



*Modernising VITAL's Shared Services
Digital Infrastructure to Support Hybrid
Models and Agile Operations*

Mr Dennis Lui
Chief Executive, VITAL
Ministry of Finance
Singapore

1. Background

2. Our Journey

3. Tech in our Strategic Pillars

AT A GLANCE



~500 employees

Serving more than 100,000 public servants across more than 100 Government agencies



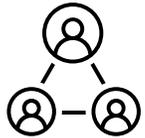
1,500,000 annual transactions

Overall service accuracy and timeliness of 99.9%



Overall service satisfaction of 94%

OUR KEY SERVICES



HUMAN RESOURCE



PAYROLL & CLAIMS



LEARNING SERVICES



PROCUREMENT

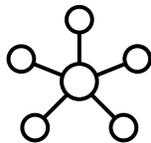


TRAVEL MANAGEMENT



FINANCE SERVICES

OUR ROLES



CENTRAL AGENCY FOR CORPORATE SHARED SERVICES

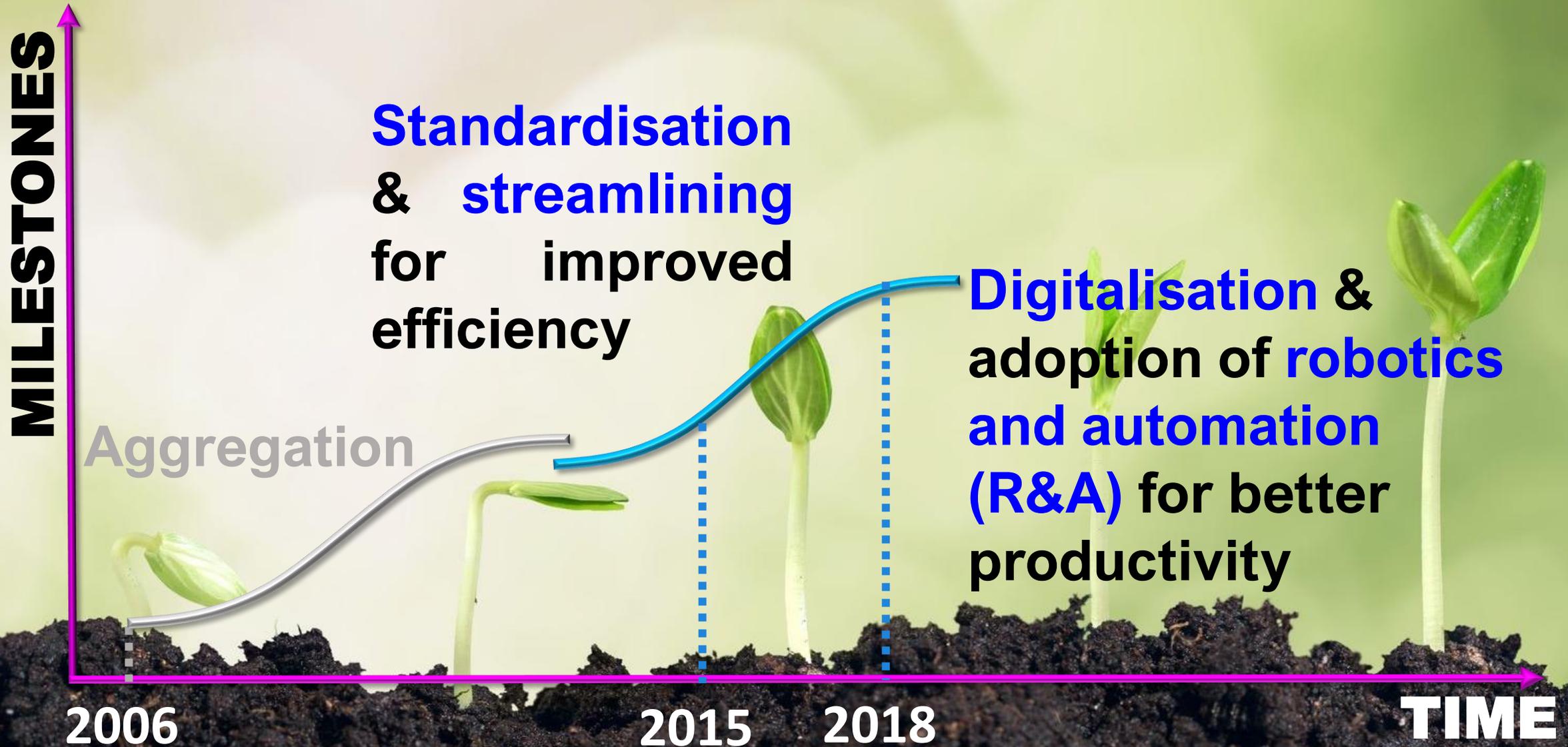


ROBOTICS AND AUTOMATION LEAD FOR CORPORATE & ADMIN SERVICES

Stages of Growth



Stages of Growth



Stages of Growth



Our Journey



Keeping the lights on ...



**95%
Satisfaction
Rate!**

**99.9%
accuracy and
timeliness!**

... from our homes!

VITAL supported implementation of 2 Major Corporate Systems



VITAL helped agencies' amidst COVID, with innovative corporate solutions



WERE

Recruitment
technology
pilot

OPEN

Low code/ no
code RPA
software pilot





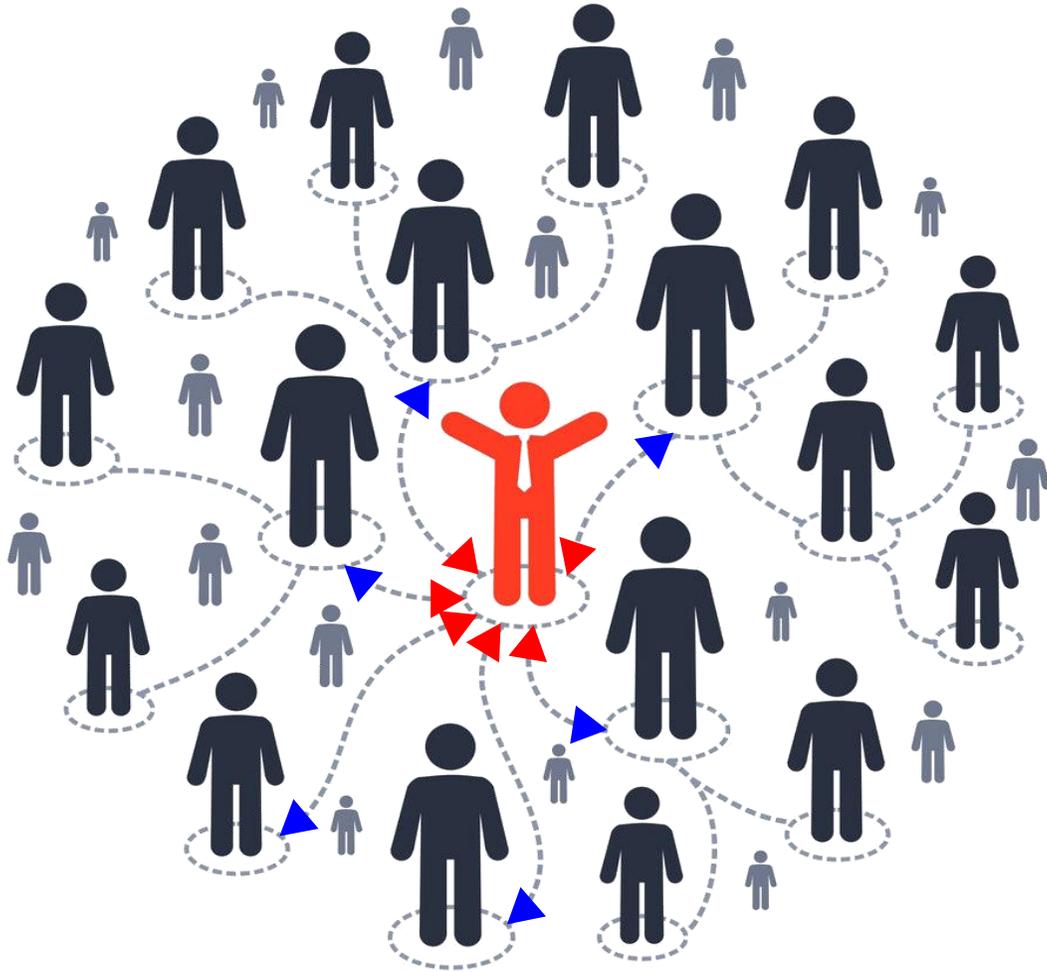
**CORPORATE SERVICES
TRANSFORMATION**

**CORPORATE SERVICES
DELIVERY**

Tech in our 3 Strategic Pillars



What does it mean for VITAL to become a Platform?



