

VITAL

shared services

Singapore Public Service's central agency for corporate shared services

This is the story of an agency called VITAL that became, well, vital to Singapore.

This is the story of VITAL. It's a government department that's been around since 2006. Their job back then was paperwork. And lots of it. Claims, invoices, the unseen work that keeps the wheels of government running. In 2018, they started partnering with UiPath.



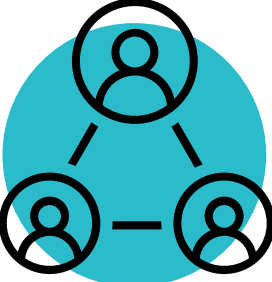
The number of public agencies VITAL serves increased from 18 in 2006 to 82 in 2021. That's a 450% increase. But, that's not the surprising number. The surprising number is that during the same period, VITAL's workforce only grew from 1,000 to 1,340. That's just a 34% increase.

Unleashing Potential, Empowering Growth

Dennis Lui
Chief Executive, VITAL

Key Services

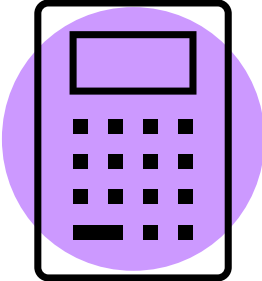
HUMAN
RESOURCE



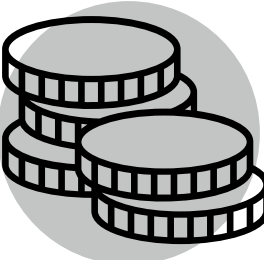
PROCUREMENT



PAYROLL &
CLAIMS



FINANCE
SERVICES



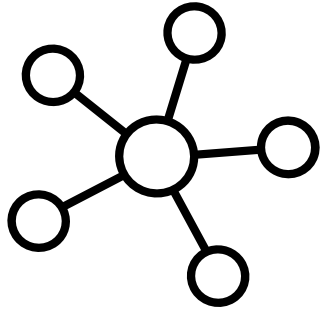
TRAVEL
MANAGEMENT



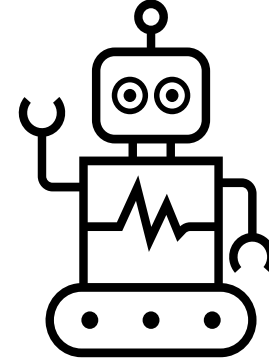
LEARNING
SERVICES



Our Roles since 2020



Central Agency
for Corporate
Shared Services

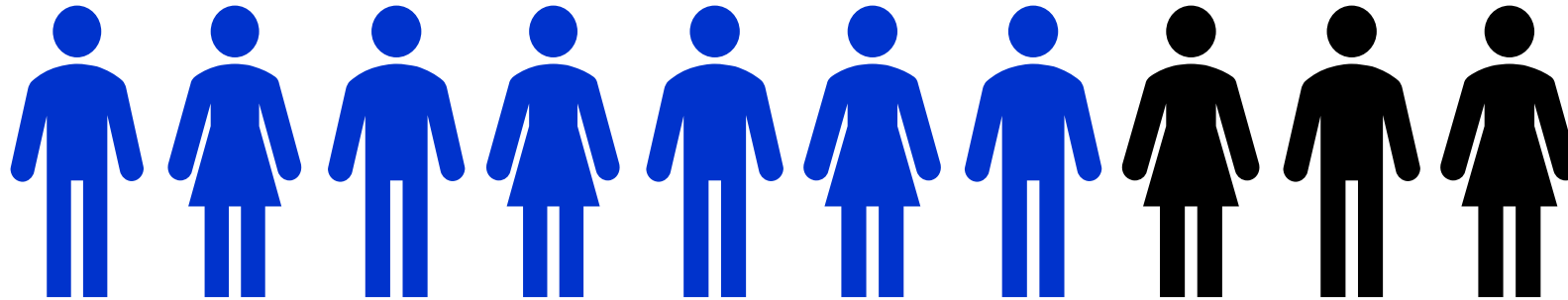


Robotics and Automation
Lead for Corporate &
Admin Services

~**500** employees strong

Serving more than **100,000 public officers** across more than **100 Government agencies**

