Anthea Peter  
KOTA KINABALU: Cyber security across Malaysia is in a critical state and there is a need for government and private agencies to improve cyber safety measures in their respective organisations.

State Education and Innovation Minister Datuk Dr Yusof.Yacob (pke) said according to the Royal Malaysian Police statistics, 10,233 cyber crime reports were lodged in 2018 involving a total loss of RM388.6 milion.

He said the Malaysia Crime Prevention Foundation (MCDF) stated in a report released in July this year that there were more than 10,000 cyber attacks on companies and individuals throughout the country last year.

A team of his advisors who conducted the report found that nearly 95% of the cyber attacks were targeted at the private sector, while the local government took the lead in terms of cyber security awareness.

"The situation today is not the same as 10 or 20 years ago. Technological advancement increases ICT security problems because the technology used by these irresponsible people has become sophisticated enough for cyber crime," he said.

"If a government agency and the private sector to take drastic steps to curb this problem by conducting ICT security awareness campaigns," he said.

Worried that careful planning for the best use of ICT security applications and tools must be done.

He said he should improve government agencies' efficiency, provide on par service to customers and avoid loss to government agencies.

"It's everyone's responsibility, especially the Chief Information Officer (CIO) in all government agencies and the private sector, to plan for the security needs in their respective ICT departments," he said.

Earlier, Universiti Malaysia Sabah (UMS) Vice Chancellors Prof Dr Toh Yew Yap Yun Hsin said Semit aimed at raising awareness among government and private institutions on the "Digital Government" and measures to improve ICT safety in its service networks.

"In the aspect of safety, indirectly all internet security issues we face today will continue and may become even more challenging," he said.

Therefore, this issue of ICT security and the cyber world is an important one and we must always be on alert for any possibility.

"The theme chosen (for Semit) is timely and very timely, he said in his welcoming speech read by his representative Prof Dr Abdullah Gani."

Meanwhile, during the event, UMS officially launched its new Smart Chatbot named "KUKURO", a Artificial Intelligence (AI) Technology created to aid the university’s IT and Communications (ITMC) helpdesk.

It will help to improve the helpdesk's services by answering frequently asked questions (FAQ) or inquiries from customers in a more efficient manner.

With AI integrated into the Kukuro chatbot, it will be able to interpret a customer's inquiries accurately.

Kukuro will continue to expand its knowledge database on other departments in UMS and is expected to be a primary source of information about the university in time to come.