**What are the Data Lab's operating hours?**

The MOM Data Lab is open from Tuesdays to Thursdays, 9.30 AM to 5.30 PM and is closed from 12 to 2 PM. The lab may also be closed on days when no admins are available (e.g. Division events/meetings).

Please note that you are not allowed to be in the lab if there are no lab administrators present. Lab closures will be announced through this website and you will not be able to book any terminals. If the lab needs to close after bookings were accepted, users will be notified accordingly.

**Where is the Data Lab located?**

We are located at MOM HQ, 18 Havelock Road, Level 2, right beside the Tech Bar. You may also approach the security counter for directions.

**How can I apply to access the Data Lab?**

For non-MOM users  
To visit the lab, you must first apply for Data Lab Access using the following link ([Lab Access)](https://form.gov.sg/66e25841dfb50acf1f5f4afe) and attach your Director's approval in .msg format. Please note that you have to be Cat 2 cleared to access the Data Lab.

For MOM users

Please email [MOM-MPPD-Data@mom.gov.sg](mailto:MOM-MPPD-Data@mom.gov.sg) for further instructions.

**My lab access has expired. Can I still access the lab?**

If your lab access has expired, you will need to re-submit a Data Lab Access Request, along with your Director's Approval. You will also be issued a new Data Lab secondary LAN ID.   
  
Please submit your form here: [Data Lab Access Request Form | FormSG](https://form.gov.sg/66e25841dfb50acf1f5f4afe)

**How can I book a Data Lab session?**

To book an available timeslot, please use this link: [Data Lab Booking Request Form | FormSG](https://form.gov.sg/628da5e1ff95ea0012542b84)

Do note that you will need to have valid lab access before booking a timeslot. Timeslots are allocated on a first-come, first-served basis.

Please ensure all required documents (including for accompanying officers) are submitted. We aim to process your booking request within 7 working days. Please note that incomplete submission requests may results in delays in processing.

Thank you for your patience and understanding.

I have not received a confirmation for my lab booking, can I still head down?

If you did not receive any confirmation, please email us first. There may be cases where there are multiple requests for the same slots and it may not be assigned to you. Hence, please do not head down to the lab unless you have received a confirmation of your booking.

**Can my colleague share a terminal with me?**

Yes. However, please ensure that your colleague(s) has a valid lab access and indicate in the booking form. Please note that the max number of accompanying officers are 2.

Please note that if you have forgotten to attach your accompanying Lab Access you will need to email us at [MOM-MPPD-Data@mom.gov.sg](mailto:MOM-MPPD-Data@mom.gov.sg) before we can process their clearance.

**I am unable to attend the lab session I booked. What should I do?**

If you are unable to make it for your session, you may wish to inform us at [MOM-MPPD-Data@mom.gov.sg](mailto:MOM-MPPD-Data@mom.gov.sg) so that we can free up your slot.

**Can I bring my own data into the Data Lab for analysis?**

Yes, please use this link to upload your files: [File Upload.](https://form.gov.sg/66cd70eb616f19d49e362b62)

If you are uploading and working with a list of NRICs/FINs, do note that they need to be hashed before use in the lab. To hash NRICs/FINs, please use this link instead: [FIN/NRIC](https://form.gov.sg/63034207f87eed0012555100).

**Am I allowed to bring my GSIB/laptop/handphone into the Data Lab?**

No. The Data Lab operates in a secure, isolated environment. For data security purposes, GSIBs, handphones and camera devices are not allowed in the lab. Please deposit them in our lockers for safekeeping.

**Can Data Lab admins help me to prepare and extract my data?**

The MOM Data Lab operates on a self-help basis. As Data Lab admins, we do not possess the requisite domain knowledge for scoping the parameters of your policy analysis needs. We are only able to assist and advise you on how to use our data products. If you require data from the lab, please book an available timeslot to come down.

**What kinds of data are available in the Data Lab?**

The Data lab houses various datasets and data products/dashboards. Please refer to this our [Software and Data Products](https://gccprod.sharepoint.com/sites/MOM-DataLab/SitePages/Data-Products.aspx) page for more info.

