

Automate Government. Reliably.

AI automation builder that let any public officer automate agentic workflows, build business rules, integrate to whole-of-government tools and orchestrate agents with compliance built in.

sylvia_ng@tech.gov.sg | Lead Product Manager

go.gov.sg/opus

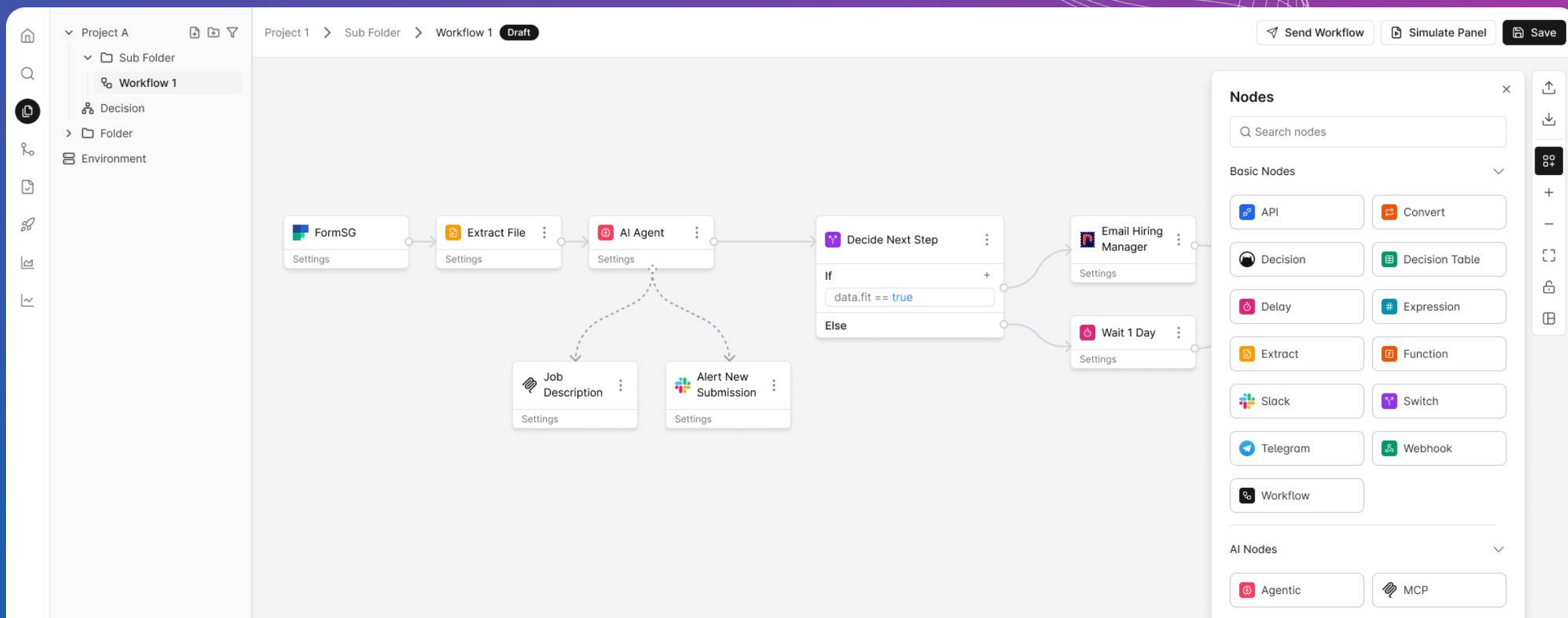
last updated: 6 July 2026



GOVTECH
SINGAPORE

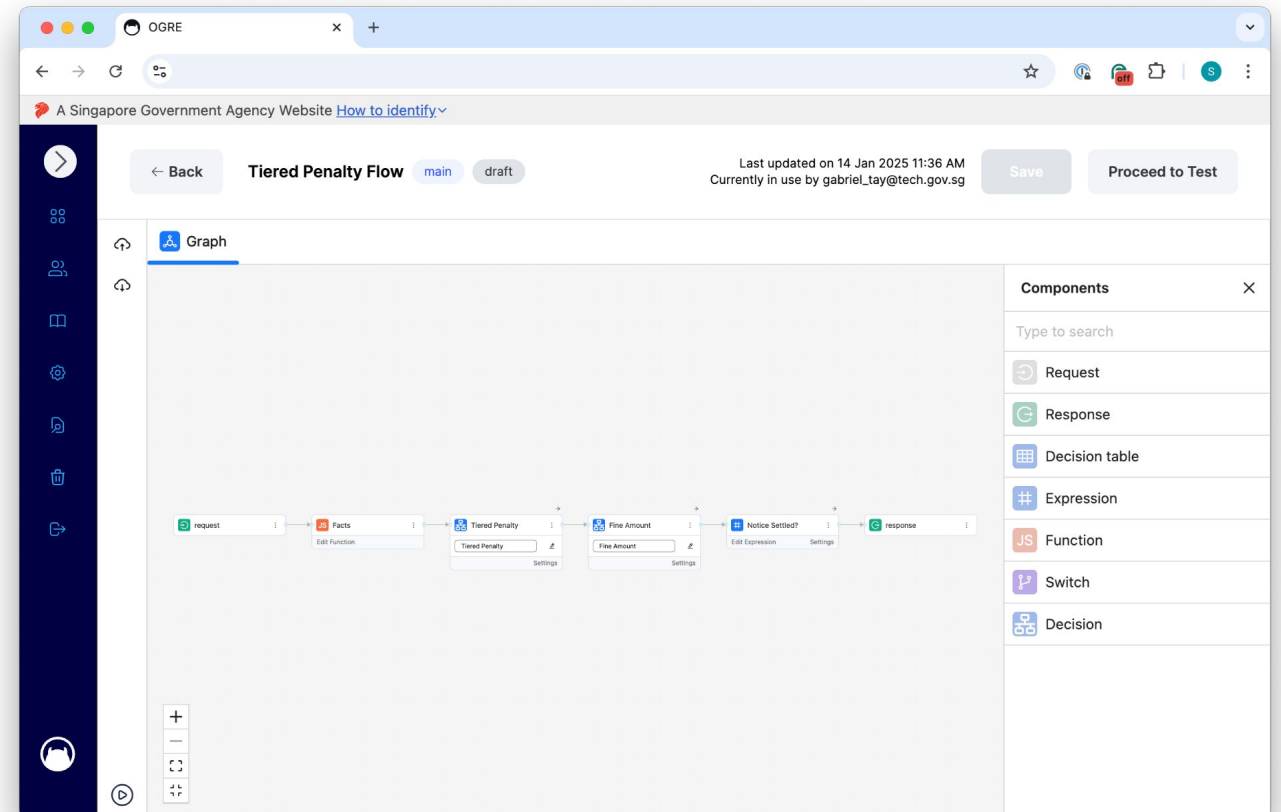
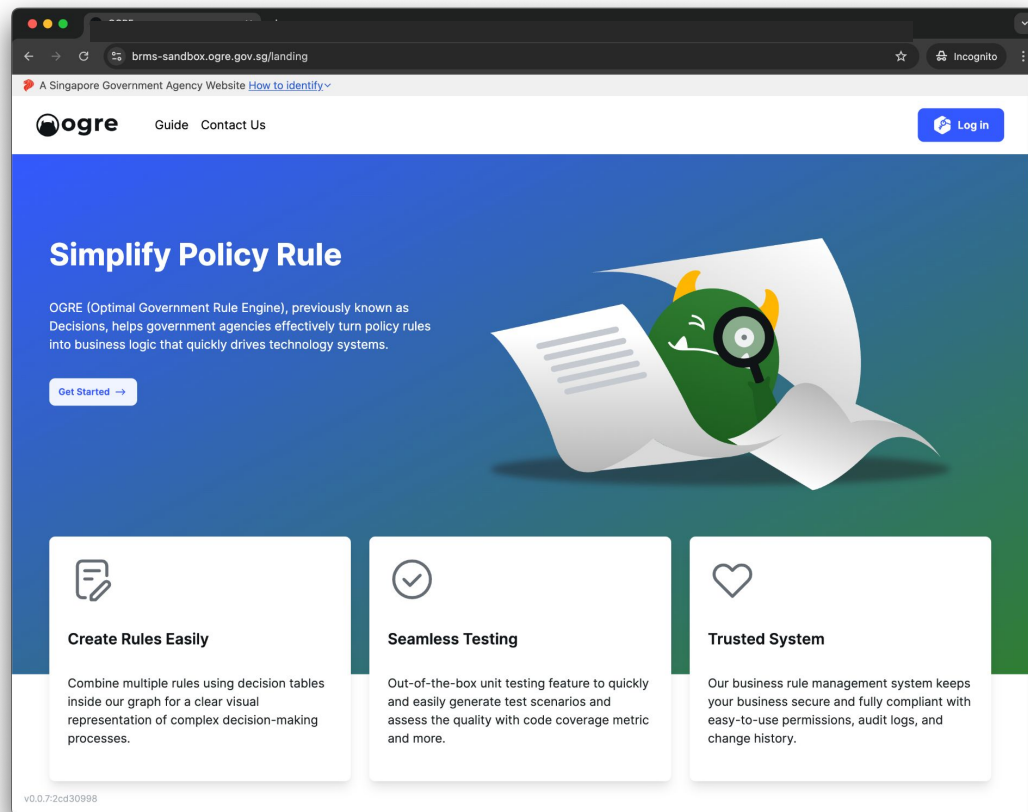


Tech for
Public Good



History: 2025 we first started out as

ogre decisions, a business rule management system that helps government agencies effectively turn policy rules into business logic that quickly drives technology systems.



Why rules?

