

# April 2014

## Monthly Report



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## Glossary

CAC	-	Central Administration Complex
CRIS	-	Civil Registry Information System
DAOS	-	Domino Attachment and Object Service
DoIT	-	Department of Information Technology
ESHS	-	Elmore Stoutt High School
FAQ	-	Frequently Asked Questions
GUI	-	Graphical User Interface
IT	-	Information Technology
JDE	-	JD Edwards
JEMS	-	Judicial Enforcement Management Systems
OIS	-	Offshore Information Systems
RAM	-	Random Access Memory
SIGTAS	-	Standard Integrated Tax Administrative System
SQL	-	Structured Query Language
TMS	-	Treasury Management System
TSMU	-	Telephone Services Management Unit
WiFi	-	Wireless Fidelity

## Conclusion

DoIT strives to offer assistance wherever possible to each government department. Our aim is to provide the services and technical support needed, thus making the BVI Government more competent and efficient in servicing the general public. We encourage all users to utilize our services, especially our technical support center "Help Desk" when requesting assistance from our department. In addition, users can take full advantage of computer training sessions offered to help users utilize IT to increase their productivity and efficiency.

This report attempts to capture the majority of technical issues for the month of April; however, it does not include some of the calls which we received that were resolved "on-the-fly".

We thank you for your continued support as we execute our stated mandate.

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## Description of DoIT Sections

DoIT is made up of the following Sections:

### Administrative Section

The Administrative and Management Section is responsible for ensuring that the daily running of the office is executed smoothly, with regards to reception, purchasing and clerical duties. This section is also responsible for dealing with staff-related matters.

### Computing and Communications Section

The Computing and Communication Section is responsible for network design and security, and the technical issues surrounding data networking and windows computing. This section ensures that the Government's backbone infrastructure and local area networks (LAN) are functional, available and efficient. This section is also responsible for the maintenance of the wireless infrastructure (building-to-building network).

### Technology Support Services Section

The Technology Support Services Section is responsible for distributing and purchasing equipment, conducting equipment inventory, public relations, training, help desk or technical support and maintaining software applications.

### Information Systems Service Section

This Section includes the mainframe and windows programmers. It is responsible for ensuring that the JD Edwards accounting software, and any other major software implementation, along with all associated hardware, are operating at their maximum potential. This section is also responsible for training and supporting application development in the iSeries and Windows environments.

### Planning, Quality Assurance and Data and Security Section

The Planning and Quality Assurance Section is responsible for enhancing policies, ensuring that standards are met, and assisting with planning and implementation of projects. The Data and Security Section, a sub section of the Planning and Quality Assurance Section, is responsible for all aspects of data security on the Government's Network Infrastructure.

Projects	Description	Status	Comments
Upgrade of radio links and re-establish background redundancy	Radio Upgrades	In Progress	<p>6. Upgraded locations in the Valley Virgin Gorda. The following sites were upgraded. CCT Minton Hill Site to VG Ferry Dock, VG Fire Station, VG Agriculture Office, BVIEC, The Clinic, The Library and Social Development VG Branch Office.</p> <p>7. Re-established Network Link between Jost Van Dyke CCT Site and West End CCT Site, re-established the redundancy link to Shepherd Hill Site.</p> <p>8. Upgraded Base Radio at JVD Admin Building and Client Radio at JVD Fire Station.</p> <p>The redundant link to the ZROD site was unable to be re-established. This will have to be done at a later date.</p>

