FACT SHEET   <u>**ANNEX C**</u>

MEETING THE EVOLVING ICT NEEDS OF THE SINGAPORE CIVIL SERVICE

The expected demographic change in Singapore's population coupled with IT emerging trends will have a major impact on the workplace in the Civil Service. In keeping with IDA's overall e-Government 2015 master-plan, the Infocomm Development Authority of Singapore (IDA) has initiated a blueprint known as the Workplace of the Future to meet the emerging needs of the ICT workplace in the Singapore Civil Service and to actively attract, engage and retain both the new entrants and existing workforce.

The key drivers for a new workplace are:
- Emerging IT trends; rise of collaborative and social networking ; consumerisation of IT (smart phones and tablet technologies); and
- a potentially growing, dynamic and changing demographic workforce in the public service.

The Workplace of the Future initiative aims to:
- Support collaboration technologies, to improve productivity and allow staff to work smarter;
- Allow work on the move, from multiple physical locations at any time;
- Improve and facilitate information sharing among staff.

The approach adopted is one of an initial Proof-Of-Concept (POC) testing that leads to small-group trials and eventual implementation to the Whole-of-Government. Only proven and beneficial concepts are put through their paces and subjected to trials before being implemented across the Whole-of-Government.
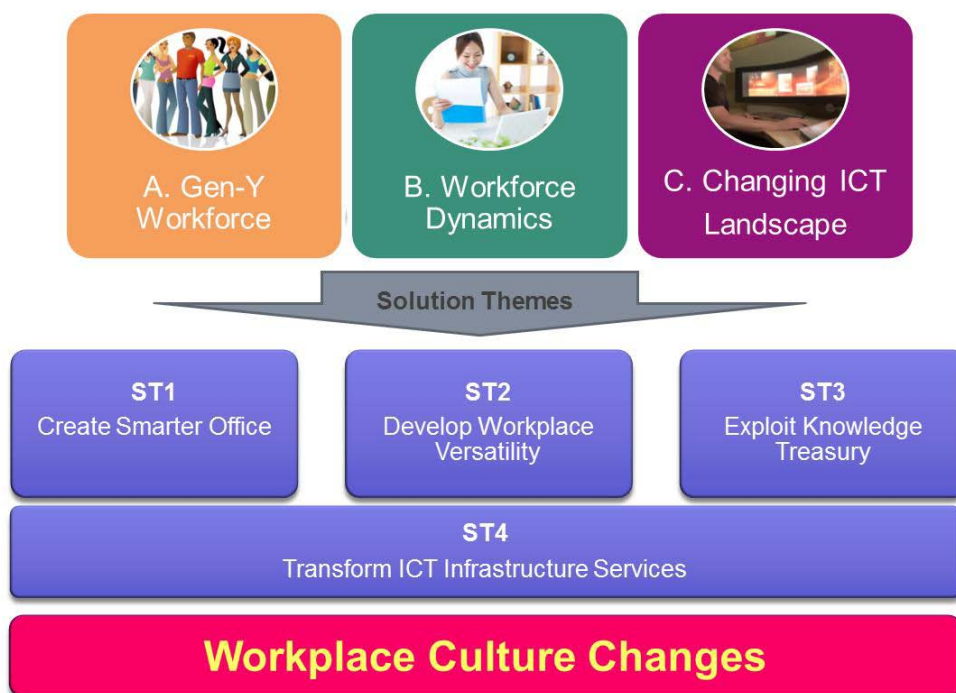
The Workplace of the Future initiative will transform the ICT infrastructural and workplace services to create an intelligent, dynamic and collaborative environment as a:

- **Smarter Office** that provides the public sector with a pervasive and highly integrated communications and productivity system;
- **Versatile Workplace** that connects our hyper-mobile workforce seamlessly from office, home and on the move;
- **Knowledge Treasury** that catalyses rapid staff learning, sharing and retention of knowledge; and
- **Next Generation Government ICT Infrastructure Services** architected for agility and support for a wider choice of consumer technologies.

More Information on Workplace of the Future initiative

Details of various POCs

GoMAX – Provides access to Government core services such as email, contacts and calendar using consumer mobile devices and a platform to access Government and agencies' intranet websites. One of the options offered by GoMAX is to distribute or publish internal applications to authorised subscribers.

GoSync Concept - Facilitates inter/intra agency content sharing and collaboration by providing a cloud storage service for information sharing across common productivity platforms. GoSync enables information retrieval anytime, anywhere by allowing various end user devices to synchronise data via centralised storage platforms.

WorkspaceCloud Concept – Enables unified central service access and productivity system on multiple devices. The WorkspaceCloud Concept provides multi-platform distribution of productivity applications, documents and agency applications and secure delivery of government services and applications on consumer grade devices.

HyperConnectivity Concept - Enables users to tele-work seamlessly by providing easy setup of mobile site/offices to enable a hyper-mobile workforce with enhanced security authentication and more convenient methods than current VPN access. It will enable Next Gen Workplace Services such as IP Phone & seamless transitions between networks

The Singapore Civil Service ICT workplace is being transformed into a more agile and efficient one in the face of changing ICT landscapes. With the Workplace of the Future, public officers will be able to harness a series of new ICT solutions to enable them to work effectively and collaboratively with one another anywhere, anytime.

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