



**Asia-Pacific
Economic Cooperation**

2020/DESG/023

Agenda Item: 4

COVID-19 and the Digital Economy

Purpose: Information
Submitted by: Malaysia



**Digital Economy Steering Group Special Virtual
Meeting on COVID-19
26 June 2020**

We invite member economies to share information on digital-economy related policy interventions, initiatives, lessons learned, and/or solutions in response to COVID19 ahead of the 26 June 2020 APEC Digital Economy Steering Group Special Virtual Meeting using the template below. The descriptions of the issues below are **only suggested points** to help members with the exercise, and members need not regard them as mandatory points to follow in generating their information sharing in the template. Members are advised to submit the completed template below through the APEC Collaboration System (ACS) no later than 23 June. Members are able to view and download completed templates submitted by other members on ACS ahead of the Special Virtual Meeting, and this will help DESG optimize the limited meeting time on 26 June.

- a) **Business continuity and resilience** – As COVID19 has caused significant disruptions to economic activities and business operations, members may wish to share how they support business continuity and resilience in terms of:
 - i. Ensure access to reliable connectivity and relevant digital technologies, in particular among MSMEs, women, and young entrepreneurs, to help overcome digital divides;
 - ii. Encourage businesses, including MSMEs, to leverage digital technologies and solutions in carrying out production, business activities, and international trade, so as to maintain the stability of global supply chains;
 - iii. Encourage the digital transformation, including through digitalized production systems, e-commerce, digital supply of services, e-invoicing, and e-payments, and other services, as well as smart working solutions, including remote working, and innovative new business models.
- b) **Exchange and use of data in a secure manner** – Members may wish to share how they:
 - i. Encourage collaboration to collect, pool, process, and share reliable and accurate non-personal information that can contribute to the monitoring, understanding, and prevention of the further spread of COVID19 as well as other infectious diseases;
 - ii. Ensure the collection and processing of COVID19-related data is being done in an ethical, transparent, safe, interoperable, and secure manner that protects the privacy and data security of individuals, in line with prevailing international measures and domestic laws and regulations.
- c) **Use of digital technologies and solutions including for tracing purpose** – Given the importance and urgency of slowing down the spread of COVID19, members may wish to share how they:
 - i. Use digital technologies and solutions to enable individuals and firms to continue to participate in the economy;
 - ii. Use digital technologies to help contact tracing efforts;
 - iii. Promote digital work and the development of basic digital skills in companies, public institutions, schools, and universities;

- iv. Encourage and collaborate with the research community, private sector, and business entities to promote the use of digital technologies and solutions for the development and manufacturing of critical medical equipment and supplies (including disinfectants, Personal Protective Equipment, and ventilators) to fight COVID19 and other infectious diseases.
- d) Secure and trusted online environment** – Given the increased digital vulnerability in the context of a pandemic, members may wish to share how they:
- i. Enable timely domestic and international responses to counteract malicious cyber activities that present risks to the security of the digital economy;
 - ii. Work collaboratively with businesses and organizations to leverage online platforms to continue sharing trustworthy information and prevent disinformation, hoaxes, and online scams;
 - iii. Ensure that reliable crisis communication over digital channels is available.
- e) Preparations for economic recovery post-COVID** – Members may wish to share other policy interventions and initiatives as part of the preparations for economic recovery, given the reinforced significance of the digital economy as a result of COVID19.