## OPERATIONAL UPDATES Continued...

Projects	Description	Status	Comments
Security on I: Drive	Files and Folder Security on I: Drive for DoIT, Ministry of Communication and Work, Labour Department, and Ministry of Natural Resources and Labour	In progress	<p><b>Restructuring of I:Drive - Agriculture Department</b></p> <ul style="list-style-type: none"> <li>Data &amp; Security met with management and senior officers at Agriculture Department to discuss the restructuring of their I:Drive. Groups were created for each employee in the home folder. A three (3) week grace period has been given to have the files and folders moved into their respective unit folders.</li> </ul>
Upgrade of radio links and re-establish background redundancy	Radio Upgrades	In Progress	<p>This project started with the arrival of Midway Electronics on the island. The following sites were either fixed or upgraded. On the client side, the sites were upgraded from 36mb to 54mb wireless radios. On the backbone side, certain links were upgraded to 100mb and 200mb wireless radios. All of the old Soleteck Wireless Radios and Antennas were replaced with Midway Electronics Wireless Radios and Antennas.</p> <p>The following is a list of sites which were fixed or upgraded.</p> <ol style="list-style-type: none"> <li>1. Realigned Base Antenna at Shepherd Hill to improve wireless coverage to Joyce Samuel Primary School (JSPS) and Her Majesty Prison (HMP).</li> <li>2. Realigned Antenna at Peter Island which provides link to HL Stoutt College Marine Center at Paraquita Bay.</li> <li>3. Upgraded CAC to Shipping Registry at (Sebastian Bldg), Betito Frett building which houses Training Division, Health Department, National AIDS Programme, Gender Affairs Office, TRC Office, and Civil Registry.</li> <li>4. Checked link between CAC and Peter Island Site. This was realigned due to a minor shift of the antenna on the wood poles. This would have to be relocated to the cell tower to avoid a repeat.</li> <li>5. Upgraded locations in North Sound Virgin Gorda. The following sites were upgraded: Robinson O'Neal Primary School (ROMPS), Gun Creek Visitor Center, North Sound Post Office, North Sound Clinic, and North Sound Police Station.</li> </ol>

## Summary of Report

The following is a summary of each section's report during the month of April 2014.

**The Administration and Management Section**

The following activities occurred within this Section during this period:-

Two hundred and ninety-six (296) printer and computer storage supplies were distributed to various departments during this period. A total of one hundred and forty-two (142) peripheral, supplies and equipment purchased during the month of April. Reports were given on staff appraisals.

**This Section reported on the following projects:**

- ◆ DoIT News Letter
- ◆ Cleaning of CAC Office and ground work for renovation in 2016 to address mold issues

**The Computing and Communications Section**

The following activities occurred within this Section during this period:-

During this period, this Section replaced and installed equipment within various departments.

**This Section reported on the following projects:**

- ◆ Upgrade radio link and re-establishment of backbone redundancy

**The Technical Support Services Section**

The following activities occurred within this Section during this period:-

Sixteen (16) CPU's, fourteen (14) monitors, thirteen (13) printers, two (2) scanners, two (2) tablets, one (1) UPS and one (1) keyboard were distributed to the various government departments and ministries. One hundred and forty-seven (147) Lotus Notes jobs were resolved. The technicians of the Help Desk section resolved seventy-two (72) problems/issues and provided other technical assistance.

**This Section reported on the following projects:**

- ◆ Distribution of SameTime Online Meeting functionality
- ◆ Deployment of DOCOVA
- ◆ Computer Training Classes
- ◆ Job Rotation of Computer Technicians

**The Information System Services Section**

For this month, the following activities occurred within this Section:-

- ◆ Thirty-two (32) JDE Technical issues were resolved
- ◆ iSeries Passwords were reset for thirty-five (35) users
- ◆ Twenty (20) users were assisted with their JDE Account
- ◆ Reports were provided for additional projects

**This Section reported on the following projects:**

- ◆ Develop a database for Non-Profit Organization - Phase 2
- ◆ Database development for Autism Department
- ◆ Human Resources module training and improvement in JDE

**The Planning, Quality Assurance and Data and Security Section**

The following activities occurred within this Section during this period:-

- ◆ Seventy-two (72) issues were resolved at various departments:
  - Eighteen (18) hardware issues
  - Seventeen (17) software issues
  - Five (5) operating systems issues
  - Two (2) internet issue
  - Twelve (12) network issues
  - Eighteen (18) printer /Scanner issues
- ◆ One hundred and forty-five (145) users were assisted with their Accounts within various departments:
  - Ten (10) new users were registered on the network
  - Forty-six (46) network password resets were conducted on the network
  - Seventy (70) user network accounts were unlocked
  - Three (3) users were deleted from the network
  - Three (3) users were transferred
  - Thirteen (13) temporary users were added to the network
- ◆ Other special jobs were conducted within various departments

**This Section reported on the following projects:**

- ◆ Conducting departmental System Audits
- ◆ Upgrading all Government computers to Microsoft Office 2010
- ◆ Upgrade Domain to Windows Server 2012
- ◆ Enhance security on I: Drive for files and folders

**Glossary**

Please review this section for definitions of abbreviations used in the report.

