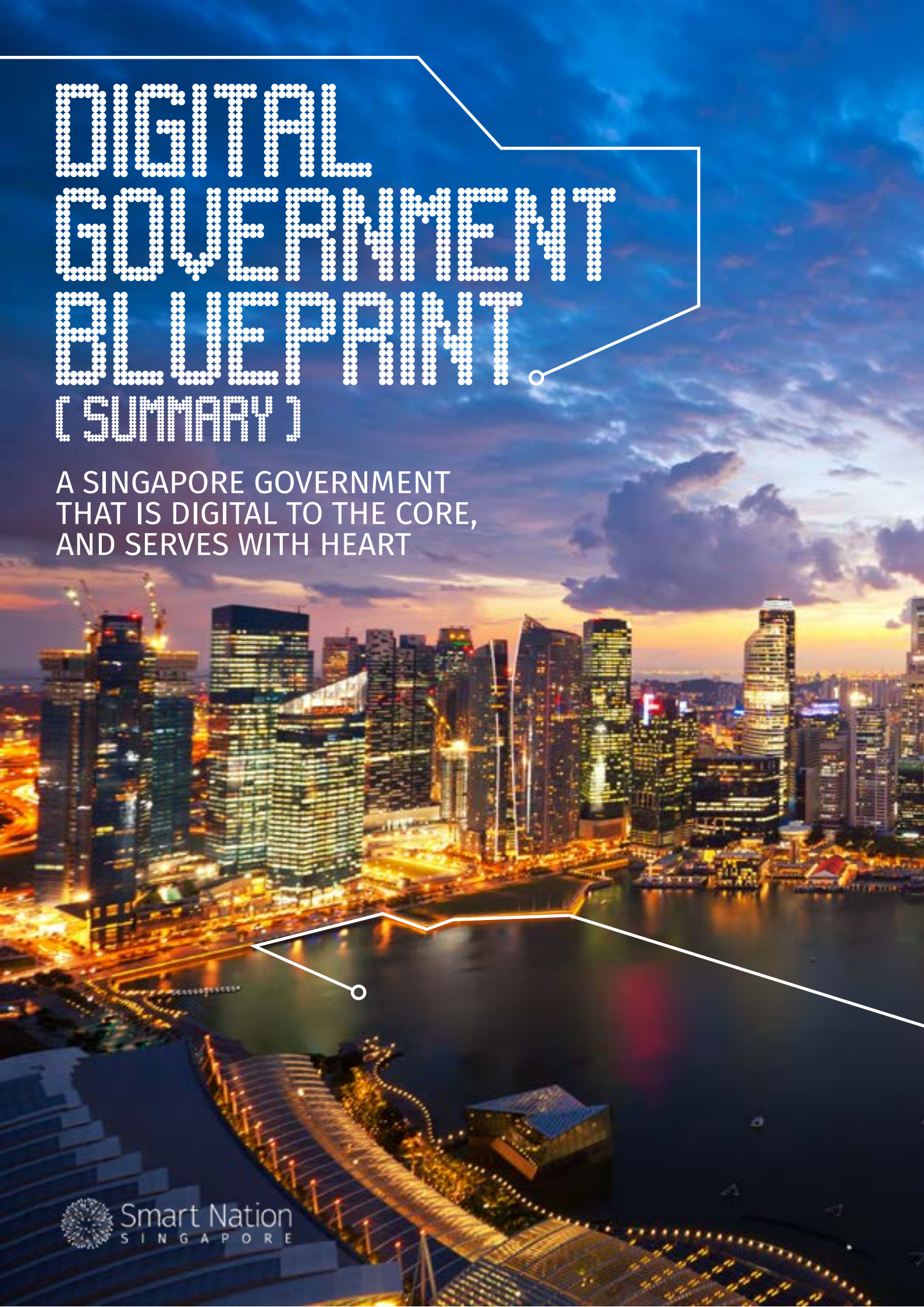
# DIGITAL GOVERNMENT BLUEPRINT

## [SUMMARY]

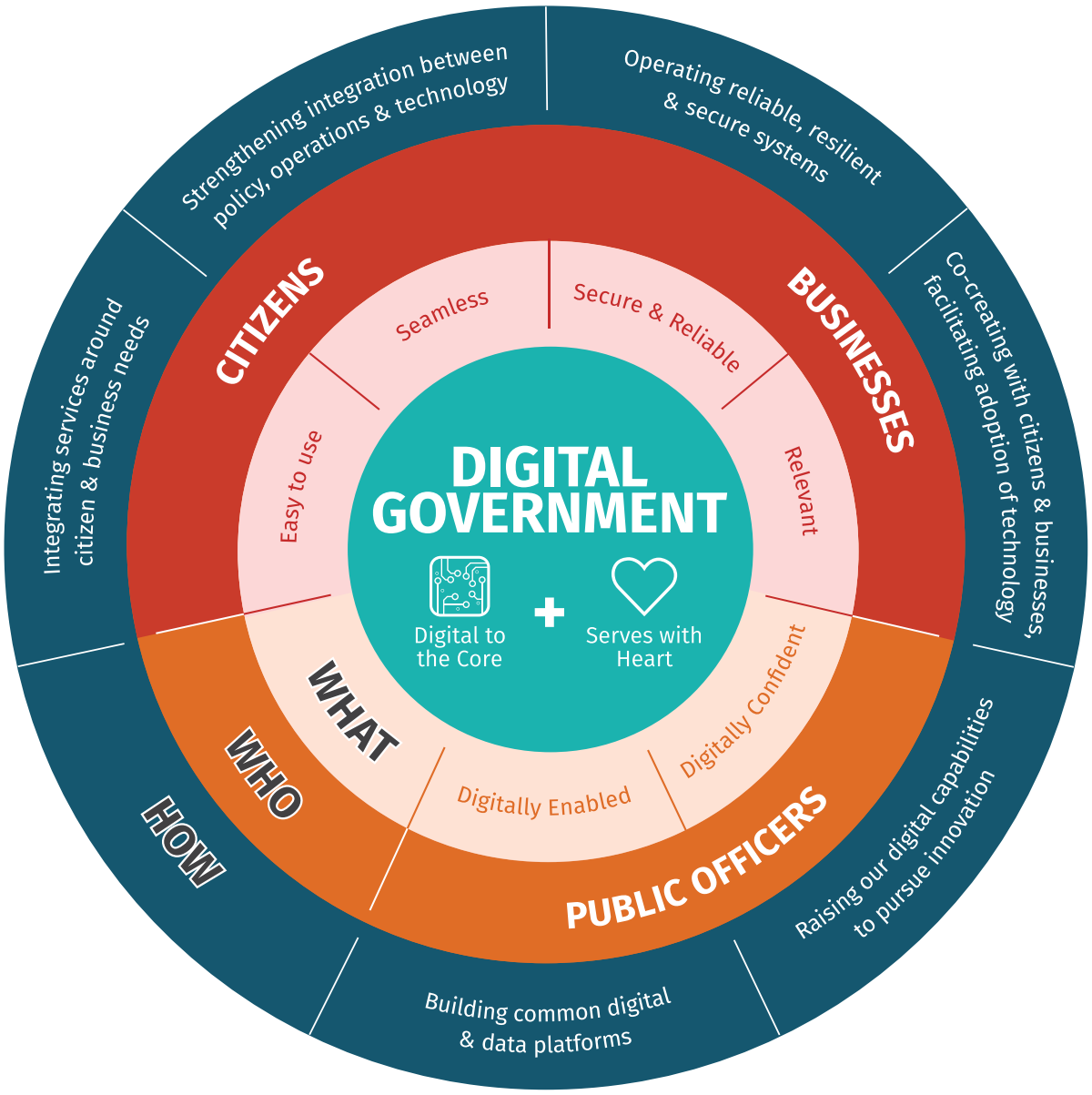
A SINGAPORE GOVERNMENT THAT IS DIGITAL TO THE CORE, AND SERVES WITH HEART



Smart Nation SINGAPORE

# 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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