

Information Technology Management Association (ITMA) President's Report for 2016/17



Alvin Ong

President ITMA
2016/17

A year ago, I shared that 2016 would be a year focused on engaging our ITMA members in defining the 5-year masterplan for ITMA alongside professional development and collaboration with industry. I am glad to report that we had delivered on that promise.

We have an excellent team of EXCO members elected to office during our Annual General Meeting in March 2016. The team is a good representation from the private and public sector CIOs and IT Heads/Directors. The office bearers of the 2016/2017 Council are:

<i>Office</i>	<i>Name</i>	<i>Company</i>
President	Alvin Ong	Integrated Health Information Systems / Alexandra Health System
Vice-President	Ang Mui Kim	Government Technology Agency of Singapore, MOM
Vice-President	Alan Goh	M1 Limited
Hon Secretary	Mark Tham	Accenture Pte Ltd
Treasurer	Lim Hooi Ling	Institute of Systems Science, NUS
Committee Members	Eu Kwang Chin	Dairy Farm Singapore
	Gan Wei Boon	Government Technology Agency of Singapore, DOS
	Kwa Kim Chiong	Justlogin Pte Ltd
	Bruce Liang	MOH Holdings Pte Ltd
	Ramesh Narayanaswamy	Singapore Post Limited
	Siew Yim Cheng	JTC Corporation
	Alvin Tan	Ascendas-Singbridge Pte Ltd
	Tan Bee Teck	Government Technology Agency of Singapore, MOE
Co-opted Member	See Yoong Hwee	YTL PowerSeraya
Hon Legal Advisor	Dr Toh See Kiat	Goodwins Law Corporation
Hon Auditors	Lee Kee Siang	National Library Board
	Vincent Wong	-

The mission of ITMA is to be the centre of excellence for IT leadership, harnessing IT management best practices for the success of businesses, and to nurture new generations of CIOs. The CIO Study Trip, IT Best Practices Seminar and CIO Workshop continue to be our anchor programmes to provide the platform for learning and networking. The well-received Good Morning CIO breakfast roundtable series facilitate sharing of experiences and knowledge amongst peers.

ITMA continues to support the IT community by collaborating actively with our partners like SCS, GovTech, SiTF; as well as being thought leaders and participating in ITSC, NICF adoption committee, advisory boards of IHLs, industry and other government focus groups. This year, we expanded the collaboration footprint through partnership with IMDA on the TeSA programme alongside entering a strategic partnership with NTUC on their flagship U Associate Programme.

The ITMA Toastmasters Club continue to serve as a platform for ITMA members to further develop their public speaking and leadership skills. Fun activities such as go-karting enabled our members to build team spirit and interact with one another on

an informal basis.

We delivered more than 10 quality events throughout the year, thereby creating opportunities for members to gather, interact, and learn from each other. 85% of our senior members attended majority of our events. In fact, many ITMA members made new friends while some found opportunities to deepen their friendship with each other through these activities.

In addition, we organised our inaugural ITMA Masterplan Workshop in July 2016. The interactive discussions with our ITMA members who joined the workshop cumulated into a succinct ITMA 5-year Masterplan that sets the direction on ITMA's focus in the coming years.

ITMA received tremendous support from our industry partners and sponsors who contributed significant resources to support our professional development and engagement programme and activities.

Our membership continues to grow year on year. 28 new members joined ITMA in 2016. Today, ITMA has members from 24 different industry segments, with 50% from the private sector.

While 65% of our members have been with ITMA for 5 years or less, 12% representing our "treasure cove" continue to be with us for more than a decade. More than half of our members hold very senior positions in their respective work places.

With 36 years of collective wisdom, we are a community of professionals and IT leaders of the nation who are engaged professionally, emotionally and socially with the aim of helping each other succeed. With your continued support, ITMA will continue to grow in capability and strength.

