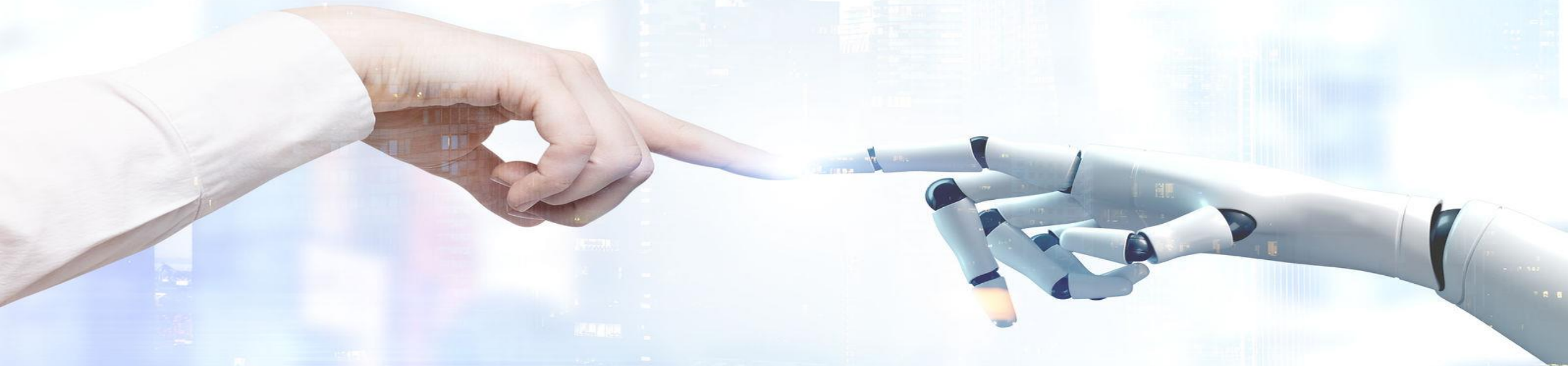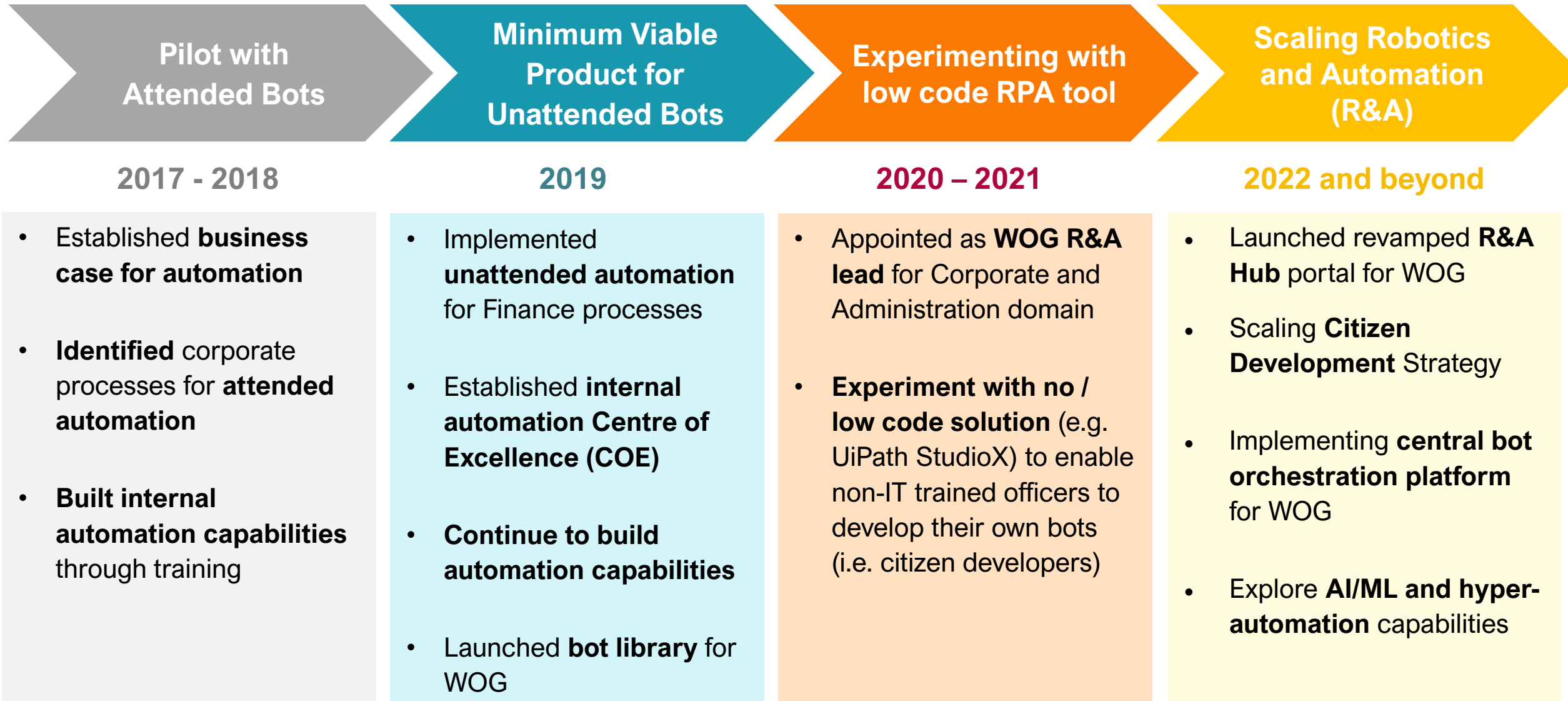# Leading Robotics and Automation for Corporate Services in Singapore Public Service

