



THE NEW PUBLIC SERVANT : BUILDING CAPABILITIES FOR AN AI-ENABLED FUTURE



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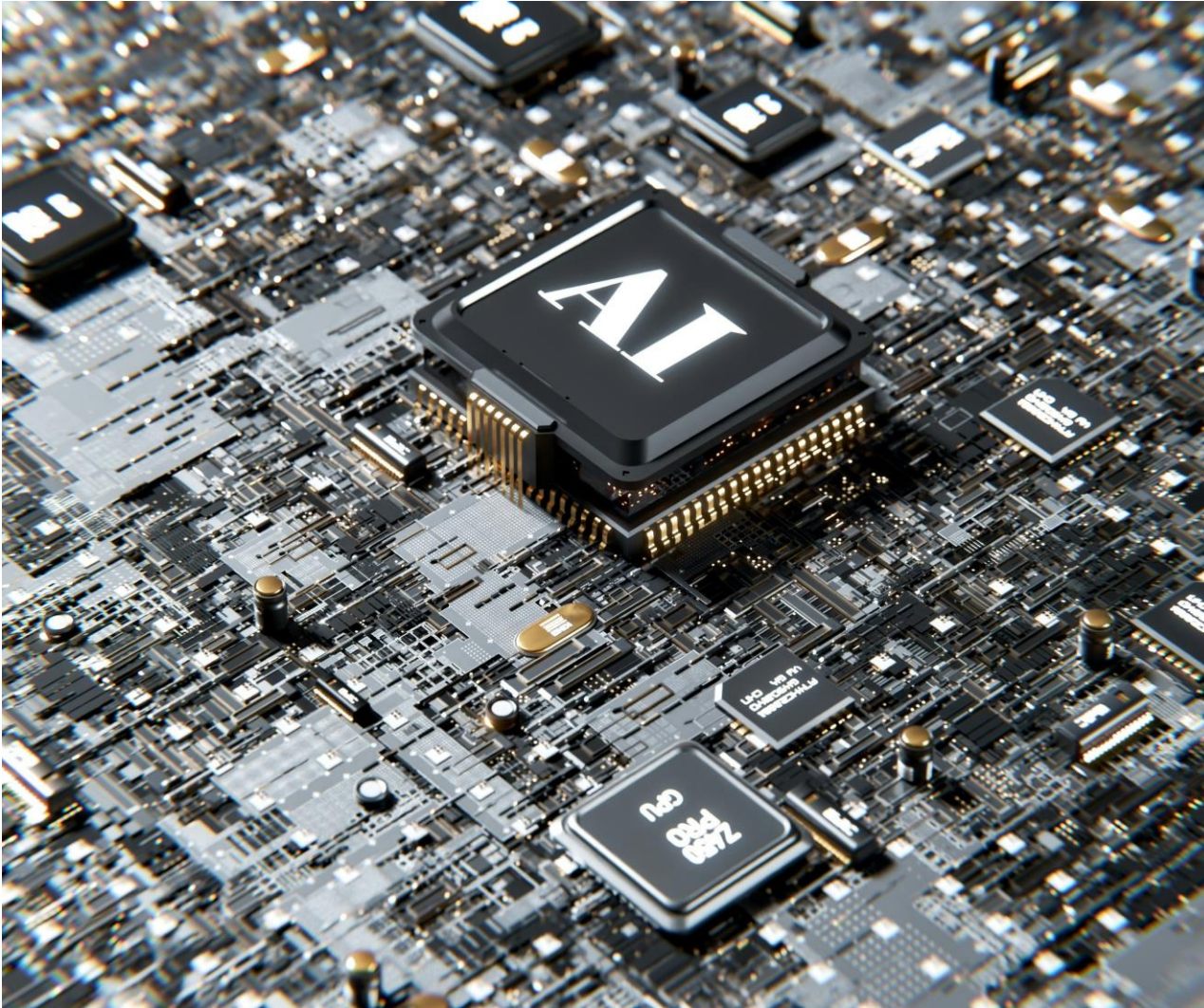


AI is here - compounding exponentially affecting industries, companies and jobs at a speed and scale like never seen before.

AI will become like electricity - running in the background and powering everything we do.

Shopify CEO Tobi Lutke's Memo to staff (Apr 2025)