Without the commitment, passion, and dedication of my fellow council members who contribute on a pro bono basis, and the many dedicated members who helped plan and organise the programme and activities for ITMA, 2016 would not have been so successful for the benefit of ITMA members. On that note, I would like to thank my two great Vice Presidents, Ang Mui Kim and Alan Goh, who worked tirelessly to make things happen.

A. Membership

Membership

(Siew Yim Cheng /
ITMA Secretariat)

Steady Growth in Membership

Membership Type	2014	2015	2016	FY16 YTD as at 28 th Feb 2017
Honorary member	3	3	3	3
Ordinary members	462	488	528	422
Associate members	15	16	16	16
Members who didn't pay subscription	113*	113*		
Terminated members who didn't pay subscription			113	
Total	480	507	434	
Actual Members		394*	434	

Resulting in actual growth rate of 10% (434-394)

B. Key Activities

ITMA 10th CIO Study Trip – San Francisco

(Alan Goh / Siew Yim
Cheng / Glen Francis /
Kwa Kim Chiong / Alvin
Aw / Mahendran S /
See Yoong Hwee /
Ramesh
Narayanaswamy / Eu
Kwang Chin)

ITMA 10th CIO Study Trip – San Francisco – 22nd to 30th October 2016

Our track record of 9 successful study trips has helped to build up strong demand for our 10th CIO Study Trip to San Francisco. The planning committee was pleasantly surprised that the trip spots were fully taken up on the first day of registration. The demand from sponsors was equally strong.

The planning committee worked hard to make sure that the 10th study trip was able to provide useful learnings for our attendees and fostering networking at a more meaningful level. We were able to utilise our collective influence as a group to open doors for us to visit sites that otherwise would have been inaccessible and gain insights from senior speakers who would take the time to address such a select group. We were also able to gain access to many brand name companies in Silicon Valley this year leveraging on ITMA as a reputable organisation.

The trip started with some networking activities on Saturday, the 22nd of October, in Napa Valley before moving to Santa Clara on Sunday. At Santa Clara, trip participants sat through a segment of an actual American Football

game between the San Francisco 49ers and the Tampa Bay Buccaneers. Levi Stadium is the most technologically advanced stadium in the US and has been designed to utilise technology to improve the game experience of attendees. In the first part of this visit, our participants were able to witness first hand in terms of technology in action, trying out the Levi Stadium app to order F&B and watch instant replays of the game.

The 2nd part of the Levi Stadium visit continued at the Aruba Executive Briefing Centre, where the delegates were able to learn about the innovative networking design utilised by Aruba to support the demanding requirements for Levi's Stadium.

A visit to Silicon Valley is never complete without visiting large technology companies such as Apple, Google, AirBnB and Dropbox.

- Apple – The group was able to visit Apple and learn about how their IT team used technologies to tackle fraud, security, and scale problems. As an added treat, the group also had lunch at a part of the yet-to-be opened new Apple campus.
- Google – The session started with an inspiring talk of how Innovation is encouraged in Google. This was followed by a talk on Google's view of how Machine Learning/Artificial Intelligence would impact businesses in the near future.
- AirBnB – Lines between accommodations and office space was blurred in our visit to AirBnB. The group heard about AirBnB's startup story alongside its focus on attracting the best talent and business expansion strategy.
- Dropbox – Shared the rationale of moving infrastructure from the cloud back to on premise.

In addition, the trip was also packed with meetings with other interesting organisations including:

- Startups at Plug & Play, an incubator facility that has helped many brand name technology companies (e.g. PayPal, Dropbox, SoundHound) find success.
- Hitachi's Centre for Social Innovation where interesting research and innovations using analytics were shared with the group.
- Cap Gemini's Applied Innovation Exchange: shared about blockchain innovations and cybersecurity.
- GE Digital: shared vision of transforming to a software company and building an ecosystem for Industrial IOT.
- Intuit: shared an inspiring case study of transformation and constant innovation.

Overall, the study trip had exceeded the expectations of many of the participants and the planning committee received a lot of positive feedback post trip.

