to shape a smarter, more sustainable Malaysia.

With your dedication and determination, I am confident Malaysia's digital future will be bold, transformative, and inspiring.

Anwar Ibrahim
Prime Minister



Foreword By Minister of Digital

As we reflect on the past year, I am pleased to present our key achievements in advancing Malaysia's digital transformation journey. The digital landscape in Malaysia continues to evolve rapidly, and our commitment to harnessing technology for the betterment of our economy, society, and governance has never been stronger.

Over the past 12 months, the Ministry of Digital has made significant progress in implementing programmes and initiatives to strengthen digital infrastructure, promote inclusivity, and empower people and businesses to continue thriving in the digital age. Our vision to create a vibrant digital ecosystem is being realised through a series of initiatives focused on innovation, connectivity, and digital skills development.

Our commitment to ensuring all Malaysians have access to the digital world continues with the expansion of 5G coverage in populated areas across the nation. We have also established comprehensive regulatory frameworks and laws aimed at enhancing cybersecurity and digital trust, making our digital environment safer for government, businesses and individuals.

In the realm of e-commerce, the Ministry is supporting local businesses, especially micro, small, and medium enterprises (MSMEs), to adopt digital platforms, enabling



them to tap into new markets and increase their competitiveness.

Furthermore, we have made significant progress in developing a robust digital workforce by investing in digital literacy, skills training, and strategic collaborations. This will empower future generations to be job-ready and capable of navigating

an increasingly technology-driven economy. We are also equipping the existing workforce through upskilling, reskilling, and multiskilling programmes.

As we face a future where automation and artificial intelligence (AI) will redefine every aspect of our lives, these challenges ignite necessary

dialogue about adaptation and resilience. To navigate this changing landscape successfully, we must harness the power of AI while mitigating its risks. In a nutshell, embracing AI must be about how we can empower ourselves using technology whilst also building ecosystems around us that are safe and trusted.

The need to enhance the country's AI capabilities has culminated in the establishment of the National AI Office (NAIO) to foster innovation, promote cross-sector collaboration, and support the integration of AI into government, industry, and society. NAIO will shape the future of AI in Malaysia, striving to make the nation a leader in digital transformation and a beacon for AI innovation in Southeast Asia.

I am confident that the foundations we have laid will lead to even greater success in the years to come. We will continue to engage and cooperate with all stakeholders to ensure that our digital future is inclusive, secure, and sustainable.

I look forward to the opportunities ahead. This Ministry, together with our agencies, is fully focused on unlocking the full potential of Malaysia's digital economy, building digital resilience, and creating an efficient and successful digital Malaysia.

Gobind Singh Deo
Minister of Digital



Foreword By The Secretary General, Ministry of Digital

In the rapidly evolving landscape of technological innovation, the digital transformation of a nation represents more than mere technological advancement—it embodies a collective vision of progress, empowerment, and hope. As part of the leadership of the Ministry of Digital Malaysia, I am privileged to present this report, which captures our extraordinary journey of reimagining Malaysia's digital future.

The establishment of our ministry was never intended to be a simple bureaucratic exercise but a profound commitment to positioning Malaysia at the forefront of the global digital revolution. Our path has been marked by complex challenges and profound learnings, each step carefully navigated with strategic insight and unwavering dedication.

This report highlights the remarkable strides we have made. For example, we established the National Artificial Intelligence Office (NAIO) on 28th August 2024 to spearhead the development and implementation of the National AI Action Plan. This dedicated office will play a crucial role in driving Malaysia's AI agenda, with a mission to position the country as a key player in AI within ASEAN and the broader global landscape.

We also launched GovTech Malaysia, a strategic initiative modernising the Malaysian government by leveraging technology to improve public services.



This Whole-of-Government (WoG) approach prioritises collaboration and innovation across agencies to build a digitally empowered nation where all Malaysians benefit from seamless and user-friendly government services. These initiatives demonstrate our commitment to leveraging technology for societal progress.

Beyond implementation, we are committed to fostering a secure and trustworthy digital environment. We have deliberately crafted comprehensive legal frameworks—strengthening the Personal Data Protection Act and helping to craft the Cyber Security Act 2024—to ensure that our digital ecosystem is not just advanced but fundamentally secure and trustworthy. These initiatives reflect our deep understanding that digital transformation must be rooted

in protecting individual rights and national interests.

As we look to the future, our commitment remains resolute. We will continue to advance our digital economy, enhance digital trust, and ensure that every Malaysian can confidently participate in and benefit from our digital ecosystem. Our ambition is not just to adapt to the digital age but to lead it.

This report is more than a documentation of our achievements—it is a record of our commitment towards a digitally empowered Malaysia in line with the MADANI Economic Framework.

Fabian Bigar
Secretary General, Ministry of Digital



Departments and Agencies under the Ministry of Digital



MINISTRY OF DIGITAL



Vision and Mission of the Ministry of Digital

VISION

Leader of the National Digitalisation Agenda

MISSION

- Driving national digitalisation agenda in a holistic and inclusive manner
- Strengthening a trusted and world-class national digital ecosystem



Malaysia's Digital Transformation: A Three-Pillar Approach

Strategic Catalysts

I-Infrastructure Strengthening Digital Infrastructure	C-Cyber Resilience Empowering Cyber Resilience	T-Talent Developing Future-Ready Digital Talent
<p>High-quality digital infrastructure will accelerate the adoption of digital technologies and in turn, support the growth of the country's economy.</p> <p>The government is committed to strengthening a conducive digital ecosystem through the development of data centres, cloud computing and expansion of 5G network initiatives.</p> <p>The provision of quality digital infrastructure will ensure connectivity and access to digital technologies that will encourage economic and social progress.</p>	<p>Cyber threats that are growing along with the advancement of digital technology demand an increase in the country's cyber resilience.</p> <p>Efforts to enhance cybersecurity include strengthening the legal framework, improving regulatory aspects, such as drafting and amending acts, developing regulations and guidelines, and implementing digital safety awareness programmes for the public.</p> <p>Empowering cyber resilience will create a secure digital ecosystem that can increase the digital trust of the public and investors.</p>	<p>Emerging technologies have created a demand for new skills and expertise.</p> <p>Efforts to develop highly skilled digital talent to meet industry needs are being implemented through reskilling and upskilling programmes for the existing workforce.</p> <p>In addition, various digital literacy programmes for the public are also implemented, such as AI for Rakyat, SiberKASA Awareness, CyberSAFE, MY5G Ericsson Malaysia Pioneers Programme and National Cyber Ethics (School Children Programme).</p> <p>Digital literacy programmes that are implemented involving groups of the workforce and the public as a whole aim to produce future-ready digital talent and digitally literate citizens.</p>

01 Digital Government

Digital transformation in government service delivery aims to increase the efficiency, effectiveness, and accessibility of services to meet the evolving needs of citizens.

Digital Society

Comprehensive business transformation across every economic sector through the adaptation of digital technologies. This includes efforts to encourage innovation, attract high-value investments, and create job opportunities.

03 Digital Economy

Formation of a digital society by increasing digital literacy and adoption. This effort also includes access to digital technology and access to essential government services digitally, as well as encouraging ethical use.

Strategic Plan (2024-2025)

5

Strategic Pillars

8

Strategies

15

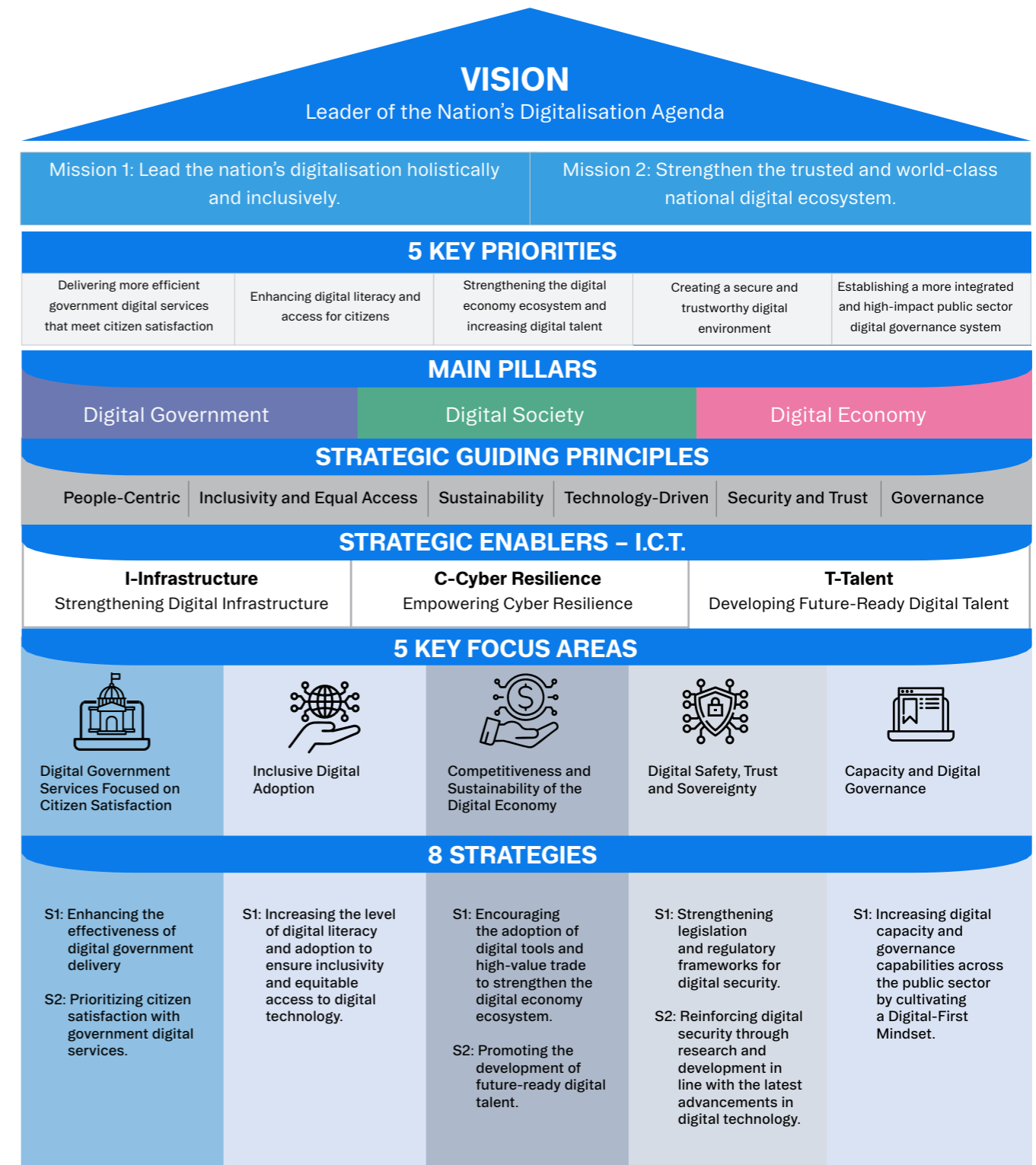
Main programmes

36

Initiatives



Strategic Framework



Strategic Priorities

DIGITAL GOVERNMENT: Technology as a Tool to Enhance Public Service Delivery

Digital Government focuses on using technology to modernise and improve service delivery. This means ensuring the efficiency, effectiveness, and accessibility of Malaysian public services to meet the evolving needs and expectations of citizens. Key initiatives of this digital transformation include:

- **End-to-End Service Delivery:** Implementing seamless digital services across the public sector, including optimising online platforms and websites for efficient and user-friendly access to government services.
- **Cross-Agency Data Sharing:** Establishing a secure and efficient framework for data sharing between government agencies. This enables better coordination, informed decision-making, and improved service delivery.
- **Open Data in the Public Sector:** Implementing open government data to enhance transparency in service delivery through the sharing of accurate, timely, and relevant data to boost the productivity of the nation's digital economy.

- **Big Data Analytics:** Utilising big data analytics in the public sector to generate valuable insights, improve agency operational efficiency, and support more effective policy development.
- **MyGovernment Portal:** The MyGovernment portal serves as a single platform for accessing government digital services, ensuring a seamless and user-friendly service experience.
- **Promotion and Change Management:** Implementing effective communication and change management strategies to promote digital initiatives and encourage adoption across the public sector and among citizens.

DIGITAL ECONOMY: The Catalyst for Malaysia's Economic Growth

The digital economy is a vital element in Malaysia's socio-economic development. It involves integrating technology into all aspects of life. Malaysia aspires to be a regional leader in the digital economy, with a primary focus on the following areas:

- **Robust Digital Infrastructure:** Expanding broadband coverage, implementing 5G, and investing in the latest technologies to provide a solid foundation for digital transformation.

- **Business Digitalisation:** Driving the digitalisation of businesses, particularly micro, small and medium enterprises (MSMEs), to adopt digital tools and solutions for increased productivity, market penetration, and enhanced business competitiveness.
- **Digital Skills Development:** Equipping the population with essential digital skills and literacy to thrive in the digital age and create a skilled workforce.

