ROBOTIC PROCESS AUTOMATION FOR LEADERS

6 to 10 NOVEMBER 2023

Sponsored by the

SINGAPORE COOPERATION PROGRAMME

under the

SINGAPORE COOPERATION PROGRAMME TRAINING AWARD

to be conducted by

Civil Service College, Singapore

Singapore Cooperation Programme

Singapore has provided technical assistance to other developing countries since the 1960s. As a country whose only resource is its people, Singapore believes that human resource development is vital for economic and social progress. Singapore itself has benefited from training provided by other countries and international organisations.

In 1992, the Singapore Cooperation Programme (SCP) was established to bring together under one framework the various technical assistance programmes offered by Singapore. Through the SCP, the range and number of training programmes were increased to share Singapore's development experience with other developing countries.

To date, close to 150,000 officials from more than 180 countries, territories and intergovernmental organisations have participated in our courses and study visits. The SCP is managed by the Technical Cooperation Directorate of the Singapore Ministry of Foreign Affairs.

Civil Service College

Civil Service College (CSC) is the central learning institution for the Singapore Public Service. It plays a pivotal role in nurturing and developing people for a first-class Public Service. As a Statutory Board under the Prime Minister's Office, we endeavour to be the heart of learning excellence and development for the Singapore Public Service.

CSC offers a comprehensive suite of programmes that build strategic capability in the public service, focusing particularly on core areas in public governance, leadership, public administration, and management. We work closely with central government and public sector agencies to embed values, communicate public sector directions, and manage change in individuals and organisations.

CSC partners public and private sector organisations as well as academia and international government agencies to exchange best practices and experiences in leadership, policy development, public administration, and public reforms.

Course Objectives

RPA has gained traction in the public service as a means to automate high volumes of repetitive and manual work processes. This course will present Singapore's experience in implementing RPA in public agencies and equip participants with foundational skills and knowledge for successful RPA implementation.

Synopsis

- Introduction to RPA, its key features, functions, capabilities, risks and challenges
- Identify suitable work processes for automation and using RPA to complement process improvement methodologies
- Identify organisational factors for successful RPA implementation
- End-to-end RPA implementation approach
- Build an RPA bot using UiPath
- Gain insights from case studies of how RPA is implemented in Singapore Public Service

Methodology

A variety of teaching methodologies will be used throughout the course to ensure active learning and participation including lectures, group discussions, dialogues and experiential activities. Relevant site visits will also be included to enhance the learning experience of the participants

Course Duration and Venue

The course will be conducted in-person from **6 to 10 November 2023** in Singapore.

Application Information

Applicants should be:

- Mid- to senior-level government officials intending to use Robotic Process Automation (RPA) as a solution to improve their agency's work processes;
- Nominated by their government;
- Proficient in written and spoken English;
- In good health; and
- Prepared to participate actively in the

programme.

Terms of Award

The course is sponsored by the Government of Singapore under the Singapore Cooperation Programme Training Award.

Regulations

Participants are required to comply with the following:

- Strictly observe course schedules and not miss any course sessions.
- Carry out instructions and abide by such conditions as may be stipulated by the nominating government or the Governments of Singapore and Chile with respect to the course.
- Not to engage in political activities, or any form of employment for profit or gain while in Singapore.
- Discontinue the course, in the event they fall seriously ill and are considered unable to continue the course or have committed an improper act.
- Return to their respective home countries upon completion of the course.

Application Procedure

Closing date for nomination: **22 September 2023**

The Government of Singapore is pleased to invite the respective National Focal Point for Technical Assistance (NFP) to nominate **one (1)** suitable candidate for consideration. Selection of candidates will be based on merit. Should there be more applicants than training places, the Government of Singapore seeks the understanding of the respective NFP in the event that its nominee(s) is not selected.

All nominees are to submit their applications **online at https://go.gov.sg/rpa2023** by **Friday, 22 September 2023**. All applications must also be **endorsed** by the respective National Focal Point for Technical Assistance. FAQs for Applicants and NFPs can be found at the links below:

- Applicants: https://go.gov.sg/start-guide

- NFPs: https://go.gov.sg/start-nfp

Note:

- Applications must be completed in full. Incomplete application forms will not be considered. Please contact bernice_lee@mfa.gov.sg and Charmaine_YEOW@mfa.gov.sg if you encounter technical issues during application.

- Please refrain from making telephone and email inquiries on the status of your application while your application is being processed;

- The **Ministry of Foreign Affairs, Singapore** will inform all applicants of the outcome of their applications. The National Focal Point will also be informed directly or through Singapore's diplomatic representation in the nominating country.

- Flight arrangements should only be made upon receipt of the Letter of Acceptance to the course.

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