

# Public officers' partner in building cheaper and modular solutions









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30+ products and services designed for agencies

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# 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	Pair	Google	© 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



## 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.



Problem

Requirements

Products

Here's the problem statement based on what you've described.



Problem

Requirements

Products

#### Context

The Agency of Integrated Care (AMCs with Active Aging Centres (AMCs monitor at-risk seniors, utilizing collection.

#### Problem

However, AAC staff, being non-paccess to the submitted data, lear inefficiencies. AIC must manually information for monthly meetings valuable time and resources. In the staff are left without real-time vision the seniors they monitor, which interventions and care coordinates.

#### Why is this important to solve

This lack of access creates commodelays decision-making, and ultimediately of support provided to vull A more streamlined solution is not data sharing and enhance collaborate AIC and AACs, ensuring timely upefficient use of resources.

Here's a list of suggested solution requirements.

#### **Data Access**

- Provide secure access for AAC staff to view and manage data submitted through FormSG.
- Implement role-based permissions to ensure sensitive information is only accessible to authorized personnel.

#### **Real-time Updates**

- Develop a dashboard that displays real-time updates on at-risk seniors, including health status, care plans, and any recent interventions.
- Ensure that notifications are sent to AAC staff when new data is submitted or when significant changes occur.

#### **Automated Reporting**

- Create automated monthly reports that summarize key data insights, eliminating the need for manual compilation.
- Allow customization of reports to meet specific

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

#### **THEREFORE**

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



Problem

Requirements

**Products** 

Here's a list of suggested products that we think would address your problem.



#### FormSG

7

FormSG is a Singaporean tool for public officers to create secure digital forms quickly and efficiently, enhancing data collection.



#### 

7

GatherSG is a case management system that streamlines public and social service operations in Singapore.



7

Postman is a cloud-based tool enabling Singapore government agencies to send bulk, personalized messages via SMS, email, and other channels.

### 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



from 11 officers interviewed

# Next steps



#### Pair as the underlying model

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



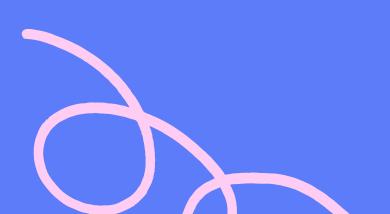
#### **Estimated cost savings**

 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