

SOCIAL SERVICE SECTOR ICT MASTERPLAN (SS2016)

As part of its efforts to strengthen the social service sector, Ministry of Community Development, Youth and Sports (MCYS), together with the National Council of Social Service (NCSS) and Infocomm Development Authority of Singapore (IDA), will be embarking on a Social Service Sector ICT Masterplan (SS2016) for the next five years from 2012 to 2016.

Information and Communications Technology (ICT) is a key enabler to achieve productivity gains and service delivery improvements. The SS2016 aims to enable the delivery of connected, seamless and effective social services to clients by raising ICT adoption and capability of over 300 Voluntary Welfare Organisations (VWOs) and their staff.

To achieve this aim, SS2016 will focus on three key strategies:

- enhance the capability of VWOs through the innovative use and adoption of ICT;
- create a conducive client-centric environment; and
- streamline information management in the sector.

These strategies will raise ICT awareness and education, spur ICT adoption and innovation, enhance mobility of social service personnel, and improve information management within the sector.

More details on specific projects under the Masterplan will be provided progressively as they are rolled out.

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