Jessica Ong, Deputy Director (Innovation Hub)
VITAL SHARED SERVICES, MINISTRY OF FINANCE
VITAL COP - Feb 2023

VITAL'S RPA JOURNEY

Pilot with Attended Bots	Minimum Viable Product for Unattended Bots	Experimenting with low code RPA tool	Scaling Robotics and Automation (R&A)
2017 - 2018	**2019**	**2020 – 2021**	**2022 and beyond**

2017 - 2018
- Established **business case for automation**
- **Identified** corporate processes for **attended automation**
- **Built internal automation capabilities** through training

2019
- Implemented **unattended automation** for Finance processes
- Established **internal automation Centre of Excellence (COE)**
- **Continue to build automation capabilities**
- Launched **bot library** for WOG

2020 – 2021
- Appointed as **WOG R&A lead** for Corporate and Administration domain
- **Experiment with no / low code solution** (e.g. UiPath StudioX) to enable non-IT trained officers to develop their own bots (i.e. citizen developers)

2022 and beyond
- Launched revamped **R&A Hub** portal for WOG
- Scaling **Citizen Development** Strategy
- Implementing **central bot orchestration platform** for WOG
- Explore **AI/ML and hyper-automation** capabilities

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ACHIEVEMENTS TILL-DATE

Tangible Impact	
107	Trained VITAL Officers*
46	Automated Processes / Tasks*
>12,000	Hours saved
~66%	Efficiency gains
>30	Sharing Sessions
>1,500	Unique R&A Hub Visitors

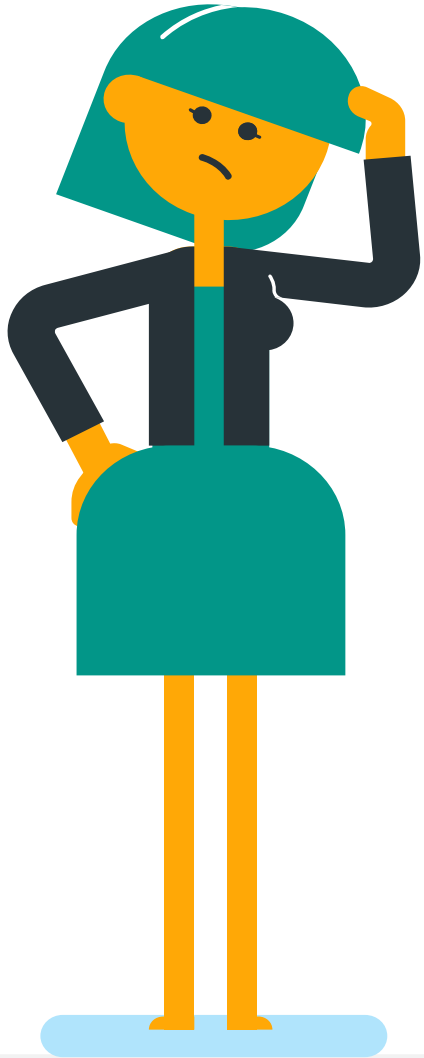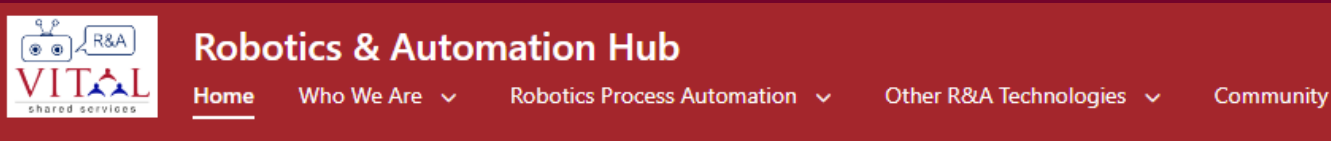| Intangible Impact	
	WOG R&A Lead for Corporate and Admin Domain
	Process improvements
	Better data inputs quality and higher accuracy
	Digitally-skilled workforce
	Higher value work
	Better governance and control

