NANYANG TECHNOLOGICAL UNIVERSITY SINGAPORE

NTU Shared Services (NSS) - Scaling Human Empathy and Unified Student Support via the NTU One Stop@SAC

Supporting Document for
Global CIO Project of the Year 2026

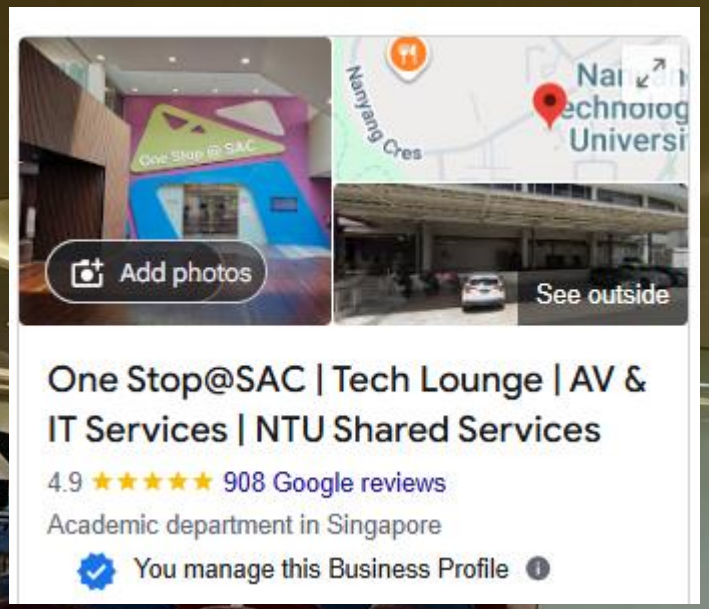
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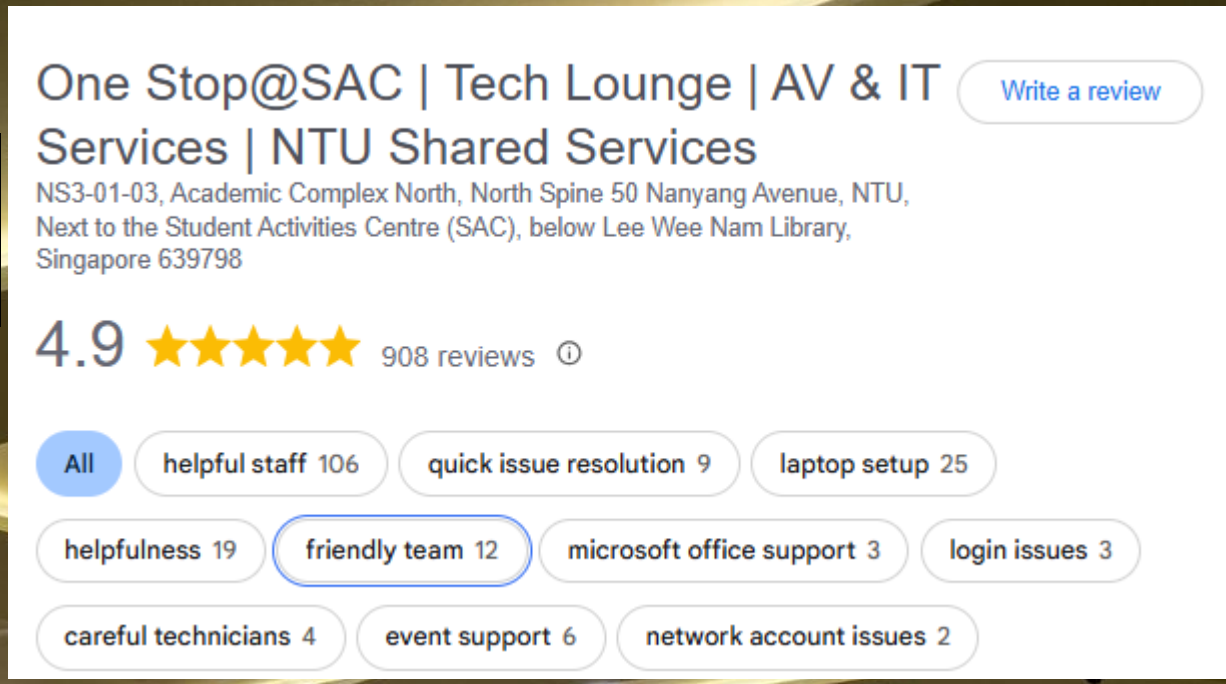


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NTU Shared Services

Reputation Turnaround: Walk-in Google Review ratings surged from a baseline of 3.3 stars to an exceptional 4.9 stars.





