

Towards An Agile Government

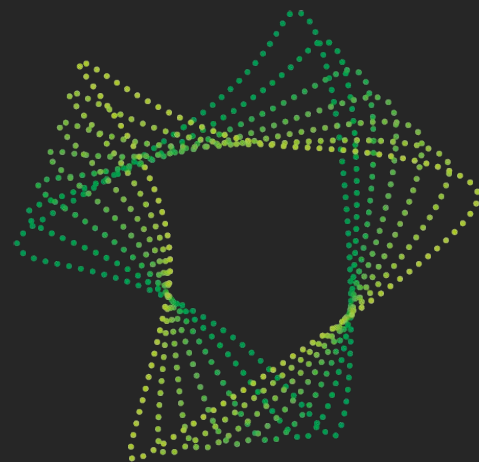
Agile Tour KL 2023

Barry Lim [Deputy Director]

Sylvia Ng [Lead Delivery Manager]

Government Digital Services

Oct 2023



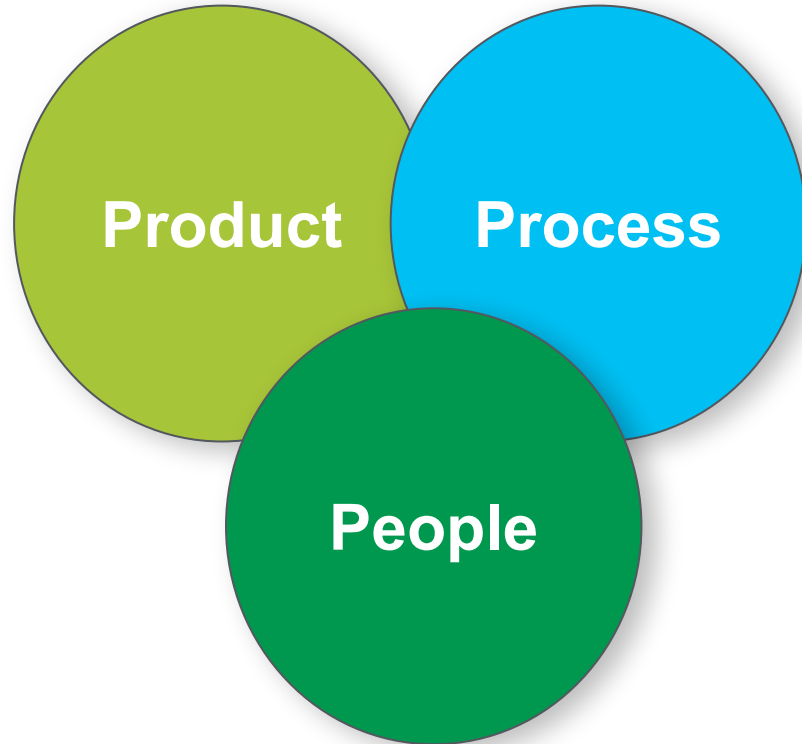
GOVTECH
SINGAPORE

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.

How did we do it?