We have a problem in how rules are *created, shared, interpreted and applied*.

Hard to Interpret

Legislation, regulation, and policy are **intricate**, difficult to craft, and hard for citizens and agencies to locate, interpret, and apply effectively.

Harder to Manage

As government rules grow in volume and interdependence, every change risks creating conflicts or **unintended consequences**, making impact modelling increasingly unmanageable.

Hardest to Maintain

Most rules are used by software but the current cycle of interpretation, hardcoding, and updates creates a **consistency gap** and substantial **wasted effort**.

If government rules are made both human and machine readable, they can be more easily discovered, understood, consumed, and **applied consistently** across whole of government.

But one of our most heard feedback from pilot users is

Now that I have the decision outcomes, **what's next?** How can I **automate** the processes easily without custom builds or a team of developers?



The problem

From a study¹ on UK government transactions:

Out of approx. 1 billion citizen-facing transactions per year across central government, **143 million are complex repetitive tasks**, and **84% of these are highly automatable**. Even saving an average of one minute per transaction could free up around **1,200 person-years** annually.

Hard to Rely On

70% users interviewed cite gaps in off the shelf tools, resulting in manual workarounds

Harder to Scale

Systems are costly, slow and vendor dependent

Hardest to Grow

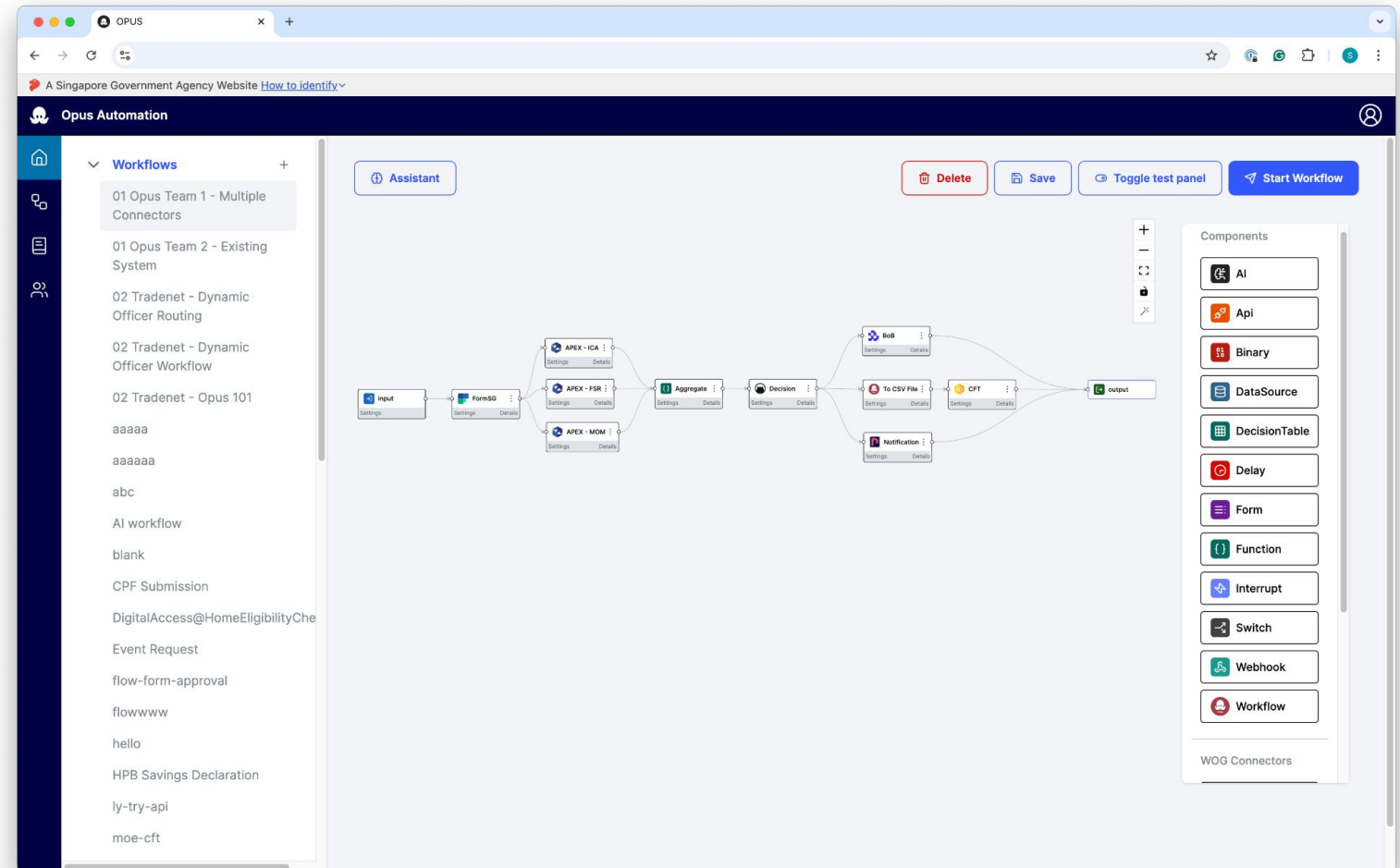
Officers lack expertise & there is friction to experimentation

Routine, repetitive and administrative tasks include crafting policy rules, copy-paste data, review documents or click-through approvals. Though essential, they **divert attention from higher-value policy, service, and strategic work**. It also leads to duplication, inflated costs and reduced agility.



GovTech Hackathon
March 2025

[Project Link](#)



Our scrappy prototype, built for learning, later won the {build} Hackathon 2025 – SGTS Engineering Productivity Award.

Today: 2026 Opus is born



Automate Government. Reliably.

Build decisions and workflows that last.

Opus helps government agencies automate agentic workflows, build business rules with a drag-and-drop visual editor, integrate to whole-of-government tools and orchestrate agents, so public officers can ship faster without waiting for developers or building integrations from scratch.

Unlike generic automation tools that require extensive custom work to meet government requirements, Opus delivers security and compliance by design. Built on enterprise-grade infrastructure, it handles failures and timeouts automatically with retries, letting teams focus on solving problems rather than managing infrastructure.

Users build and test automations visually. Start from pre-built templates for common government processes or build from scratch. Developers extend when needed. Every workflow is self-documenting. And because Opus integrates with shared government tools, agencies avoid duplicating work that's already been done elsewhere.

go.gov.sg/opus

<WTHack:Opus> Jan'2026 (Soft Launch)

600+

Registrants

<What-To-Hack> is a hackathon designed to equip public officers with low-to-no code government tools that boosts their productivity. Opus has partnered up with them for our soft launch to rollout early access.

Outcome: >20 use cases shared throughout the hackathon for cross-agency reuse, adoption and inspiration. View the [<wthack:opus> gallery](#) from those 3 days.

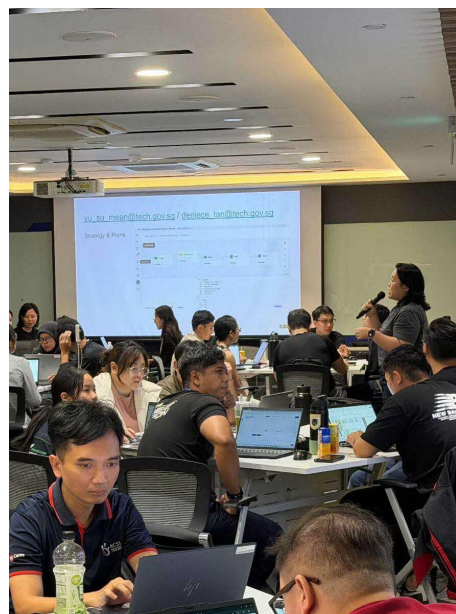
110

Officers Selected

Based on feedback survey, **91%** of participants gained the confidence to build these workflows in just half a day, with the majority starting from zero prior knowledge.

50

Different Agencies



Opus is used by



Opus case studies



Agility at Scale: Streamlining Complex Grant Computation for MSF

MSF adopted Opus to compute complex grant calculations, replacing manual Excel processes with a standardised, auditable rules engine. Updates are now faster, decisions are consistent, and officers spend more time serving citizens, not managing spreadsheets. [Read more.](#)



Ministry of Education
SINGAPORE

Automating School Information Updates for MOE's SchoolFinder

MOE uses daily automated workflows to keep SchoolFinder's information current. With these workflows, data files from internal databases are automatically processed and updated in MOE's content management system. This ensures school information such as CCA, curriculum, and programmes stays updated without manual work. [Read more.](#)

More [case studies available.](#)

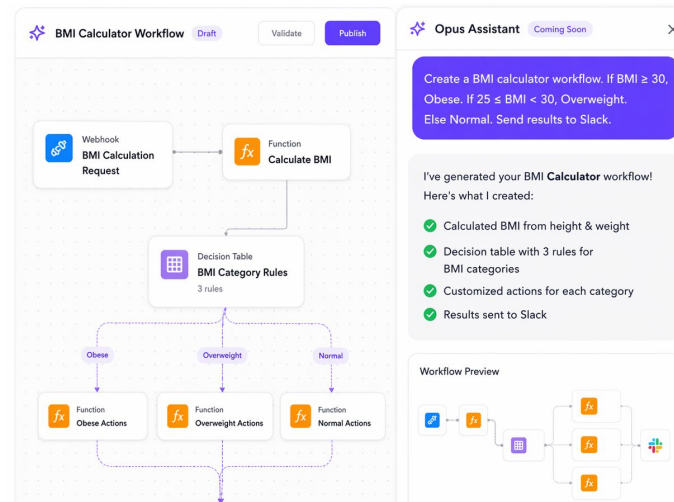
How does Opus platform work?