For general manpower analyses, please use our individual level dashboard (Local+FW). This dashboard contains employment records, for both locals and foreigners, captured as monthly snapshots at the individual level. Commonly used fields include: SSIC, SSOC, Age, Salary, Sector, UEN, QJ wage bands, Pass Type etc.

For tracking employment changes (sector, salary, jobs etc.) longitudinally, please use the Grossflow dashboard.

For employment outcomes related to education and/or training, please use the MOE Graduate Admin dashboard.

You may wish to email us to enquire if the data/fields you are looking for is available in the lab.

**What is the latest data available in the Data Lab?**

For locals' data, there is a lag time of about 3 months. For example, if you require locals' data for Jan 2024, it will only be available from Apr 2024 onwards.   
  
For foreigners' data, there is a lag time of about 2 months. For example, if you require foreigners' data for Jan 2024, it will only be available from March 2024 onwards.

Please refer to the [Software and Data Products](https://gccprod.sharepoint.com/sites/MOM-DataLab/SitePages/Data-Products.aspx) page for the latest available Yearmonth, or contact a Data Lab admin.

**Am I allowed to share the data I extracted from the Data Lab?**

You are allowed to share the data with people who are listed as intended data recipients for the purpose specified in the FormSG submission/SNDGO data sharing form. For data sharing that falls outside of this scope, please [contact us](mailto:mom-mppd-data@mom.gov.sg) for more information.

**Why is there a difference between the figures extracted from Data Lab and MRSD?**

The difference in figures extracted from Data Lab and those from MRSD (Manpower Research and Statistics Department), even when coming from the same data source, can be attributed to variations in the underlying data processing methodology. These methodological differences may include how data is cleaned, aggregated, or analyzed, leading to disparities between both sets of figures.

**How long does it take to get my data?**

Our service level agreement is to process your extraction request within 7 working days. However. please note that complex and/or sensitive requests may be subject to further assessment/approval, and may take longer than that.

**Do I need to attend the Data Lab Workshop before visiting the Data Lab?**

No, you do not need to attend the Data Lab workshop before visiting the lab. The Data Lab workshop is for users to gain a better understanding of the Data Lab and its data products, and is completely optional.

**How do I change or reset my Data Lab account password?**

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| FOR EXTERNAL USERS  To change or reset your Data Lab password, you will need to be connected to a MOM Network. Once you are connected to a MOM network, please perform the following steps:  1. Open Google Chrome and go to account.intranet.mom.gov.sg.  2. Key in your MOM LAN ID (e.g. DLGST1234) and click on 1) Reset Forgotten Password or 2) Change Password Upon/Prior Expiry.  3. Answer your two security questions, and an OTP that will be sent to your GSIB.  4. Input the OTP and change/reset your password.  If this is your first time setting up your account, please approach a Data Lab admin for assistance.    FOR MOM USERS  Please approach a Data Lab admin for assistance. |

**What do I do when I cannot access the MRSD\_External folder?**

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| FOR EXTERNAL USERS 1. Ensure that Symantec Endpoint Protection is on by right clicking on the small arrow on the bottom right corner of the Windows task bar. There should be a small green circle is Symantec Endpoint Protection is working correctly.  2. Ensure that you have entered the credentials correctly in Credential Manager (Internet or network address: hqmsdb138, User Name: MOM\DLGSTXXX and your password). If you are still unable to access MRSD\_External, refrain from clicking on the MRSD\_External folder again as repeated tries with the wrong password will lock your account.  3. If you have entered your credentials correctly, but are still unable to access MRSD\_External, your account may have already been locked or disabled. Accounts that have not been signed in for 3 months will be automatically disabled. If your account has been locked, please use the MOM Service Portal to unlock your account. If it has been disabled, please approach a Data Lab admin for assistance.   FOR MOM and MPPD USERS Please approach a Data Lab admin for assistance. |