PRODUCT



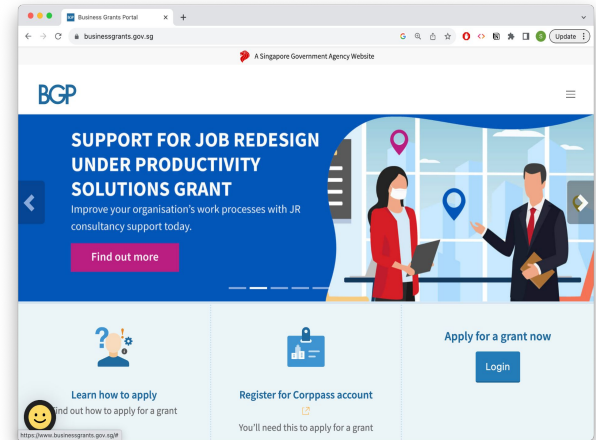
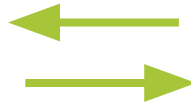
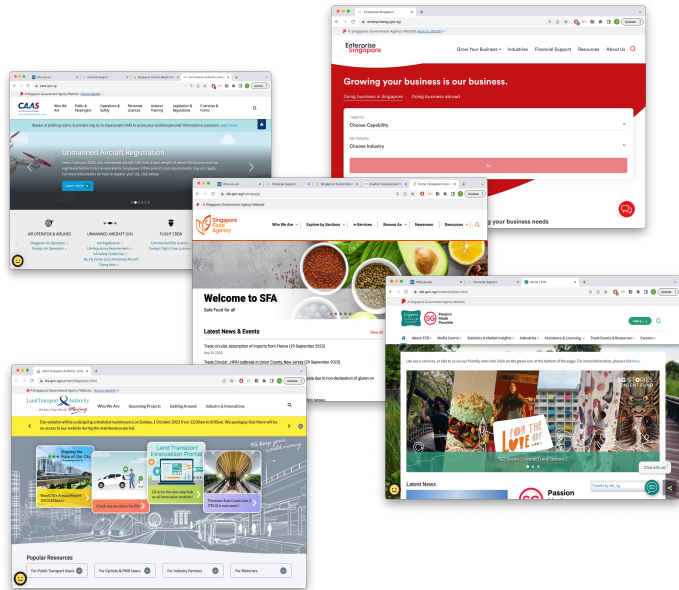
Problem

- **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.

Solution

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

Streamlining



Streamlining



Consolidation



Enhance efficiency of
working processes



Seamless and integrated
experiences

Minimum Viable Product (MVP)



(minimum viable product)

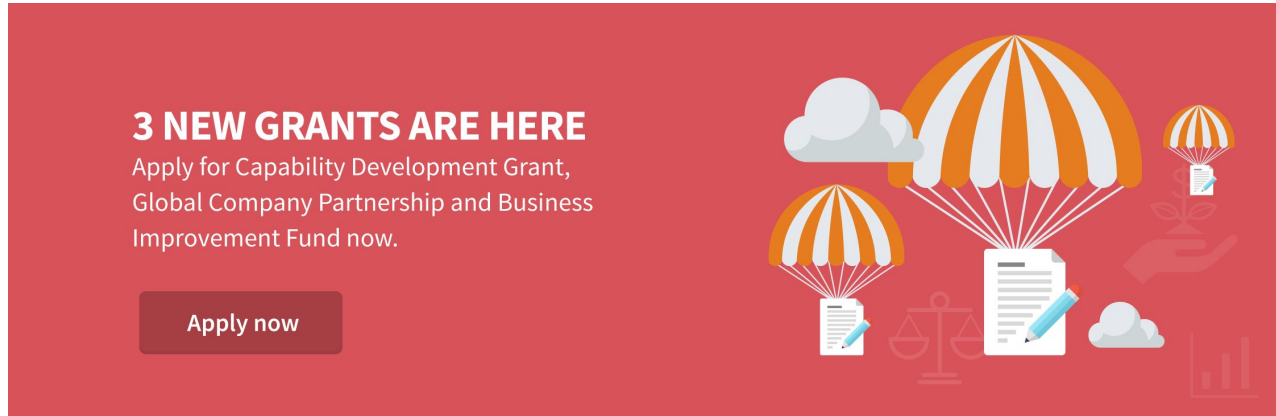


(product)

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

Shorter Time to Market

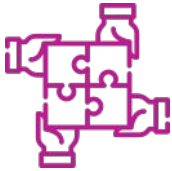
- Launch the first grant in 12 months, next 6 grants over the next 6 months. Minor release every 2 weeks. Early and frequent return of investment



3 NEW GRANTS ARE HERE
Apply for Capability Development Grant,
Global Company Partnership and Business
Improvement Fund now.