Inputs	Outputs
income	tax
> 20_000	$\min([10_000, \text{income}-20_000]) * 0.02$
> 30_000	$\min([10_000, \text{income}-30_000]) * 0.035$
> 40_000	$\min([40_000, \text{income}-40_000]) * 0.07$
> 80_000	$\min([40_000, \text{income}-80_000]) * 0.115$
> 120_000	$\min([40_000, \text{income}-120_000]) * 0.15$

Built-in Rules Engine

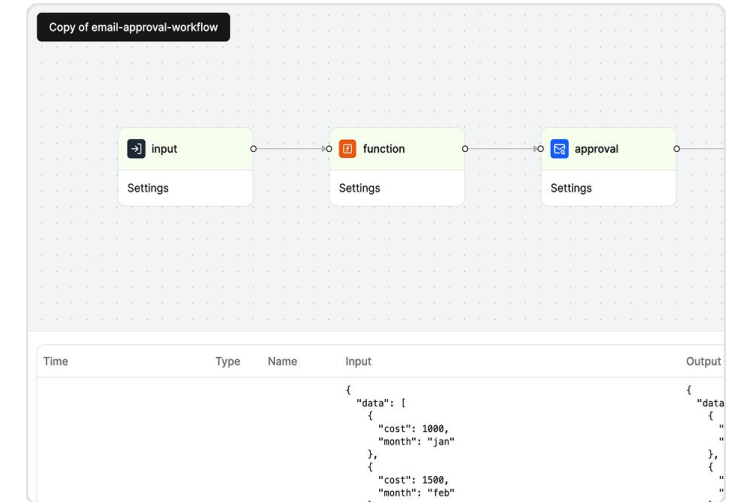
Define and manage decision logic using structured rules and decision tables. Ensure decisions are consistent, testable and traceable across workflows.

- ✓ Visual decision table editor
- ✓ Version control and audit trail
- ✓ Scenario testing and simulations



Drag-&-Drop builder with AI Assistant Coming!

Create workflows in a visual canvas by connecting nodes to 30+ pre-built integrations to automate end-to-end workflows. Describe in plain language to our AI Assistant and it will generate the decision or workflow graph and populates the rules or configs required. *AI Assistant coming soon.



Monitoring Dashboard

Track workflow execution in real time and see what happens at each step. Monitor progress, detect issues early, and take action when needed to keep workflows running.

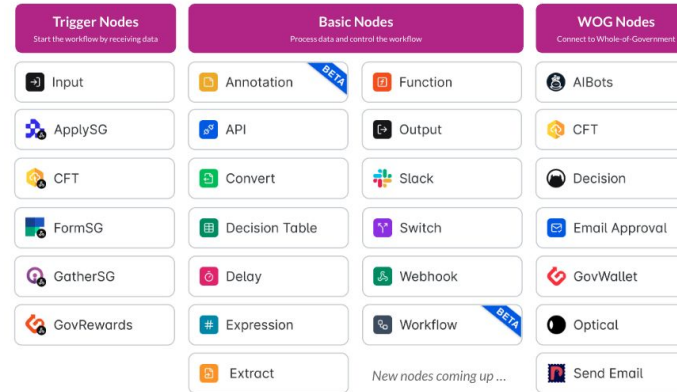
- ✓ Real-time workflow monitoring
- ✓ Step-level visibility and execution logs
- ✓ Error detection and workflow retries

Why Opus?



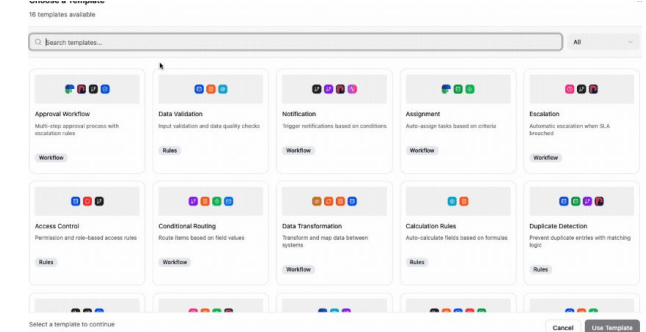
Durable Execution with Built-in Reliability

Workflow state and execution history are durably persisted, providing exactly-once workflow semantics, with built-in retries and timeouts for activities. This enables seamless recovery from failures while scaling reliably across mission-critical workloads.



Integrated with WOG approved tools

Integrated with WOG products and other commonly used tools. Agencies don't need to rebuild integrations or struggle with compliance/security requirements — we've done the heavy lifting. This makes adoption faster, safer and more cost effective.



Build and go-to-market faster with templates

Get started quickly with configurable templates that have already been proven in use across agencies. Provide easy to procure service, with agencies no longer needing to deal with lengthy procurement contract negotiations with vendors.

Nodes are the **building blocks** in Opus. Trigger nodes are an entry point for retrieving data, other nodes could be a function to process data or an exit for sending data. You can connect multiple nodes, which allows you to create complex workflows.

Nodes on Opus

Trigger Nodes

Start the workflow



Input



ApplySG



CFT



Email



FormSG



Ownself Gather



GovEntry



GovRewards

Basic Nodes

Building blocks of workflows and decisions



Annotation

BETA



Convert



Decision Table



Expression



Function



Meta



Slack



Webhook



API



Crypto



Delay



Extract



Interrupt



Storage



Switch



Workflow

WOG Nodes

Integrate with Whole-of-Government tools



AI Models



AiSay



CFT



Email Approval



Optical



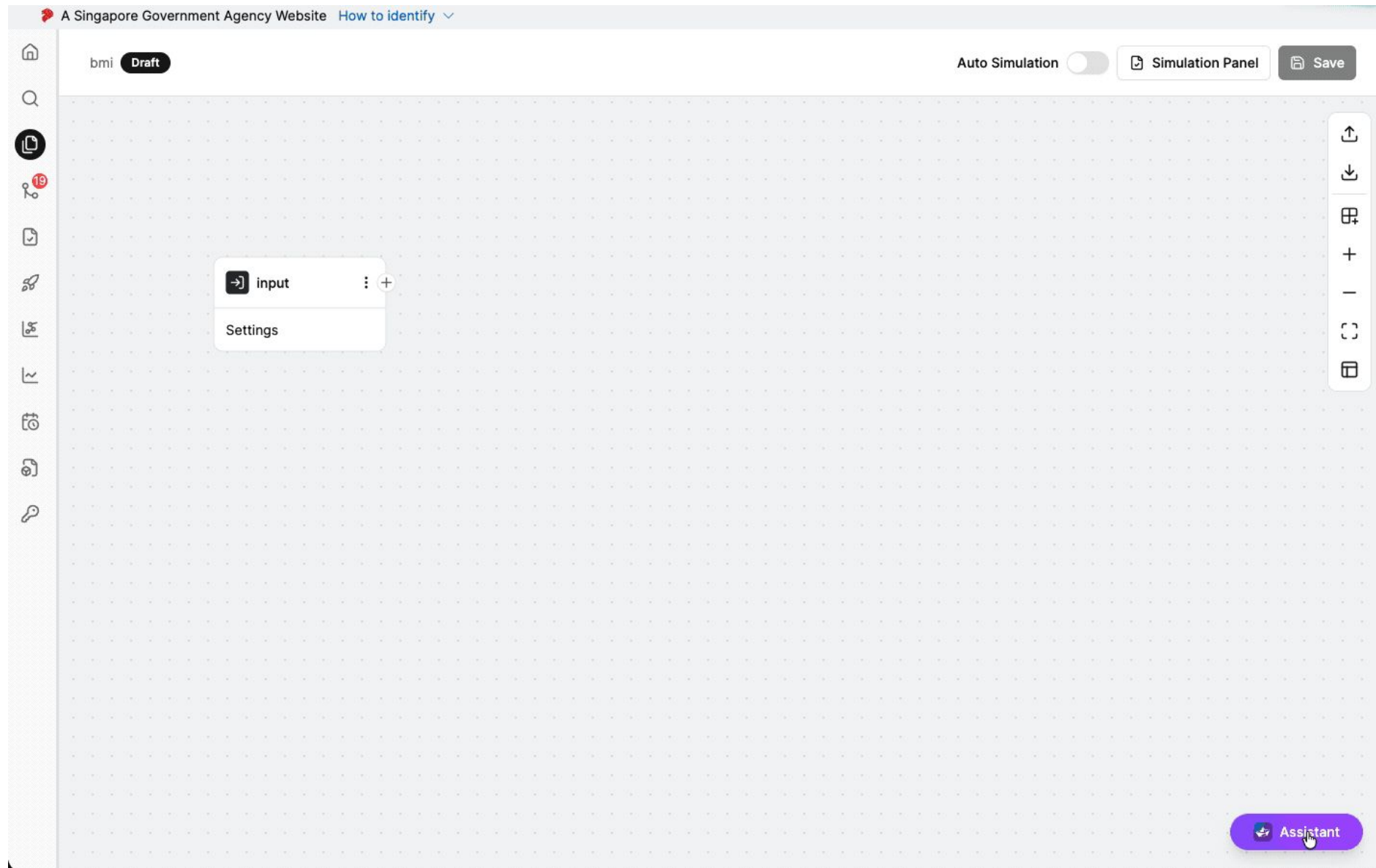
BookingSG



Databricks

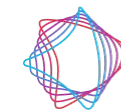
New nodes coming up ...

