Towards An Agile Government

Agile Tour KL 2023

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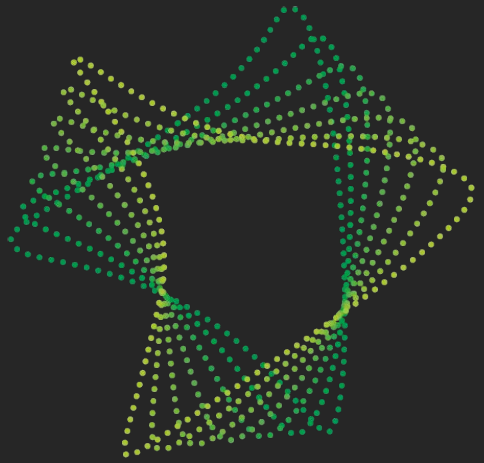
Government Digital Services

Oct 2023



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OVERVIEW / INTRODUCTION

When people think of government software delivery, they often envision slow, bureaucratic Waterfall projects that frequently face scope changes and launch delays, leading to subpar user experiences and internal user dissatisfaction.

Today, we'll be sharing our Agile journey at Government Technology Agency, using the Business Grants Portal as a case study.

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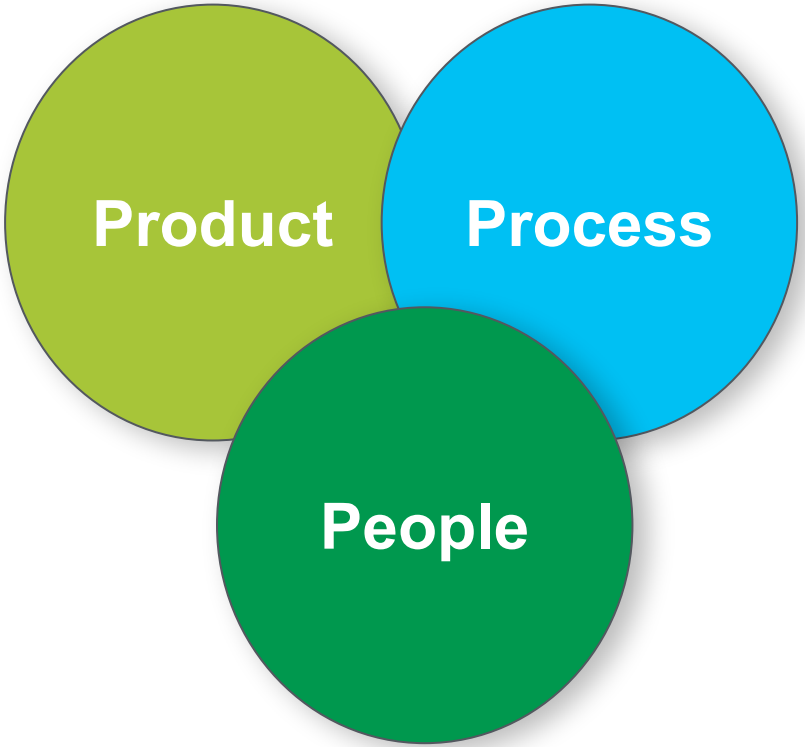
How did we do it?



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PRODUCT

Problem

- **30 government grants** available to Small & Medium Enterprises (SMEs) in Singapore

- Businesses looking for a grant can take as long as **3–6 months** to figure out which one meets their needs.

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Solution

Bring all government grants for businesses onto a **single portal** (Business Grants Portal)

