

# **DIGITAL DOCUMENT MANAGEMENT SYSTEM: RECORDS MANAGEMENT'S TRANSFORMER IN MALAYSIA**

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## **ABSTRACT**

In line with the launch of MyDIGITAL and the Malaysian Digital Economy Blueprint on 19 February 2021, the Malaysian government aims to stimulate activities and transaction driven by the public and private sectors to produce, adopt and innovate digital technologies and services related to socio-economic functions. This is expected to increase productivity, security and improve the delivery of government services. The Malaysia Government is committed to managing and monitoring policies, programs and projects in driving the digital transformation of the public sector. They will also mobilize and monitor the progress of strategy implementation, as well as modernization and digitization initiatives of the public sector according to the plans and targets set. Digital Document Management System (DDMS) is one of MyDigital initiatives to improve Malaysia's public sectors services by transforming records management program from conventional to digital. The implementation of DDMS as a standardized electronic records management system to all public sector agencies requires challenging efforts. This paper will highlight initiatives, challenges, and success stories in implementing a standard electronic records management system for Malaysia's public sectors known as DDMS.