

Software Design and Development Centre of Excellence

As the digital landscape evolves, greater opportunities arise for the government to deliver more responsive, innovative and smarter digital services.

To seize the full benefits of these new digital technologies the Infocomm Development Authority of Singapore (IDA) is launching the first-ever Software Design and Development Centre of Excellence (CoE) by mid July 2015.

The 13,000sqft research and testing lab, set up at the Sandcrawler, will provide facilities for user research, user experience testing and consultancy services to government agencies to deliver citizen centric digital services.

Using the Agile software development methodology, the CoE aims to empower government agencies to better manage changes in software projects and quickly align them to their business objectives while reducing the risks, raising productivity and better customer satisfaction.

The CoE also encourages Design Thinking/User Experience Design which puts the needs of the users at the centre of the digital service, thereby ensuring that only relevant services and functionalities are created. User Experience Design employs extensive research and analytics to draw insights for better design of digital services, thus reducing cost of development, risk and increasing customer satisfaction.

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