Last but not least, we would like to thank our sponsors, HP (Platinum), Akamai, Hitachi Data Systems, Capgemini, CA, DellEMC, FireEye, Veritas, Oracle, NTT Data, Delphix, Palo Alto, and SAS without whom the 10th CIO Study Trip would not have been possible.

Onward to the next study trip to Europe in 2017....

ITMA 29th CIO Workshop

(Alan Goh /
29th CIO Workshop BOA
members)

ITMA 29th Chief Information Officer Workshop – June 28th – July 1st 2016

Jointly organized by Accenture and Information Technology Management Association (ITMA), the 29th Chief Information Officer (CIO) Workshop took place from 28th June – 1st July 2016 in Singapore and Tokyo. The event attracted the highest number of delegates ever for CIO workshop with a total of 195 CIOs and senior IT leaders in Singapore. Subsequently, 69 of these delegates also travelled to Tokyo to attend the overseas segment of the workshop.

For the local segment, we were able to invite top speakers in their respective fields to share the latest emerging trends around: Robotics, Cyber-security and Design Thinking.

Prof. Raffaello D'Andrea, Professor of Dynamic Systems and Control at ETH Zurich, was an expert in Robotics. He was able to engage the attendees with his knowledge of what is now possible with a multitude of robots working together to achieve a common purpose. He also explained the challenges faced in Cyber-Physical systems, and the problems created by the Ubiquitous Feedback used in machine learning robotics systems.

Dr. Marco Gercke, Director of the Cybercrime Research Institute, spoke about the important role of a company's top management in managing Cybersecurity threats and also created an interesting yet realistic role play segment. Dr Marco involved CIO participants from the audience to take on the roles of a leadership team whose company was under threat of a cyber attack and demonstrated the difficulties that anyone in that position would face when presented with a series of rapidly escalating situations.

Mr. David Mallam, Product Director, Design Strategy Group, Fjord, ran a workshop for the audience using Design Thinking to solve problems in a segment called "Let's Move Forward: Design Thinking: Creative Living Services".

Feedback for the local leg was extremely positive with 87% of delegates shared that the 29th CIO Workshop is the best so far / better than others.

For the Tokyo leg, the 69 delegates started the trip with a visit to the IBM Research Centre to learn about the research conducted there which included Big Data analytics for public sector and the use of the Pepper Robot together with the IBM Watson Artificial Intelligence.

The 2nd day of the Tokyo trip focused on Robotics and the delegation visited FANUC, one of the global leaders in industrial robots. Delegates travelled 2 hours to the foot of Mt. Fuji for an opportunity to get a behind-the-scenes preview of FANUC's operations.

The Workshop concluded on the 3rd day with a half-day visit to NEC Innovation World, with a showcase of cutting-edge technologies and initiatives that bring innovations to business and society.

We would like to thank our sponsors, BMC (Gold), CA (Gold), Redhat (Gold), Akamai, Alibaba Cloud, EMC, HPE, HDS, Intel, Salesforce and Symantec, without which the 29th CIO Workshop would not have been possible.

**ITMA Members
Engagement Event –
Security Companies,
Who Is Keeping Them
Safe?**

(Alan Goh)

**ITMA Members Engagement Event – Security Companies,
Who Is Keeping Them Safe?**

This event was held on 22nd September 2016. Members were treated to a night of fellowship in an event organised in conjunction with CA.

The APAC CTO of CA was able to share with our ITMA members on how CA secures and protects from attacks. Under constant attack, security companies like CA are attractive targets to cyber criminals due to the intellectual property the organisation possesses and intense publicity associated with a successful hack into any security company.

After the presentation, members were able to enjoy wine and dinner from the popular Alba1836 restaurant at Duxton Hill. The event was attended by 35 people and led to several new members signing up. We received positive feedback from both attendees and sponsors.

We would like to thank CA for making this event possible.

