

# Problem

**Well-defined, tech-solvable problem statements** are not easy to write.

Problems tend to be shared and repeated across public officers. If solved (at all), it is often done in silos with no knowledge transfer across agencies.

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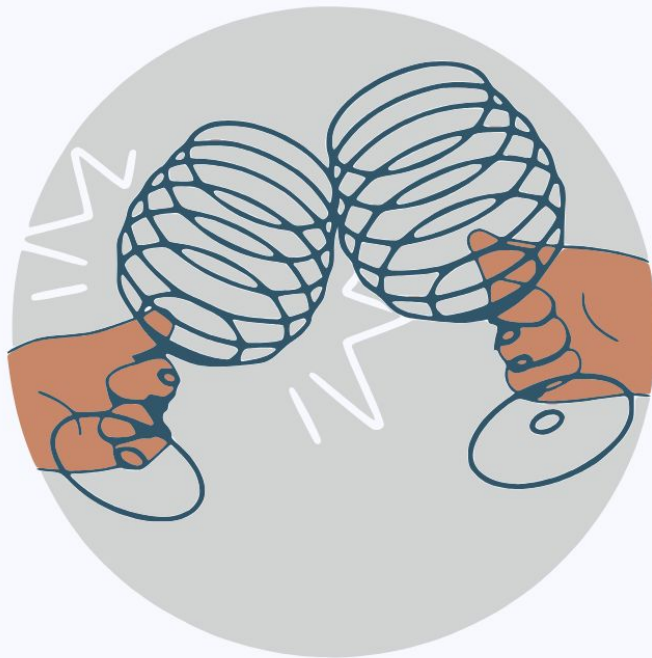
**How might we (HMW)** empower public officers to arrive at clear problem statements in order to solve these problems more effectively?

Modeled after community platforms like [Kaggle](#) and [Stackoverflow](#), **Whine** encourages public officers to surface problems so we can crowdsource issues and solutions (tech and/ or otherwise) while empowering admins to act on authentic concerns.

## Fine **whine**

Unfiltered complaints for flavorful change

Be a sommelier →



# Solution - WhineSG

## Target audience

‘Innovation offices’ responsible for collating problem statements  
General officers in public service and healthcare who face problems

## Solution in 1-line

WhineSG is a tech-for-public-good problem listing platform to enable crowdsourcing of tech solutions

*Agencies supporting ‘innovation’ can use it to guide problem definition and tech solutioning*

# Key metric: “whine-pairings” (problems that arrive at a solution, tech or otherwise)






The screenshot shows the 'OPEN GOVERNMENT PRODUCTS' interface. On the left is a sidebar with navigation links: Home, Profile, Events, Leaderboard, and Help. The main content area displays two problem cards. The first card, by @overheardOGP from Jan 28, asks 'What digital payment solutions can I consider when collecting funds internally within my agency and from members of the public?'. It has a green 'Resolved' badge, '1 Answer', and 1 upvote. The second card, by @ov (Education), asks 'Sec School Teacher: What are some ways to integrate AI to reduce time for feedback from assessment?'. It has a green 'Resolved' badge, '3 Answers', and 2 upvotes. A share icon is visible at the bottom right of the second card. Three yellow callout boxes with arrows provide instructions: one points to the 'Upvote' icon with the text 'Upvote issues that resonate'; another points to the 'Resolved' badge with the text 'Problem creators can select answers to mark as resolved'; and a third points to the share icon with the text 'Share links to increase engagement'.


**Upvote** issues that resonate

Problem creators can select answers to mark as **resolved**

**Share links** to increase engagement

# Key metric: “whine-pairings” (problems that arrive at a solution, tech or otherwise)




 OPEN GOVERNMENT PRODUCTS


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How to get staff to migrate from Google drive to Microsoft one drive? Is there any step by step tutorial to minimise migration anxiety?

