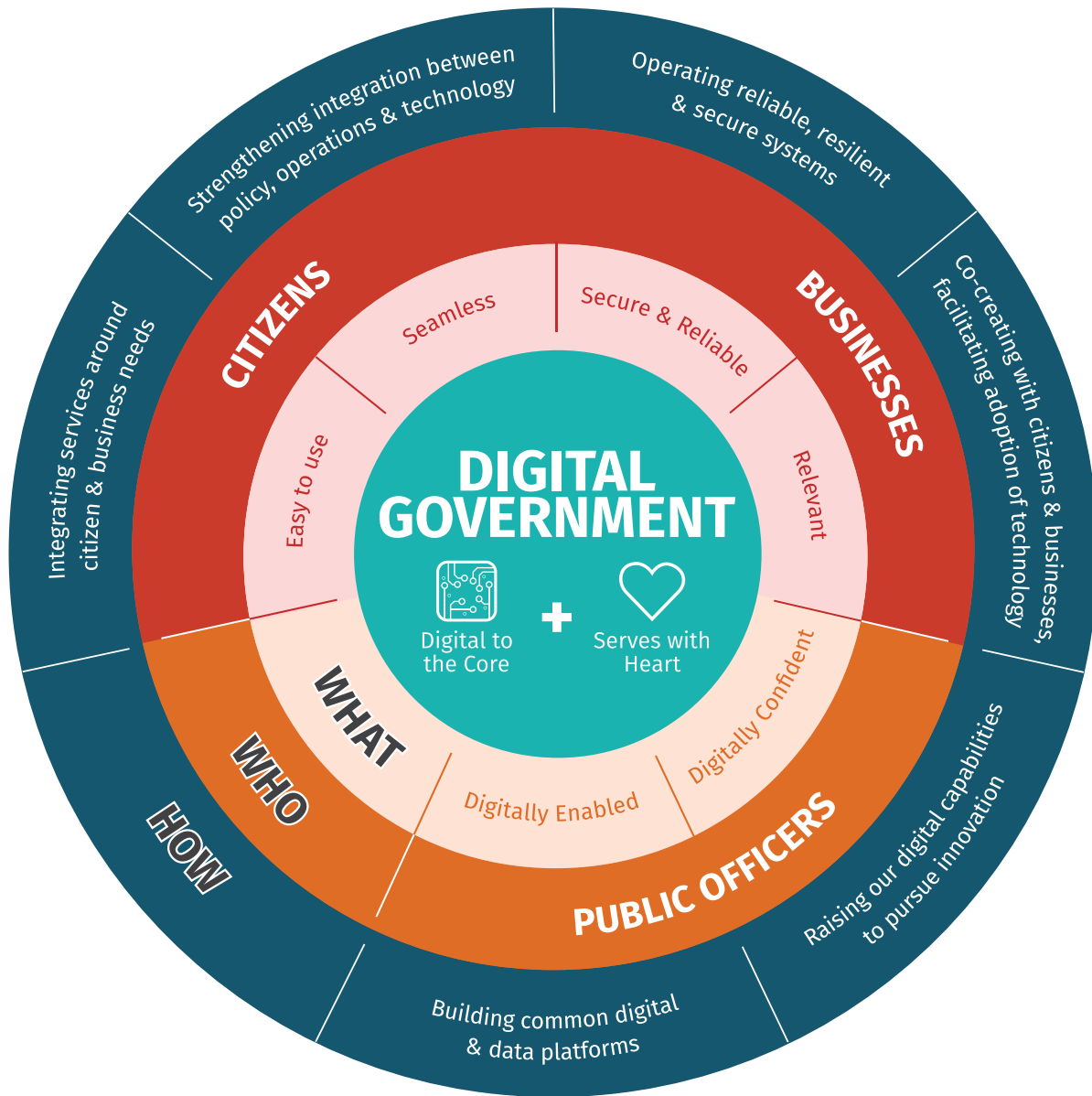


DIGITAL GOVERNMENT BLUEPRINT (SUMMARY)

A SINGAPORE GOVERNMENT
THAT IS DIGITAL TO THE CORE,
AND SERVES WITH HEART

DIGITAL GOVERNMENT BLUEPRINT

2 PRINCIPLES
3 STAKEHOLDERS
6 OUTCOMES
6 STRATEGIES



2 PRINCIPLES

What guides our actions?



