GOVTECH SINGAPORE

tech.gov.sg

SINGAPORE'S DIGITALISATION JOURNEY

Government Technology Agency | 2023

Smart Nation and Digital Government Group (SNDGG)

Reporting under the Prime Minister's Office since 1 May 2017

PRIME MINISTER'S OFFICE
SINGAPORE

MINISTERIAL COMMITTEE

SMART NATION & DIGITAL GOVERNMENT OFFICE

SMART NATION & DIGITAL GOVERNMENT GROUP

GOVTECH
GOVERNMENT TECHNOLOGY AGENCY OF SINGAPORE

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SNDGG is overseen by an **Inter-Ministerial Committee**

SENIOR MINISTER
TEO CHEE HEAN

Chairman

MINISTER
DR VIVIAN BALAKRISHNAN

Member

Minister-in-charge of Foreign Affairs

MINISTER
JOSEPHINE TEO

Member

Minister-in-charge of Smart Nation Initiative and Cyber Security Agency & Minister of Communications and Information

MINISTER
CHAN CHUN SING

Member

Minister in-charge of Public Service

SENIOR MINISTER OF STATE
DR JANIL PUTHUCHEARY

Member

Minister in-charge of GovTech

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Overview of the Government Technology Agency

GOVTECH
GOVERNMENT TECHNOLOGY AGENCY OF SINGAPORE

Over 3,400 strong

Engineering Digital Government, Making Lives Better

PRODUCTS & ENGINEERING

Infrastructure

- WOG hosting infrastructure & networks

Products & Capabilities

- Products and services for whole of Government
- Digital Services, Sensors & IoT, Data Science & AI, Cybersecurity, Infrastructure capabilities

Strategic National Projects

- Implement Strategic National Projects

SERVICES

Agency IT

- CIO & technology officers in 60 % of government agencies

GOVERNANCE

Governance

- Sets ICT policies covering whole of Government

Cyber Security

- Chief Information Security Officer for Government sector

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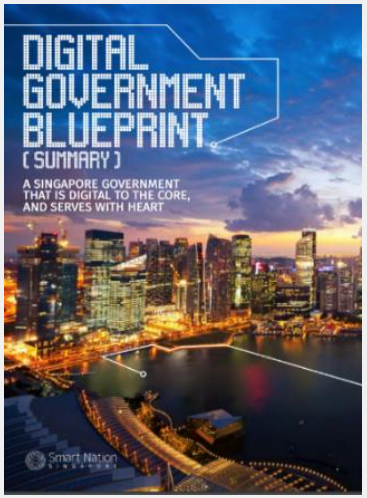
Achieving the Smart Nation vision through a Whole-of-Government approach

DIGITAL ECONOMY FRAMEWORK



DIGITAL GOVERNMENT BLUEPRINT

DIGITAL READINESS BLUEPRINT

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Digital Government Blueprint (2018 – 2023)

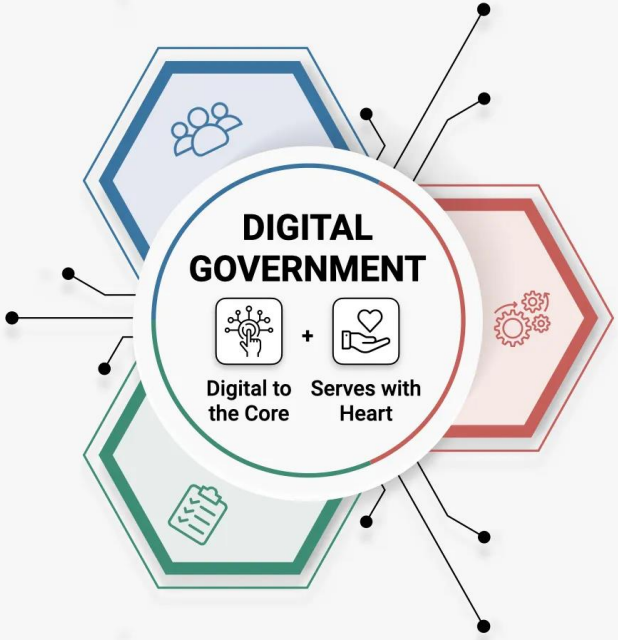
A government that is digital to the core, and serves with heart

Who does a Digital Government serve?

- Citizens
- Businesses
- Public Officers

What are the elements of a Digital Government?