MALAYSIA

ISSUE	POLICY INTERVENTIONS, INITIATIVES, LESSONS LEARNED, AND SOLUTIONS IN RELATION TO THE ISSUE	ACTUAL/ EXPECTED OUTCOME
Business continuity and resilience	1. Intensify Government Online Services Gateway (GOSG) to enable businesses and individual can access to government services in a single platform.	To leverage the gateway to offer end-to-end government services and access by public seamlessly
	2. Agrobazaar, an agro-based produce eCommerce platform. This platform is O2O (online-to-offline) approach, where consumers shop for fresh produce online and pick-up their order at designated locations.	The platform possible to expand to help locals buy groceries online and establish strategic collaboration with eDelivery service providers for the last-mile delivery.
Exchange and use of data in a secure manner		
Use of digital technologies and solutions, including for tracing purpose	1. Malaysia has launched Malaysia COVID19 Information Hub (MyC19), which an effective tool for government and organisations to understand the public sentiment towards COVID19 <ul style="list-style-type: none"> (i) Runs sentiment analysis utilising AI-based bots that crawl the Internet to acquire content and information on sentiments posted in the Internet related to Malaysia citizens' concerns on COVID19 cases and its impact to the society/economy. (ii) The sources of information include multiple news sites, popular social media platforms, medical mapping data and various coronavirus-related sites. 	By using data analytics technology, the platform is able to provide valuable insights in understanding data trends that can potentially help the Government and industries in enhancing their responses to the pandemic. For instance, relevant authorities could initiative measures i.e. conduct proactive testing operations or hastening delivery of essential items in targeted areas, while businesses can identify leads of goods and services that are currently in high demand by understanding spending patterns or online conversations acquired through the COVID-19 Sentiment Analytic Platform.

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	<p>2. Global COVID19 Index (GCI)</p> <p>(i) A holistic and comprehensive index that assess the state of severity and recovery progress of 184 countries around the world.</p> <p>(ii) It is a publicly available website that processes approximately 3,000 points of data daily from verified open-source databases, such as the the World Bank and the Global Health Security Index, to accurately rank 184 countries based on how well they are coping with the pandemic.</p>	<p>(i) GCI acts as a singular yet comprehensive point of reference.to help governments, businesses and public cut through the noise & make informed decisions in a time of crisis.</p> <p>(ii) GCI as a knowledge sharing platform and create an internationally crowdsource playbook of best practices in handling the pandemic.</p>
	<p>3. Contact tracing mobile applications</p> <p>(i) MySejahtera (MoH). This app monitors the spread of COVID19 by collecting data from citizens through health self-assessments. This app enables users to determine their health levels, identify nearby hospitals and clinics where they can get tested, and get information on what to do if they do contract COVID19 and where to get treatment. One of its key functions, i.t. ‘Hotspot Tracker’ aims at helping the public to plan their commute and avoid non-essential travel into risky areas.</p> <p>(ii) MyTrace helps the government trace individuals who may have gone near anyone carrying the COVID19 virus. It would complement the MySejahtera and would use the Bluetooth</p>	<p>MySejahtera</p> <p>(i) Self-empowerment of Malaysians in adjusting to the new norms in daily life & guidelines on the next course of action should they experience any COVID19 symptoms.</p> <p>(ii) It helps the Ministry of Health monitor the virus spread and act as a detector for trends in the outbreak.</p> <p>MyTrace helps the Health Ministry to trace (contacts) and break the chain of infection as soon as possible</p>

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	<p>technology for contact tracing. Based on the strength of the Bluetooth waves detected, the distance and period of their meeting can be determined. The data collected will be kept for 21 days in the handphones of users. Importantly, consumer data gathered would be anonymized and MyTrace was not meant to collect geolocation information</p>	
	<p>4. eCOVID19 Platform</p> <ul style="list-style-type: none"> (i) The eCOVID19 platform is dedicated to collect relevant information about COVID19 patients, including those under the categories of Person Under Investigation (PUI) and Person Under Surveillance (PUS). (ii) It is equipped with dashboard and data analysis which helps to facilitate the Crisis Preparedness and Response Centre (National CPRC) and National Security Malaysia (MKN). (iii) Further, eCOVID19 platform 198 CPRC (including labs) in updating patients' data and lab's results. The dashboard and data analysis produced, facilitated CPRC in designing action plan to curb this pandemic. 	<p>The merging, cross referencing and alignment of patients' data with telecommunications and public data has assisted the government in managing contagious outbreak, and detected suspected patients' movement at a very early stage.</p>

