



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

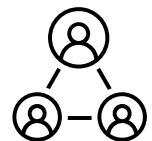


Overall service
accuracy and
timeliness of
99.9%

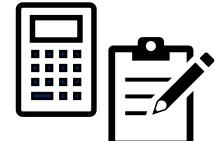


Overall service
satisfaction
of 94%

OUR KEY SERVICES



HUMAN
RESOURCE



PAYROLL &
CLAIMS



LEARNING
SERVICES



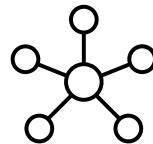
PROCUREMENT



TRAVEL
MANAGEMENT

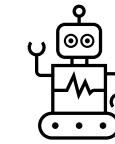


FINANCE SERVICES



CENTRAL AGENCY FOR
CORPORATE SHARED SERVICES

OUR ROLES

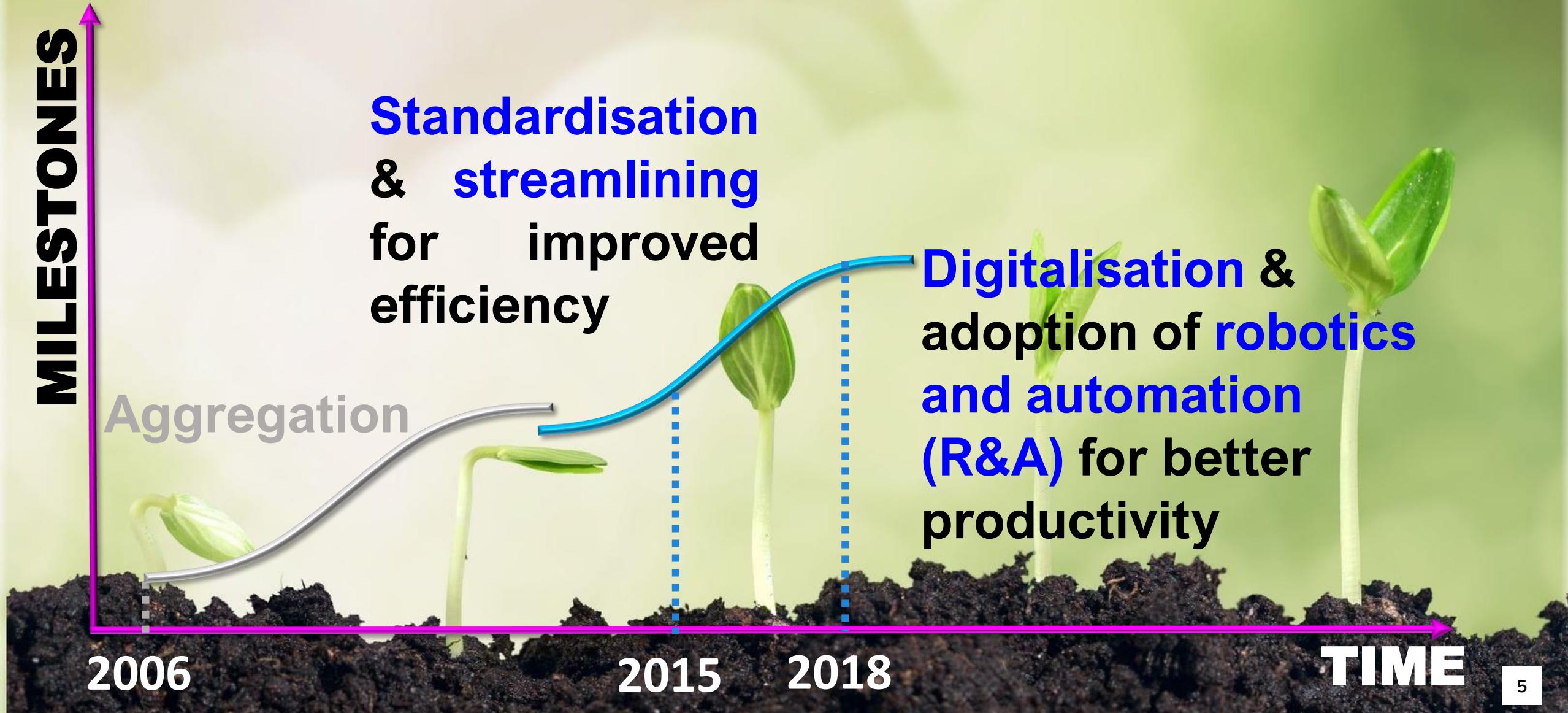


ROBOTICS AND AUTOMATION LEAD FOR
CORPORATE & ADMIN SERVICES

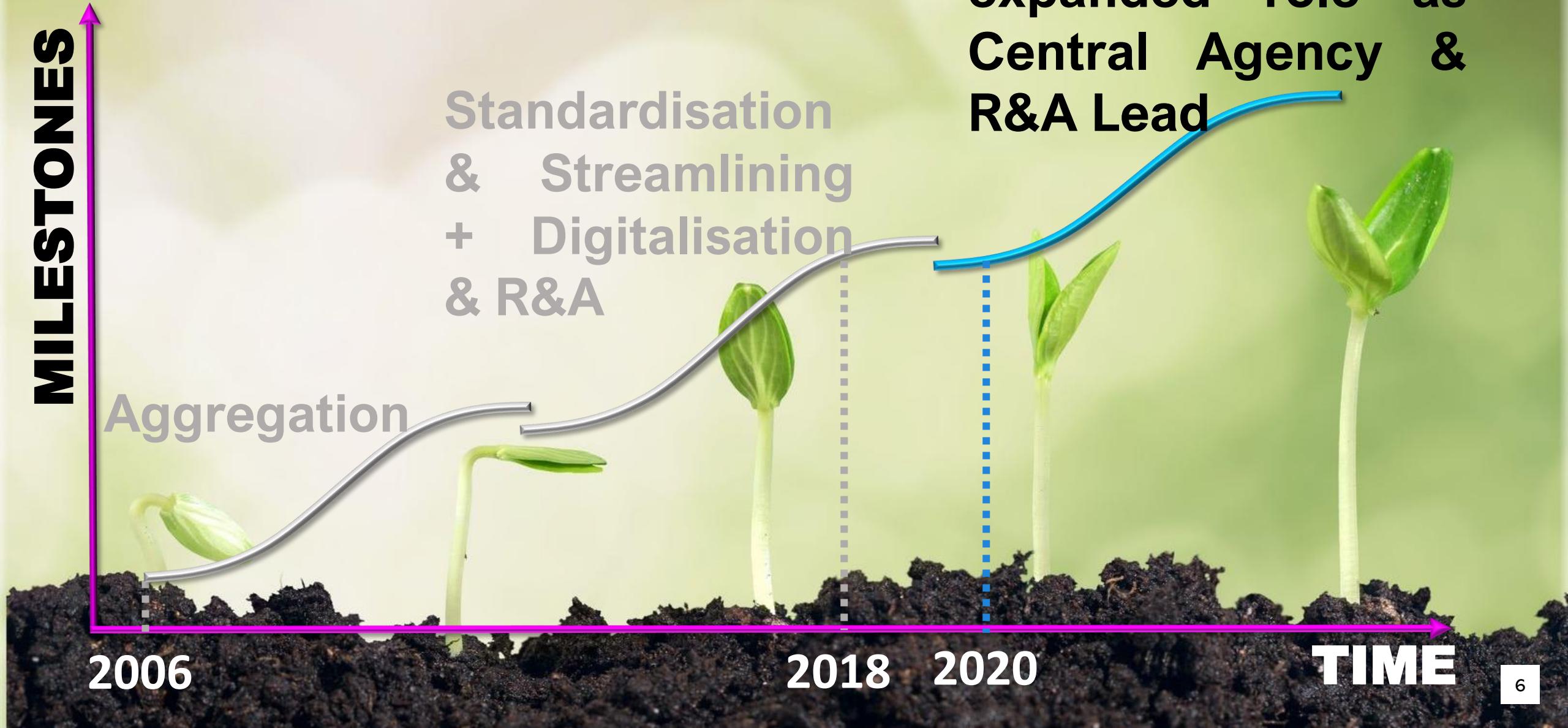
Stages of Growth



Stages of Growth



Stages of Growth



Our Journey



Keeping the lights on ...

The background of the slide features a collection of many clear incandescent lightbulbs scattered across a reflective surface. One single bulb in the upper right corner is brightly lit, casting a warm glow and several bright yellow starburst-shaped highlights that radiate outwards.

