

The VITAL DREAM Teams were formed in 2021 to refresh VITAL's Mission, Vision and Values (MVV) with the focus on achieving VITAL's aspirations to be the Central Agency for Corporate Shared Services (CACSS) and Robotics and Automation (R&A) lead for Whole-of-Government (WOG).

These are the curators of the refreshed MVV!

**TEAM CACSS**



**Wilson Oh**  
DD (CP)



**Jenny Suen**  
DD (HRM)



**Raine Yeo**  
DD (HPE)



**Sheane Sng**  
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**Samuel Wong**  
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**Asha Zhang**  
AD (PTS)



**Irenne Gan**  
SM (CP)



**Woon Bi Wei**  
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**Jackson Chan**  
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**Sharifah Farah**  
AD (OP)



**Vivien Luo**  
AD (HRSA)



**Regina Raja**  
DD (SBC)



**Everlynn Chua**  
SM (HRSA)



**Ngin Huiling**  
ASM (IT)



**Jessica Ong**  
AD (IH)

**TEAM R&A**

Let's hear from the Project Leads on their experiences and takeaways as part of this exciting team!

## Team 1 (CACSS) Project Leads:

# Wilson Oh, Deputy Director (Corporate Planning) & Samuel Wong, Deputy Director (HR & Payroll, MOE)

Refreshing VITAL's MVV provided an exciting opportunity for the VITAL DREAM Teams to sharpen the direction for the organisation. Wilson described his experience as part of the VITAL DREAM Teams to be an enriching one that provided team members from various functions with the opportunity to understand and appreciate each other's diverse perspectives as well as ideas, and very importantly, work together to define VITAL's aspirations and new directions. Samuel added that it was a great learning experience, as the team explored emerging trends and ideas and combined all of them to create a refreshed journey for VITAL staff to embark on.

Since its inception in 2006, VITAL's MVV had undergone various iterations, and VITAL's role has largely been centered around being a trusted service partner in the delivery of corporate shared services. Wilson highlighted that as Central Agency for Corporate Shared Services, VITAL's role was now an expanded one, to transform and deliver corporate shared services for the Singapore Public Service. In light of this expanded role, Samuel noted that it was essential for the team to agree to disagree and select only the most appropriate strategies that would help propel VITAL forward in its aspiration as the CACSS.



Wilson Oh, DD (CP), Co-lead of Team CACSS

Wilson and Samuel are looking forward to closer integration between the operations and policy teams within the Central Agency sector, which will allow VITAL to play an **integral role in shaping corporate policies, processes and systems**. To achieve this, organisational strategies such as growing internal capabilities and inculcating the refreshed corporate core values amongst VITAL staff must be put in place.

While the refreshing of the MVV might seem like a big change, Samuel highlighted that VITAL has been progressively

embracing change (never stagnant). Since our inception, VITAL had progressively transformed from a transactional to a digital organisation that was capable of efficiently using resources to maximise value creation and contribute towards a "high performance government". Wilson encouraged VITAL staff to embrace the refreshed MVV and come onboard the journey together as VITAL progresses towards our new vision of being **a global leader for corporate shared services**.



Samuel Wong, DD (HPE), Co-lead of Team CACSS

## Team 2 (R&A Lead for WOG) Project Leads: **Regina Raja, Deputy Director (Statutory Board, Cloud)** **& Jessica Ong, Assistant Director (Innovation Hub)**

Regina and Jessica were the leads for the project team on transforming VITAL into an R&A lead. Regina likened the VITAL DREAM project journey as a sprint as there was a need to bulldoze through while facing tight timelines. However, every team member was committed and was timely in contributing their inputs online and offline. Jessica agreed that the project was challenging but everyone was able to contribute their perspective from their respective domains and were able to come to a clear consensus on how VITAL could play the role of an R&A lead.

The team crafted VITAL's aspiration as the 'go-to' agency for R&A exploration in Corporate Shared Services and brainstormed strategies to achieve that. Putting together the smaller pieces to paint the large picture was one key challenge faced by the team as shared by Jessica.



*Regina Raja, DD (SBC), Co-lead of Team R&A*



*Jessica Ong, AD (IH), Co-lead of Team R&A*

For VITAL to achieve this aspiration, Jessica highlighted the importance of VITAL in being a role model and inculcate a culture in which every VITAL officer readily embraced R&A. When VITAL leads by example, this can motivate our partner agencies to learn from VITAL's experiences and seek advice on process suitability for automation.

Regina added that R&A is applicable to everyone in VITAL, be it at work or in one's personal life. Regina encouraged everyone to regularly reflect on "how can I make my life simpler with automation or technology". As VITAL progressed on the forefront to be the trusted advisor for corporate shared services, there was a need to adopt a growth mindset and embrace new technologies.

Regina also shared that the Digital First portal and Automation Hub are great resources for officers to self-learn simple automation skills. Furthermore, there are free community tools by UiPath available for VITAL staff who are keen to try automation. She encouraged all VITAL staff to be courageous in taking the first step as automation may not be as daunting as it seemed.

Jessica quoted "lifelong learning is an asset that you can give yourself at any age". We do not have to aim for the stars from the start, but we can start small and celebrate the little successes along the way. Progressively and steadily, we can reach our destination as a Central Agency for Corporate Shared Services and a Robotics and Automation lead for WOG.