**ITMA Members
Engagement Event –
Disruption on the
Horizon: How will
Voice Control
Technologies Impact
Businesses?**

(Alan Goh)

**ITMA Members Engagement Event – Disruption on the
Horizon: How will Voice Control Technologies Impact
Businesses?**

Amazon's Echo and Echo Dot have been amongst the most popular tech gadgets end 2016 and into 2017, spurring launches of similar products by competitors.

What is creating all the excitement is that gadgets like these are bringing voice control technologies into our homes, so users can trigger playing of a song or obtain answers to who, what, when-type questions. Devices like the Echo and Echo Dot naturally become the technology control hub in a home. Not only can the devices themselves be voice controlled, they can also be the integration point for home automation, allowing lights and audio/video equipment to similarly be activated by voice.

In Partnership with Amazon Web Services (AWS), ITMA was able to organize this event in record time in December 2016 and have Amazon share how the Amazon Echo products can be extended by businesses to provide services to consumers and to integrate with other devices in the office environment.

The event was well attended by 40 people and feedback from the participants was positive.

We would like to thank Amazon Web Services for making this event possible.

**ITMA Members
Engagement Event –
ITMA Go-Kart
Challenge**

(Alan Goh)

**ITMA Members Engagement Event – ITMA Go-Kart
Challenge**

This was the 2nd Go-Kart event organised by ITMA, 3 years after the first highly successful Go-Kart event in 2013.

Members had an excitement filled day on 26th April 2016 when this event

was held at the KF1 track at Kranji. This relatively new track looped under the MRT tracks provided a much more challenging route for our members. Options for joining either a 30km/h or a 45 km/h race meant that everyone was able to join the race at their comfortable pace. Prizes for top 10 drivers were given out to motivate members to have fun and try their best.

The event was well attended by 43 people. The attendees requested for another of such go-kart sessions be organised.

ITMA 22nd IT Best Practices Seminar

(Ang Mui Kim /
Bruce Liang / Alvin Tan /
Gan Wei Boon)

ITMA 22nd IT Best Practices Seminar

The 22nd IT Best Practices Seminar was held on 4th November 2016 at the InterContinental Singapore Hotel. A total of 134 delegates from both the public and private sectors attended the seminar.

The seminar theme entitled “The Future of Economy is Technology” provided insights into the context, opportunities, challenges and responsibilities of technology leaders in creating Singapore’s economic future.

Mr Gabriel Lim, CEO, Infocomm Media Development Authority was the Guest-of-Honour. His keynote cum panel discussion titled the “Role of Technology and Technology Leaders in Future Economy” was very well received by delegates.

There were four themes and three panel discussion this year:

- “Technology in the Future” hosted by Dr Leong Mun Kew with Prof Andrew Lim, Prof Lam Kwok Yan, Mr Yang Ziyi, and Mr Matthew Hardman. This Scientists’ session has provided us CIOs a glimpse of what some future technologies are and how academia and industry can collaborate to make a positive impact on Singapore’s economy. We have also heard of some of the security and privacy challenges they pose. As CIOs, we learnt how we could prepare our organisations to assimilate these technologies and address these concerns.
- Discussion on the “Role of Technology and Technology Leaders in Future Economy” with Mr Gabriel Lim, CEO IMDA; Mr Zaqy Mohamad, GPC Chair (MCI); Ms Jessica Tan, SCS 2016 IT Leader & MD, Microsoft Singapore; Mr Robert Chew, Managing Partner, iGlobe Partners; and hosted by Mr Bruce Liang, CIO MOH & CEO iHIS. This Leaders’ session provided the delegates good insights into how Government sees technology’s evolution and the role it can play. Socio-economic implications of the disruptive and constructive nature of these technologies were also discussed. This segment prompted the delegates to think about how do CIOs and Technology Leaders influence the course of technology adoption and evolution for the greater good of the economy and society alongside guarding against the abuses.
- “How can CIOs Help Create Economic Value?” with Dr Alex Lin, Mr David Gledhill, Mr Lee Siew Kit, Mr JeanPaul Bovaird, and

hosted by Mr Alvin Ong. This Rainmakers' session enlightened the delegates on how some companies have either contributed to the transformation or embraced these technologies to transform themselves and industry. CIOs are in a sweet spot to understand the problems across the businesses or functions and lead in the transformation efforts in organisations.