VITAL is a corporate services policy-ops-tech “innovation centre” staffed by VITALites equipped with the right skills, knowledge and attitudes, working closely with public and non-public sector partners to create value for our stakeholders

A Platform for ...

INFRASTRUCTURE



IMPROVEMENTS



INNOVATION

FUNCTIONAL
LEADERS &
AGENCIES

VITAL
shared services

NON-PUBLIC
SECTOR
PARTNERS

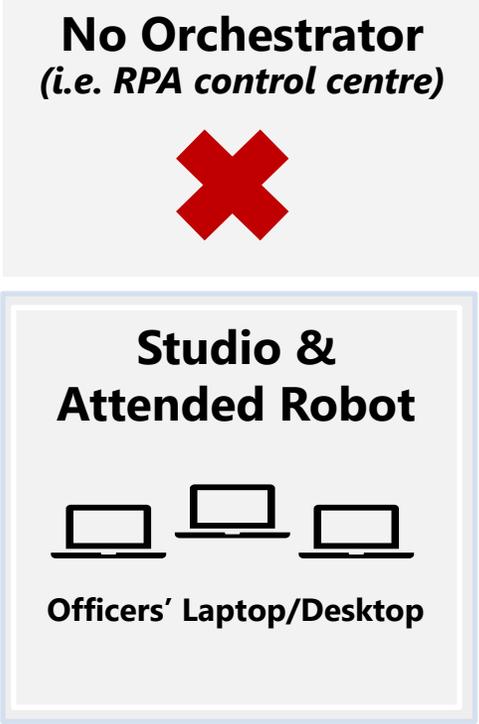
Enhancing VITAL's RPA Setup To Cloud Native Platform