Projects	Description	Status	Comments
Audits	System/I Drive/Network Audits	System Audits were conducted	<p>Audits continued:-</p> <ul style="list-style-type: none"> <li>• <b>Customs Department (Beef Island)</b> -- an audit was conducted on the 17th of April. Eight (8) desktops were encountered. Seven (7) had processors and RAM that were equal to and above specs, leaving one (1) with a processor that was equal to and above specs, however had RAM that was below specs. Three (3) desk printers (including Lexmark) and one (1) network printer (not including network copiers) were encountered. A job log was entered for additional RAM to be installed in the computer that required it.</li> <li>• <b>Immigration Department (Beef Island)</b> -- an audit was conducted on the 17th of April. Three (3) desktops were encountered. Two (2) had processors and RAM that were equal to and above specs, and one (1) had a processor that was equal to and above specs however, had RAM that was below specs. One (1) desk printer (including Lexmark) was encountered. A job log was entered for additional RAM to be installed in the computer that required it.</li> <li>• <b>Treasury Department (Beef Island)</b> -- an audit was conducted on the 17th of April. One (1) desktop was encountered. It had a processor and RAM that was equal to and above specs. One (1) desk printer (including Lexmark) was encountered.</li> <li>• <b>Her Majesty's Prison</b> -- an audit was conducted on the 17th of April. Sixteen (16) desktops were encountered. All had processors and RAM that were equal to and above specs. Thirteen (13) desk printers (including Lexmark) was encountered. A job log was entered for one (1) computer (not previously mentioned), which was disconnected and not in use, to be brought in and checked.</li> </ul>

Upgrade to Microsoft Office 2010	Upgrading all Government Computers to Microsoft Office 2010	Installation in the Road Town Area	<ul style="list-style-type: none"> <li>• Remote Government offices with computers that did not receive the Office 2010 upgrade, as part of those that were previously identified by the departments, continue to be upgraded upon request. It is also being installed on new computers that are being deployed.</li> </ul>
Upgrade Domain to Windows Server 2012	Virtualize a central Server Room and upgrade Domain to Windows Server 2012	In progress	<ul style="list-style-type: none"> <li>• Work continues on evaluating the software running on the current servers to determine their compatibilities with Server 2012.</li> </ul>

## OPERATIONAL UPDATES CONTINUED...

Projects	Description	Status	Comments
Audits	System/I: Drive/Network Audits	System Audits were conducted.	<ul style="list-style-type: none"> <li>• <b>Library Services (Road Town)</b> - an audit was conducted on the 3rd of April. Twenty-seven (27) desktops were encountered. Twenty-three (23) had processors and RAM that were equal to and above specs. Four (4) had processors that were equal to and above spec, however had RAM that was below specs. Eight (8) desk printers (including Lexmark) were encountered and one (1) network printer (not including network copier) were encountered. A job log was entered for additional RAM to be installed in the computers that require it.</li> <li>• <b>B.V.I. Post (East End)</b> - an audit was conducted on the 4th of April. Two (2) desktop computers were encountered. One (1) had a processor and RAM that was equal to and above spec; while the other processor was equal to and above specs, however had RAM that was below specs. Eight (8) desk printers (including Lexmark) and one (1) network printer (not including network copiers) were encountered. The computer that requires additional RAM is one of Post Office's terminal computers used with the SWIF cash receipting system. This type of computer may be easily upgradable.</li> <li>• <b>Labour Department</b> - an audit was conducted on the 7th of April. Twenty-three (23) desktop computers were encountered. All had processors and RAM that were equal to and above specs. Nine (9) desk printers (including Lexmark) and three (3) network printers (not including network copiers) were encountered. A job log was entered for the desk printer that was not working and for the computers with performance issues.</li> <li>• <b>Agriculture Department</b> - an audit was conducted on the 4th of April. Twenty-two (22) desktop computers were encountered. Eighteen (18) had processors and RAM that were equal to and above spec. Four (4) had processors that were equal to and above specs, however had RAM that was below specs. Ten (10) desk printers (including Lexmark) and three (3) network printers (not including network copier), were encountered. A job log was entered for additional RAM to be installed in the computers that required it. Additionally, a request for ten (10) new computers to be used by new hires is being processed.</li> </ul>

## The Administration and Management Section

## Budget Report Summary

The following table outlines DoIT's expenses and revenue for April 2014.