Digital to the Core

A Digital Government that uses data, connectivity and computing decisively to re-engineer business processes, re-architect technology infrastructure and transform services for citizens, businesses and public officers.



Serves with Heart

A Digital Government that automates processes where possible so we can better serve citizens with a personal touch in a way that enriches the experience.



OUTCOMES FOR

3 STAKEHOLDERS (CITIZENS AND BUSINESSES)

What do we strive to achieve?



Easy-to-use

Our digital services are designed to be intuitive, easy to use and accessible anytime, anywhere, on any device.



Seamless

Transactions on our digital services can be completed in a paperless, presence-less manner from start to finish, with the need to provide information only once.



Secure and Reliable

Citizens and businesses are confident their data is secure and our digital services are built on reliable infrastructure.



Relevant

Our digital services are designed and built around the needs of citizens and businesses.

OUTCOMES FOR

3 STAKEHOLDERS (PUBLIC OFFICERS)

What do we strive to achieve?



Digitally Enabled workplaces

A work environment where they have access to data and digital technologies to design better programmes, collaborate with other public officers to deliver better services and access high quality internal corporate services to be more productive.



Digitally Confident workforce

A workforce with basic digital literacy, and trained to harness data and digital technologies in their work.

6 STRATEGIES

How will we build a digital government?



1. Integrating services around citizen and business needs

We will take a user-centric approach through service journey mapping to design, develop and integrate services around the needs of citizens and businesses.



2. Strengthening integration between policy, operations and technology

We will integrate our policy, operation and technology communities in re-engineering our processes and apply digital technologies (data science, AI, IoT) to transform public services.



3. Building common digital and data platforms

We will develop common, interoperable and easy to use platforms to reduce the time and effort to introduce new digital services. We will set data standards and develop a data architecture to ensure usability of data across Government digital platforms and services.



4. Operating reliable, resilient and secure systems

We will design, build and operate systems against cyber threats and safeguard citizen, business and Government data.



5. Raising our digital capabilities to pursue innovation

We will train public officers to have basic competency in digital skills, proactively manage and deploy ICT talent within the public service, and deepen our technical capabilities through the Centre of Excellence for ICT and Smart Systems.



6. Co-creating with citizens and businesses, and facilitating adoption of technology

We will engage our citizens and businesses to understand their needs, co-create solutions with them, and collaborate with industry to develop new services that are well adopted.

KEY PERFORMANCE INDICATORS

How will we measure success?

BY 2023

STAKEHOLDER SATISFACTION



Citizen Satisfaction with Digital Services (via survey)

75-80% to rate very satisfied



Business Satisfaction with Digital Services (via survey)

75-80% to rate very satisfied

END-TO-END DIGITAL OPTIONS



Services that offer e-payment options (inbound and outbound)

100%



Services that are pre-filled with Government-verified data

100%



Services that offer digital options for wet ink signatures

100%*

END-TO-END DIGITAL TRANSACTIONS



Percentage of transactions completed digitally from end-to-end

90-95%*



Percentage of payments (inbound and outbound) completed via e-payments

100%*

* Excludes services or individuals where the KPI cannot be met for valid reasons. These reasons can include legislative reasons, or that certain segments of our population (e.g. the elderly or persons with disabilities) are unable to have access to or use digital tools.

○ **BY 2023**

DIGITAL CAPABILITIES



Number of public officers trained in data analytics and data science

20,000



Number of public officers with basic digital literacy

All Public Officers

TRANSFORMATIVE DIGITAL PROJECTS



Number of transformative digital projects

30-50

AI, DATA AND DATA ANALYTICS



Percentage of Ministry families that use AI for service delivery or policy making

All Ministry families to have at least one AI project



Number of high-impact data analytics projects

10 cross-agency projects per year, and **2 projects** per Ministry family per year



Core data fields in machine readable format, and transmittable by APIs

90-100%



Time required to fuse data for cross-agency projects

Less than 10 days to share data for cross-agency projects

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