[**360** staff in 2006 serving **18** Ministries]



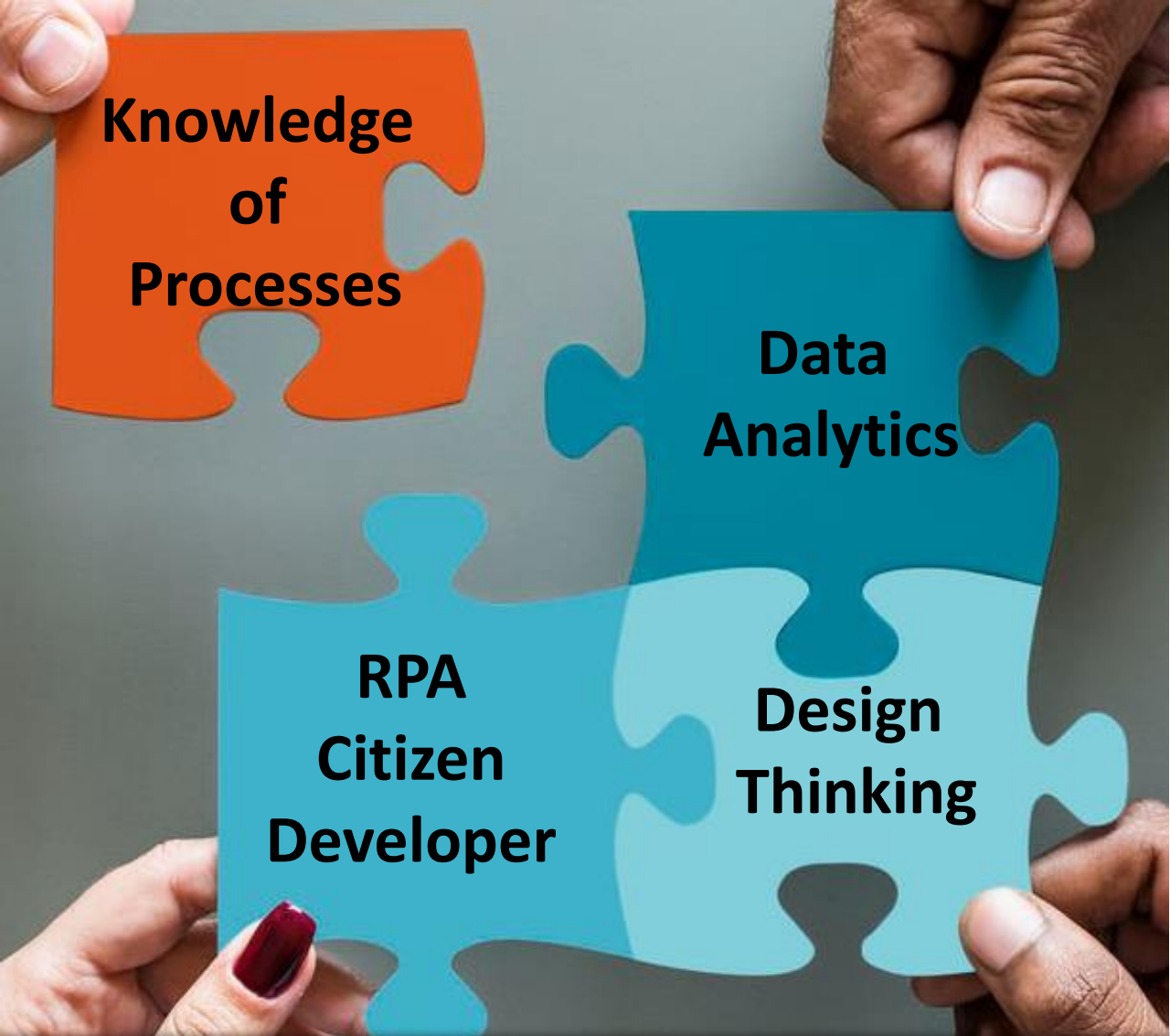
70% are **MX13(I) and below**

Building an army of ~~clerks~~

Citizen Developers



- **Non-IT staff** creating, owning and maintaining automation solutions
- Using No code / Low code tools
- Designed to meet specific operations / business needs
- Across multiple applications and systems