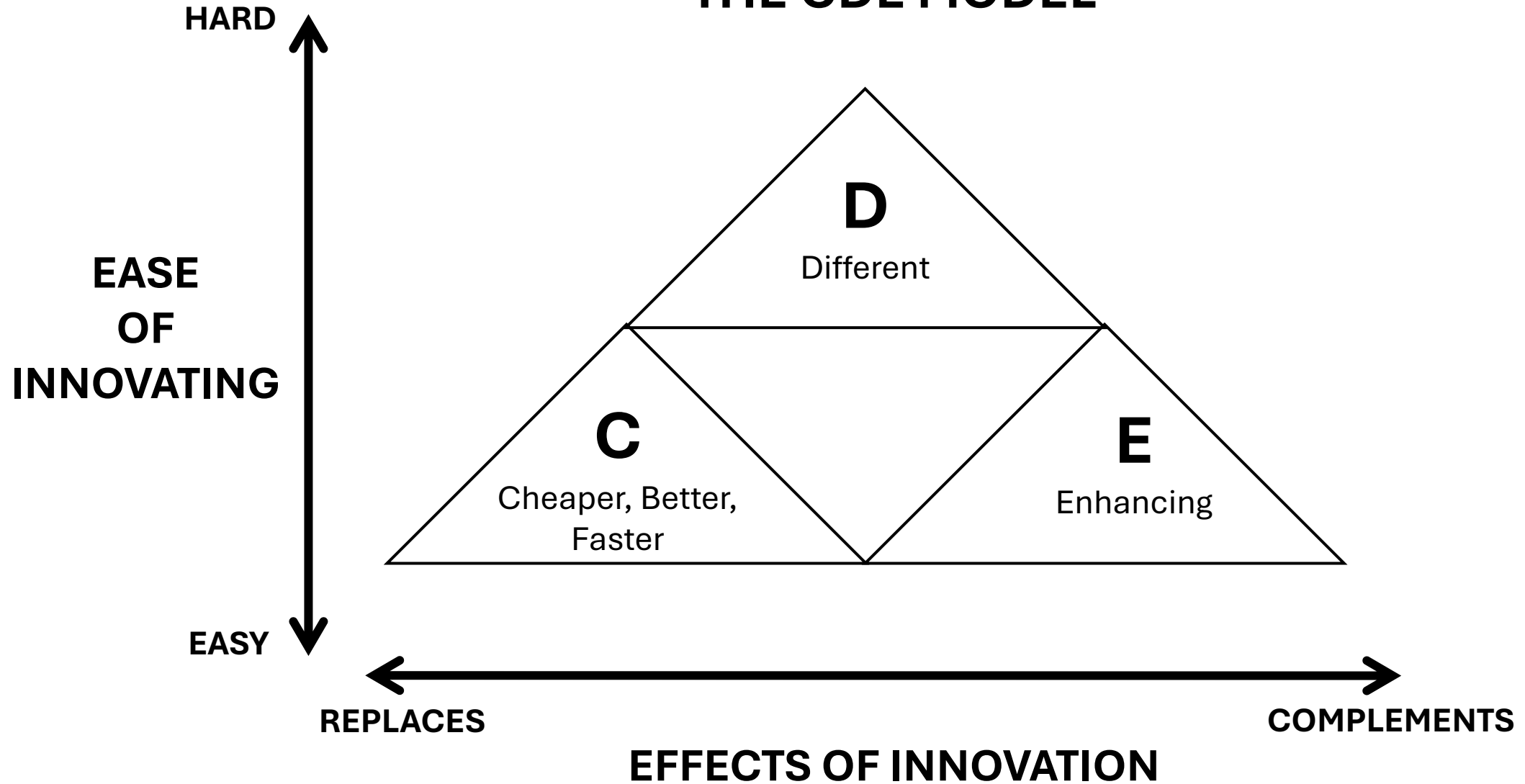
1. **Using AI effectively is now a fundamental expectation of everyone at Shopify**
2. **AI must be part of your GSD prototype phase**
3. **We will add AI usage questions to our performance and peer review questionnaire.** Learning to use AI well is an unobvious skill. My sense is that a lot of people give up after writing a prompt and not getting the ideal thing back immediately. Learning to prompt and load context is important, and getting peers to provide feedback on how this is going will be valuable
4. **Learning is self directed but share what you learned**
5. **Before asking for more headcount and resources,** teams must demonstrate why they cannot get what they want done using AI. What would this area look like if autonomous AI agents were already part of the team? This question can lead to really fun discussions and projects
6. **Everyone means everyone**



We need a framework to understand the impact of AI on jobs and value creation.

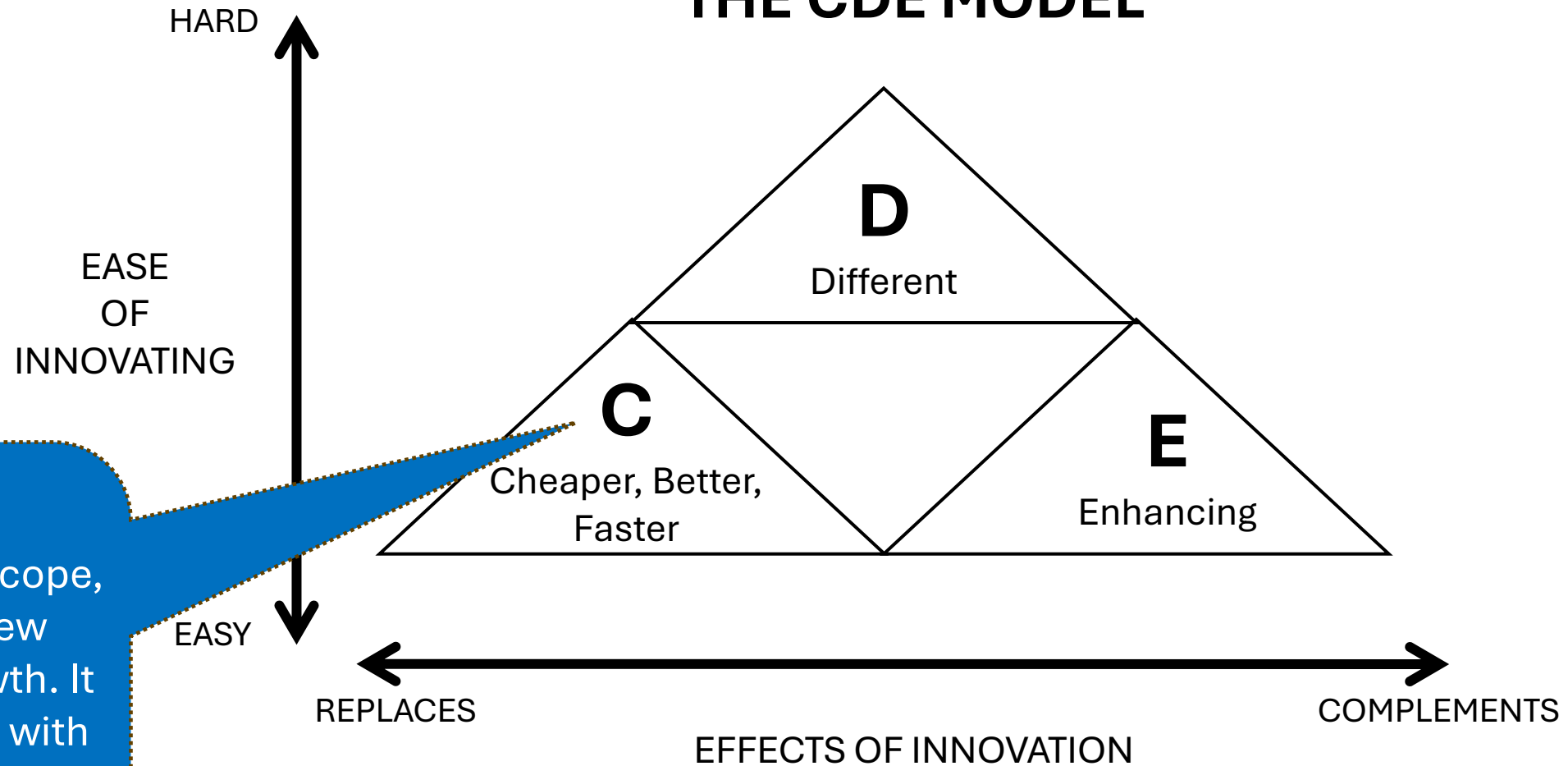
Incremental thinking might no longer be enough for tomorrow.