DIGITAL SOCIETY: Empowering Communities in the Digital Age

The Digital Society plays a crucial role in Malaysia's digital transformation journey. It focuses on empowering citizens to reap the benefits of the digital economy and fostering a digitally literate and responsible society. Key aspects of the Digital Society include:

- **Bridging the Digital Divide:** Addressing inequalities in digital access and skills across various segments of society, including vulnerable groups. This includes efforts to enhance digital infrastructure and access. This is supported through initiatives such as:
 - **eRezeki:** Helping individuals generate income through online platforms and digital services.

- **eUsahawan:** Providing digital entrepreneurship training to equip individuals with the skills to start and expand online businesses.
- **Internet Centers:** Offering internet access and digital literacy training for communities, especially in rural areas.
- **Digital Literacy Promotion programmes:** Equipping citizens with the knowledge and skills needed to navigate the digital world confidently and safely, including:
 - ▶ **Digital Rakyat Portal:** Offering easily accessible online learning modules on various new technologies.
 - ▶ **AI for Rakyat:** Providing online self-learning modules to enhance AI literacy and awareness.
- **Ethical Digital Behavior:** Promoting responsible and ethical online experiences, digital citizenship, and online safety.

- **Encouraging Digital Entrepreneurship:** Fostering the growth of online businesses and creating opportunities for individuals to leverage technology for economic empowerment. Initiatives like ePenjana encourage the adoption of e-wallets to promote digital transactions and financial inclusion.



One-Year Achievements Ministry of Digital 2024




Digital Government 2024

Leading Digital Transformation in Government Service Delivery

01 

NAIO

Driving Malaysia's Artificial Intelligence Agenda.

02 

AI@JDN Chatbot

Enhancing Public Service Delivery Through Artificial Intelligence.

03 

JTISA

Empowering Government ICT Project Procurement.

04 

MyGovNet

Expanding The Reach And Enhancing The Security Of A Digital Government.

05 

MADANI*NET

Providing Access To Digital Health Facilities For Rural Communities.

01 National AI Office (NAIO): Spearheading the AI Agenda in Malaysia



National AI Office (NAIO): Spearheading the AI Agenda in Malaysia

The Malaysian government established the National AI Office (NAIO) on 28th August 2024 to lead the nation's AI agenda with the mission of making Malaysia as a key player in AI within the ASEAN region and international level. Initially, NAIO operates under MyDIGITAL Corporation. This collaboration ensures a smooth transition and more effective implementation of strategies and initiatives.

Importance of the Initiative
Positioning Malaysia as an AI hub: Making Malaysia the primary destination for AI investment and innovation in the ASEAN region.

Importance of the Initiative:

■ **Positioning Malaysia as an AI hub:** Making Malaysia the primary destination for AI investment and innovation in the ASEAN region.

Key Roles and Responsibilities

The NAIO will:

- **Lead AI initiatives:** Spearheaded initiatives that leverage AI to strengthen the digital economy, enhance public services, and contribute to sustainable development goals.
- **Empower AI infrastructure:** Drive the development of robust AI infrastructure, encouraging the use, research, and commercialisation of AI.
- **Facilitate regional cooperation:** Promote Malaysia's participation in regional AI developments, particularly within ASEAN.

Future Plans

In line with its role as the leader of the nation's AI agenda, the NAIO will implement the following:

- Develop an AI technology action plan for 2026 to 2030 aimed at increasing the country's competitiveness and attracting foreign investors.
- Develop a regulatory framework to encourage the ethical and sustainable adoption of AI technology.
- Ensure rapid adaptation of AI technology and mobilise stakeholders to ensure comprehensive use of the

technology, specifically within identified key sectors of the country.

- Develop AI technology-related datasets to assist ministries/agencies in planning strategies and implementing more targeted programmes for target groups.
- Prepare a report on national AI trends by sector.
- Introduce the "Practical Guide: AI Ethics Governance" to ensure the ethical and responsible planning, management, and use of AI.
- Prepare a report studying the impact of AI on all government service sectors.

2024 Achievements:

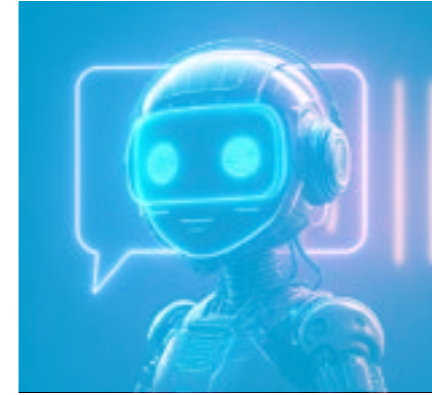
The NAIO

was established on 28th August 2024

The Practical Guide

AI Ethics Governance was published

02 Chatbot AI@JDN: Enhancing Efficiency and Citizen Interaction



Empowering Public Service Delivery Through Citizen-Friendly and AI-Powered Solutions

The Ministry of Digital, through the National Digital Department or Jabatan Digital Negara (JDN), successfully launched AI@JDN, an AI-powered chatbot on the Ministry's official website. This application was developed to enhance the effectiveness of JDN's service delivery to public sector agencies and the general public by utilising artificial intelligence technology, contributing to the percentage of AI technology adoption in the public sector.

Development of Chatbot AI@JDN

- **Development and Launch:** AI@JDN was developed in-house by JDN, demonstrating a commitment to building internal expertise and self-sufficiency. The chatbot was officially launched on 22nd July 2024 and integrated into the JDN Portal. AI@JDN is an example of successful AI technology implementation in the public sector, encouraging greater use of AI-powered solutions across government agencies.

Future Plans

To further enhance the capabilities of this chatbot, AI@JDN will be equipped with voice recognition technology, enabling a more natural and interactive user experience. The Ministry of Digital will continue to monitor and evaluate the chatbot's performance through established KPIs to ensure continuous improvement and maximise its contribution to a digitally empowered Malaysia.

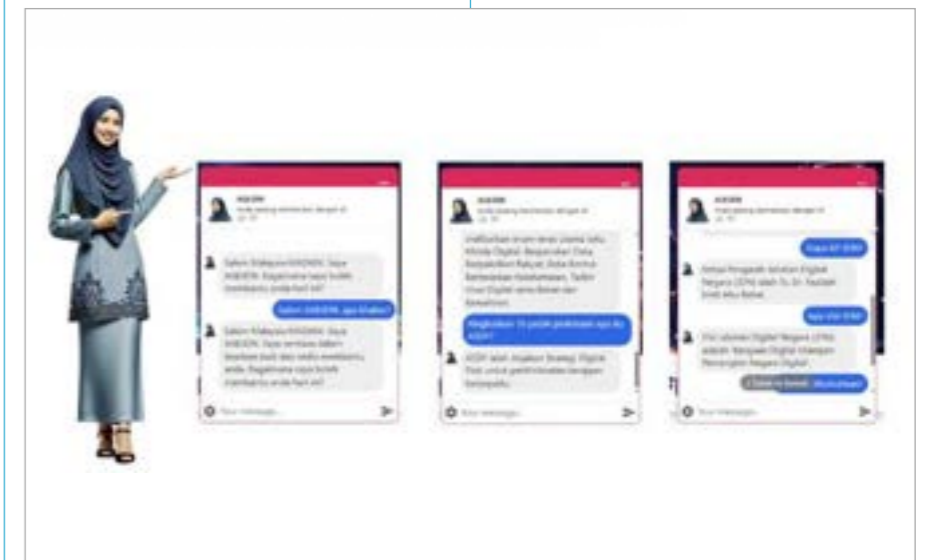
2024 Achievements:

1 Chatbot Platform

launched on 22nd July 2024

5928 total user inquiries

received by JDN until November 2024



03 JTISA: Ensuring Value and Impact of Public Sector ICT Projects



Coordinating Government ICT Project Approvals for a Competitive Public Sector

To maximise the value of public sector ICT investments, the Technical Committee for Public Sector ICT (JTISA) carefully evaluates each project application. JTISA assesses applications from Public Sector agencies based on technical viability, resource optimisation, and cost-effectiveness, ensuring project requirements align with agency strategic plans and national digitalisation goals. This process helps ensure that implemented ICT projects have a high impact and effectiveness for citizens, contributing to the nation's digital transformation.

Importance of the Initiative

JTISA's rigorous evaluation process ensures that all ICT projects:

- **Provide Value for Money:** Each project is evaluated to ensure it delivers the best return on investment of public funds.
- **Deliver High Impact and Effectiveness:** Projects are assessed based on their potential to generate positive outcomes for citizens and improve public services.
- **Enhance Service Efficiency:** Through the coordination of service delivery and optimisation of government operations, each approved project contributes to increased efficiency in the public sector.

Key Performance Indicators (KPIs)

- **Project Approvals:** From January to September 2024, JTISA reviewed and approved 84 ICT project applications with a total project value reaching RM2,997,494,617.43

Future Plans

JTISA will continue to play a vital role in ensuring the implementation of ICT projects that contribute to Malaysia's vision of becoming a digital nation. The committee remains dedicated to upholding the highest standards of evaluation and approval, ensuring that public sector ICT investments deliver maximum value and impact for the people of Malaysia.

2024 Achievements:



84

ICT projects

were reviewed and approved by JTISA from January to December 2024, with a total project cost of RM2.9 billion



04 MyGovNet: Connecting Malaysia's Digital Government



Expanding Reach and Enhancing the Security of Digital Government

Managed by the Malaysian Digital Economy Corporation (MDEC), MyGovNet is the government's integrated telecommunications network connecting Ministries, Departments, and Agencies. This infrastructure supports seamless communication and data sharing, enabling service efficiency and enhancing the quality of public services. MyGovNet comprises three main components: MyGovNet.WAN, MyGovNet.PCN, and MyGovNet.Global.

Importance of the Initiative

MyGovNet plays a crucial role in:

- Supporting efficient and secure communication between government entities.
- Supporting the delivery of digital services to citizens.
- Enabling access to government-owned applications and online resources.
- Strengthening the connectivity of Malaysian representative offices abroad.

Key Performance Indicators (KPIs)

- **Network Reach:** As of 31st October 2024:
- **MyGovNet.WAN:** 10,306 lines connecting 239 government agencies.
- **MyGovNet.PCN:** 57,000 users across 103 agencies.
- **MyGovNet.Global:** 62 Malaysian representative offices abroad.

Future Plans

- **Optimising MyGovNet.WAN:** Ensuring optimal operation and strengthening network security to maintain a reliable and secure network for government agencies.
- **Upgrading MyGovNet.PCN:** Implementing service upgrades by the second quarter of 2025 to improve performance and meet evolving user needs.
- **Expanding MyGovNet.Global:** Extending service reach to 30 Malaysian representative offices abroad, strengthening international collaboration and connectivity.

2024 Achievements:

10,306
lines seamlessly connecting 239 government agencies through MyGovNet.WAN

57,000
users across 103 agencies are now connected through MyGovNet.PCN

62 Malaysian representative offices abroad are connected through MyGovNet.Global



05 MADANI*NET: Bridging the Digital Divide in Healthcare Services



Connecting Rural Communities with Essential Online Services

Committed to providing equitable healthcare services, MADANI*NET is a government initiative to deliver digital connectivity to rural communities in Malaysia. Through reliable internet access, MADANI*NET ensures the right of marginalised communities to better healthcare services, enhanced communication, and opportunities to bridge the digital divide.

Importance of the Initiative Improving the delivery of online government services to rural communities.

Enhanced Connectivity in Remote Areas: The installation of High Throughput Satellite (HTS) VSAT technology with speeds of 25Mbps has significantly impacted high-capacity internet services in remote areas. This allows healthcare practitioners to access essential online reference resources, connect effectively with other facilities, and provide better care to patients.

Importance of the Initiative

MADANI*NET plays a vital role in:

- Improving the delivery of online government services to rural communities.
- Enhancing healthcare coverage and quality in remote areas.
- Improving service performance and access to healthcare for the target group.
- Bridging the digital divide between urban and rural areas, fostering equitable access to information and technology.

Key Performance Indicators (KPIs)

Expanded Connectivity: As of November 2024, MADANI*NET has successfully connected eight health clinics in rural areas of Peninsular Malaysia, Sabah, and Sarawak. These clinics are:

- Klinik Kesihatan Tunoh Scheme, Sarawak
- Klinik Kesihatan Nanga Gaat, Sarawak
- Klinik Kesihatan Narandang, Kudat, Sabah
- Klinik Kesihatan Indarason, Kudat, Sabah
- Klinik Kesihatan Timbua, Ranau, Sabah
- Klinik Kesihatan Pulau Tuba, Pulau Langkawi, Kedah
- Klinik Kesihatan Desa Selat Lubuk Chempedak, Langkawi, Kedah
- Klinik Kesihatan Bahagia, Kuala Krai, Kelantan

Future Plans

The impact and expansion of MADANI*NET will continue in the future. By connecting MyGovNet services to more government agencies in rural areas, this initiative will strengthen public service delivery and foster digital inclusion by providing access to essential digital resources and equipment.



2024 Achievements:

8

health clinics in rural areas

across Peninsular Malaysia, Sabah, and Sarawak have been successfully connected to MADANI*NET



Digital Economy 2024

Comprehensive business transformation across every economic sector through the adoption of digital technology

01

Digital Investment

Investments exceeding RM160 billion demonstrate investor confidence in Malaysia's digital economy.

