UNIVERSITI TEKNOLOGI MARA

DIAGNOSING THE RAISING ISSUES OF INTEGRATING MULTIPLE APPLICATIONS AMONG GOVERNMENT AGENCIES IN USING MYKAD TECHNOLOGY

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DECLARATION

I, Dayana Faziha Binti Alias (I/C Number: 811217-11-5108) hereby declare that this work has not previously been accepted in substance for any degree, locally or oversea, and is not being concurrently submitted for this degree or any degrees. This research paper also is the result of my independent work and investigation, except for quotes and summary that each of which their source are mentioned.

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بسم الله الرحمن الرحيم

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INTRODUCTION

1.1 Research Background

" The use of MyKad could spur the IT use and bridge digital gap "

- Datuk Amar Leo Moggie

MyKad is the initiatives of the Malaysian Government in providing the public with added convenience on a single card. Unlike any other card in the world, MyKad incorporates a host of Government and private sector applications in a single card. Moreover, MyKad based on the chips and biometrics smart card technology is also able to accommodate new expansions in the future. This MyKad is cost effective and scalable, with the ability to integrate with existing government legacy.

The history of Malaysians identity card begins with the paper-based identity card, the it changed into the blue plastic card that had name and fingerprint printed on the card. The holder of this card supplied with the seven numbers that uniquely identified them which became the official identity card number. After several years, Malaysians had a new identity card which had the picture of our national flower "Bunga Raya" as the trademark printed on the card. It is also known as high-quality-identity card . The format of the identity card number also changed from seven digit numbers to 12 digit numbers that represent the card holder's birth date, state code and four identification numbers. In 2000, Malaysian Government had introduced the first government Multipurpose card called MyKad which had 32K storage chip that function to store all the information about the card holder in a single