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SAINS' ROLE IN SECURING SARAWAK GOVERNMENT SERVICES



SAINS was established in 1991 to facilitate the computerisation of the Public Sector and to provide ICT services for Sarawak Government



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RISING CYBERSECURITY THREAT LANDSCAPE

TOP 3 CYBER INCIDENTS REPORTED IN MALAYSIA IN 2025

CATEGORIES OF INCIDENTS	JAN	FEB	MAR	APR	MAY
FRAUD					
✓ Phishing					
✓ Business Email Compromise	334	338	454	512	543
✓ Fraud Site					
✓ Impersonation & Spoofing					
DATA BREACH	73	71	51	33	33
INTRUSION	18	75	39	36	41

Globally Phishing attacks increased by **1,265%** driven by growth of Gen AI.

HUMAN ERROR IS THE WEAKEST LINK

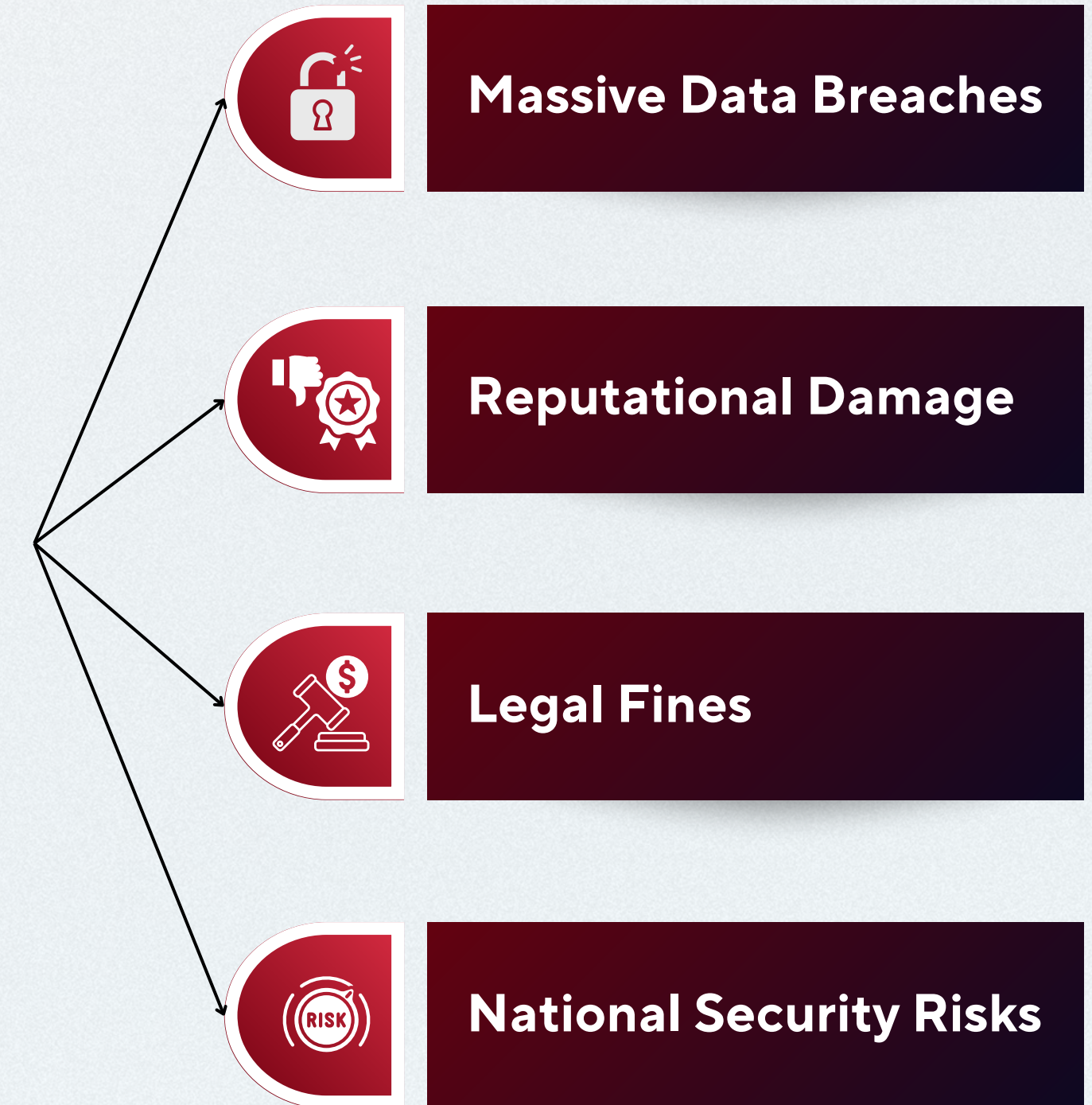
Approximately, **95%** of cybersecurity incidents are due to human error. In Malaysia alone cybercrime losses exceed **RM1.5 BIL** in 2024 .