02

Digital Transformation of MSMEs

Empowering MSMEs through the adoption of digital tools and practices in business.

03

GAIN (Gateway, Amplify, Invest and Nurture)

Supporting the rise of local technology companies into the global arena.

04

PRIME (Program Realisasi Impian Ekonomi Digital)

Supporting digital entrepreneurship efforts through .MY domain names.

05

MDX 2024

Supporting a future-forward platform that brings together tech visionaries, innovators, and influencers.

06

DE Rantau

Establishing Malaysia as a digital nomad hub.

01 Digital Investment: Driving Malaysia's Digital Economy



Attracting Investment to Fuel Digital Growth

Malaysia remains steadfast in its pursuit to become a leading digital economy in ASEAN. The Digital Investment Office (DIO) has approved a remarkable RM185.3 billion in digital investments since its inception in 2021, exceeding the initial target set by the Malaysia Digital Economy Blueprint (MyDIGITAL). These investments play a crucial role in driving innovation, creating job opportunities, and stimulating economic growth across various sectors. One area where Malaysia has seen significant success in attracting investment is hyperscale data centres.

Key Performance Indicators (KPIs)

- **Success in Achieving Investment Targets:** As of March 2024, Malaysia has approved RM185.3 billion in digital investments, surpassing the initial target of RM70 billion set by MyDIGITAL.

Key Factors Contributing to Malaysia's Success:

Several factors have been identified as contributing to Malaysia's success in attracting digital investments:

- Early adoption of advanced technologies and innovative business models.
- Prioritising technological advancement and digitalisation across various sectors.
- Regional and international collaborations, including a collaborative framework with Singapore.
- Significant investments in hyperscale data centres, demonstrating a commitment to advanced digital infrastructure.

Importance of the Initiative

Attracting digital investment will drive economic growth, generate innovation, and strengthen Malaysia's position as a digital economy leader.

Future Plans

To attract more foreign investment, Malaysia will continue to participate in strategic investment missions to key countries like the United States, China, UAE, Singapore, Germany, Hong Kong, and Japan.

These investments reflect growing confidence in Malaysia's digital economy and its potential to drive further growth in the future.

Testimonials and Success Stories:

Several leading companies have expressed their commitment to digital investment in Malaysia, including:

- Dominos
- Speedmatrix
- Aperia Cloud
- MASVERSE
- TNG Digital
- LTX Credence

2024 Achievements:

RM185.3 billion

in digital investments approved as of March 2024, exceeding the initial target of RM70 billion



02 MSME Digitalisation Transformation Programme: Empowering MSMEs in the Digital Age



Driving Digital Adoption to Enhance Economic Growth

The MSME Digitalisation Transformation Programme is a key initiative aimed at empowering Malaysian MSMEs to embrace digital technology and thrive in the digital economy. This programme is crucial to navigate the ever-evolving retail landscape, where the emergence of hybrid models combining online and offline channels presents both opportunities and challenges for businesses.

The Rise of Hybrid Retail

A recent OECD report (SMEs in the Era of Hybrid Retail: Evidence from an OECD D4SME Survey) highlights the growing trend of hybrid retail, enabling consumers to have higher expectations for both online and offline options. This shift provides opportunities for MSMEs to expand their reach, increase sales, and build stronger customer relationships. However, it also comes with its own set of challenges, such as increased competition and the need for robust digital capabilities.

Key Performance Indicators (KPIs)

- **Digital Adoption:** 9,118 MSMEs have successfully integrated digital technology into their business operations, approaching the target of 10,000 MSMEs. This marks encouraging progress in driving digital adoption within the MSME sector.

Key Drivers of Malaysia's Success

Several factors contribute to Malaysia's success in attracting digital investment:

- Early adoption of advanced technologies and innovative business models.
- Prioritising technological advancement and digitalisation across various sectors.
- Regional and international collaborations, including a collaborative framework with Singapore.
- Significant investments in hyperscale data centers, demonstrating a commitment to advanced digital infrastructure.

The Selangor digital transformation initiative has shown excellent results with more than 700 to 800 micro, small, and medium enterprises (MSMEs) now more proficient in digital entrepreneurship within a year.

Berita Harian, 3 October 2024

Importance of the Initiative

The MSME Digitalisation Transformation Programme will:

- Enhance productivity and efficiency through the use of digital technologies.
- Create various growth opportunities and revenue streams for MSMEs.
- Boost the competitiveness of local MSMEs in the digital economy.
- Equip MSMEs with essential digital skills to manage online channels and mitigate digital risks.

Future Plans

Collaborate with local technology companies, known as Digitalisation Partners (DP) and Support Partners (SPs), to identify and address the challenges faced by MSMEs in adopting digital technologies. Organise workshops and training programmes to facilitate the adoption of digital tools and solutions by MSMEs.



2024 Achievements:

9,118 MSMEs

have successfully integrated digital technology into their business processes



03 GAIN: Empowering Local Tech Companies on the Global Stage



Driving International Growth

The Gateway, Amplify, Invest and Nurture (GAIN) programme, an initiative managed by the Malaysia Digital Economy Corporation (MDEC), is designed to empower promising local technology companies to expand their businesses and achieve success in the global market. By providing comprehensive support and resources, GAIN aims to develop a thriving ecosystem for Malaysian tech companies to grow and compete internationally.

Key Performance Indicators (KPIs)

- **Export Revenue:** The GAIN programme has generated RM1.13 billion in export revenue, demonstrating its effectiveness in driving international growth for Malaysian tech companies. This figure is close to reaching the target of RM1.4 billion.
- **Overall Impact:** Since 2017, GAIN has generated RM31.9 billion in revenue and RM11.2 billion in export value.
- **Global Reach:** More than 150 Malaysian tech companies have participated in the GAIN programmes, penetrating markets in over 26 countries.
- **Facilitating Connections:** The programmes has organised over 1,000 in-person business meetings, connecting local companies with potential partners and investors.
- **Showcasing Malaysian-Made Technology:** In June 2024, GAIN collaborated with the Selangor Information Technology and Digital Economy Corporation (SIDEK) and InvestSelangor for Southeast Asia's Business Boom: Sealing Deals during London Tech Week, successfully showcasing 10 local tech companies on the international stage.

Importance of the Initiative

The GAIN programme will:

- Empower Malaysian tech companies to expand into international markets and compete globally.
- Provide access to new markets, partnerships, and investment opportunities.
- Enhance the reputation of local tech companies and attract foreign investment.
- Contribute to the growth of the digital economy and create high-value jobs.

Future Plans

- Support the growth of local tech companies by implementing initiatives for long-term sustainability, including:
 - ▶ Programmes to strengthen the startup community and ecosystem.
 - ▶ Mentorship programmes to provide guidance and support to digital companies.



2024 Achievements:

RM1.13 billion

in export revenue generated through the GAIN programmes, demonstrating its success in driving international growth for Malaysian tech companies



Importance of the Initiative
Empowering Malaysian tech companies to expand into international markets and compete globally.

04 PRIME (Program Realisasi Impian Ekonomi Digital): Empowering Digital Entrepreneurship



Driving Socioeconomic Growth Through Digital Adoption

The programmes Realisasi Impian Ekonomi Digital (PRIME), overseen by MYNIC, is an initiative to help individuals and businesses in Malaysia embark on their digitalisation journey. Launched in November 2020, the initial PRIME programme offered 20,000 free BIZ.MY domain names to micro, small, and medium enterprises (MSMEs) to help them adapt to the new business realities in the post-COVID-19 pandemic era.

Supporting Digital Entrepreneurship

MYNIC has allocated RM1.6 million for the implementation of PRIME, demonstrating its commitment to supporting digital entrepreneurship among entrepreneurs, rural communities, and people with disabilities. This initiative focuses on three main aspects: digital branding, technology platforms, and human capital development. PRIME also introduced a new domain name category, BIZ.MY, specifically for local business entities.

This ongoing initiative is designed to empower Malaysian entrepreneurs with the digital skills and tools needed to thrive in the digital economy. By promoting the use of .MY domain names and providing training on e-commerce and digital marketing, PRIME aims to stimulate socioeconomic growth and enhance the competitiveness of Malaysian businesses.

Enhancing Online Security and Digital Skills

In addition to providing free domain names, PRIME offers valuable resources and referral programmes to support entrepreneurs in their digital journey. This includes:

- **DNS Secure Resolver:** Enhancing online security and protecting the digital ecosystem.
- **Digital Market Mastery Training programme:** Equipping entrepreneurs with the skills and knowledge to build an online presence and effectively market their businesses through websites and social media.
- **Cybersecurity Awareness Sessions:** Educating entrepreneurs about cybersecurity best practices, focusing on website development, online advertising, and the use of online tools such as Google My Business.

Key Performance Indicators (KPIs)

- **Awareness and Training programmes:** As of October 2024, PRIME has conducted 26 training sessions, benefiting 1,071 participants in various locations across the country. These sessions were conducted in collaboration with various organisations:
 - ▶ UTEM Melaka
 - ▶ Perdasama Kuala Terengganu
 - ▶ IKMa online
 - ▶ KUSKOP, Kuching
 - ▶ ELoKAL, Melaka
 - ▶ TEKUN
 - ▶ MAIWP
 - ▶ HRDCorp
 - ▶ SIP Perkeso
 - ▶ FAMA
 - ▶ CSR MADANI (Kg Masjid)
- **Marketing and Promotion:** PRIME's marketing and promotional activities have reached a large audience, with 221,468 views and 1,185,491 impressions across various initiatives, including:
 - ▶ My.MY Story Webinar (January-October)
 - ▶ .MY Podcast (July-October)
 - ▶ Rev-Up & Register Campaign (May-October)

Importance of the Initiative

The PRIME programme will:

- **Raise Awareness:** Promote the importance of using .MY domain names to establish a strong online presence and build customer trust.
- **Develop Digital Skills:** Equip entrepreneurs with the skills and knowledge needed to leverage the e-commerce ecosystem and effectively market their businesses online.
- **Drive Socioeconomic Growth:** Contribute to the nation's digital transformation by empowering entrepreneurs to participate in the digital economy and expand their reach locally and internationally.
- **Increase Online Business Opportunities:** Create new opportunities for entrepreneurs to grow their businesses and penetrate new markets.
- **Strengthen Competitiveness:** Enhance the competitiveness of Malaysian businesses locally and internationally.

Future Plans

MYNIC plans to further expand the implementation of PRIME in collaboration with more Ministries, Agencies, Cooperatives, SME organisations, and corporations. This will enhance digital entrepreneurship skills and encourage the adoption of .MY domain names for e-commerce businesses.

Testimonials and Success Stories

- **Increased Sales and International Market Penetration:** A participant in the PRIME-MAIWP training programmes successfully increased their car spare parts sales revenue significantly after establishing an online presence using a .MY domain name. They now receive orders from within the country and abroad, demonstrating the programme's impact on expanding business reach.

Importance of the Initiative

The PRIME programme will promote the importance of using .MY domain names to establish a strong online presence and build customer trust.

2024 Achievements:

26 PRIME training sessions

coordinated nationwide

1071 participants

have joined the PRIME programmes

05 Malaysia Digital Xceleration Summit 2024 (MDX 2024): A Platform for the Future



Connecting Tech Visionaries, Innovators, and Influencers

The Malaysia Digital Xceleration Summit (MDX) 2024, held on 24th to 25th October, served as a dynamic platform to explore how technology can strengthen Malaysia's position in the digital era. The summit featured keynote presentations, expert panel discussions, and interactive exhibits focusing on cutting-edge technologies like AI, quantum computing, and cybersecurity.

Among the prominent figures who have attended this conference are Fleur Pellerin, former Minister of Small and Medium Enterprises of France, and Mike Walsh, CEO of Tomorrow.

Key Performance Indicators (KPIs)

- **Successfully Completed:** The summit was successfully held at MITEC, Kuala Lumpur, attracting 2,785 participants and 39 speakers.
- **Extensive Reach:** Media coverage of the event reached over 4 million impressions, with an estimated media reach value of RM 983,043.55.
- **Key Topics Covered:** The summit facilitated discussions on the latest technologies, including AI, Quantum Computing, and Cybersecurity.

Future Plans:

- Establish MDX as an annual event that brings together leaders from industry, government, and technology to discuss the future of Malaysia's digital economy.

Importance of the Initiative:

- **Showcasing Digital Advancements:** MDX 2024 serves as a platform to showcase the latest advancements in digital technology and drive the adoption of next-generation technologies.
- **Strengthening Malaysia's Digital Hub Position:** By featuring international speakers and attracting a diverse audience, MDX 2024 reinforces Malaysia's role as a regional digital hub.