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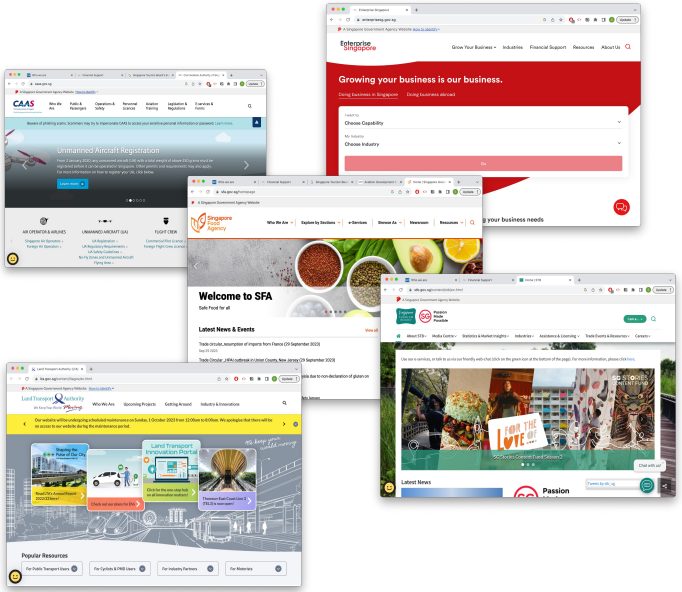
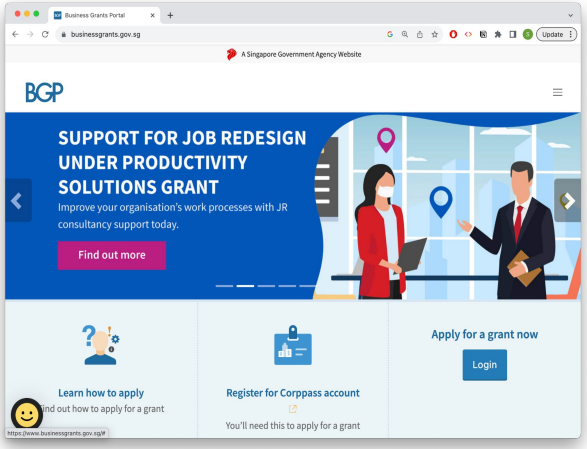
Streamlining





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Streamlining

Consolidation

Enhance efficiency of working processes

Seamless and integrated experiences

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Minimum Viable Product (MVP)

(minimum viable product)

(product)

- Scoping of MVP
- Shorten time to market
- Iteration and refinement (user centric development)

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Shorter Time to Market

- Launch the first grant in 12 months, next 6 grants over the next 6 months. Minor release every 2 weeks. Early and frequent return of investment

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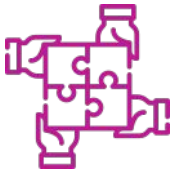
Agile is able to iteratively harmonise business processes as the system is being developed



Harmonisation

Achieving alignment in processes, forms etc.

Ensures consistency, increases learnability of processes due to fewer variations

Reduces development effort and cost

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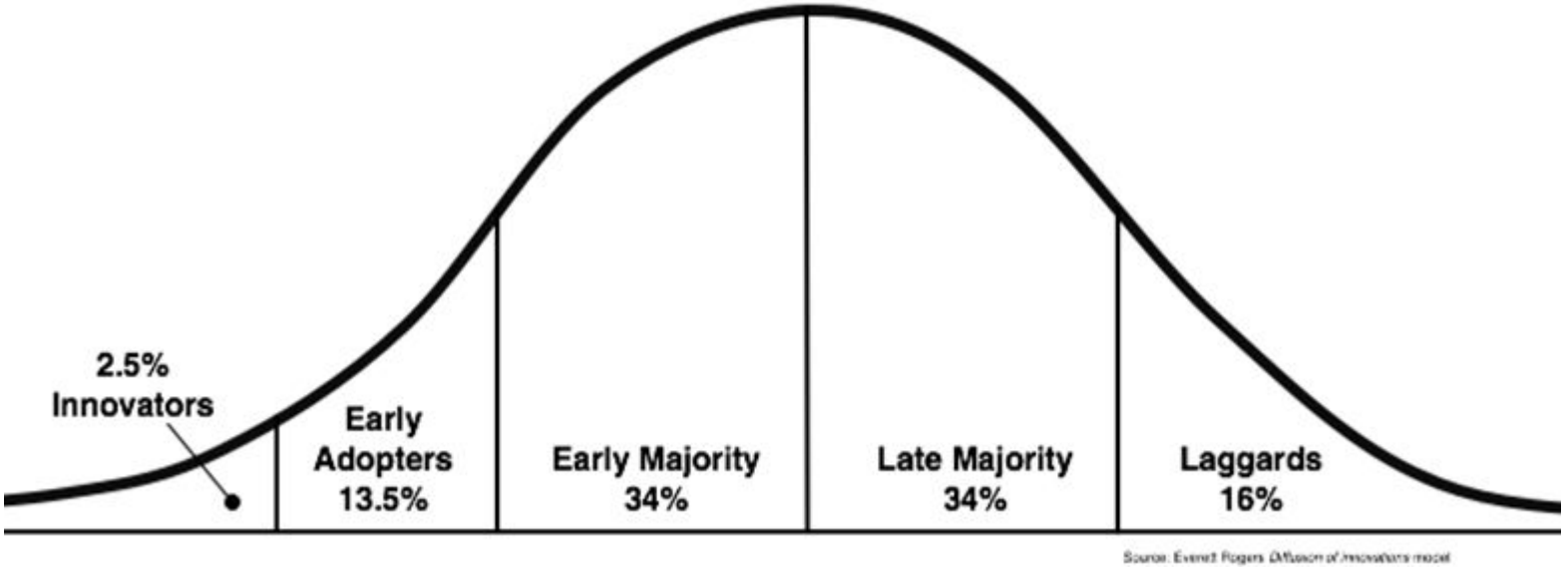
PEOPLE