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**



WE'RE

OPEN

Low code/ no
code RPA
software pilot

Recruitment
technology
pilot





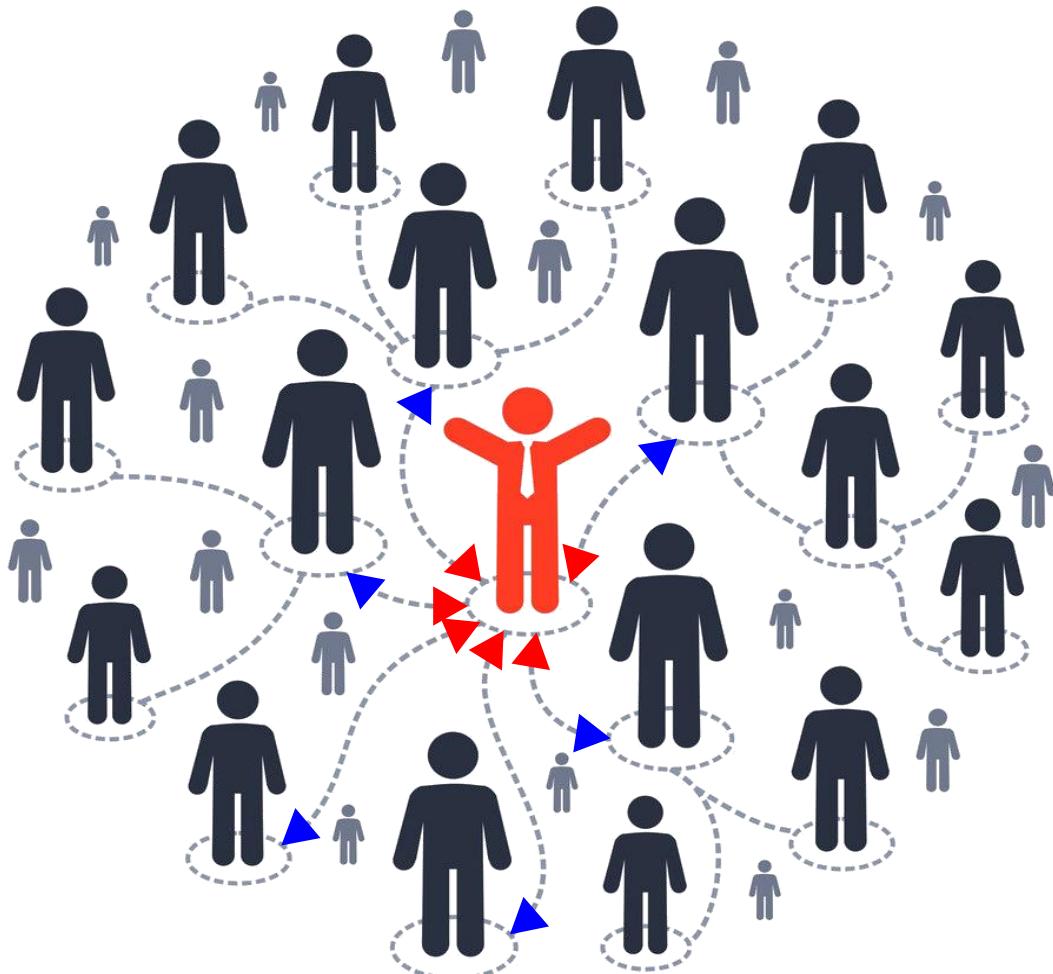
CORPORATE SERVICES
TRANSFORMATION

CORPORATE SERVICES
DELIVERY

Tech in our 3 Strategic Pillars



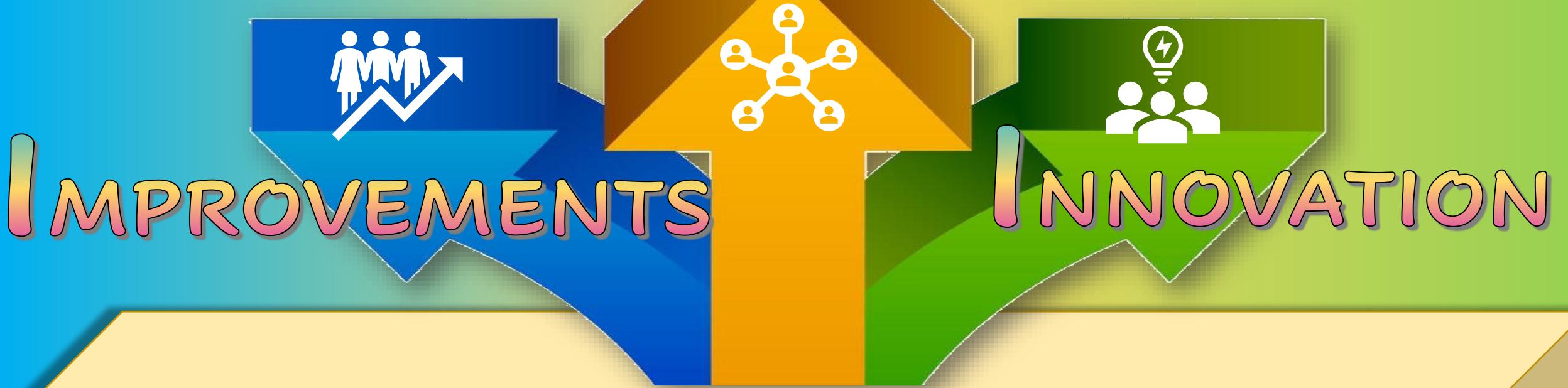
What does it mean for VITAL to become a Platform?