- **Driving Digital Investment and Innovation:** The summit serves as a platform to attract digital investments and foster innovation in line with global sustainability goals.
- **Knowledge Sharing and Collaboration:** MDX 2024 facilitates knowledge sharing and collaboration among industry leaders, government officials, and technology experts, driving the advancement of Malaysia's digital economy.
- **Focus on Next-Gen Technologies:** The event celebrates next-generation technologies such as artificial intelligence, cybersecurity, and the metaverse to drive Malaysia's digital transformation and strengthen its global competitiveness.
- **Positioning Malaysia as a Digital Powerhouse:** MDX is a strategic step towards turning Malaysia into a digital powerhouse in ASEAN.
- **Promoting a Sustainable, Tech-Driven Future:** By focusing on innovations like Metaverse and AI-powered systems, Malaysia is laying the groundwork for a sustainable, tech-driven future.
- **Attracting High-Value Investments:** This focus places the country in a prime position to attract high-value investments, particularly from global digital players.



06 DE Rantau: Establishing Malaysia as a Digital Nomad Hub



Key Features of DE Rantau:

- **Nomad Pass:** DE Rantau offers a Nomad Pass, a type of Professional Visit Pass, allowing qualified foreign digital nomads to travel and work in Malaysia for up to 12 months, renewable for another year.
- **DE Rantau Hubs:** Certified nomad-ready accommodations are being established to support this initiative, benefiting local accommodation providers and the tourism sector.

Benefits of DE Rantau:

- **Attracting Digital Talent:** DE Rantau attracts skilled digital professionals from around the world, contributing to the growth of the digital economy in Malaysia.
- **Boosting Tourism:** The programme encourages digital nomads to explore and experience Malaysia, contributing to the tourism sector and promoting cultural exchange.

What is DE Rantau?

DE Rantau is a new initiative under the Malaysia Digital Economy Corporation (MDEC) that aims to establish Malaysia as the preferred Digital Nomad Hub in ASEAN. It seeks to boost digital adoption and promote digital professional mobility and tourism across Malaysia.

Importance of the Initiative
Boost the tourism sector and contribute to economic growth.

- **Supporting Local Communities:** DE Rantau Hubs provide opportunities for local businesses and communities to benefit from the influx of digital nomads.
- **Promoting Work-Life Balance:** The programme supports digital nomads in achieving a work-life balance by providing a conducive environment for both work and leisure.

Importance of the Initiative:

DE Rantau is expected to:

- Position Malaysia as a leading Digital Nomad Hub in the region.
- Boost the tourism sector and contribute to economic growth.
- Attract skilled digital professionals and foster a vibrant digital nomad community.
- Promote digital adoption and enhance Malaysia's image as a digitally-driven nation.

Key Performance Indicators (KPIs)

- **Website Launch:** The official DE Rantau website (<https://mdec.my/derantau>) is live, providing comprehensive information about the programme, Nomad Pass application process, and DE Rantau Hubs.

Future Plans:

- Expand the DE Rantau programme to include more locations and DE Rantau Hubs across Malaysia.
- Develop partnerships with international organisations and communities to promote DE Rantau globally.

- Enhance the Nomad Pass with additional benefits and services to attract more digital nomads.
- Foster collaboration between digital nomads and local communities to create mutually beneficial opportunities.



2024 Achievements:

4,419

Applications

have been received by MDEC for the DE Rantau Nomad Pass

The average annual salary of DE Rantau Nomad Pass holders in 2024 was

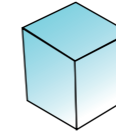
USD 72,091

1 DE Rantau Website

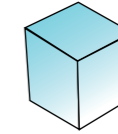
A dedicated website providing comprehensive information about the programme

Digital Society 2024

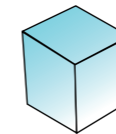
Building a digital society by providing infrastructure and digital access, increasing digital literacy and adoption.

01**AI Untuk Rakyat**

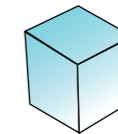
Empowering Malaysians with Artificial Intelligence literacy.

02**Digital Rakyat Portal**

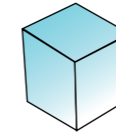
Expanding digital literacy for all.

03**CyberDSA**

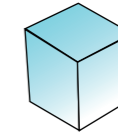
Fostering collaboration and innovation in cybersecurity.

04**SiberKASA**

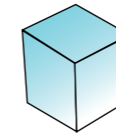
Cultivating cybersecurity awareness.

05**Accelerated 5G Deployment**

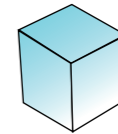
Building a more connected nation with 5G.

06**Personal Data Protection Act**

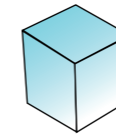
Strengthening the legal framework for Personal Data Protection in Malaysia.

07**MyDigitalMaker**

Empowering digital knowledge and skills.

08**MyDCF**

Sparking creativity, empowering the digital future.

09**42Malaysia**

Key collaboration for developing digital talent in Malaysia

1.0 AI for Rakyat: Empowering AI-Literate Malaysians



Democratising AI Education

AI for Rakyat is a national initiative aimed at democratising AI education and empowering all Malaysians with knowledge and understanding of Artificial Intelligence (AI). The programme provides easily accessible online learning modules that can be completed at one's own pace, designed to foster AI literacy and prepare citizens to seize opportunities and address challenges in an AI-driven future.

Building an AI-Ready Nation

Over one million Malaysians have successfully completed the AI for Rakyat programme in less than six months, exceeding the initial target of one million Malaysians within a year. This reflects the extraordinary enthusiasm of Malaysians to embrace digital literacy.

This achievement demonstrates the nation's collective commitment to fostering AI education and building an inclusive digital society.

Importance of the Initiative
Increase awareness and foster a deeper understanding of the capabilities, benefits, and potential impact of AI on society.

Access and Collaboration

Launched by Prime Minister, Dato' Seri Anwar Ibrahim on 16th January 2024, AI for Rakyat is a collaborative effort between the Malaysian government and Intel Corporation. This partnership provides a comprehensive learning experience accessible to all Malaysians, regardless of age, background, or location. The programme offers content in multiple languages (Malay, English, Tamil, and Mandarin) and is compatible with talkback applications for the visually impaired.

Participation

- **Ministries:** The Ministry of Digital, Ministry of Education, Ministry of Finance, and Ministry of Science, Technology, and Innovation (MOSTI) play a crucial role in promoting the programme and encouraging participation.
- **Public Service Department (JPA):** Demonstrates unwavering commitment by ensuring 100% participation of its staff.
- **Educational Institutions:** Schools like Methodist Girl School actively participate and organise briefing sessions.
- **Volunteer Organisations:** The Malaysian Volunteer Department (RELA) extends the programme's reach to a wider segment of society.
- **Media Partners:** BERNAMA, the national news agency, has disseminated information about the programme's success.

Key Features and Initiatives

- **Two Modules:** AI Aware and AI Appreciate, which award digital badges upon completion.
- **Multilingual Access:** Content available in Malay, English, Tamil, and Mandarin.
- **Access for the Visually Impaired:** Compatible with talkback applications.
- **Bridging the Digital Divide:** The programme is offered in rural areas through community centres like NADI.
- **Public-Private Sector Collaboration:** Collaboration with various organisations, including JPA, MOE, RELA, and MOF, to promote participation and raise awareness.
- **Incentives:** Opportunities to visit the National Science Centre for those who have received badges.

Key Performance Indicators (KPIs)

- **Exceeding Participation Targets:** As of 10th September 2024, over 1.29 million Malaysians have completed the AI for Rakyat programmes, exceeding the initial target of one million Malaysians set by Prime Minister, Dato' Seri Anwar Ibrahim.
- **Providing Incentives for Learning:** Free admission to the National Science Centre throughout 2024 for those who successfully complete both AI for Rakyat modules, to encourage engagement and promote scientific literacy.

Importance of the Initiative

AI for Rakyat will:

- **Raise awareness:** Increase awareness and foster a deeper understanding of the capabilities, benefits, and potential impact of AI on society.
- **Develop digital skills:** Equip Malaysians with essential AI knowledge and skills, contributing to the development of a digital workforce.
- **Promote digital inclusion:** Ensure that all Malaysians have the opportunity to learn about AI and contribute to the digital economy, regardless of background.

Future Plans

- **Expand learning opportunities:** Develop more accessible and self-paced online learning modules covering topics such as cybersecurity and data privacy.
- **Increase participation:** Further expand the reach of AI for Rakyat by promoting the programme through various channels, including the MADANI Rakyat programme, NADI centres, and schools.

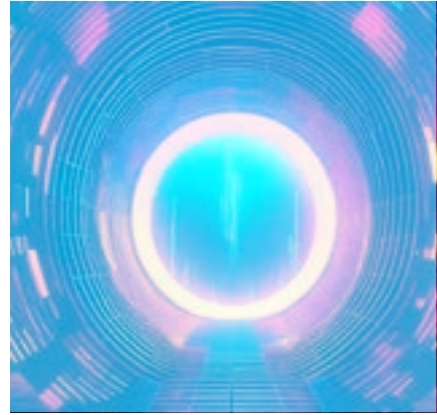
2024 Achievements:

1.29 million

Malaysians have completed the AI for Rakyat programme



02 Digital Rakyat Portal: Digital Skills for All



Developing Digital Citizens

The Digital Rakyat Portal is an online platform designed to empower Malaysians with essential digital skills and knowledge. As a continuation of the AI for Rakyat programme, this portal offers accessible and engaging learning modules on various emerging technologies, fostering digital inclusion and literacy across the nation.

Importance of the Initiative

Increase awareness and understanding of new technologies such as AI, cybersecurity, data privacy, cloud computing, and blockchain.

MyDIGITAL: The Foundation of a Digital Malaysia

The Digital Rakyat Portal is a key initiative under MyDIGITAL, the Malaysian government's ambitious strategic plan to transform the country into a high-income nation driven by digital advancements and a regional leader in the digital economy. MyDIGITAL aims to:

- **Develop Malaysia's Digital Economy:** Harness the potential of Fourth Industrial Revolution (4IR) technologies to drive economic growth and achieve inclusive, responsible, and sustainable socioeconomic development.
- **Build an Inclusive Digital Society:** Enable Malaysians to embrace digitalisation to improve their quality of life, nurture talent, and become producers of innovation.
- **Adopt a Whole-of-Nation Approach:** Create collaboration between citizens, the public sector, and the private sector to achieve these goals.

MyDIGITAL addresses the need for:

- A digital-first mindset across the public sector.
- A supportive ecosystem for local businesses to digitalise.
- Quality broadband and digital infrastructure.
- A future-ready workforce.
- Bridging the digital divide.
- Building trust and ethics in the digital world.

The Digital Rakyat Portal directly contributes to these aspirations by providing accessible and inclusive digital literacy programmes for all Malaysians.

Key Performance Indicators (KPIs)

- **Launch Readiness:** The Digital Rakyat Portal is currently undergoing User Acceptance Testing (UAT) and is scheduled to launch in November 2024.

Importance of the Initiative

The Digital Rakyat Portal will:

- **Raise Awareness:** Increase awareness and understanding of new technologies such as AI, cybersecurity, data privacy, cloud computing, and blockchain.
- **Dispel Misconceptions:** Address misconceptions and concerns related to these technologies, fostering trust and confidence in technology adoption.
- **Enhance Digital Skills:** Equip Malaysians with essential digital skills to thrive in the digital economy.
- **Promote Digital Inclusion:** Provide learning opportunities accessible to all Malaysians regardless of background or ability, including those with dyslexia.
- **Develop a Digital Workforce:** Contribute to the development of a skilled digital workforce to meet the demands of the digital economy.

Future Plans

- **Portal Launch:** Officially launch the Digital Rakyat Portal by November 2024, which will include courses on AI and cybersecurity.
- **Expand Course Offerings:** Introduce new courses on data, cloud, and blockchain technologies in the first quarter of 2025.
- **Enhance Accessibility:** Ensure the portal is user-friendly and accessible to all, including people with disabilities.
- **Raise Awareness:** Promote the portal through various channels to reach a wider audience and encourage participation.

2024 Achievements:

1 Digital Rakyat Portal

developed to enhance the digital skills of citizens



03 Cyber DSA 2024: Strengthening Malaysia's Cybersecurity Landscape



Fostering Collaboration and Innovation in Cybersecurity

Cyber Digital Services Defence and Security Asia (CyberDSA 2024) is a premier cybersecurity event that brings together industry leaders, government officials, and experts from around the world to discuss the latest trends, challenges, and solutions in cybersecurity.

Vision of CyberDSA

CyberDSA aspires to be the leading content-driven cybersecurity and defense event in the region. It connects cybersecurity professionals and executives in the government and private sectors, further driving the cybersecurity agenda.

This event serves as a platform for collaboration, knowledge sharing, and innovation, strengthening Malaysia's position in cybersecurity and contributing to the nation's economic growth.

Key Performance Indicators (KPIs)

- **International Participation:** CyberDSA 2024 attracted 7,546 visitors from 43 countries, demonstrating its international reach and significance within the cybersecurity community.
- **Conference Hosting:** The CyberDSA conference involved 587 participants, with 80 presenters and speakers sharing their expertise and insights on critical cybersecurity issues.
- **Industry Exhibition:** 120 companies from 20 countries participated in the CyberDSA exhibition, showcasing the latest cybersecurity technologies and solutions.
- **Recognising Excellence:** The Malaysian Cyber Security Awards included nominations for 10 categories, recognising and celebrating outstanding achievements in Malaysia's cybersecurity landscape.

