

Newbie Onboarding Pack for Customs GovTechie First Day

Version 1.3

Last updated on 30 Dec 2024

First Day Pack

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RULE OF THUMB

When in doubt, **just ask someone**, doesn't matter who, they will most likely point you to the right person that has the right answer!

Customs Mission Statement and Website



Mission

We protect revenue and facilitate trade for a thriving Singapore economy.

Vision

A leading customs authority in the world.

*A partner of MOF in ensuring revenue as a core strength of Singapore's economy.
An enabler for Singapore's trade and status as a choice global trading hub. A team of committed, competent and innovative professionals.*

Tagline

Ensuring Revenue. Enabling Trade.

The Logo, refreshed Vision, Mission and tagline are adopted on 1 Jan 2025.
Use your phone to find out what is in Singapore Customs corporate website.
Link to Singapore Customs corporate website: www.customs.gov.sg

Singapore Customs Organisation Chart

About Us

History

Established in 1910 under the British Administration, Singapore Customs which was then known as Government Monopolies Department, collected duties on opium and spirits. The agency evolved over the years and undertook larger responsibilities. It was re-constituted on 1 April 2003. The re-constitution brought together the revenue enforcement functions of the former Customs and Excise Department (CED), which was under Ministry of Finance, and the trade documentation functions of the Trade Facilitation Division (TFD) and Statistical Audit Unit (SAU) of then International Enterprise Singapore. Border control and security functions at the checkpoints were transferred from CED to the Immigration & Checkpoints Authority (ICA), under the Ministry of Home Affairs.

Present

Singapore Customs, a department under the Ministry of Finance, is the lead government agency for **collection of duties and import Goods and Services Tax (GST)**. We are a **uniformed regulatory** body with twin functions in Revenue Protection and Trade Facilitation. We deter and detect tax evasion, as well as facilitate trade. We sustain the revenue collection in support of nation-building and inclusive growth of Singapore.

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Singapore Customs Organisation Chart

Singapore Customs is led by **Mr Tan Hung Hooi**, who serves as the **Director-General (DG) of Customs**.

Singapore Customs is structured into several specialized divisions and directorates, each responsible for key aspects of its operations. Here's a breakdown of its organizational chart:
Divisions & Directorates

Division / Directorate	Primary Role
Trade Division	Facilitates trade and ensures compliance with trade regulations
Compliance Division	Oversees enforcement of customs laws and regulatory compliance
Human Resource Directorate	Manages recruitment, training, and staff development
Planning, Communication & International Division	Handles strategic planning, public communications, and international relations
Checkpoints Division	Manages border control and customs operations at checkpoints
Intelligence & Investigation Division	Conducts investigations and gathers intelligence on customs-related offenses
Ops-Tech & Management Division	Integrates operational technology and manages internal logistics
Data Division	Analyzes data to support decision-making and policy development
Information Technology Directorate	Maintains IT infrastructure and digital services
Networked Trade Platform Office	Oversees the digital platform for trade facilitation and data exchange

For the latest org chart, please refer to this link: [Customs Intranet - Home \(sharepoint.com\)](#)

Customs' Core Values

<u>Integrity</u>	<u>Commitment</u>	<u>Courage</u>	<u>Responsiveness</u>	<u>Teamwork</u>
Accountable for our actions	Be the best that we can be	Do the right things despite risk	Anticipate changing needs and act promptly	Work together to achieve Customs' goals
Do what is right	Strive for excellence	Dare to speak up	Keep ahead of changing realities	Balance conflicting interests
Upright and fair	Take ownership of our work	Dare to change	Take quick and decisive actions	Share knowledge and expertise
Incorruptible	Deliver what we promise	Not afraid to fail	Continuously learn and adapt	Support one another

Our Corporate Social Responsibility

As the leading Customs that advances the integrity of Singapore's trading system, we firmly believe in being a responsible corporate citizen. Our Corporate Social Responsibility Framework is based on our policy in "Contributing to the Community, Contributing to the International Community, & Being Environmentally Responsible".

Customs' Corporate Social Responsibility Framework has 3 broad categories:

1. Contributing to the Community: Customs supports the Trading Community, the At-Risk Community and Caring for the Community through various activities and programmes.
2. Contributing to the International Community: Customs supports the international community through capacity building in the international fora and international collaboration to combat illicit trade.

Being Environmentally Responsible: Customs cares for the environment through our eco-friendly practices and protection of endangered plants and animal species.

