

MAKING LIFE BETTER FOR EVERY SINGAPOREAN: SINGAPORE'S DIGITAL JOURNEY

Singapore's Smart Nation journey uses technology to make daily life easier and better for everyone. Led by the Government Technology Agency of Singapore (GovTech), this effort has transformed how we use public services, create opportunities, and brought communities closer through digital improvements.

SMART NATION 2.0 (2022 ONWARDS)

FROM INDIVIDUAL SOLUTIONS TO AN INTEGRATED DIGITAL GOVERNMENT

As Singapore's digital landscape matured, the focus shifted from building individual tools to creating seamless, integrated experiences that work together. With community at heart - ensuring no one gets left behind - we modernised legacy systems, applied AI and deepened partnerships. This marked a pivotal shift towards a digital government that is trusted, adaptive, and inclusive.

EXPANDING DIGITAL FOUNDATIONS

Building on COVID-era momentum, we scaled up core platforms. The **GovTech suite** became a national information hub. The **GovWorx** suite streamlined how government distributes benefits. **SGTS** and **Government on Commercial Cloud (SGCC)** accelerated cloud-native services adoption. **SearchSG**, our WOC search engine, helps citizens find accurate government information by understanding user intent. **BookSG** extracted common booking functions from, shortening time-to-market.

THE EARLY YEARS: SMART NATION 1.0 (2016-2019)

BUILDING DIGITAL FOUNDATIONS THAT WORK FOR EVERYONE

Smart Nation 1.0 harnessed technology to improve lives, strengthen communities and create economic opportunities. GovTech implemented the Digital Government Blueprint through five Strategic National Projects: National Digital Identity, Ministry of Life, Digital Workplace, Smart Nation Sensor Platform, and CODEX. We built internal tech capabilities through five competency centres governing government digital services, data science and AI, sensors and IoT, cybersecurity and infrastructure.

SMART LIVING IN A SMART CITY

We developed the **Open Digital Platform (ODP)** with JTC - a Smart City Operating System that integrates real-time data from various cyber-physical systems to support better planning and operations. The ODP serves as the digital backbone of the **Purposed Digital Districts (PDDs)**, with capabilities extended to maritime and urban mobility use cases.

ONE DIGITAL IDENTITY FOR ALL

We built the National Digital Identity ecosystem: **Strigam**, **MyInfo** and **Corpas** - trusted tools that enable citizens, businesses and government agencies to connect and transact securely. These tools strengthened efficiency, safeguarded trust and fostered inclusivity across the digital economy.

DISTRIBUTING SUPPLIES FAIRLY

SupplyAly tracked the nationwide distribution of masks, labours, and test kits across collection points, ensuring every household got what they needed, when they needed it.

SCREENING AT ENTRY POINTS

Thermal scanners at building entrances detected elevated temperatures, identifying potentially symptomatic individuals before entry and providing an added layer of protection.

KEEPING CROWDS SAFE

AI-powered video analytics and sensor technologies monitored crowd density at parks, malls and transport hubs and provided real-time insights to help authorities manage public spaces safely. **BookSG** transformed physical queues into appointment-based service delivery, reducing overcrowding and waiting times.

PIONEERING SMART DISTRICTS

AI POD, the ODP serves as Singapore's first smart district operating system. This digital lab space connects everything from lifts to EV chargers, creating a living laboratory for urban innovation. Using AI and digital twin technology, the platform predicts real-world events and enables virtual testing. The technology now scales across port operations, EV networks, and smart school facilities.

CO-CREATING WITH CITIZENS

Through initiatives such as **TechKala**, the **STACK Developer** community, and **GovTechSG**, citizens are invited to shape digital services. These platforms for citizen engagement, combined with industry partnerships, foster shared innovation and strengthen public-private collaboration.

DATA-DRIVEN GOVERNMENT

DataHub breaks down data silos by providing a central platform where officers can discover, request, and access government datasets. Built in approval workflows ensure compliance, while flexible integration options let agencies work with data in ways that suit their needs, transferring government data into actionable insights.