Agile Adoption from Bottom-Up



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Agile Contracting

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Short Feedback Loop

Product Owners and Development Team of BGP are **co-located** in the same office, which allows **effective communication** and **short feedback loop**, thereby improving product quality and reducing bugs.

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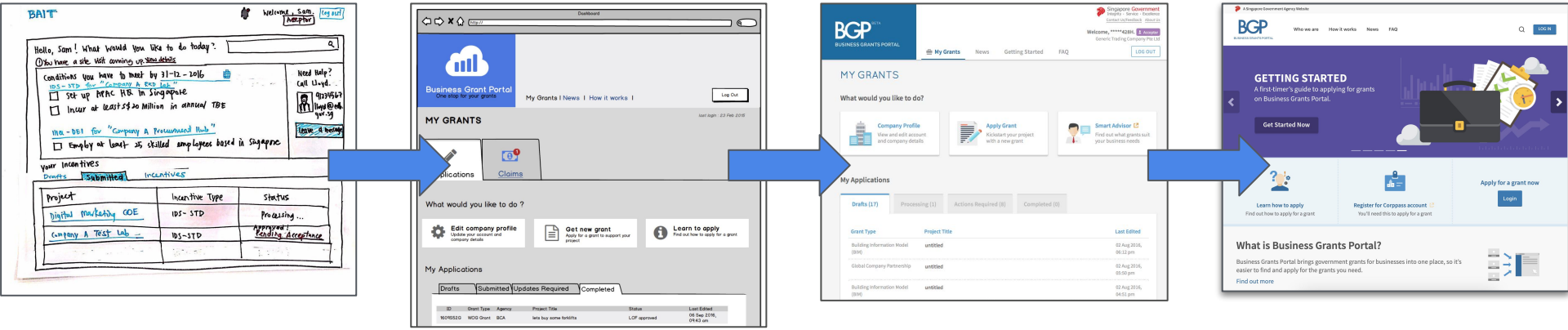
PROCESS

User Centricity

Agile allows BGP to iterate fast from paper prototype, digital prototype, MVP to full-features product.



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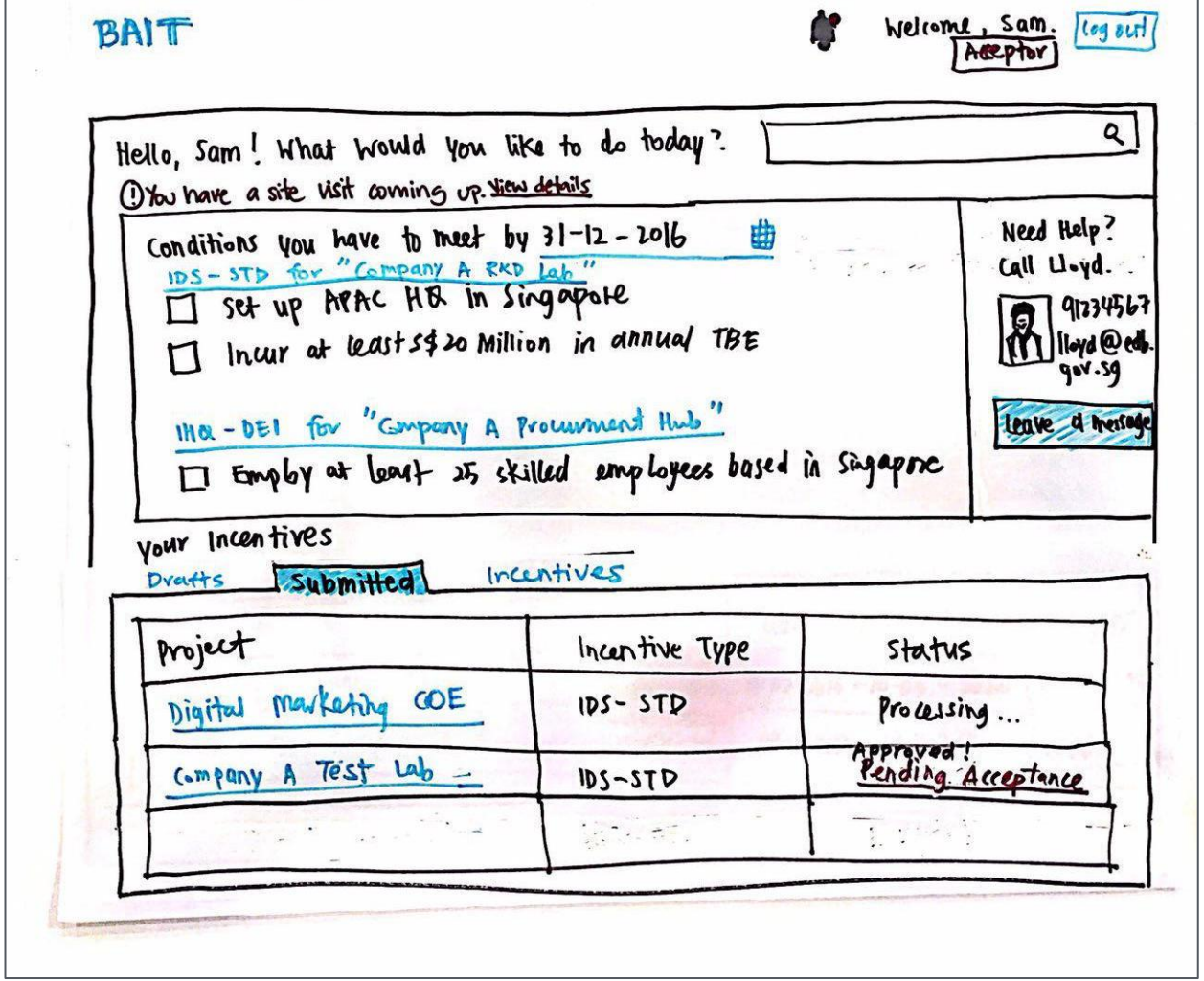

