

## Pre-scoped Consultancy Solutions

### Digital Co-worker Job Redesign (DCJR) Initiative

#### Background

The Digital Co-worker Job Redesign (DCJR) Initiative aims to support enterprises in Going Digital, Staying Digital. For enterprises embracing digitalisation and automation, this initiative seeks to support the implementation and execution of RPA workforce digitalisation through process re-engineering, redesigning of impacted job(s) and managing job transitions arising from any technology or automation adoption.

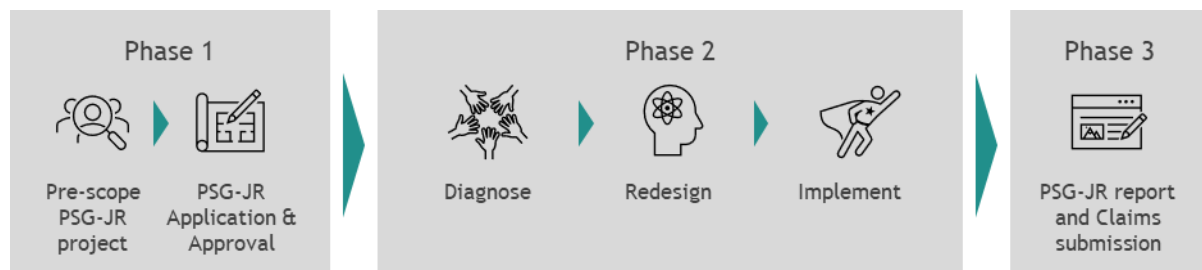
With strengthened processes, deployment of digital co-workers and job redesign, staff could spend more time on strategic and value-added work to meet the organisation's business objectives. RPA technology could also enable a positive employee experience as it liberates staff from the more mundane, repetitive, and administrative tasks to focus on higher value and meaningful work.

#### How it works

Under this initiative, the JR consultant for DCJR will support the enterprises on job redesign and deliver the following initiative outcomes:

- a. Increase job value and attractiveness through job enrichment, enlargement and/or reconfiguration
- b. Rethink and transform work processes to streamline administrative or transactional tasks and improve productivity
- c. Implement RPA technology solution to support the necessary outcomes

There are three phases in the DCJR. Upon receiving project approval (Phase 1), enterprises will complete Phase 2 with support from JR consultants for the various job redesign services and RPA technology implementation. At Phase 3, enterprises will submit a project report that is required for funding claims.



Details of components in Phase 2:

#### A. Diagnose

- Perform initial Discovery and Needs Analysis
- Understanding the challenges and pain points faced by the enterprise today
- Identify priority areas for improvement

#### B. Redesign

- Digital co-worker RPA Demonstration Workshop – Help enterprises understand the advantages of adopting RPA solutions for different functions and purposes
- Consultancy for Process Re-engineering – Redesign job and business processes with our Digital and Business Consultants to embed RPA technology solutions (Human + RPA Bot as a digital co-worker). This will seek to streamline or automate transactional and administrative process tasks for improved productivity and delivery of employee experience

- Consultancy for Job Redesign – Recommend how impacted job roles can be enriched, enlarged, or reconfigured to enable business objectives

#### C. Implement

- Consultancy for Human Capital Development - Support transition coaching to ensure that the job holder is provided with an adequate level of support and assurance on the changes
- Design and implement RPA technology into the business process based on a mutually agreed scope.

#### **Eligibility Criteria**

All participating enterprises must fulfil the following criteria:

- Registered or incorporated and operating in Singapore; and
- Must have at least three local employees at the point of application

In addition to the criteria above, at the point of application, the applicant must not have:

- Made any payment to a pre-approved JR consultant or third party in relation to the engagement of JR-related consultancy service,
- Signed or confirmed any contract or purchase order with a pre-approved JR consultant or third party in relation to the engagement of JR-related consultancy service
- All applications will be evaluated on a case-by-case basis.

Local employees can be Singapore Citizens and Singapore Permanent Residents. For enterprises related to the same parent enterprise, these affiliates will have to prove that their employees are not double counted in the enterprises applying for PSG-JR.

#### **Funding Support**

Eligible enterprises will receive the following for approved projects:

- Up to 70% funding for consultancy services, capped at \$30,000 per enterprise. Participating enterprises have up to one year to complete their job redesign project.

On top of the above funding support for PSG-JR, enterprises can also tap on the SkillsFuture Enterprise Credit (SFEC) to defray out-of-pocket (OOP) expenses. Eligible enterprises will receive a one-off \$10,000 credit per firm to cover up to 90% of OOP expenses.

Note: This initiative does not fund the procurement of technology solutions

#### **Contact Details**

The consultancy service for this DCJR initiative will be provided by BDO Singapore. Interested enterprises can contact Ms Eliza Lim from SNEF at [eliza\\_lim@snef.org.sg](mailto:eliza_lim@snef.org.sg) or Ms Tan Woei Xin from BDO at [woeixin@bdo.com.sg](mailto:woeixin@bdo.com.sg).

For more information on the PSG-JR grant, you may visit <https://snef.org.sg/incentives/psgjr> or contact SNEF at [psgjr@snef.org.sg](mailto:psgjr@snef.org.sg).