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GETTING STARTED ON RPA

- Do I have a business case for using RPA?

- How do I identify processes suitable for RPA?

- What's next after identifying the process?

- How can I train officers in RPA to automate the process?

- What software can I buy and how do I buy it?

- How do I settle GSIB whitelisting and other security needs to install the RPA software on officers' laptop?

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ARE YOUR TEAMS EXPERIENCING THESE?

Report to Management

Draw different reports

Clean, transform, analyse data

ERP 1

ERP 2

ERP 3

Email multiple recipients

Review, reconcile upload template
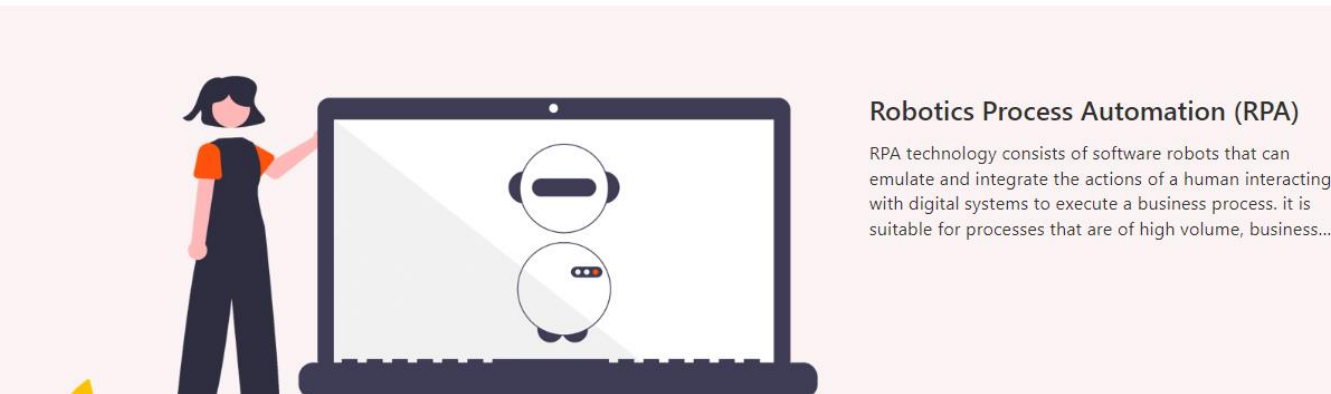
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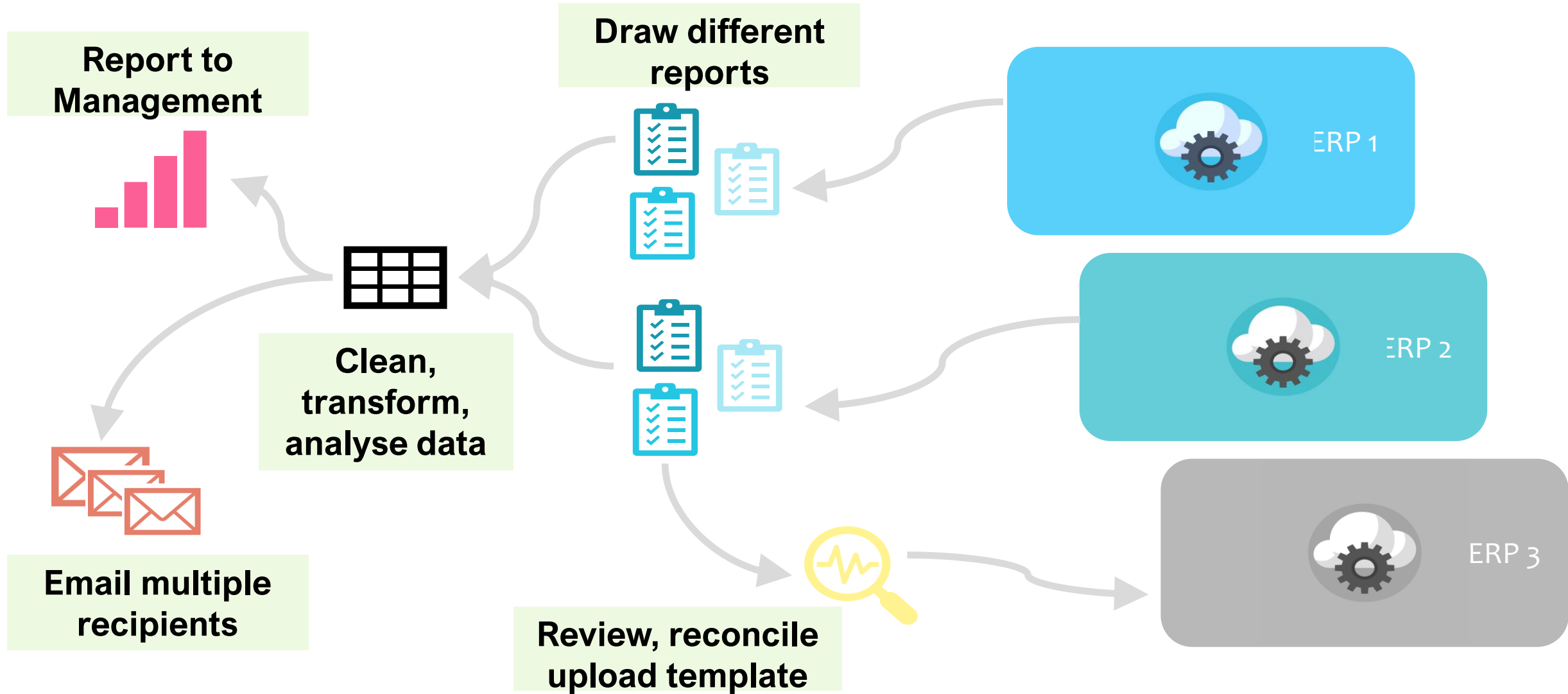
VITAL'S ROBOTICS AND AUTOMATION HUB FOR GOVT AGENCIES