THE CDE MODEL



The CDE Innovation Prism is a Centre for Finance, Technology and Entrepreneurship (CFTE) developed framework to understand innovation and its impact.

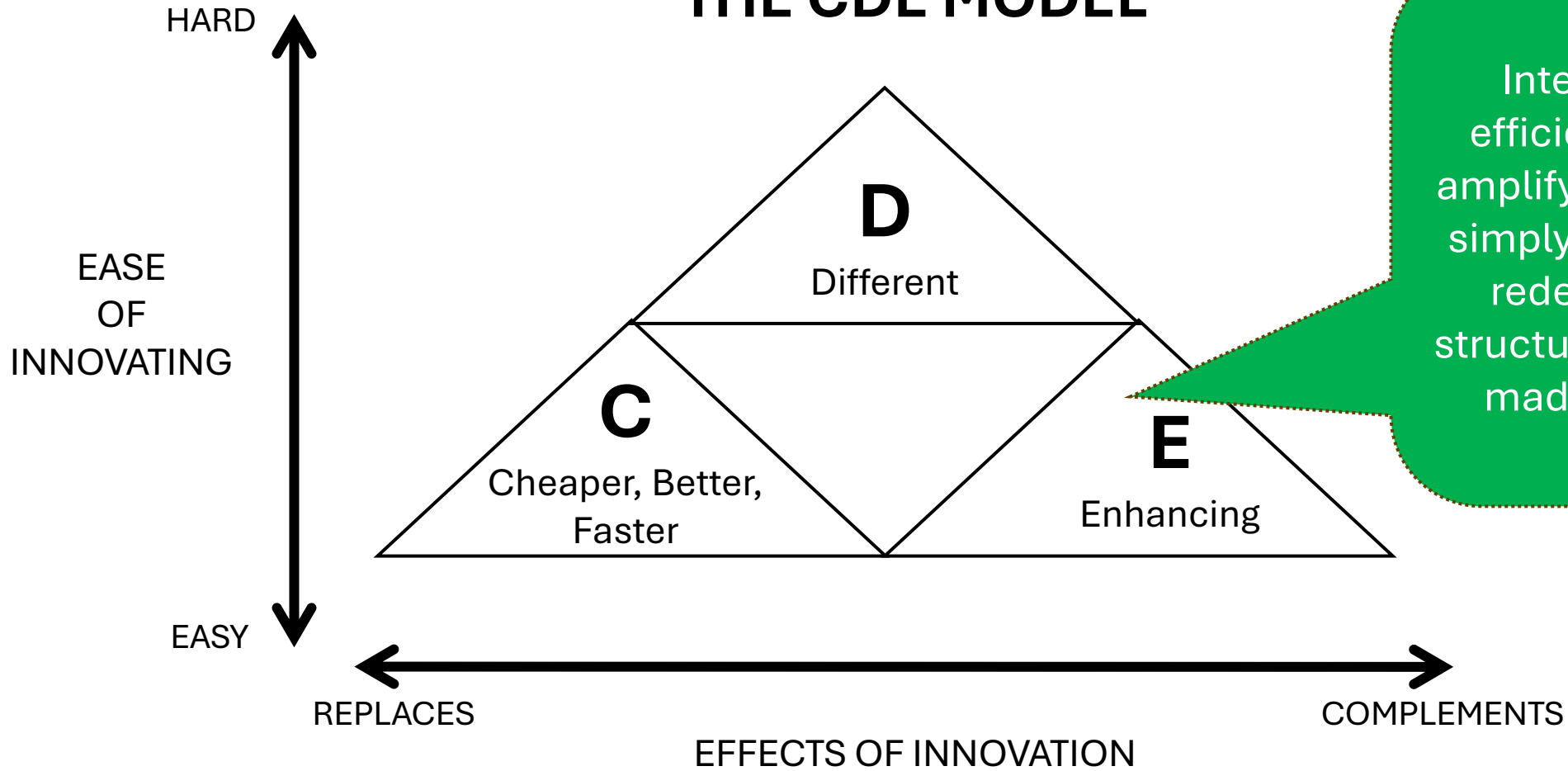
THE CDE MODEL



Replace

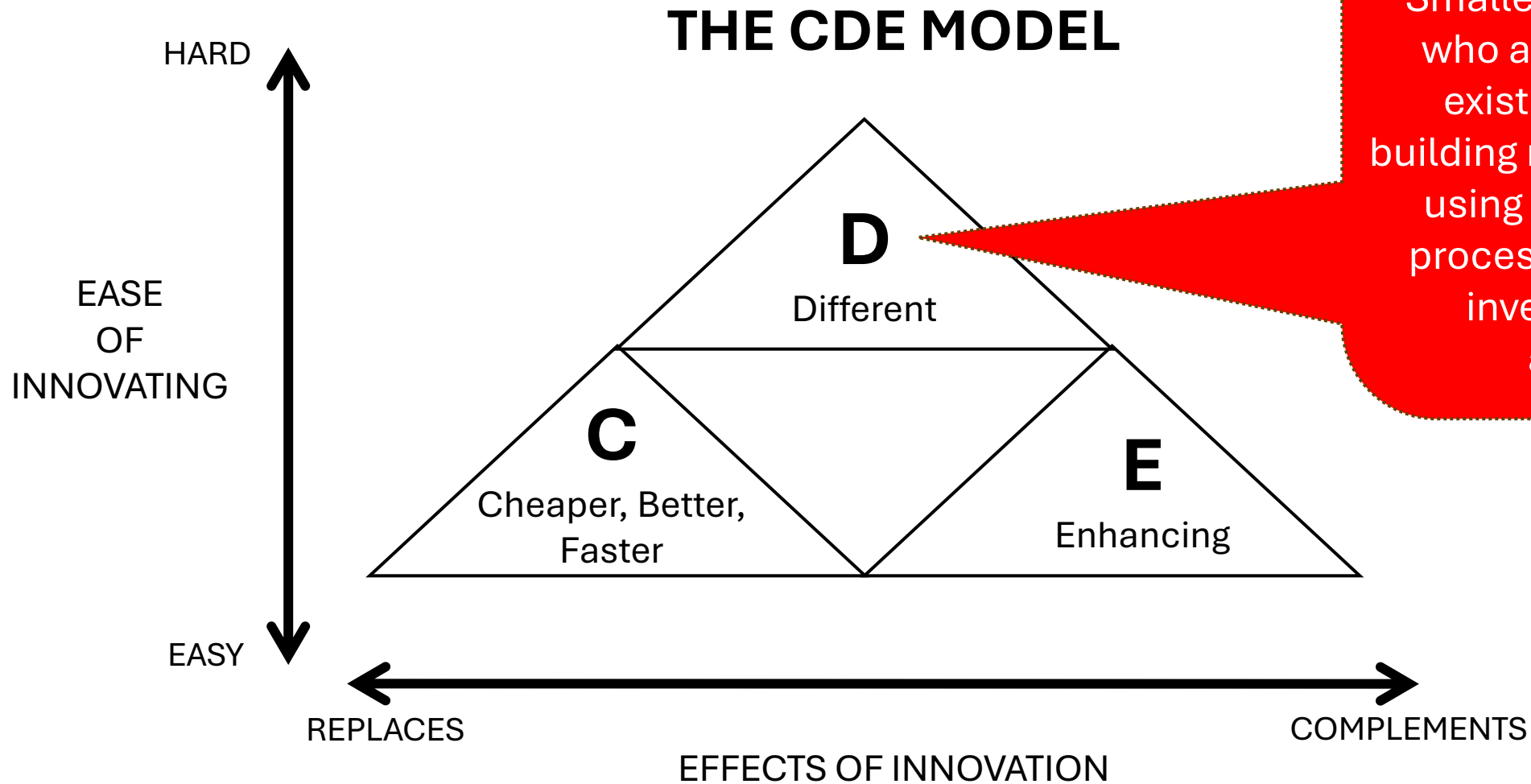
Starts with shrinking scope, reduce influence, few opportunities for growth. It does not always start with redundancy but starts with erosion of relevance

THE CDE MODEL



Amplify

Integrate AI not just for efficiency, but structurally amplify their capabilities. Not simply automating tasks but redesigning how work is structured, how decisions are made and how impact is created



Transform

Smaller but critical group who are not adapting to existing systems **BUT** building new ones. Instead of using AI to optimise old processes, they use AI to invent entirely new approaches

AI?

**Why
teaching
prompt
engineering is
not enough?**

AI literacy is a set of competencies that enables individuals to critically evaluate AI technologies; communicate and collaborate effectively with AI; and use AI as a tool online, at home and in the workplace.

Duri Long and Brian Magerko (2020)

To be effective in an AI enabled world...

- Have basic core understanding of AI concepts – knowing what AI is, identifying different types of AI and understanding its key capabilities and limitations
- Be able to use AI tools at a basic level – how to prompt AI systems clearly and then refine their outputs; recognizing the strengths and limitations of AI as productivity tools
- Be able to critically evaluate AI outputs – how to systematically cross check AI outputs, recognize bias and distinguish credible outputs from fake outputs
- Understand and mitigate AI risks and ethical issues– ability to identify biases and other ethical concerns including privacy, misinformation



In Sept 2025, Singapore's Deputy Prime Minister Gan Kim Yong announced that all 140,000 public servants will have to attend a mandatory AI literacy programme. It will raise the level of responsible AI use in the public service and prepare public servants for an AI driven era.