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



FUNCTIONAL
LEADERS &
AGENCIES

VITAL
shared services

NON-PUBLIC
SECTOR
PARTNERS

Enhancing VITAL's RPA Setup To Cloud Native Platform

2017-2018

Localised RPA Setup
Individual Product Installation

No Orchestrator
(i.e. RPA control centre)



Studio & Attended Robot



Officers' Laptop/Desktop

2019-2021

Enterprise RPA Setup
Individual Product Installation

Orchestrator



Virtual Machine

Connected and monitored by the Orchestrator in the Server room



Unattended Bots

Studio / Attended Robot



Officers' Laptop

2022 &
beyond

Centralised RPA Cloud Native Setup
Automation Suite

Discover

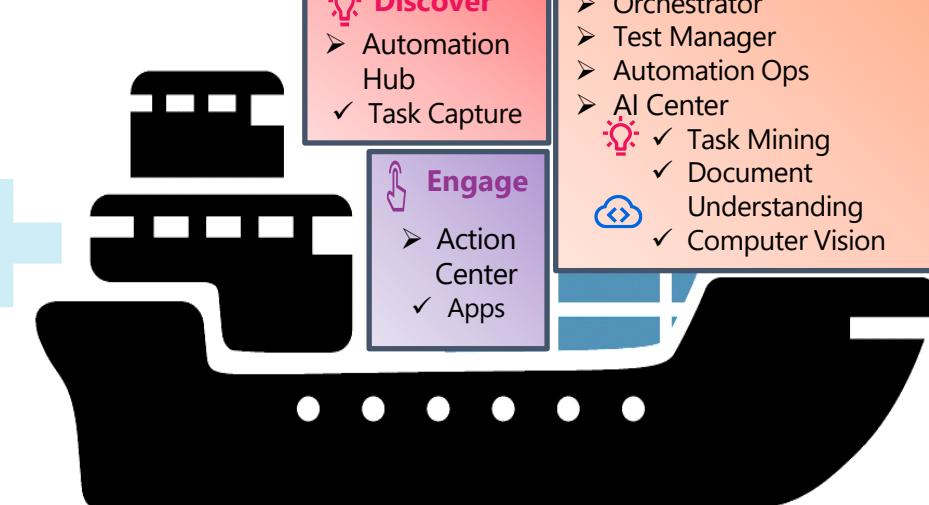
- Automation Hub
- ✓ Task Capture

Engage

- Action Center
- ✓ Apps

Build / Manage

- Orchestrator
- Test Manager
- Automation Ops
- AI Center
- ✓ Task Mining
- ✓ Document Understanding
- ✓ Computer Vision



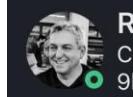
Benefits

- 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 • ④

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%.