For the latest org chart, please refer to Customs Intranet Homepage: Customs Intranet - Home (sharepoint.com)		
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IT Directorate (ITD) Organisation Chart

Our IT Directorate is currently structured into four key branches to effectively manage its diverse responsibilities. These branches are:

1. Application Services Branch (ASB) : Focuses on Corporate and Business Application Systems
2. Digital Development Branch (D2B) : Oversees specific projects such as NTP and ICS
3. IT Governance Branch (ITGB) : Oversees audits, compliances to IT policies and procedures, and other governance matters
4. Technical Services Branch (TSB) : Oversees the management of End User Computing Devices (EUCD), enterprise network infrastructure, Government on Commercial Cloud (GCC), and on-premises data centre operations.

Each of these branches plays a crucial role in delivering comprehensive IT services that support our organisation's operations and strategic objectives.

What do we do?

- Formulate IT strategies and directives
- Plan and manage IT budgets and expenditures
- Plan and project manage IT projects, initiatives, technology exploration, proof of concept and applications support
- Formulate IT policies and procedures e.g. IT Security Policy, IT Service Request Procedure, Security Measures for laptops and Portable Storage Media
- Handle procurement and contracts for IT services and products for endorsed projects and IT systems
- Create IT awareness e.g. Conduct IT briefing, EDM and regular IT Security Advisory to all supply IT resources to support day-to-day operations
- Provide IT service desk (single point of contact) to resolve IT-related problems and queries including Customs internal-facing applications
- Provide IT consultation / advice / solution
- Provide In-house team operation support services

For the latest ITD Org Chart, access the link here: [Customs Intranet - ITD Org Chart.gif - All Documents \(sharepoint.com\)](#).

For more information on ITD, refer to Customs Intranet – ITD Home Page here: [Information Technology Directorate](#)

Govtech Organisation Chart

At GovTech, we catalyse the transformation of Singapore into the World's First Smart Nation by harnessing the power of Infocomm Technology (ICT) to improve the lives of every Singaporeans. Together, we fulfill Singapore's ambition by empowering the nation with possibilities through technology.

Our Vision

Empowering our nation with possibilities through Infocomm Technology and related engineering technology

Our Mission

Engineering Digital Government, Making Lives Better

GovTech Senior Leadership

- Chief Executive - Mr Goh Wei Boon
- Deputy Chief Executive, Government Digital Transformation - Mr Henry Chang
- Deputy Chief Executive, Government Digital Products - Mr Chang Sau Sheong
- Chief Technology Officer, Government Technology Office - Mr Chang Sau Sheong

- Senior Director, Government Productivity Engineering, Trusted Infrastructure Services - Mr Richard Tay
- Government Chief Information Security Officer & Assistant Chief Executive, Cybersecurity, Trusted Infrastructure Services - Mr Justiin Ang
- GovTech Chief Information Officer, Chief Information Office - Mr Dominic Chan
- Assistant Chief Executive, Strategy, Corporate, and Governance - Mr Bernard Toh
- Senior Director, People and Organisation Division, Strategy - Ms Cynthia Lee

For details and the latest org chart, please refer to GovTech Intranet Home Page: [GovTech Org Chart.pdf](#)

Who to contact for software installation or general computer issues?

Call/Email our Agency Tenant Facility Management (ATFM) support

- Call: 6028 9817
- Email: euss_servicedesk@support.gov.sg

Walk-in to our Tech Support Office

- OPERATIONS HOURS : Mon – Fri, 7.30am – 7pm (exclude lunch break 12pm to 1pm and public holidays)
- LOCATION : Revenue House, Level 2

Singapore Customs Intranet

Customs intranet portal accessible only by Customs staff to aid staff in their daily work as well as keeping everyone up-to-date on the latest news and events.

the key elements:

Current Highlights:

Main Portal Sections:

1. Announcements Section
 - Corporate updates
 - Maintenance broadcasts
 - HR announcements
 - Event results and photos
2. Events Calendar
 - Currently featuring Customs Workplan Seminar 2025
3. Key Portals
 - Corporate Portal
 - Employee Portal
 - Finance Portal
 - IT Portal
 - Procurement Portal
4. Corporate Applications
 - BPMS (Budgeting and Performance Management System)
 - ERMS (Email and Records Management System)
 - IAMS (Identity & Access Management System)
 - RBS (Resource Booking System)
5. Government Applications
 - HRP
 - GeBIZ 2.0
 - NFS@Gov
6. Resources Section
 - Guide to Navigate the Intranet
 - Document repository