- “Education & Schools for future economy” by Dr Shirleen Chee. We heard about how the future education curriculum would be adapted to prepare our children and future leaders to embrace these future technologies. As CIOs, we were challenged to think about what do we need to start doing now to ensure the same for our respective organisations. There are no easy answers to the many challenges; but the opportunities are there, and they are tremendous. Tremendous; for us as CIOs; for our companies, and for Singapore.

We would like to thank our speakers, and sponsors (Platinum – Microsoft; Gold – HP Enterprise, Hitachi Data Systems, K2, NCS, and Splunk) without which the ITBP would not have been possible. This Seminar is supported by NUS-ISS, and SCS.

ITMA 36th Annual Dinner

(ITMA Secretariat)

ITMA 36th Annual Dinner – 13th January 2017

We held our 36th Annual Dinner at The Conrad Hotel, Singapore on 13th January 2017. This year, we brought our members back to the 50s with the theme “50s – Rock & Roll”. The dinner was well-attended by more than 150 ITMA members and all guests had a whale of a time in the nostalgic 50s atmospheres.

We would like to thank our sponsors, Accenture, HP, Splunk and Symantec, without which the 36th Annual Dinner would not have been possible.

ITMA Site Visits

(Ang Mui Kim /
Gan Wei Boon)

ITMA Site Visits

As part of the Professional Development activities, ITMA organised several site visits for its members to learn and exchange ideas of technology innovation.

Site Visit: IDA @ HIVE on 19th August 2016

Over 20 ITMA members attended this site visit – they gained insights into GovTech Government Digital Services: Product Design & Development (D Cube) capabilities in the design and development of digital services and mobile applications for the public sector.

The site visit began with a welcome speech and overview of D Cube covering data analytics, user experience design, A/B testing and experimentation. Some of the products developed included MyConnection SG, myResponder and OneService mobile applications, National Day Rally site, and the new MyTax Portal familiar to Singapore citizens and

businesses.

After the sharing session, members were invited to witness D Cube staff in action and tour the laboratory and facilities for usability testing, focus group etc.

Good Morning CIO! Breakfast Roundtable Series

(Ang Mui Kim /
Tan Bee Teck)

Good Morning CIO! Breakfast Roundtable Series

ITMA continued the Good Morning CIO! Breakfast Roundtable series. Each Breakfast Roundtable features a guest speaker sharing on a specific topic over breakfast. The early and short (maximum 1.5 hours) gathering over morning breakfast is specially designed to cater for our busy CIOs and IT Leaders to meet, learn and share with each other over a specific topic of interest each time. The Roundtable is opened to all ITMA members but limited each session to a small group of maximum 30 sign ups so that an open and interactive conversation could be facilitated alongside a good exchange of ideas and experience amongst the participants.

Good Morning CIO! Breakfast Roundtable #1

"Straight Talk on Cyber Security to CIOs – 21st June 2016

The speaker, Mr Chai Chin Loon provided a good overview of the increasing complex cyber threats and offered advice to CIOs on how they could meaningfully engage their board in prioritising and balancing the cybersecurity triangle of usability, security and costs. This includes building internal capabilities to manage the risks.

Good Morning CIO! Breakfast Roundtable #2

"Embracing Digitalisation – CIO Experience – 29th July 2016

The speaker was none other than our very own ITMA VP - Ms Ang Mui Kim! She gave a bubbly and inspiring sharing of her experience in the Digital Transformation Journey for Ministry of Manpower. She also shared about the transformation she personally had to undertake as a leader as well as for her team to embrace digital.

