

# **Newbie Onboarding Pack for Customs GovTechie First Week**

Version 1.3

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# First Week Pack

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# Customs System Classification

For the latest list of Customs System Classification, please refer to the link in IT Portal.

Links to the list applications can be found under the Quick Links in Customs Intranet page. Access to the systems can be requested from the system administrator.

Asset Management System (AMS)

Budgeting Performance Management System (BPMS)

Customs Intelligence and Investigation System (C2IS)

Email and Records Management System (ERMS)

eCustoms Intranet

Finance Portal

Identity and Access Management System (IAMS)

Resource Booking System (RBS)

TradeNet (TN) Intranet

TN - HS/CA Product Code Search

TN - Country/Region/Port Code Search

Trade Statistics System (TSS)

# Customs Domain Book of Knowledge

Domain BOK organized key information relating to Customs domain area and knowledge from GovTech staff at Customs.

For the latest BOK, please refer to the link in ITD Portal:

# Customs IT Security Policy

- Establishes the IT security policy for Singapore Customs (Customs) to maintain the security of IT systems & resources
- Complements the Government Instruction Manual (IM8) on Information Technology
- Applicable to ALL users of computing resources in Customs
- Information Security Requirements for Contractors Handling <LOCATION> Government Restricted & Confidential Information (applicable to all contractors who have been granted access to any computing facilities & Information Systems)
- For **Customs specific IT policies**, please refer to the links in ITD Portal
- For **Customs Departmental Orders (CDO) Section 8A (IT Security)**, please refer to the link in Customs Intranet.



# Customs Procurement and Budgeting

## Procurement

- To obtain/procure any goods/services, you will need to understand how procurement work.
- Customs Departmental Order 3B (in Customs Intranet) has all the required procurement information
- IT Procurement of Goods and Services Guide for Customs' IT officers (document can be accessed in ITD repository)

## Budgeting

- Budgeting is an estimate, often itemized, of expected income and expense for a given period of time.
- The Budget Guideline (issued by FIN Branch) is what you need to know for budget submission

# Email Records Management System (ERMS) Overview

- ERMS is a one-stop system to store emails and records to facilitate future references for staff.
- This is to retain information and knowledge that is captured in email exchanges (e.g. sequence of discussions/exchanges leading to decision)
- Encourage sharing of information, while ensuring the security to privy information
- Filing to ERMS is **mandatory**

Link to ERMS can be found in Customs Intranet Homepage.

# GDT Workforce Transformation Portal

Government Digital Transformation (GDT) Workspace contains info on:

1. About GDT

## Overview

***Mission:*** Enable agencies' success in Digital Transformation by bringing the best of GovTech.

**Government Digital Transformation (GDT)** enables agencies in their transformation journey in enhance digital services for citizens, businesses and employees. GDT is organised into three divisions: Economic & National Development Group (ENG), Central Administration & Social Group (CAS), and the Capabilities & Services Hub (CSH).

**ENG** and **CAS** are made up of CIO Teams at GovTech-managed agencies, which are forward deployed to form an integral part of agencies in driving digitalisation, development, and the delivery of agencies' digital initiatives. They also manage ICT portfolios of governance, risk, and cybersecurity.

**CSH** collaborates with other divisions in GovTech to bring the best of GovTech to support Whole-of-Government (WOG) CIO Teams.

2. **Directory of Key Personnel**

- **Information System managers (ISMs) / Agency CIOs**
- **GDT Practice Leads and Chapter Leads**

3. **Meetings and Materials**

**For the latest Job competencies, refer to GDT Workforce Transformation Portal page in GovTech Intranet.**



# Accounts that you might need to set up

## DGP -Digital Governance Platform

DGP is a Singapore Government platform that helps agencies manage their digital services and IT systems more effectively.

Key aspects of DGP include:

1. Governance Functions:
  - Tracks and manages digital services inventory
  - Monitors system health and compliance
  - Manages IT system lifecycle
2. Main Features:
  - Service registry
  - System documentation
  - Compliance monitoring
  - Risk assessment tools
  - IT asset management
3. Primary Uses:
  - Maintaining digital service records
  - Managing system documentation
  - Tracking compliance requirements
  - Monitoring system performance
  - Supporting audit requirements
4. Benefits:
  - Centralizes IT governance information
  - Streamlines compliance reporting
  - Provides visibility of digital services
  - Helps track system dependencies
  - Supports risk management

For access, email to Custom-ITGB after obtaining support from respective Branch Head and approval from CIO.

