

24th Asian

SSON

SHARED SERVICES & OUTSOURCING WEEK

Hybrid Edition

18 – 21 October 2021, Singapore | Hybrid

Shaping Value-Generating Digital SSCs through Transformation and Scale



Dennis Lui
CE, VITAL Shared Services

CE spoke at the Asian Shared Services & Outsourcing Week on 19 October 2021. The event was organised by the Shared Services and Outsourcing Network (SSON) which is **the largest and most established community of shared services and outsourcing professionals in the world** with over 160,000 members. CE was one of the speakers at the event, together with leaders from renowned companies such as the Goodyear Tire & Rubber Company, Kimberly Clark, Manulife, Schneider Electric and Thomson Reuters.

During his presentation, CE shared about VITAL's **strategic pillars, priorities, digital roadmap and automation journey.**

Here are 3 key take-aways!



VITAL's Intellectual Leadership Role

VITAL can play the **intellectual leadership role** by **bringing in new technologies, experimenting and scaling**, before extending it to the rest of the agencies. This way, we can facilitate policy improvements and implementation upstream, and value-add to the Whole-of-Government ecosystem.

Citizen Developer Journey

A **citizen developer journey** requires every staff to **own it, to learn it and to execute it at their own local level**. We want to **democratise the technology** by involving all of them, training them up and bringing in the correct technologies.



Partnering Private Sector

VITAL needs partners from outside the government, such as the private sector, industry leaders, and tech leaders to **understand, facilitate and even collaborate**, especially when it comes to technology.



You may view the video of presentation by clicking this [LINK](#)

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