- Services that are easy to use, reliable and relevant
- Seamless digital transactions
- Systems and data that are secure
- A digitally confident public service workforce
- A digitally enabled public service workplace



How do we become a Digital Government?

- Strengthening integration between policy, operations and technology
- Re-engineering the Government's ICT infrastructure
- Operating reliable, resilient and secure systems
- Raising our digital capabilities to pursue innovation
- Integrating services around citizen and business needs
- Co-creating with citizens and businesses, and facilitating adoption of technology

https://www.tech.gov.sg/digital-government-blueprint/

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Digital Government Blueprint - **Key Achievements**

- 85% of citizens and 76% of businesses rated 5 & above on Gov digital services
- 94% of government services can be **completed digitally end to end**
- 96% of government services provides **E-payment options**
- 20,000 officers have been **trained in data analytics and data science**
- All 20 ministries have submitted plans to use artificial intelligence
- Over 60% of relevant systems have been migrated to the Commercial Cloud

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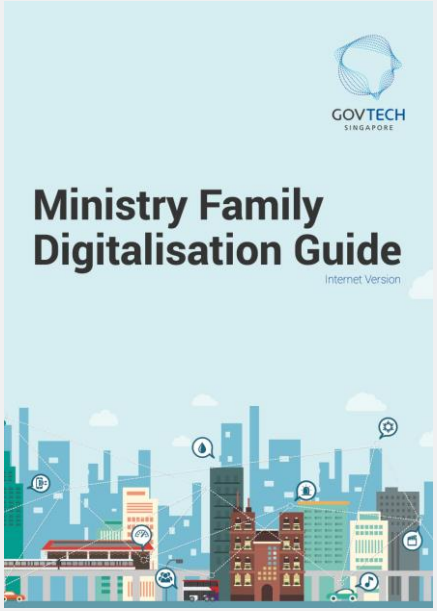
Coordinating through **Ministry Family Digitalisation Plans**

- Appointed Chief Digital Strategy Officers of sufficient seniority tasked to develop MFDPs focused on transformative projects
- Intensive training on digitalisation methodology and user journey
- Focus on getting Ministry Families to:
  - Institutionalise MFDP with agency work planning cycles
  - Define their digital ambition specifically in digitalisation strategy, data & capability development
  - Over 100 transformational projects identified



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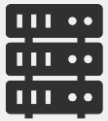
Building products with nation-wide strategic significance
Strategic National Projects

Build digital infrastructure to enable transformation across Government and the nation

National Digital Identity

E-Payments



CODEX: Re-engineering Government

Leverage technology to create tangible improvements in citizens' experiences

Smart Nation Sensor Platform

Smart Urban Mobility

Smart & Sustainable Punggol

Reengineering Government processes to better serve citizens and businesses

LifeSG

GoBusiness

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Build digital infrastructure to enable transformation across Government and the nation

1. **National Digital Identity**
2. **CODEX**

Reengineering Government processes to better serve citizens and businesses

3. **Moments of Life**

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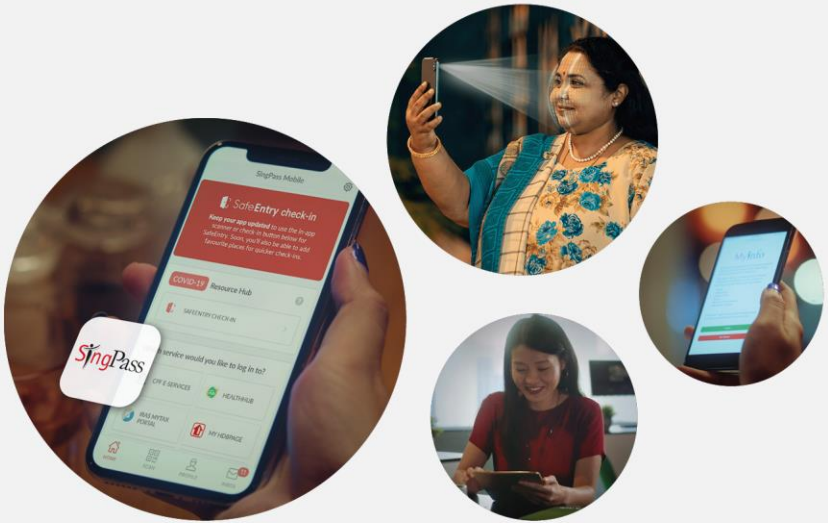
Singpass Delivers More Value