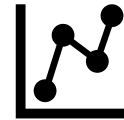


Identified Capabilities



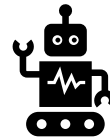
DESIGN THINKING

*Processes aplenty,
improvements are many!*



DATA ANALYTICS

*Data, data everywhere,
unlock insights beyond compare!*



RPA CITIZEN DEVELOPER

*Automate the mundane and
unleash high value gains!*



NGEE ANN POLY

Graduation 2023

SCHOOL OF
INFOCOMM TECHNOLOGY

BACK TO SCHOOL!



Protected-Time

Specially designed programme schedule that balances operational and developmental needs



Practice-Based

Training with emphasis on application of skills to actual work projects



Pre/Post-training support

*Changes in meeting structures, collaboration platforms, community of practice, gamification, **Tools!!!***



CULTIVATING COMPETENCIES



Specialist Diploma (Data Analytics)

99% scored at least a **B**
4 modules over 5 months (264 hrs)
5 runs with 59 staff (42% of Snr
Mgr/ADs) graduated by end FY23
Oldest graduate is 49 years old



**DATA
HACKATHON!**

~~Exam
Time!~~



Certificate in (Data Analytics)



97% scored at least a **B**

5 short courses over 4 months (126 hours)

Math, Programming, Data Visualisation, Storytelling

6 runs, 85 graduated by end FY23

Oldest graduate is 66 years old

**Tap on
generous**

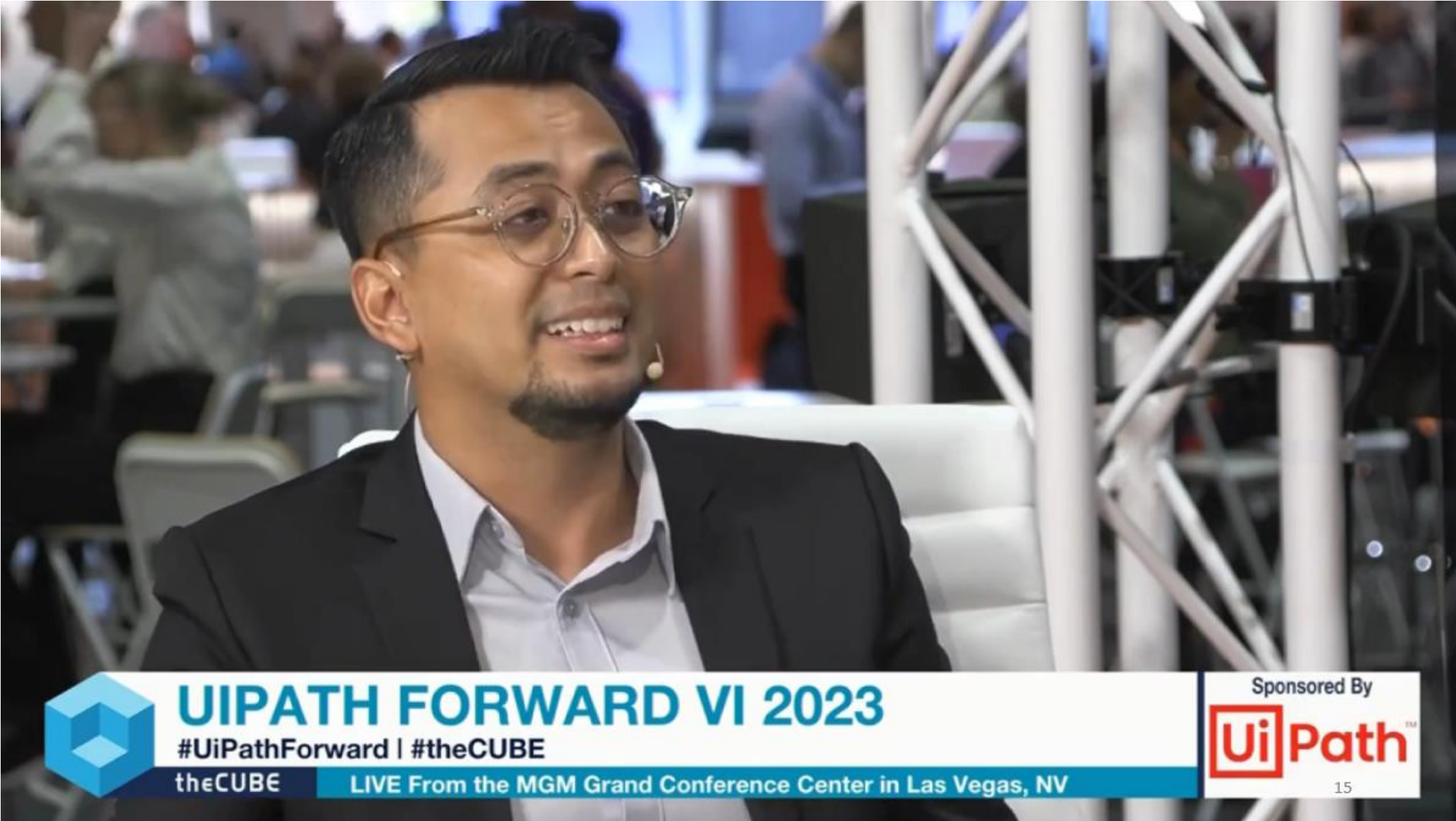
SKILLS *future*

funding!

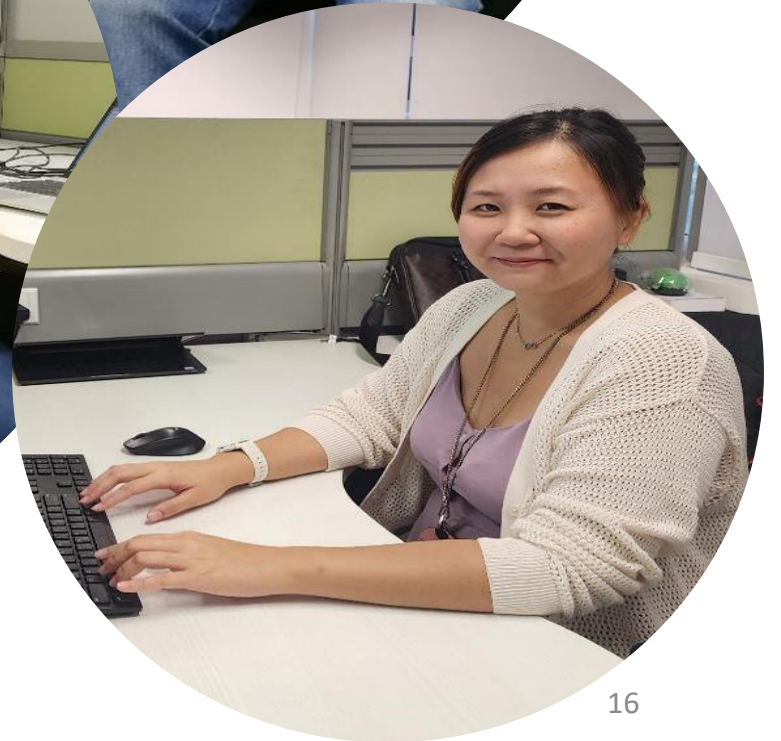
What do
Citizen
Developers
do in VITAL?



[Muhammad Khidhir & Dennis Lui, Vital | UiPath FORWARD VI 2023 - YouTube](#)



