



VITAL NEWSLETTER

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VITAL COMMUNITIES OF PRACTICE (COP) 2023

VITAL CoP 2023 was held successfully on 7 February 2023, attended by about 130 corporate services leaders from more than 50 public agencies. Automation experts from Temasek, VITAL and UiPath shared their insights into the endless possibilities and opportunities that digitalisation and automation, as the engine of transformation, can bring to corporate services.

Our keynote speaker, Mr. Mark Lim, shared how Temasek is building its digital foundation to create more value by enabling and inspiring its people with a culture of scalable innovation and providing them with high quality data and intelligent digital platforms.

As the robotics and automation lead for corporate services in the public sector, VITAL shared about our automation journey and upcoming automation initiatives, including the exciting whole-of-government (WOG) central robotic process automation (RPA) platform which will allow all public agencies to easily access a suite of bots and automation solutions without the need to set up RPA infrastructure.

As VITAL's technology partner, UiPath focused on intelligent automation use cases leveraging artificial intelligence (AI) and machine learning functionalities such as document understanding. With these, agencies will be able to reap the benefits of RPA and scale up rapidly.

The CoP was also a wonderful platform for us to network, make new friends, and catch up with old comrades from the corporate services community. We were happy to see so many service partners in person since COVID-19 struck.

We look forward to seeing our service partners again at the next CoP!



Speakers at VITAL CoP 2023 (from the left: Ms. Jessica Kim from UiPath, Mr. Mark Lim from Temasek, Mr. Dennis Lui from VITAL and Ms. Jessica Ong from VITAL)



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PROCUREMENT PLUS PILOT

To elevate government procurement capabilities, VITAL is working to expand our role to provide procurement support to small agencies who may not have dedicated procurement teams. Under this model, VITAL will cover the entire procurement lifecycle from formulating procurement strategy, drafting Invitation to Tender (ITT) / Invitation to Quote (ITQ) / Request for Quotation (RFQ) documents to performing contract management. With VITAL's support, agencies will gain valuable augmented procurement expertise and lower governance risks.

Procurement Plus to cover the entire procurement lifecycle



VITAL had just completed a Procurement Plus pilot with the Ministry of Finance (MOF) which started in September 2022. We received positive feedback on the process and VITAL's support. Procurement Plus will be made available to other small agencies following the successful pilot.

APPOINTMENT OF MEDICAL SERVICE PROVIDERS FOR THE SINGAPORE PUBLIC SERVICE

A tender has been awarded to five medical service providers (MSPs) to provide medical examination, influenza vaccination and influenza pandemic programme for the Singapore Public Service. The 2-year contract took effect on 1 November 2022, with an option to extend up to another two years.

The appointed MSPs are Adept Health Pte Ltd, MHC Medical Network Pte Ltd, Onecare Plus Pte Ltd, Parkway Shenton Pte Ltd and Raffles Medical Group Ltd.

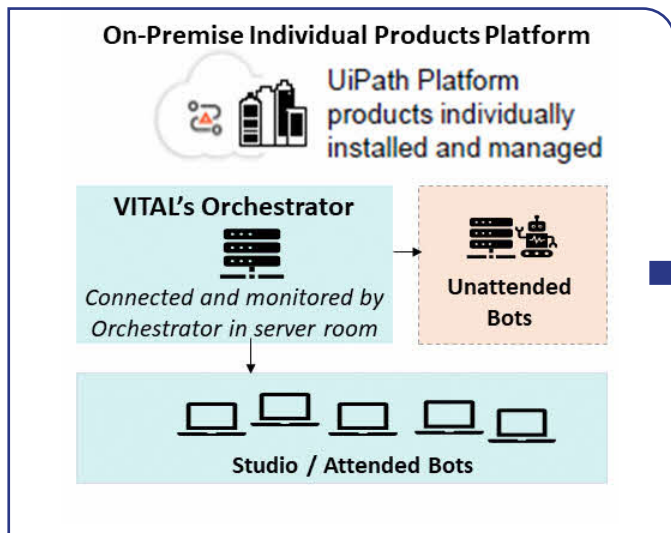
The scope of services under the appointed MSPs is listed in the table below.