For paperless, presence-less & instant digital transactions



>2,700 services using Singpass

500 million transactions

80% reduction in transaction time for businesses

800 organisations using Singpass

Face Verification reduced waiting time at counters by **10 minutes**

$50 savings per transaction using **Myinfo**

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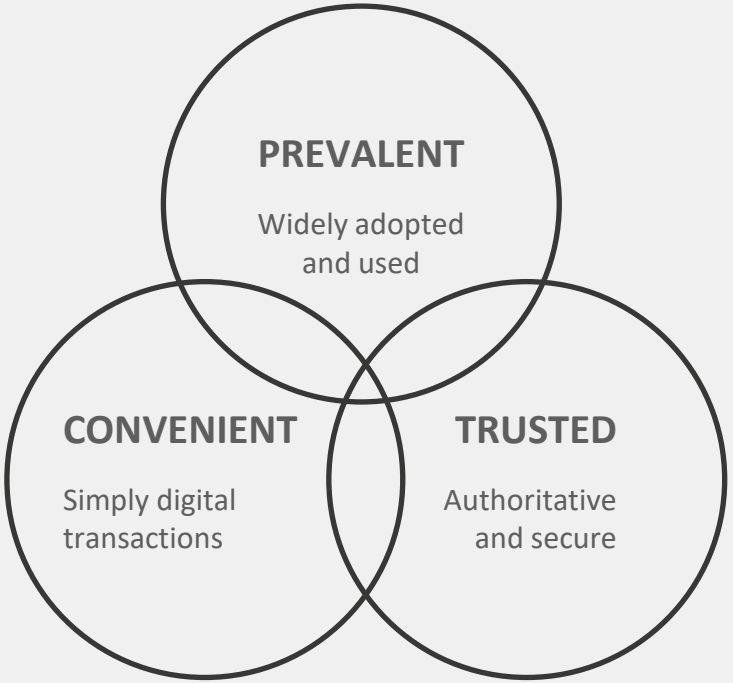
Singpass app transacts with 4.8 million potential customers

For individuals

- 4.1m users
- 3.2m MAU
- 85% transactions
- 4.7 App rating



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CODEX - Re-engineering the Government through a modern Digital Backbone

Government
Data Architecture

Government Technology Stack
& Government on Commercial
Cloud

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The **Government Data Architecture** is designed around the data lifecycle, and aims to reduce time taken for cross-agency data sharing from many months to 7 days

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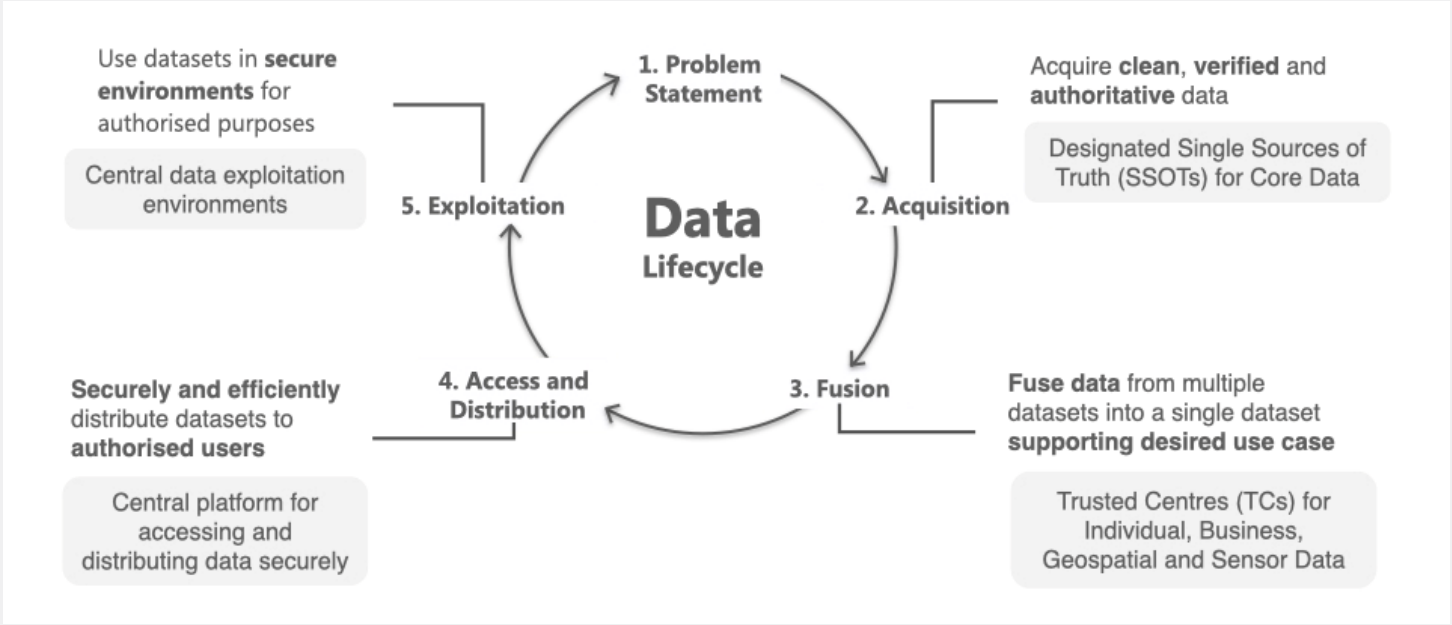
Government Data Architecture has reduced data sharing time