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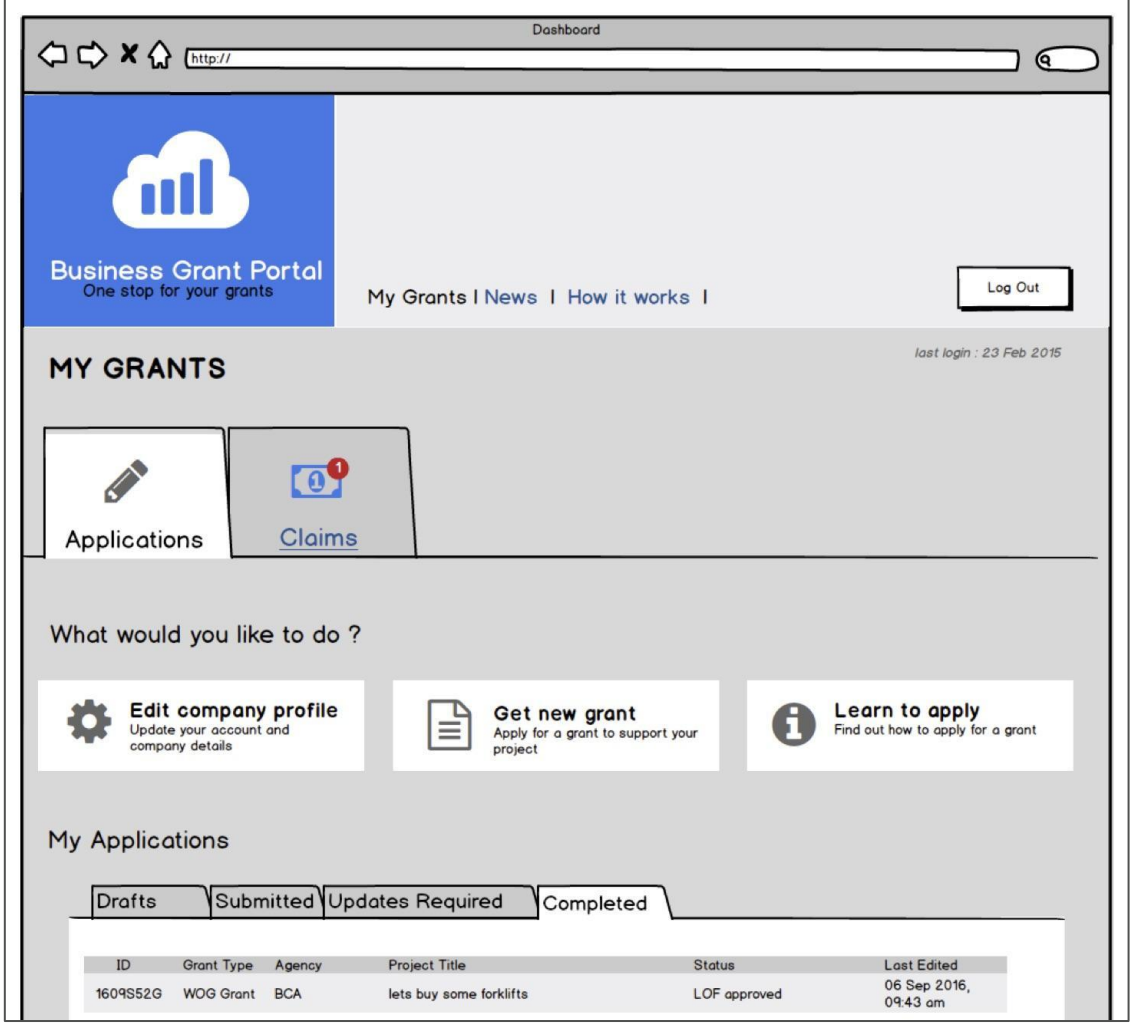