Importance of the Initiative

Raising awareness and building a strong cybersecurity culture among individuals and organisations.

Importance of the Initiative

CyberDSA plays a vital role in:

- **Fostering Collaboration:** Providing a platform for industry partners and government agencies to collaborate on cybersecurity initiatives.
- **Promoting Knowledge Sharing:** Facilitating the sharing of knowledge and expertise on current trends and best practices in cybersecurity.
- **Driving Innovation:** Encouraging the development and adoption of innovative cybersecurity solutions to address evolving threats.

- **Promoting a Cybersecurity Culture:** Raising awareness and building a strong cybersecurity culture among individuals and organisations.
- **Strengthening National Cybersecurity:** Enhancing Malaysia's position in the cybersecurity landscape and resilience against cyber threats.

Future Plans

- **Expanding Reach:** Hosting CyberDSA at the ASEAN level in October 2025 to promote regional collaboration and knowledge sharing in cybersecurity.

“Cyber DSA serves as a valuable platform for us to promote cyber security among end users, and presents opportunities to build partnerships, share insights and drive progress towards a secure digital future.”

Gobind Singh Deo, Minister of Digital

2024 Achievements:

7,546
visitors

from

43
countries

attended CyberDSA 2024, highlighting its global influence and importance within the cybersecurity community

04 SiberKASA Awareness: Cultivating a Cybersecurity Mindset



Promoting Cyber Resilience Across Malaysia

The SiberKASA Awareness Programme is an initiative developed by CyberSecurity Malaysia to address increasingly complex and sophisticated cyber threats and attacks by raising awareness about cybersecurity and promoting best practices among individuals and organisations throughout Malaysia.

Through easily accessible information and community engagement, SiberKASA empowers Malaysians to protect themselves and contribute to a safer digital environment.

Importance of the Initiative
Builds confidence in Malaysia's cybersecurity capabilities and fosters a culture of digital trust among communities.

What is SiberKASA?

SiberKASA is an initiative exclusively focused on developing, empowering, sustaining, and strengthening the cybersecurity infrastructure and ecosystem in Malaysia. This effort aims to combat the growing complexity and sophistication of cyber threats and attacks by ensuring the continued development of cybersecurity solutions and making CyberSecurity Malaysia's products and services readily available to industries and individuals across the country.

Key Performance Indicators (KPIs)

■ **Expanding Reach:** SiberKASA Awareness has been successfully integrated into various major events, including CyberDSA 2024, CYSEC Brunei 2024, MDX 2024, and Smart Nation Expo 2024, reaching a diverse audience and promoting cybersecurity across different platforms.

Importance of the Initiative

The SiberKASA Awareness programme:

- **Introduces cybersecurity programmes, products, and services:** Provides valuable information and resources to individuals and organisations, ensuring they understand the functionality and benefits of various cybersecurity tools.
- **Promotes best practices:** Educates the public and industry on cybersecurity best practices, empowering them to take proactive measures to protect themselves and their data.
- **Increases digital trust:** Builds confidence in Malaysia's cybersecurity capabilities and fosters a culture of digital trust among communities.
- **Drives economic opportunities:** Contributes to national economic growth by creating a safer and more secure digital environment for businesses and individuals.

Future Plans:

- **Expands outreach:** Organise more SiberKASA Awareness programmes in collaboration with industry partners and the public to reach a wider audience and further strengthen Malaysia's cybersecurity posture.

2024 Achievements:

7,202
Participants

have been involved in the Jelajah Anti-Scam Kebangsaan 2024, which covers three states: Johor, Kedah, and Perak.

124 SMEs

have undergone cybersecurity empowerment in the Program Galakan Pemerkasaan Keselamatan Siber (PGPKS)

534
Participants

underwent training in the Program Latihan Keselamatan Siber throughout 2024

107
strategic
partners

have joined the Cybersecurity Malaysia Partnership Programme



05 Accelerated 5G Deployment: Empowering Malaysia's Digital Future



5G: A Platform for Innovation and Transformation:

5G is more than just a faster Internet; it is a platform for innovation with significant economic and societal benefits. It can:

- **Drive economic growth:** Create new opportunities and value in the digital economy.
- **Address climate change:** Enable sustainable solutions and reduce environmental impact.
- **Promote social inclusion:** Bridge the digital divide and provide equitable access to technology.
- **Enhance well-being:** Improve healthcare, education, and other essential services.

Embracing Digital Transformation:

To fully leverage the potential of 5G, enterprises need to embrace digital transformation. This involves:

- **Upskilling the workforce:** Equipping employees with the skills needed to thrive in a digital environment.
- **Adopting emerging technologies:** Integrating technologies like AI, IoT, and cloud computing into business operations.
- **Collaborating with ecosystem players:** Partnering with government agencies, technology providers, and other stakeholders to drive innovation and growth.

Key Performance Indicators (KPIs) :

- **Extensive 5G Coverage:** As of October 2024, 7,320 5G sites have been completed, achieving 82.1% 5G coverage of populated areas. This progress demonstrates Malaysia's commitment to providing widespread access to high-speed connectivity.
- **5G Use Case Implementation:** 14 5G use case projects have been successfully implemented across various economic sectors, showcasing the transformative potential of 5G technology.
- **Global Recognition:** Malaysia's 5G network has been recognised as one of the best telecommunication networks in the world, receiving numerous awards from international analyst bodies like Opensignal, Ookla, and the Global Telecom Awards.
- **Industry Engagement:** Over 200 players in the manufacturing industry participated in the Connected Industries Day workshop on 25th April 2024, demonstrating strong interest in leveraging 5G for industrial applications.
- **Reaching Consumers:** The DNB X Shopee event achieved over 8,000 live viewers, raising awareness of 5G's benefits and applications among the public.

Building a Connected Nation with 5G

Malaysia is rapidly deploying its 5G network nationwide through Digital Nasional Berhad (DNB) to accelerate digital transformation and empower businesses and communities with next-generation connectivity. This initiative focuses on providing equitable access to 5G, driving innovation, and fostering economic growth.

Importance of the Initiative:

Accelerated 5G deployment will:

- **Promote efficient resource use and cost savings:** DNB's approach ensures equitable 5G access across urban and rural areas while optimising infrastructure investments.
- **Increase productivity and business efficiency:** Empower businesses to leverage 5G to enhance operations, drive innovation, and improve competitiveness.
- **Showcase Malaysia's digital leadership:** Position Malaysia as a leader in 5G adoption and innovation, particularly during its ASEAN chairmanship in 2025.

Future Plans:

- **Complete 5G Rollout:** DNB will complete the remaining 7,509 5G sites as approved in its business plan, ensuring comprehensive nationwide coverage.
- **Raise Awareness:** Increase media awareness of successful 5G use cases, such as those implemented at Petronas, Clarion, and eMooVit (autonomous bus).
- **Expand Market Reach:** Extend 5G adoption to the SME sector, empowering small businesses to leverage the technology.
- **Develop 5G Products:** Create a variety of 5G products, like private networks and network slicing, to cater to the diverse needs of enterprises.
- **Industry Collaboration:** Conduct industry roadshows in collaboration with the Federation of Malaysian Manufacturers (FMM) to promote 5G adoption and showcase its benefits.

2024 Achievements:

7,320
5G sites
have been
completed

as of October 2024 by DNB

82%
5G coverage

of populated areas and
strengthening Malaysia's
commitment to high-speed
connectivity



06 Personal Data Protection Act 2024: Strengthening Data Protection in Malaysia



Ensuring Data Privacy in the Digital Age

The Personal Data Protection Act [Act 709] Amendment 2024 reinforces Malaysia's commitment to protecting personal data in an increasingly digital world. By expanding and strengthening existing provisions, this amendment ensures that Act 709 is on par with international laws and practices.

Key Performance Indicators (KPIs)

- **Gazettement:** Act 709 received Royal Assent from His Majesty the Yang di-Pertuan Agong on 9th October 2024 and was gazetted on 17th October 2024, marking a significant milestone in strengthening data protection in Malaysia.

Importance of the Initiative

The amendment to Act 709 will:

- Expand the scope of personal data protection in Malaysia.
- Strengthen the personal data rights of individuals.
- Enhance accountability and responsibility among organisations handling personal data.
- Foster trust and confidence in Malaysia's digital economy.

Future Plans

The implementation of Act 709 will be carried out in phases:

- **Phase 1 (April 2025):** Involves amendments to existing provisions, new provisions, seven regulations, one standard, and one guideline.
- **Phase 2 (January 2026):** Involves one regulation, two circulars, and six guidelines.

Diving into the PDPA

Efforts to update Malaysia's Personal Data Protection Act 2010 began in 2020 with a comprehensive review and 22 proposed amendments.

Despite delays due to the COVID-19 pandemic and changes in the political landscape, the amendment bill was finally tabled in Parliament.

Following extensive debate, the bill was passed by the Dewan Rakyat on 16th July 2024 and the Dewan Negara on 31st July 2024. The amended Act introduces significant changes to

further strengthen data protection in Malaysia, including:

- **Data Protection Officer (DPO):** All companies handling personal data must appoint a DPO to oversee data protection.
- **Direct Obligations on Data Processors:** Data processing companies are directly accountable under the PDPA, including security obligations.
- **Mandatory Data Breach Notification:** Companies must report data breaches to authorities and affected individuals.
- **Data Portability Rights:** Users are capable to instruct companies to transfer their data directly to another company.
- **Expanded Definition of Sensitive Personal Data:** The updated definition includes biometric data.
- **Revised Cross-Border Data Transfer Rules:** Clearer rules for transferring data outside Malaysia.
- **Higher Penalties:** Increased fines for companies that fail to comply.

These updates reflect Malaysia's commitment to protecting personal data in an evolving digital world, aligning with international best practices and addressing the rise in data breaches and online fraud.



2024 Achievements:

1 Act amendment:

Personal Data Protection Act [Act 709] Amendment 2024

Importance of the Initiative
Enhance accountability and responsibility among organisations handling personal data.

07 MyDigitalMaker: Nurturing Future-Ready Digital Talent



Empowering the Next-Generation of Digital Innovators

Launched in August 2016, the MyDigitalMaker movement is a national initiative driven by a public-private-academia partnership, aimed at empowering Malaysian youth with the digital skills and knowledge needed to thrive in the 21st century. MyDigitalMaker goes beyond just using technology; it encourages young people to become creators, innovators, and producers in the digital economy. This includes developing skills in programming, app development, 3D design, robotics, data science, and more, ultimately strengthening problem-solving skills and creativity in the next generation.

MyDigitalMaker Initiatives

Through the MyDigitalMaker movement, several initiatives in collaboration with agencies and industry partners inspire students, parents, and teachers about the potential of digital technology. These programmes include:

- **Digital Ninja:** A digital technology mentoring and leadership programmes for young talents aged 11-16.
- **Cikgu Juara Digital (Digital Champion Teacher):** A programme to upskill high-potential teachers who utilise technology in their teaching, inspiring other educators across the nation.
- **Digital Innovator programme:** A new learning pathway focusing on digital technology to develop high-potential young digital innovators.
- **MyDigitalMaker Fair:** An event featuring exhibitions, workshops, competitions, and sharing by industry experts for students, teachers, and families.
- **Hour of Code Campaign:** An awareness campaign promoting the importance of coding and computer science.
- **Digital Maker Hubs:** Community spaces that bring together students, educators, parents, and industry experts to encourage digital making activities.
- **Digital Counsellor programme:** Trains school counselors to provide career counselling in technology for students.
- **Champion Schools:** Highly motivated public schools that act as support centres for surrounding schools in fostering digital creativity and innovation.
- **Creativity @ Schools:** Nurtures and inspires creativity among young Malaysians aged 7-17, focusing on animation and game development.
- **MetaSkool:** An initiative that integrates conventional teaching with blended learning of design and technology (including the metaverse) to encourage self-directed learning and enhance the classroom experience.

Key Performance Indicators (KPIs)

- **Student Participation:** 18,825 students have participated in digital technology awareness activities, approaching the target of reaching 60,000 students and sparking their interest in digital innovation.
- **Teacher Training:** 10,000 expert teachers have been trained to effectively integrate digital making into their classrooms.
- **Student Impact:** Over 2.5 million students have benefitted from the MyDigitalMaker initiative, gaining access to technology-based education and developing essential digital skills.

- **Infrastructure Development:** 70 Digital Maker Hubs have been established across the country, providing dedicated spaces for students to engage in digital making activities.
- **Talent Scouting:** 356 #CikguJuaraDigital (Champion Digital Teachers) and 607 Digital Ninjas (young tech talents) have been identified and developed through the programmes.
- **Community Engagement:** The MyDigitalMaker Fair has recorded an average of 15,000 visitors annually, showcasing the creativity and innovation of young digital makers and fostering community engagement.

Importance of the Initiative

The MyDigitalMaker initiative will:

- Strengthen Malaysia's position as a "Digital Talent Hub" by equipping young people with essential digital skills.
- Foster creativity, problem-solving, and critical thinking abilities through hands-on learning with digital technology.
- Prepare students to meet the needs of the future workforce and empower them to become active contributors to the digital economy.
- Generate a multiplier effect for the national economy by nurturing skilled digital talent.