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NTU Shared Services

"Heart to Help": Transforming the NTU Financial Aid Experience from Anxiety to Assurance

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Financial Aid Portal

NTU Shared Services

"Heart to Help": Transforming the NTU Financial Aid Experience from Anxiety to Assurance



From navigating university life to achieving academic milestones, siblings Ng Tze Kean and Michelle Ng have come a long way.

Coming from a less privileged background, support from ‘s financial aid schemes has played a big part in their journey, enabling them to focus on their studies without financial worries. Tze Kean even made the Dean’s List every year 🎓

Now in their final year, they’re sharing their story to encourage others who might need that same support. Each year, more than 3,000 students get help to fully cover their fees.

Learn more at 👉🏻 ntu.sg/finaid

Do watch the entire reel!
https://www.facebook.com/reel/688426840375932

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"We make things right, for you."

NTU Shared Services Information Technology

Streamlined Support: IT Incident Management System

Dedicated

Building Representative

Procurement, Vendor & Project Management, and more

Onsite technical/IT representative ensures that necessary hardware, software, & services are available to support their respective School/Department/Centre IT infrastructure.

Expert Support

Incident Handling by Vendors

"Help, our system inaccessible on the network", "MPS Printer is not working"

Handles **highly specialized issues** that often involve network infrastructure, or complex software configurations.

Escalations

Onsite & Remote IT & AV Support | Tech Lounge | VIP Concierge

AI Technical Support

Tech Lounge | Onsite | Remote | VIP

"My internet connection is slow", "I'm having trouble accessing email"

Deals with **complex issues** that require in-depth technical knowledge and troubleshooting skills - Physical or Remote Support.

Service Desk | On-site IT & AV Support

AI Triaging & Basic Troubleshooting

Service Desk Hotline | Public Forms @ www.ntu.edu.sg
ASK IT @ ServiceNow | QR @ Common Teaching Facilities

"My computer won't start!", "I forgot my password", "No Audio"

Handles **routine and straightforward** issues, such as password resets, software installations, and common hardware problems.

AI IT Support at NTU Singapore

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AVAIlable:IT – The NTU Shared Services AI Ecosystem for Smart Campus Support

Triaging, Basic Troubleshooting, Technical Support

NSS IT Service Delivery

300,000 Alumni | **35,000** Students | **8,000** Faculty/Staff

NTU Community

1 IT/AV + Event Engineers

Onsite Support

Expert Remote Assistance for Field Engineers with **META AI Smart Glasses (Field Augmentation)**

2 Tech Lounge

Walk-In Support

LLM KOPI (Generative Knowledge Optimised Platform with CoPilot)

3 Service Desk

Triaging, Call-In Support

servicenow

Automated Service Catalogue with **SNOW WHITE (Gen-AI Incident Response Workflow)**

24/7 conversational agent handling calls in multiple languages with **AI-IVR Ecosystem (Voice)**

4 Service Transformation

Automation, Remote Support

Real-Time Resource Monitoring & Control via Overview Dashboards with **GVE AI-IOT (Pre-emptive Sensing)**

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AI Upskilling at NTU

Start your AI Journey today

Building on the AI Upskilling @ NTU Programme, NSS introduced approved enterprise AI tools, workforce training, governance and responsible-use frameworks across all functions. All NSS staff have received practical AI training, and have completed governance or responsible-use training. This helps to reduce repetitive administration while building a more confident and AI-literate workforce.

05. **AI Leadership** Lead enterprise-wide AI transformation

For senior leaders only.
Redesigns workflows, roles, and decision rights; guides Human + AI collaboration; and drives responsible, scalable AI adoption aligned with NTU's strategic direction.

04. **AI Mastery** Design, build, and govern AI-enabled workflows for operational impact

In-person course by PACE, for HOD-nominated staff. ☑ *Pre-requisite: AI Fundamentals.*
Covers building agentic workflows with approved AI tools, redesigning processes for Human + AI collaboration, and embedding responsible AI practices and governance.

03. **AI Fluency** Build practical capability to design and refine AI tools, with exposure to Agentic AI

In-person course by PACE, open to all. ☑ *Pre-requisite: AI Fundamentals + AI Literacy or completed the AI Fluency Screening.*
Covers creating chatbots and AI tools (e.g. via vibe coding), applying computational thinking, and integrating tools into agentic workflows.

02. **AI Literacy** Apply Gen AI skills to augment individual productivity and daily workflows

In-person course by PACE, open to all staff. ☑ *Pre-requisite: AI Fundamentals.*
Covers effective prompting and data management, exploring AI tools for different needs, and the benefits, risks, and responsible use of Gen AI.

