

GLOBAL
government
FORUM

INNOVATION
2019

Headline Knowledge Partner



Innovation in Service Design & Delivery

Singapore's experience

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Context: Why does tomorrow need working on?



- Technological disruptions
- Ageing society
- Growth of Asia



**PUBLIC SECTOR
TRANSFORMATION**



**PST is how we transform the Public Service
to build Our Future Singapore**



We have been raising the baseline of Service Delivery

- Use simpler language in communications
- Streamline operational processes
- Address pain-points, e.g. with No Wrong Door protocol
- Respond faster and shift services online



We want to continually innovate in service delivery as One Public Service

**High tech, high touch
One stop, one step**

Government agencies are coming together to deliver seamless, anticipatory and personalised services for citizens and businesses



Moments of Life initiative

A first step towards delivering integrated services and information that citizens need, when they need it, through a single platform

Engaging citizens
proactively to
understand their needs
and wants

**Transforming and
organising Government**
to provide citizen-
centric service delivery

Making interacting
with Government **more
convenient and
seamless** for citizens

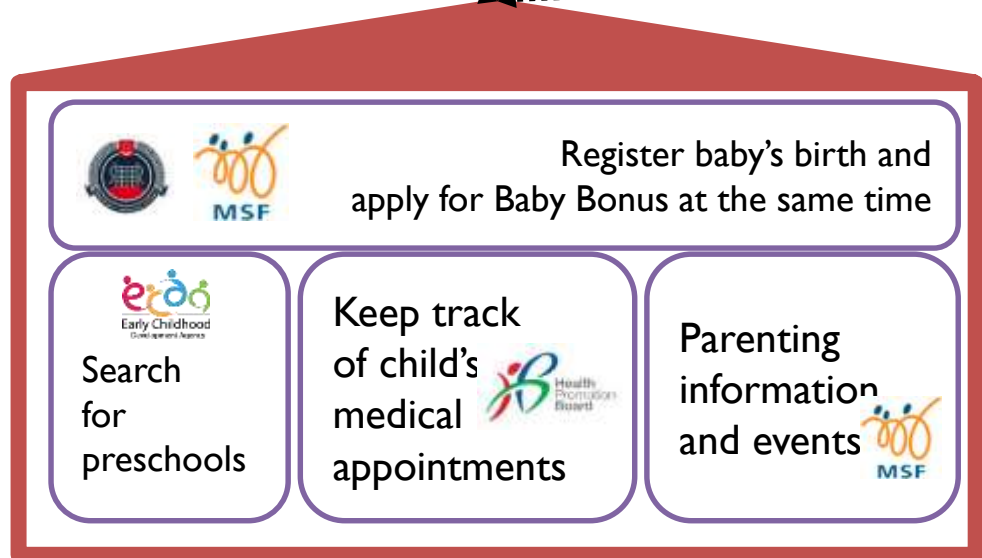
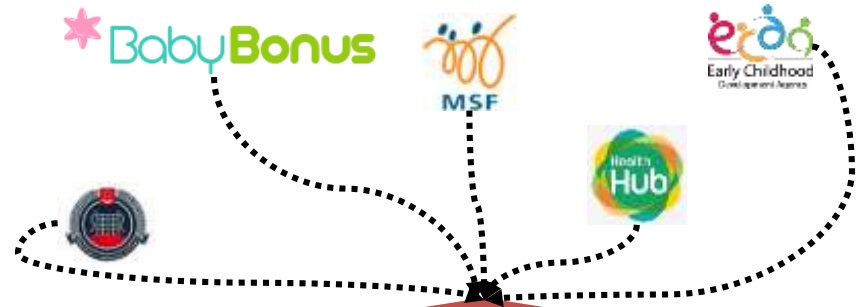
Technology as our enabler

Streamline processes to provide greater convenience to citizens



15 government agencies worked together to re-engineer backend processes

- Relevant Government services and information at a person's fingertips
- Pre-filling of information from MyInfo
- Reduced need to interact with multiple agencies
- More convenience when transacting with Government



Moments of Life (Families) app

App was launched in June 2018



MORE SUPPORT FOR YOU ON YOUR PARENTING JOURNEY

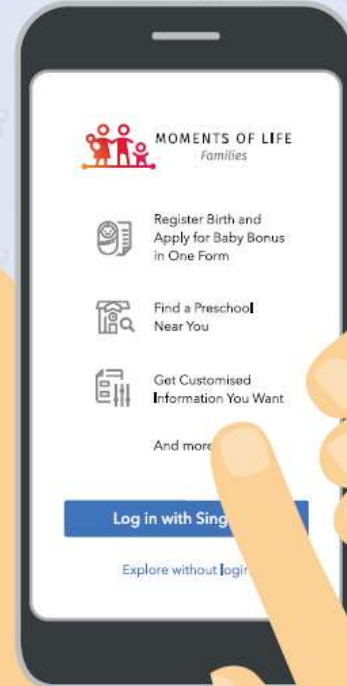
Recommended Government services and information in a single app



Scan here to find out more



Download the Moments of Life (Families) app now



www.smartnation.sg/what-is-smart-nation/initiatives/Strategic-National-Projects/moments-of-life

Being a Digital Government enables us to better deliver services



E.g.

By 2023



100%

Services will offer e-payment options



100%

Services are pre-filled with Government verified data