Providing easy access to RPA resources and best practices to help officers to kickstart their RPA journey
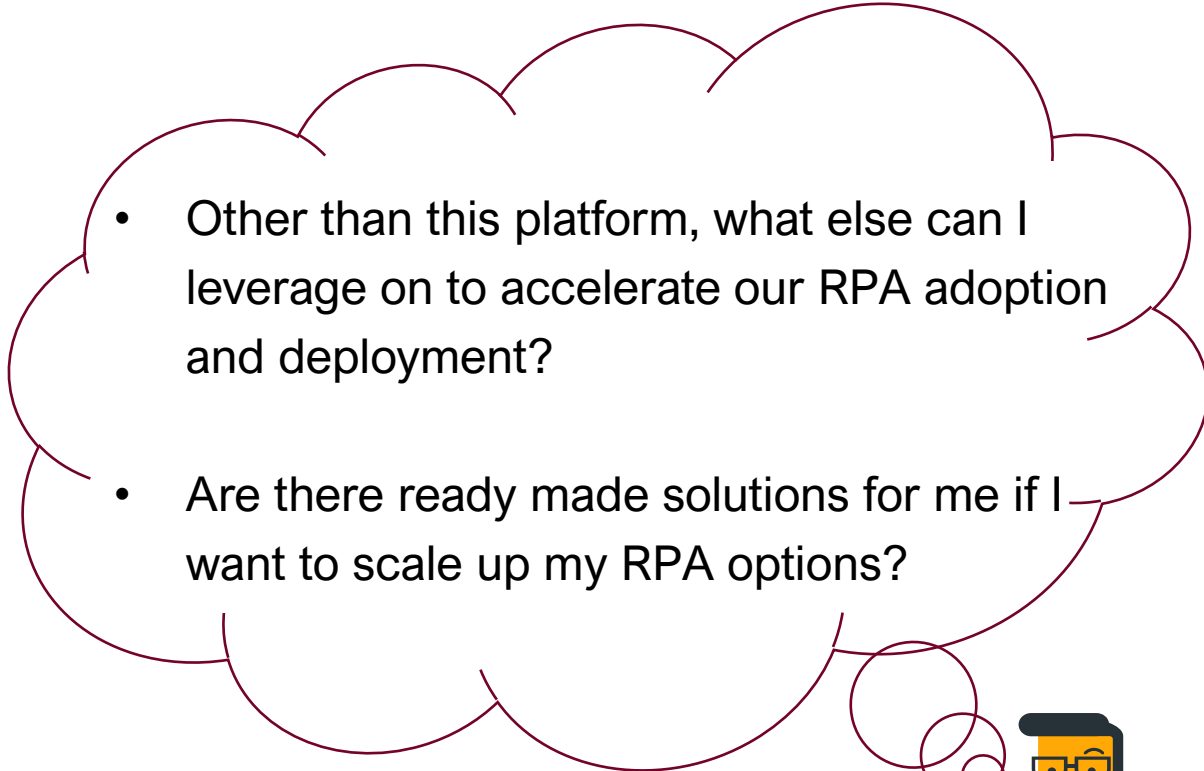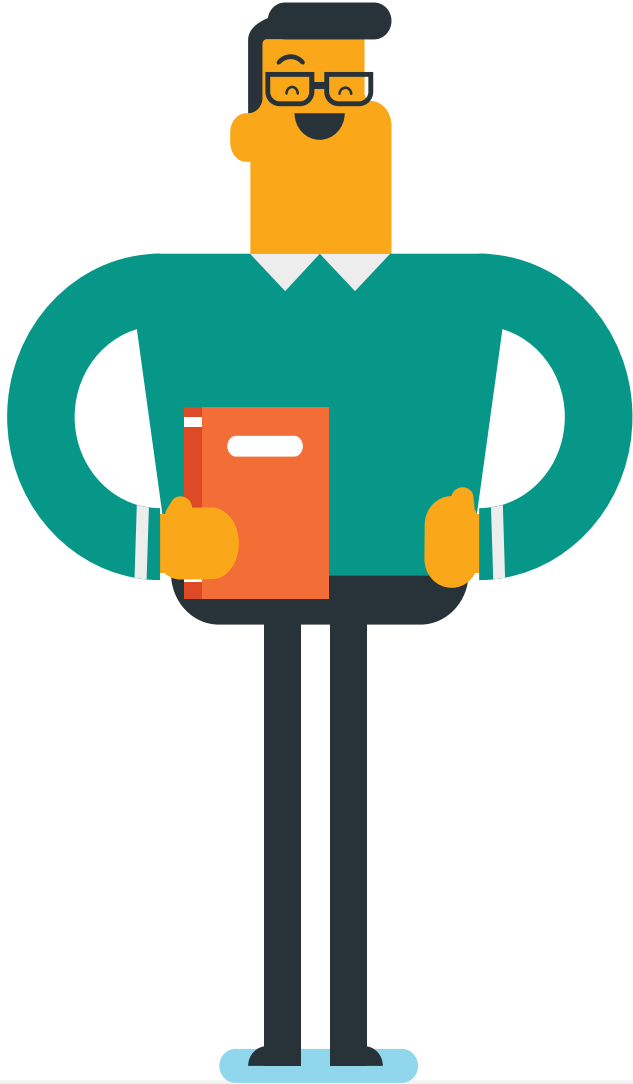

