

SHART MATION TODAY AND BEYOND

1

Create opportunities for people and businesses to flourish



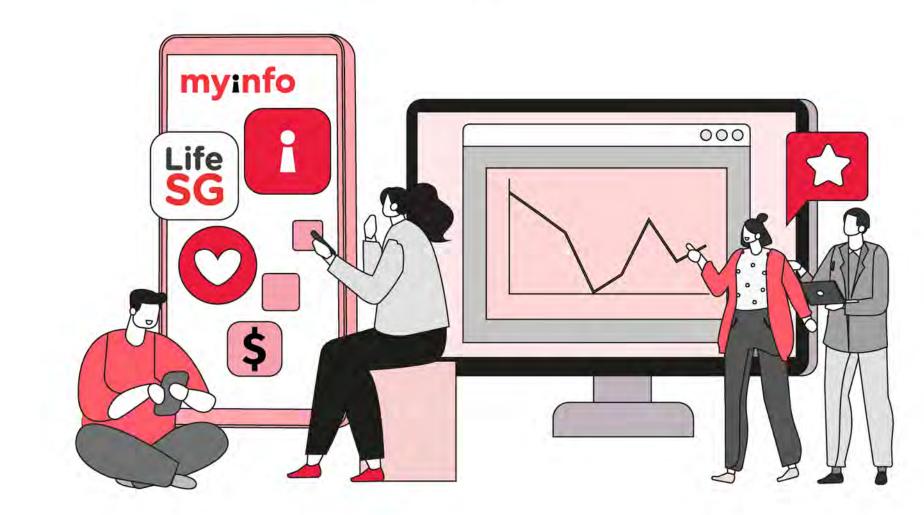
Help people go digital with confidence



Build resilience and strengthen community with the help of technology

Putting People First

Providing greater convenience and accessibility to services



Singpass app:

Currently used by over 4.2 million people to log in to digital government services seamlessly

PayNow:

Enabled 311 million individual and corporate transactions in 2022

Health Appointment System (HAS):

Facilitated over 40,000 appointments; expanded to include HPV2* vaccinations in 2023

GoBusiness:

Connects businesses to more than 300 government e-services

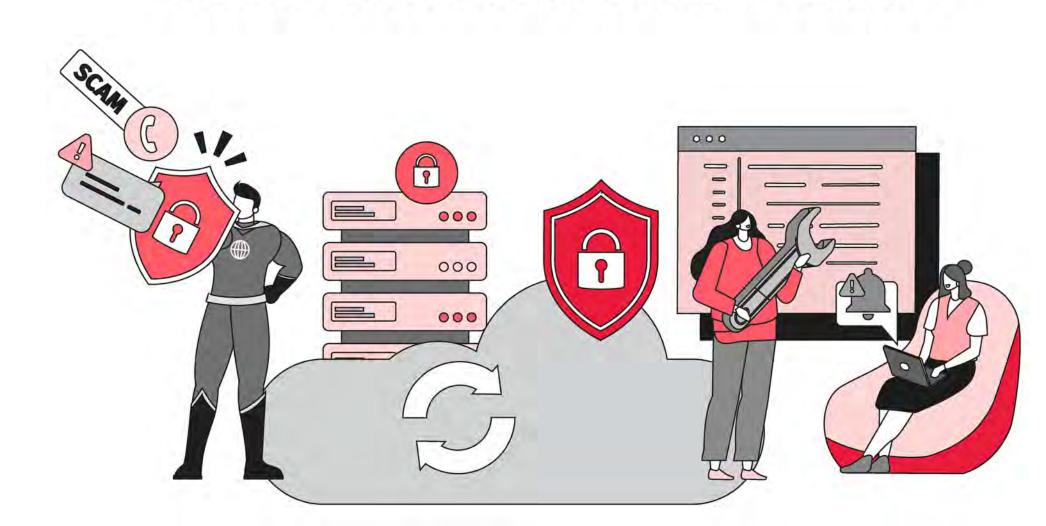
Government Digital Services Satisfaction Score

	2021	2022
Citizens	85%	84%
Businesses	76%	79%

Source: G2BC surveys

Safety Matters

Building a strong infrastructure and enhancing security systems to protect people and businesses from online threats



ScamShield:

Blocked 200,000 calls and detected over 3.5 million scam messages from 2022 till date; ScamShield Bot to be launched in 2023

Cloud Migration:

64% of eligible government systems have been migrated; to reach 70% in 2023

Government Cyber Security Operations Centre (GCSOC):

Using AI and data analytics to defend government systems; developed PhishMonSG, a new phishing detection tool to hunt for malicious sites posing as government agencies

Vulnerability Rewards Programme:

Working with white hats to identify weaknesses in government systems to improve resilience

To Go Far, Go Together

Collaborating with leading countries and tapping on industry and community partners



Al Singapore:

The Next Bound

Partnerships with businesses created close to \$60 million in value

Jurong Lake District Innovation Challenge:

Collaboration with private sector to find solutions for urban sustainability

Smart Nation Builder:

Nearly 7,000 visitors provided feedback on digital government services in 2022

Smart Nation Ambassador Co-Creation Group (CCG):

Facilitates focus group discussions with community groups to make government digital products more inclusive

Tech Kaki:

24 engagement sessions held in 2022 with over 700 user interactions