

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

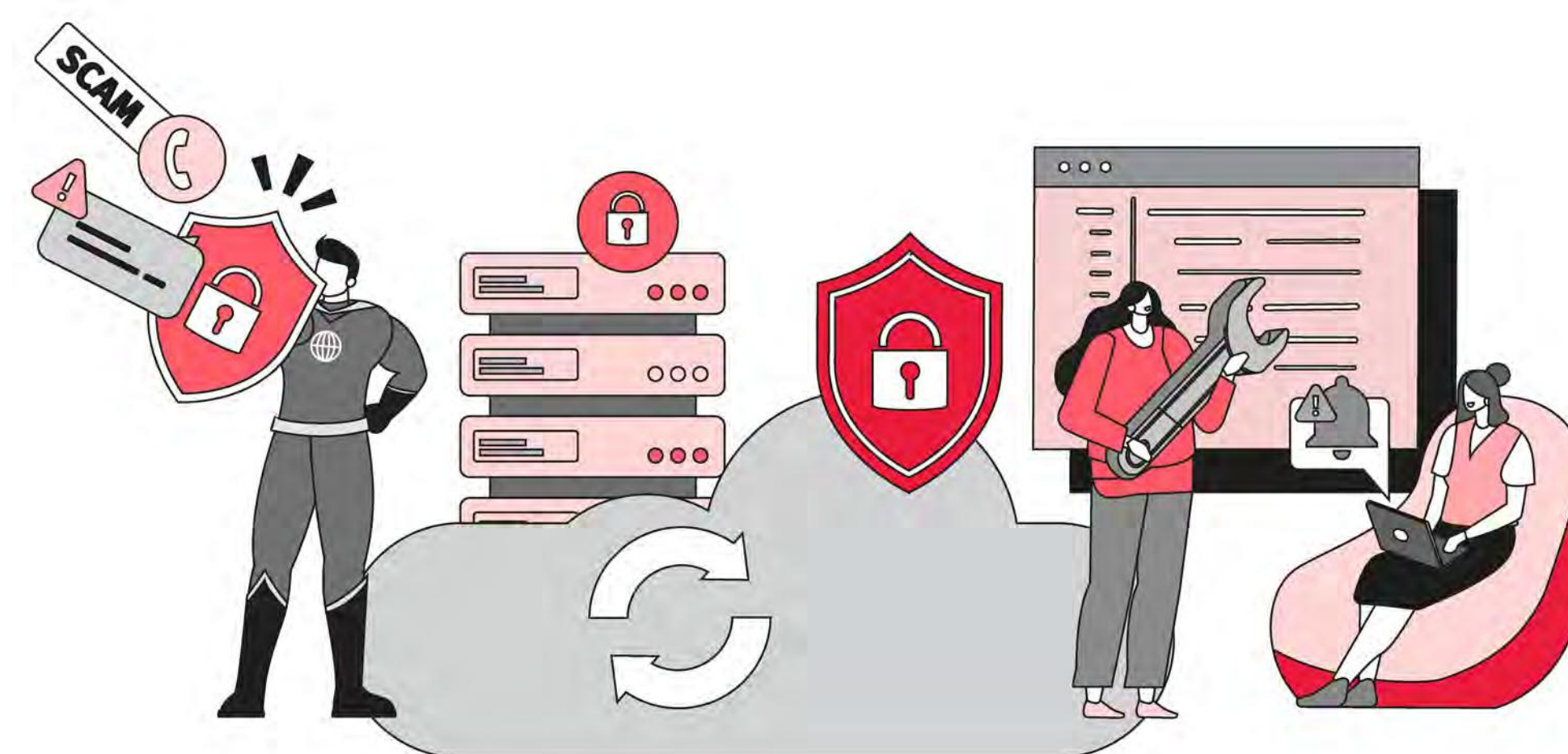
	2021	2022
Citizens	85%	84%
Businesses	76%	79%

Source: G2BC surveys

*Human Papillomavirus

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 malicious sites posing as government agencies
- **Vulnerability Rewards Programme:**
Working with white hats to identify weaknesses in government systems to improve resilience

The Next Bound

- 1 Create opportunities for people and businesses to flourish
- 2 Help people go digital with confidence
- 3 Build resilience and strengthen community with the help of technology

To Go Far, Go Together

Collaborating with leading countries and tapping on industry and community partners



- **AI Singapore:**
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