Future Plans

To further empower future talent among school students, MyDigitalMaker will focus on:

- **Nurturing High-Potential Talent in Schools:** Identifying and supporting students with a passion for digital innovation.
- **Enhancing Students' Digital Competency:** Providing opportunities for students to develop essential digital skills through workshops, competitions, and other engaging activities.
- **Enriching Digital Learning through the Metaverse:** Utilising immersive technology to create innovative and engaging learning experiences for students.

2024 Achievements:



18,825

students have participated in digital technology awareness activities, sparking their interest in digital innovation



2.5 million

students have benefitted from the MyDigitalMaker initiative, with access to technology-based education and the development of essential digital skills

08 Malaysia Digital Content Festival: Igniting Creativity, Empowering The Digital Future



Fueling Creativity: Empowering the Digital Future

The Malaysia Digital Content Festival (MYDCF) is an annual event organised by the Malaysia Digital Economy Corporation (MDEC) to showcase the best of Malaysian and regional digital content. The festival was held in the heart of Kuala Lumpur at the Kuala Lumpur Convention Centre that brought together key players from the animation, digital and conventional games, creative technology, comic, and esports industries.

The festival spanned several days, with a Public Day (13th to 15th September 2024) offering engaging experiences for the public and a Biz Day (1st to 3rd October 2024) focused on industry networking and business development.

Key Performance Indicators (KPIs):

- **Successfully Completed:** Both Public Day and Biz Day were successfully held.
- **Public Day Highlights:**
 - ▶ Over 26,000 visitors
 - ▶ 238 exhibitors
 - ▶ RM 2.2 million PR value
 - ▶ 94 media coverages
- **Biz Day Highlights:**
 - ▶ 112 speakers (52 international, 60 local)
 - ▶ 26 animation content buyers
 - ▶ 2,470 participants
 - ▶ 35 exhibitors
 - ▶ 636 business meetings

Future Plans:

- Organise the Digital Content Festival in conjunction with ASEAN Chairmanship 2025 in Johor.
- Create opportunities for intellectual property creators, technology innovators, investors, and stakeholders to drive growth and innovation in the Malaysian creative industry.

Importance of Initiative:

- **Promoting Growth and Innovation:** The festival provides a platform for intellectual property creators, technology innovators, investors, and stakeholders to drive growth and innovation in the Malaysian creative industry.

- **Showcasing Digital Content:** It introduces the latest products and innovations in the digital content industry, empowering local talent and encouraging community involvement in the digital world.
- **Supporting the Creative Industry:** The festival supports the growth and development of Malaysia's creative industry, contributing to economic growth and job creation.
 - ▶ **Industry Achievements:**
 - Over 300 digital content studios in Malaysia.
 - More than 180 original intellectual properties (IPs) in animation and gaming.
 - RM6.3 billion in revenue generated in 2022, with exports totalling RM850 million.
 - RM1.6 billion in investments attracted in 2023.
 - Kucingko Berhad became the first local animation production company to be listed on the Malaysian stock exchange.
- **International Collaboration:** By hosting international speakers and buyers, the festival fosters collaboration and knowledge sharing on a global scale.
- **Government Support and Initiatives:** The festival reflects the government's continued support for the industry through initiatives like the Digital Creative Blueprint (DICE), which aims to establish Malaysia as a Regional Digital Creative Producer Hub by 2030.

2024 Achievements:

26,000 Visitors

have attended the Public Day highlights

2470 Participants

have visited the Biz Day highlights



09 42Malaysia: Collaboration for Developing Malaysia's Digital Talent



What is 42Malaysia?

42Malaysia is an innovative and tuition-free coding school that aims to develop Malaysia's digital talent pool by providing a unique, peer-to-peer learning environment. It focuses on project-based learning and emphasises essential skills for the digital economy, such as critical thinking, problem-solving, and collaboration.

Key Features of 42Malaysia:

- **Peer-to-Peer Learning:** 42Malaysia employs a peer-to-peer learning methodology, where students learn from each other through collaboration and project-based challenges.
- **Tuition-Free Education:** The programme is entirely free, making it accessible to a wider range of aspiring digital talents, regardless of their financial background.
- **Focus on In-Demand Skills:** The curriculum emphasises skills that are highly sought after in the digital industry, including coding, cybersecurity, and AI.
- **Industry Collaboration:** 42Malaysia collaborates with industry partners to provide students with real-world experience and mentorship opportunities.

Benefits of 42Malaysia:

- **Developing Digital Talent:** 42Malaysia produces highly skilled digital professionals equipped to meet the demands of rapidly evolving digital economy.
- **Promoting Inclusivity:** The tuition-free model makes quality tech education accessible to everyone, regardless of their financial background.
- **Fostering Innovation:** The peer-to-peer learning environment encourages creativity, problem-solving, and a passion for lifelong learning.

- **Strengthening the Digital Ecosystem:** 42Malaysia contributes to the growth of the digital ecosystem in Malaysia by providing a pipeline of skilled talent.

Importance of the Initiative:

42Malaysia is crucial for:

- Addressing the skills gap in the digital industry and providing a steady stream of qualified professionals.
- Promoting social mobility and inclusivity by offering tuition-free education to all.
- Fostering a culture of innovation and lifelong learning in the digital field.
- Strengthening Malaysia's position as a regional leader in the digital economy.

Partnerships and Collaborations:

- 42Malaysia has established a strategic partnership with MyDIGITAL Corporation to further enhance its impact and reach.
- This collaboration includes potential internship exchange programmes, joint research and development, and involvement in MyDIGITAL's Executive Digital Leadership programmes.

Future Plans:

- **Expansion:** Expand the 42Malaysia programmes to reach more students across the country by opening new campuses in Penang and Johor this year, with plans for future campuses in Sabah and Sarawak.
- **Curriculum Development:** Develop specialised programmes in emerging technologies like AI, blockchain, and cybersecurity.
- **Industry Partnerships:** Strengthen industry partnerships to provide more internship and job opportunities for graduates.
- **Ecosystem Building:** Contribute to the development of a vibrant and inclusive digital talent ecosystem in Malaysia.

Key Performance Indicators (KPIs):

- **Graduate Placement:** Currently, 150 graduates have been placed in the industry.
- **Projected Graduate Output:** Each campus is expected to produce 200 industry graduates annually at full capacity.
- **Addressing Talent Shortage:** 42Malaysia aims to contribute to Malaysia's goal of filling 12,000 cybersecurity positions and creating 500,000 new digital economy jobs by 2025.

- **Rapid Skill Development:** 42Malaysia's unique approach allows individuals to become industry-ready tech talents in less than 18 months, even without prior qualifications.
- **Campus Expansion:** The 42 Iskandar Puteri campus is the second campus of 42Malaysia, marking a significant milestone in reshaping the future of technology education.

Impact of 42Malaysia:

42Malaysia is expected to have a significant impact on Malaysia's digital landscape by producing highly skilled and industry-ready digital professionals. The programme focuses on inclusivity and innovation which will contribute to a more dynamic and competitive digital economy.

2024 Achievements:

150 graduates

have joined the industry



Looking Ahead

to

2025

Looking Ahead to 2025: Malaysia's Continued Digital Transformation Journey

As we move towards 2025, the momentum of the nation's digital transformation journey will continue. The foundation laid in previous years, through initiatives like MyDIGITAL and various programmes outlined in this report, has positioned the country for further progress and achievements in the digital realm.

The Ministry of Digital, along with its departments and agencies, remains committed to driving digital adoption and innovation across all segments of society. In 2025, this commitment will translate into continued efforts to enhance public service delivery through technology, empower businesses to thrive in the digital economy, and foster an inclusive and digitally skilled society.

Digital Government: The digital transformation of government services will continue to be accelerated, ensuring a seamless and user-friendly experience for all. This involves not only improvements in the effectiveness and accessibility of online government services but also promoting data sharing and interoperability between agencies. Initiatives like the MyGovernment portal will be further enhanced, providing a smooth and user-friendly experience for citizens when interacting with the public sector. Open data programmes and the use of big data analytics will further enhance transparency, accountability, and data-driven decision-making in government.

Digital Economy: The digital economy will continue to drive Malaysia's growth. Efforts to support businesses, especially MSMEs, in adopting digital technologies will

be intensified. Programmes like the MSME Digitalisation Transformation Programme will play a crucial role in equipping businesses with the skills and tools needed to navigate the challenges and opportunities of the digital age. The growth of the digital creative industry will also be prioritised, with initiatives like the Digital Creative Ecosystem (DICE) fostering innovation and promoting the commercialisation of Malaysian intellectual property globally.

Digital Society: Efforts to build a thriving and inclusive digital society will be amplified, empowering every Malaysian to seize opportunities in the digital age. Priority will be given to bridging the digital divide and ensuring equitable access to technology and digital skills for all Malaysians. programmes like the Digital Rakyat Portal and AI for Rakyat will continue to enhance digital literacy and awareness. Efforts to

promote online safety, cybersecurity, and responsible technology use will also be intensified.

Key focus areas for 2025:

- **Strengthening Cybersecurity:** With increasing reliance on digital technologies, protecting critical infrastructure and data will be prioritised. Initiatives like the Malaysia Cyber Security Academy (MCSA) and SiberKASA will play a crucial role in developing a skilled cybersecurity workforce and raising awareness.
- **Protecting Data Privacy:** The implementation of the updated Personal Data Protection Act will be a key focus, ensuring that personal data is managed responsibly and ethically.
- **Driving AI Adoption:** The National AI Action Plan will guide the development and implementation of AI solutions across various sectors, fostering innovation while

ensuring responsible and ethical AI practices.

- **Developing Digital Talent:** Developing the next generation of digital makers and creators through programmes like MyDigitalMaker will be crucial to Malaysia's long-term success in the digital economy.
- **Expanding Digital Inclusion:** Engaging vulnerable communities and promoting digital literacy for all will remain a priority to ensure that no one is left behind in the digital transformation journey.

Malaysia's journey towards a digitally powered future is on the right track. With continued investment in key areas, cross-sector collaboration, and embracing innovation, Malaysia is poised to realise its aspirations of becoming a high-income nation and a regional leader in the digital economy.



Digital Government 2025

Leading Digital Transformation in Government Service Delivery

01



National Cloud Computing Policy

Providing the digital foundation for a cloud-powered Malaysia.

02



GovTech

Accelerating digital transformation across the public and private sectors.

03



Data Sharing Bill

Strengthening data protection in Malaysia.

04



Establishment of the Data Commission

Establishing a commission to regulate data in the digital age.

05



Digital City

Recognising and promoting outstanding Digital Cities.

01 National Cloud Computing Policy (NCCP): Laying the Foundation for a Cloud-Powered Malaysia



Accelerating Digital Transformation through Cloud Computing

The National Cloud Computing Policy (NCCP) is a strategic initiative designed to accelerate digital transformation and promote economic growth across Malaysia. By encouraging the adoption of cloud computing technology, the NCCP aims to drive significant cost savings, improve data security, and enhance operational efficiency across various industries. This initiative reflects the government's commitment to providing a comprehensive framework for secure and efficient cloud adoption in both the public and private sectors.

Key Performance Indicators (KPIs)

- Policy Development:
 - ▶ One draft of the National Cloud Computing Policy (NCCP) has been developed.
 - ▶ Series of engagement sessions were conducted involving representatives from various agencies.

Importance of the Initiative

This policy will:

- Accelerate digital transformation across the public and private sectors.
- Promote economic growth by enabling businesses to leverage cloud technology.
- Enhance data security and privacy through robust cloud security frameworks.
- Increase efficiency and agility in government and industry operations.

Future Plans:

- **Stakeholder Engagement:** Two engagement sessions will be conducted with stakeholders and industry representatives to gather feedback and refine the NCCP.
- **Expanded Consultation:** An engagement session will be held with ministries/agencies/departments, Cloud Service Providers (CSPs), Managed Service Providers (MSPs), and academia to ensure comprehensive input

Importance of the Initiative
Accelerate digital transformation across the public and private sectors.

02 GovTech Malaysia: A Modern Government for a Digital Nation



Importance of the Initiative

GovTech Malaysia will:

- Create citizen-centric public services that are easily accessible to all Malaysians.
- Foster a Whole-of-Government (WoG) approach in digital government transformation, ensuring collaboration and efficiency between government agencies.
- Develop an efficient, transparent, and user-friendly government system to strengthen trust and engagement with citizens.

Key Performance Indicators (KPIs)

- Enhancing Governance and Service Design:
- **Improved ICT procurement:** Ensuring efficiency and transparency in technology acquisition.
 - ▶ **Launching a Digital-First strategy:** Guiding digital transformation across government agencies.
 - ▶ **Enhanced service design:** Prioritising user needs for better digital services.

Building a Citizen-Centric and Digitally Driven Government

GovTech Malaysia is a strategic initiative to modernise the Malaysian government by leveraging technology to improve public services and create a more citizen-centric, efficient, and accessible experience for all.