## Information Technology Expenses

Computerization Expenses	April
<b>Software Support &amp; Maintenance</b>	
Lotus Notes Maintenance	-
Annual Applications Support Maintenance	\$3,150.00
iSeries & JDEdwards Maintenance	-
Applications	-
<b>TOTAL</b>	<b>\$3,150.00</b>
<b>Hardware &amp; Network Equipment</b>	
Computers, Printers	\$4,790.00
Networking Equipment & Maintenance	\$813.50
Lease Payment for Backbone Site (Malone & Z-Rod)	\$4,850.00
Computer Supplies & Peripherals	\$31.00
Equipment Minor Repairs	\$535.00
<b>Subtotal</b>	<b>\$6,229.50</b>
<b>Training &amp; Development</b>	
Staff Training	-
<b>Sub Total</b>	<b>-</b>
<b>TOTAL COMPUTERIZATION EXPENSES</b>	<b>\$9,379.50</b>
Department Operation Expenses	April
<b>Office Supplies</b>	
Printing	-
Stationery	-
Other General Supplies	\$368.09
<b>Telecommunication</b>	
Mobile	\$1,497.01
Landline	-
Internet	\$483.00
<b>Repairs &amp; Maintenance</b>	
Vehicle Minor Repair	\$225.00
<b>Travel</b>	
Transportation	-
Subsistence	-
<b>Total Operation Expenses</b>	<b>\$2,573.10</b>
<b>Grand Total Information Technology Expenses</b>	<b>\$11,952.60</b>

## Budget Report Summary Continued...

Revenue	April
Computer & Printer Supplies*	\$17,084.00
Computer Sales**	\$225.00
<b>Total Revenue</b>	<b>\$17,309.00</b>

\* Computer and Printer Supplies are Journal Entries directly into 23353001-523120.

\*\* Computer Sales are deposited directly into the Treasury.

### Printer Supplies Distribution

A total of two hundred and ninety-six (296) printer supplies and computer storage media were distributed to various departments. The following table lists the number of supplies that were distributed with an anticipated revenue of seventeen thousand and two hundred and twenty-four (\$17,224.00) dollars.

Item Type	No. Distributed
Black Ink	103
Yellow Ink	36
Tricolor Ink	28
Cyan Ink	29
Magenta Ink	33
Magenta Toner	9
Cyan Toner	9
Black Toner	18
Yellow Toner	13
Black Ribbon	12
Flash Drive	1
CD-RW	5