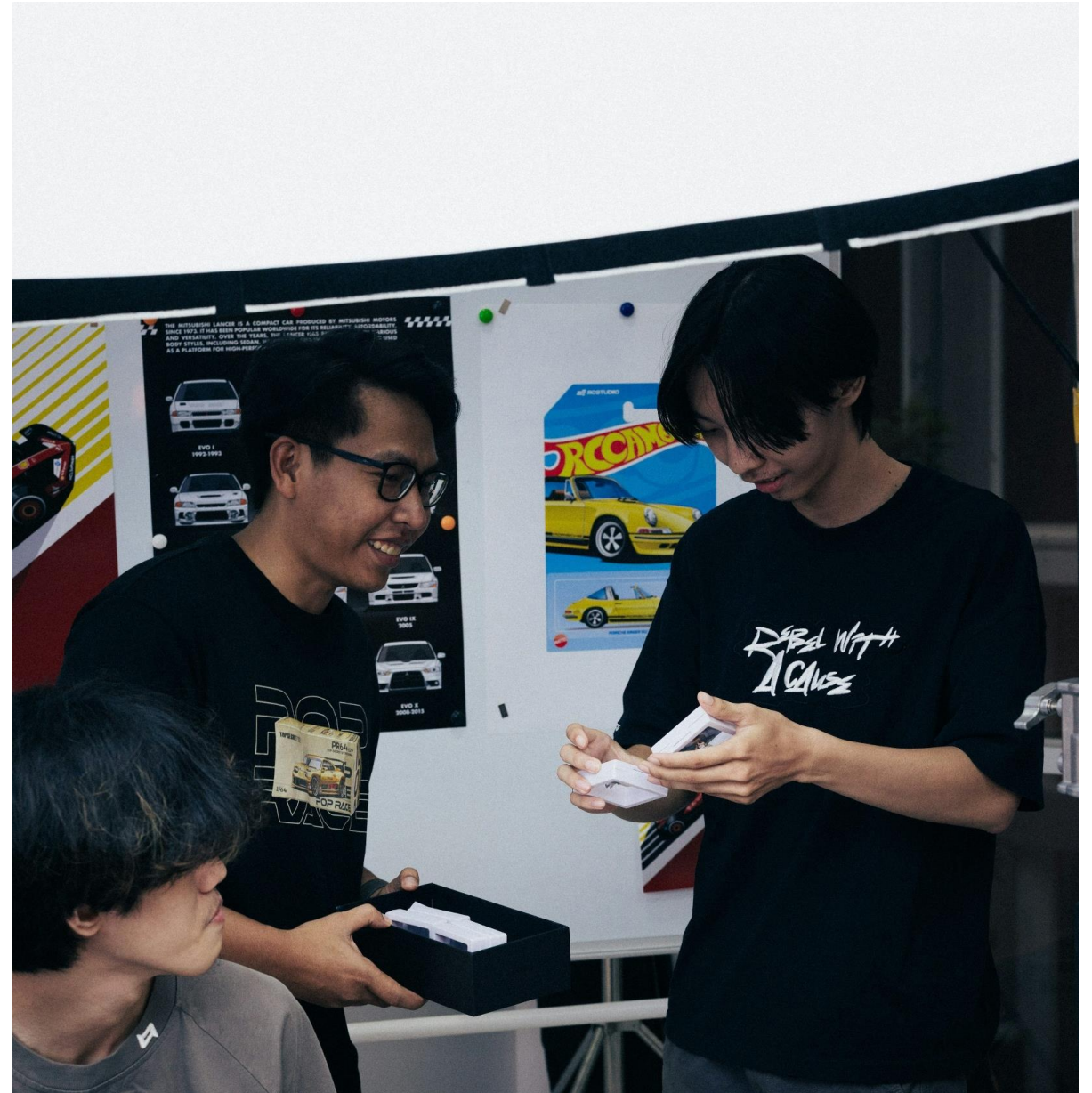
The programme covers the following:

- Why AI matters
- How AI works
- Getting Started with AI
- Making AI work with you
- Using AI safely



Celebrate Our Human Qualities

- Empathy
- Curiosity
- Social connections
- Communication
- Critical thinking
- Systems thinking
- Innovation