Source : UpGuard & New Straits Times

WHAT COULD GO WRONG?

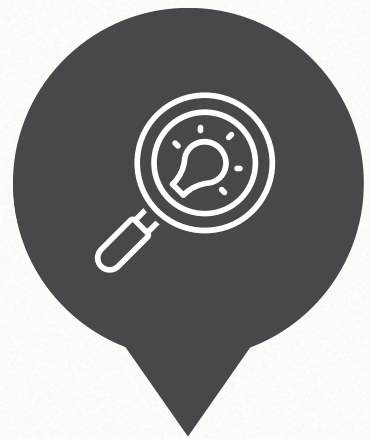
- Weak passwords reused across systems
- Clicking on a phishing email
- Accidental data sharing to the wrong party

EVEN ONE MISTAKE CAN LEAD TO ?



CHINA'S MASSIVE DATA BREACH 2025 : 4 BILLION RECORDS EXPOSED

TIMELINE OF DISCOVERY



19 MAY 2025

Initial discovery of the exposed database



9 JUNE 2025

Public disclosure of the breach



DATABASE SIZE

631 Gigabytes of sensitive data



RECORDS EXPOSED

Over 4 Billion individual records



CHINA'S MASSIVE DATA BREACH 2025 : 4 BILLION RECORDS EXPOSED

WHAT PERSONAL DATA WAS COMPROMISED AND WHO ARE AT RISK?



WECHAT USER DATA

805+ Million Records

RESIDENTIAL INFORMATION

780+ Million Records

FINANCIAL DATA

630+ Million Records

IDENTITY VERIFICATION DATA

610+ Million Records

ALIPAY PAYMENT INFORMATION

300+ Million Records



CITIZENS

Hundreds of millions of users

WE CHAT USERS

Over 805 million accounts potentially compromised

ALIPAY USERS

300+ million payment accounts at risk

FINANCIAL SERVICE CUSTOMERS

630+ million banking records exposed

WHY DIGITAL IDENTITY & SECURE ACCESS MATTER IN GOVERNMENT SERVICES?

**IDENTITY THEFT
& FINANCIAL
FRAUD**

Use to open bank
accounts , fake
credentials

**UNAUTHORIZED
PAYMENT
TRANSACTIONS**

Public trust lost in
digital systems

**ACCOUNT
TAKEOVERS
ACROSS MULTIPLE
PLATFORMS**

Gov apps, e-services
and communication
channels at risk

**TARGETED
PHISHING
CAMPAIGNS**

Based on leaked data,
leads to further
breaches

DIGITAL IDENTITY AND SECURE ACCESS CHALLENGE TODAY

01

Fragmented access across platforms increases the attack surface.

02

Lack of centralized and secure digital identity opens doors for impersonation and fraud.

03

Weak authentication mechanisms are easily exploited.

