

IDA Careful About E-Service Security

The Straits Times Forum Online Story (July 1, 2010)

WE THANK Mr Kwan Jin Yao for his Forum Online letter ("OneInbox a foray into vulnerability"; June 23).

With the accelerating development of information and communication technologies, and the need to deliver efficient and effective services to make the lives of Singaporeans more productive, the Government is constantly looking at ways to create value and connect with the people.

OneInbox is the proposed electronic service that allows individuals and businesses to receive correspondences from government agencies, and potentially in future from private companies, via a single and secured platform. Users of OneInbox can indicate if they wish to receive electronic correspondences from specific government agencies or private companies. However as receiving electronic correspondences from the Government will be based on an "opt-in" approach, the individuals can continue to receive letters in hard copy.

We are aware of the public's concerns on ensuring the security of OneInbox. The security of the system and data are of utmost importance to the implementation of any government e-service and we will ensure that the proper security measures are in place to provide the necessary protection.

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