



**2024 Run 1**

**Challenge Statement Application Form**

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| **PRESENTING A CHALLENGE** | |
| **Challenge Title** |  |
| **Challenge Statement** | *How might we [verb] [statement]?* |
| **What’s the Learning Challenge?** | *This should be related to the learning and development in relation to performance at work and / or contributing to business outcomes. This should not be more than 200 words.* |
| **Applicant Name** |  |
| **Applicant Email** |  |
| **Applicant Mobile** |  |
| **Name of Organisation Submitting the Challenge** |  |
| **ACRA or UEN identifier** |  |
| **Business Profile** | *Attach latest copy of Business Profile with certificate confirming registration of business* |

FOR THE FOLLOWING SECTIONS A TO C, PLEASE NOTE THAT YOUR  
WRITE-UP SHOULD **AVOID IDENTIFYING / NAMING YOUR ORGANISATION**.

In reference to your organisation, please use a pseudonym.

Please **email** all applications with the subject header

“innovPlus 2024 Run 1 - Challenge Statement Application”

to:

[jeaniechamyc@ial.edu.sg](mailto:jeaniechamyc@ial.edu.sg), [zach\_chew@ial.edu.sg](mailto:zach_chew@ial.edu.sg) and [inlab@ial.edu.sg](mailto:inlab@ial.edu.sg)

Closing Date for Challenge Statement Application is 31 January 2024, 2359hrs

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| **SECTION A: PARTICIPATING ORGANISATION/S** | | | |
| **Preferred Pseudo-Organisation Name** |  | | |
| **Sector Organisation is in** |  | **Nature of Business** |  |
| **If in the training / learning business, please indicate areas of training** | |  | |
| **Please provide a brief profile of the organisation(s) seeking to resolve the Learning Challenge** | | | |
| *Describe what your organisation does to give readers an understanding of your context.*  *E.g. What sector your organisation is in and what are the services you provide.* | | | |
| **Please describe what you are looking for in a Solution Partner.** | | | |
| *Describe the characteristics, capabilities or skill sets you are looking for in a Solution Partner who would be most ideal to solve your problem.* | | | |

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| **SECTION B: THE CHALLENGE** |
| **Define the Challenge: Current situation and Challenge / Gap / Unrealised Potential**  *Be the expert of the learning problem* you are facing now and provide in-depth details on the challenge and difficulties encountered by your organisation. *Avoid prescribing possible solution(s)* to allow space for innovative solutioning magic to happen. |
| * **Current situation**   *A good challenge statement identifies the gap between the current state (i.e. the problem) and the desired state (i.e. the goal) of a process or product. It includes these three elements: your user, the needs, and insights.*  *E.g. User… (descriptive) needs [Need… (verb)] because [Insight (why is this important)]*   * **Past & Current Solutioning Efforts**   *Describe what efforts have been undertaken to solve this problem. Why hadn’t past solution(s) work? Are there interim solutions in place currently? What are they?*   * **Challenge / Gap / Unrealised Potential**   *Address what would happen or continue to happen should this challenge not be solved. List pain points, and describe the emotion(s) each pain point brings.* |

