**FAQ**

1. **What ICT projects require MOF JPICT approval?**
   ICT projects which require MOF JPICT approval include new projects, application systems enhancement, hardware upgrades, roll out of application systems, ICT consultancy services, extension of maintenance services and others as stated in the circular Surat Pekeliling Am Bil. 1 Tahun 2009.
   ICT maintenance projects include the renewal of licenses and online subscriptions.

2. **How many levels of approval required for an ICT project?**
   All ICT projects must be approved by the agency's JPICT. The levels of approval for an ICT project is dependent on its scope and value as follows:

   **ICT Project With Application System Development :**

   i. Project value of less than RM200,000; only approval of agency's JPICT;
   ii. Project value above RM200,000; approval of agency's JPICT and MOF JPICT; and
   iii. Project value above RM500,000; approval of agency's JPICT, MOF JPICT and MAMPU JTICT

   **ICT Project Without Application System Development :**

   i. Project value of less than RM500,000; only approval of agency's JPICT;
   ii. Project value above RM500,000; approval of agency's JPICT and MOF JPICT; and
   iii. Project value above RM3 million; approval of agency's JPICT, MOF JPICT and MAMPU JTICT

   **ICT Maintenance Project :**

   i. Project involving application system maintenance and value is above RM200,000; approval of agency's JPICT and MOF JPICT; and

ii. Project without application system maintenance and value is above RM500,000; approval of agency's JPICT and MOF JPICT

3. **What is the role of MOF ICT Steering Committee?**

   MOF ICT Steering Committee (JPICT) is the highest level ICT committee established in the ministry to monitor the development and use of ICT in the ministry. MOF agencies which use federal allocations to fund their ICT projects must get approval from this committee. The committee will deliberate and approve ICT projects from the technical perspective, compliance to current regulations and procedures, business needs and value for money investments. MOF agencies which come to this committee for approval are:

   i. The Federal Treasury, Malaysia;
   ii. Royal Malaysian Customs Department;
   iii. Accountant General's Department of Malaysia;
   iv. Inland Revenue Board of Malaysia;
   v. Property Valuation and Services Department;
   vi. Langkawi Development Authority;
   vii. Labuan Financial Services Authority; and
   viii. State Economic Development Corporations.

   MOF JPICT monitors the implementation status of the approved ICT projects of these agencies and also their compliance to public sector ICT initiatives.

4. **What is the frequency of MOF JPICT meeting?**

   The committee meets at least 4 times a year. All applications must be submitted to the Secretariat (Strategic and Resource Planning Section, Information Technology Division) at least 2 weeks before the scheduled meeting.

5. **Are there ICT regulations or policies which Treasury users must comply?**

   All Treasury users are required to sign the Surat Akuan Pematuhan Polisi ICT Perbendaharaan. The policy is published on the Treasury Portal.

6. **How to report technical problems?**

   All technical problems should be reported to Helpdesk at 03-88824444 or email to helpdesk@treasury.gov.my

7. **What is SATUId?**

   SATUId or Single Authentication for Treasury User Identification is a single sign-on facility. Through SATUId users can access the various Treasury application systems which they are granted right of access. Users therefore need to remember only one Id and password.

8. **How to apply for new email account?**

   Fill up the form PERB/BTM/UI/01 - Borang Permohonan ID Pengguna/Pentadbir and send it to the Undersecretary, Information Technology Division. This form can be downloaded from the Treasury Portal. The new email account will be ready within the same day if the application is received before 2 pm else it will be ready the next working day.

9. **What is the validity period of the MOF JPICT approval?**

   The approval is valid for 3 years from the date of the approval letter. Should the agency decide to implement the project after the validity period then the agency has to resubmit application for MOF JPICT approval.

10. **How to request for personal computing and printing facilities for new personnel?**

    The ICT Coordinator should send the requisition to the Undersecretary, Information Technology Division. The requested facilities will be installed at the user's office within 2 working days, subject to availability of stock.