DIGITAL SERVICE FOR EVERYONE

Digital Service Standards drive usability and consistency across all government platforms. **AI3 Playground** and **Observe** helps developers to build accessible services, ensuring technology benefits everyone fairly and safely.

EVERYDAY SERVICES, NOW DIGITAL

We spearheaded digitalisation of everyday services for citizens and businesses. **Parents Gateway** streamlined school communications. **LifeSG** and **GovBusiness** consolidated government services into dedicated apps for citizens and businesses respectively. **PatrolSG** streamlined paper coupons, and the **National Trade Platform** provided businesses with a single digital gateway. **VICA**, our conversational AI chatbot, helps people quickly find government information. The secure **SG Tech Stack (SGTS)** laid the foundation for government innovation.

SETTING STANDARDS FOR QUALITY

WOGAA consolidates digital service analytics and citizen feedback into a single platform with performance monitoring and alerts. **Digital Service Standards** promotes usability and consistency across government digital services, ensuring accessibility for everyone.

GETTING HELP WHEN IT MATTERED

The **GovTech suite** - including **HealthSG**, **VaccineSG** and **MyInfo** - helped people instantly locate nearby collection points and vaccination centres. **SupportSG** helped pandemic-affected families and individuals discover and apply for digital government support grants seamlessly.

CONTACT TRACING AT NATIONAL SCALE

Singapore became the first nation to roll out digital contact tracing nationwide. **SafelyTogether** - combining both app and physical tokens - enabled health authorities to quickly identify potential clusters, helping to contain the virus and save lives. The **TraceTogether** token deployment represented GovTech's most massive hardware rollout ever: 18 weeks from concept to distributing almost 13 million tokens.

SECURING AI INNOVATION

Comprehensive safety frameworks for AI deployment include **LineGuard** - the first Singapore-specific safety guardrail - alongside **AI Guardian** which provides safeguards through **Libra** for security testing and **Bedford** for real-time protection. The **Responsible AI Playbook** guides public officers in assessing and monitoring AI products, ensuring innovative technologies that citizens can trust.

DEFENDING DIGITAL INFRASTRUCTURE

The **Cybersecurity Group (CSG)** monitors and defends against evolving cyber threats through the **Government Cyber Security Operations Centre (GCSOC)** and includes programmes like the **Government Bug Bounty** and **Crowdsourced Vulnerability Discovery Programme**, enabling cybersecurity researchers and citizens to identify vulnerabilities early. The **Scan Analytics** and **Tactical Intervention System (TASIS)** protects Singaporeans from fraud, working with law enforcement and tech giants to evaluate hundreds of thousands of scam sites daily.

AI FOR PRODUCTIVITY

WorkPal serves as every public officer's digital workplace companion, handling everything from meeting room bookings and leave applications to procurement approvals and visitor clearance. **AIbots** automate repetitive tasks, freeing up officers for more meaningful work. **ASAP** transforms document processing by extracting, classifying, and structuring information from the public service work more efficiently.

THE PANDEMIC RESPONSE (2020-2021)

FROM CRISIS TO CAPABILITY

When COVID-19 struck, GovTech responded by deploying tools at unprecedented speed and scale to safeguard lives, sustain essential services and keep society connected. Our teams rapidly prototyped and launched solutions under pressure, demonstrating the strength of Singapore's digital foundations through five key digital initiatives.

OUR JOURNEY TO BUILD TECH FOR PUBLIC GOOD CONTINUES



What started as separate digital tools has grown into a connected system that serves every Singaporean. Fewer forms to fill, faster access to services, and more reliable digital experiences have become the new normal.

Singapore's digital government infrastructure continues advancing with one clear goal: to use technology to create a better life for everyone. Every innovation, every platform and every line of code is dedicated to this. As we look to the future, we remain committed to building a more connected, efficient, and inclusive society for all.