

## 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
<b>Citizens</b>	85%	84%
<b>Businesses</b>	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 for 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