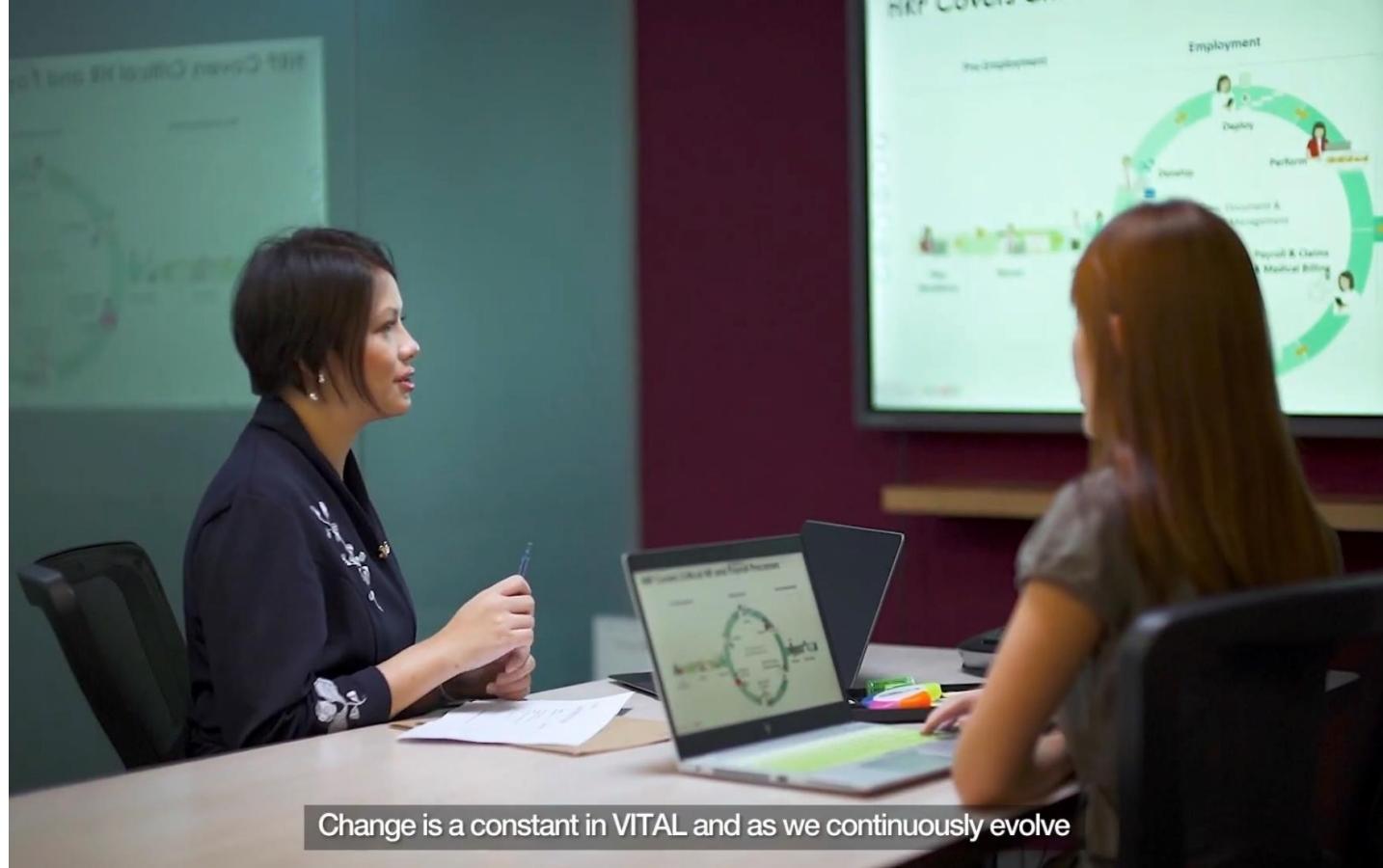
This is just one example of how automation is shifting from a tool to a way of operating and a way of innovating – making work more enjoyable for everyone. More on my observations from my first UiPath FORWARD.



Building a Robust Ecosystem of Partners



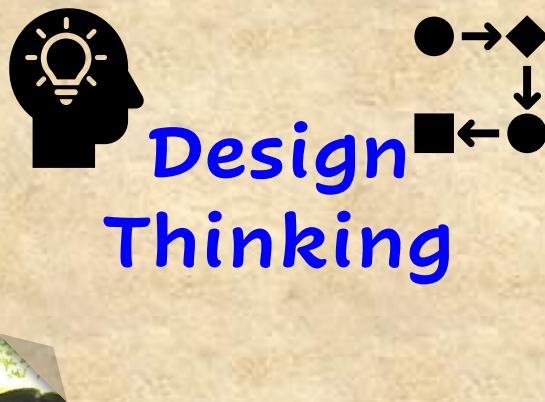
From “**Processors**” of Transactions...



...to Corporate Services
Professionals



Robotics
Process
Automation



Design
Thinking



Data
Analytics

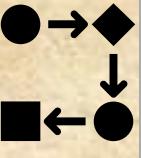
Uplifting and Upskilling our **People!**



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

