INDUSTRY ENGAGEMENT 2024

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Opening Remarks

Mr Goh Wei Boon

Chief Executive, GovTech

Through strong industry partnerships, we have made good progress in our Smart Nation journey

Transformation Efforts

>90k
Public officers completed the Data Science & AI Literacy ePrimer

79%
Eligible systems migrated onto the cloud (December 2023)

>30
Transformative digital projects in policy & planning, service delivery & ops

Digital Outcomes

99%
Govt transactions completed digitally end-to-end (2022)

83%
Citizen Satisfaction with Govt Services (2023)
(Up from 73% in 2016)

83%
Business Satisfaction with Govt Services (2023)
(Up from 64% in 2016)

We drive tangible outcomes for citizens, businesses and public officers with our industry partners

Citizen-Facing Products

CDC Voucher

Support GoWhere

Parents Gateway

GATHER SG

ufinity

cognizant

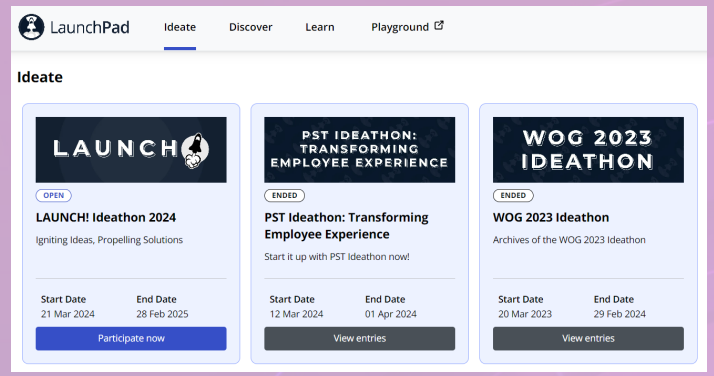
ScienTec CONSULTING
PEOPLE FIRST. ALWAYS

PALO IT

AI Trailblazers

Google Cloud

LAUNCH! Innovation Programme



Microsoft

aws

databricks

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Our digital transformation efforts continue to be recognised globally

International Accolades

1st in Asia
IMD Smart City Index (2024)

3rd
IMD World Digital Competitiveness Ranking (2023)

1st
Roland Berger Digital Inclusion Index (2020)

1st
ICT Access Indicator in Global Innovation Index (2023)

3rd
UN E-Participation Index (2022)

12th
UN E-Government Development Index (2022)

The Road Ahead in Our Digitalisation Journey

Key Challenges

Keep Cost Sustainable
Increasing user demands, and duplicative efforts from more systems

System Resilience
Greater reliance on critical services, and higher user expectations on availability

System Security
Cybersecurity risks with more ransomwares, and more avenues to exploit (e.g. GenAI)

Legacy Systems
Increasing number of systems to modernise in fast-changing environment

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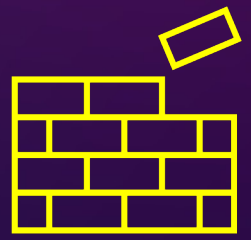
$3.3 billion ICT procurement opportunities projected in FY24 to further our digital ambitions



User-centric services that enhance efficiency and efficacy of public service

FY24

Infrastructure (~$2.1b)	**Application (~$1.2b)**

Robust foundation for secure, sustainable and scalable infrastructure

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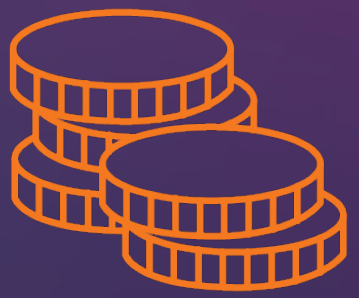
Building Impactful Digital Government Products