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| **SECTION C: EXPECTATIONS OF SOLUTION** |
| **Describe the context / requirements / restrictions that must be incorporated into the learning solution.**  **E.g. Nature of location, mobility, safety, time, regulatory matters** |
| *E.g.*  *The solution must take place in an indoor setting only*  *The solution must abide by the healthcare ethics guidelines set by MOH*  *The solution must abide by NDA clauses within the organisation and cannot be used for external purposes* |
| **Describe the primary targeted learner / user population and estimated number of users** |
| * **Describe the primary targeted learners / users of the envisaged solution**   *Be specific about the user and their needs that is the center of your challenge statement.*  *E.g. Young working professionals need… / Working moms need…*   * **Estimated numbers of primary and secondary targeted user population (numerical figure)**   *Include both the learners you can commit to (primary target) and the wider learners (secondary target) you hope to reach out to. Learners/Users, is defined as the persons, intended by the learning challenge, who would benefit from, either by way of learning enabled by or by use of the outputs of, the developed prototype. Pilot testing shall encompass minimally 30% of the targeted learner/user population, or 100 learners/users, whichever is lower.*  *E.g.*  *If your organisation employs 100 single mothers, the primary targeted user population is 100. The secondary targeted user population is 100,000 (or whatever the total number may be, of other single mothers in Singapore who potentially face the same problem).* |
| **Measure of success in resolving the Challenge** |
| * Selection criteria: How would you select the learning solution? Briefly provide a list of guidelines of your selection criteria. * Proposed evaluation of learning solution: How would you evaluate the proposed learning solution to the Challenge following solution development?   *Provide* ***both*** *the suggested evaluation criteria and evaluation methods.*  *E.g.*  *Evaluation criteria: sustainability, rollout timeframe, better learning outcomes.*  *Evaluation methods: capital ROI, questionnaires, qualitative feedback from learners, assessments.* |
| **What is / are the expected tangible outcomes for the learning solution to the Challenge?** |
| * List down the expected observable and emotional outcome(s) from the learning solution.   *E.g.*  *- faster processing time with happier customers*     * List down the expected measurable impact(s) and learning outcomes from the learning solution.   *E.g.*  *- XX% Reduction in mistakes made*  *- 1-point increase in customer satisfaction* |

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| **SECTION D: EXECUTION** | | |
| **Prospective Challenge Owner organisations should form a 3-member panel, comprising a Management Representative, a HRD/L&D senior officer and Line Manager, to evaluate potential learning solutions.** | | |
| **First Evaluation Panel Rep.** | **Second Evaluation Panel Rep.** | **Third Evaluation Panel Rep.** |
| **Name**:  **Designation**:  **Email**:  **Mobile**: | **Name**:  **Designation**:  **Email**:  **Mobile**: | **Name**:  **Designation**:  **Email**:  **Mobile**: |

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| **SECTION E: ENDORSEMENT BY CEO / HEAD OF PARTICIPATING ORGANISATION** | |
| **Salutation and Name** | *As appears in your NRIC / Passport. Please underline surname.* |
| **Designation** |  |
| **Organisation** |  |
| **Address** |  |
| **Telephone** |  |
| **Email** |  |
| **DECLARATION**  I/We confirm that I/we have read and understood the objective, principles and criteria of the SUSS-IAL innovPlus Challenge and I/we understand that the following conditions must be met for eligibility to participate:   * The submission must be vetted and signed by the CEO / President / Director or the Senior Financial Officer / Treasurer of the organisation; * The individual/organisation agrees that this submission does not create any obligation on the part of SUSS-IAL to provide funding or resolve the challenges put forth by the organisation; * The individual/organisation agrees that information provided on this form will be collected and used by SUSS-IAL to determine eligibility of the submitted Challenge for admission into the innovPlus event; * The individual/organisation agrees that information provided may be disclosed to third parties for purposes of assessing the Challenge and developing potential solutions through the innovPlus initiative; * The individual/organisation confirms that there is no conflict of interest relative to SUSS-IAL and/or SUSS;   I/We have also read, understood and are agreeable to abide by the Terms and Conditions (Section F) for participation in the innovPlus Challenge and being a recipient of the innovPlus Grant (if applicable).  I/We declare that the information given in this form is to the best of my/our knowledge, complete, true and correct.   |  |  | | --- | --- | | **Signature of Authorised  Representative for**    **Name of Organisation / Company Stamp** | **Designation**  **Date** | | |