- Other than this platform, what else can I leverage on to accelerate our RPA adoption and deployment?

- Are there ready made solutions for me if I want to scale up my RPA options?

https://gccprod.sharepoint.com/sites/VITAL-AutomationHub

GAINING CONFIDENCE ON RPA

- What's next after my successful pilot?

- How do I identify more use cases for automation?

- How do I scale up my RPA deployment with proper oversights?

- How do I enhance my current RPA setup to support this ambition while ensuring it will comply with central WOG directives and requirements?

- What would be the cost, efforts and time needed for this transition and how do I justify this?

- How do I also maintain this enhanced setup moving forward?

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ACCELERATING ON RPA

- What's next after establishing a RPA setup that can support bots deployment at scale?

- How do I advance towards intelligent and hyperautomation?

- What R&A tech can help to complement and accelerate my existing RPA process discovery and deployment?

- What setup requirements, cost and efforts is needed for the experimentation?

- What are the possible use cases for such trial and is there anyone I can learn from?
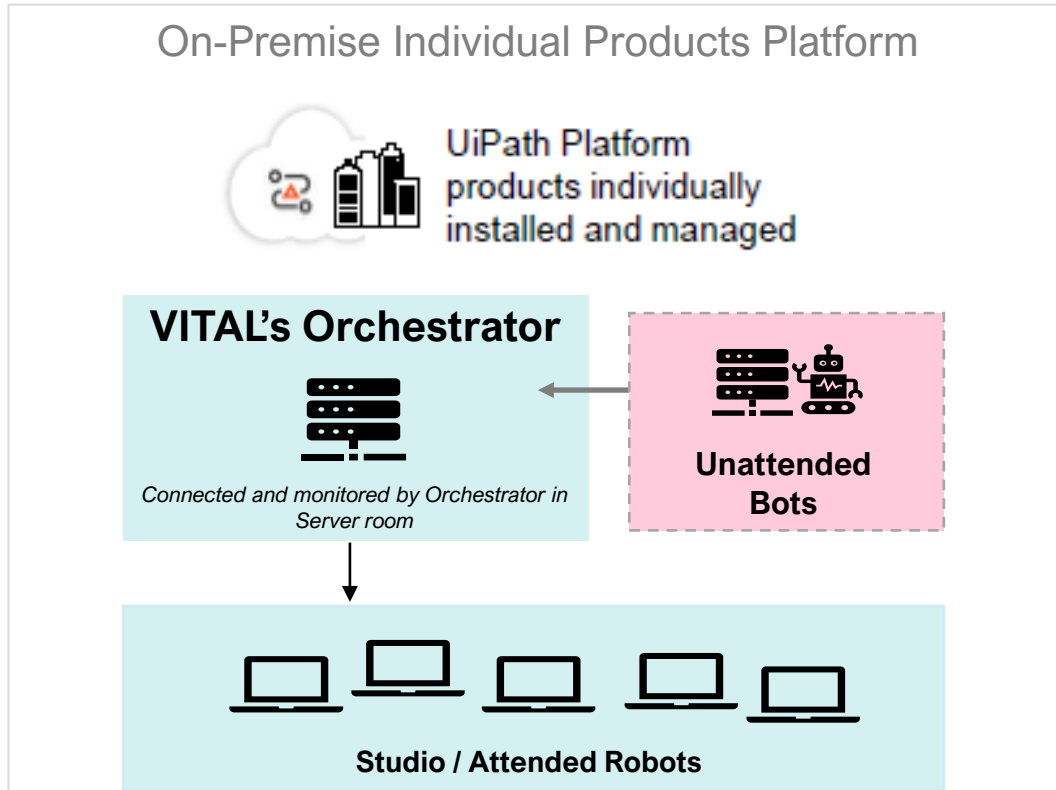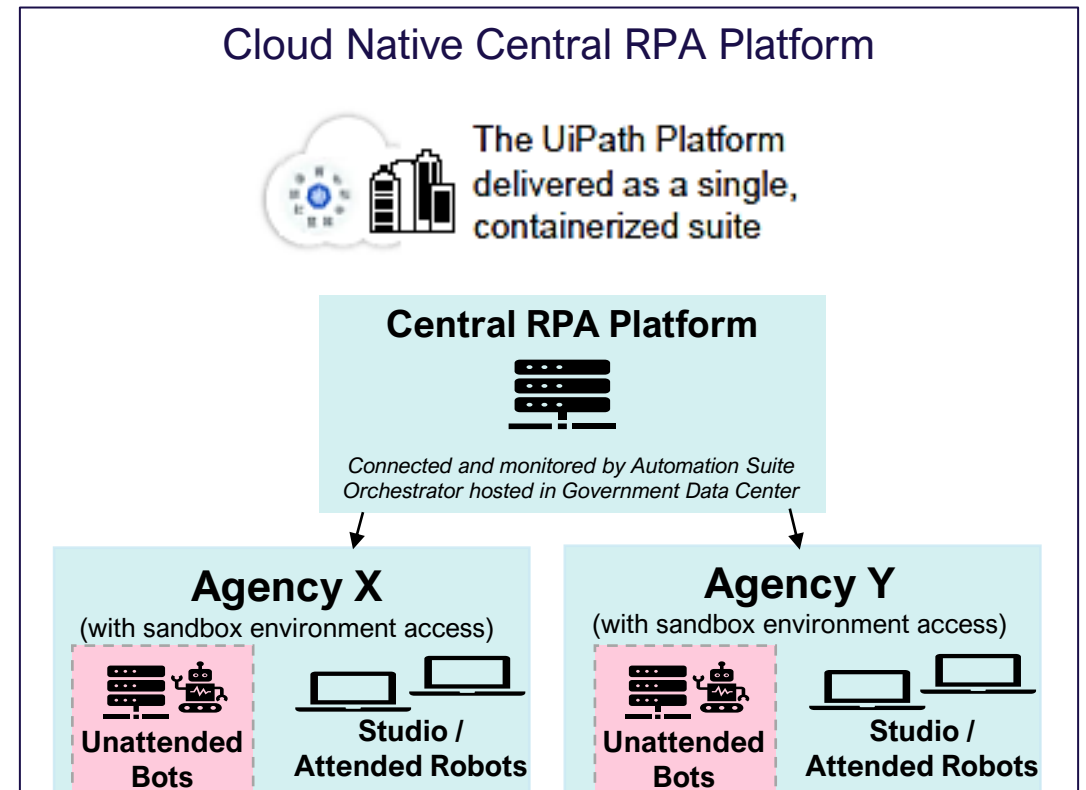
Quick start up
Quick scale up