MORE COST-EFFECTIVE

FASTER TIME-TO-MARKET

HIGHER QUALITY

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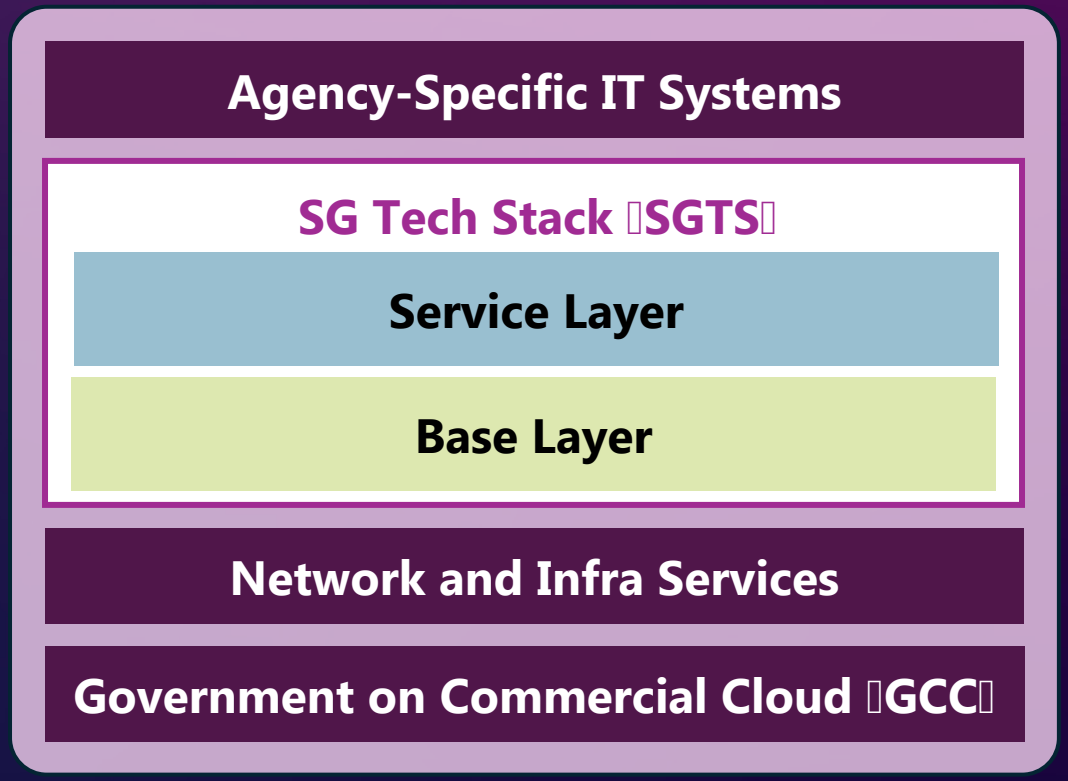
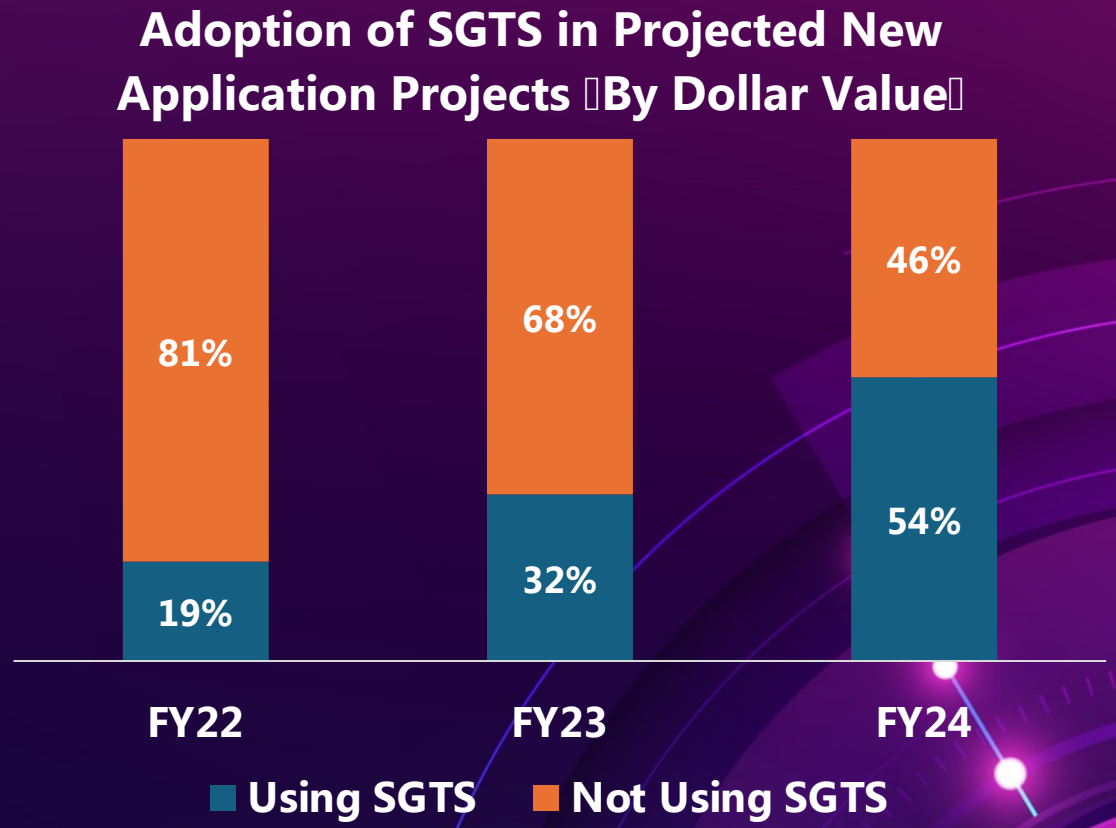
Build Reusable Tools to Achieve Our Desired Outcomes





