FAQs FOR GOCLOUD

General Questions

1. **What is GoCloud about? What are the objectives?**
   GoCloud is part of a series of initiatives to help ICT SMEs build digital capabilities to remain relevant and competitive, to participate in future opportunities in Digital Government as well as to support our transformation towards a Digital Economy. It aims to:

   a) Train and enable ICT SMEs with development capabilities to develop new green-field products/ solutions or move from traditional software development practices and architecture to applications deployed and delivered as cloud native applications or services using microservices that are more responsive, modular and scalable; and

   b) Grow a culture of agile innovation in ICT SMEs through DevOps or similar methodology and foster an ecosystem of applications and services developed as microservices.

2. **Is GoCloud about helping ICT SMEs move to the cloud?**
   GoCloud is beyond helping ICT SMEs move their on-premise solutions to the cloud. It is about building up company's capabilities to build capabilities in cloud native which encompasses a holistic shift in company's development culture, production deployment process, building components of products using microservices architecture and leveraging tools such as containers to make them easy to test, move and deploy.

3. **How is GoCloud related to Services 4.0 and the future of services?**
   Services 4.0 is the next paradigm shift in the future of services. It is envisaged that ICT industry will benefit from shifting towards "XaaS" (Everything-as-a-Service), where digital services and applications are designed and delivered as cloud native microservices, leveraging advanced technologies such as AI. IMDA has launched GoCloud in direct response to this, so that we can help ICT SMEs that are willing and ready to participate in this Future of Services to acquire necessary capabilities in cloud native, microservices and DevOps.

4. **What are the benefits of building products or solutions that are Cloud Native?**
   We foresee that ICT SMEs that have gone through GoCloud would have developed up their development capabilities to build complex solutions as cloud native microservices that are more modular and adaptable, and able to leverage the advantages of cloud computing to be more scalable and cost-effective. This will raise their productivity, reduce their time-to-market (reduce development cycle), and able to cater to changing customer needs.

Who can participate in GoCloud?

For ICT SMEs

5. **Who are eligible to participate in GoCloud and what are the eligibility criteria?**
    Eligibility criteria include:
    - ❖ Singaporean-Owned or Singapore-Based ICT SME[1]
    - ❖ Have local technical resources to go through the capabilities upscaling with appointed Service Providers
    - ❖ Owns the IP of the product or solution that they want to transform through the hands-on project
    - ❖ Have positive net equity based on the latest financial statement

For Cloud Service Providers

6. **How can I participate to be appointed by IMDA as a Cloud Service Providers for GoCloud if I am keen?**
    ICT companies keen to offer services to ICT SMEs as a Service Provider for GoCloud can engage IMDA for preliminary discussion. Suitable companies would be asked to submit an official proposal to IMDA for consideration if they are keen.

How to Apply and Participate in GoCloud?

7. **Who are the appointed Cloud Service Providers that I can choose from?**
    IMDA has qualified and appointed five (5) service providers that can offer expertise to train and coach ICT SMEs to shift existing on-premise or develop new greenfield products/ solutions to cloud native microservices.

    For more information on their offerings, visit IMDA website at https://www.imda.gov.sg/programme-listing/gocloud or email IMDA at IndustryConnect@imda.gov.sg

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[1] ICT SME refers to the following:
- ▪ Business entities registered and operating in Singapore
- ▪ Singapore registered company that engages in Infocomm Technology (ICT) and related activities based on SSIC codes
- ▪ Minimum 30% local shareholding
- ▪ Company's Group annual sales turnover not more than $100 million **OR** Company's Group employment size not more than 200 workers

8. **How do I apply and submit for grant?**

For Component 1 & 3, as an ICT SME (i.e. beneficiary of the programme), you <u>do not need</u> to apply and subsequently submit for grant disbursement. Instead, you (ICT SMEs) only need to pay the appointed Service Providers directly for the subsidised cost of participating in the programme. The appointed Service Providers will submit to IMDA for claim disbursement of the amount supported by GoCloud after ICT SMEs have completed Component 3.

For Component 2, if you (ICT SME) are sending your staff for training under the Government supportable schemes (e.g. CITREP, SkillsFuture), the applicants (ICT professionals or companies) will need to refer to the requirements and eligibility criteria for the schemes, as well as application process for support.

9. **What happens if my company (ICT SME) signed-up with the Cloud Service Provider for GoCloud but cannot complete Component 3 – product/solution developed in Cloud Native?**

GoCloud is an initiative by IMDA in partnership with the appointed Cloud Service Providers. In order to participate and be eligible for government support, ICT SMEs are expected to complete Component 1 & 3 with the chosen Cloud Service Providers. The engagement between the ICT SME and the Cloud Service Provider is a commercial arrangement and ICT SME is expected to pay for services rendered by the Cloud Service Provider directly, subject to terms and conditions of the agreement which may include full/partial payments for partial completion.

