



Being in Time for the Future: Public Service 21

Challenges for the 21st century



Context

- Globalisation
- Technological changes
- Rising expectations
- Crises

Implications

- Require
 - Speed
 - Adaptability
 - Flexibility
 - Responsiveness

PS21: Mission, Vision & Values



- **Mission of PS21:**

To build a Public Service that is in time for the future

- **3 Pillars of PS21:**

- Anticipating change
- Welcoming change
- Executing change



PS21 Focus



- **People**
- **Systems**
- **Citizens and Customers**



PS21: People



Desired Outcomes

To have public officers who

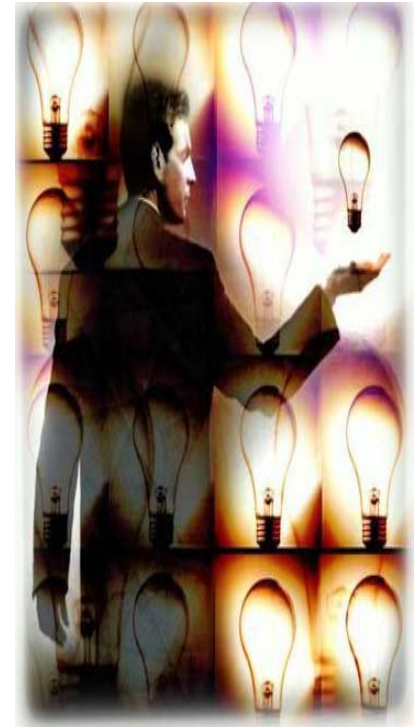
- Are committed to excel
- Dare to change
- Think ahead



The Enterprise Challenge (TEC)



- Platform to surface innovations that improve public services delivery
- Funds to help underwrite agencies' risk in trial testing



PS21: Systems



Desired Outcomes

To have public agencies that

- Cut red tape
- Are efficient
- Add value

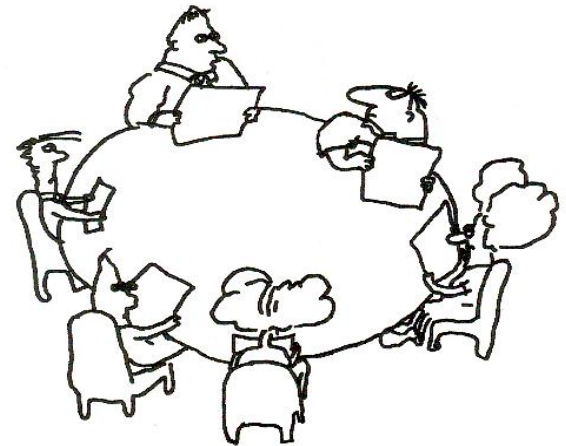


PS21: Systems



Platforms

- Smart Regulation
- Organisational Excellence
- Economy Drive
- InfoComm Technology



GAYNOR

PS21: Citizens & Customers



Desired Outcomes

To have a Public Service that

- Connects with citizens
- Delights customers
- Serves Singapore

Singapore 2008 Conference and Exhibition



- A Conference and Exhibition will be held in Singapore in mid 2008
- To share the journey of PS21

Thank You