 Resolved

1 Answer

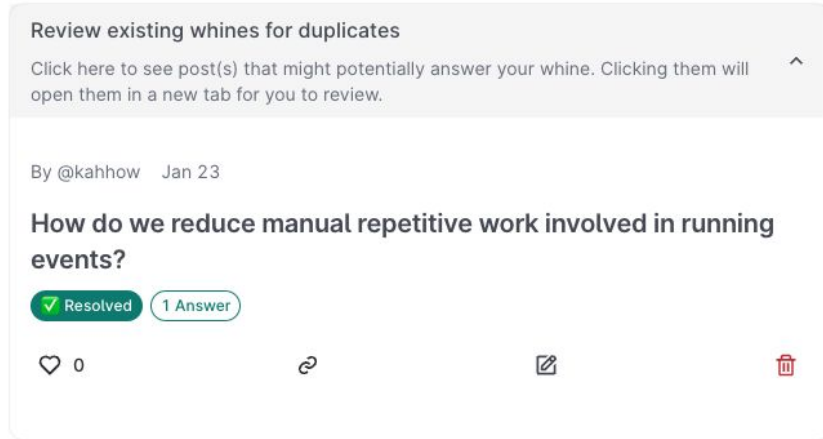
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Healthcare By @kahhow Feb 15

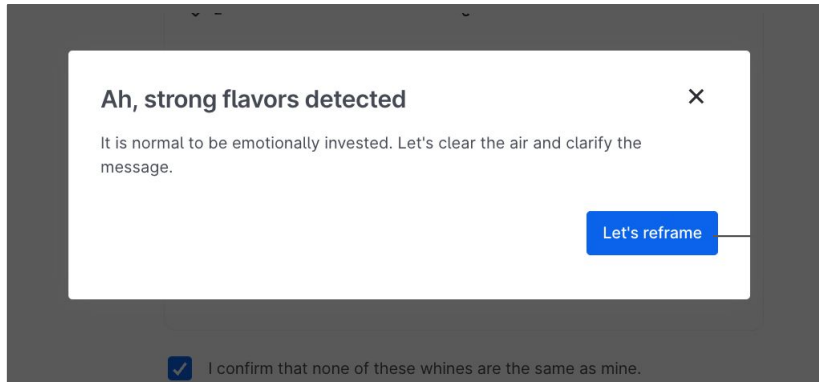
How might we make nursing rostering more efficient?

# Features: (1) check for duplicates (2) sentiment/text analysis guided self regulation



## (1) Minimize duplicates

users get prompted with similar answered questions



## (2) Sentiment/text analysis

to encourage emotional self regulation at the point of posting to moderate extreme posts

# Interactions: affirming individuals to contribute+collaborate via leaderboard

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Leaderboard

USERNAME	NO. OF 🍷	TOTAL LIKES
<a href="#">kahhow</a>	39	15
<a href="#">koksengpyw21v</a>	7	2
<a href="#">overheardOGP</a>	7	0
<a href="#">berrr</a>	3	3
<a href="#">bernard_ngdryi58</a>	2	5
<a href="#">p</a>	1	1
<a href="#">daniel_quekb0igv3</a>	1	1