[Apply now](#)

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

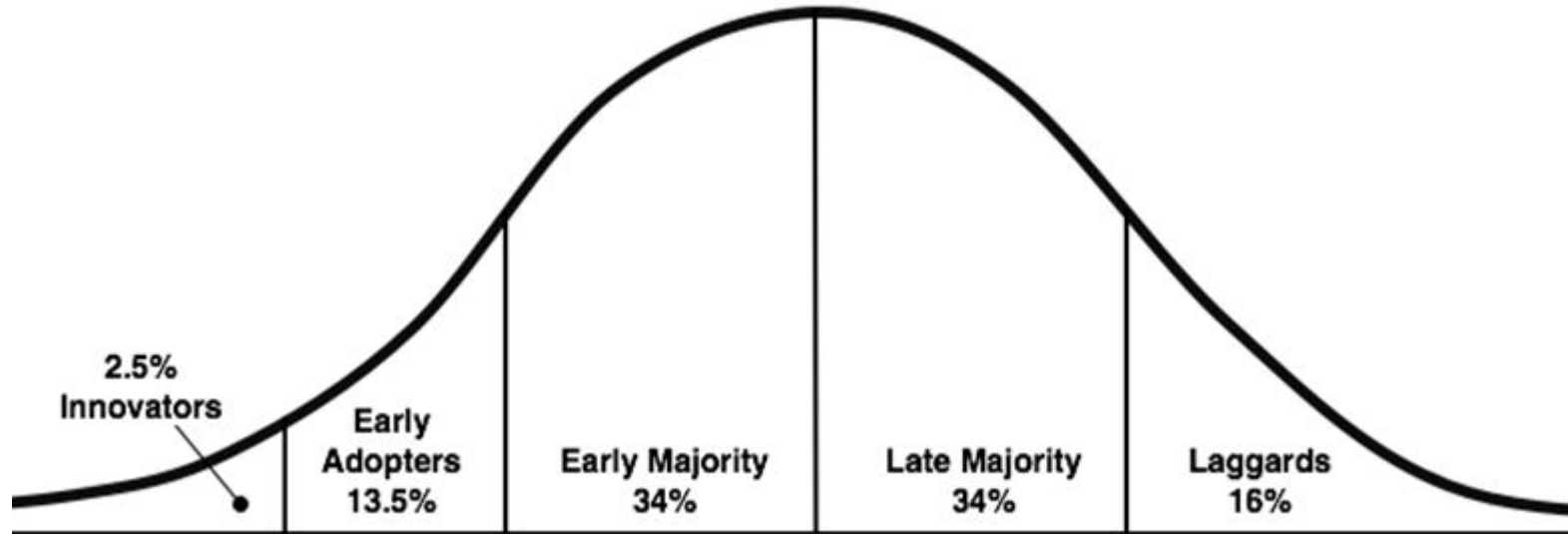


Reduces development effort and cost

PEOPLE



Agile Adoption from Bottom-Up



Source: Everett Rogers (Diffusion of innovations model)

Agile Contracting



Fixed-Cost
Model



Co-Sourcing
Model

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.

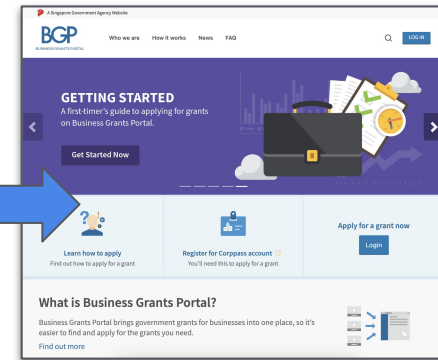
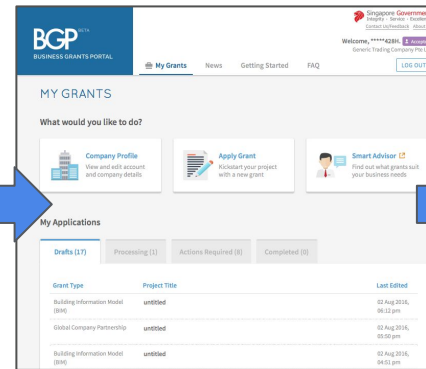
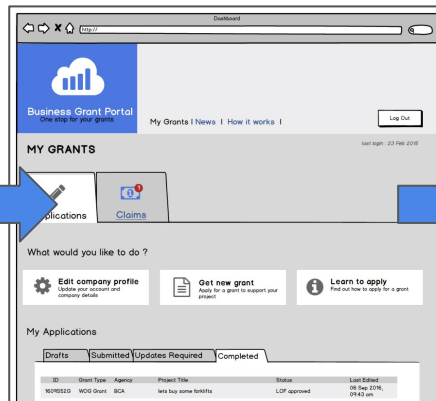
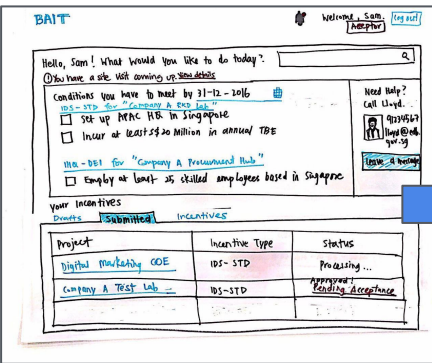