so that I can fly high and
fast without worries!

QUICK START UP AND SCALE UP WITH VITAL'S CENTRAL RPA PLATFORM FOR WOG

Current Mode of RPA Implementation at VITAL

On-Premise Individual Products Platform

UiPath Platform products individually installed and managed

VITAL's Orchestrator

Connected and monitored by Orchestrator in Server room

Unattended Bots

Studio / Attended Robots

Future Mode of RPA Implementation at VITAL

Cloud Native Central RPA Platform

The UiPath Platform delivered as a single, containerized suite

Central RPA Platform

Connected and monitored by Automation Suite Orchestrator hosted in Government Data Center

Agency X
(with sandbox environment access)

Unattended Bots

Studio / Attended Robots

Agency Y
(with sandbox environment access)

Unattended Bots

Studio / Attended Robots

- Going beyond VITAL to facilitate adoption/scaling of automation in **Corporate Services** across WOG
  - ➤ Agencies can procure their Bot licenses and choose to manage them at central platform
 - ➤ Agencies can subscribe to VITAL's existing Bots (RPA-enabled corporate services) on central platform

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CAPABILITIES OF CENTRAL RPA PLATFORM (AUTOMATION SUITE)

Enable Agility and Tech Exploration

- Readily available sandbox environment will facilitate R&A tech exploration by enabling experimentation and upgrade to the latest and advanced products in agile manner
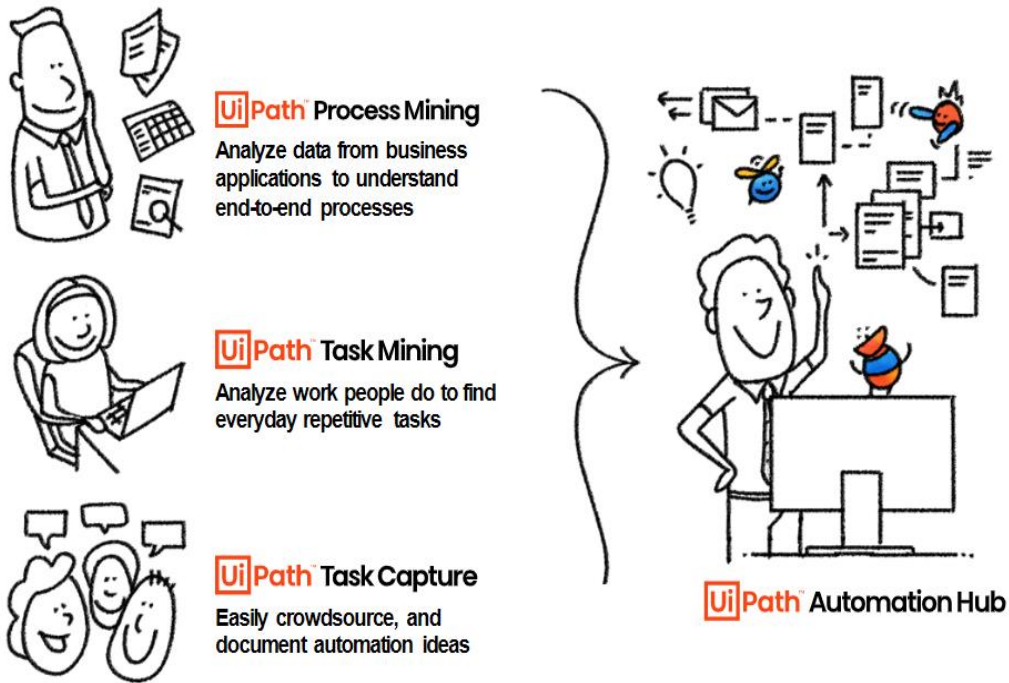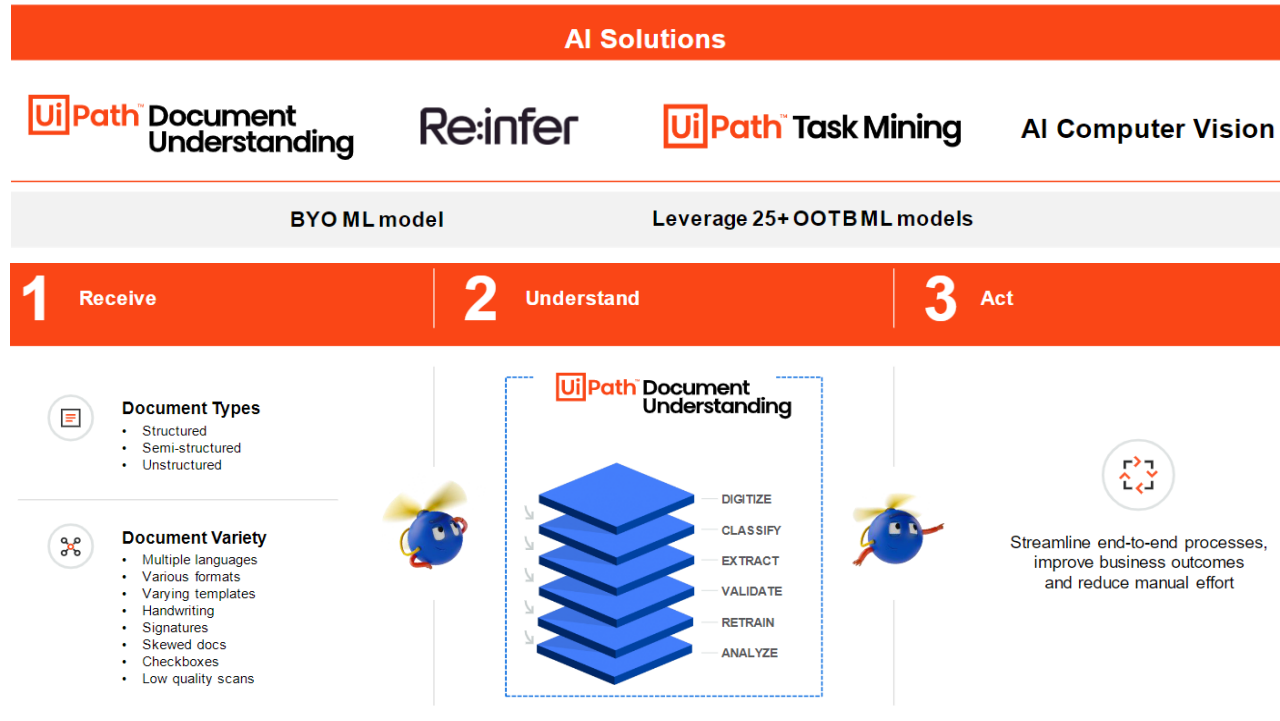
Extracted from UiPath 2022.10 platform release sharing

CAPABILITIES OF CENTRAL RPA PLATFORM (AUTOMATION SUITE)

Ease in Scaling Up and Maintaining Setup
- Agencies need not setup their own RPA Infrastructure and orchestrator to better manage bots
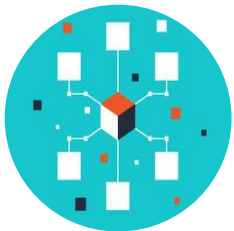
Enable Compatibility and Compliance
- Central deployment enhances objects recognition, enables browser/software components compatibility and compliance

Facilitate Consolidation and Monitoring
- Enable tracking and insights of Bots and utilisation for Corporate Services at agency and WoG level

Centralise Delivery of Corporate Shared Services
- Standardizing Bots and suite of common automation services enforces consistent delivery of shared services to agencies

WHAT'S NEXT

| **Share your thoughts and indicate interest** | **Launch of Platform for WOG** |

https://go.gov.sg/botplatform23

- VITAL will reach out to interested agencies to share more details and facilitate onboarding to the platform

THANK YOU