

Fact Sheet

THE SECURITY INDUSTRY DIGITAL PLAN

The Security industry plays a key role in supporting law enforcement agencies to maintain safety and security in Singapore. The Security Industry Transformation Map (Security ITM) that was launched on 13 February 2018 aims to enhance the vibrancy and progressiveness of the industry. It was developed through collaborating with industry associations, companies, security agencies, service buyers, the Labour Movement and Government agencies.

With the heightened threat of terrorism, increased demand for security services and slowing pace of workforce growth, transforming the industry through digital technology is essential. Digital technology plays an important role to improve business productivity and growth, create higher value jobs for workers, as well as help businesses adopt manpower-lean security practices.

Industry Digital Plan

The Security Industry Digital Plan (IDP) was developed by Infocomm Media Development Authority (IMDA) in partnership with Ministry of Home Affairs (MHA) to guide SMEs in the Security industry on their digital transformation efforts. This is part of the SMEs Go Digital programme that aims to make going digital simple for SMEs. To date, three IDPs have been launched for the Environmental Services, Logistics and Retail sectors.

The Security IDP will enable SMEs in the Security industry to assess their digital readiness and identify digitalisation opportunities relevant for their businesses, as well as identify skill gaps to support their digitalisation.

The Security IDP also includes a Digital Roadmap on training that has been developed in partnership with SkillsFuture Singapore, and Temasek Polytechnic – Security Industry Institute. It provides businesses a reference to ensure that the industry's workforce is

adequately prepared with the necessary mindset and skills to adopt digital solutions, and is ready for changes that come with digital transformation.

Targeted at SMEs in the Security industry, the Security IDP will be updated over time as new technologies are introduced and made relevant as the industry progresses.

Key Components of the Security IDP



*Includes training under SkillsFuture Series and Skills Framework for Security.

1) Digital Roadmap

The Digital Roadmap provides a reference on solutions relevant for SMEs in the Security industry across three stages: “Getting Digital Economy Ready”, “Growing in the Digital Economy” and “Leaping Ahead”. It also provides a reference on the skills training programmes required to enhance their employees’ digital skills.

Stage 1: Getting Digital Economy Ready

Ready-to-go digital solutions are identified to enable SMEs in the Security industry to digitalise their operations and optimise their resources. Ideally, these solutions should digitalise the security patrols and incident management, automate visitor management and augment video surveillance with analytics to enhance productivity.

Stage 2: Growing in the Digital Economy

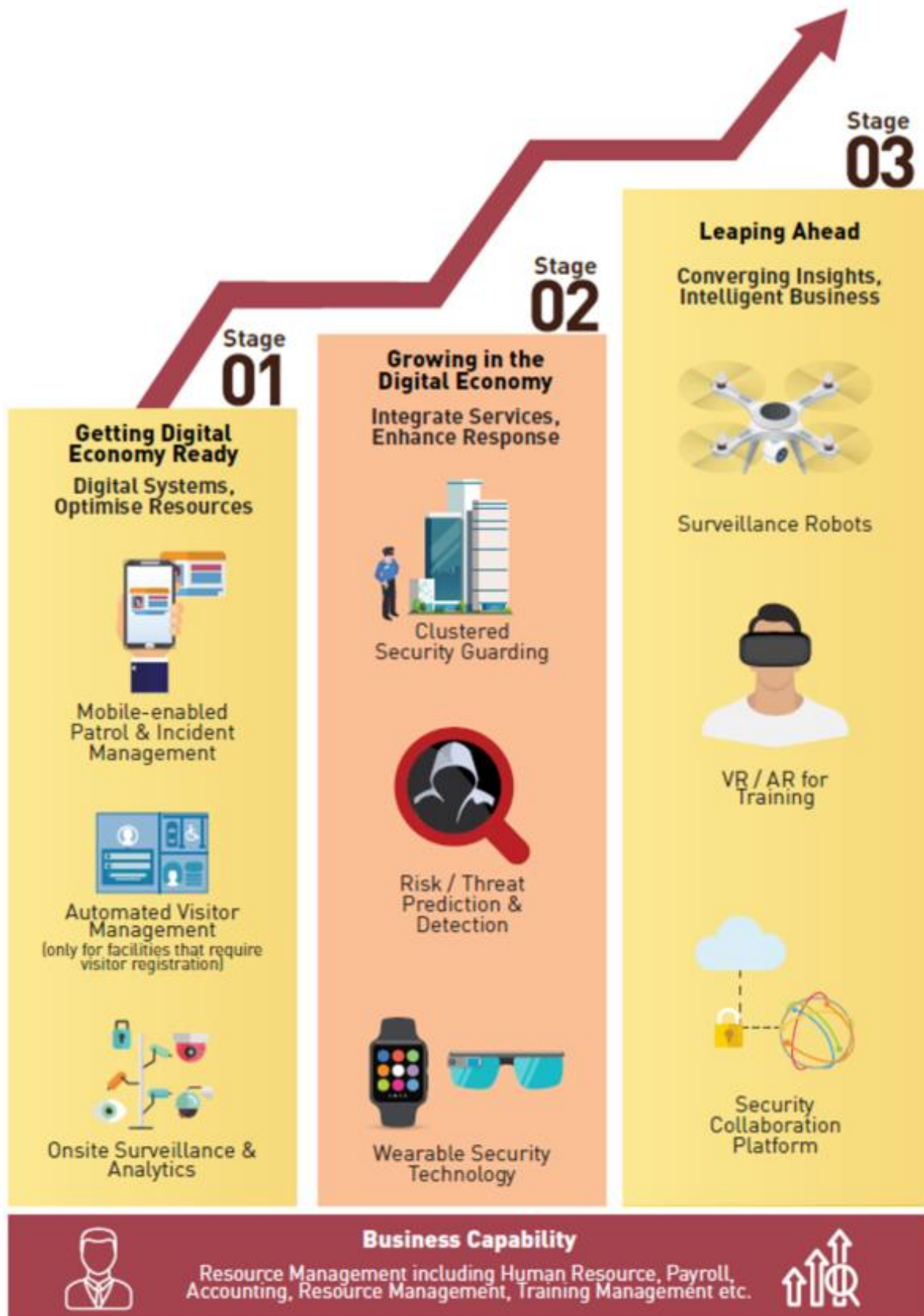
More advanced digital solutions are rolled out to enable SMEs in the Security industry to grow and scale up through the usage of integrated services such as clustered security guarding, advanced analytics solutions for risk / threat prediction and detection , as well as augment security officers with enhanced wearable technology. These integrated services improve the capabilities of the security team and enables real-time dynamic response.

