



VITAL NEWSLETTER

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VITAL CONFERRED WORKFORCE TRANSFORMATION AWARD

VITAL received the Workforce Transformation Award presented by Mr Leo Yip, Head of Civil Service, at the Public Service Transformation Award ceremony on 5 July 2023.

The award is a testament to VITAL's sustained efforts in upskilling our workforce to adapt to the expanded business roles and technology advancements, thanks to our three-pronged approach: citizen developer strategy, progressive upskilling and reskilling of staff, and new career opportunities for officers in digitalisation, automation and ops-tech.

VITAL's Shared Services Competency Framework was introduced in 2021 to move our staff beyond transactional processing to become shared services professionals who are able to provide insights from data, recommend policy and process improvements, and create more value-add to service partners. In line with this, data analytics, design thinking and robotic process automation (RPA) were identified as critical skills. Today, 23% of our workforce are trained in data analytics, 35% trained in design thinking and 36% trained in RPA.

As for career progression, greater focus is now placed on growing experiences and deepening skills and competencies, as the Singapore Public Service shifts towards "lifelong employability". For this purpose, our officers are now provided with more upskilling and reskilling options such as training, short-term immersion programmes, job rotations and work attachments. Within VITAL, officers are also given the option to develop themselves through various career pathways, including being an ops-process, ops-tech or corporate expert.

As we celebrate receiving the Workforce Transformation Award, we would like to take the opportunity to thank our colleagues, partners and friends for partnering us in this journey. We look forward to your continued support as we work hard to bring VITAL to greater heights!



Mr Leo Yip (centre), Head of Civil Service, presented the Workforce Transformation Award to VITAL at the Public Service Transformation Award ceremony on 5 July 2023.

VITAL SERVICE PARTNER SATISFACTION SURVEY FY2022

VITAL Service Partner Satisfaction Survey (SPSS) FY2022 was conducted from 30 January to 10 February 2023 to gather feedback from service partners on the satisfaction level towards VITAL's service delivery. This year's survey results showed that service partners' overall satisfaction with VITAL's services remained high.







*Note: The above score is based on those who responded 'Agree' and 'Strongly Agree' to the question on satisfaction with VITAL's services. Overall satisfaction is 94% if 'Slightly Agree' responses were included.

SATISFACTION WITH SERVICE EXPERIENCE (OUT OF 6 POINTS)



NEXT STEPS

<p>Staff development under the Shared Services Competency Framework</p> <p>Over 50% of VITAL officers have been trained in data analytics, design thinking or RPA since 2021. We target to train all our staff to enable them to harness digital technology to drive corporate services transformation.</p> 	<p>Refreshed case management system</p> <p>We are developing VITAL's Integrated Shared Services All-In-One (VISION) System to transform corporate shared services delivery for service partners. The system aims to improve user experience and productivity, and enable greater self-help.</p> 
<p>Communications and engagement</p> <p>VITAL will continue to keep service partners updated on our new initiatives, process improvements and service updates through newsletters, publications, social media, direct mailers and corporate website.</p> <p>We organise an annual Communities of Practice (CoP) which is highly received by agencies as a learning and engagement platform for the government corporate services community.</p> 	<p>Robotics and automation</p> <p>VITAL will continue in facilitating agencies' adoption and development of intelligent automation capabilities. We accelerate automation adoption by creating a vibrant community of practitioners through our Robotics & Automation Hub which hosts useful tips and scripts, outreach and knowledge sharing at webinars and sharing sessions. Agencies can look forward to our technology enablement via the Cloud-native automation platform which will be made available soon.</p> 

VITAL'S RPA CITIZEN DEVELOPER TRAINING

Under the citizen developer strategy, VITAL started to roll out RPA training to our staff in 2021. Since then, 36% of VITAL officers have completed the RPA training, learning to perform task automation using UiPath's low-code tool, StudioX. Our target is to train all our staff without IT/tech background as citizen developers.

To encourage the course participants to apply what they have learnt to work and to boost their confidence in building automation bots, hands-on clinic sessions were also held to provide opportunities for staff to develop RPA use cases with the guidance of the trainers. In addition, an RPA hackathon will be organised in the coming months for our staff to unleash their creativity to tackle real-world business use cases in VITAL.

As part of our "Innovation Day Out" initiative to continually test new solutions and grow citizen developers, we have also partnered technology companies such as Automation Anywhere to offer other low-code courses to our officers. 20 citizen developers from VITAL joined students from the Institute of Technical Education (ITE) in a 1-day Automation Anywhere bot building workshop at the Bot Lab of ITE College East in April 2023.



Attendees of VITAL's RPA training



Automation Anywhere bot building workshop at the Bot Lab of ITE College East

PUBLIC SECTOR AUTOMATION WEBINAR SERIES

Jointly organised by VITAL, UiPath and SimplifyNext, the third session of the public sector webinar series on automation was held successfully on 19 July 2023. This session explored how artificial intelligence (AI) solutions could be combined with RPA to deliver more complex process automation involving document inputs and unstructured data.

Besides the sharing by VITAL, UiPath and SimplifyNext, we were also pleased to have guest speaker, Mr Danny Lim, Principal Manager, Strategic Planning and Transformation Department, the Ministry of Manpower (MOM), share how MOM is moving towards intelligent automation. A student team from Nanyang Technological University (NTU) also inspired us with their winning use case from NTU's recent RPA hackathon.

We had a record attendance of around 480 public officers from 67 agencies at the session.



UIPATH AI-POWERED AUTOMATION SUMMIT FOR SINGAPORE PUBLIC SECTOR

Mr Dennis Lui, Chief Executive of VITAL, was invited to participate in a panel discussion with Mr Mark Lim, Managing Director of Digital Technology at Temasek, at UiPath's AI-Powered Automation Summit for the Singapore public sector on 27 July 2023. The summit revealed the potential organisational benefits that AI-fuelled automation can bring about, outlined the latest trends in the industry, and featured practical use cases for the public sector.

In the panel discussion, Mr Lui shared with the audience VITAL's automation journey and experiences, as well as his insights into the fast-changing technological trends. He issued a call-to-action for the Singapore public sector to start exploring generative AI and growing citizen developer capabilities within their respective organisations.



UiPath AI-Powered Automation Summit for Singapore public sector

The summit also featured automation experts and industry professionals from other renowned organisations such as the Central Provident Fund (CPF) Board and Singapore General Hospital who shared their success stories of reaping the combined benefits of AI and RPA.

PUBLIC SERVICE WEEK LEARNING FESTIVAL – DIGITALISATION FOR SUPPORT OFFICERS

Ms Sharon Yap, Director (Corporate Development) of VITAL, was invited to share our digitalisation journey at the Public Service Week Learning Festival on 21 July 2023. More than 200 public officers attended the session.

During the session, Ms Yap spoke about how VITAL officers have picked up new skills to stay relevant and future-ready in an increasingly digital world. Through the citizen developer strategy, VITAL officers are empowered with low-code automation skills, enabling them to streamline and enhance mundane and repetitive tasks. In particular, Ms Tan Li Ting (Executive Assistant, Corporate Development, VITAL) and Ms Amalina Shahrul (Senior Executive, HR Services (Agencies), VITAL) shared their personal experiences to encourage fellow public officers in their own learning journeys. Both of them had no technical background but have shown great attitude to upskill and continuously applied what they have learnt to make their work more efficient. Today, they are amongst our best citizen developers!



Public Service Week Learning Festival – Digitalisation for Support Officers

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