

Opening Remarks at VITAL Communities of Practice (CoP) 2023

By Mr Dennis Lui, VITAL Chief Executive

Colleagues from the corporate services community,

1. Good morning. Thank you for joining us today. This is our first Communities of Practice since COVID-19 struck! I am so happy to see all of you in person, so many familiar faces. We have around 130 leaders from about 60 agencies here today! Thank you for all your strong support.
2. Today, VITAL already serves more than 100 public agencies and more than 100,000 public officers. But we want to do more.
3. In 2020, VITAL received two new mandates – first, as the Central Agency for Corporate Shared Services, and second, as the Robotics and Automation Lead in our domain.
4. These are big and lofty ambitions, which require significant mental model shifts. We want to be a catalyst for change, to actively help transform the corporate services domain.

Technology Pilots

5. VITAL will be at the forefront of experimentation. For example, 12 agencies have participated in our pilot with a low-code RPA tool – demonstrating the potential of low-code automation. We also piloted a recruitment tool using Artificial Intelligence (AI) technology. This tool reduces lead time for shortlisting candidates.

VITAL is Setting Up Central Infrastructure for Automation

6. Our next exciting initiative is to set up a centralised RPA infrastructure and offer this to all public agencies. This means that you and your staff will be able to access a suite of bots and automation solutions, without the need to set up your own RPA infrastructure; no need to do your own separate procurement.
7. Let me be clear, VITAL is not here to do automation for you. Rather, our aim is to make as painless and easy as possible. We want to help you put automation capabilities at the fingertips of your workforce, to facilitate you to build up your own citizen developers. You will hear more from the various presentations later.

Conclusion

8. Today, I am very glad that we have a distinguished keynote speaker - I have known Mark for many years, and I am very excited to hear his inspiring stories.
9. Finally, let's not forget that this CoP is also a wonderful platform to network, make new friends, and catch up with old comrades.
10. I wish you a most enjoyable event ahead.

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