Combat Growing Cybersecurity Risks and Threats

Enhance security monitoring

e.g., GCSOC

Security by design, ensure secure code

e.g., SHIP-HATS, CloudSCAPE, CodeSCAPE

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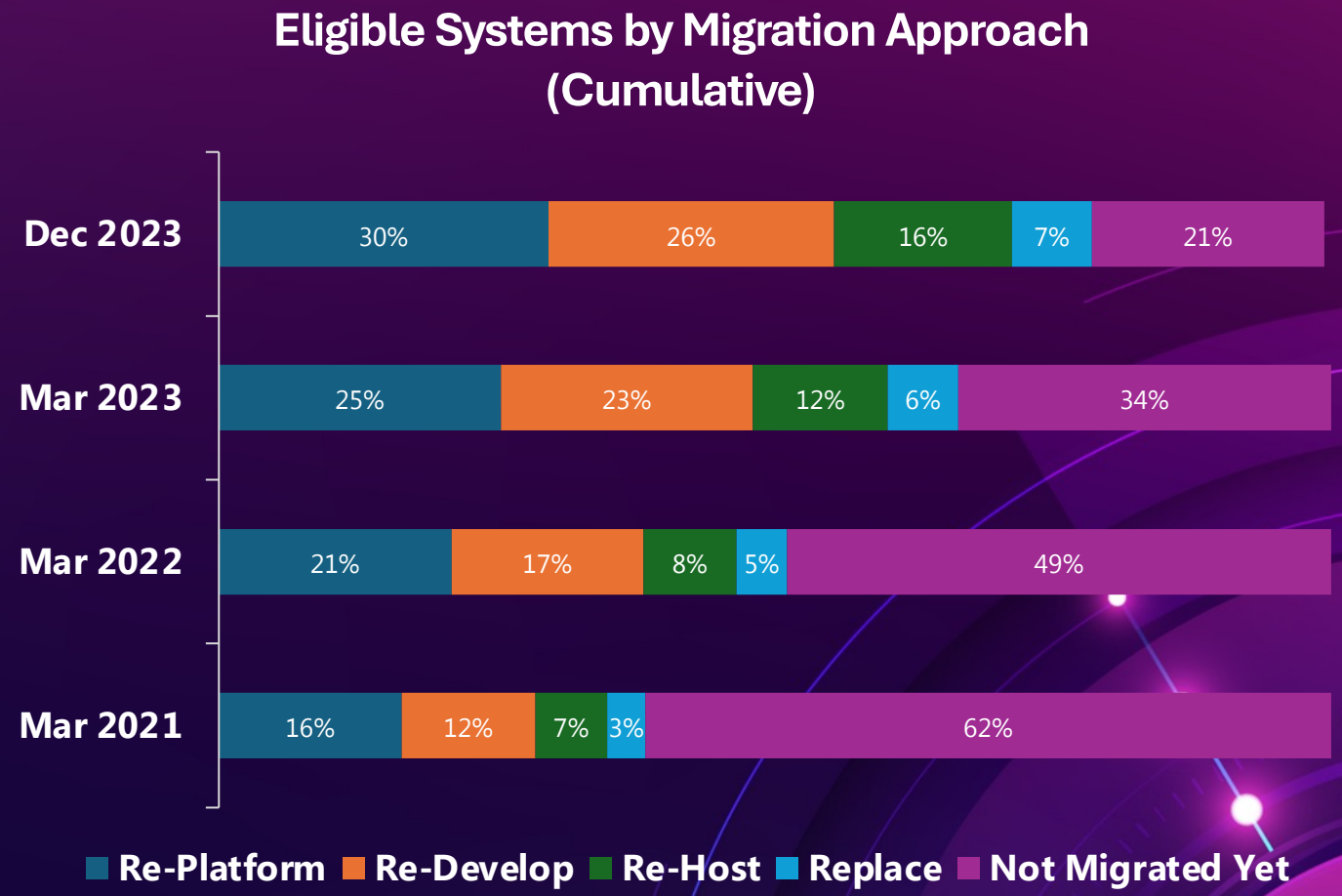
Modernise Growing Number of Legacy Systems

Simplify Large Systems

- Modularise large systems into smaller components
- Adopt incremental changes, avoid major system overhauls
- Encourage quality cloud migration to reap full benefits of cloud



Reduce Friction in Industry Collaborations

IM8 Policy Reform

- Simplified control requirements for low-risk systems to deliver rapid and cost-effective ICT&SS with appropriately mitigated risks
- Explore reviewing policies for high-risk systems

Simplify Procurement

- Introduce perpetual and dynamic contracting for selected FY24 bulk tenders
- Experiment with implementing Tender Lite for ICT contracts

#TechWithUs

- More than **80%** of systems are developed by or with industry

Deepen Engagements

Refine Processes

Share Best Practices

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#TechWithUs by Deepening Engagements

Develop deep understanding of industry solutions and Govt-specific domains

Encourage adoption of Govt platforms

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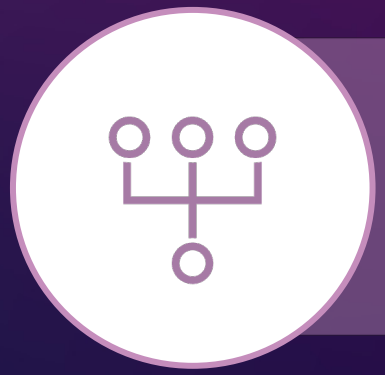
#TechWithUs by Refining Processes



Experiment and iterate on processes to reduce friction

Welcome suggestions for further refinements

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#TechWithUs by Sharing Best Practices

Share best practices on project management and problem solving

Collaborate on innovation events, such as Hackathons, workshops and seminars

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#TechWithUs

Deepen Engagements

Refine Processes

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We can't do this alone

#TechWithUs in developing a digital government and making lives better for everyone in Singapore

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