Citizen Developers
hail from all
Backgrounds
Age
Groups
Abilities

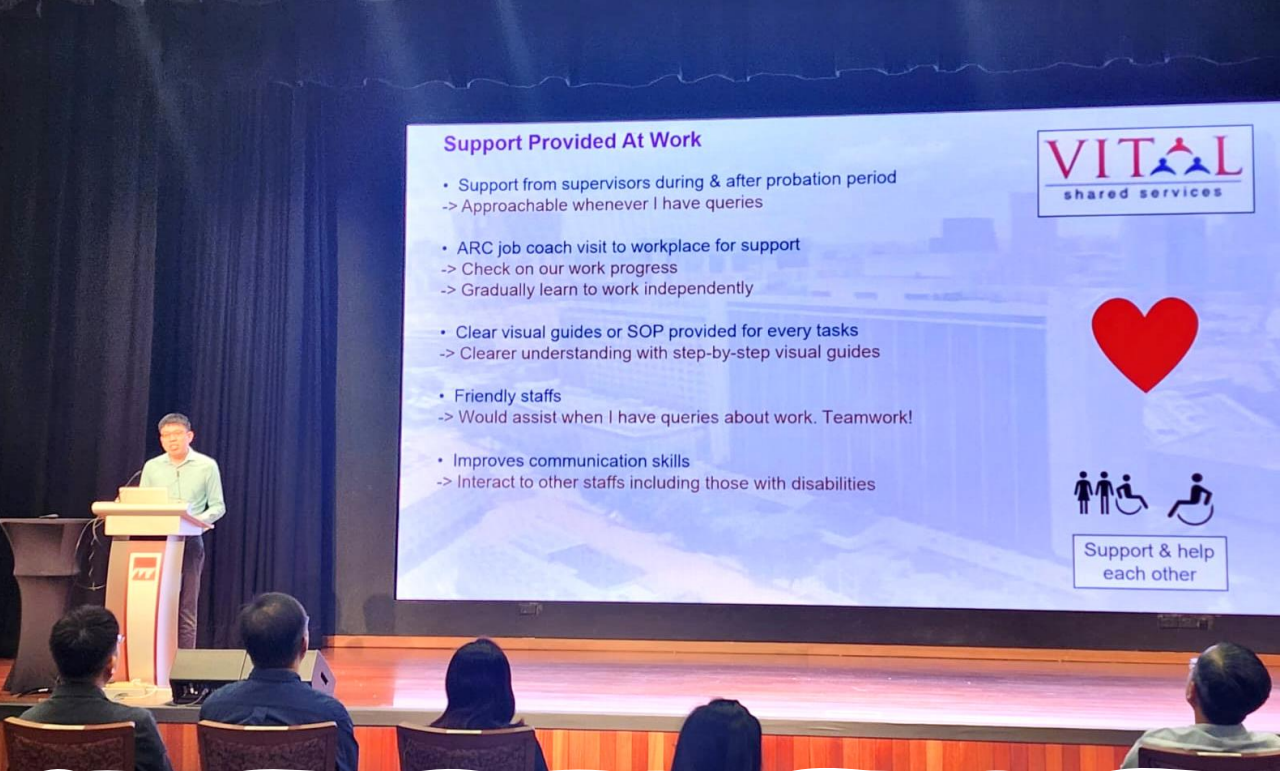


Enabling Mark (Gold)



- 2.5% (14) PWDs staff [top in public sector as % of staff]
- 22 PwD vendor staff - VITAL-SPD partnership
- Inclusive hiring efforts recognised in speeches (2002)





Inspirational Stories

- 8 Staff on the Autism Spectrum
 - ARC Job Coaches provide support
- Staff sharing his 'School to Work' journey at SPD conference