AI Assistant *Coming Soon

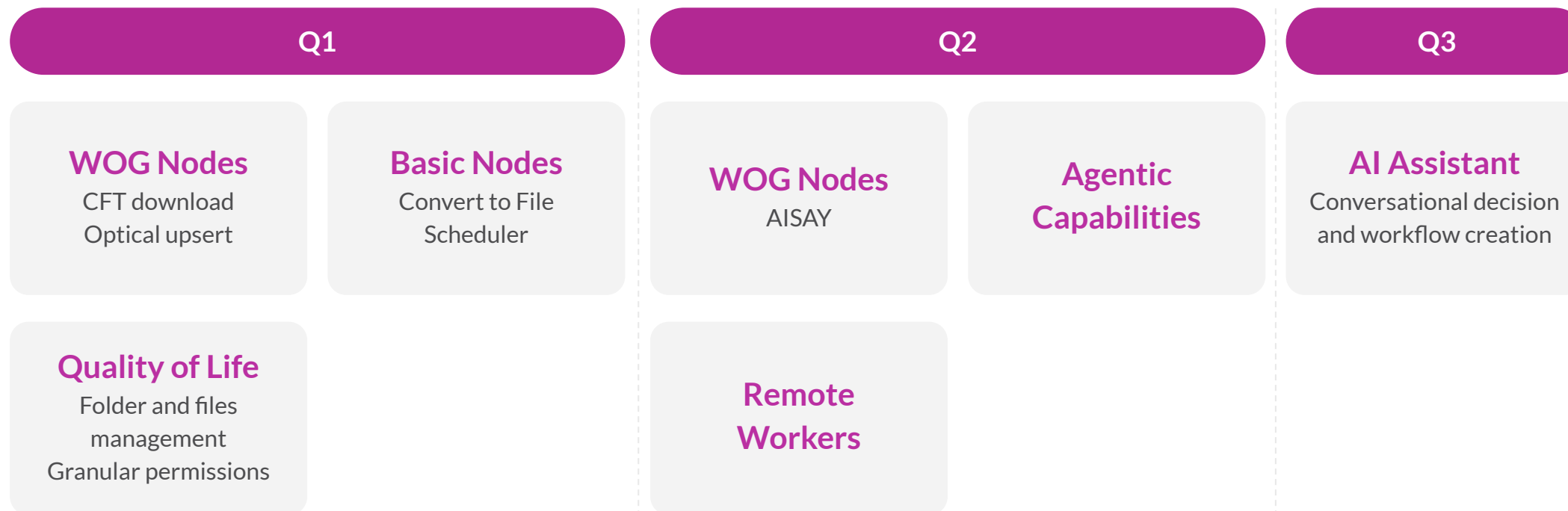


Exciting things ahead!

* Opus roadmap is highly speculative and prone to change.



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Got an idea or improvement? We'd love to hear from you.
Share your [feature requests](#), explore what others are asking for, and upvote the ones you care about.
Your input directly influences our roadmap.

Built and operated by the Opus team



Gabriel Tay

[Staff Software Engineer](#)



Justin Cheong

[Staff Software Engineer](#)



Bryan Loh

[Software Engineer \(I\)](#)



Peijun Yao

[Senior Software Engineer](#)



Sylvia Ng

[Lead Product Manager](#)



This could be you

Frequently asked questions

What data classification can Opus handle?	Opus is cleared to handle data up to Restricted and Sensitive-Normal. The team is looking to upgrade to "Confidential (Cloud-Eligible)" and "Sensitive (High)" with no timeline confirmed yet. However, if you use nodes like Slack in your workflow, please ensure your workflow only sends Official (Closed) data to these services. Please follow the data classification and advisory (i.e. AI advisory) for all respective nodes.
How much does it cost to use Opus?	Early adopters of Opus can enjoy the service for free while pricing is being finalised. There is no indicative or estimated timeline at this moment.
What does Opus integrate with?	For the most up-to-date list of integrations, log into Opus and browse the available nodes. You can also view them in our documentation.
How do I get the latest announcements from Opus?	Join our community channels: Teams & Slack #opus-broadcast
Does Opus have any form builder?	Opus does not have form builders or dashboard to track form submissions. Opus is agnostic to any tools, currently Opus is connected to FormSG single-respondent form (storage mode), Ownself Gather, ApplySG.
What are the access controls for Opus?	Access is controlled through user permissions. You determine who can view and edit your flows. Opus team does not have access to your workspace unless it is given by you for support and troubleshooting when needed.

When to use Opus?



	opus	plumber	Power Automate
Workflow style	Directed acyclic graph based with branching, loops, parallel, multiple paths	Linear, step-by-step	Flow-based with conditions, branching
Complex logic support	Advanced (IFs, loops, custom Javascript, child workflows)	Basic	Moderate-High (conditions, approvals, expressions)
Learning curve	Medium	Low	Medium
Durability	✓ Auto resume from state, long-running workflows, exactly-once semantics	⚠ Limited	⚠ Limited (timeouts/retries)
Built-in rule engine	✓	✗	✗
Integrations & ecosystem	>30 nodes WOG-focused ecosystem	~15 actions OGP products integration	Large ecosystem with Microsoft apps
Best For	Complex logic, mission-critical workflows with WOG approved tools	Singapore Government workflows with OGP tools	Microsoft-centric workflows



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Example (Use Cases)

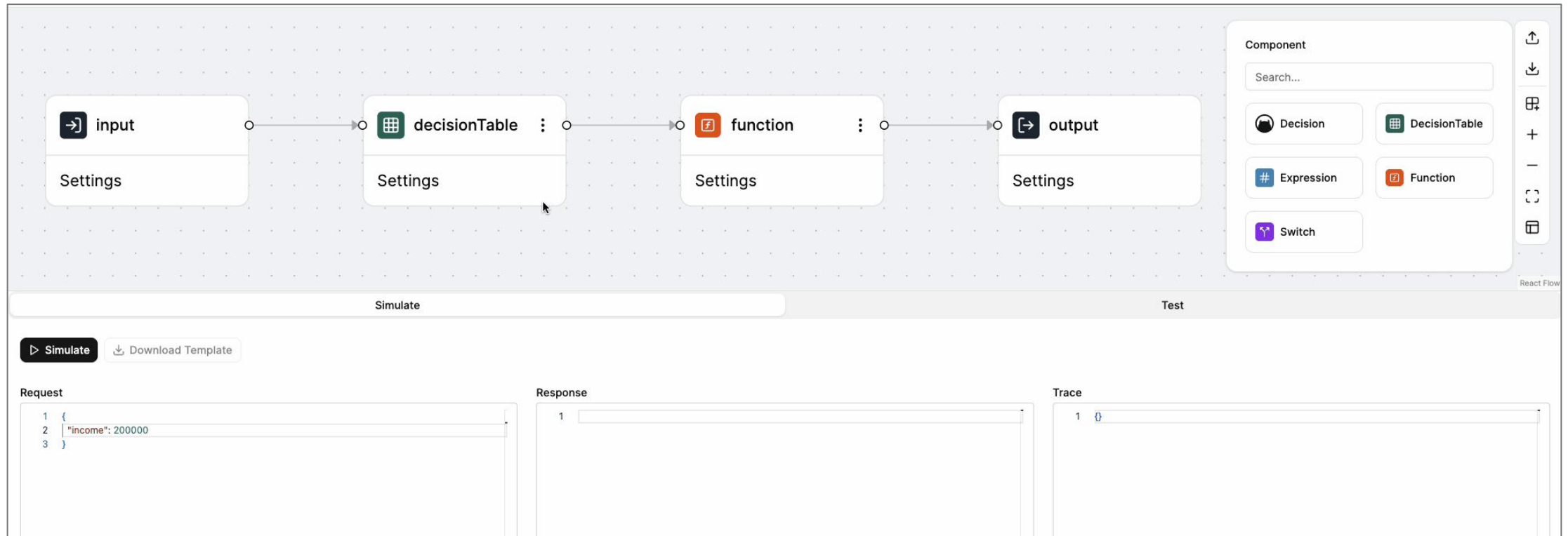
Check out our Templates.

Discover more resources: go.gov.sg/opus



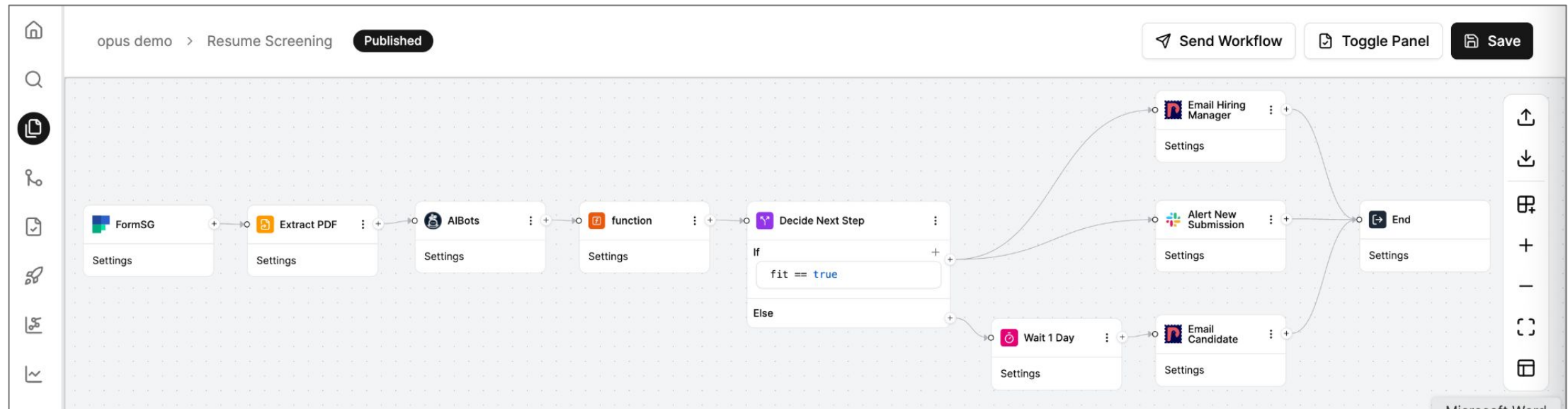
Example: calculate income tax

Flow: Input chargeable income > Determine tax bracket > Calculate total tax > Output result