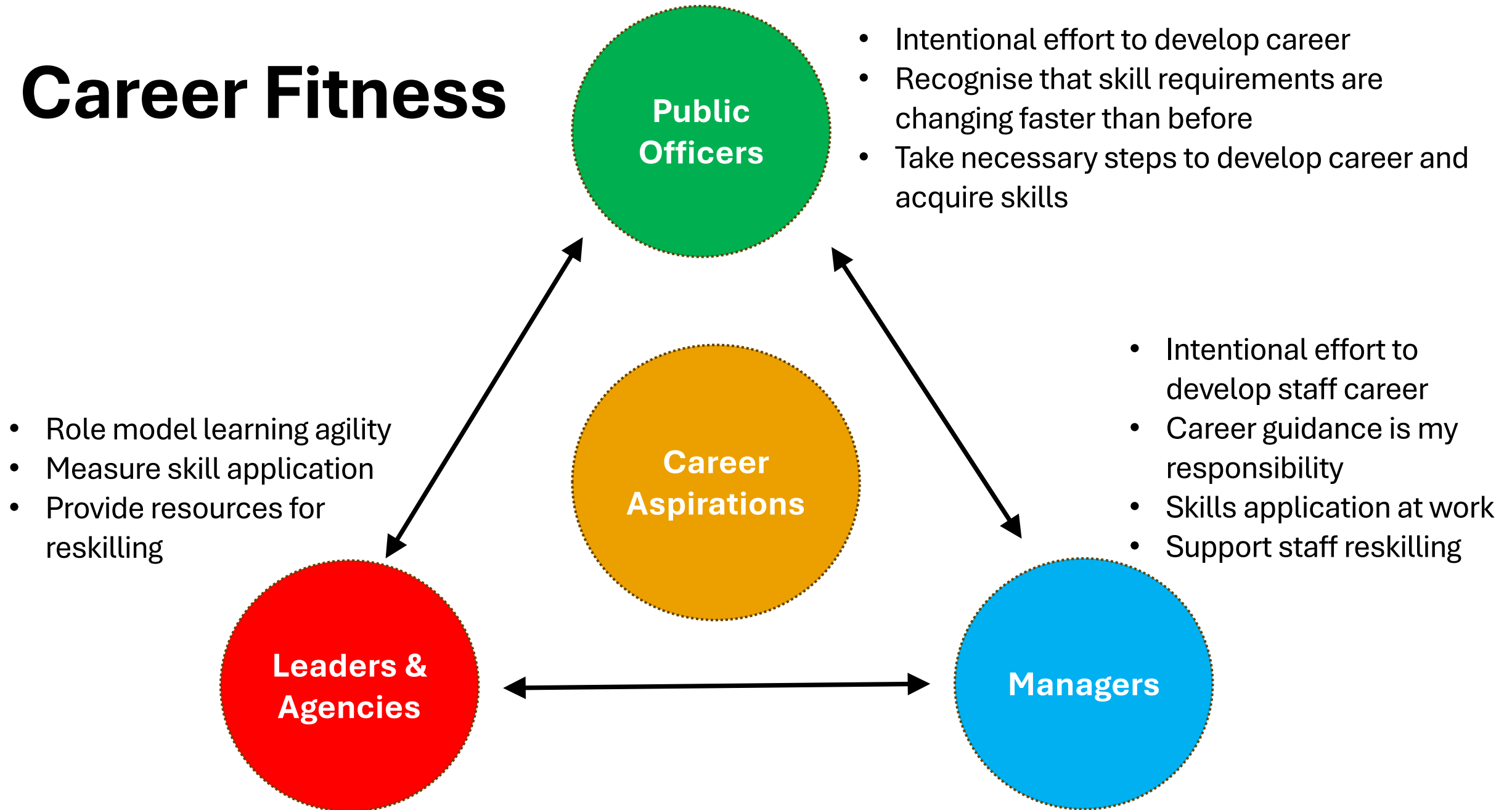
- 38% of C-Suite Executive prioritize agility when hiring
- 44% of core skills will change within 5 years

Career Fitness



Imperative to ensure that officers are always skilled for their careers

Career Fitness



The Whole Of Govt Digital Learning Ecosystem

We empower learners and provide sustained learning opportunities for capability development and career growth.



For Public Officers

For Agencies

For Functional Leads

The Whole-Of-Government (WOG) learning space for public officers to develop and enhance their competencies throughout their career.

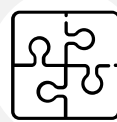
Deliver training to support agencies' business and operational needs, without agencies needing to build and maintain their own learning systems.

Strengthen functional competencies and skills of public officers across different job families.

To be the learning ecosystem for competency-driven growth in support of public sector transformation



WOG platform for curated & personalised learning



Multiple functionalities to enhance learning delivery



Use of AI & technology



Greater connected & integrated services

**Vision
&
Value**

**Redefining
Learning**

Embark on a Journey of Growth with us

Discover new learning opportunities today.

Log In Now

Explore Learning



What's Popular



[Virtual Classroom] Managing Staff Performance using Our Core ...

\$648.55

Classroom • 13h



Introduction to Effective Writing in the Public Service

\$926.50

Classroom • 9h



[Virtual Classroom] Taking Ownership of My Performance at ...

\$648.55

Classroom • 13h



[Virtual Classroom] Basic Thinking (using 3Quest™)