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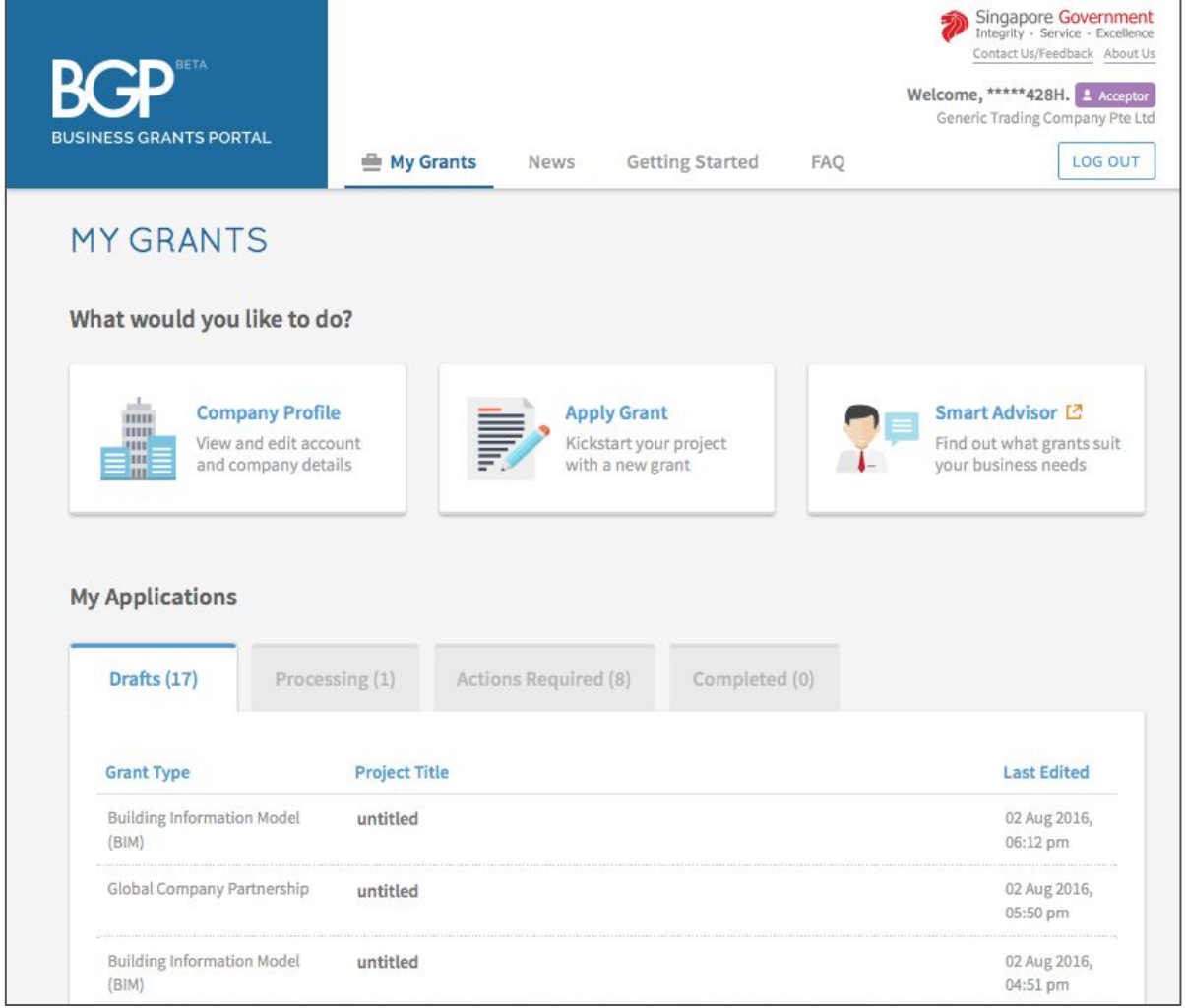