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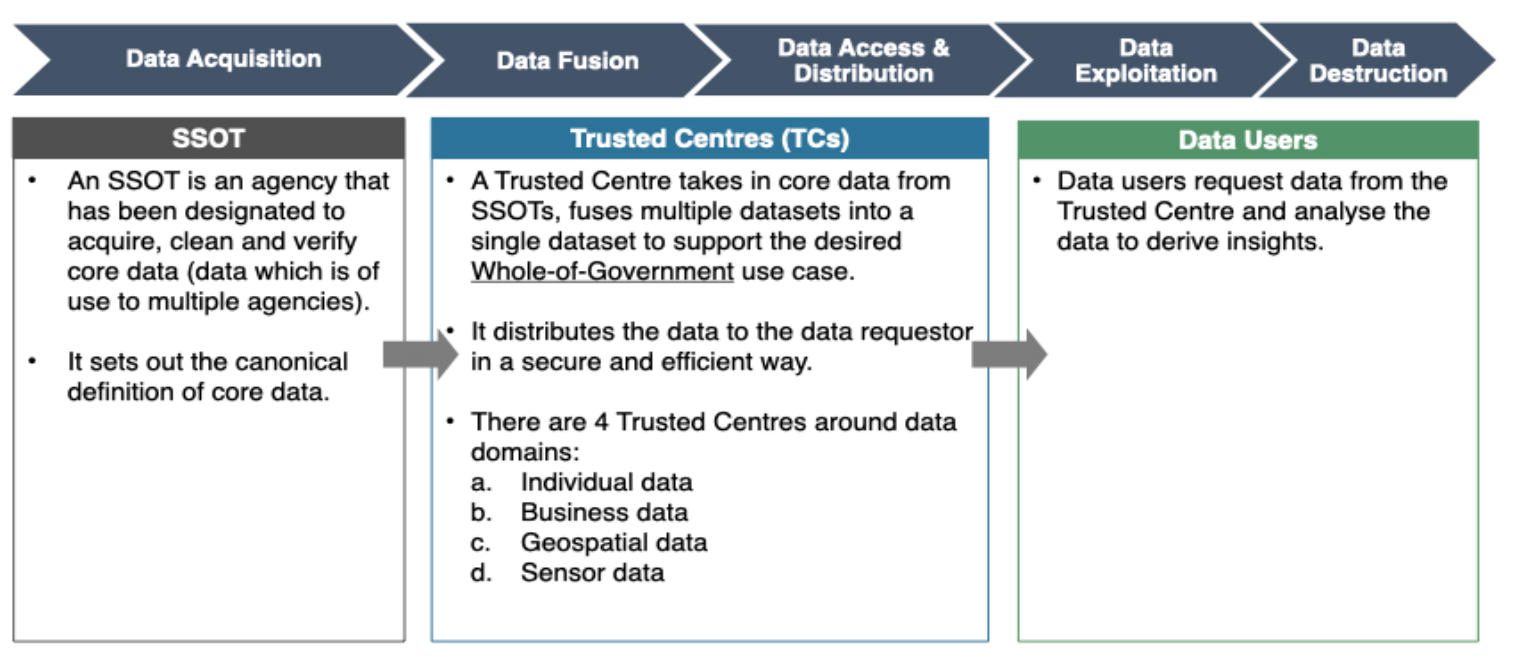
GDA and the role of **Single Sources of Truth** and **Trusted Centres**