The Whole-of-Government (WoG) approach prioritises collaboration and innovation between agencies to create a digitally empowered nation where all Malaysians benefit from seamless and user-friendly government services.

Importance of the Initiative
Create citizen-centric public services that are easily accessible to all Malaysians.

Future Plans

GovTech Malaysia is committed to continuous improvement and innovation. Long-term plans include:

- **Developing an integrated digital ecosystem:** Streamlining government services and improving service delivery.
- **Embracing new technologies:** Exploring and adopting new technologies to enhance efficiency and responsiveness.
- **Improving user experience:** Establishing a Government Experience Lab to test and optimise digital services based on user feedback.
- **Expanding service design standards:** Ensuring quality and user-centricity across all government digital services.

Target Implementation Timeline

- **First Quarter:** Policy, guidelines, and Integrated Digital Ecosystem Study.
- **Second Quarter:** GovTech implementation.
- **Second and Third Quarters:** Research and adoption of new technologies.
- **Fourth Quarter:** Further expansion of GovTech initiatives.

03 Data Sharing Bill: Enabling a Secure and Efficient Data Ecosystem



Facilitating Data Sharing to Enhance Public Services

The Data Sharing Bill is a legislative initiative aimed at establishing a robust and secure framework for data sharing among Malaysian public sector agencies and federal statutory bodies. This bill will provide clear guidelines and legal backing for data sharing practices, promoting efficiency, innovation, and improvements in public service delivery.

Key Performance Indicators (KPIs)

- **Enactment/Implementation:** The Data Sharing Act is in the process of being gazetted and enforced, marking a significant step towards creating a comprehensive data-sharing ecosystem in Malaysia.

Importance of the Initiative

The Data Sharing Bill will:

- **Provide Legal Clarity:** Provide clear legal provisions for data sharing between government agencies, ensuring compliance and accountability.
- **Facilitate Data-Driven Decision Making:** Enable more informed and evidence-based decision-making through secure and efficient data sharing.
- **Enhance Public Services:** Improve the efficiency and effectiveness of public service delivery by facilitating data sharing between agencies.
- **Promote Innovation:** Encourage the development of innovative digital solutions and services through collaborative data sharing.
- **Strengthen Data Security:** Establish safeguards and protocols to ensure secure and responsible data sharing.

Future Plans

- **Gazettement and Implementation:** The Data Sharing Act will be gazetted and implemented, providing a clear legal framework for data-sharing practices within the public sector agencies.

Target Implementation Timeline

Fourth Quarter 2025 (December)

04 Establishing a Commission for Data Protection



Strengthening Data Protection Governance in Malaysia

To further enhance data protection in Malaysia, a Commission is being established. This independent body will oversee and enforce data protection laws, ensuring accountability and transparency in the handling of personal data. The establishment of this Commission aligns with the best practices of international organisations like ISACA and the World Economic Forum, as well as regulatory bodies in the United Kingdom, Japan, and Singapore.

Importance of the Initiative

The Commission will:

- Provide independent oversight of data protection in Malaysia.
- Strengthen the enforcement of data protection laws.
- Enhance public trust and confidence in data handling practices.
- Promote responsible innovation and economic growth in the digital age.

Importance of the Initiative
Provide independent oversight of data protection in Malaysia.

Key Performance Indicators (KPIs)

- **Phase 1 - Strengthening the Personal Data Protection Commission:** This phase focuses on strengthening the resources and expertise within the existing Personal Data Protection Commission.
- **Phase 2 - Establishing a Federal Statutory Body:** This phase involves stakeholder engagement, drafting legislation, and amending existing laws to establish the new Commission.

Future Plans

- Phase 1 (2025):
 - ▶ Dissolution of the existing Personal Data Protection Department (JPDP).
 - ▶ Transfer of administrative structure (staffing and annual operating expenses) to the Personal Data Protection Commission.
- Phase 2 (2026):
 - ▶ Engagement activities with stakeholders (ministries, agencies, industry, etc.).
 - ▶ Drafting of the Act to establish the Commission.
 - ▶ Amendment of Act 709 to avoid overlapping functions with the new Commission.



05 Digital City: Recognising and Promoting Digital Excellence



Inspiring Cities to Embrace Digital Transformation

The Digital City initiative, spearheaded by the Malaysia Digital Economy Corporation (MDEC), aims to recognize and promote Malaysian cities that demonstrate impactful and exceptional digital implementation. This initiative arises from the urgent need to create sustainable, resilient, and livable urban environments, requiring a revolutionary shift in how cities are designed and managed.

Vision for Digital Cities in Malaysia

Malaysia envisions empowering its cities to become pioneers of digital innovation, setting an example within the ASEAN region. The Digital City initiative, to be launched in early 2025, will initially focus on six cities, sparking a wave of digital transformation across the country.

Importance of the Initiative
Encourage cities to become models in addressing local challenges and improving the lives of residents through digital solutions.

Smart City Expo KL 2025: A Platform for Smart City Development

The Smart City Expo KL 2025 will play a crucial role in driving Malaysia's digital city vision. This international event will:

- **Showcase Digital City Initiatives:** Highlight innovative digital services and impactful implementations.
- **Encourage Regional Collaboration:** Attract city leaders and administrators from across ASEAN to foster collaboration and knowledge sharing.
- **Attract Investment:** Drive local and foreign investment in smart city technologies.
- **Promote Malaysian Leadership:** Position Malaysia as a leader in technological innovation and smart city development on the global stage.

Smart City Expo KL 2025, scheduled to take place from 17th to 19th September 2025, is expected to attract over 2,000 participants and 10,000 visitors, with at least 20% international participation. This event represents a golden opportunity for Malaysia to solidify its position as a regional leader in smart city development.

Focus on Digital Services and Data

MDEC's Digital City initiative will focus on:

- **Adoption and Enhancement of Digital Services:** Leveraging technology to improve public services and citizen experiences.
- **Data-Driven Decisions:** Utilising data to optimise public services and urban planning.

Collaboration and Partnerships

MDEC is working closely with the Ministry of Digital and Ministry of Housing and Local Government (KPKT) to implement the Digital City initiative. This collaborative approach ensures alignment with national priorities and facilitates knowledge sharing and best practices.

Benefits of Digital Cities

Digital cities offer various benefits, including:

- **Economic Growth:** Attracting investment, creating job opportunities, and fostering innovation.
- **Improved Quality of Life:** Enhancing public services, promoting sustainability, and creating better living environments for citizens.

Importance of the Initiative

The Digital City initiative will:

- **Enhance Citizen Experiences:** Encourage the use of digital technologies to improve public services, enhance accessibility, and create more convenient and efficient living environments.
- **Drive Innovation:** Encourage cities to become models in addressing local challenges and improving the lives of residents through digital solutions.
- **Promote Best Practices:** Showcase successful digital initiatives and encourage knowledge sharing between cities.
- **Foster a Culture of Digital Transformation:** Create a competitive environment where cities strive to become leaders in digital innovation.

Future Plans

- **Digital City Recognition:** Establish a recognition programme to celebrate and acknowledge cities that demonstrate unique and meaningful digital implementations. This will encourage cities to prioritise digital transformation and showcase their achievements.

Target Implementation Timeline

Fourth Quarter 2025



Digital Economy 2025

Comprehensive business transformation across every economic sector through the adoption of digital technology

01



Digital Creative Ecosystem (DICE)

Cultivating a vibrant Creative Industry.

02



National MSME Digitalization 2030

MSME Digitalization Roadmap 2030.

03



SSM .com.my Domain

Promoting .com.my for Malaysian companies.

04



Digital Cluster

Driving sustainable digital transformation.

01 Digital Creative Ecosystem (DICE): Building a Dynamic Creative Industry



Fostering Innovation and International Reach

The Digital Creative Ecosystem (DICE) initiative is designed to empower the digital content industry by nurturing talent, strengthening the value chain, and promoting the commercialisation of intellectual property (IP) on a global scale. DICE aims to build a thriving ecosystem, enabling creative ideas to flourish, businesses to expand, and Malaysian digital content to shine on the world stage.

Malaysia's Digital Creative Industry

Malaysia boasts a vibrant digital creative industry, with over 300 studios producing animation, games, and various forms of creative technology. In 2022, the sector generated RM1 billion in export revenue across 120 markets, demonstrating its significant contribution to the Malaysian economy. The government is committed to further developing this industry, targeting an annual growth rate of 8 percent and the creation of 200 new IPs by 2025.

Importance of the Initiative
Empower human capital in the digital creative industry through training and development programmes.

DICE Initiatives

To achieve these ambitious goals, DICE focuses on several key aspects:

- **Strengthening Human Capital:** Developing a skilled workforce through training and development programmes.
- **Strengthening the Industry Value Chain:** Encouraging collaboration and innovation across the digital content ecosystem.
- **Enhancing Intellectual Property (IP) Commercialisation:** Supporting the development and commercialisation of Malaysian IP domestically and internationally.
- **Driving Global Growth:** Boosting the global competitiveness of Malaysia's digital content industry.

Key programmes

DICE has launched two incentive programmes to catalyse the digital content industry:

- **Brand Metaverse Onboarding programmes:** Empowering brands and content creators to utilise metaverse platforms.
- **Immersive IP Experiences programmes:** Supporting the creation of experiences on various metaverse platforms.

These programmes are designed to further accelerate the growth of the digital creative industry and position Malaysia as a leader in world-class digital content creation.

Key Performance Indicators (KPIs)

- **Industry Engagement:** In 2019, the Ministry of Digital and MDEC engaged with over 100 participants from 80 studios to gather feedback and shape the DICE policy. This collaborative approach ensures that the policy aligns with industry needs and aspirations.

Importance of the Initiative

The DICE initiative will:

- Empower human capital in the digital creative industry through training and development programmes.

- Enhance the industry value chain by fostering collaboration and innovation.
- Promote the commercialisation of Malaysian intellectual property (IP) locally and internationally.
- Propel the Malaysian digital content industry to the international stage, showcasing the industry's creativity and innovation.

Importance of the Initiative
Propel the Malaysian digital content industry to the international stage, showcasing the industry's creativity and innovation.

Future Plans



RM200 Million in Export Opportunities:

DICE aims to achieve this milestone by the fourth quarter of 2025



20 New Intellectual Properties (IPs):

DICE expects to generate 20 new IPs by the fourth quarter of 2025



15,000 Individuals Reached:

DICE aims to reach and engage 15,000 individuals through its programmes and initiatives by the fourth quarter of 2025

02 National MSME Digitalisation 2030: A Roadmap for Digital Transformation



Collaboration and Consultation

The Malaysia Digital Economy Corporation (MDEC) has conducted a comprehensive study on NMD2030, in collaboration with key ministries and agencies, including the Malaysia Productivity Corporation (MPC). This collaborative approach ensures alignment and coordination of digitalisation programmes across government services. Through workshops and consultations, NMD2030 aims to objectively assess existing initiatives and develop detailed strategies, targets, and implementation plans.

Importance of the Initiative

The National MSME Digitalisation 2030 initiative will:

- **Drive Digital Adoption:** Encourage and support the adoption of digital solutions and technologies among MSMEs.
- **Enhance Productivity and Efficiency:** Improve business processes and optimise operations through digitalisation.
- **Boost Competitiveness:** Empower MSMEs to compete effectively in the digital economy.
- **Foster Growth:** Create new opportunities for MSMEs to expand and penetrate new markets.

Driving Digital Adoption to Enhance Productivity

The National MSME Digitalisation 2030 (NMD2030) initiative is a comprehensive plan to drive the digital transformation of Micro, Small, and Medium Enterprises (MSMEs) in Malaysia. With a clear roadmap and coordinated support, NMD2030 aims to increase digital adoption among MSMEs, enhancing their productivity, efficiency, and competitiveness in the digital economy.

Future Plans

- **Launch a Governance Structure Involving Stakeholders at the State Level:** Ensure effective and uniform implementation of NMD2030 initiatives across the country.
- **Develop an "MSME Digitalisation Toolkit":** Provide practical guidance and resources to support MSMEs in the Agriculture, Construction, and Mining sectors in their digital transformation journey.

Target Implementation Timeline

Fourth Quarter 2025

Importance of the Initiative
Encourage and support the adoption of digital solutions and technologies among MSMEs.

03 Promoting .MY Domain Name Usage Among CIDB-Registered Contractors



Enhancing Professionalism and Trust in the Construction Industry

This initiative promotes the use of .MY domain names among contractors registered with the Construction Industry Development Board (CIDB). By encouraging the adoption of this domain, the initiative aims to enhance the professionalism and credibility of local contractors, increase customer confidence, and foster trust within the construction industry.

Importance of the Initiative
Encourage and support the adoption of digital solutions and technologies among MSMEs.

Key Benefits of .COM.MY Domains

- **Credibility and Trust:** .COM.MY domains are perceived as more trustworthy by Malaysian customers as they indicate that the business is officially registered with the Companies Commission of Malaysia (SSM).
- **Local Focus:** Choosing a .COM.MY domain clearly identifies a business as a Malaysian entity, which can be beneficial for marketing and building trust with local consumers.
- **Indirect Legal Requirement:** While not explicitly mandatory, most businesses operating online in Malaysia register with SSM and choose a .COM.MY domain to demonstrate legitimacy and comply with local business practices.
- **Search Engine Optimisation (SEO):** Using a .COM.MY domain can potentially improve search engine rankings for local searches in Malaysia.