2017-2018

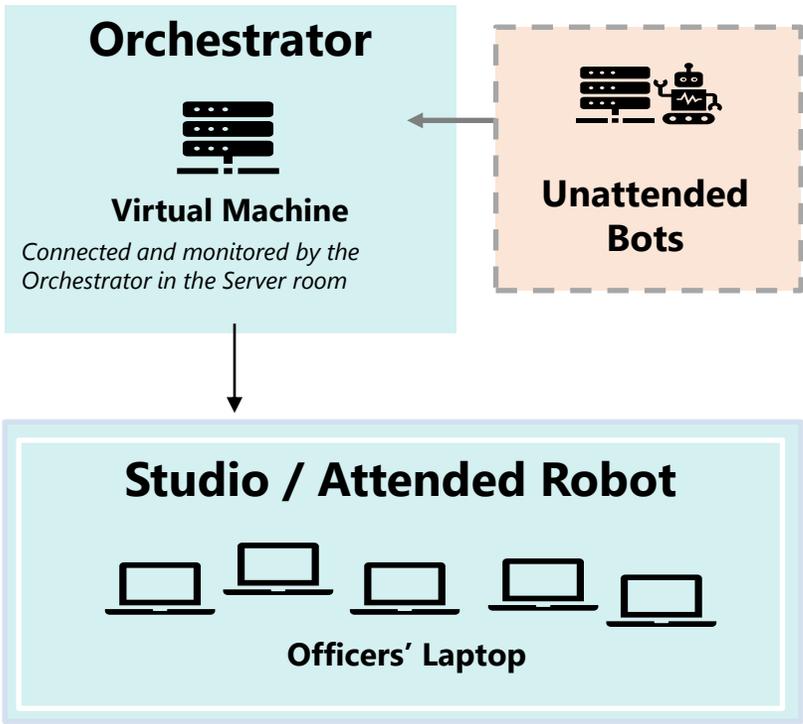
2019-2021

2022 & beyond

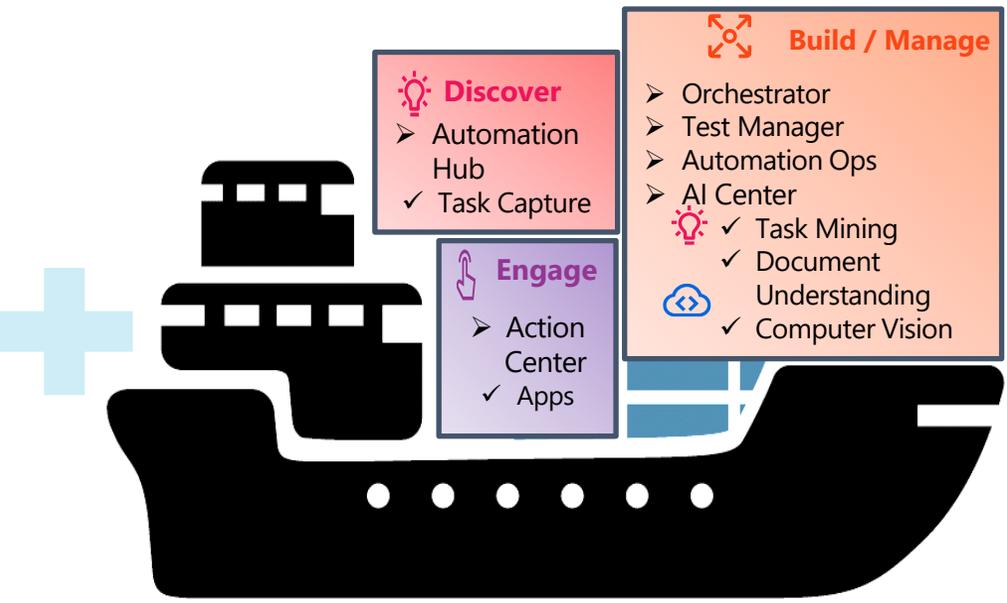
Localised RPA Setup *Individual Product Installation*



Enterprise RPA Setup *Individual Product Installation*



Centralised RPA Cloud Native Setup *Automation Suite*



Benefits

- Centralised Delivery of Corporate Shared Services
- Enable Compatibility and Compliance
- Enable Agility and Tech Exploration
- Reap Economies of Scale and Lower Barriers
- Facilitate Monitoring



Central Infrastructure

- “automation-fueled transformation is a game changer for this era”
- Learn from the best practices in private sector
- Open to work with all suitable vendors/technologies



Robert Enslin (He/Him) · 1st

Co-CEO UiPath

9h · 🌐

Like ERP in the '90s, the internet in the 2000s, and the cloud in the teens, [#automation](#)-fueled transformation is a game changer for this era.

At our [#UiPathFORWARD 5](#) event, customers like [Dennis Lui](#), Chief Executive of [VITAL \(Ministry of Finance\)](#), [James Furlong](#), VP of Supply Chain Management & Projects at [PUMA Group](#), and [Sidney Madison Prescott, MBA](#), Global Head of Intelligent Automation at [Spotify](#) spoke about the transformational outcomes their organizations have achieved with [UiPath](#).

For example, at VITAL, Singapore Public Service's central agency for corporate shared services, automation has been the core of the organization's digital roadmap since 2017. Today, they employ over 100,000 people across 100 agencies and plan to give each employee "instant access to standardized, ready-to-deploy robots and solutions." Their growing number of citizen developers have been hard at work creating automations within the agency and have improved productivity by 66%.

This is just one example of how automation is shifting from a tool to a way of operating and a way of innovating – making work more enjoyable for everyone. More on my observations from my first UiPath FORWARD.