Example: resume screening

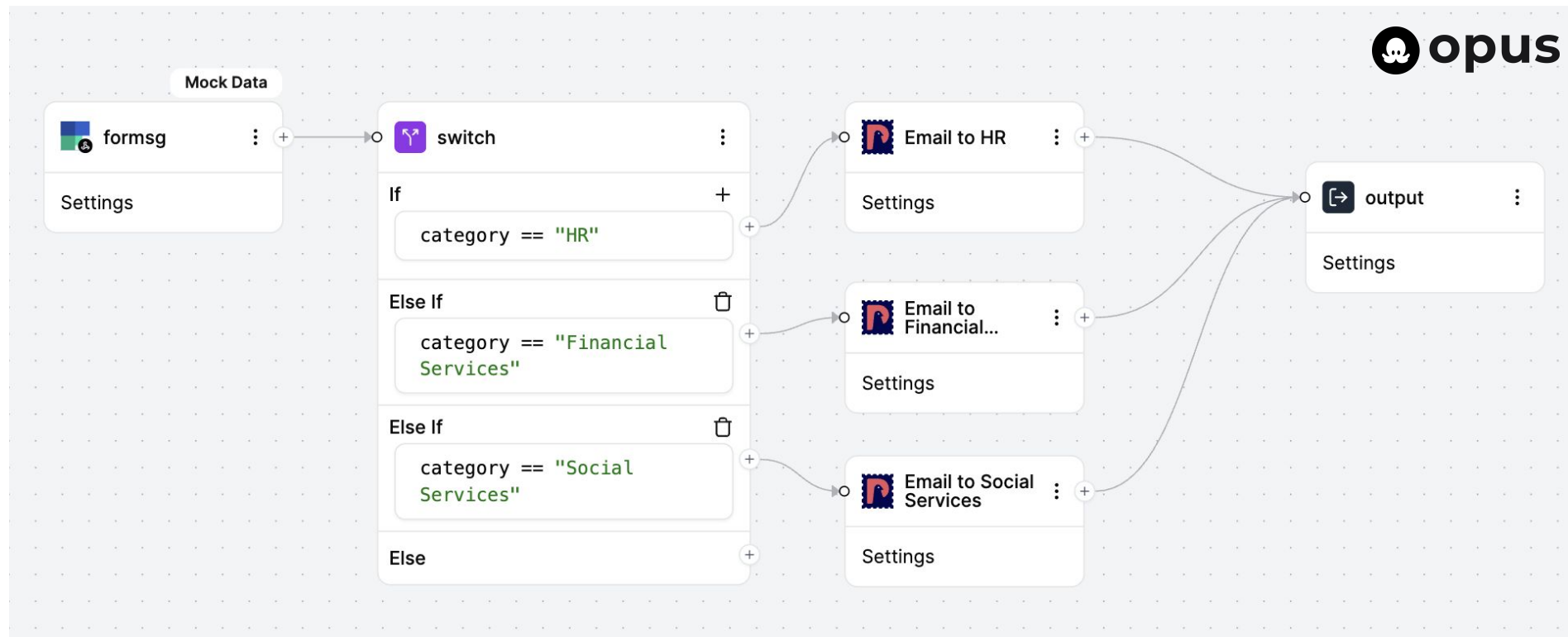
Flow: Candidate submits resume > Extract file (Word/PDF) > AIBots checks job fit against job description and generates summary > Decide next steps > If fit: Email hiring manager and alert new submission to Slack channel at the same time > Else: Wait 1 day > Send thank you email to candidate



We have experimented with our own AI Agent and MCP Server. <https://www.youtube.com/watch?v=ksIF7tVJ1DE>
Note: AI Agent and MCP Server is not available yet, still purely ideation and experimentation.

Example: send customised follow up emails

Flow: Candidate submits form submission > Use switch to route to different departments and email templates > Send email using Postman Email.

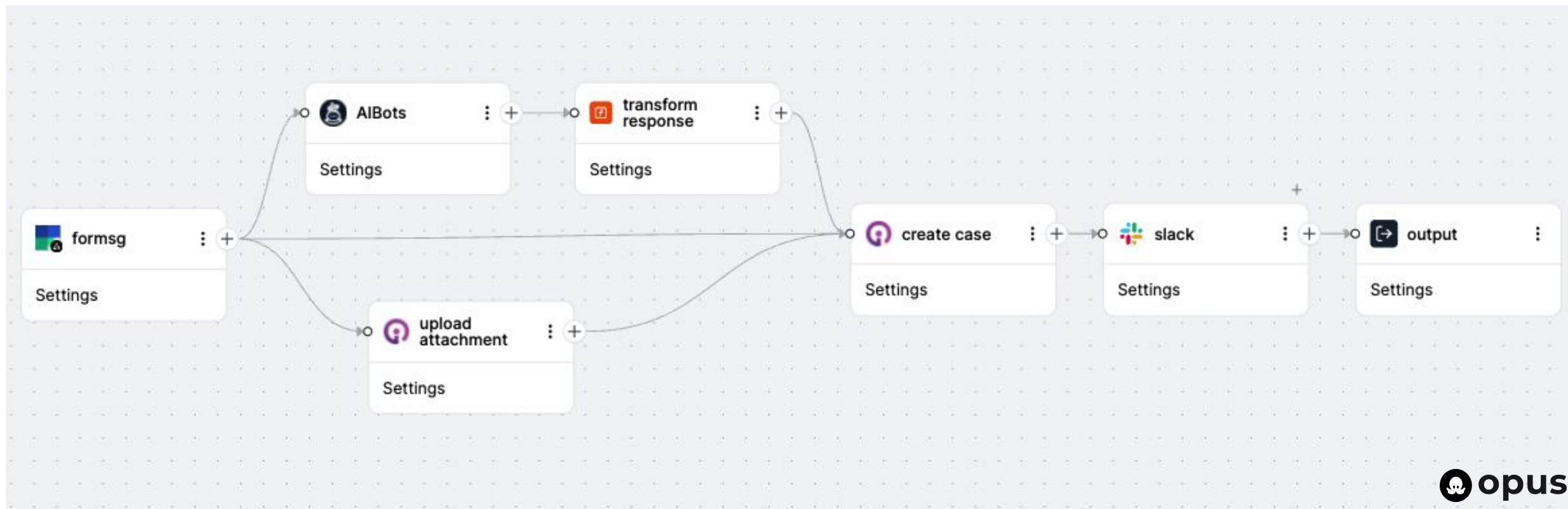


Follow a [step-by-step tutorial](#) on how to create this from scratch.

Example: information categorisation using AIBots



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FormSG

FormSG trigger
to start workflow



AIBots

AIBots for feedback
categorisation



Function

Javascript for payload
transformation



Ownself Gather

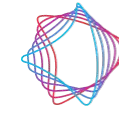
Ownself Gather for case
management



Slack

Slack for notification

Example: information categorisation using AIBots



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demo-citizen-feedback

1. Name

Justin

2. Feedback

There is a man smoking at Jurong bus stop

3. Attachment (optional)

man-smoking-singapore-bus-stop.jpg

126.6 kB



FormSG feedback submission



AIBots Settings Expand Screen Simulation Panel User Guide ×

Setup **Advanced settings**

Public officers are responsible for the appropriate use of generative AI, including both input data and AI-generated outputs. Agencies remain responsible for managing risks from their AI use cases in [accordance with IM8](#), through appropriate controls, governance, and processes.

API Key

`$env.AiBot-api-key-general`

Prompt

please analyse the following feedback: `feedback` . Please categorise the feedback as either "Smoking", "Littering" or "Others". If the category is "Others", please give your remarks of what you think the category should be. You will output your response in the following json format:{"category":"Smoking, Littering or Others","aiBotRemarks":"if category is others, please add your remarks of what you think the category should be"}

