

Critical Services/Products and Entities Matrix – Examples

Sector : <i>Transportation</i>		Impact (Tick all that apply)					Submitted by (Name and Governing Agency) : <i>Suhaimi Ismail – Min of Home Affairs (or MAMPU?)</i>		
		(S)	(E)	(I)	(G)	(H)	Rationale or Comments (Other explanation, if any, why the listed services or products are considered critical)	Entities (List the names of entities or sub-entities that deliver the critical services or products)	ICT Dependent? **
No.	Critical Services or Products	Defense and Security	National Economic Strength	National Image	Government Capability to Function	Public Health and Safety			
1	Processing of <u>passport</u> applications (receipt of application, review, approval and issue). Service includes revoking or suspension of use of passport	Y			Y		Passports services critical for citizens use to travel and validates identity of traveler	Jabatan Imigresen Malaysian	Y
2	Processing of <u>work permit</u> applications (receipt of application, review, approval and issue). Service includes revoking or suspension of use of work permit	Y		Y	Y		Work permits are critical to control foreign work force, e.g. inadvertent issuance or fraudulent issuance can affect national security.	Jabatan Imigresen Malaysian	Y
3	Processing of <u>visa</u> applications (receipt of application, review, approval and issue). Service includes revoking or suspension of use of work permit	Y		Y	Y		Visas are critical to control visitors, e.g. inadvertent issuance or fraudulent issuance an affect national security.	Jabatan Imigresen Malaysian	Y
4	Point of entry and exit citizen/visitor clearance	Y		Y	Y		Availability of services critical. Accurate processing vital to ensure no unauthorized entry or exit	Jabatan Imigresen Malaysian	Y

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No.	Critical Services or Products	Defense and Security	National Economic Strength	National Image	Government Capability to Function	Public Health and Safety			
5	Port container management services. Includes container tracking, unloading, storage bay assignment, loading, authorities clearance		Y	Y		Y	Services critical to ensure contractual obligations (ownership identification, safe keeping, storage, special handling) and proper loading arrangements on ships for safe sea transportation.	Port of Tanjung Pelepas, Westport, Northport, Johore Port ..	Y
6	Vessel movement management. Includes processing of incoming and outgoing vessels, berthing, permits to sail etc		Y	Y			Services critical to ensure efficient, proper and safe vessel movements into and out of ports	Port of Tanjung Pelepas, Westport, Northport, Johore Port ..	Y
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