Benefits and Support for Eligible ICT SMEs

10. **What are the benefits for my company (ICT SME) to go through IMDA's appointed Service Providers for GoCloud vs going directly to other Cloud Service Providers who can also work with my company to build Cloud Native applications/services?**

GoCloud is put in place to cover scope that is intended to help ICT SMEs through their journey to build up digital capabilities with support such as coaches/mentors through government funding. Other Cloud Service Providers may not have the capability to achieve the objectives of GoCloud and there is no funding available to defray the cost of services.

11. **What is the available quantum of support that IMDA is providing to eligible ICT SMEs participating in GoCloud?**

   • Participating ICT SMEs can choose to send their staff for training or/and undertake a short project to translate knowledge to practice.

   • For training, ICT SMEs will be able to tap on government funding if courses are aligned to Skills Framework for ICT and TeSA CITREP endorsed. Funding up to 90% is available. Visit https://www.imda.gov.sg/imtalent/programmes/citrep-plus for more information on CITREP.

   • For consultancy and coaching, IMDA will provide companies with up to 80% support (up from 50%), capped at $24,000 (up from $15,000) with effect from 01 Jun 2020, to engage services from a panel of Cloud Service Providers that have been appointed by IMDA.

   > **NEW!** With effective from 1 June 2020, IMDA will provide companies with up to 80% support, capped at $24,000, to engage services from a panel of Cloud Service Providers that have been appointed by IMDA.

12. **Would the companies that sign-up and completed GoCloud be able to automatically be pre-approved as pre-approved cloud solutions under SMEs Go Digital programme?**

   ICT SMEs that have completed their project under GoCloud and successfully developed a cloud native product/solution can commercialise their product. If they are able to meet the criteria and requirements of SMEs Go Digital programme, their products/solutions will be assessed more favourably as compared to non-cloud based solutions.

   ICT SMEs may refer to the SMEs Go Digital Programme page (https://www.imda.gov.sg/smesgodigital) - "I am ICM Vendor" section for a list of supportable solution categories.

Questions Relating to Tech Capability Self-Assessment Tool

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13. **What is this Tech Capability Assessment Tool about? What are the objectives?**
   The tool is developed to help ICT to raise their digital capabilities so that they can be more competitive in a Digital Economy. It is a self-assessment tool that allows you to:

   a) Understand your organisation's digital capabilities and uncover digital capability gaps

   b) Receive recommendations on how your organisation can bridge these capability gaps.

The Tool was launched on 17 Oct 2019 for self-assessment on Cloud Native. We are launching the Tool with self assessment area on Cybersecurity with effect from 01 Jun 2020.

14. **How long does it take to complete the assessment? Do I need to register to use the tool?**

It would take about 10 – 20 minutes to complete the assessment for each capability area. You do not need to register to use the tool. Hence, we will not be collecting any information from companies' usage of the tool. Please note that you would not be able to save the assessment if you exit the tool before completion.

15. **Who is the most appropriate person to take this assessment?**

This person should preferably be a Chief Technology Officer (CTO)/ Chief Information Technology Officer (CIO) or a Senior Management Executive with knowledge of your company or business in the following areas:

- Technical Architecture and Environment
- Technologies Applied or adopted
- Processes for Software Design, Maintenance & Deployment
- Culture and team, especially knowledge of your development team's technical skill sets and certifications

16. **I am not an ICT SME (e.g. MNC or LLE), am I still able to take this assessment?**

Yes, you may still use the tool to assess your organisation's digital capabilities. However, the results may not be fully applicable.

17. **What are the next steps after completing the assessment for Cloud Native capability?**

A self-explanatory assessment report will be available for immediate download upon completion. The report will provide an overall organisation-level capability proficiency level, broken down by the specific cloud native domains covering Cloud Adoption, Architecture Practice, Software Methodology Practice and Culture and Teaming, and recommendations on the actions that your company can take to bridge the capability gaps (If any).

If you are interested to address the identified capability gaps, you can also sign up for IMDA's GoCloud initiative with one of the 5 appointed GoCloud service providers to build up your development capability in cloud native, microservices and DevOps.

18. **Will my organisation information be captured?**

   The assessment collects Personal Data in connection with the performance of the tool and that the Personal Data provided to be processed in accordance with applicable law. You will be asked to share information on your business or business activities such as business processes, methodologies, marketing, partnerships, strategies and revenue.

   Respondents' identities and individual responses <u>will not</u> be collected within the assessment and responses provided shall be used to create qualitative and insightful reports for respondents' use. Confidential information gathered will be aggregated, together with other information known to us to perform industry analysis and comparison and will not be used for participation in any other IMDA or government related programmes / initiatives.