\$784.80

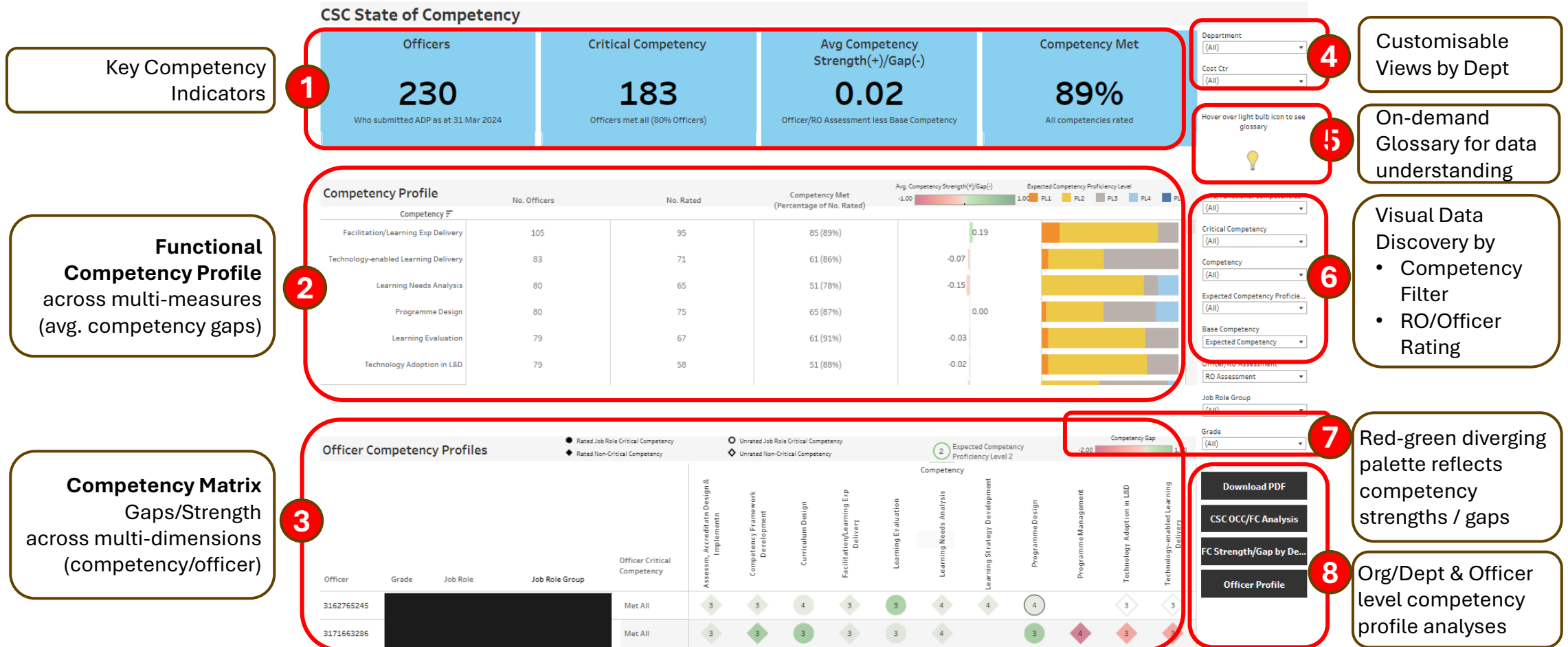
Classroom • 16h



- Launched in May 2025
- 140,000 subscribers
- 400+ CSC training programmes
- About 1,500 digital learning resources
- About 80,000 digital learning programmes from Udemy, LinkedIn Learning and Harvard Business

Competency Gap Assessment (future release)

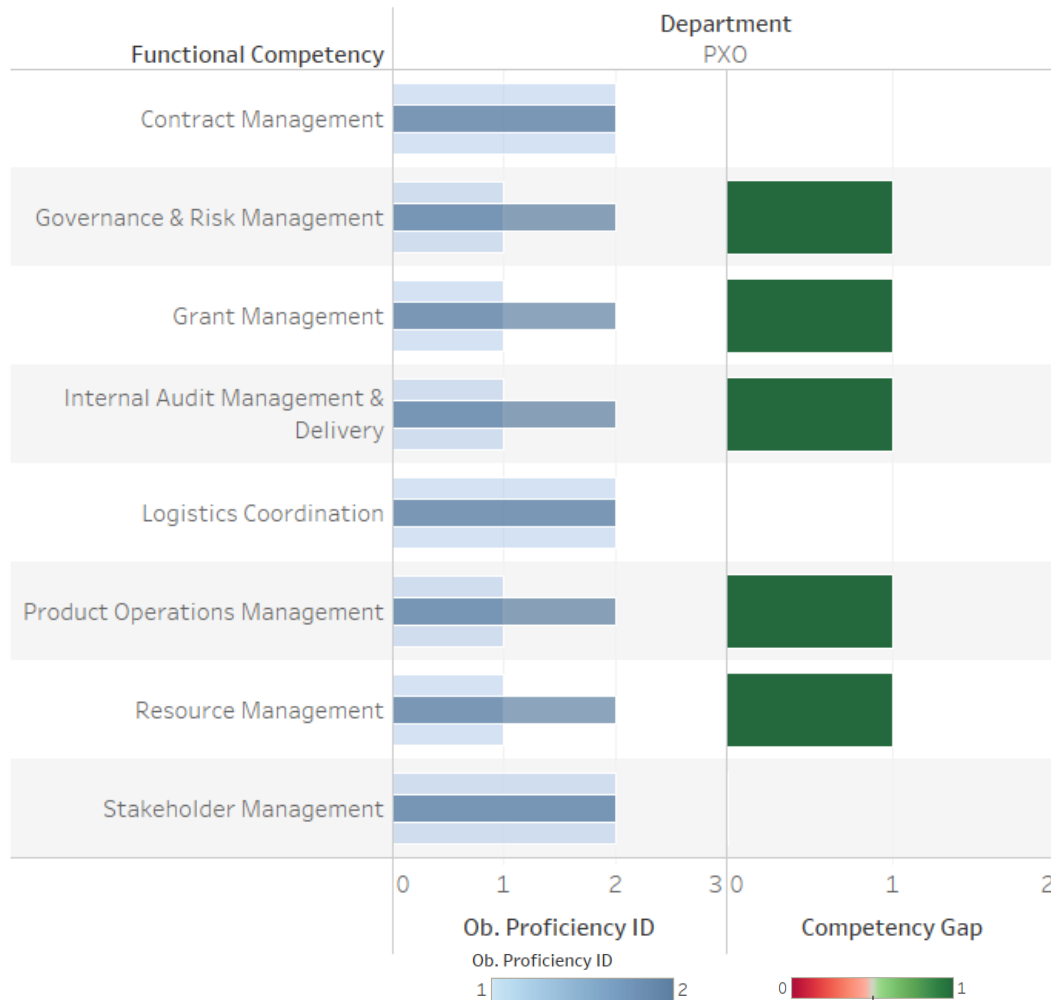
Identifying and quantifying individual and department competency gaps



