



Simulation Game

*For training of Public
facing staff of Singapore
Government agencies*



Bloom Consulting Services
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India | Singapore

Case Study



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About the client

- Established in 2001 as a statutory board under the Public Service Division Civil, Services College (CSC) is public sector's core institution for training, learning, research and staff development.
- CSC provides officers from across the Public Service with opportunities to learn and share knowledge, network, dialogue, and exchange views, and develop a service-wide ethos and shared perspectives.
- Having a 300+ employee strength, CSC's wide range of activities builds strategic capacity in governance, leadership, public administration and management for a networked government in Singapore.
- We helped CSC conduct trainings and simulations for various Singapore Government institutions

Project Objectives

- Primary objective of the EDR13 simulation is about providing Singapore Government Public facing representatives with a realistic simulation while experiencing authentic behavior and real engagement while learning the NWD (No Wrong Door) policy and FPA (First Responder Protocol)
- Make the training, using real world scenarios but interactive and engaging
- Demonstrate customer service and people skills in email, face-to-face and phone interactions with customers and colleagues in other agencies
- EDR: Every Door is the Right Door



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Why Simulation Game?

- Place learners in authentic but risk-free situations where there is intense involvement in problem-solving and decision-making
- Keep learners actively engaged throughout the playing-learning process through challenges, performance tracking and competition
- Help learners gain new perspectives, practice necessary skills and discover areas for improvement

EDR 13 Overview

- EDRD13 is a Simulation gaming workshop played by two teams in a physical setting managed by a facilitator
- The Games and Scenarios are built by the Game Administrators with help of a storyboard and game template documents
- Various roles like Customer, Town Council are assigned based on the scenario being played
- Communication during the game play can be through emails, phone calls and face-to-face discussions
- Facilitator is present throughout the whole game play, and gets real time updates on all the communications and the activities of the team members
- Activities are rated, and commented, these grades are used for suggesting improvements in participant interaction
- Based on the system-calculated ratings, an interim score for each team and the final scores are published to the participants at the end of the game
- Game play is saved for further reference by the facilitator



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Technology Highlights

CSC EDR Simulation is a Legacy web application on .NET platform using following technology stake

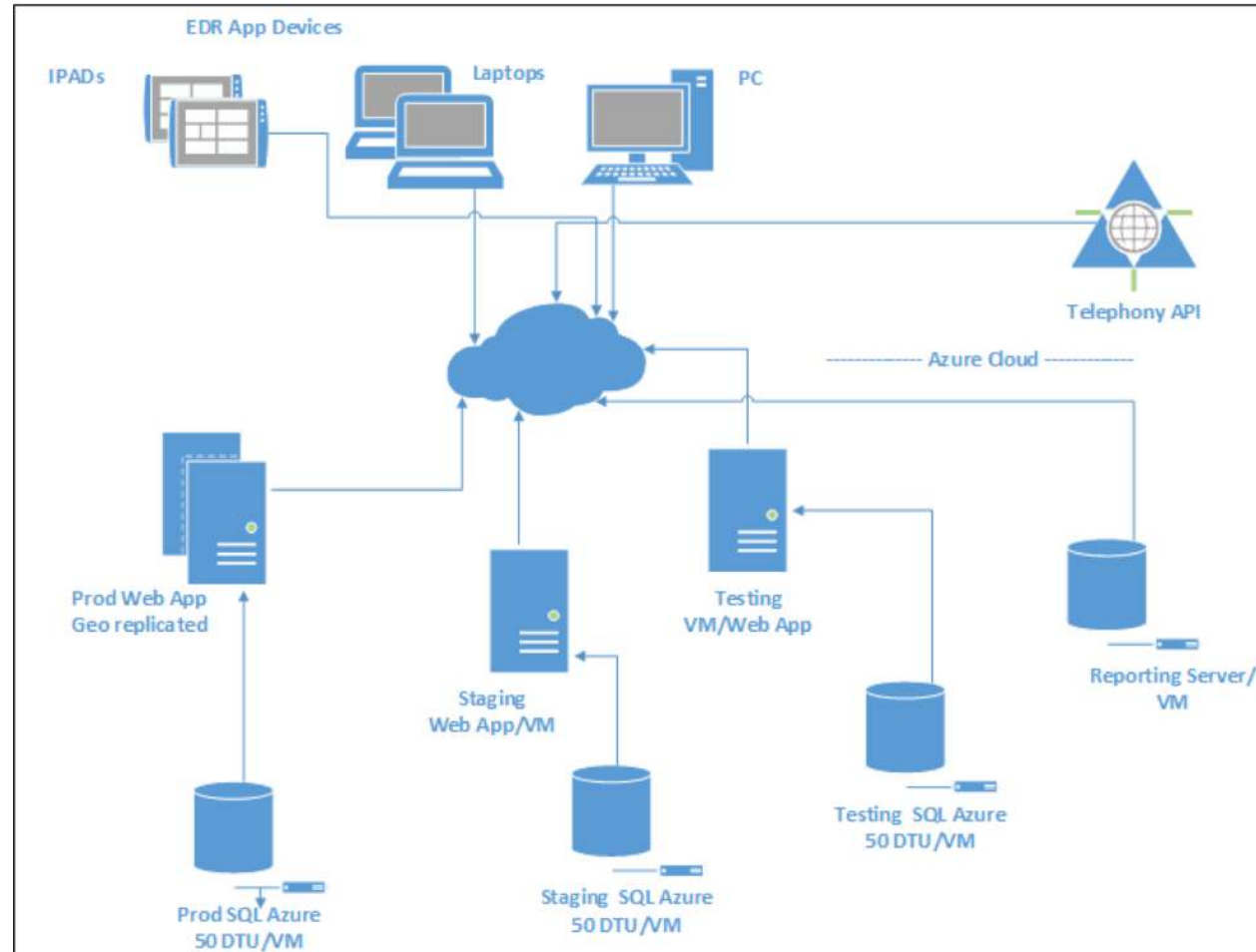
- ASP .NET Web forms
- JavaScript, AJAX
- MS SQL Server
- Sinch Lib (For Calls)
- Deployed on Microsoft Azure cloud PaaS services
 - Azure AppService for hosting the web app
 - Load balanced multiple scaled instances
 - Set-up with auto scaling for HA
 - SQL Azure as the database
 - Storage account – blob storage for storing static assets, logs
 - Application Insights for application monitoring