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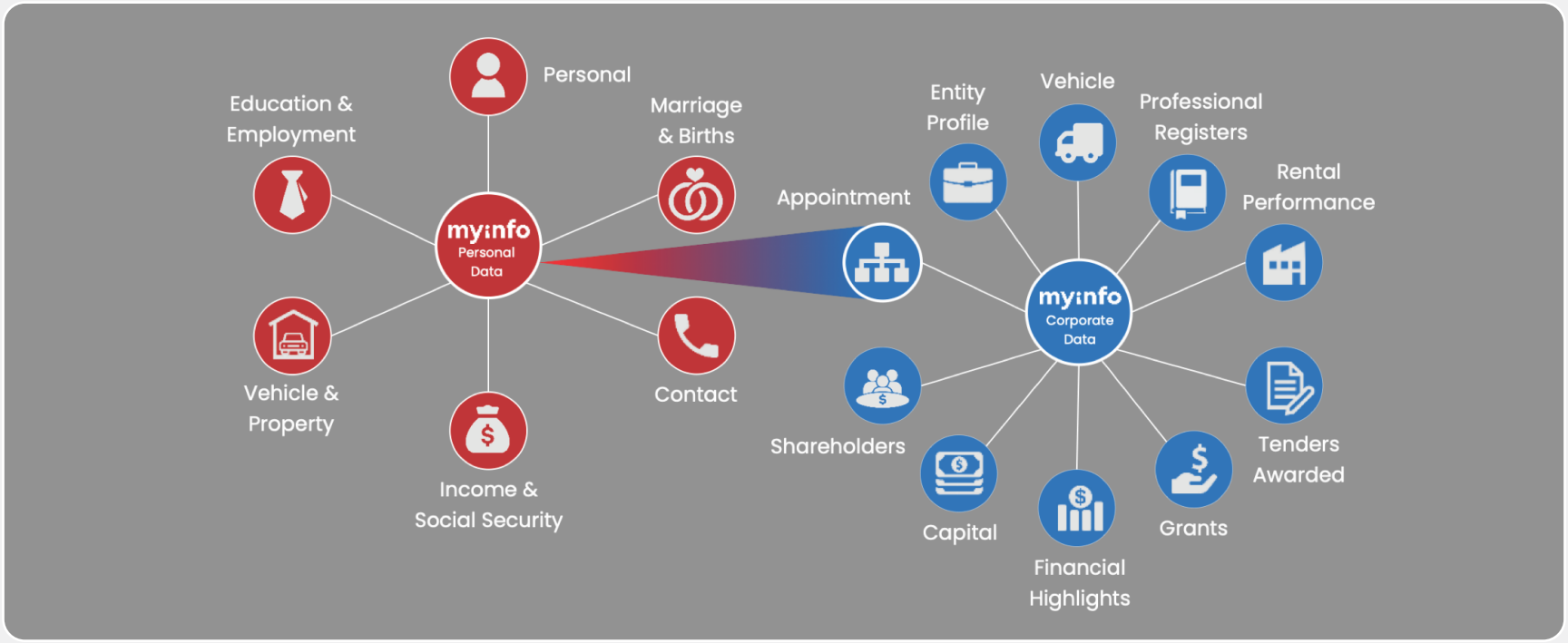
GDA – Single Sources of Truth enabling **MyInfo** ("Tell us once")



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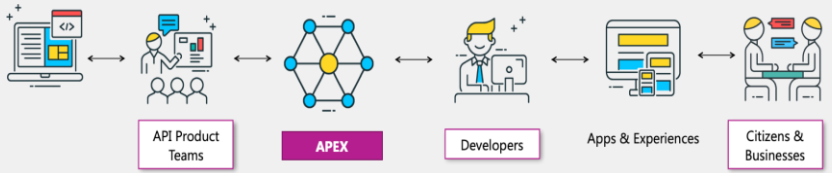
GDA - a centralised data sharing platform for the Government through API Gateway (APEX)

apex

31
Agencies

4,000+
APIs

>100 Mil
Calls per month



Benefits

- Central Governance
- Insights into API Usage
- Central Discovery of APIs
- Consent Driven Data Sharing