Building a Robust Ecosystem of Partners

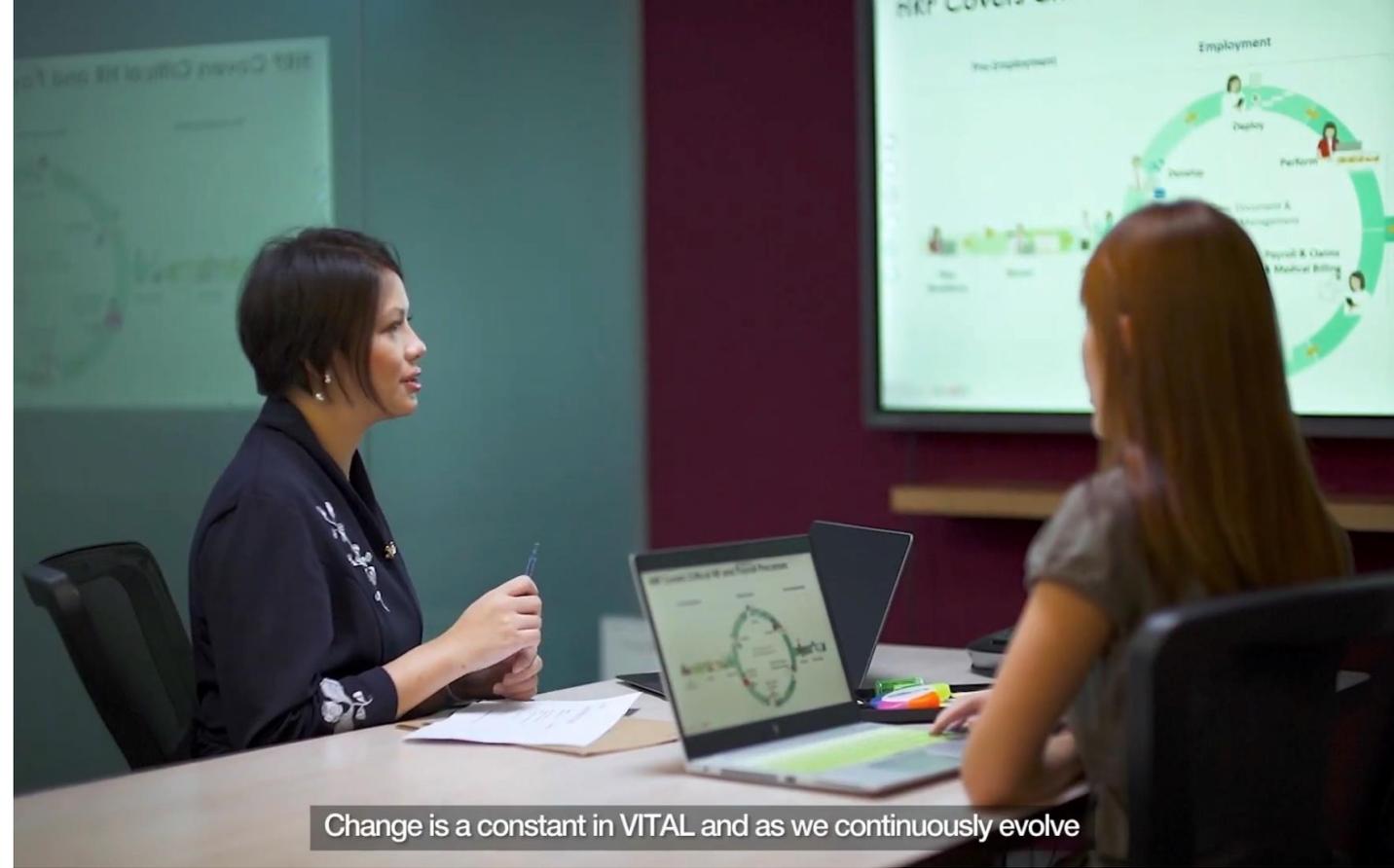
Functional
Leaders

VITAL

Non-Public
Sector
Partners

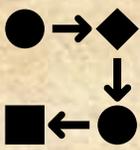
Partner
Agencies

From “Processors” of Transactions...



...to Corporate Services
Professionals

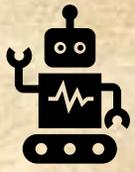
 **Robotics
Process
Automation**


 **Design
Thinking**




 **Data
Analytics**

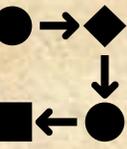

Uplifting and Upskilling our People!



**Robotics
Process
Automation**



**Design
Thinking**



**Data
Analytics**



Uplifting and Upskilling our People!



DPM Lawrence Wong at the Inclusive Business Forum 2022



ENABLING MARK AWARDS 2021

DPM Wong cited VITAL as an example of how public service is doing its part to become disability-inclusive

The logo for VITAL shared services is centered in the image. The word "VITAL" is written in a large, red, serif font. The letter "A" is replaced by a stylized icon of three human figures: one red figure at the top and two blue figures below it. Below "VITAL" is a thin horizontal line, and underneath that, the words "shared services" are written in a smaller, blue, sans-serif font. The background of the entire image is a landscape with a winding road, a bright sun, and a blue sky with clouds.

VITAL
shared services