PROCESS



User Centricity

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





Hello, Sam! What would you like to do today?

① You have a site visit coming up. [View details](#)

Conditions you have to meet by 31-12-2016

IDS-STD for "Company A R&D Lab"

- Set up APAC H&B in Singapore
- Incur at least S\$20 Million in annual TBE

HR-DEI for "Company A Procurement Hub"

- Employ at least 25 skilled employees based in Singapore

Need Help?

Call Lloyd.



91234567

lloyd@edg.gov.sg

[Leave a message](#)


Your Incentives

[Drafts](#)[Submitted](#)[Incentives](#)

Project	Incentive Type	Status
<u>Digital Marketing COE</u>	IDS-STD	Processing...
<u>Company A Test Lab</u>	IDS-STD	Approved! Pending Acceptance

Dashboard


http:// 🔍




Business Grant Portal
One stop for your grants

My Grants | News | How it works | Log Out

MY GRANTS last login : 23 Feb 2015




Applications




Claims


What would you like to do ?



Edit company profile
Update your account and company details



Get new grant
Apply for a grant to support your project



Learn to apply
Find out how to apply for a grant


My Applications

Drafts
Submitted
Updates Required
Completed


ID	Grant Type	Agency	Project Title	Status	Last Edited
1609S52G	WOG Grant	BCA	lets buy some forklifts	LOF approved	06 Sep 2016, 09:43 am

MY GRANTS


What would you like to do?




Company Profile
View and edit account and company details



Apply Grant
Kickstart your project with a new grant



Smart Advisor 
Find out what grants suit your business needs

My Applications

- Drafts (17)**
- Processing (1)
- Actions Required (8)
- Completed (0)

Grant Type	Project Title	Last Edited
Building Information Model (BIM)	untitled	02 Aug 2016, 06:12 pm
Global Company Partnership	untitled	02 Aug 2016, 05:50 pm
Building Information Model (BIM)	untitled	02 Aug 2016, 04:51 pm



BUSINESS GRANTS PORTAL

Who we are

How it works

News

FAQ



LOG IN

GETTING STARTED

A first-timer's guide to applying for grants on Business Grants Portal.

Get Started Now



Learn how to apply

Find out how to apply for a grant



Register for Corppass account 

You'll need this to apply for a grant

Apply for a grant now

Login

Iterative user experience design for better user experience.

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

BGP BETA
BUSINESS GRANTS PORTAL

Singapore Government
Integrity · Service · Excellence
Contact Us/Feedback About Us

Welcome, *****428H. [Acceptor](#)
Generic Trading Company Pte Ltd

[LOG OUT](#)

[My Grants](#) News Getting Started FAQ

MY GRANTS

What would you like to do?

