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Back-office work like payroll, finance and HR do not always get a lot of limelight. But they are of crucial importance in the effective running of any organisation.

For the public sector, these functions in the past used to be done agency by agency, with each having its own processes and systems. Over the years, we have centralised these shared services for economies of scale, and also enhanced efficiency through automation and digitalisation. They are now overseen by VITAL, the MOF agency in charge of corporate services for the entire public sector.

Earlier this week, I visited VITAL and had a good chat with the officers. Glad that VITAL also practices inclusive hiring and provides opportunities for people with disabilities. I spoke with two of the officers, Vanessa and Jian Xiong, and saw firsthand their commitment and dedication to their work.

The work of our VITAL officers might not be the most visible to the public. But they help ensure operations are smooth, so our agencies can focus on serving Singaporeans and Singapore. Happy 15th Birthday, VITAL!

