INFORMATION AND COMMUNICATIONS TECHNOLOGY

THE INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) DIVISION IS A STRATEGIC PILLAR OF THE PERISHABLE PRODUCTS EXPORT CONTROL BOARD (PPECB) AS IT CREATES THE TECHNOLOGICAL PLATFORM FOR THE ORGANISATION TO REMAIN COMPETITIVE AND RELEVANT IN THE MODERN DIGITAL ECONOMY.

The role of the ICT division is to promote, collaborate and maintain strategic relationships between the division and its stakeholders, to offer superior customer service delivery and to provide innovative technologies that support the business.

Key ICT Achievements

In the past year, the need to improve operational efficiencies and reduce costs was evident, thus the PPECB's technological environment has seen phenomenal changes.

The following key goals were achieved:

- Rollout of the Titan application for inspection and export certification to 409 pack houses and exporters
- Upgrade of all regional offices to the latest network technology
- Upgrade of the national infrastructure to enhance connectivity and communication services
- The implementation of e-mail cloud solution, Office 365

Technology Trends

In order to remain relevant and competitive, the PPECB aims to be responsive to the continuous changes in the technological landscape.

Some of the trends to be aware of include the following:

- The Internet of Things (IoT) where all smart devices can communicate with each other
- Creation of the digital workplace where people can work anywhere, anytime
- Intensifying automation and its impact on cost savings and process improvements
- Adaptive security architecture to protect the company's digital environment and information
- Global drive to use smaller, smarter devices
- Implementation of intelligent cloud strategies

Focus Areas for the Next Period

In the coming year, the ICT division will be focusing on the following key imperatives:

- Providing business with real-time information and dashboards for better decision making
- Implementing business-driven Service Level Agreements (SLAs) to measure the ICT division's performance
- Focusing on cost savings to create further efficiencies
- Adopting an operating model that improves productivity and effectiveness
- Identifying further areas for automation within the PPECB
- Rolling out the Titan application
- Installing the "Always-on" email system