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| **SECTION F: TERMS & CONDITIONS** |
| As part of participating in innovPlus and submitting the innovPlus application form, all participating organisations and individuals agree to accept the following terms and conditions governing the innovPlus Challenge (and all its associated processes) and the innovPlus Grant offer (if applicable):  **DESCRIPTION OF THE GRANT**   1. The innovPlus Challenge (“innovPlus”) is a competitive learning innovation grant challenge that awards a prototyping grant of up to S$200,000 to winning organisations to develop and trial an innovative, feasible and scalable prototype that advances CET practice and learning outcomes. The innovPlus Challenge is organised by inlab of the Institute for Adult Learning (“IAL”), and is organised twice a year. Winning submissions will be as determined by the innovPlus Panel (“IPP”) (defined below) in accordance with the prevailing Evaluation Criteria and Terms and Conditions as administered by the innovPlus Secretariat. The innovPlus Grant is funded by SkillsFuture Singapore (“SSG”) and is administered by IAL / SUSS, by appointment of SSG. IAL is an autonomous institute of Singapore University of Social Sciences (“SUSS”).   **ELIGIBILITY**   1. The innovPlus Challenge is open to organisations that are a registered business entity in Singapore (a valid ACRA or UEN identifier will be required for application), to participate as prospective Challenge Owners. Government Agencies and Statutory Boards are not eligible to participate[[1]](#footnote-1). Only Singapore-registered business entities may apply to participate as a prospective Solution Partner. 2. Challenge Owner organisation and its choice of Solution Partner(s) shall form a Challenge Team. 3. Challenge Owner organisation[[2]](#footnote-2) can be granted the innovPlus Grant for up to a maximum of two grants at any time within three years from date of the first award. The clock will reset after sitting out of two innovPlus Challenge runs. 4. Solution Partner organisation can be granted the innovPlus Grant for up to a maximum of three grants at any time within three years from date of first award. The clock will reset after sitting out of two innovPlus Challenge runs. Additionally, each Solution Partner is allowed to enrol in a maximum of two Challenge Teams in each eligible run.   **HOW TO PARTICIPATE**   1. To participate in the innovPlus Challenge, applicants may apply as either a Challenge Owner or as a Solution Partner. Application must be made using only the following official innovPlus application forms: 2. innovPlus Challenge Statement Application Form (for prospective Challenge Owner); 3. innovPlus Expression of Interest (“EOI”) Form (for prospective Solution Partner, with respect to the specific Challenge Statement published); 4. Part 1 of innovPlus Challenge Team Formation Submission Form (for enrolment of team formation); 5. All parts of innovPlus Challenge Team Formation Submission Form; and 6. Projected budget and project schedule using prescribed innovPlus templates.   Only application forms downloaded from the official innovPlus webpage on IAL’s website will be accepted into the innovPlus Challenge. Completed forms must be submitted by email to the innovPlus Secretariat and inlab at the email addresses specified in the header section of all application forms. Only fully completed application forms received by the stipulated respective deadlines for each stage of the innovPlus will be considered for acceptance and enrolment into the innovPlus Challenge.  A submission may, in Secretariat’s sole and absolute discretion, be rejected if it fails to follow the technical, creative, and legal requirements specified on the innovPlus webpage, the official innovPlus Infokit and in these Official Terms and Conditions. Applications that do not follow all of the instructions, provide the required information in their application form, or abide by these Official Terms and Conditions or other instructions of Secretariat may be disqualified at Secretariat’s sole and absolute discretion. All entries that are late, illegible, incomplete, damaged, destroyed, forged or otherwise not in compliance with the Official Terms and Conditions may be disqualified from the innovPlus at Secretariat’s sole and absolute discretion. Applications generated by script, macro or other automated means and entries by any means which subvert the entry process are void. All entries become the physical property of IAL / SUSS and Secretariat and will not be acknowledged or returned. Assurance of delivery of entries is the sole responsibility of the Applicant.  Additionally, applicants shall attend the activities organised by the innovPlus Secretariat to improve the capability of the Challenge Teams in identifying the root cause to their challenge and developing the appropriate solutioning. These include the innovPlus Prospectus Briefing, workshops and coaching sessions, and any other sessions deemed relevant to innovPlus participation. Failure to do so could lead to disqualification from the competition.  **SUBMISSION GUIDELINES**   1. Submission for evaluation by IPP pursuant to the award of the innovPlus Grant, will be in the following three parts: 2. Paper submission via the official innovPlus Challenge Team Formation Submission Form and the projected budget and project schedule, by the stipulated deadline, of no less than 21 calendar days before Presentation Day. The paper submission is to be in English. The paper submission must answer the prompting guides as set out in the innovPlus Challenge Team Formation Submission Form; 3. Presentation, in English, by (up to) five members of the Challenge Team to the IPP on Presentation Day (as informed by Secretariat) of no more than 25 minutes. This will be a closed-door pitch to only the IPP in the Pitching Room; and 4. Demonstration of any concept mockup/wireframe (where applicable) and engagement with IPP at the Challenge Team booth (in the public area) for up to 15 minutes. Challenge Teams may opt to engage with IPP in the private Pitching Room instead. Teams choosing this option must notify Secretariat during the Final Event Briefing before commencement of Presentation Day.   The Challenge Team must have all rights, clearances, permissions, approvals and/or consents necessary for their Submission, including, but not limited to, music rights, releases from all persons listed in the submission, location releases for all recognisable locations, and releases from all and any person who participated in the production of the Submission. In the event that the Challenge Team does not have the appropriate rights, the Submission may be disqualified at the Secretariat’s sole discretion. IAL / SUSS reserves the right to disqualify any entries if it views their materials to contain contents (e.g. text, sound or images) that in IAL and/or SUSS’s opinion to be offensive, inappropriate, or that will cast innovPlus, IC, IAL or SUSS in a negative light.  The above specified three parts shall collectively form the Submission of each enrolled Challenge Team, and shall be the basis by which each Challenge Team is evaluated for the Grant. Challenge Teams awarded the Grant, shall be held accountable to the Submission, and be funded to deliver, complete or report on all parts of this Submission, to qualify for a claim on the Grant. Should the Challenge Team be unable to deliver on the Submission, the Team agrees for SUSS, acting through IAL, to recover any grant already disbursed, and any liquidated damages resulting from the disbursement, so decided at the absolute discretion of SUSS and/or IAL.  **EVALUATION OF SUBMISSIONS**   1. On Presentation Day, all Submissions will be evaluated by the innovPlus Panel (“IPP”), which consists of a panel of institutional/industry/pedagogy experts based on the following evaluation criteria: 2. Concept  * Why the challenge should be addressed or taken on; * How the proposed solution addresses the challenge / opens up opportunity for better quality CET outcomes and delivery; and * What objectives, goals and desired outcomes could be achieved.  1. Innovation  * How it goes beyond known / existing solutions with (a) clear innovative value and (b) absolute valued added; * What spin-offs may be generated e.g. in user / learning experiences for ***other*** CET professionals, learners and / or organisations; and * What sound pedagogical design approaches underpinned the proposed solution to enhance effectiveness of learning or desired learning outcomes.  1. Impact and Scalability  * Includes evaluation processes, success indicators and impact measurements; * Demonstrates feasibility of implementation organisation-wide, sector-wide or sizeable segments of the workforce; and * Offers potential to also help other enterprises facing similar challenges (i.e. broader application, adaptation and transferability)  1. Project and Implementation Team  * Consists of members from different disciplines * Demonstrates commitment to develop the prototype as envisioned * Has a credible and realistic plan, budget and schedule to complete project in specified duration (maximum of 9 months) * Has a clear identification of all stakeholders involved in the project, with the relevant and necessary competencies and track records to ensure successful project delivery * Presence of a dedicated project manager to oversee implementation and manage the project, including progress reporting, budget management, resource management, etc  1. Implementation Sustainability  * Extent of thinking and/or planning for roll-out of solution to rest of organisation, including possible costs and resources required * Indication of project team’s continued involvement in the roll-out plan  1. IPP shall have the final decision on whom the eventual Grant awardees shall be. The IPP may declare void any entry should they consider that there are no entries reaching the required standard, whereupon they can award prizes or not as they deem fit. No correspondence will be entered into or comment issued on any matters concerning the evaluation of entries, and no reasons be given for any decision made by the IPP. 2. Awards conferred are not transferable under any circumstances. In the event a winning team is unable and/or unwilling to accept the award or withdraw for whatever reason, IAL / SUSS reserves the right to award it to the next highest scoring team that meets the qualifying criteria.   **OTHER REQUIREMENTS ON PRESENTATION DAY**   1. In addition to the closed-door pitch to IPP, all Challenge Teams are to deliver a presentation of their proposed solution concept and prototype trial plan to the public audience attending the Presentation Day event. This presentation should be no more than 25 minutes long. 2. All Challenge Teams are also to set up and man a booth on-site during Presentation Day, to share their proposed solution with the public attendees, who may have missed the Team’s presentation and/or wish to engage with the Team to hear or discuss the proposed solution in greater detail. Secretariat will share information on the logistical provisions for the booth with Challenge Teams after they are enrolled into the Challenge.   **QUANTUM AND ADMINISTRATION OF THE GRANT**   1. Winners of the innovPlus Challenge shall qualify to draw down on a pre-approved innovPlus Grant (“Grant”) of up to S$200,000, with a mandatory co-contribution of at least 10% of total prototype development cost, which can be in monetary form or in-kind[[3]](#footnote-3). 2. The maximum grant amount of each award shall be exercised through a Letter of Award (“LOA”) between Singapore University of Social Science (“SUSS”) and the Challenge Owner organisation. Secretariat will consult the winning Challenge Team in working out and finalising the maximum grant amount and detailed budget for approval by IAL / SUSS, to constitute the LOA. 3. The Grant shall be disbursed in 4 tranches, strictly adhering to the stipulated milestone and timeline in the table below:  |  |  |  |  | | --- | --- | --- | --- | | **Tranche & Grant Quantum** | **Milestone** | **Milestone Timeline** | **Typical Grant amount** | | 1st: 30% of maximum grant amount | Effect of LOA by signature of IAL / SUSS and Challenge Owner organisation | Start of prototype development | up to  S$60,000 | | 2nd: 20% of maximum grant amount | Mid-Term Progress Report, Presentation and required claim documents | 3 months after start of prototype development | up to  S$40,000 | | 3rd: 20% of maximum grant amount | 1st part of Final Summative Report, Prototype completion, Presentation and required claim documents | Not more than 6 months after start of prototype development | up to  S$40,000 | | 4th: 30% of maximum grant amount | 2nd part of Final Summative Report, Pilot completion and Evaluation, Final Presentation and required claim documents | 6 to 9 months after start of prototype development | up to  S$60,000 |   Besides the first advance disbursement, subsequent funds will only be disbursed on the submission and approval of the required reports and expenses incurred according to the approved budget. Proof of payment and timesheet need to be furnished before the claim can be approved.  **CONDITIONS AND REQUIREMENTS OF AWARDED CHALLENGE TEAM AND PROTOTYPE**   1. The recipients of the innovPlus Grant shall sign a Letter of Award (“LOA”) within 8 weeks from Presentation Day, accepting the prototype development grant and its attendant terms and conditions, including piloting the prototype with learners, submitting a pre- and post-evaluation report of the prototype’s strengths and weaknesses and conferring non-exclusive, irrevocable, free right and license to the use of the prototype and all intellectual property and information generated resulting from the performance of the Project to IAL / SUSS for non-commercial, academic, research and development purposes, including, but not limited to, the purposes of proliferating the knowledge gained therefrom to the training and adult education (TAE) community. For the avoidance of doubt, the terms of the National IP Protocol[[4]](#footnote-4) shall apply. 2. The innovPlus Grant is awarded on the basis of the presented prototype solution (and its proposed functionalities, features, capabilities, outputs and deliverables) and the envisioned scalability and roll out of the prototype to its intended users. As the implementation team as submitted in the application is evaluated as a criterion, any change to the composition of the Challenge Team after award of Grant must be submitted in writing, through Secretariat, for IAL / SUSS’s prior approval. Failure to do so could lead to automatic disqualification. 3. In general, the prototype development grant offered in the innovPlus Award will support the following cost items:  * Fees of expert services from entities (organisation or individual) outside the composition of the Challenge Team, that are required in the areas of technical and development work, or for purposes such as research or advice, shall be limited to a cap of 10% of the approved grant amount; * Professional services as charged to the Challenge Owner organisation by the Solution Partner(s) of the Challenge Team; * Supplies that are necessary for the overall operation, development and pilot of the awarded solution; * Equipment that have direct contribution to the overall operation, development and pilot of the awarded solution; * Software and / or other licensing that are essential for the project and for the duration of the project; and * Others – items not in the above list but necessary for the conduct and successful delivery of the project could be included in the funding request, subject to the approval of IAL.  1. The grant will not support cost items that do not contribute directly to prototype development such as marketing, networking and publicity. It will also not support capital equipment not essential to the project, maintenance cost for software licensing, GST, and travel (local and overseas). 2. The Challenge Team is required to prove cost transparency and reasonableness on request by IAL / SUSS on all cost items it is claiming for funding. 