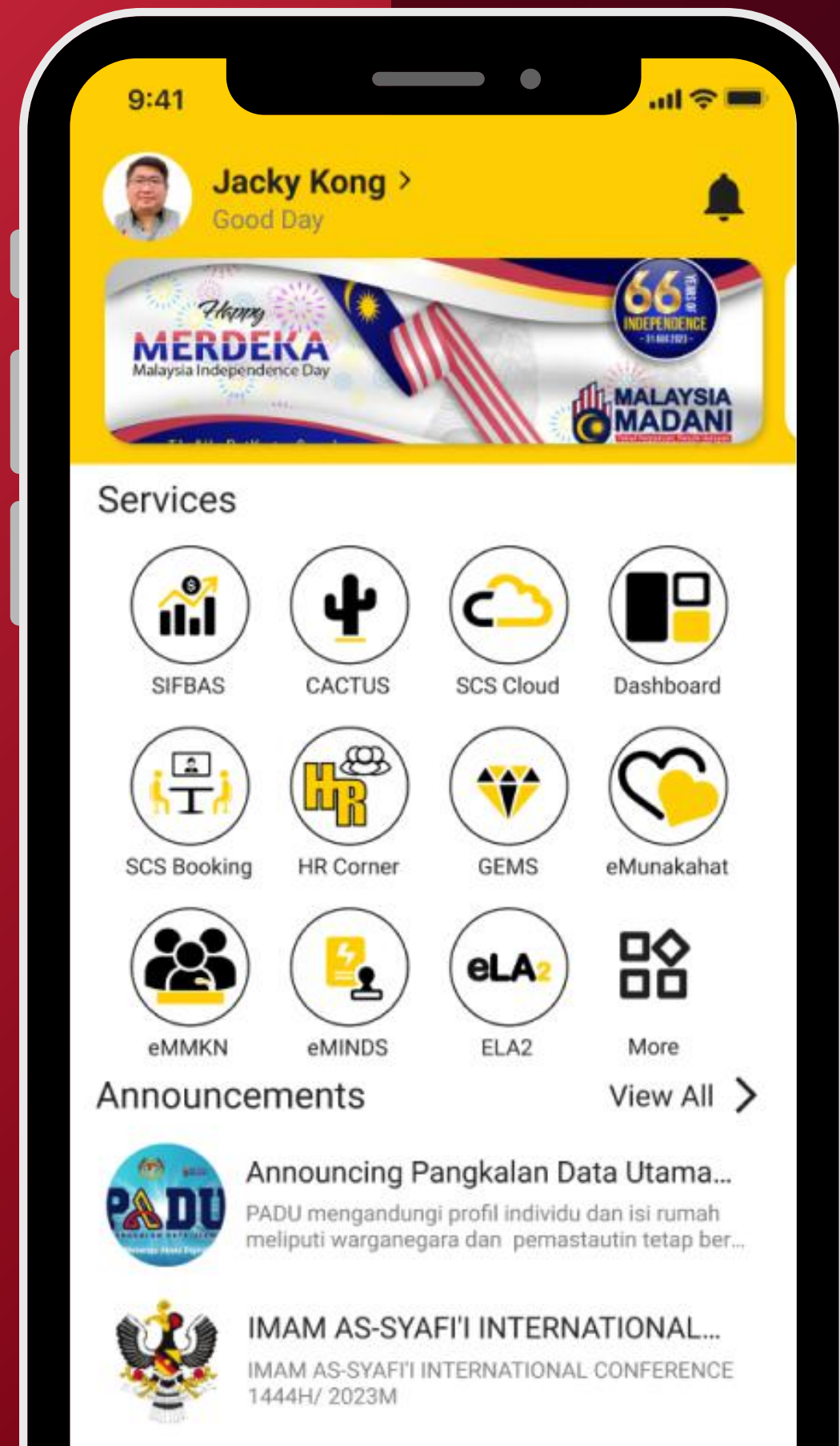
04

AI-powered cyberattacks are becoming more sophisticated and harder to detect.

05

Lack of secure communication tools





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KEY SOLUTIONS ENABLED BY **SAINS** FOR GOVERNMENT

SCS Mobile+ is a secure, and privacy-focused solutions for efficient collaboration.

- Easy access to SCS services to perform daily work digitally
- Simple , Quick & **Secure Messaging**
- Virtual Name Card Sharing
- Announcements & News
- User-friendly Interface
- **Advanced Security (MFA)**

