

## BUILDING A SMART NATION WITH TANGIBLE BENEFITS FOR OUR CITIZENS AND BUSINESSES

### Factsheet – Responding to COVID-19 with Technology

The Government has progressively built up the digital infrastructure and engineering capabilities as the foundation of our Smart Nation. These enable us to respond decisively and swiftly to the COVID-19 outbreak with a suite of digital tools to help disseminate timely and accurate information to Singaporeans, and to enable our fellow agencies to better manage the crisis.

#### MaskGoWhere

A website that helped Singaporean households find the designated location, day and time to collect their allocation of masks. Launched on 1 February 2020, the website registered more than **900,000 visits within the first two days**.

Households can access the website via [MaskGoWhere.gov.sg](https://maskgowhere.gov.sg).

Developed by the Government Technology Agency (GovTech) in collaboration with several Government agencies including the Ministry of Communications and Information, Ministry of Health and People's Association, the website is another platform for Singaporean households to get details for masks collection, in addition to the community notice boards and hotline.

GovTech engineers have been making progressive updates and improvements to the website based on the latest available information and insights gathered through real-time user feedback function embedded within the website.

#### FluGoWhere

A website for quick and easy search for the list of Public Health Preparedness Clinics (PHPCs) providing special subsidies for those diagnosed with respiratory illnesses. The website has registered more than **470,000 visits** since its launch on 14 February 2020. There are 846 participating clinics as of 21 February 2020.

The website, developed by GovTech in collaboration with the Ministry of Health and the Public Health Preparedness Clinics, can be accessed via [FluGoWhere.gov.sg](https://flugowhere.gov.sg).

#### Gov.sg WhatsApp

The official Gov.sg WhatsApp account, this service provides citizens with timely and trusted updates on the COVID-19 situation. It has **635,000 unique subscribers** to date. This service is available in 4 languages, and the system has been optimised to send multi-lingual messages to all subscribers within 30 minutes.

Citizens can subscribe to updates by registering at [go.gov.sg/Whatsapp](https://go.gov.sg/Whatsapp).

### **Ask Jamie chatbot**

Ask Jamie is a virtual assistant designed to answer queries within specific domains on Government agency websites. Launched in 2014, Ask Jamie has been implemented across 70 Government agency websites.

Since 1 February 2020, the chatbot has addressed more than **72,000 queries** related to the virus, and helped to reduce overall call centre volumes. The chatbot has been enhanced to address queries by using machine learning to improve accuracy, and data analytics to detect trending topics.

In addition to the Gov.sg and Ministry of Health websites, citizens are also able to access the chatbot via Facebook Messenger and Telegram:

- [Gov.sg](http://Gov.sg)
- [Moh.gov.sg](http://Moh.gov.sg)
- [go.gov.sg/askjamiebotfbm](http://go.gov.sg/askjamiebotfbm)
- [go.gov.sg/askjamiebottg](http://go.gov.sg/askjamiebottg)

### **COVID-19 Chat for Biz**

This chatbot addresses questions from businesses related to COVID-19, including information on measures to help businesses in Budget 2020. Developed by GovTech in collaboration with the Ministry of Trade and Industry, the chatbot has recorded about **980 sessions** and answered close to **3,000 queries** since its launch on 19 February 2020.

Businesses can access the chatbot at [go.gov.sg/businessconnect](http://go.gov.sg/businessconnect).

### **Leave of Absence & Stay-Home Notice Tracking Solution**

This is an SMS and mobile web-based solution that allows people serving out their Leave of Absence (LOA) or Stay-Home Notice (SHN) to report their locations to the Ministry of Manpower.

Launched on 10 February 2020, this served as the first level of compliance-verification for close to **12,000 foreign employees**, allowing for quick and accurate reporting of their locations.

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