# Set up CalSync for Outlook and Smartphone

- CalSync app is to sync events across calendars between Outlook and smartphone.
- You may check for the steps to setup **PIXEL CalSync** using DWP (Digital Work Place) Digital Guide on your GSIB machine. For additional help, you may reach out to

[GOVTECH.Pixel@tech.gov.sg](mailto:GOVTECH.Pixel@tech.gov.sg)

CalySync is an application developed by GovTech that allows authorized users to sync calendars on their personal devices with their work calendars. It is designed for users within the Singapore Government who need to access their work calendars remotely.

# Room/Resource Booking System

Link to Resource Booking System can be assessed from Customs Intranet under Resources.

Resource Booking System (RBS) is a product for public officers to make bookings for resources in Customs or their agencies.

Public officers can access RBS from:

- the web, on their government-issued computers or any personal internet devices
- the WorkPal app, on their iOS or Android mobile devices

How to Book a Meeting Room in RBS

- Go to the RBS portal
- Select your resource: Choose “Meeting Room” from the list of available resources.
- Pick your date and time: Enter your preferred date and click Search. You can also filter by location or room capacity.
- Submit your booking: Fill in any required details and confirm your booking

# How to schedule a meeting with CIO

If you want to include CIO in a meeting, you generally do not need to go through her PA:

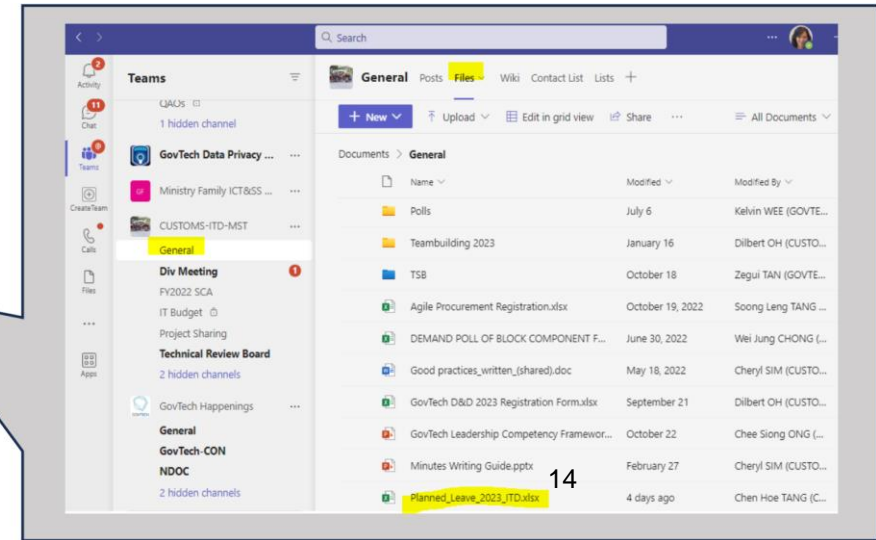
1. Check her calendar directly for free/busy slots (or through your Head/Dyhead who have full visibility of her schedule)
2. Select an empty slot and setup the meeting directly with her. As meetings sometime overrun, do:
  - ✓ Allow 15-30 mins interval between meetings
  - ✓ Cater for traveling time if meeting is held in different location
  - ✓ Avoid lunch time of 12:30hr to 13:30hr, if possible
3. If you have problem getting available timeslot and the meeting is urgent, please contact Cheryl's PA who could help you secure a slot by rescheduling some of her meetings.

For meetings with Customs Senior Management (SMGT), please arrange with their respective personal assistant (PA).

# Planned Leave

Once you have planned your leave, please update the planned leaves excel file by following the below steps:

1. Go to your Microsoft Teams
2. Select Teams on the top left panel
3. Search for CUSTOMS-ITD-MST and select GENERAL
4. On the top panel select FILES and open the [Planned\\_Leaves\\_XXXX\\_ITD.xlsx](#) (XXXX denotes <DATE\_TIME>)
5. Search for your name and update your plan leaves
6. If your name is not in the list, please seek your supervisor assistance to add your name into the list
7. Apply leave in HR Workday system
8. Coordinate with the colleague who is covering you during your absence so that both of you don't go on planned leave at the same time. This is to ensure there will be someone responding to the needs of Customs officers/projects at all times.



# GovTech Newbie Corner

If you are free, can also read up on the new GovTechie below page in GovTech Intranet. You will find a checklist of items that will help you understand us better and get you up to speed in your first 90 days and beyond!

- A lot of useful links too 
- But take note that not everything are applicable

**The End**