WINNER FOR SARAWAK DIGITAL ECONOMY AWARDS 2024



DIGITAL GOVERNMENT AWARD

Agency : Sarawak Civil Service Digitalisation Unit

SAINS Solution : SCS Mobile+

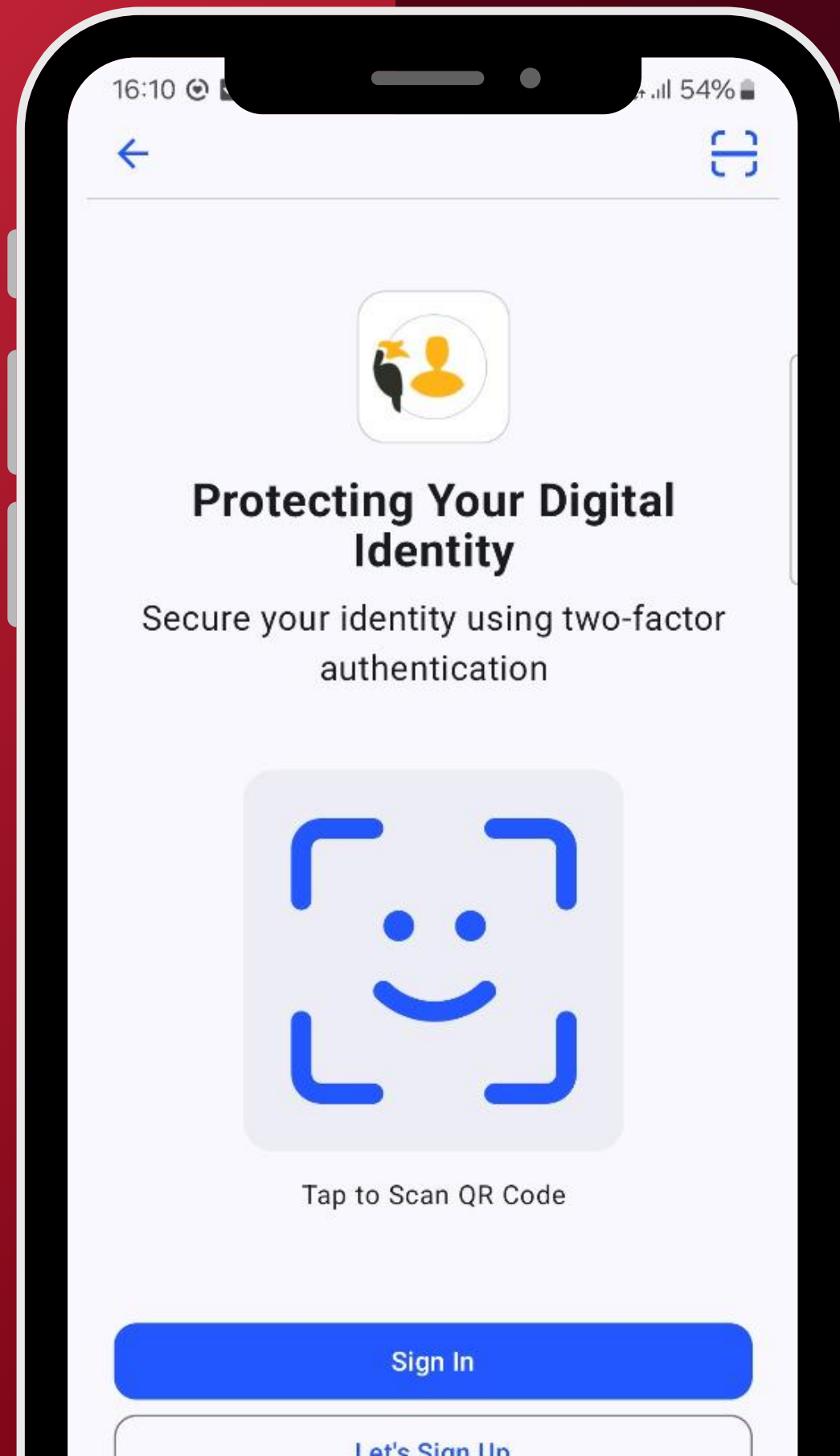


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KEY SOLUTIONS ENABLED BY **SAINS** FOR GOVERNMENT

SarawakID 2.0

- Secure and trusted authentication platform.
- Security Features:
 - Verify ID with **MyIdentity**
 - **eKYC** (mobile app) or KYC (counter and kiosk)
 - **Face verification**
 - **Multi-Factor Authentication**
 - **QR Code Login**
 - **App to App Authentication**
- Supports cross platform capability , standard API ready for 3rd party integration.



Official Visit By The Minister Of Digital, Gobind Singh Deo To SAINS

The purpose of the visit was to gain firsthand insights into the digital implementation model developed by SAINS.

“I saw that SAINS has been ahead in terms of digitalizing government services,” **Gobind Singh Deo, said.**

He stated that Sarawak’s progress is a proof that digital governance can be effectively implemented at the state level.



OTHER SAINS CYBERSECURITY CONTRIBUTIONS TO GOVERNMENT INITIATIVES



Conducted **penetration testing** on government web and mobile applications

Operates a **24/7 Security Operations Centre (SOC)** - Successfully **repelled over 300,000** attacks between January and December 2024.



Provides **infrastructure security services** to protect and harden essential government systems against evolving cyber threats.

Delivered **email phishing simulations** and awareness training to more than **20,000 government personnel**

Our Cybersecurity Expertise Covers



Professional Security Services

Security Assessment



- Web , Network, Mobile App Penetration Testing
- Vulnerability Assessment

Cybersecurity Awareness & Training



- Cyber Safe Awareness Training
- Email Phishing Simulation & Assessment

Digital Forensics & Incident Response (DFIR)



- Data Recovery & Wiping
- Computer Forensics
- Incident Response
- Digital Forensic Readiness Assessment

Managed Security Services



- 24/7 Security Operation Center (SOC)
- Endpoint Protection
- DDoS Protection
- Intrusion Detection and Prevention System (IDS/IPS)
- Firewall

Security Products



- Secure Messaging - Cybix+
- Digital Identity
- Digital Signature
- Secure Email Gateway

Key Value Propositions

- ✓ ISO 27001:9001 Certified Data Centre
- ✓ ISO 27001:2022 Certified Security Operations Centre (SOC)
- ✓ Certified Cybersecurity Professionals
- ✓ NACSA's licensed Cyber Security Service Provider
- ✓ Large Client Base
- ✓ 24/7 Support Centre
- ✓ Continuous Cybersecurity Advancement
- ✓ Geographical Advantage :
 - ✓ Provides Faster Response
 - ✓ On-Site Support
 - ✓ Compliance driven cybersecurity solutions tailored for Sarawak's critical infrastructure.

THANK YOU