- Company Profile**
View and edit account and company details
- Apply Grant**
Kickstart your project with a new grant
- Smart Advisor**
Find out what grants suit your business needs

My Applications

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Higher-quality software using Agile Continuous Integration and Testing

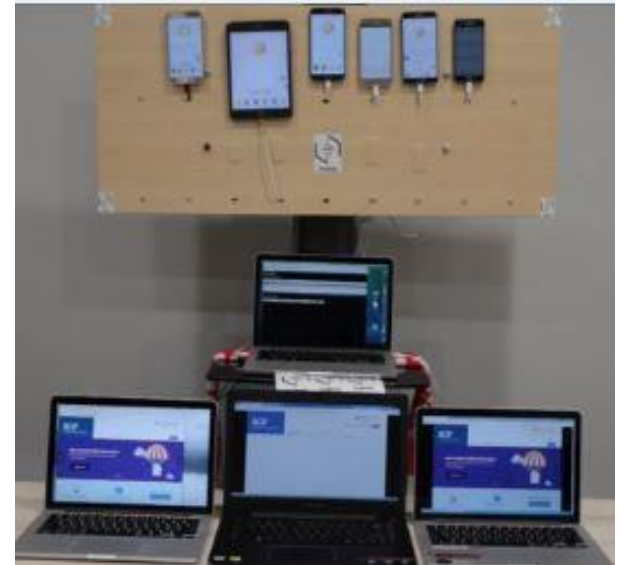
- Continuous Integration
- Automated Testing
- Shift-Left Testing

The screenshot displays a CI/CD dashboard for a 'Multiplatform project'. It lists several test suites, each with a status indicator (green for success, red for failure), a build number, and a 'Run' button. The test suites are: Functional tests (Internet Explorer 7), Functional tests (Safari on Mac), Unit tests (Linux), Unit tests (MacOS X), and Unit tests (Win XP SP2). The Linux unit tests show a failure, while the others show success or are pending.

Test Suite	Status	Build #	Artifacts	Changes	Start Time	Duration	Action
Functional tests (Internet Explorer 7)	Running	1	Running	1 build			Run
#141 Building libraries	Success	#141	No artifacts	Changes (18)	10 Aug 20:08		Stop build
#139 Success	Success	#139	No artifacts	No changes	08 Aug 21:54	6m:21s	
Functional tests (Safari on Mac)	Running	1	Running	1 build			Run
#35 Running platform-dependent tests	Success	#35	No artifacts	Changes (5)	10 Aug 21:06		Stop build
#5 Success	Success	#5	No artifacts	Changes (1)	10 Aug 19:32	3m:02s	
Unit tests (Linux)	Running	1	Running	1 build			Run
#343 Tests failed: 1 (1 new), passed: 52	Failure	#343	No artifacts	Changes (7)	10 Aug 20:06		Stop build
#2 Success	Success	#2	No artifacts	No changes	10 Aug 18:44	6m:21s	
Unit tests (MacOS X)	Running	1	Running	1 build			Run
#3 Tests passed: 110	Success	#3	No artifacts	Changes (7)	10 Aug 20:00		Stop build
#2 Success	Success	#2	No artifacts	No changes	10 Aug 18:38	6m:22s	
Unit tests (Win XP SP2)	Running	1	Running	1 build			Run
#7 Tests passed: 19	Success	#7	No artifacts	No changes	10 Aug 19:48		Stop build
#6 Success	Success	#6	No artifacts	No changes	10 Aug 19:46	7s	

Test Automation

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

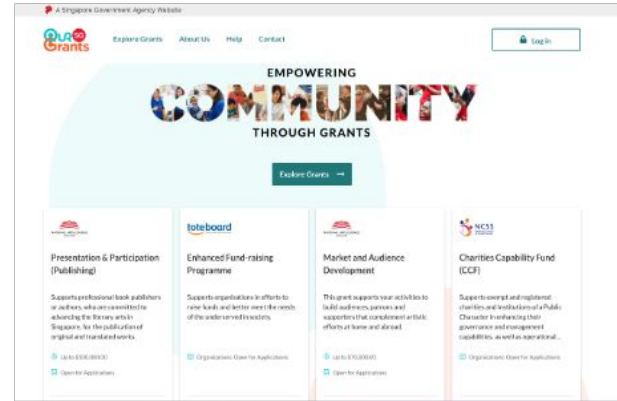


Rinse and Repeat

- Expanding to support other grant types
- Expanding product capabilities

Community Grants & Social Grants Sector

MCCY + Partner Agencies



OSG

OurSG Grants Portal

Q & A



Thank you

GOVTECH

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www.tech.gov.sg

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