	Medical Examination	Influenza Vaccination	Influenza Pandemic Programme
Adept Health Pte Ltd		✓	
MHC Medical Network Pte Ltd			✓
Onecare Plus Pte Ltd		✓	
Parkway Shenton Pte Ltd	✓	✓	✓
Raffles Medical Group Ltd		✓	✓

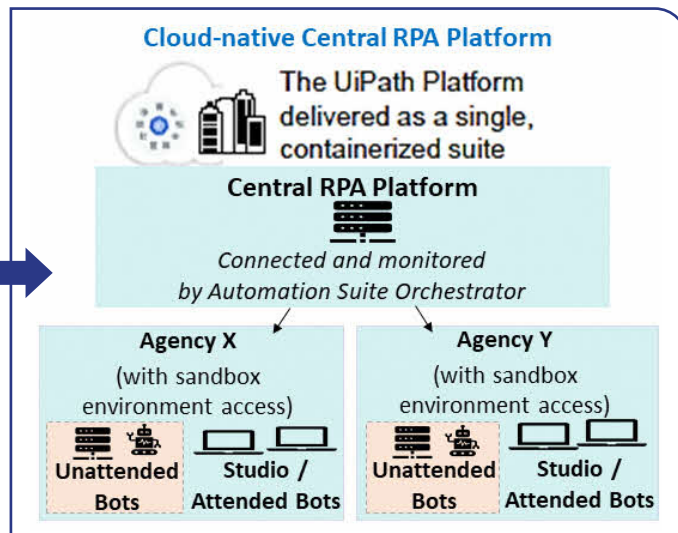
WOG CENTRAL AUTOMATION PLATFORM

VITAL is working to transform our current on-premise RPA platform into a central Cloud-native automation platform, which will allow Singapore Government agencies to easily access, implement and collaborate on RPA solutions.

Current Mode of RPA Implementation at VITAL



Future Mode of RPA Implementation at VITAL



What Is It?

VITAL's central Cloud-native RPA platform is based on a single containerised UiPath Automation Suite with high availability. It allows for a one-package deployment of multiple automation products on a single platform in an agile manner. Besides providing a central orchestrator for bots, the Automation Suite allows easy management of bots and experimentation with AI-related features such as document understanding and a hub for automation idea management. The platform aims to serve multiple government agencies subscribed with scalable configurations and real-time monitoring of usage.



When?

In Year 2023.



What Are the Benefits?

- The platform advances the adage of “Build Once, Use Many” for the use of RPA on common corporate processes across the public sector.
- The platform will support agencies who are new to RPA, and agencies who have implemented RPA but face challenges in scaling up automation, exploring AI or machine learning, due to technical barriers or requirements of infrastructure.
- The platform aims to shorten the time to see results and lower technical barriers, without the need to set up infrastructure.
- VITAL has central overview of RPA adoption across WOG which would facilitate the standardisation of processes and common use cases across WOG.

PUBLIC SECTOR AUTOMATION WEBINAR SERIES

VITAL partnered with SimplifyNext and UiPath to organise a series of webinar, to share how automation can be a force for good if its adoption benefits organisations, employees, and the broader society and environment. The series aim to provide insights into how agencies can enable digital upskilling opportunities and business agility, and improve citizen experience through automation in the public sector.

The first session of the webinar series was successfully held on 23 November 2022. Speakers from VITAL, SimplifyNext, UiPath and Civil Service College shared their insights into democratising digital transformation through citizen development strategy across the public sector and a sneak peek of new capabilities for citizen developers (i.e., business users using low-code or no-code software) to leverage in future. Close to 200 public officers from 50 agencies attended the session. Generally, they found the session insightful and would like to attend more such sessions.

VITAL RECOGNISED FOR INCLUSIVE HIRING

Since 2016, VITAL has started to curate suitable job opportunities for persons with disabilities (PwDs). Today, we have several colleagues with autism, hearing impairment or physical disability. They account for approximately 2.5% of our workforce, performing various shared services roles, ranging from digitisation of personnel files, finance services to payroll and claims. In addition, VITAL partners with service providers and vendors who also employ PwDs. For example, VITAL had partnered with SPD to provide tier-1 support in handling email enquiries.

- ★ VITAL has been accredited with SG Enable's Enabling Mark (Gold) since 2021, recognising our best practices and outcomes in disability-inclusive employment.
- ★ VITAL was cited as a good example of public service doing our part to become disability-inclusive, in Deputy Prime Minister Lawrence Wong's speech at the Inclusive Business Forum in August 2022.
- ★ VITAL received the Recognition Award of HR Powerbank Early Adopter from Madam Halimah Yacob, President of Singapore, at Human Capital Singapore - SG Enable Masterclass at The Istana in November 2022. The award recognised VITAL's efforts in partnering HR Powerbank to employ more PwDs for jobs in the HR domain.

We are humbled by the recognition, a testament to our practices in embracing disability-inclusive hiring. We look forward to working with like-minded organisations on this meaningful journey.



VITAL team received Recognition Award of HR Powerbank Early Adopter from President of Singapore



VITAL recognised as a good example of public service embracing inclusive hiring at Inclusive Business Forum 2022

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