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Singapore Government Technology Stack (SGTS) is a set of platform tools that streamlines and simplifies agencies development process

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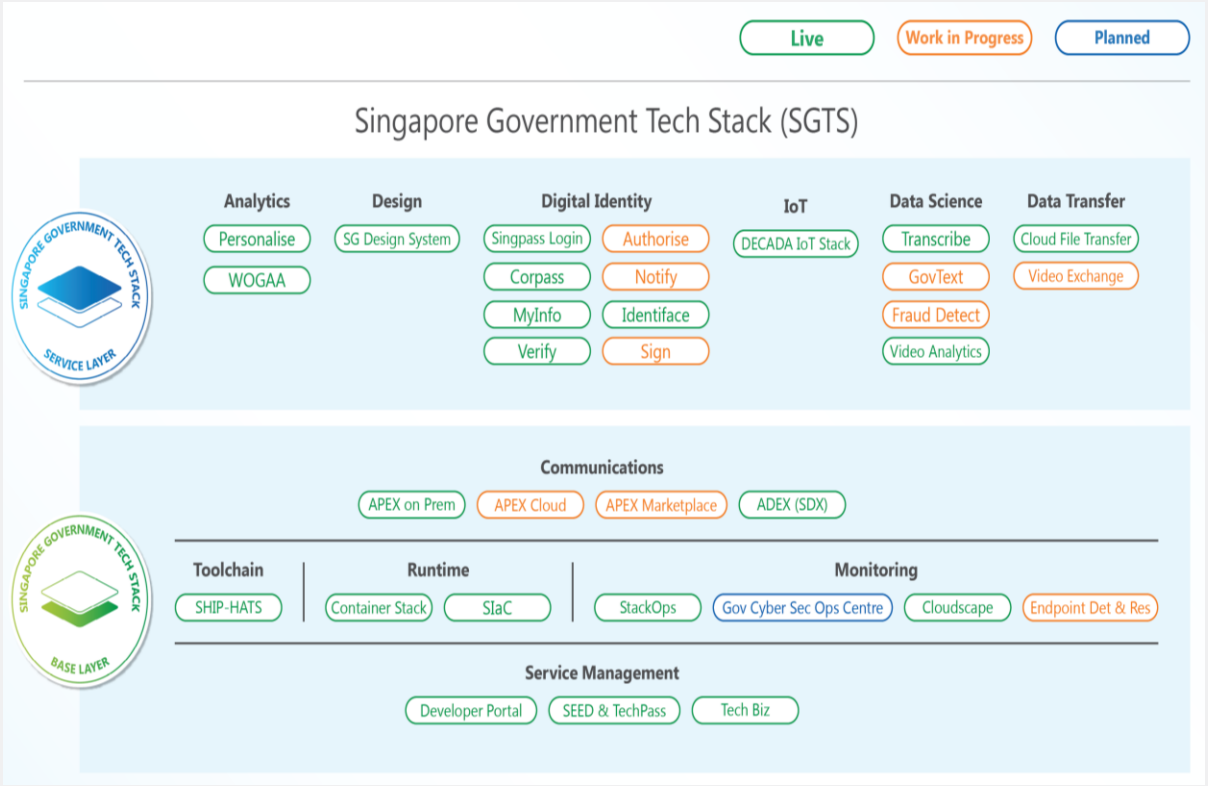

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Build digital infrastructure to enable transformation across Government and the nation

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Moments of Life (MOL) – consolidating services according to citizens and businesses life junctures and significant milestones

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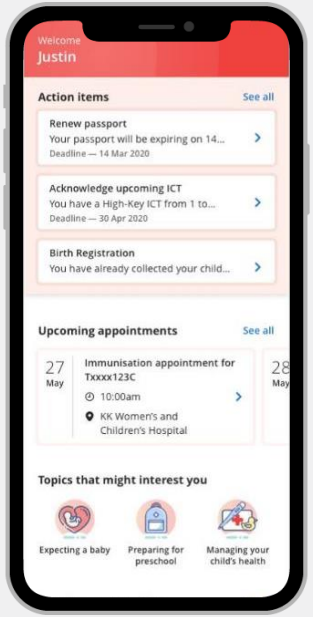
MOL – Enabling a simpler way for citizens to interact through **LifeSG**



