



have anot?

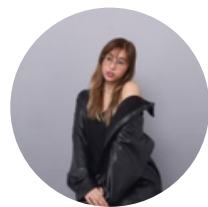
Public officers' partner in building cheaper and modular solutions



JASON



ZSIGMOND



YILING



JUNE

 isomer  BookingSG  ARMOURY  FileSG

 govwallet  FORM  CROWDTASK^{SG}

**30+ products and services
designed for agencies**

 PAYSG  GATHER^{SG}  lumber  postman

 Signify  CALSG  HIGHWAY  CHECKFIRST

 GOVTEXT  TrustDocs  CLOAK  apex

POWERED BY GOVTECH SINGAPORE

The Central Privacy Toolkit

Non-tech savvy public officers seeking to digitalise their workflow struggle:

1

To breakdown a problem or workflow

2

To discover existing government products

3

To combine the modular products for specific needs



Costs can be reduced

\$25,000




per year to **contract**
government website



\$5,000

per year for website
built using **Isomer**

Existing solutions are insufficient

	Recipes			 ChatGPT
Chatbot	×	✓	×	✓
Problem scoping	×	×	×	×
Solution requirements	×	Users typically require a well-developed problem statement to get accurate results		
Government products discovery	Limited use cases and is not dynamic	✓	Government products have bad SEO	Non-government products may be included



have anot?

**Your partner in building
cheaper and modular solutions**

1. We help public officers break down their problems

THEREFORE

Upskilling officers in problem scoping to help them solve better problems.



I need a case management solution.

Your problem statement is quite broad. Could you provide more details, such as:

- What is your existing process, and what's wrong with it?
- Why do you need a case management solution?
- Who needs the case management solution?

These details will help create a more comprehensive problem statement.

- I am from the Agency for Integrated Care and I would like a case management solution that can be used by staffs from partner organisations to log data on seniors that we are monitoring.
- Currently, staffs from partner organisations are logging data through FormSG. However, since they are not considered government officers, they are unable to see updates on seniors submitted through FormSG. Therefore, AIC has to consolidate these data to share with partner organisations on a monthly basis. This is a problem as it is time consuming and between these meetings, staffs have no visibility on any updates at all.



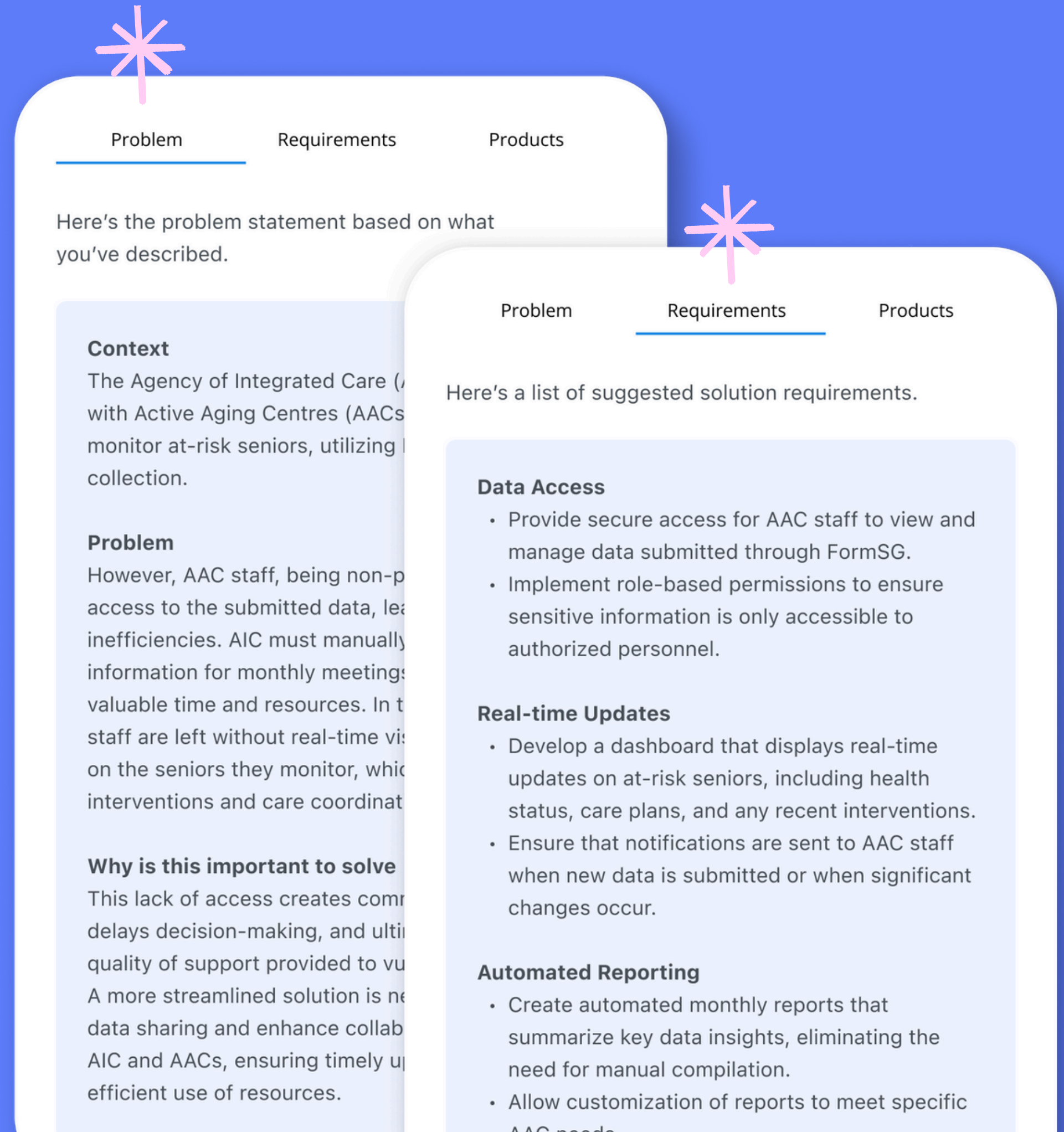
Share more details about the problem you wish to solve.