Photo Gallery

Link to Customs Intranet portal: <https://gccprod.sharepoint.com/sites/CUSTOMS-Intranet>

Singapore Customs Intranet IT Portal for all Customs staff

The Customs ITD portal's main features and structure:

Key Sections:

1. IT Support Services
 - Phone support: 6028 9817
 - Email support: euss_servicedesk@support.gov.sg
 - Access to ITSM Portal for issue reporting
 - FAQs section for common problems
2. Frequently Asked Questions Top issues include:
 - ERMS outlook functionality issues
 - Windows login password recovery
 - S/MIME certificate enrollment
3. Tips & Tricks Section Focused on work productivity and cybersecurity, including:
 - Remote work guidance
 - Video conferencing setup in Fullerton room
 - OTP reset and mobile number update procedures
4. Policies & Procedures Contains IT governance documents including:

- IT Security Policy
- IT Overseas Travel Policy
- User Access Control Policy

The portal is a comprehensive IT resource for Customs staff, providing both technical support and policy guidance.

Link to IT portal: <https://gccprod.sharepoint.com/sites/CUSTOMS-Intranet/SitePages/Portal/IT%20Portal/Home.aspx>

Singapore Customs Intranet ITD Portal for ITD staff only

- the structure and functions of Singapore Customs' Information Technology Directorate (ITD):

Leadership Structure:

- Led by the Chief Information Officer (CIO)
- Organized into four key branches
- Four Main Branches under Customs CIO Cheryl Sim:
 1. Application Services Branch (ASB)
 - Led by Ken Ng
 - Three Deputy Heads: Andy Ong, Jonathan Tay, and Ruth Lim
 - Focuses on Corporate and Business Application Systems
 - Manages systems like eCustoms, C2IS, TradeNet, UDP
 2. Digital Development Branch (D2B)
 - Led by Head D2B (vacant)
 - Supported by Ousaid Kidwai (Lead Digital Service Manager) and Song Boon Teo
 - Handles specific projects including NTP, ICS, and TradeNet Rebuild
 3. IT Governance Branch (ITGB)
 - Led by Keng Keong
 - Manages audits and compliance
 - Oversees IT policies and procedures
 4. Technical Services Branch (TSB)
 - Led by Karen Lee
 - Manages:
 - End User Computing Devices (EUCD)
 - Enterprise network infrastructure
 - Government on Commercial Cloud (GCC)
 - On-premises data centre operations

Key Responsibilities:

- IT strategy formulation
- Budget management
- Project management
- Policy development
- IT procurement
- Service desk operations
- Technical consultation
- Infrastructure maintenance

Link to IT portal (for ITD staff only): <https://gccprod.sharepoint.com/sites/CUSTOMS-Intranet/SitePages/Information%20Technology%20Directorate/Home.aspx>

Important Websites (GovTech & Other Websites)

- GovTech Home Page : <https://gccprod.sharepoint.com/sites/GOVTECH-intranet/about>
- Govtech Home page, you will find your role and responsibility, gov-con information, some QMS information and more. If you have the time, do go and have a look.
- IM8 Page: <https://intranet.mof.gov.sg/portal/IM/Themes/IT-Management.aspx>
 - This is the bible of all government IT departments. Go read through the IT policies, standards and guidelines clauses for new system development, system revamp, enhancement, maintenance, etc.
- Circulars: <https://intranet.mof.gov.sg/portal/IM/Circulars/ICT/Circular-Minutes.aspx>
 - From time to time, there maybe new circulars or updates to certain policies, these can be found at the MOF Intranet.
- QMS Page: <https://gccprod.sharepoint.com/sites/GOVTECH-intranet/qms>
 - QMS ensures a consistent approach to the project management of outsourced projects across all GovTech sites through a common framework.
- HR WorkDay: <https://wd102.myworkday.com/sggovterp/d/pex/home.html>
 - This is where you apply for your leave, check your payslip, basically anything that is HR related.
 - If you want to apply leave using mobile devices, go download “Workday” from the respective stores (Google/iOS).

Data Classification

This is mandatory for your day-to-day work **read this** even if you have no time!

Data Policy page:

<https://gccprod.sharepoint.com/sites/GOVTECH-intranet/cdo/SitePages/Data-Classification.aspx>

Data Policy Site

Overview

Data classification highlights the presence of sensitive information and ensures that data is protected with appropriate safeguards. It is the foundation of good data security. GovTech officers identify important data assets through proper classification.