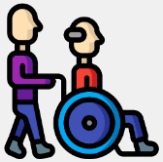
LifeSG

Having a newborn

(e.g. registering for childbirth, download of eBirth certificate)

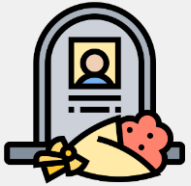
Municipal matters

(e.g. lodge a complaint on neighbourhood facilities, booking a BBQ pit)



Caregiving needs

(e.g. finding a day care centre, counselling for caregivers)



Death of loved one(s)

(e.g. CPF nomination, booking of wake venue)

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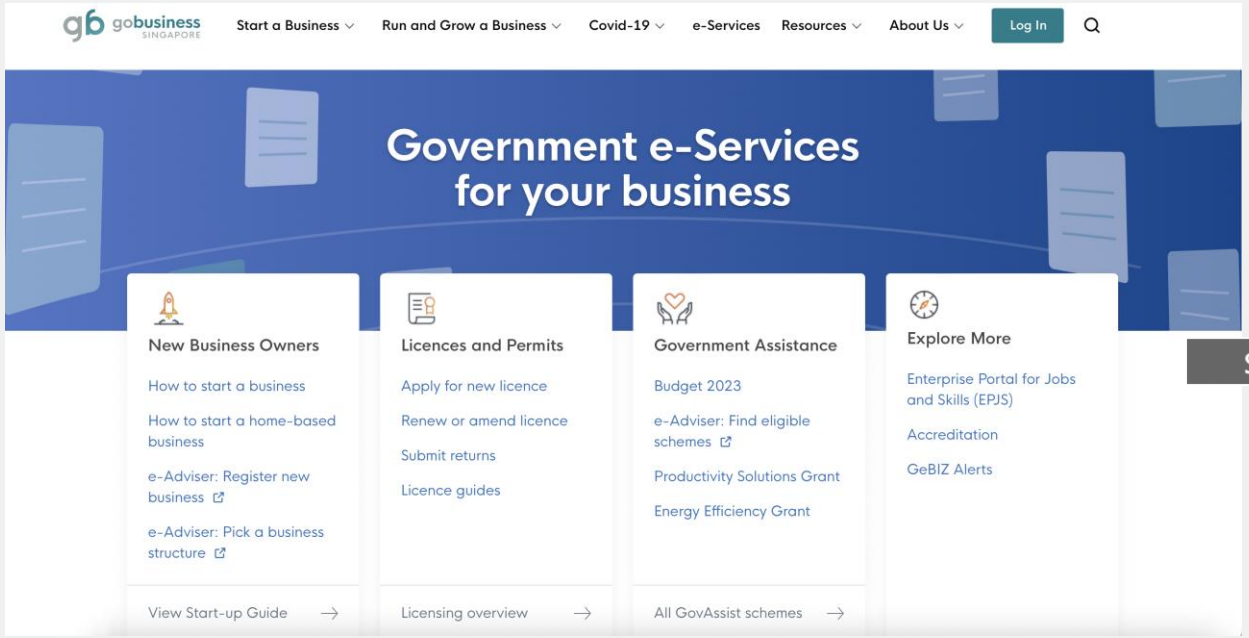
MOL – a central platform offering streamlined services for business through **GoBusiness**



Start → Run → Grow → Exit

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Talent and engaging the **Tech Community** a key enabler for Smart Nation

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Developing **talent** through different life stages

Build pipeline

- PSC engineering
- Smart nation scholars
- Tech associate program

Sustain interest and purpose

- Community development
- Stack

Innovation culture

- White space funding
- Hackathon

Start young

- Geek out
- Internships

Build capabilities

- Capability centres

Build careers

- Mentorship programme

World class talent

- Smart nation fellows
- Community of distinguished engineers

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Engaging the **tech community** through the Singapore Government Developer Portal

Developer Portal as a one-stop resource hub for government digital products and services

Singapore Government Developer Portal

www.developer.gov.sg

Provides information on Government Developed resources

1. Product Information
2. Technical documentation
3. Guidelines and Best Practices
4. Community resources

Over **100** product information and technical documentation

https://go.gov.sg/all-products

go.gov.sg/all-products

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THANK YOU

Karen Kee
International and Community Development Lead at GovTech Singapore

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