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	<p>5. Drone surveillance for the Royal Malaysian Police (RMP) OP COVID19</p> <p>MCMC, in collaboration with Aerodyne Ventures, is actively assisting RMP to conduct the OP Covid-19 surveillance exercises using drones.</p>	<p>As of 5th May 2020, a total of 23 police headquarters are actively involved in this operation, whereby 360 locations have been patrolled with a total of 1,805 of drones flights. This translates to 932 announcement and visual patrolling, 253 visual patrolling, 3 live visual patrolling and 3 announcements, visual and thermal patrolling.</p>
	<p>6. Enhanced communications services at hospitals and quarantine centers</p> <p>In ensuring the continuity of communication services for all frontliners, COVID-19 patients, and visitors at all identified hospitals and quarantine centers, more initiatives have been done which include:</p> <p>(i) Installation of mobile transmission stations at priority hospitals and quarantine centers such as Hospital Sungai Buloh, Quarantine Center Institut Latihan KKM Sungai Buloh (ILKKM), Pusat Kusta Negara Sungai Buloh, Quarantine Center IPG Keningau as well as MAEPS Quarantine and Treatment Center.</p> <p>(ii) Provision of WiFi access at primary locations such as Hospital Sungai Buloh, Hospital Kuala Lumpur, MOH Media Center and 73 quarantine centers nationwide. This service has been made available</p>	<p>Ensured continuity of communication services and connectivity.</p>

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	<p>by Telekom Malaysia (TM), Maxis, Celcom and YTL Communications.</p> <p>(iii) Network performance enhancement in hospitals and quarantine centers by enabling more spectrum to increase mobile network radio capacity for users, upgraded backhaul capacity links for quality improvement, optimizing networks to increase in-building coverage; improved international capacity and interconnectivity and continuously monitoring the network performance.</p> <p>(iv) Preliminary detection and prevention measure of Covid-19 outbreak by installing 1,200 units of Artificial Intelligence Thermal Scanner (AI Thermal Scanner) in 144 government hospitals, 21 public higher education institutions and selected rural schools. For this purpose, MCMC has allocated RM68million for MOH utilization.</p>	
	<p>7. 5G Network</p> <p>MCMC obtained cooperation from the service providers to upgrade their existing network to 5G and for them to provide additional capacity and bandwidth at primary locations such as hospitals and quarantine centers.</p>	<p>Additional bandwidth at primary locations to ensure uninterrupted connectivity.</p>

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	<p>8. Internet Connectivity for Education & Productivity</p> <p>To enable the transition to the new normal of remote learning and work, support will be provided to increase internet connectivity through the following:</p> <ul style="list-style-type: none"> (i) Free 1Gb per day between 8am to 6pm for education, productivity (video conference applications) and news by participating telecommunication companies. The provision is refreshed on daily basis. (ii) Free unlimited use of Government’s COVID-19 applications and access to Ministry of Health and other Government websites is zero rated. 	<p>To support e-learning and productivity activities by providing free internet connectivity. Timelines: Middle of June to end of December 2020.</p>
	<p>9. #mydigitalmaker movement – for school children and to support online education</p> <ul style="list-style-type: none"> (i) Online teacher training - 6 sessions in 6 weeks (MCO) impacting 3,000 teachers. (ii) Hour of Code edisi #digitalraya targeting 15,000 students. 	<p>To support digital learning via use of online tools and technologies</p>

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	<p>10. Premier Digital Tech Institutions (PDTI) – For Tertiary Students</p> <ul style="list-style-type: none"> (i) Matching demand by tech companies to PDTIs – 826 positions channelled to PDTIs over 4 weeks (MCO). (ii) Online lecturer training by industry (200 pax in 2020) kicked off in May. <p>11. #mydigitalworkforce – for existing workforce</p> <ul style="list-style-type: none"> (i) Job matching platform – live by June 202 (ii) #mydigitalworkforce week targeting 1 mil reach in Aug 2020 (iii) 11,043 unemployed Malaysians applied for free online courses from May 5 – June 3, 2020 – partnership w/Coursera (COVID-19) 	<p>To support the expected soft job market for fresh graduates post Covid</p> <p>Rallying action to re-skill Malaysian workforce for data and digital economy job via career awareness, guidance, skill programmes, talent matching</p>
<p>Secure and trusted online environment</p>	<p>1. Digital ID, as a representation of a person’s identity in the digital world, which is verifiable for use in online transactions.</p> <ul style="list-style-type: none"> (i) The basic requirement is to provide users, in particular Malaysian citizens with a high-assurance MyKad instrument, with an equivalently high-assurance authenticator applicable towards the 	<p>MyDigital ID containing the user digital identity can be utilised by other mobile applications for authentication and digital signature functions. It will be convenient for the public as they no longer have to remember different usernames and passwords for various services or carry multiple tokens for digital transactions, in addition the same digital ID enable secure</p>