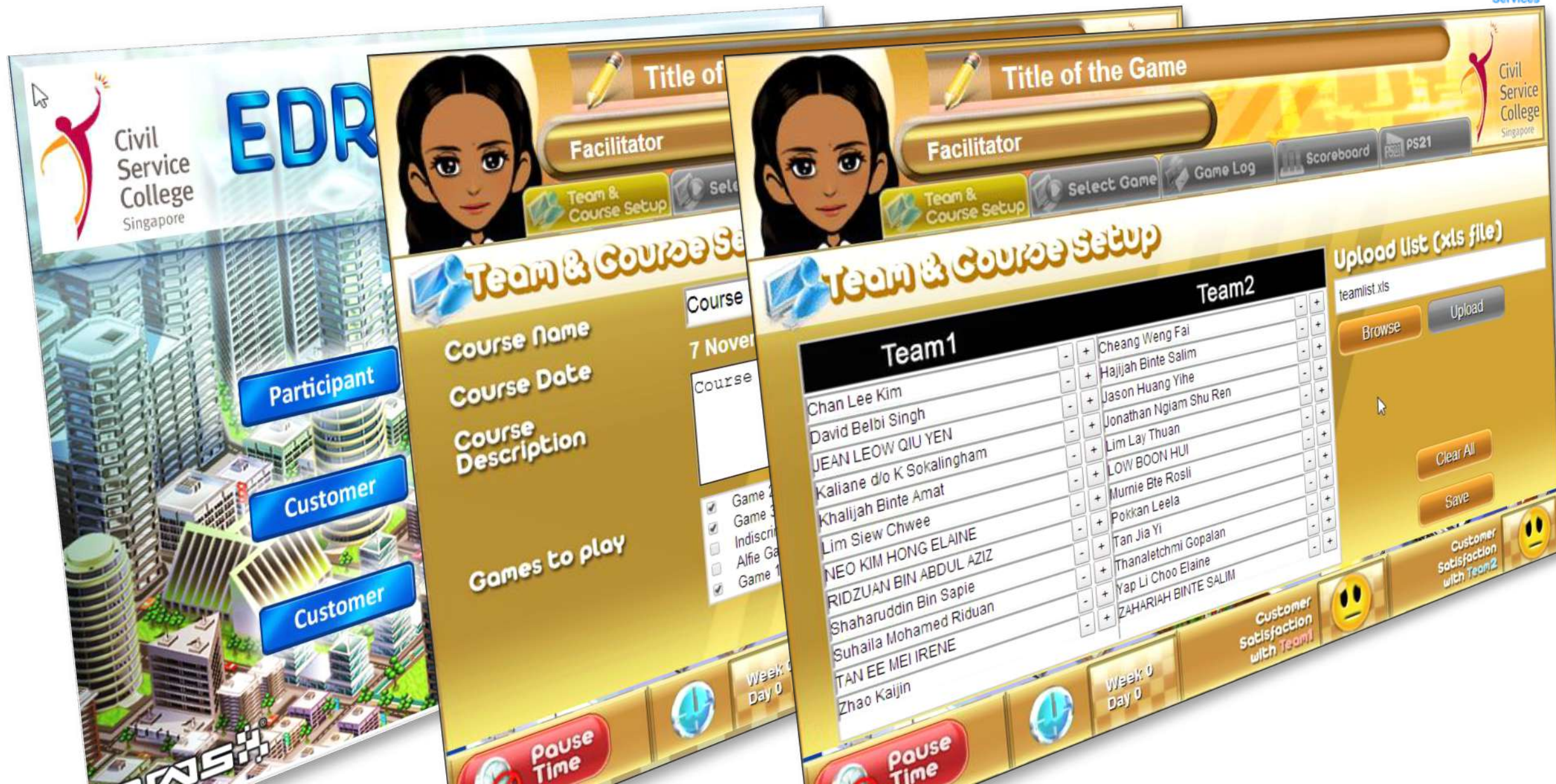


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