Started Opus workflow with the following AIBots prompt



test-og-flow Ownself Gather 30

name
Justin

feedback
There is a man smoking at Jurong bus stop

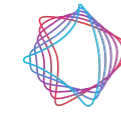
Category
Smoking

aiBot-remarks
-

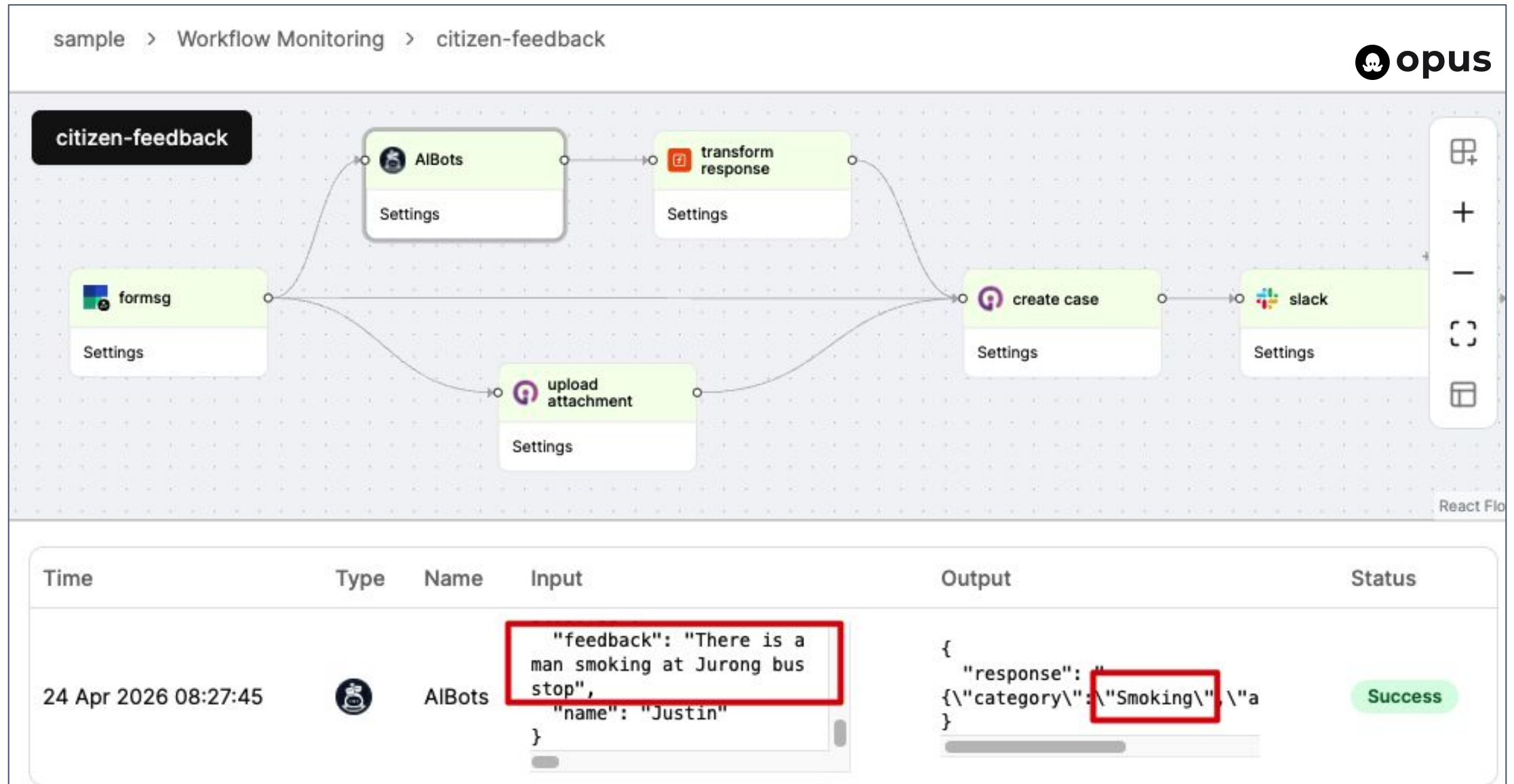
attachment
man-smoking-si...
JPG
123.63 KB

Case created in Ownself Gather

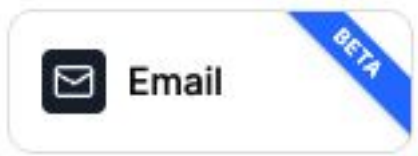
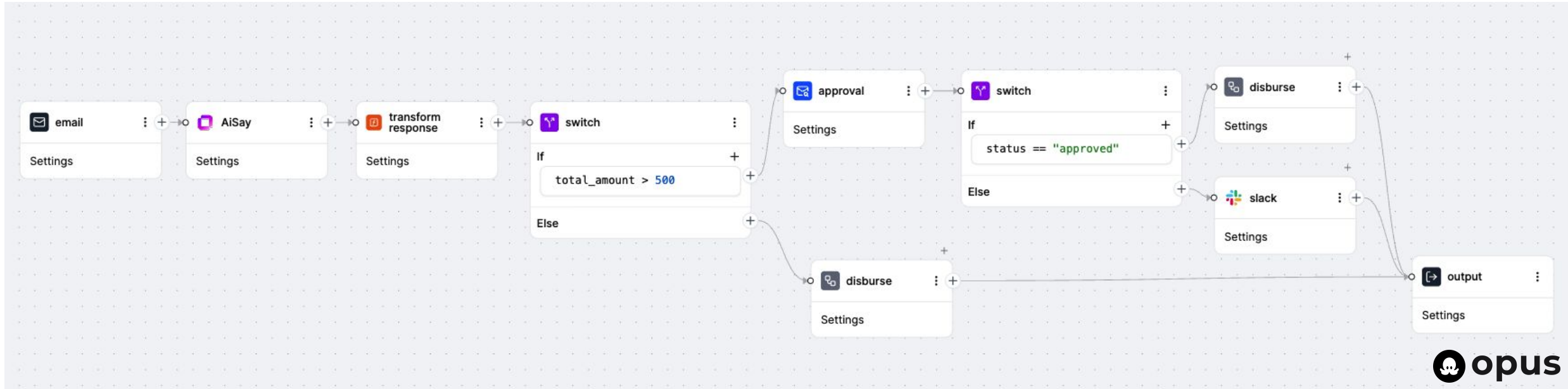
Example: information categorisation using AIBots



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Example: information extraction & approval



Email trigger
to start workflow



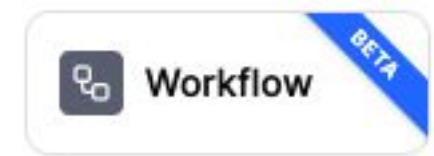
AiSay for information
extraction from image



Conditional branching
in workflow



Email approval for
human in the loop
action



Child workflow for
composability

Example: information extraction & approval

From: Justin Cheong (justin_cheong@hive.tech.gov.sg) ✓

To: ☐ lite-staging+cmkot0b6c00068w01pifvq7nq+cmo184pvy0...

Subject: Claim submission

 classify-invoice.jpg
60.9 KB

  | Aptos 12    

Claim for computer accessories

John Doe
ABC Corporation
567 Client Street Townsville, CA 12345
client@email.com
(789) 123-4567

Invoice Number : INV-001
Invoice Date : December 24, 2028

Item	Description	Quantity	Unit Price	Total
1	Web Design	2	\$50.00	\$100.00
2	Social Media Management	3	\$75.00	\$225.00
3	Content Writing	1	\$120.00	\$120.00
4	Graphic Design	5	\$30.00	\$150.00
5	SEO Optimization	2	\$60.00	\$120.00
6	Marketing Consultation	4	\$90.00	\$360.00
Total Amount				\$1,075.00

Payment Information
Bank Name : My Bank
Account Name : Code Monkey
Account Number : 1234567890
Date: December 24, 2028
Alex Jhonson

Email invoice

AI Say Settings

Setup

Advanced settings

Data Label: invoice_number
Data Type: Text
Prompt: The invoice number or invoice ID

Data Label: invoice_date
Data Type: Date
Prompt: Return the invoice date of the invoice, which is in the format of DD.MM.YYYY

Data Label: due_date
Data Type: Date
Prompt: Return the due date of the invoice, which is in the format of DD.MM.YYYY

Data Label: total_amount
Data Type: Number
Prompt: The total amount or grand total of the invoice

Started Opus workflow with the following AISay settings

[Action Required] OPUS Production: Request for APPROVAL [Req ID: 01KPYDEHW9HA0KCG2HC9M4SWHB] This is an Intern...

You approved Fri 4/24/2026 8:16 AM

approval@console.developer.gov.sg
To: Justin CHEONG (GOVTECH)
Cc: Gabriel TAY (GOVTECH)
Fri 4/24/2026 8:15 AM

You replied on Fri 4/24/2026 8:16 AM

Dear Approver,

Gabriel Tay is seeking your approval for the following request(s) for OPUS Production.

Request for approval of amount \$1075

Action required:

Please approve or reject the request by replying to this email i.e. Reply All. As this is an automated workflow, use one of the following words in the 1st line of your reply:

Use one of the following words	
To approve	'Approve' or 'Approved' or 'Yes'
To reject	'Reject' or 'Rejected' or 'No'

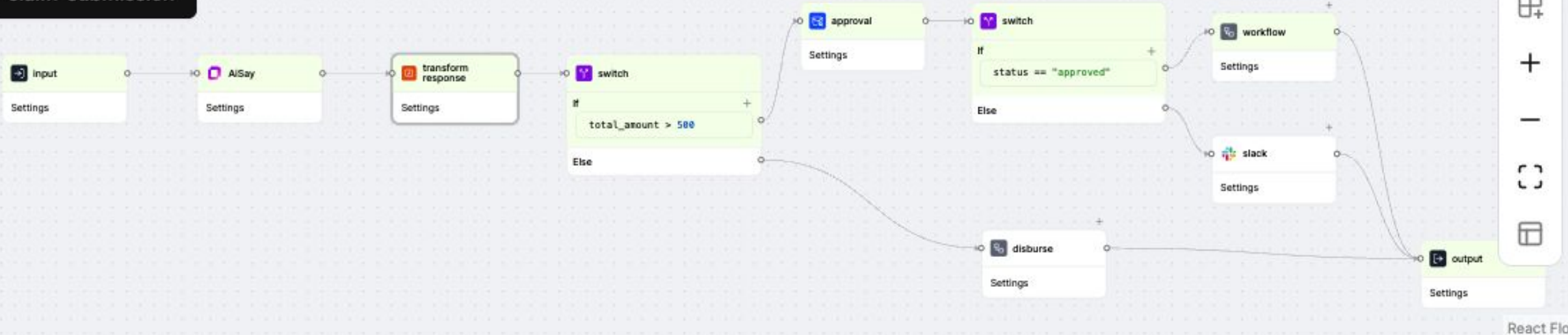
Workflow will resume after email approval