2. We help officers articulate their problem and solution requirements

THEREFORE

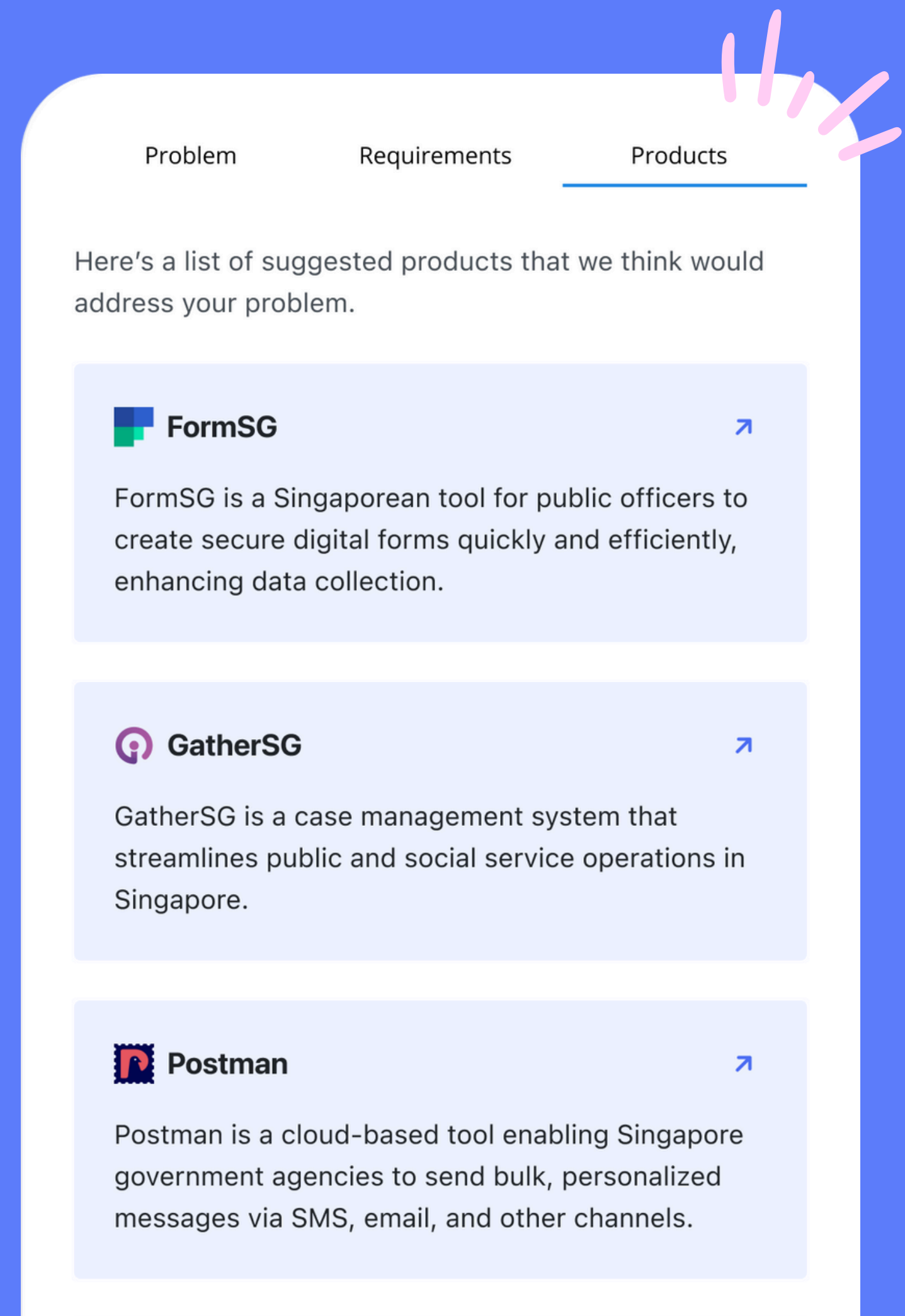
Facilitating communication with stakeholders during the overall solutioning process.



3. We bring awareness to existing products that can address their needs

THEREFORE

Increasing reusability to reduce solution cost and time-to-build.



What the public officers said

“Looking forward to sharing this with other officers!”

- Singapore Civil Defence Force

“I like the idea behind recommending and guiding officers to the right resources to use to solve their everyday problem in public service work.”

- National Youth Council

“It's quite in line with what we are trying to get officers to do.”

- Ministry of Digital Development and Information & Govtech

“The guidance from the chatbot is good because it helps to structure my thoughts.”

- Singapore Police Force



100%
validation

from 11 officers interviewed

Next steps



Pair as the underlying model

- Government context & language to better support officers
- Access to government data



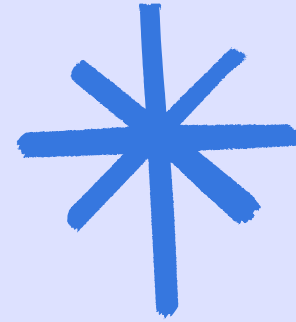
Estimated **cost savings**

- Breakdown of cost savings from using suggested products



SaaS recommendations

- Expanding our reach beyond government products / tools



**By empowering officers to create effective,
efficient and low-cost solutions, have anot?
frees up extra time and resources for the
government to serve the citizens better.**

Thank You