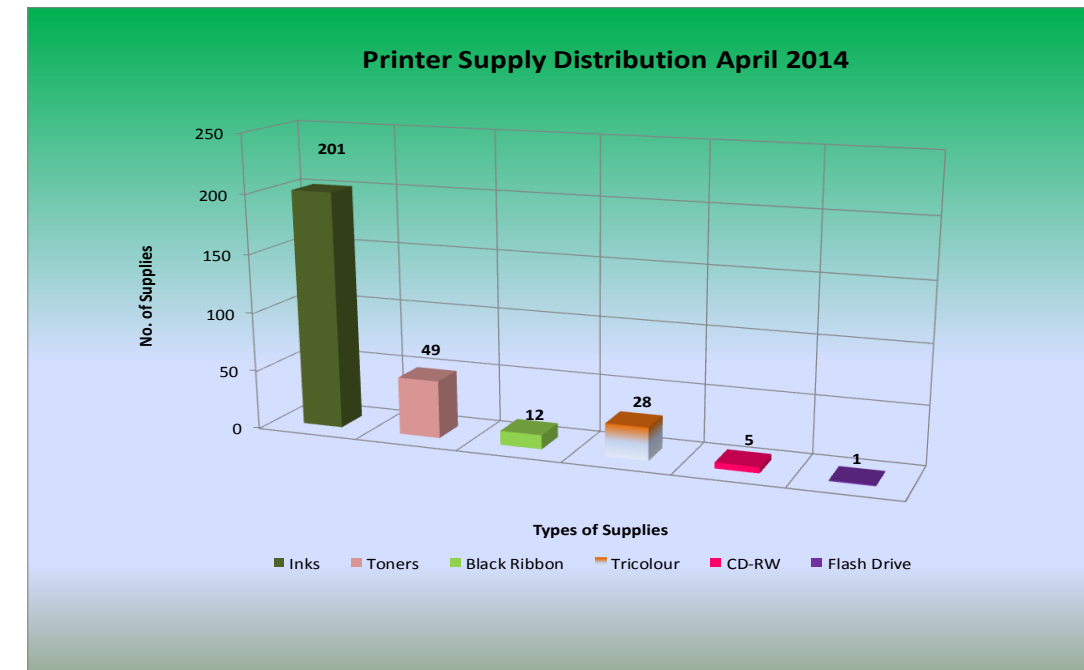
Projects	Description	Status	Comments
Windows Program Development	NPO database, Autism database, Environmental Health Database, DPU Tourism Database, Central Website	In progress	<p><b>Non-Profit Organization (Ministry of Health and Social Development):-</b></p> <p><b>Development of the system continues:-</b></p> <ul style="list-style-type: none"> <li>• Modules were added to the system</li> <li>• Interface form fields have started to be implemented</li> <li>• A clean-up of the data is currently being worked on</li> <li>• NPO Board met and discussed requests that we submitted to them</li> <li>• Software for Apache Web Server and PHP were updated</li> <li>• MYSQL Workbench Software was added to the webserver to provide access to the database</li> </ul> <p><b>Autism Database:-</b></p> <ul style="list-style-type: none"> <li>• This project has been completed.</li> </ul>
Audits	System/I: Drive/Network Audits	System Audits were conducted.	<p><b>System audits were conducted at the following during the month of April:-</b></p> <ul style="list-style-type: none"> <li>• <b>Water &amp; Sewerage Department</b> - an audit was conducted on the 1st of April. Thirty-eight (38) desktops were encountered. Twenty-nine (29) had processors and RAM that were equal to and above specs. Nine (9) had processors that were equal to and above specs, however had RAM that was below specs. Twenty-one (21) desk printers (including Lexmark) and two (2) network printers (Not including network copiers) were encountered. A job log was entered for four (4) computers (not previously mentioned), which were disconnected and not in use to be brought in and checked. A job log was entered for addition RAM to be installed in the computers that require it.</li> <li>• <b>Public Works Department</b> - an audit was conducted on the 2nd of April. Seventy-two (72) desktops were encountered. Fifty-nine (59) had processors and RAM that were equal to and above specs. Thirteen (13) had processors that were equal to and above specs, however had RAM that was below specs. Eleven (11) desk printers (including Lexmark) and four (4) network printers (Not including network copiers) were encountered. A job log was entered for one (1) computer (not previously mentioned), which was disconnected and not in use to be brought in and checked. A job log was entered for additional RAM to be installed in the computers that require it. Additionally, a request to replace nine (9) of the computers in the Architectural unit, with higher spec computers will be processed. This will allow for the reallocation of newer computers to replace older one.</li> </ul>



## OPERATIONAL UPDATES CONTINUED...

Projects	Description	Status	Comments
Deployment of DOCOVA	File and Content Management	In progress	<ul style="list-style-type: none"> <li>A meeting was held with the Permanent Secretary and Administrative staff within the Ministry of Communication &amp; Works on April 29th 2014, to present the application and discuss the mail routing process currently being utilized. They indicated their interests and informed us that they would update their current list of files within their filing structure as well as the workflow process of the current mail and filing procedures, in an effort to have the application implemented by July, 2014.</li> <li>A meeting was held with Mrs. Alicia Lima at the Ministry of Finance, to provide assistance to the Administrative staff with releasing the current incoming mail correspondence once completed to their respective folders within the electronic system.</li> </ul>
Job Rotation	Job Rotation of Help Desk Technicians	In Progress	<ul style="list-style-type: none"> <li>The Help Desk Rotation Process began this month where each technician was assigned to different sections within the department for a period of two days to learn the various duties that pertains to the Technical Support, Quality &amp; Planning/Data Security, Networking, Administration and Information Systems Services Section.</li> </ul>
iSeries Program Development	Upgrade Operating System on IBM iSeries Partitions	In progress	<ul style="list-style-type: none"> <li>Ms. Ana Foster of IBM upgraded the test partition of CAPS iSeries to i7.1 along with WebSphere 7.1 and the Hardware Management Console (HMC). Testing of the application is being conducted and once this is completed, the production partition will be upgraded. Full backups of the HMC and partition were completed before and after the upgrade.</li> <li>There is only one tape drive that has to be switched between the production and test partitions and if the drive malfunctions, there will be no way for backups to be conducted. A quotation was sent from IBM to Customs Department last year, however, no decision has been made on the purchasing of a replacement tape drive.</li> </ul>
HR module Training and Improvement	Training in JDE	In Progress	<ul style="list-style-type: none"> <li>A user manual was created and training in using the Accounts Ledger Inquiry, Trail Balance by Object Account, purchase orders and Accounts Payable were conducted for users of Inland Revenue.</li> <li>Also, individual training on various financial reports and an overview of JDE was also conducted for the Inland Revenue Commissioner.</li> </ul>

