SINGAPORE’S DIGITAL GOVERNMENT APPROACH DURING COVID-19

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Technology played a significant role during COVID-19 crisis

Our guiding principles were:

1. **Technology must be based on sound public health principles**, respect the central role of public health authorities, and be used to support it.

2. **Technology must preserve and uphold public trust**. Government needs to be transparent in what data we collect, how we use the data, and be accountable to the public.

3. **Technology solutions is not only for the digital natives**. During this COVID-19 crisis alternatives must be provided for the digitally excluded and under-served segments.
## Overview of Digital Solutions

### Broad Themes
- **Preventing the Spread**
- **Crowd Management**
- **Supporting the Community**

### General Population
- TraceTogether App
- SafeEntry QR/App

### Under-served Community
- TraceTogether Token
- SafeEntry NRIC

### Capabilities
- Government Digital Services
- Capability Centres

### Platforms
- SG Government Tech Stack
- Government Commercial Cloud

### Policies
- Gov Data Architecture

### Technologies
- SPOTON AI Thermal Camera
- SGJobsUnited Portal
- GoBusiness Support Portal
- GALE - Senior Support Care
- SupplyAlly Laptops

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[Image of the table and diagram]
Preventing the spread through contact tracing – TraceTogether eco-system

**TraceTogether Mobile App**
- Privacy-preserving contact tracing app
- Detect close contacts via BlueTooth and log it
- First national deployment of Bluetooth-based digital contact tracing
- Over 2 million downloads (~35%)

**TraceTogether Token**
- To be issue to digitally excluded
- Possible issuance to overseas visitors to Singapore during their stay
Preventing the spread – SafeEntry

- National check-in system that logs visits by individuals to hotspots and venues
- Digital and Non-digital check-in using mobile devices OR physical identity card
- Data collected can create a base activity map for activity mapper to start their work in tracing the infected person’s contacts

3 modes of SafeEntry check-in:
- QR Code
- Mobile App
- Physical ID Card
Crowd management – SPOTON

Developed in-house by GovTech – SPOTON is a crowd thermal-sensing scanner for safe, quick and effective temperature screening powered by deep learning

• Developed within 1 week
• Privacy preserving using advanced AI face detection (≠ recognition) capability
• Detects up to 10 faces at once
• ±0.3-0.5°C accuracy
• 2-meter detection range
• Not affected by masks, hats and headdresses
• Not affected by hot or cold items (e.g. drinks)

Supporting the community – job seekers and businesses

SG Jobs United

- Support package to help 100,000 Singaporeans affected by COVID access job opportunities, job-related skills training
- Leveraged on MyCareersFuture.sg for more accurate jobs matching based on relevant skills (not just jobs applied)

GoBusiness Support Portal

- Leverage on GoBusiness portal for businesses to apply for permits to operate during circuit breaker
- Provide businesses with information relating to government grants and support schemes (and apply if relevant)
Supporting the community – the vulnerable

SupplyAlly - providing laptops and vouchers to under-privileged

- Partnered with non-profit Engineer Good to provide refurbished laptops to under-privileged children for home-based learning
- Issued credit vouchers for low-income households
- Leveraged on SupplyAlly portal built in 4 days to support large-scale coordination of distribution

GovTech Assisted Living Ecosystem (GALE) Case Management System

- Supported seniors living alone during Circuit Breaker
- GALE was used to track and coordinate volunteers delivering necessities or checking on vulnerable citizens to determine if further support is required
- Volunteers served 100,000 seniors and 35,000 low-income households since May 20’
With the help of existing platforms and policies that were built over the years

Capabilities
- Government Digital Services team & Capability Centres

Platforms
- Singapore Government Technology Stack
- Government Commercial Cloud

Policies
- Government Data Architecture
In Summary

• We were fortunate that digital capabilities, infrastructure and policies were in place before the crisis, enabling us to scale and respond quickly.

• We are starting to think about integrating COVID-purposed technologies our usual processes.
Thank You