3. No claims can be made on any items that are not in the budget submitted together with the proposal made in the Challenge Team Formation form. 4. IAL / SUSS shall not be under any obligation to make any payment to the Challenge Team on claims of:  * unsupported cost items listed in the approved budget; * qualified expenses but which no adequate proof of expenditure and proof of payment has been furnished; * qualified manpower costs but which no adequate proof of cost reasonableness provided upon request; * any amount that exceeds the cost items listed in the approved budget; or * any amount that is based on expenditure / payment not in compliance with prevailing procurement practices in terms of not being value for money.  1. The Challenge Team shall be solely responsible for its own partnership management and team work, including Intellectual Property (“IP”) arrangements and development / implementation plan. 2. The Challenge Team shall undertake that it will not infringe the intellectual property rights or any other rights of any person, and will comply with all applicable laws at all times. 3. The winning Challenge Team shall grant consent to IAL / SUSS disclosing, in such manner as IAL / SUSS deems appropriate, in its (IAL / SUSS’s) publicity materials of the team’s participation, and setting out and publishing in its publicity materials, in such manner as IAL / SUSS deems appropriate, information regarding the participation, including:    1. the materials submitted for the innovPlus Challenge and any other information pertaining to its proposal;    2. the contents of the findings or results, report(s) or any part thereof the awarded project; and    3. information arising from or pertaining to the reports or any presentation, seminar, conference, or symposium conducted by the team. 4. The Challenge Team agrees to indemnify and hold harmless IAL / SUSS against any and all actions, claims, demands, and proceedings in any way arising out of or connected with IAL / SUSS’s use, reproduction, publication or dissemination in the manner mentioned above, and all costs, expenses, losses and liabilities, howsoever arising. 5. The Challenge Team shall ensure that all information about the team or proposal provided to IAL / SUSS pursuant to its participation and for the subsequent purposes of or connected with making claims, are true, accurate and complete to the best of the team’s knowledge. In the event that it comes to the knowledge of the team that any information already provided is or has become inaccurate, untrue, incomplete or misleading, the team shall immediately notify IAL / SUSS of such inaccuracy, incompleteness, misleading nature, or untruthfulness, and provide such information in connection therewith as IAL / SUSS may request. 6. The innovPlus Grant will be withdrawn if: 7. the Challenge Team is unable to perform the obligations set out in the LOA; or 8. the Challenge Team commits a breach of any of the provisions of the LOA.   **SHOWCASING OF INNOVATION DEVELOPMENT**   1. The Challenge Team shall undertake to collaborate with IAL in the development of case studies and/or research papers detailing the experience and insights gleaned from the prototype development and any trialing/pilot that ensued. No confidential or private information will be revealed through this effort. 2. The Challenge Team shall undertake to allow IAL / SUSS to disseminate the case studies and/or research papers in various formats including printed materials, online articles, video, audio, and other digital recordings to any individuals or organisations that it deems will benefit from the learning and sharing; and 3. The Challenge Team shall undertake to agree for IAL to profile the companies and individuals involved, as well as the solution and/or prototype on the following platforms:    * 1. IAL professional development seminars and workshops;      2. IAL partner showcase for a period of 3 to 6 months;      3. IAL conferences and events, e.g. the Adult Learning Symposium and Learning Roadshows; and      4. Conferences and events IAL is participating in and where the themes / areas covered are aligned and of interest to the participants. 4. The full and prevailing terms and conditions of the innovPlus Challenge and innovPlus Grant can be found in the Challenge Statement application form, Expression of Interest and Challenge Team Formation submission form, and all applications submitted to the Challenge will be deemed to have accepted these terms and conditions. 5. SECRETARIAT of the innovPlus Challenge and innovPlus Grant is the inlab, acting on behalf of the Institute for Adult Learning (“IAL”), of 11 Eunos Road 8, #05-03, Singapore 408601, wherein IAL is an autonomous institute of the Singapore University of Social Sciences.   **GENERAL**   1. Depending on the prevailing implementation challenges and needs, innovPlus Secretariat reserves the right to amend and change the terms and conditions with approval from the Director of Innovation Centre, that complies with the intent and spirit of innovPlus. 2. IAL reserves the right to disqualify any participant at any point in time during the innovPlus Challenge.   *IAL reserves the right to change these terms and conditions at any time without prior notice. In the event that any changes are made, the revised terms and conditions shall be posted on the innovPlus website immediately. Please check the latest information posted herein to inform yourself of any changes.* |