The following graph illustrates the number of supplies distributed by type during this period.



## Purchase of Printer Supplies &amp; Equipment

The following table illustrates the number of printer supplies and equipment purchased during this period.

<u>Peripherals &amp; Supplies</u>	<u>No. Purchased</u>
Canon Ink Cartridge Black #226	10
Canon Ink Cartridge Magenta #226	10
Canon Ink Cartridge Yellow #226	10
Canon Ink Cartridge Cyan #226	10
HP Print Head 940 Black/Yellow	10
HP Print Head 940 Magenta/Cyan	10
HP Ink Cartridge Colour #78	10
HP Toner Cartridge Q6470 Black	10
HP Toner Cartridge Q6471 Cyan	10
HP Toner Cartridge Q6472 Yellow	10
HP Toner Cartridge Q6473 Magenta	10
<b>Total</b>	<b>110</b>

<u>Computers / Servers/Laptops</u>	<u>No. Purchased</u>
Lenovo ThinkPad W540GB Laptop	2
<b>Total</b>	<b>2</b>

## Purchase of Printer Supplies &amp; Equipment Continued...

<b><i>Accessories</i></b>	<b><i>No. Purchased</i></b>
Starttech 30ft USB Printer Cable	2
Lenovo Slim USB DVD Writer	2
Western Digital Hard Drive	1
Laptop Bag	2
RJ45 Couplers	15
RJ45 Network Ends (100pk)	2
Lenovo ThinkPad Docking Station	1
<b>Total</b>	<b>25</b>

<b><i>Networking Equipment</i></b>	<b><i>No. Purchased</i></b>
Great Lakes Tilt Panel Mount Cover Kit	1
Great Lakes Tilt Panel Mount	1
Advantage Cash Drawers	1
5Port Netgear Switch	1
Wall Mount Cabinet 12U	1
<b>Total</b>	<b>5</b>