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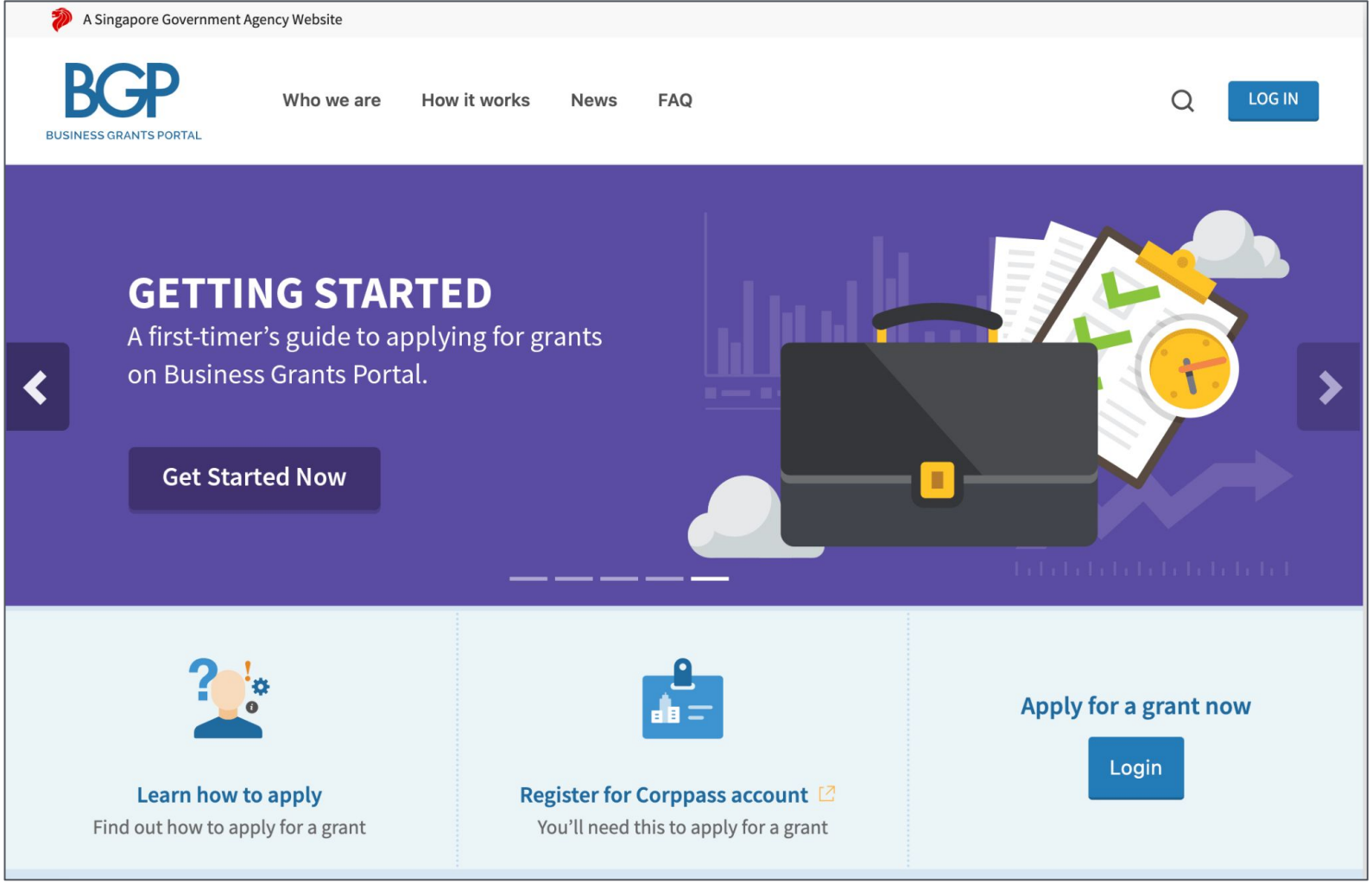