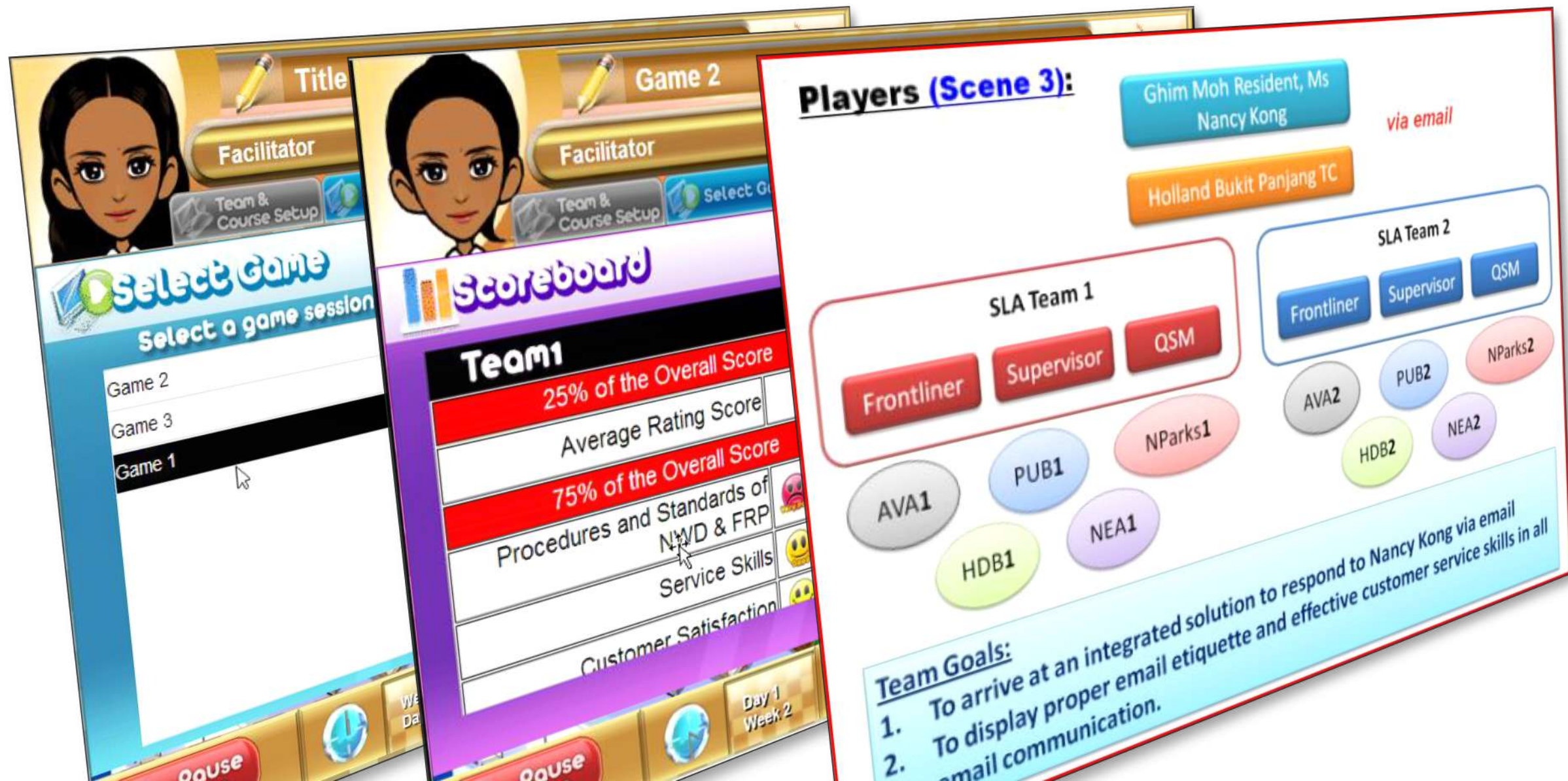
Application Architecture