**Appendix A**

Brief Guide to Writing Your Challenge Statement

A challenge statement is a clear concise description of the issue(s) that need(s) to be addressed by a problem solving team. It is used to centre and focus the solution at the beginning, keep the solution on track during the effort, and is used to validate that the effort delivered an outcome that solves the problem statement. It can have one or two sentences that describe the problem using specific issues.

Provide background context first so that problem is easier to understand for the reader. While conciseness is something every piece of practical writing should aim for, it's even more important to be well-understood. Start by describing how things *should* work. Before you even mention your problem, explain in a few sentences how things would be if the problem didn't exist.

One of the most important goals (if not *the* most important goal) of any problem statement is to articulate the problem being addressed to the reader in a way that's *clear, straightforward, and easy to understand*. Succinctly summarize the problem you intend to solve — this cuts to the heart of the issue immediately and positions the most important information in the problem statement near the top, where it's most visible. If you've just stated an "ideal" state of affairs as suggested above, you may want to start your sentence with phrasing like "However, ..." or "Unfortunately, ..." to show that the problem you've identified is what is preventing the ideal vision from being a reality.

1. [Govt Agencies list: gov.sg | Ministries (sgdi.gov.sg)](https://www.sgdi.gov.sg/ministries)

   [Statutory Board list: gov.sg | Statutory Boards (sgdi.gov.sg)](https://www.sgdi.gov.sg/statutory-boards) [↑](#footnote-ref-1)
2. Second Grant Award must be to another Department/Division/Business Unit of the awarded organisation. [↑](#footnote-ref-2)
3. To be supported with evidence for actual hourly rate charged (either with the payslip or a salary statement from HR) [↑](#footnote-ref-3)
4. https://www.ipos.gov.sg/resources/for-public-agencies/national-ip-protocol [↑](#footnote-ref-4)