

Annex A: Enhancements to IMDA's Digital Skills for Life (DSL) Framework

1. IMDA launched the DSL framework in 2024, with learning resources and materials to equip all Singaporeans with digital knowledge and skills to conduct daily living tasks online easily and safely, navigate the digital space, and safeguard oneself against online risks. The framework covers a set of five digital competencies that are applicable across digital apps.

Competency	Description
1. Set up and use smart devices	Set up and operate the basic hardware and software of mobile devices
2. Explore information online	Search, view and retrieve information online
3. Communicate online	Connect with others online
4. Transact online	Carry out online transactions, including e-payment, with both government agencies and other goods and services providers
5. Be safe, smart and kind online	Safeguard against cyber threats; protect personal information; develop a positive online presence

2. In 2025, IMDA will enhance the DSL framework and work with partners to offer content and programmes about GenAI - introducing Singaporeans to GenAI, explaining its risks and how to manage them. The GenAI content has been included under the "Explore information online" and "Be safe, smart and kind online" competencies, and covers the following:

Explore information online:

- Common GenAI tools and features
- Use of the tools to search for or generate information, with a focus on daily living (e.g. planning itineraries, recommending food or leisure activities)

Be safe, smart and kind online:

- Introduction to GenAI
- Risks related to GenAI (e.g. misinformation, impersonation/deepfakes)
- Mitigation measures in response to risks under NLB's Source, Understand, Research, Evaluate (S.U.R.E) framework

3. Singaporeans can learn the digital skills on GenAI under the DSL framework through the following channels:

- Learners' resources will progressively be made available on IMDA's Digital for Life (DfL) portal at www.digitalforlife.gov.sg, where users can learn at their own pace through videos and guidebooks.
- Seniors who prefer in-person learning experience can register for GenAI workshops conducted by SG Digital Office. They can approach the Digital

Ambassadors at over 30 SG Digital Office's community hubs or visit www.digitalforlife.gov.sg for details of upcoming workshops.

4. The DSL framework supports the national DfL movement, which mobilises partners from the private, people and public sectors to help Singaporeans embrace digital for enriching their lives and develop a lifelong learning passion for digital skills.
5. Partners in industry and community can also take reference from the enhanced DSL framework, if they wish to develop new learning resources and content and teach Singaporeans GenAI skills for daily living tasks. Interested partners are welcomed to write to IMDA through the DfL portal at www.digitalforlife.gov.sg or info@imda.gov.sg.



Annex B: Expansion of SkillsFuture for Digital Workplace 2.0 (SFDW 2.0) to include AI and GenAI content

About SFDW 2.0

Introduced in 2017, the SFDW is a foundational training programme aimed at equipping Singaporeans (including those planning to return to the workforce) with digital competencies to prepare them for the digital economy.

Refreshed in July 2023, the SFDW 2.0 focuses on four key areas aligned with the latest digital trends, i.e. automation, cybersecurity risk, data analytics, and in-demand digital tools. SFDW 2.0 targets workers in sectors that are undergoing digital transformation, particularly workers in SMEs. Beyond offering digital training to the general workforce, SFDW 2.0 also aims to offer contextualised digital content in sectors such as built environment, food services, manufacturing, retail, tourism, and transportation. These sectors have higher proportions of older workers who have left the formal school system for some time and would therefore, benefit from introductory training in the digital space. Through SFDW 2.0, workers and employers will gain knowledge of technologies and digital trends, be equipped to perform functional tasks in the digital economy using digital tools, and better adjust to digital changes in the workplace.

In 2024, more than 5,000 Singaporean workers in about 290 companies participated in SFDW 2.0 programme.

More information can be found at <https://www.skillsfuture.gov.sg/initiatives/mid-career/digitalworkplace>.

Updated Skills Framework for ICT and Expansion of SFDW 2.0

Recognising the need to keep up with developments in AI, IMDA has partnered SSG, key industry players, and Institutes of Higher Learning to update the Skills Framework for ICT to include nine new GenAI skills. This framework will guide individuals in identifying areas to upskill and remain relevant, help employers identify training needs, and serve as a guide for training providers to curate and develop training courses.

Undergirded by the updated Skills Framework for ICT, IMDA is working with SSG to expand the SFDW 2.0 to incorporate AI and GenAI content within the training curriculum. Through this refresh, workers with little or no background in tech can sign up for the SFDW 2.0 training and be equipped with the knowledge and skills to use AI tools to improve their productivity in the workplace. This includes hands-on practice with market-proven pre-approved GenAI tools and solutions which enterprises can adopt with grant support.



Annex C: GenAI Playbook for Enterprises

The GenAI Playbook aims to provide enterprises with the benefits and transformative potential of GenAI, key areas to consider when implementing GenAI solutions, as well as guidelines on risks, governance, and security best practices for GenAI solutions.

It demonstrates how GenAI can solve business challenges, and helps enterprises boost their productivity, transform and grow. The Playbook guides enterprises on some of the key considerations when deciding whether to buy solutions readily available or to build customised solutions to meet their business requirements. It also showcases enterprises that have successfully deployed GenAI to improve their businesses, demonstrating tangible benefits such as increased efficiency and productivity, as well as cost savings to inspire enterprises.

This Playbook was developed in partnership with industry leaders including Amazon Web Services, Microsoft, National University of Singapore's Business School and School of Computing, as well as the Cyber Security Agency of Singapore. Their collective expertise ensures that the Playbook addresses the diverse needs of the enterprise community.

The Playbook will be published on the CTO-as-a-Service platform (<https://services2.imda.gov.sg/CTOaaS/>).

Annex D: GenAI Navigator for SMEs

With the rapid proliferation of GenAI tools, SMEs may struggle to identify the right solution for their business needs. The GenAI Navigator, a recommendation tool for SMEs, will provide recommendations based on SMEs' specific business needs and guide them to the appropriate market tested pre-approved GenAI solutions with up to 50% grant support.

The solution categories in the GenAI Navigator include: GenAI enabled solutions for office productivity, customer engagement, marketing and human resource. The GenAI Navigator will be updated as more GenAI solutions are pre-approved by IMDA.

Relevant resources such as GenAI related training courses for SMEs, as well as cybersecurity, and risks of using GenAI, are also available on the GenAI Navigator to guide SMEs in applying GenAI safely and responsibly.

The GenAI Navigator will be available on the CTO-as-a-Service platform (<https://services2.imda.gov.sg/CTOaaS/>).

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