10X MORE PRODUCTIVE

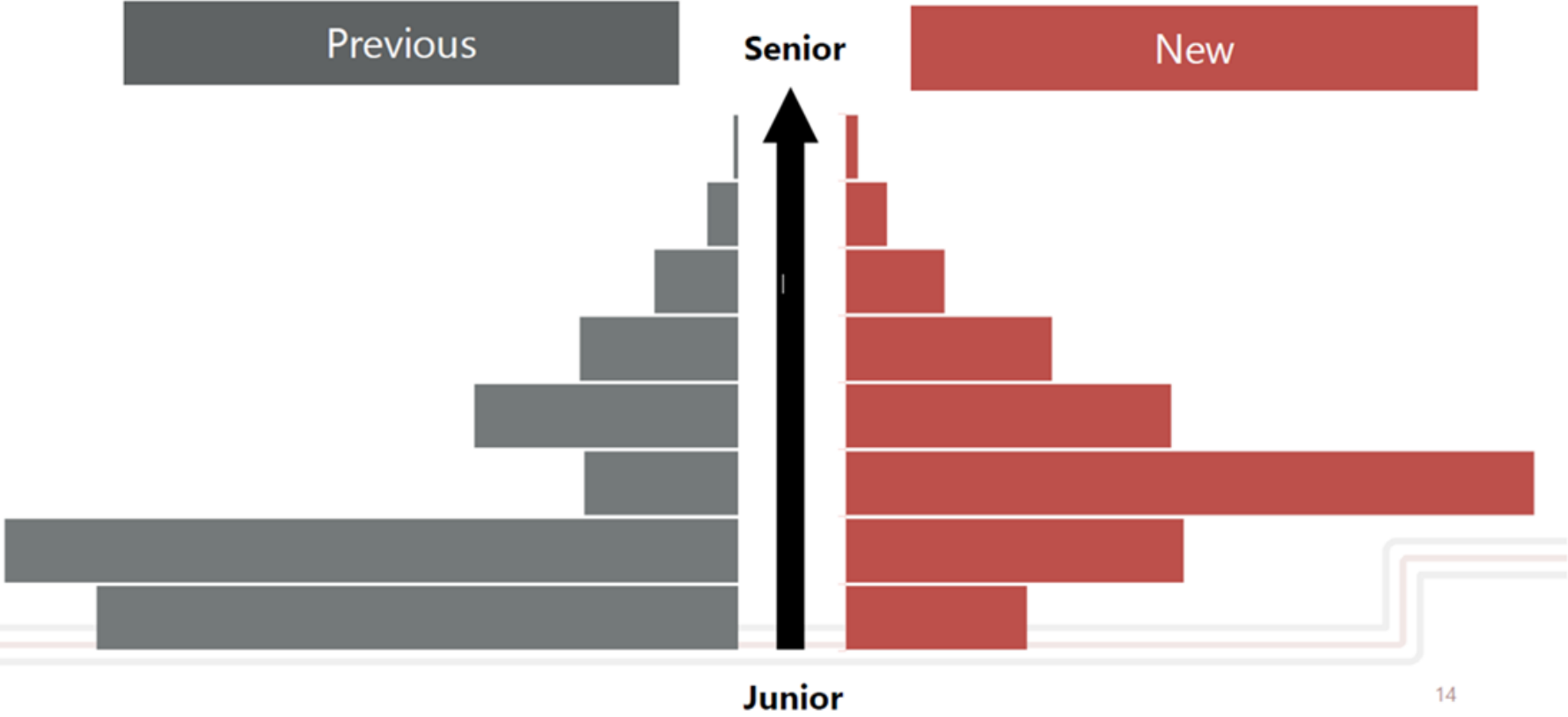
BOSS OF BOTS

**HUMAN-
CENTRIC
AUTOMATION**



But what's in it for our people?

VITAL – New Shape of Jobs



Career Growth



Better Jobs

New Mental Models – Top Down & Bottom Up

Innovation can only succeed when it is both **top-down** and **bottom-up**:

- 1. Top-down** – Management provides the training, support and safety net (to fail and try again); and
- 2. Bottom-up** – Staff surface ideas, embrace the innovation and keep making improvements.



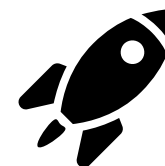
Worldwide Low-Code Development Technologies Market growing!



Staff will have **access to increasing number of low-code tools**



Gen-AI capabilities will **augment and improve staff value creation**



Citizen Developer efforts supercharged as Gen AI has the potential to script many bots

500 CITIZEN DEVELOPERS



Faster response to changing business needs

Staff OWN and MAINTAIN their low code solutions



Less reliance on vendors



IT team can focus on complex, technical projects.

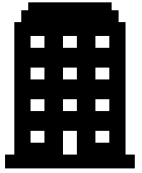


RPA Bulk Tender ...



RPA Bulk Tender covering RPA Software and Licenses, Services to provide RPA Solution and Maintenance Services for the RPA Solution

... and VITAL Central RPA Platform



On-premise automation cloud that supports multiple agencies.



Support secured **RPA access to systems with data classified up to CONFIDENTIAL.**



Orchestrate RPA remotely and experiment with **AI/ML and advanced features** like integration with Gen AI.

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



IT IS NOT ABOUT US



IT IS ABOUT OUR PEOPLE