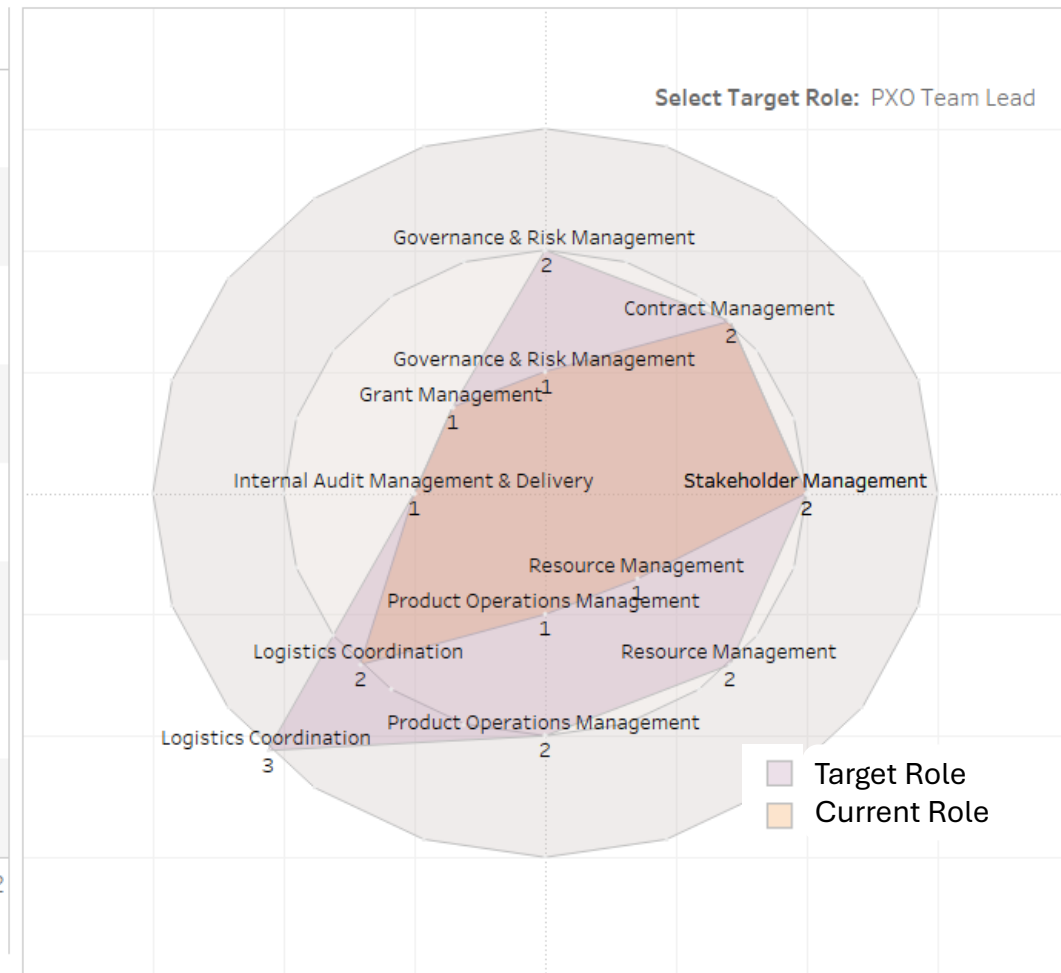
Career Growth and Skills Exploration (future release)

Compares employee performance against target job role

Competency Gap Comparison for Officer



Competency Gap Comparison



Revolutionizing Learning



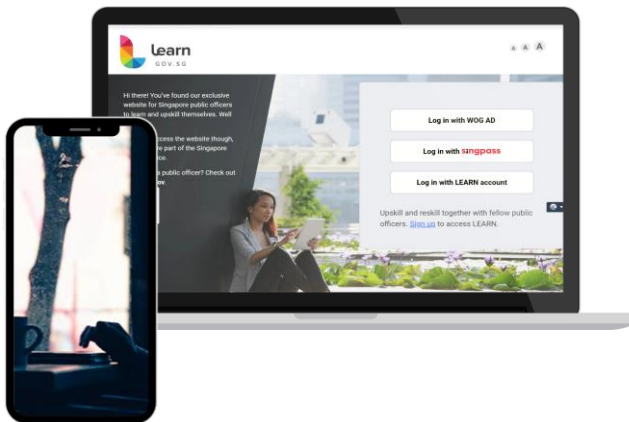
Accessible

Anytime & Anywhere

Platform Agnostic

Responsive site

Easy to use and find



Engaging

Focused on learner
interaction & engagement

High degree of personalisation

Good UI & UX



Impactful

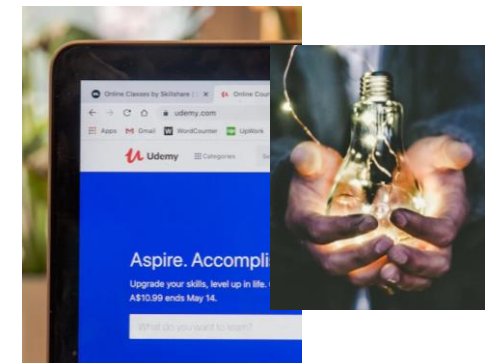
Relevant content & products

Tied to competencies

Pre & Post Prog interventions

Built in assessment of
learning

Recommendation engine





De-Skilling & Cognitive Offloading

- Over reliance on AI systems
- Gradual erosion of core skills
- Struggles to function effectively
- Lacks deep understanding needed for complex decision making and innovation



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- Design deliberate skills maintenance programmes
 - Create rotation and cross-training initiatives
 - Teach underlying principles and reasoning
 - Design AI systems that keep humans in the loop



The new public servant of tomorrow will be more capable, more impactful, and more human than ever before.

And the transformation begins today!

Thank you