Stage 3: Leaping Ahead

Revolutionary digital solutions are introduced to help SMEs in the Security industry to exploit autonomous surveillance robots, artificial intelligence and immersive media to maximise business impact. This includes the harnessing of aggregated data to converge insights across the ecosystem, enabling higher levels of autonomous operations, and increasing access to more training opportunities.



Digital Roadmap



A **self-assessment checklist** is available online where SMEs can assess their digital readiness and identify digitalisation opportunities based on a broad understanding of their business operations, current level of digitalization and business expansion plans.

The **Digital Roadmap** on training also provides businesses a reference on suitable training programmes to upgrade their employees' digital skills. This is aligned to the digital skills and competencies of the Skills Framework for Security. It also includes SkillsFuture Series programmes in eight emerging areas.

2) Digital Consultancy

For a more comprehensive review of their business, SMEs in the Security industry can approach SME Centre business advisors for business diagnosis and advice on relevant digital solutions. SME Centre business advisors will also refer SMEs that require specialist advice on more advanced digital solutions, such as data analytics and cybersecurity, to **the SME Digital Tech Hub**. These digital consultancy services are provided at no cost to SMEs.

3) Digital Solutions

SMEs requiring productivity tools will continue to receive support through access to pre-approved digital technology solutions. SMEs can visit the Tech Depot ¹ (www.smeportal.sg/content/techdepot) for more information on these solutions.

4) Digital Sector Projects

Through the IDP, SMEs can also participate in digital sector projects that are shaped jointly by IMDA and the industry leaders. Such projects serve to pilot new digital solutions or platforms that have the potential to scale and uplift whole sectors.

One example is the piloting of a roving security digital surveillance van that will enable an SME security agency to provide night guarding of 30 buildings with only three security

¹ The Tech Depot is a one-stop, centralised platform under the SME Portal aimed at improving SMEs' access to technology and digital solutions

officers (instead of 30, at one per building) without compromising the ability of fast on-site response.

5) Digital Project Management Services

To reap the full benefits from going digital, SMEs can engage digital project management services to support their implementation of the digital solutions. Through business process re-engineering and job redesign, the digital project managers can help SMEs yield more sustainable outcomes from digitalisation.

For more information on the Security IDP, please visit: www.imda.gov.sg/security-idp.

About Infocomm Media Development Authority (IMDA)

The Infocomm Media Development Authority (IMDA) leads Singapore's digital transformation with infocomm media. To do this, IMDA will develop a dynamic digital economy and a cohesive digital society, driven by an exceptional infocomm media (ICM) ecosystem – by developing talent, strengthening business capabilities, and enhancing Singapore's ICM infrastructure. IMDA also regulates the telecommunications and media sectors to safeguard consumer interests while fostering a pro-business environment, and enhances Singapore's data protection regime through the Personal Data Protection Commission.

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