Good Morning CIO! Breakfast Roundtable #3

"What's the buzz about FinTech?" – 9th November 2016

The speaker was Ms Mayda Lim - our FinTech lady and fellow ITMA member. She showed us how a traditional business like the Banking and Financial industry is actively embracing and disrupting themselves to stay relevant and ahead in the Digital Economy. Changing business leadership mindsets through showing them possibilities via Hackathons as well as leveraging and playing key role in collaborating with the FinTech ecosystem are key takeaways for our participants.

Good Morning CIO! Breakfast Roundtable #4

– The Present and Future Opportunities of Chatbots: 20th January 2017

Bus Uncle Facebook Messenger ChatBot creator Abhilash Murthy gave a fantastic sharing about his personal experience in designing and implementing the ChatBot. Key takeaways are: start with the problem, leverage the power of conversations, focus on the small things, learn and

evolve the solutions. We also had very good sharing from our participants on their own personal experiences and views about ChatBots. Most of all, our participants are inspired by this young and promising engineer's work in this new technology frontier.

ITMA Masterplan Workshop

(Alvin Ong / Ang Mui Kim / Alan Goh / Siew Yim Cheng / Mark Tham)

ITMA Masterplan Workshop – 28th July 2016

We held our ITMA inaugural Masterplan Workshop on 28th July 2016. More than 35 ITMA members joined the ITMA Exco for an afternoon of intensive discussions and brainstorming across 4 areas – Industry, Technology & Connections, Membership and Advancement. The summary and key action plan from the masterplan was shared with ITMA members on the 36th ITMA Annual Dinner. These action items would cumulate into a ITMA initiative called Future Ready, Value Creating Digital Leaders Programme.

ITMA Toastmasters Club

(Alfred Anand)

ITMA Toastmasters Club

The ITMA Toastmasters Club continues to meet on the 3rd Friday evening of each month at the Khoo Teck Puat Hospital. An average of 30 toastmasters would meet together to deliver prepared speeches, impromptu speeches and speech evaluations. This club was chartered in July 2003 and has gained from strength to strength, and has been awarded the President's Distinguished Club nine times since 2003. This activity would continue in 2017.

ITMA-NTUC U Associate Strategic Partnership

(Alvin Ong)

ITMA-NTUC U Associate Strategic Partnership

As mentioned in my blog published in ITMA website in December 2016, ITMA has entered in a strategic partnership with NTUC on their flagship U Associate programme. This partnership will enable both organisations to work closely together to develop a customised programme to help ITMA members stay future-ready and also provide exciting opportunities to contribute their expertise to the society-at-large. A signing ceremony took place on the 2nd December 2016 at the NTUC Centre together with a dialogue with NTUC Secretary-General Chan Chun Sing.

C. Treasurer's Report (2016)

ITMA Treasurer's Report (Lim Hooi Ling)

Our Association ended the financial year with a net surplus of \$18,099.75. Our key events, namely the IT Best Practices and CIO Study Trip events, continue to contribute to the surplus with \$16,467.02 and \$10,991.42 respectively.

The Council increased its expenditure on the Annual Dinner by giving more lucky draw prizes to members. We spent more on organising the AGM in March 2016 with the engagement of an external speaker and more than 130 in attendance. The total cost of ITMA operations has remained stable although our expenditure for secretariat and treasurer support has increased due to an adjustment in employee's salary to commensurate with the expansion in job scope.

Overall the financial situation for the Association remains strong and healthy. We will continue to work towards a balanced budget as we organise more events for members' benefit.

In Conclusion

This year marks my first term in office as the President of ITMA. To engage members throughout the year, I had also shared updates via four ITMA President's messages and one blog posting.

I would like to thank all my Exco members who have joined me in the journey to steer ITMA for the benefits of our members; and our sponsors and partners who have generously contributed to our projects and events.

Thank you to all members of ITMA for your continued support and confidence in the association.

I am confident that ITMA will continue to contribute significantly to the development of IT management in Singapore and be the network of IT leaders who are engaged professionally, emotionally and socially with the aim of helping one another succeed.