Data Classification in a Nutshell

Classify data by security and sensitivity level so that appropriate measures can be applied to protect them.

- Data Classification, which includes the Security Classification Framework where agencies are to classify data based on damage to agency's interests/national interests/national security due to unauthorised disclosure of data, and the Information Sensitivity Framework where agencies are to classify data based on potential impact to the individual/entity due to authorised disclosure of data.

Data Classification (Classify by Security)

- Measure of the damage done to an agency and/or national security and interests if data is disclosed.

Extract from slides in link: [How Do I Classify Data?](#)

Classify data by security and sensitivity level so that appropriate measures can be applied to protect them.

Classify by Security – measure of the damage done to an agency and/or national security and interests if data is disclosed.

Classify by Sensitivity – measure of the damage done to an individual and/or a business entity.

Classifying data in a Singapore Government agency follows a structured framework to ensure security, compliance, and responsible use.

Data Classification, which includes the Security Classification Framework where agencies are to classify data based on damage to agency's interests/national interests/national security due to unauthorised disclosure of data, and the Information Sensitivity Framework where agencies are to classify data based on potential impact to the individual/entity due to authorised disclosure of data.

Data classification can be done at a data field level, or dataset level, or system level.

Refer to slides "How Do I Classify Data?" accessible from GovTech Intranet site for more information.

Data Classification (Security Classification)

Extract from slides in link : [How Do I Classify Data?](#)

Data shall be assigned one of the following security classifications, based on the potential impact on national security, national interests and/or Agency interests if the data is disclosed without authorisation:

- a) RESTRICTED - Causes some damage to an Agency;
- b) CONFIDENTIAL - Causes some damage to national interests, or serious damage to an Agency;

CONFIDENTIAL data that ONLY causes serious damage to an Agency (with no damage to national interests) shall be marked as CONFIDENTIAL (CLOUD-ELIGIBLE).

- c) SECRET - Causes serious damage to national security or interests; or
- d) TOP SECRET - Causes exceptionally grave damage to national security.

Data Classification (Classify by Sensitivity)

- Measure of the damage done to an individual and/or a business entity.

Extract from slides in link : [How Do I Classify Data?](#)

Agencies shall assign one of the following sensitivity classifications to data on individuals, based on the potential impact to the individual if the data is disclosed without authorisation:

- a) NON-SENSITIVE - Negligible or no physical, financial, or emotional damage to the individual, including personal information that is generally available or is reasonably expected to be generally available;
- b) SENSITIVE NORMAL - Causes some temporary and minor emotional distress or disturbance to the individual; or
- c) SENSITIVE HIGH - Causes serious physical, financial, or sustained emotional damage or social stigma to the individual.

Data on entities shall be assigned one of the following sensitivity classifications, based on the following potential impact to the entity if it is disclosed without authorisation:

- a) NON-SENSITIVE - Negligible or no impact to an entity's processes or operations, including entity information that is generally available or is reasonably expected to be generally available;
- b) SENSITIVE NORMAL - Causes some reduction in competitiveness or a compromise of the entity's legitimate interests; or
- c) SENSITIVE HIGH - Causes sustained financial loss.

Data Classification (Classification Level)

Can be done at a data field level, or dataset level, or system level.

Refer to:

- [Right-Classification Guide for Public Officers](#) for dataset classification (e.g. a document)
- [Right-Classification Guide for System Owners](#) for system classification

Extract from slides in link : [How Do I Classify Data?](#)

Data Sharing within Government

OneDrive, DCS Team Workspace, SharePoint Online, DCS Personal Workspace are collaborative spaces and when to use depends on classification of data and storage capacity. Please check with your team leader if you are not sure which collaborative spaces to use.

	Classification of Data	Storage Capacity
OneDrive	Confidential (Cloud-eligible) and below	5TB per officer
DCS Team Workspace	Confidential and below	20GB per site
SharePoint Online	Confidential (Cloud-eligible) and below	20GB per site, Up to 5TB for overall Agency storage
DCS Personal Workspace	Confidential and below	200MB per officer

Extract from slides in link : [How Do I Classify Data?](#)

Internet Wifi

- **Internet Wifi: SilverGate**

SilverGate can be used for Work laptops, mobile phones, tablets and other devices.

- Search for “SilverGate” on the Customs Intranet Site Assets site ([Customs Intranet Site Assets](#)) for the password.
- The password for SilverGate is changed annually.
- An announcement will be made when the password is due for change.
Please note SilverGate is meant for public officers’ use only.

The End