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	<p>widest possible use-case spectrum; inclusive of (routine) Web and mobile application transactions, but also encompassing Internet of Things (IOT) and blockchain/ distributed ledger (BDL) applicability.</p> <p>(ii) This in turn requires the platform to be able to execute (in a fast and secure manner) the computations required for authentication, to be able to interact with entities and objects in both online and physical use-cases, and (most importantly) to be ubiquitously available.</p>	<p>access across multiple platforms.</p>
<p>Preparation for economic recovery post-COVID-19</p>	<p>1. Supply chain traceability platform to provide track, trace, analytic, and simulation tools to manufacturers to plan and strategise their supply chain network for Post-COVID19.</p> <p>(i) The simulation tools incorporated in the platform enables the manufacturers' sourcing team to explore the interrelated, dynamic, and random events that influence the supply chain, quickly and clearly.</p> <p>(ii) The tool will explores "what-if" scenarios, stress-test supply chain and refine strategies by utilizing real-time data to experiment for safety stock estimation, risk analysis, and cash flow planning.</p>	<p>Currently the platform is adopted in plantation industry, which connects the whole supply chain of oil palm stakeholders, from farm, collection centres, mill, and refinery to plants. This facilitate the industry to track and trace the movement of inputs (fresh fruit bunch), to ensure the sustainability compliance.</p>

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	<p>2. Global Online Workforce (GLOW) Programme</p> <p>Programme which will train Malaysians to earn income from serving international clients while working online from home.</p>	<p>10,000 Malaysians trained under GLOW to earn income via remote working & freelancing.</p>
	<p>3. RM 2 Billion fund will be dedicated to capacity building, reskilling and upskilling programmes.</p>	<p>Reskilling & Upskilling 200,000 Youth and Unemployed Workers.</p>
	<p>4. Perkhidmatan e-Dagang Setempat (PeDAS) – Centralised e-Commerce Services</p> <p>(i) Aim to galvanize digital transformation amongst micro, small and medium enterprises (MSMEs) in rural areas, in line with the rapid development of the e-commerce industry.</p> <p>(ii) Serve as one-stop centres to offer opportunities and space for MSMEs to hone their skills in e-commerce.</p> <p>(iii) Services offered by PeDAS include business profiling to assist MSMEs to identify the marketability and viability of their business; training and coaching on e-commerce marketing; as well as consultation on related areas such as business plans, administration, licensing, registration and branding.</p>	<p>100 centers (22 centers to be updated by Q2 2020). Follow-up of 78 centers under PRIHATIN (Economy Recovery Plan).</p>

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Others	<p>1. Curbing Fake News</p> <p>(i) Portal SEBENARNYA.MY</p> <p>Launched in March 2017, portal Sebenarnya.my has become one of the source of reference for public to determine the validity of a news item. As of today, the portal has received 137.61 million views since its launch and on average received up to 3 million hits per month. Due to the massive dissemination of rumours and unverified news on COVID19 shared in social media platforms, a dedicated COVID19 tab was created in the portal for easy navigation and reference check by the public.</p> <p>(ii) An official Telegram channel was created on 16th March 2020 for the users to get ‘real-time’ information on fake news circulated in Malaysia. To date the channel has over 27,000 subscribers, with an average subscription increase of 4% daily.</p>	<p>Since 16th January 2020, a total of 358 content items related to COVID19 have been denied, clarified and alerted in the portal, with 907,897 views.</p>
	<p>2. #DigitalVsCovid website at www.digitalvsCovid.my.</p> <p>(i) Published a list of resource platforms on the #DigitalVsCovid website for the public - providing e-learning content and links for parents, students in primary, secondary and tertiary levels</p>	<p>To aggregate all information under one central repository via MDEC Website.</p>

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	<p>of education, teachers, and general public.</p> <p>(ii) Collaborated with local tech companies to compile a list of services on a pro-bono basis or discounted rates for businesses as well as the public.</p>	