



PRIME  
MINISTER'S  
OFFICE

# 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

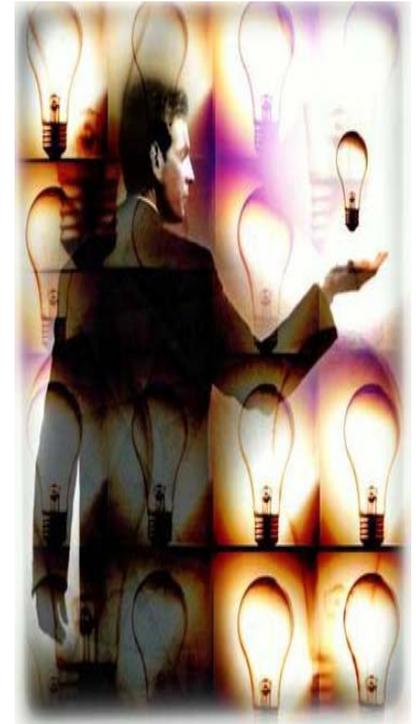
- Are committed to excel
- Dare to change
- Think ahead



# 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

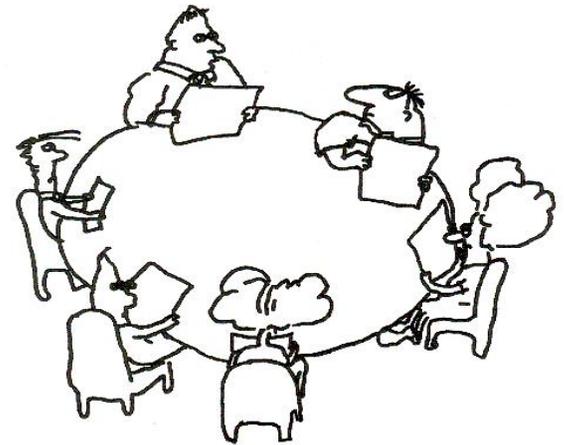


# PS21: Systems



## Platforms

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



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# 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