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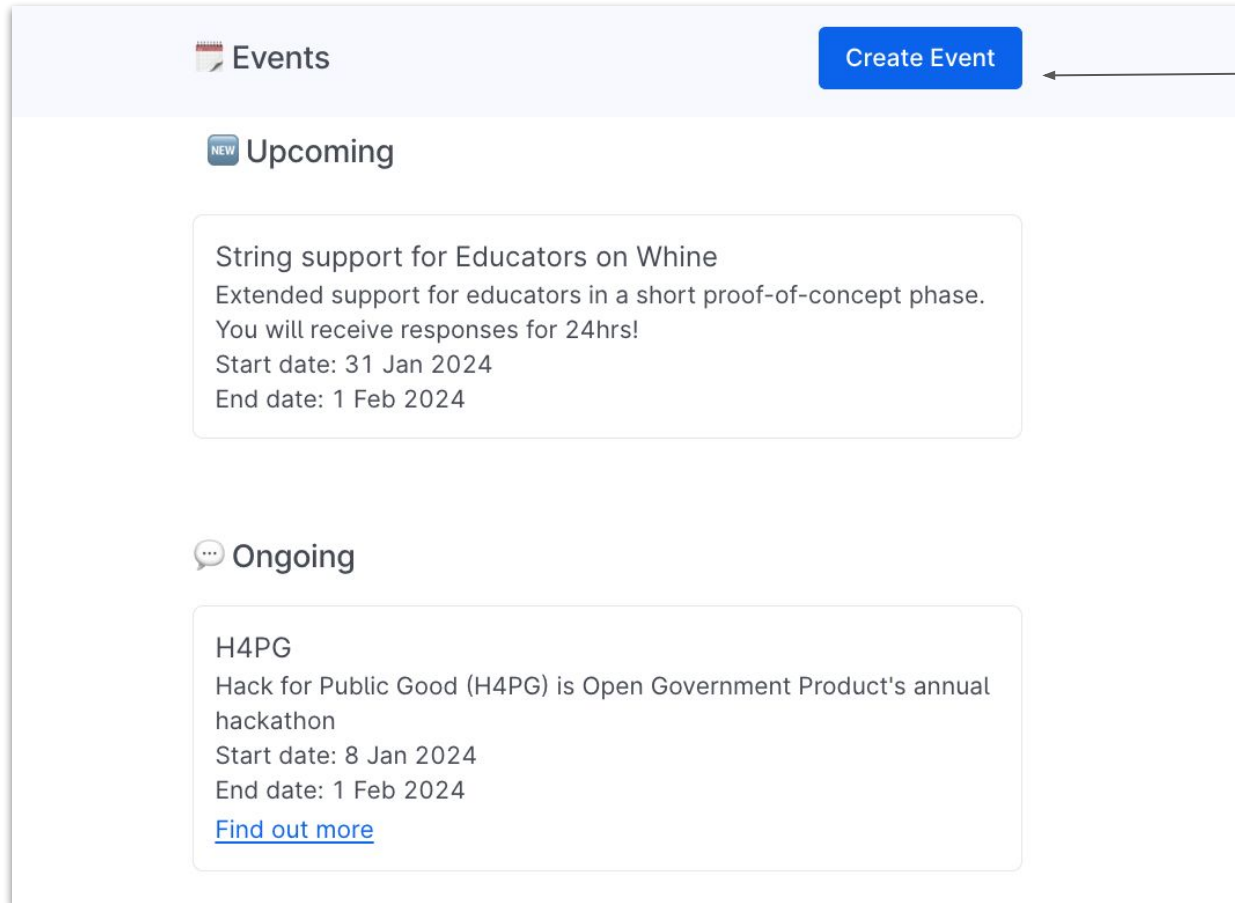
Home  
Profile  
Events  
Leaderboard  
Help

**kahhow**  
@kahhow  
Open Government Products  
kahhow@open.gov.sg  
[Edit Profile](#)


8 Solutions accepted      27 Solutions contributed      27 Likes


LIKED      REPLIES      [New](#)

# Interactions: associating problem statements to 'hack' events across govt




The screenshot shows a web interface for 'Events'. At the top, there is a header bar with a calendar icon and the word 'Events' on the left, and a blue 'Create Event' button on the right. Below the header, the page is divided into two sections: 'Upcoming' and 'Ongoing'. The 'Upcoming' section features a card for 'String support for Educators on Whine' with details about extended support, a 24-hour response time, and dates from Jan 31 to Feb 1, 2024. The 'Ongoing' section features a card for 'H4PG' (Hack for Public Good), described as an annual hackathon, with dates from Jan 8 to Feb 1, 2024, and a link to 'Find out more'.

 Events Create Event

 Upcoming

String support for Educators on Whine  
Extended support for educators in a short proof-of-concept phase.  
You will receive responses for 24hrs!  
Start date: 31 Jan 2024  
End date: 1 Feb 2024

 Ongoing

H4PG  
Hack for Public Good (H4PG) is Open Government Product's annual hackathon  
Start date: 8 Jan 2024  
End date: 1 Feb 2024  
[Find out more](#)

Associate problems with events and encourage officers to 'own' their problems - e.g. **showing up at hackathons** is a great way to try to solve problems (: