



VITAL NEWSLETTER

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VITAL SERVICE PARTNER SATISFACTION SURVEY FY2021

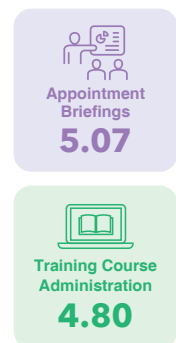
VITAL Service Partner Satisfaction Survey (SPSS) is conducted annually to gather feedback from service partners on the satisfaction level towards VITAL's service delivery. More than 1,700 service partners participated in the SPSS FY2021 from 17 to 28 January 2022.

Survey results showed that service partners' overall satisfaction with VITAL's services remained high.

Overall Satisfaction across the Years
(out of 6 points)



Satisfaction with Service
Experience (out of 6 points)



Next Steps



Enhanced shared services delivery system

- ✓ VITAL is developing a new core system to manage shared services through omni digital channels covering HR, payroll, finance, procurement and administration processes.
- ✓ Feedback from SPSS FY2021 and the earlier Design Thinking and Service Journey study will be taken into consideration in development of the new system.



Robotics & automation

- ✓ VITAL will continue to lead agencies' participation and experimentation with low-code/no-code automation tools.
- ✓ VITAL will also explore other emerging technologies and facilitate agencies' access to test and deploy them, where applicable.



Communications & engagement

- ✓ VITAL has embarked on new communications initiatives such as the half-yearly newsletters and bi-monthly agency updates. EDMs have also been shared regularly with agencies on VITAL's new services and developments.
- ✓ We will continue to step up communications and engagement efforts through various platforms.

UPSKILLING VITAL WORKFORCE UNDER THE SHARED SERVICES COMPETENCY FRAMEWORK

The Shared Services Competency Framework (SSCF) was launched in January 2021 to prepare VITAL officers with the knowledge, skills and capabilities required for the evolving roles in corporate shared services, in view of the rising digitalisation and automation trend. In line with this, a series of specialised training programmes under the SSCF have been lined up for VITAL officers.

Since 2021, a total of 256 VITAL officers have attended training courses in areas such as data analytics, design thinking and robotic process automation (RPA). More officers will be able to participate as we step up the training in the coming years.

Equipped with the knowledge, skills and capabilities specified under the SSCF, VITAL officers will be able to better support our service partners in shared services delivery, and create more value-add to the Singapore Public Service.



SPECIALISED TRAINING IN DATA ANALYTICS

Under the SSCF, VITAL has partnered Ngee Ann Polytechnic to equip VITAL officers with data analytic skills through training programmes such as the Specialist Diploma in Data Analytics and Certificate in Data Analytics. The training helps them build strong technical foundations to perform their tasks more effectively and efficiently.

Specialist Diploma in Data Analytics (SDDA):

- After completing the 5-month course with modules such as data visualisation, descriptive analytics and programming for analytics, VITAL's first batch of 15 staff graduated from the SDDA in May 2022.
- With the full array of technical skills and tools, they are now ready to champion data analytics projects at VITAL.



First batch of VITAL SDDA graduates

Certificate in Data Analytics (CDA):

- 3 teams comprising 13 VITAL officers participated in a data hackathon on 1 and 2 August 2022. As the closing project of the CDA, the teams had worked on solutions to solve actual business challenges faced by VITAL.
- The teams unleashed their creativity and worked on different problem statements, from data analysis, visual analytics to dashboard charts and storytelling, which was good showcase of the data analytics skills and tools they learnt from the course.



Participating teams working on their data projects



Congratulations to all the participants for successful completion of the CDA!

DEMAND AGGREGATION CONTRACTS TO YIELD VALUE-FOR-MONEY AND INCREASE PROCUREMENT EFFICIENCY

Demand aggregation (DA) contracts are established to allow collective purchase of common goods and services, in order to yield value-for-money through economies of scale, and increase procurement efficiency across government procuring entities.

With DA contracts, agencies can purchase based on the established rates and standardised terms and conditions in the contract, eliminating the need to call for quotations or tenders. This helps to shorten procurement time and increase efficiency of project officers and procurement officers.

At the same time, value-for-money can be achieved as rates in DA contracts can be 30% – 40% lower than market rates.

Currently, VITAL is managing 25 DA contracts, ranging from office equipment, courier services, to travel management services, as well as Singapore accommodation and event venues. On average, 201,000 hours are saved yearly through the use of VITAL's DA contracts.



30% – 40%

**LOWER THAN
MARKET RATES**



201,000

**HOURS SAVED
YEARLY**

SUPPORTING GREEN AND SUSTAINABLE PROCUREMENT

VITAL supports Singapore Government's GreenGov.SG initiative by promoting and recognising sustainability efforts in our DA contracts.