Example: information extraction & approval

sample > Workflow Monitoring > claim-submission

opus

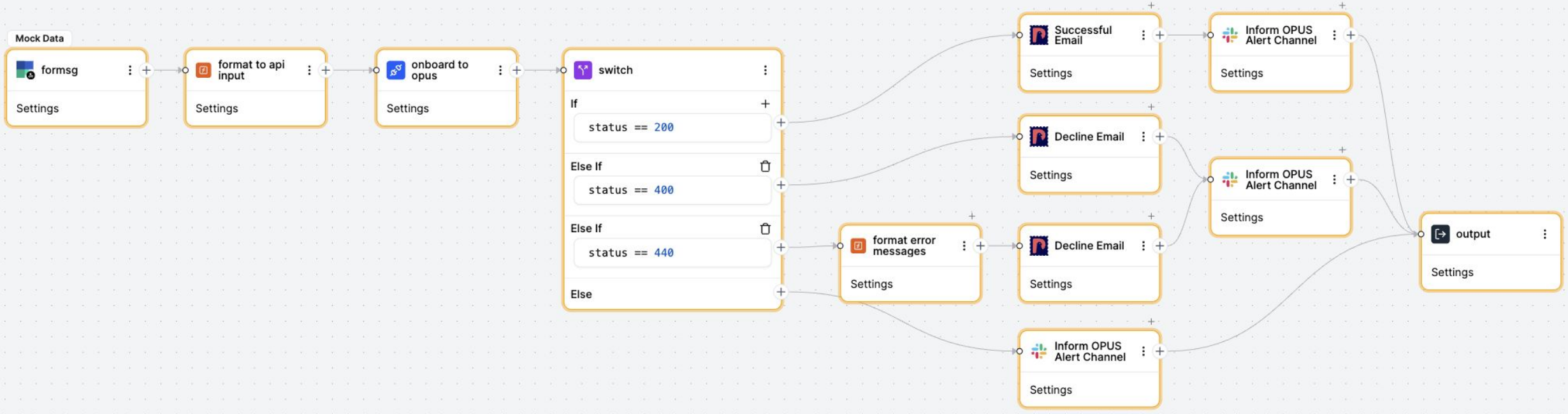
claim-submission



React Flow

Time	Type	Name	Input	Output	Status
24 Apr 2026 08:15:16		transform response	<pre>{ "document": { "confidence": null, "value": { "response": { "confidence": null,</pre>	<pre>{ "invoice_date": "24.12.2028", "invoice_number": "INV-001", "total_amount": 1075 }</pre>	Success

Example: create opus lite workspace



Trigger

Form submission



API

Opus API service to
create Opus workspace



Switch

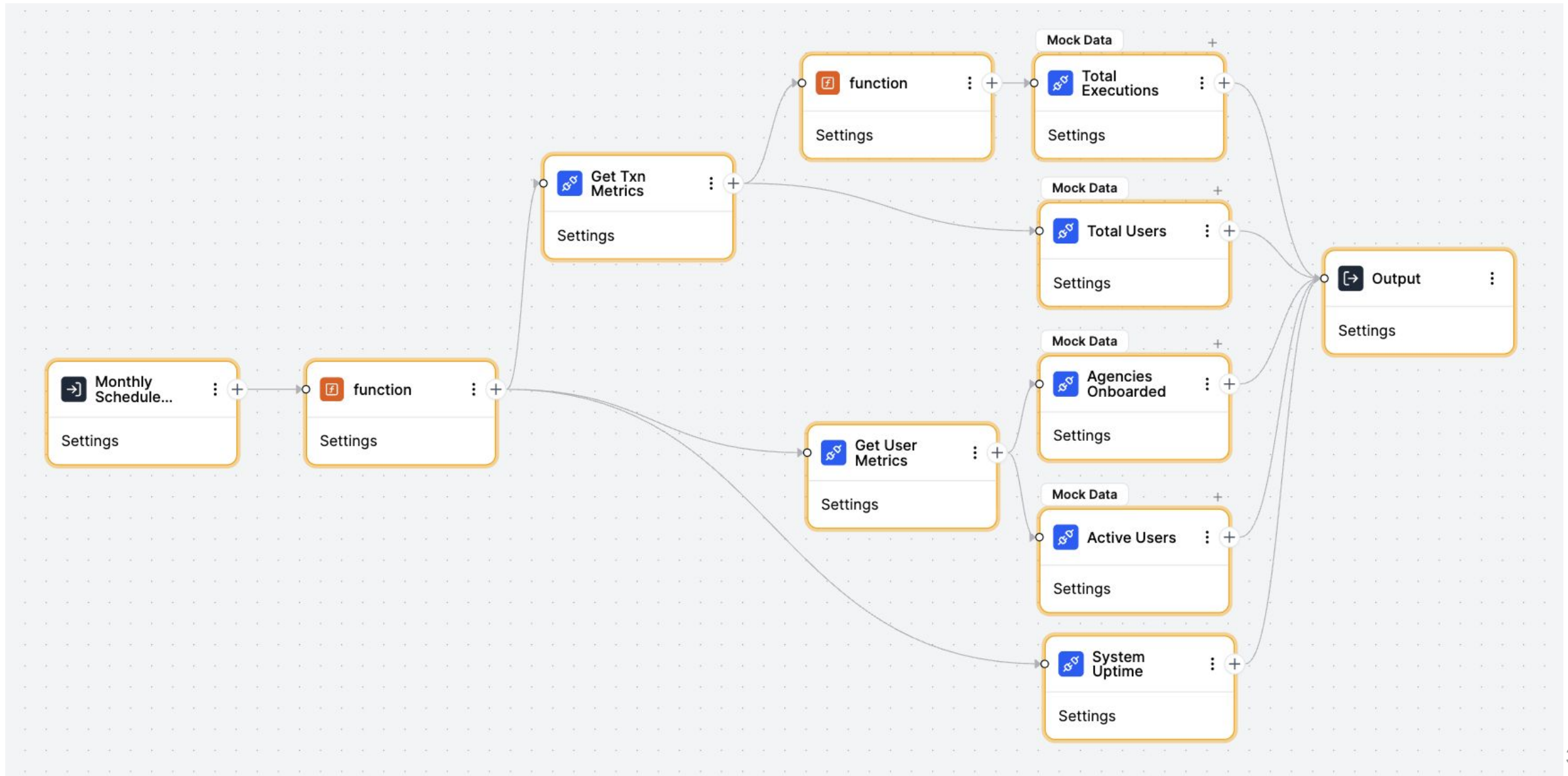
Route to different flows
based on outcomes



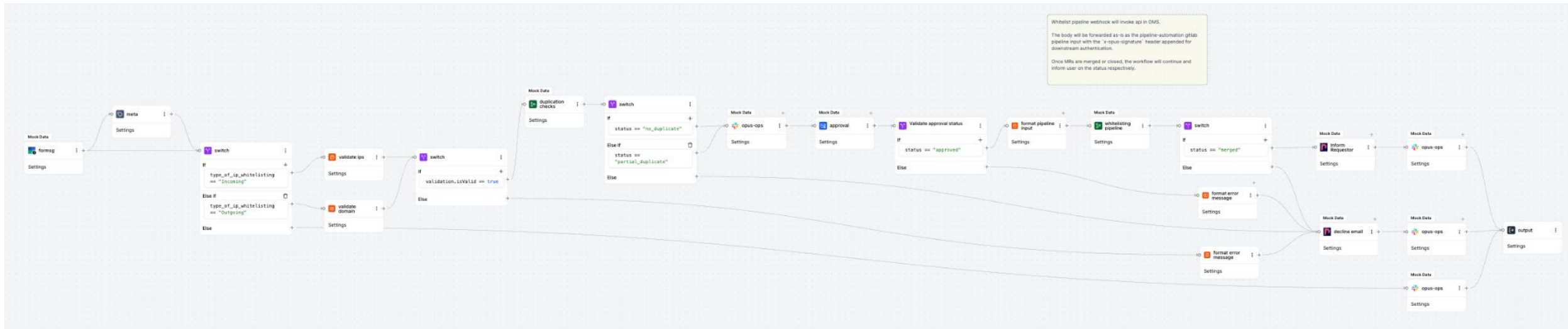
Notify via email and Slack

Depending on the POST API outcomes, different
email templates and slack messaging are sent.

Example: update product scorecard



Example: process whitelisting request



Trigger

Form submission



Webhook

Check Opus system for
duplicates or whitelisted
before



Human-in-the-loop

Notify Slack and use Email Approval
to seek for approval to whitelist.



Webhook

Update Opus infra pipeline



Notify

Inform requestor via
email and Slack

Example: Review documentation with AIBot

Objective: Streamline standard compliance reviews by automating the identification and highlighting of discrepancies.



Trigger

Trigger workflow when new case is created in Ownself Gather, and get attachments for data extraction

AI: Review

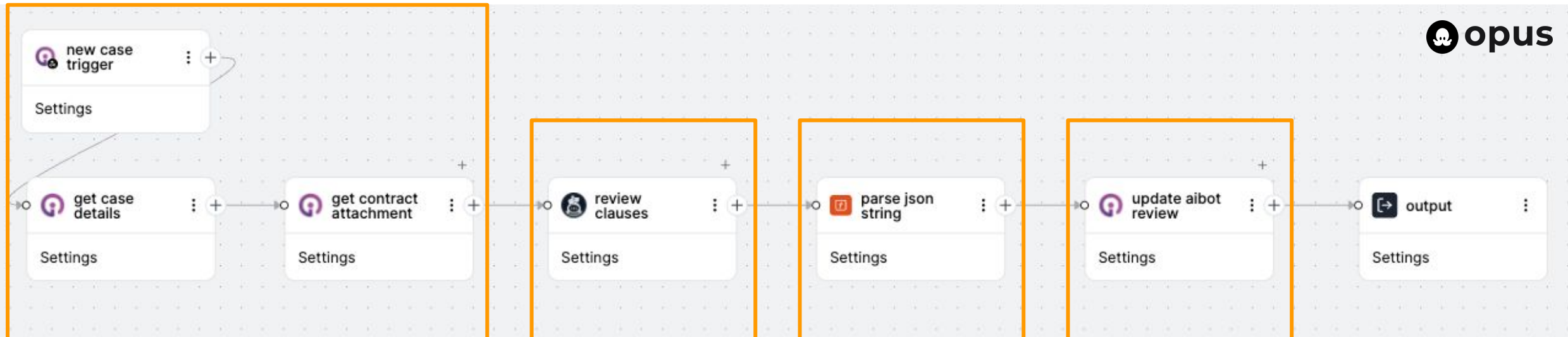
Aibot to review docs with knowledge

Format

Format reviewed data and summary

Update

Update case with the review



Example: Review documentation with AIBot

Initiate a new case within Ownself Gather, excluding the review portion.