Importance of the Initiative

Promoting the use of .MY domain names among CIDB-registered contractors will:

- **Enhance Professionalism and Branding:** Positively impact the image of local contractors, highlighting their reputation and making them easily identifiable as Malaysian entities.
- **Increase Credibility and Customer Confidence:** Build trust with clients and improve the chances of securing projects, especially in a market where digital security is a major concern.
- **Support the Digital Economy:** Contribute to the growth and development of the local digital economy within the construction sector.

Future Plans

- Continue to promote .MY domains among CIDB-registered contractors, emphasising the benefits of enhanced professionalism, increased trust, and support for the local digital economy.

Target Implementation Timeline

Third Quarter 2025

04 Digital Cluster/Transition Industry Cluster (TIC): Driving Industrial



Empowering Innovation and Sustainability

The Digital Cluster/Transition Industry Cluster (TIC) initiative is a strategic programme designed to accelerate the digital transformation of key industry clusters in Malaysia. By fostering the adoption of advanced technologies and promoting sustainable practices, this initiative aims to enhance productivity, stimulate economic growth, and reduce environmental impact.

Importance of the Initiative

The Digital Cluster/Transition Industry Cluster initiative will:

- **Increase Foreign Direct Investment (FDI) Inflows:** Attract investment to four of Malaysia's key industry clusters, boosting economic growth and creating job opportunities.
- **Drive Technology Adoption:** Encourage the adoption of cutting-edge technologies, including AI, energy-efficient, and decarbonisation technologies, to enhance productivity and sustainability in industrial practices.

- **Foster Innovation:** Promote the development and adoption of local technologies within these industry clusters.
- **Embrace Emerging Technologies:** Support the adoption of new technologies, such as Quantum Technology, in relevant clusters and next-generation industries.

Future Plans

By the second quarter of 2025, the Digital Cluster/Transition Industry Cluster (TIC) initiative aims to:

- Increase direct contribution to GDP to RM100 billion.
- Create or sustain 60,000 high-value jobs.
- Achieve a potential reduction of eight million tonnes of carbon dioxide equivalent (CO₂e).
- Adopt at least 10 new technologies and develop 10 new exportable inventions through TIC.

Target Implementation Timeline

First and Second Quarters of 2025

Importance of the Initiative

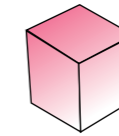
Encourage the adoption of cutting-edge technologies, including AI, energy-efficient, and decarbonisation technologies, to enhance productivity and sustainability in industrial practices.



Digital Society 2025

Inclusive digital adoption among citizens

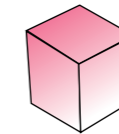
01



Malaysia Cyber Academy

Building a future-ready cybersecurity workforce.

02



5G Technology Experience Centre

A glimpse into a more connected future.

01 Malaysia Cyber Academy (MCSA): Building a Future-Ready Cybersecurity Workforce



Developing World-Class Cybersecurity Talent

The Malaysia Cyber Academy (MCSA), established by CyberSecurity Malaysia (CSM), is a strategic initiative aimed at developing a robust and skilled cybersecurity workforce in Malaysia. Set to commence operations by the second quarter of next year, MCSA will provide comprehensive training and certification programmes, equipping individuals with the necessary knowledge and skills to combat cyber threats and contribute to the development of a more secure digital nation.

MCSA will play a crucial role in developing world-class Technical and Vocational Education and Training (TVET) cybersecurity talent. This will contribute to transforming Malaysia into a global cybersecurity hub, promoting ethical values in cybersecurity, and fostering international collaboration through marketing strategies and accreditation programmes.

Premier TVET Cybersecurity Capacity Building Center

The academy will serve as a premier TVET cybersecurity capacity-building center for civil servants, industry professionals, and academics. This will ensure a comprehensive approach to developing cyber skills and knowledge across various sectors.

Expanding Global Reach

To strengthen Malaysia's position in the global cybersecurity landscape, MCSA will:

- **Develop World-Class Digital Security Talent:** Develop professional cybersecurity practitioners with the potential to serve abroad, particularly in Malaysia's partner countries.
- **Implement Country Chapter Initiatives:** Facilitate mutual recognition of digital security personnel between partner countries based on the Global Accredited Cybersecurity Education Certification (Global ACE) Scheme.
- **Showcase Malaysian Expertise:** Implement marketing programmes for local training and professional certifications, attracting international participants and showcasing Malaysian expertise.

Importance of the Initiative

Organise cybersecurity awareness programmes for the public, starting from kindergarten, to build a cybersecurity mindset across all age groups.

Importance of the Initiative

MCSA will:

- **Raise Awareness:** Organise cybersecurity awareness programmes for the public, starting from kindergarten, to build a cybersecurity mindset across all age groups.
- **Develop a Skilled Workforce:** Equip civil servants with digital security skills to protect government systems and data.
- **Train Cybersecurity Professionals:** Equip graduates with specialised digital security training to meet growing industry demand.
- **Internationalise Malaysian Expertise:** Develop and promote globally recognised digital security certification programmes to showcase Malaysian talent and expertise in the international market.

Target Groups

MCSA will impact various individuals, including:

- Students
- Youth
- Working professionals
- People with disabilities
- Senior citizens
- Digital security practitioners
- Experts
- Professionals
- Technical managers

This inclusive approach provides opportunities for all segments of society to develop digital skills and contribute to a safer digital nation.

Key Initiatives

MCSA will implement various initiatives, including:

- Implementation of ongoing cybersecurity awareness programmes.
- Certified CyberSecurity Awareness for Pre-School Educators (CCAPE).
- Certified Cybersecurity Awareness for Educators (CCASE).
- National Cyber Ethics.
- Implementation of digital security competency programmes.
- Alignment of university syllabuses with the ACE Global Certification programmes.
- Offering professional digital security certification programmes.
- "Train-the-Trainers" programmes.

Future Plans

MCSA will be implemented in several phases:

- **Preparation Phase (October 2024 - June 2025):** Develop the curriculum, build partnerships, and prepare for the academy's launch.
- **Phase 1 - Establishment (July 2025 - December 2026):** Establish MCSA and begin offering training programmes.
- **Phase 2 - Development (2027-2028):** Expand the academy's offerings and develop advanced training programmes.
- **Phase 3 - Advancement (2029 - 2030):** Continuously improve and enhance MCSA to meet the needs of the ever-evolving cybersecurity landscape.



02 5G Experience Centre – My 5G Portal: A Glimpse into the Future of Connectivity



Showcasing the Transformative Power of 5G

The 5G Experience Centre – My 5G Portal was launched on 26th October 2024 with an interactive showcase designed to give visitors a glimpse into the future powered by 5G. This initiative, driven by Digital Nasional Berhad (DNB), demonstrates the government's commitment to developing Malaysia as a digital hub and empowering its citizens with next-generation connectivity.

A Hub for 5G Exploration

DNB's 5G Experience Centre, known as My5G Portal, serves as a valuable resource for companies, public services, academia, and the public who are eager to embrace 5G technology. It provides a platform to explore the potential of 5G and its transformative impact across various sectors.

Embracing the Future of 5G

While the transition to 5G comes with its own set of challenges, the 5G Experience Centre acts as a catalyst, inspiring individuals and businesses to embrace 5G technology and explore the opportunities it presents. By showcasing the potential of 5G, the experience center encourages stakeholders to adopt this technology and harness its power to drive innovation and growth.

Importance of the Initiative
Encourage businesses and individuals to adopt 5G solutions by showcasing practical applications and benefits of the technology.

5G and Malaysia's Digital Economy

Malaysia recognises the crucial role of the digital economy in achieving its national development goals. In 2022, the digital economy contributed 23.4 percent to the nation's GDP, and this figure is projected to reach 25.5 percent by 2025.

5G networks are a key enabler of this growth, providing the foundation for innovation and the adoption of new technologies across various sectors. The low cost of 5G connectivity encourages adoption and innovation among businesses and communities.

5G: The Foundation of the MADANI Economy

The digital economy is not only crucial for economic growth but also for the success of the MADANI Economy, the Malaysian government's vision for a more equitable and prosperous society. 5G networks will serve as a vital foundation for the MADANI Economy, enabling the creation and adoption of innovative technologies that drive various industries based on digitalisation and innovation.

Progress in 5G Implementation

Malaysia is on track to achieve its goal of 80 percent 5G coverage in populated areas. The 5G network under DNB has also received international recognition and awards from independent analyst firms like Opensignal and Ookla.

This demonstrates the quality and effectiveness of Malaysia's 5G infrastructure. Through interactive exhibits and demonstrations, the experience center highlights the transformative potential of 5G technology, with its ultra-fast data speeds and low latency across various sectors.

Key Performance Indicators (KPIs)

- **Interactive Exhibits:** The 5G Experience Center provides a dynamic and engaging platform for visitors to experience the capabilities of 5G technology firsthand.

Importance of the Initiative

The 5G Experience Centre will:

- **Increase 5G Adoption:** Encourage businesses and individuals to adopt 5G solutions by showcasing practical applications and benefits of the technology.
- **Raise Awareness:** Enhance public awareness of the economic potential and transformative power of 5G across various sectors.
- **Promote Innovation:** Inspire the development of 5G-enabled solutions and applications.
- **Foster Collaboration:** Create a platform for collaboration and knowledge sharing between industry players, researchers, and the public.

“Let's join forces to forge a future where technology empowers every Malaysian, and propels our nation to become the Digital Tiger of Asia.”

Fahmi Fadzil, Minister of Communications

Future Plans

- **Target 5,000 visitors by 2025:** Reach a wider audience and demonstrate the potential of 5G to various stakeholders.



Glossary

List of Abbreviations

- **4IR:** Fourth Industrial Revolution
- **AI:** Artificial Intelligence
- **ASEAN:** Association of Southeast Asian Nations
- **B40:** Bottom 40% of income earners
- **CIDB:** Construction Industry Development Board
- **CSM:** CyberSecurity Malaysia
- **CSR:** Corporate Social Responsibility
- **DICE:** Digital Creative Ecosystem
- **DIO:** Digital Investment Office
- **DNB:** Digital Nasional Berhad
- **DP:** Digitalisation Partner
- **e-dagang:** e-commerce
- **ESN:** Etika Siber Negara (National Cyber Ethics)
- **FAMA:** Lembaga Pemasaran Pertanian Persekutuan (Federal Agricultural Marketing Authority)
- **FDI:** Foreign Direct Investment
- **FMM:** Federation of Malaysian Manufacturers
- **GDP:** Gross Domestic Product
- **GovTech:** Government Technology
- **HTS:** High Throughput Satellite
- **ICT:** Information and Communications Technology
- **Inskén:** Institut Keusahawanan Negara (National Entrepreneurship Institute)
- **IoT:** Internet of Things
- **IP:** Intellectual Property
- **IPT:** Institusi Pengajian Tinggi (Higher Education Institution)
- **ISACA:** Information Systems Audit and Control Association
- **JDN:** Jabatan Digital Negara (National Digital Department)
- **JPA:** Jabatan Perkhidmatan Awam (Public Service Department)
- **JPDP:** Jabatan Perlindungan Data Peribadi (Personal Data Protection Department)
- **JTISA:** Jawatankuasa Teknikal ICT Sektor Awam (Technical Committee for Public Sector ICT)
- **KDNK:** Keluaran Dalam Negeri Kasar (Gross Domestic Product)
- **KD:** Kementerian Digital (Ministry of Digital)
- **KEGA:** Key Economic Growth Activity
- **KK:** Kementerian Komunikasi (Ministry of Communications)
- **KPKT:** Kementerian Perumahan dan Kerajaan Tempatan (Ministry of Housing and Local Government)
- **KUSKOP:** Kementerian Pembangunan Usahawan dan Koperasi (Ministry of Entrepreneur Development and Cooperatives)
- **MAIWP:** Majlis Agama Islam Wilayah Persekutuan (Federal Territories Islamic Religious Council)
- **MATRADE:** Malaysia External Trade Development Corporation
- **MCSA:** Akademi Keselamatan Siber Malaysia (Malaysia Cyber Security Academy)
- **MCSS:** Strategi Keselamatan Siber Malaysia (Malaysia Cyber Security Strategy)
- **MDEC:** Malaysia Digital Economy Corporation
- **MDX 2024:** Malaysia Digital Xceleration Summit 2024
- **NAIO:** Pejabat Kecerdasan Buatan Kebangsaan (National AI Office)
- **PMKS:** Perusahaan Mikro, Kecil dan Sederhana (Micro, Small and Medium Enterprises)
- **RTEDM:** Rangka Tindakan Ekonomi Digital Malaysia (Malaysia Digital Economy Blueprint)
- **SSM:** Suruhanjaya Syarikat Malaysia (Companies Commission of Malaysia)
- **UAT:** User Acceptance Testing

Ministry of Digital

One Year Review 2024