Sustainability requirements are introduced to VITAL's DA contracts in two ways:



PRODUCT OR SERVICE-FOCUSED:

Sustainability requirements are usually mandated in the requirement specifications. Some of these DA contracts include:



Copy paper

Accredited with Enhanced Singapore Green Label



Electronics and electrical appliances

Minimum number of ticks from PUB's Water Efficiency Labelling Scheme and energy efficiency rating from NEA's Energy Label



Hiring of saloon cars

Introduction of hybrid vehicles



SUPPLIER-FOCUSED:

Sustainability requirements are usually incorporated in the evaluation criteria. Some of these DA contracts include:



Airlines

Airlines' green initiatives to reduce carbon footprint



Event venues

Minimum BCA Green Mark certified rating

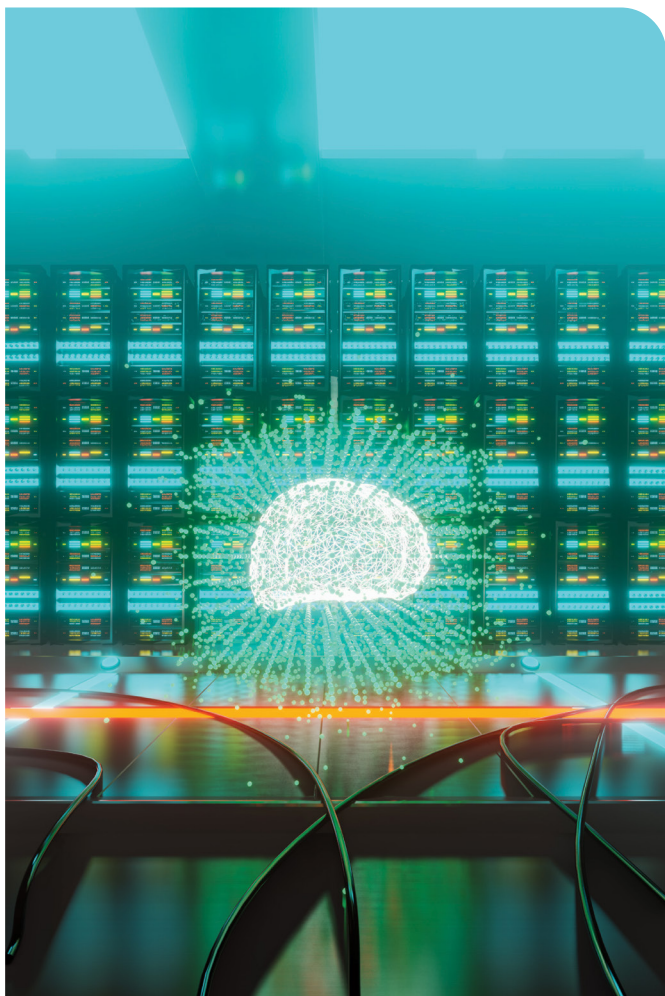


Travel management services

Estimated carbon emissions data report required for official trips

Through these DA contracts, VITAL shapes the buying behaviour of government procuring entities, influences suppliers towards green and sustainable practices, and contributes to the reduction of public sector's environmental impact.





BUILDING RPA AWARENESS AND COMMUNITY ACROSS WOG

During the Public Service Week Learning Festival in July 2022, VITAL conducted a learning session for public officers, to share about our RPA and automation journey and how public officers can adopt low-code RPA tools to improve their work productivity. The learning session also featured a step-by-step demonstration of building a robot use case that was inspired by VITAL officers.

The sharing was in line with the Public Service Week theme – ‘Be the New’, which encourages public officers to unleash new aspects of themselves that will redefine the meaning of work.

Overall, more than 90% of the participants were satisfied with VITAL’s learning session and found the demonstration of robot use case easy to understand and useful for them. The script of this demonstrated use case has also been uploaded to the Robotics & Automation Hub.



WOG ROBOTICS & AUTOMATION HUB

VITAL has launched the revamped Whole-of-Government (WOG) bot library (now known as Robotics & Automation Hub) in February 2022 to expand the resources in the library and make the portal more intuitive and interactive for visitors.

The revamped portal has garnered more than 7,700 site visits by over 1,100 visitors as at end-July 2022.

The Robotics & Automation Hub features many new RPA-related resources and guides such as process suitability calculator, RPA governance and lifecycle management guidelines, and process definition document template, etc. which agencies have found helpful in their automation journey.



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