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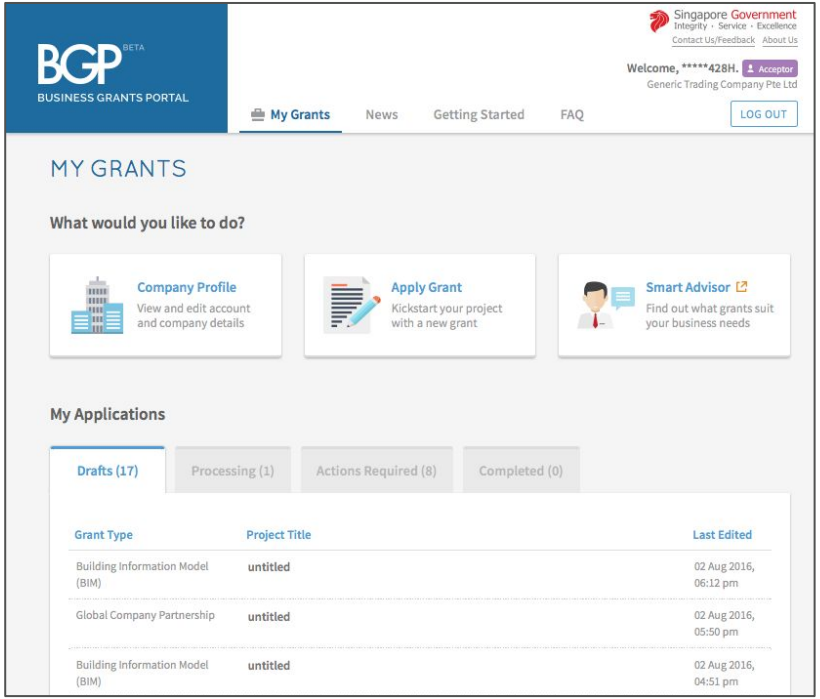
Iterative user experience design for better user experience.

- Collect user feedback
- Iterate and refine design
- Improve user experience



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Higher-quality software using Agile Continuous Integration and Testing

- Continuous Integration
- Automated Testing
- Shift-Left Testing

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Test Automation

- Developed in-house automated test platform - HATS
- Incorporated into our build pipelines
- Shorten time to market

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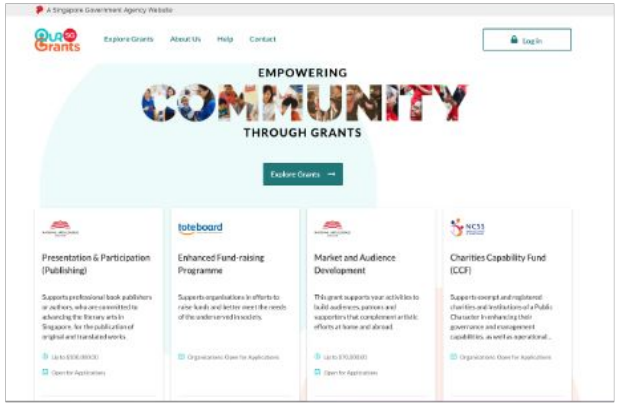
Rinse and Repeat