Screenshots



Screenshots



Facilitator

Game 2

Team & Course Setup

Select Game

Select a game session

- Game 2
- Game 3
- Game 1

Scoreboard

Team1

25% of the Overall Score

Average Rating Score

75% of the Overall Score

Procedures and Standards of NWD & FRP

Service Skills

Customer Satisfaction

Players (Scene 3):

Ghim Moh Resident, Ms Nancy Kong *via email*

Holland Bukit Panjang TC

SLA Team 1

Frontliner Supervisor QSM

AVA1 PUB1 NParks1 HDB1 NEA1

SLA Team 2

Frontliner Supervisor QSM

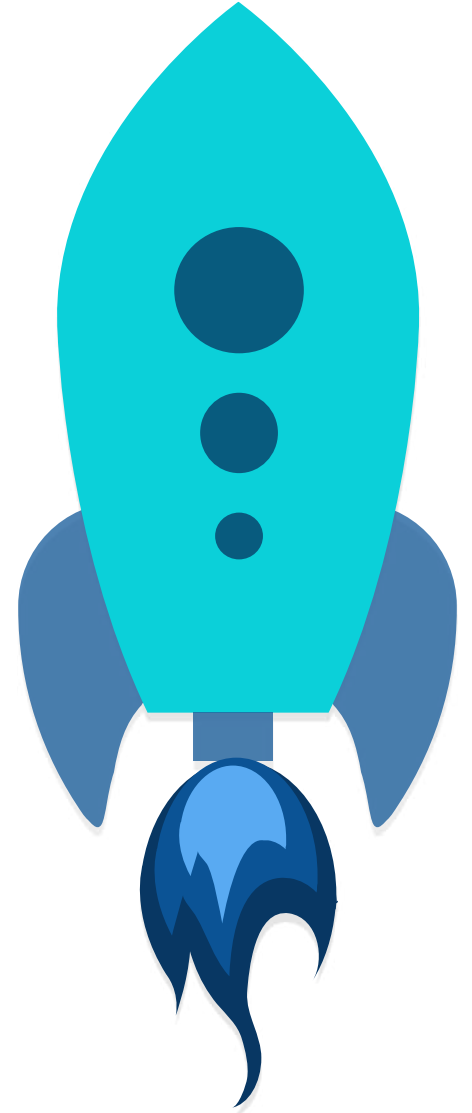
AVA2 PUB2 NParks2 HDB2 NEA2

Team Goals:

1. To arrive at an integrated solution to respond to Nancy Kong via email
2. To display proper email etiquette and effective customer service skills in all email communication.

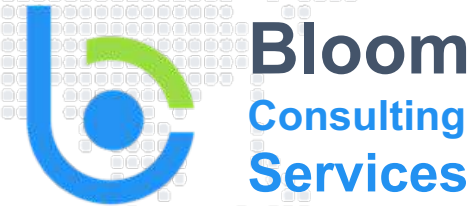
Business Values

- Improved user experience by suggesting changes to reduce friction
- Improved code quality by resolving security issues and issues from static code analysis
- Reduced operation and maintenance costs by utilizing Azure PaaS services
- Increased reliability and scalability by setting up automation



About Bloom

We are a Singapore and India based software development company, specialised in developing web applications and mobile apps for other companies on iOS, Android and Windows Phone, as well as being experts in social applications and API integrations. We are a team of 50+ in-house developers, designers and advisors all passionate about applications.



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