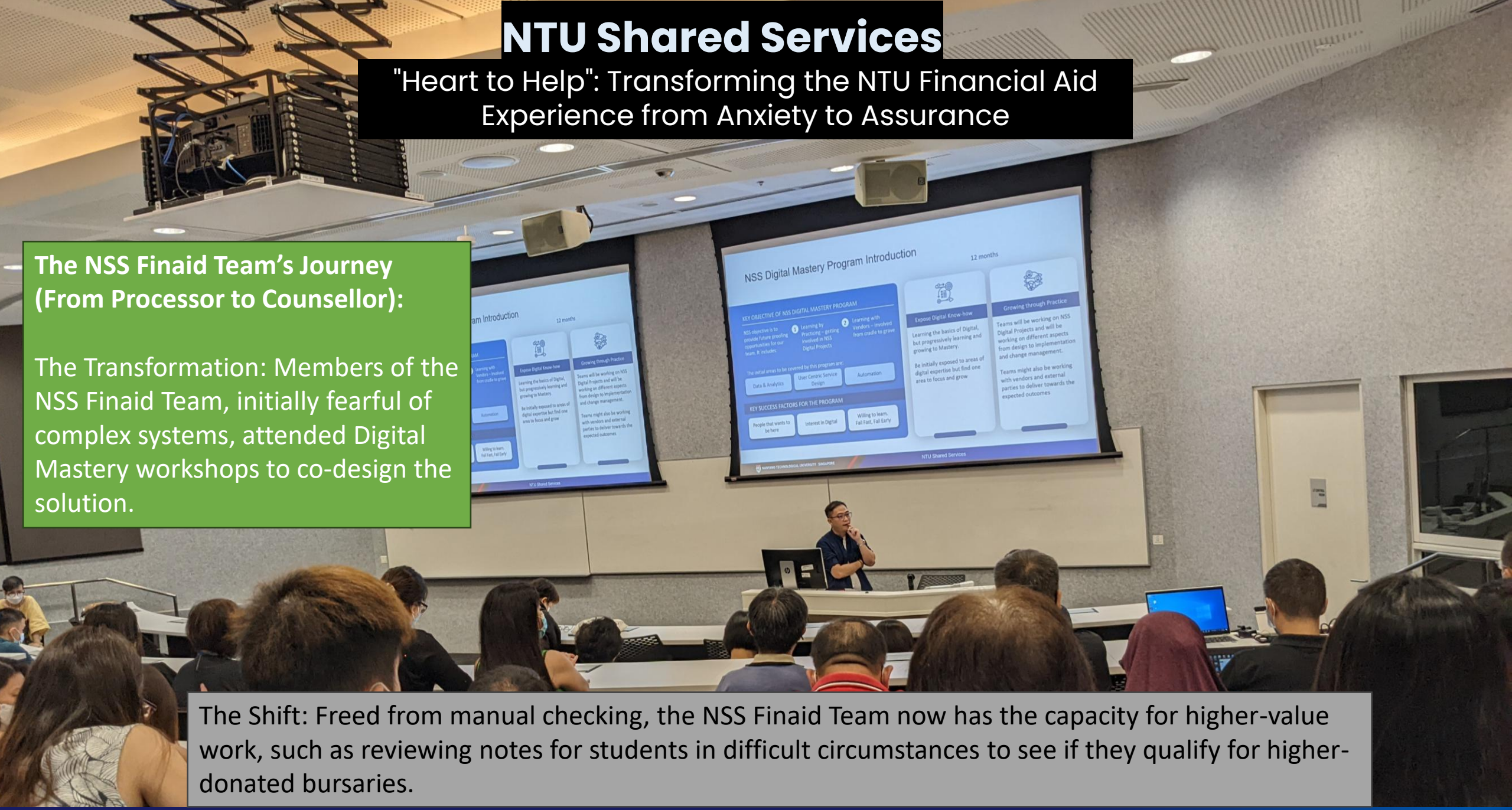
01. **AI Fundamentals** Build foundational understanding and confidence in using AI

Compulsory, self-paced online course for all NTU staff.
Covers how AI and Gen AI work, how AI is transforming work and lives, and the safe and responsible use of AI.

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NTU Shared Services

"Heart to Help": Transforming the NTU Financial Aid Experience from Anxiety to Assurance



The NSS Finaid Team's Journey (From Processor to Counsellor):

The Transformation: Members of the NSS Finaid Team, initially fearful of complex systems, attended Digital Mastery workshops to co-design the solution.

The Shift: Freed from manual checking, the NSS Finaid Team now has the capacity for higher-value work, such as reviewing notes for students in difficult circumstances to see if they qualify for higher-donated bursaries.

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Elevating Higher Education Operations Through Human-Centric AI Transformation



Technology handles the volume.
Humans handle the value.

Human-Compatible: While AI and Automation drives efficiency, human expertise is still crucial for addressing occasional issues that scripts can't detect, ensuring that external or human-caused errors are handled swiftly.

Foundation for Excellence: Supports overall service quality improvements & contributes to high Customer Satisfaction (CSAT >90% for related services). High Tech, High Touch.

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