

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)

As Singapore's digital landscape matured, the focus shifted from building individual tools to creating a system of tools 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 GovWhere suite became a national information hub. The GovWallet suite streamlines payments for government agencies, SOTs and Government on Commercial Cloud (GCC) accelerated cloud-native service deliveries. Standardised data models and APIs allow citizens to find government information by understanding user intent. GovHQ extracted commoning 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 build a better future. It was guided by the Government Blueprint through five Strategic National Projects: National Digital Identity, Moments of Life, Digital Workplace, Smart Nation Sensor Platform, and Connected Nation. These projects delivered a range of digital services, from spanning government digital services, data science and AI, sensors and IoT, cybersecurity, and infrastructure.

ONE DIGITAL IDENTITY FOR ALL
We built the National Digital Identity ecosystem: Singpass, MyInfo and Corporate Identity. This allows individuals, businesses and government agencies to connect and transact securely. These tools strengthened cellular connectivity and expanded 5G coverage, making connectivity more inclusive across the digital economy.

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.

DATA-DRIVEN GOVERNMENT

DataHub breaks down data silos by providing a single platform where public officers can discover, request, and access government datasets. Built-in reporting, audit, and compliance, while flexible integration options let agencies work with data in ways that best suit their needs, transforming government data into actionable insights.

DIGITAL SERVICE FOR EVERYONE

Digital Service Standards drive usability and consistency across government platforms. A11y Playground and Cobots equip developers to build accessible services, ensuring technology benefits everyone safely and easily.

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 city systems to support better decision-making for citizens. The ODP serves as the digital backbone of the Punggol Digital District (PDD), with capabilities extended to maritime and urban mobility use cases.

SETTING STANDARDS FOR QUALITY

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

DISTRIBUTING SUPPLIES FAIRLY

SupplyHub tracked the nationwide distribution of essential supplies across collection points, ensuring every household got what they needed, when they needed it.

KEEPING CROWDS SAFE

AI-powered video analytics and sensor technologies monitored crowd density at parks, malls and transport hubs to provide real-time alerts to help authorities take appropriate action. BookingsGo simplified physical queues into appointment-based service delivery, reducing overcrowding and waiting times.

PIONEERING SMART DISTRICTS

At PDD, the ODP serves as Singapore's first smart district operating system. This digital backbone connects everything from EV charging stations to a living laboratory for urban innovation. Using AI and digital twin technology, the platform predicts real-time data to support virtual testing. The technology now scales across port operations, EV networks, and smart school facilities.

CO-CREATING WITH CITIZENS

Through initiatives such as Tech Kaki, the STACK Developer community, and CrowdTaskG, citizens can contribute to government initiatives. These platforms for citizen engagement, combined with industry partnerships, foster shared innovation and strengthen public-private collaboration.

EVERYDAY SERVICES, NOW DIGITAL

We spearheaded digitalisation of everyday services for citizens and businesses. Parents Gateway streamlined school communications. Lifeline and GoBusiness consolidated government services into dedicated platforms for seniors and businesses. PayLater, PayNow, PayLater+ and PayLater+, and the National Trade Platform provided businesses with a single digital gateway. VICA, our communications authority, helps people find the right government information. The secure 5G Tech Stack (5GTS) laid the foundation for government innovation.

CONTACT TRACING AT NATIONAL SCALE

Singapore became the first nation to roll out digital contact tracing nationwide. SafeEntry and TraceTogether - comprising both an app and physical tokens - enabled health authorities to quickly identify potential clusters, and citizens to self-isolate. The TraceTogether Token deployment represented GovTech's most massive hardware rollout ever: 18 weeks from concept to distributing almost 11 million tokens.

SECURING AI INNOVATION

Comprehensive safety frameworks for AI deployment include LionGuard - the first Singtel-specific safety guardrail - alongside AI Auditor and AI Auditor+ for AI safety assessments, and Sentinel for security testing and real-time protection. The Responsible AI Toolkit guides public officers in assessing and applying 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 National Cyber Security Centre (NCSC). CSG also implements programmes like the Government Bug Bounty and Crowdsourced Vulnerability Disclosure, which engage cybersecurity researchers and citizens to identify vulnerabilities early. The ScanAnalytics and TestGuard platforms automatically detect and protect Singaporeans from fraud, working with law enforcement and tech giants to evaluate hundreds of thousands of scam sites daily.

AI FOR PRODUCTIVITY

Workplace solutions are your public sector's digital workplace companion, handling everything from meeting room bookings and leave management to document approvals and visitor clearance. AIbots automate repetitive tasks, freeing up officers for more meaningful work. AI-powered document processing by extracting, classifying, and structuring information from unstructured documents, replacing manual data entry. These productivity gains help the public sector work more efficiently.

THE PANDEMIC RESPONSE (2020-2021)

FROM CRISIS TO CAPABILITY

During the COVID-19 shock, GovTech responded by adapting to a fast-evolving crisis and scale to safeguard lives, sustain essential services and protect society. Our teams worked rapidly and proactively, 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

GOVTECH SINGAPORE

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.