

Strengthening Regional Operations Networks for Better Municipal Service Delivery

The Municipal Services Office (MSO) has initiated Regional Operations Network (RON) sessions to develop and strengthen Singapore's regional networks for municipal service delivery.

These sessions bring together officers from 11 partner agencies to help them build closer partnerships to effectively deliver municipal services with a OneService mindset.



Since November 2017, nearly 100 officers from the Central and Northeast regions have attended the RON sessions. They learned more about protocols and tools that would help them deliver better municipal services to their residents. In addition, they had the opportunity to understand other agencies' roles and functions, as well as to discuss cross-cutting municipal cases. Senior officers of partner agencies also shared their insights and perspectives on cross-agency collaboration to further enrich the participants' learning.

The sessions garnered much positive feedback from the participants. In particular, they found the sharings by MSO and the agencies to be beneficial and insightful for their day-to-day work.



MSO has also kick-started platforms (such as a Workplace* group and a dedicated e-newsletter) to further engage and sustain the RON community. This helps connect the officers better and allows them to keep abreast of developments in the municipal sector.

To date, the Workplace group has a total of 116 members. MSO will continue to scale the sessions so more officers from other regions can take part. With these RON sessions, Singapore can look forward towards building a stronger and more cohesive OneService network!

* *Workplace* is a collaborative platform offering social networks features in a corporate environment.