- Expanding to support other grant types
- Expanding product capabilities

Community Grants & Social Grants Sector

MCCY + Partner Agencies



OSG OurSG Grants Portal

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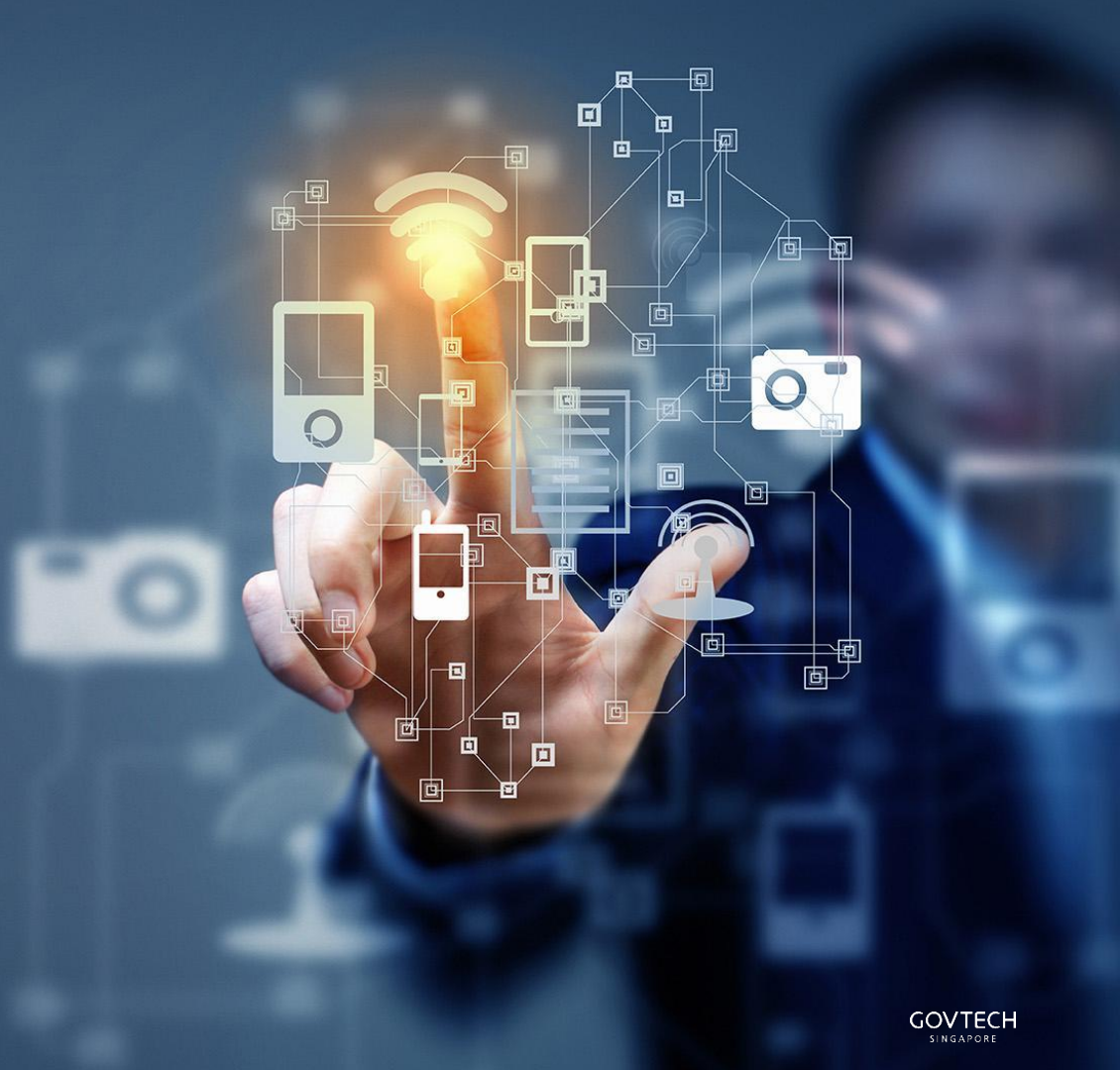
Q & A



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Thank you

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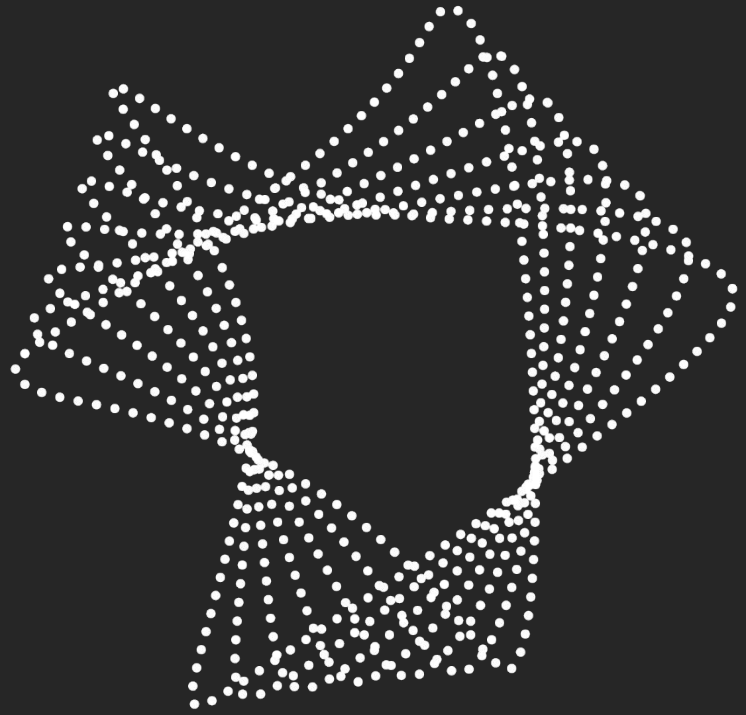
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