VITAL NEWSLETTER

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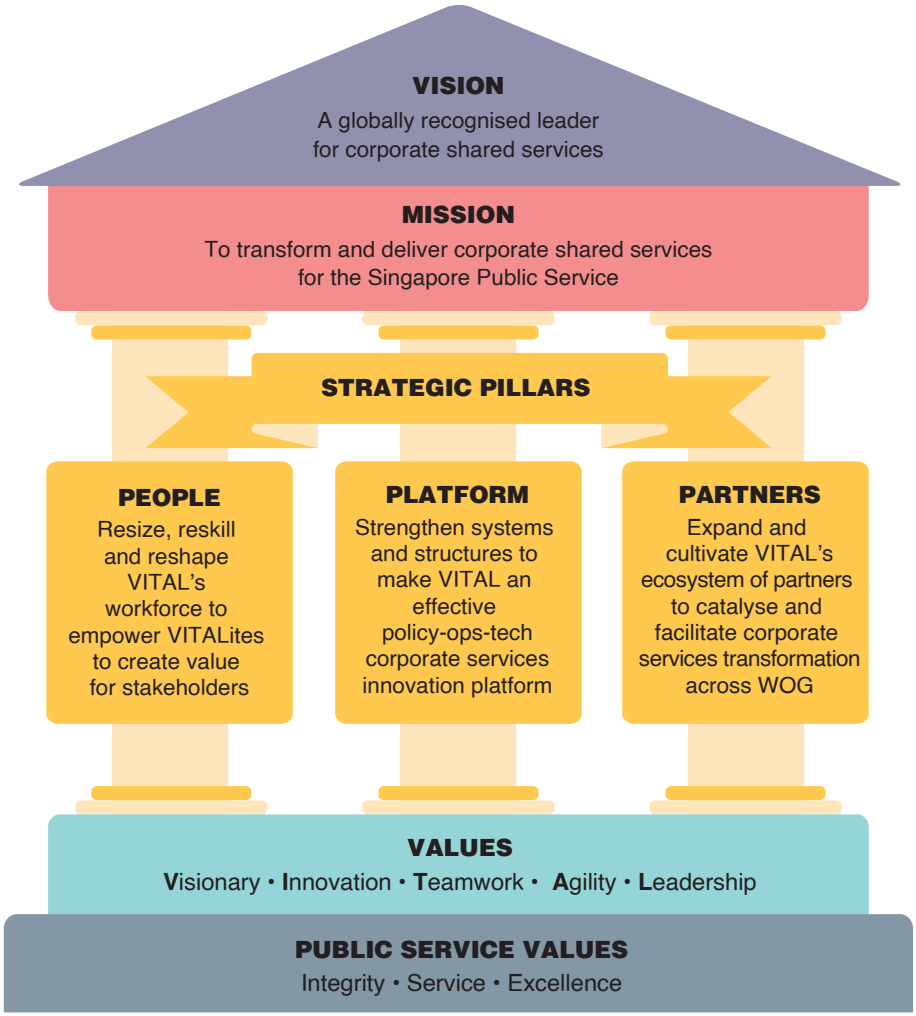
VITAL'S REFRESHED MISSION, VISION AND VALUES

To reflect VITAL's new mandates as the Singapore Public Service's central agency for corporate shared services and robotics & automation (R&A) lead for corporate and administrative services, we have redefined VITAL's Mission, Vision and Values. With the refreshed strategic focal areas, we will leverage our unique role and position to create value for the Singapore Public Service.

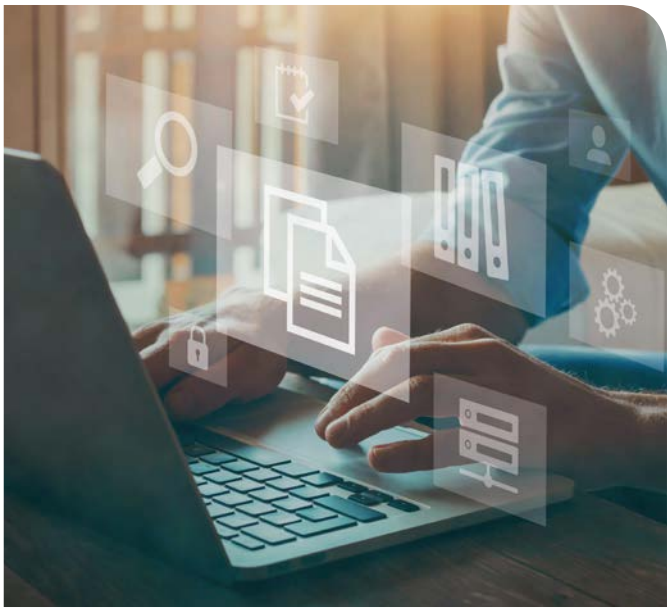


VITAL'S PARTNERSHIP WITH X0PA TO MAKE HIRING PROCESS MORE EFFECTIVE AND EFFICIENT

VITAL has embarked on a recruitment tech pilot programme tapping on artificial intelligence (AI) to streamline recruitment process and improve objectivity and efficiency in hiring. Through the use of X0PA's AI Recruiter platform, VITAL is able to create a ready pool of qualified candidates from various recruitment sources and improve candidate job matching capabilities.

As of Feb 2022, the X0PA pilot has successfully gone live with several government agencies. Thus far, they have generally provided positive feedback on the system, especially on the shorter timeline achieved for the shortlisting process.

We will continue to work with X0PA on the system enhancements requested by the agencies and make the system more effective and efficient.



REVAMP OF WOG BOT LIBRARY

Given VITAL's role as R&A lead for corporate and administrative services, VITAL has worked on the revamp of the existing WOG bot library to expand the resources in the library and make the portal more intuitive and interactive for visitors using design thinking methodology. 15 officers across 10 agencies participated in the interviews and provided useful insights and feedback on the portal interface, design and content. VITAL has since launched the revamped portal in Feb 2022.

CITIZEN DEVELOPMENT - WOG STUDIOX EXPERIMENTATION

10
AGENCIES
PARTICIPATED

14
TASKS
AUTOMATED

584
HOURS
SAVED ANNUALLY

To drive robotic process automation (RPA) adoption across Whole-of-Government (WOG), VITAL led an experimentation on a low code automation tool, UiPath StudioX, with public agencies. 10 agencies participated in the experimentation and managed to automate 14 tasks, achieving estimated annual time savings of 584 hours.

Participants generally agreed that low code type of automation tool is easier to learn and use, and will continue using it to automate tasks though it is more suited for simple task automation rather than end-to-end process automation with higher complexity.

BUILDING RPA AWARENESS AND COMMUNITY ACROSS WOG

VITAL has conducted sharing on our RPA implementation journey and learning points for WOG agencies at various platforms such as:

- **8 Sep 2021** — FINANCE AND PROCUREMENT MIDDLE MANAGERS FORUM
- **8 Oct 2021** — CIVIL SERVICE COLLEGE LEARNING SERIES 2.0 FOR SERVICE DOMAIN OFFICERS
- **9 Dec 2021** — RPA VIRTUAL IMMERSION LAB EVENT ON RPA JOINTLY HELD BY UIPATH AND VITAL

For these sessions, participants generally found our sharing useful and provided positive feedback.

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