Initiated the Opus workflow with the Aibot prompt



Case updated with the review from Aibot

OPUS Test Ownself Gather

Cases Statistics Reports

Vendor Email

mary@vendor.domain.sg

Contract

Max file limit of 1
Remove to attach another file

sample-contract
PDF
51.69 KB

Review Summary by Aibot (optional)
Generated by Aibot

Do not edit manually

Standard Clauses (Generated by Aibot) (optional)

Do not edit manually

0 / 10000

Clauses to Review (Generated by Aibot) (optional)

Do not edit manually

0 / 10000

Lawyer Advise (optional)

Drag and drop or
Attach file
Max: 1 file, 1 MB each

Review Clauses Settings

Expand Screen Simulation Panel User Guide

Setup Advanced settings

Public officers are responsible for the appropriate use of generative AI, including both input data and AI-generated outputs.
Agencies remain responsible for managing risks from their AI use cases in accordance with IM8, through appropriate controls, governance, and processes.

API Key

env.aibot-api-key-legal-review-claudes

Prompt

review data

Bot Instructions *
This system prompt is included in every query sent to establish context, provide instructions, or set boundaries.

Custom

Refine with AI
2,185/2,000,000

Your role is to review Non-Disclosure Agreements and provide a structured assessment.

The input will be a PDF document in base64 format. You must decode and read the PDF content, then:

1. Identify and extract each clause in the document.
2. Check each clause against the Review Checklist in your knowledge base.
3. For each required clause, determine if it is present. If missing, flag it.
4. For each clause found, assess whether it meets the "Standard Acceptable Terms" or falls under "Flag as NON-STANDARD."

Return your response strictly in the following JSON format:

```
{
  "overallStatus": "STANDARD" or "REQUIRES REVIEW",
  "summary": "[X] standard | [X] flagged | [X] missing",
  "standardClauses": "numbered list of clauses that pass, each on a new line",
  "nonStandardClauses": "numbered list of Non-Standard clauses with Reason and Action, each separated by a blank line"
}
```

OPUS Test Ownself Gather

Cases Statistics Reports

Vendor Email

mary@vendor.domain.sg

Contract

sample-contract
PDF
51.69 KB

Review Summary by Aibot

4 standard | 3 flagged | 0 missing

Standard Clauses (Generated by Aibot)

1. Confidentiality obligation — STANDARD
2. Definition of Confidential Information — STANDARD
3. Permitted disclosure exceptions — STANDARD
4. Return or destruction of materials — STANDARD

Clauses to Review (Generated by Aibot)

1. Duration / term of agreement — FLAGGED
Reason: Duration exceeds the standard range (7 years found; standard is 2-5 years).
Action: Recommend reducing the duration to the standard 2-5 year range.
2. Governing law clause — FLAGGED
Reason: Governing law is outside Singapore (State of New York, USA).
Action: Amend governing law to Singapore.
3. Non-solicitation clause — FLAGGED
Reason: Non-solicitation clauses are considered non-standard as NDAs should not restrict business activity.
Action: Recommend removal of the non-solicitation clause.

Lawyer Advise

-

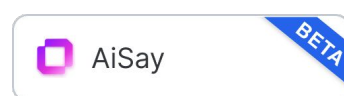
Example: Info extraction with AISAY

Objective: Automate the conversion of manual, repetitive documentation extraction into a standardized format.



Trigger

Trigger workflow when new case is created in Ownself Gather, and get attachments for data extraction



AI: Extract

Aisay to extract info from PDF files



Format

Format extracted data and summary



Update

Update case with the formatted summary

Example: Info extraction with AISAY

Initiate a new case within Ownself Gather, excluding the extracted summary.



Initiated the Opus workflow, incorporating the custom Aisay field extraction process.



Case updated with the summary

OPUS Test
Ownself Gather

Cases Statistics Reports

Case Name
Case Demo 1

Trial Date
31/07/2026

Case Info Attachment
Max file limit of 1
Remove to attach another file

Sample record of...
PDF
57.72 KB

Proceedings Attachment
Max file limit of 1
Remove to attach another file

Sample record of...
PDF
62.7 KB

Extracted Summary (Extracted by Aisay) (optional)
Do not edit manually

RECORD OF PROCEEDINGS
Volume 1
MAC-901234-2025
PUBLIC PROSECUTOR v JOHN TAN WEI MING

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Data Label
referenceNumber

Data Type
Text

Prompt
Extract the main reference number or case number from this document.

Extract Case Info Settings
Expand Screen Simulation Panel User Guide

Setup Advanced settings

Connection

API Key
env.aisay-api-key

Parameters

Operation
Document Key Information Extraction (KIE)

File
caseDetail.data

Select Model
Flagship Models

Use Case
Specify Your Own Fields

Custom Fields
Add Prompt

Data Label
referenceNumber

Data Type
Text

Prompt
Extract the main reference number or case number from this document.

Data Label
parties

Data Type
Text

OPUS Test
Ownself Gather

Cases Statistics Reports

Case Name
Demo Case 1

Trial Date
31 Jul 2026

Case Info Attachment
Sample record of...
PDF
57.72 KB

Proceedings Attachment
Sample record of...
PDF
62.7 KB

Extracted Summary (Extracted by Aisay)
Reference Number: MAC-901234-2025

Parties: PUBLIC PROSECUTOR, JOHN TAN WEI MING

KEY FACTS

1. On January 10, 2025, John Tan Wei Ming was charged with driving under the influence of alcohol.
2. On the same date, at approximately 2330 hours, Traffic Police officers conducted a roadblock on Orchard Road, Singapore.
3. John Tan Wei Ming was stopped at the roadblock while driving motor vehicle SBA 1234 C.
4. Officers observed signs of alcohol consumption, and a preliminary breath test using an Alcotest 7510 device returned a "FAIL" result.
5. John Tan Wei Ming was arrested and escorted to Traffic Police Headquarters for a Breath Evidential Analyser (BEA) test.
6. The BEA test returned a reading of 55 microgrammes of alcohol per 100 millilitres of breath, exceeding the prescribed limit of 35 microgrammes.
7. John Tan Wei Ming admitted consuming approximately 4 glasses of beer at a bar along Orchard Road prior to the roadblock.

Example: Notifications with Opus cron job

Objective: Automate daily tasks e.g. track scheduled dates in case management, etc.



Trigger



List Cases



Format



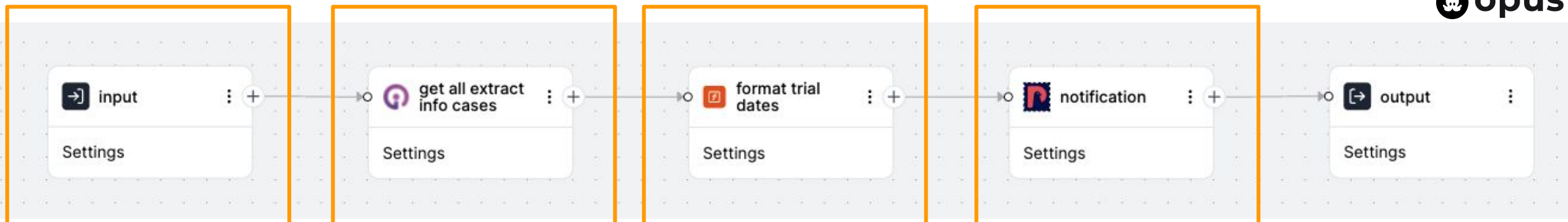
Notify

Trigger workflow with API
Trigger

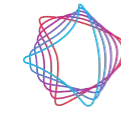
Get extract info cases from your
case management system

Format specific data to be
send via email

Notify person-in-charge



Example: Notifications with Opus cron job



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SINGAPORE



Initiate a new workflow with opus cron job
e.g. 9am from Monday to Friday



Person in charge get notified by email

Create Schedule

Workflow: 3 - legal-scheduled-trial-notifications | Branch: main | Runtime: Staging

Workflow steps: input → get all extract info cases → format trial dates → notification → output

Schedule Type: Cron Expression (GMT+8 / Asia/Singapore)

Cron Expression: 0 9 * * MON-FRI

Format: minute hour day-of-month month day-of-week — All times are in GMT+8 (Asia/Singapore)

OPUS Test Ownself Gather | Cases | Statistics | Reports

Case Name
Demo Case 1

Trial Date
31 Jul 2026

Case Info Attachment
Sample record of...

[Automation] Scheduled Trial Dates [Summarise this email](#)

info@mail.postman.gov.sg
To: Peijun YAO

Some content in this message has been blocked because the sender isn't in your Safe s

Hi

The below are the upcoming scheduled trial dates:

Demo Case 1 - 2026-07-31

<Email sent by opus workflow>

Reply

Forward



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Tech for
Public Good

Thank you.

Discover more resources: go.gov.sg/opus

Join our Teams community: go.gov.sg/opus-teams

Reach out to us: go.gov.sg/opus-feedback | sylvia_ng@tech.gov.sg