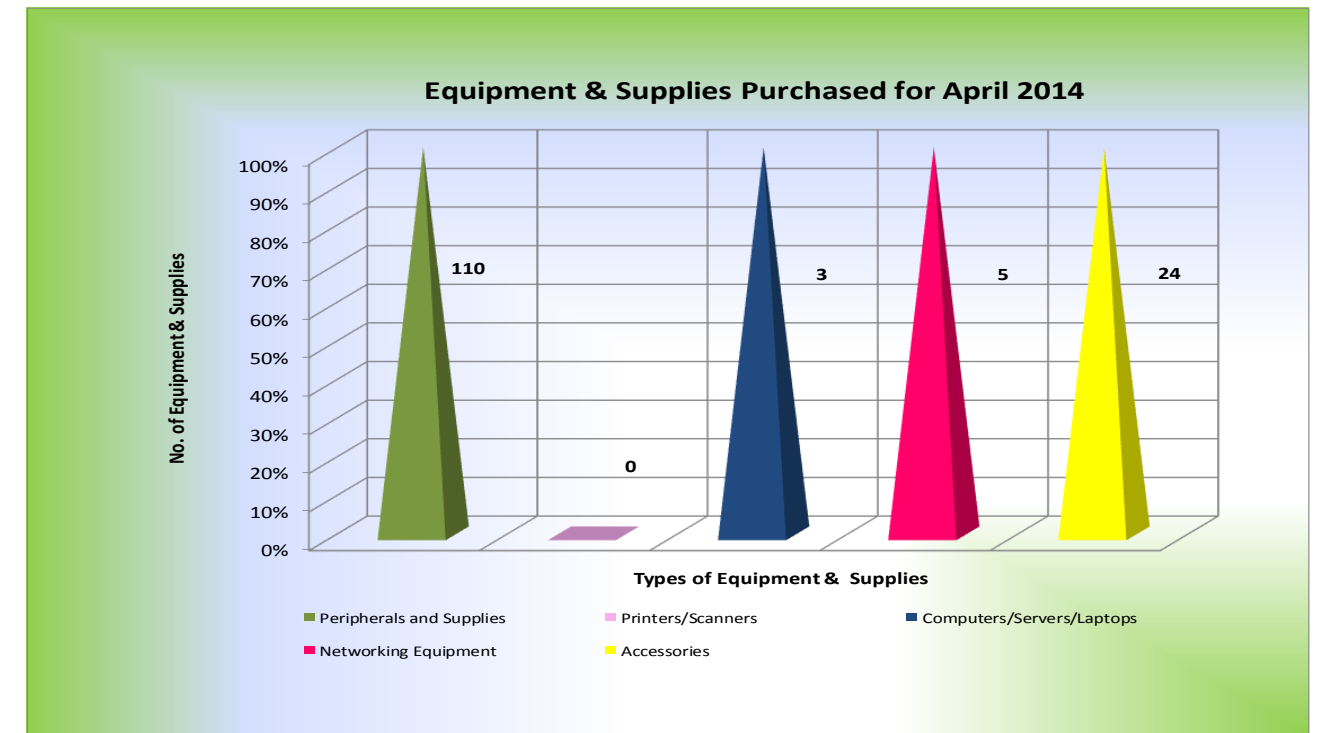
## OPERATIONAL UPDATES

<b>Projects</b>	<b>Description</b>	<b>Status</b>	<b>Comments</b>
Cleaning of CAC Mold	Clean up of CAC Office and ground work for renovation in 2015 to address mold problem.	In progress	<ul style="list-style-type: none"> <li>A meeting was held with Mr. Duane Fraites on April 9th, 2014. The scope of the work was concluded and it was agreed that the best feasible time to commence this project is 1st—6th August, 2014. The scope of work was sent out to contractors for bidding, which they are to be submitted by the 9th May, 2014.</li> </ul>
DoIT Newsletter	Bi-monthly publication	In progress	<ul style="list-style-type: none"> <li>Articles from the Section Heads for the June issue newsletter are scheduled to be submitted by the 15th May, 2014. The first draft of this issue is scheduled to be completed and submitted to management for review by 30th May, 2014.</li> </ul>
Spam Filter Report	Barracuda Networks Top Spam Recipients	On going	<ul style="list-style-type: none"> <li>The following are the top recipients for spam: kiapenn@gov.vg, m-donovan-stevens@gov.vg, ismith@gov.vg, mdonovan-stevens@gov.vg, dcare@gov.vg, aflax-archer@gov.vg, bvivisas@gov.vg, ahamm@gov.vg, nclarke@gov.vg, wlewis@gov.vg, bvigovernor.gov.vg. See page 13 for further details.</li> </ul>
SameTime	Distribution of SameTime Online Meeting Functionality	In progress	<ul style="list-style-type: none"> <li>A camera was distributed and setup at the Ministry of Communications &amp; Works for the Permanent Secretary, Mr. Anthony McMaster for hosting online meetings. He expressed his appreciation for the training on the functions of the application and indicated that it is a great communication tool to be used by all the Permanent Secretaries.</li> <li>Cameras were also distributed and setup at the Premiers Office for the Permanent Secretary Mr. Broderick Penn and Permanent Secretary at the Deputy Governors Office, Mr. David Archer.</li> </ul>
Computer Training Classes	Raising the level of computer literacy in standard applications within Government Offices	In progress	<ul style="list-style-type: none"> <li>Computer Training was provided for nineteen (19) officers at the Department of Agriculture April 11th, 2014 and April 14th, 2014, on the Basics of Microsoft Word and Excel. Each officer received course material and was encouraged to register for the upcoming courses being offered.</li> <li>Mr. Kevin Cummings was assigned to the section for two (2) days (April 7 - 8), as part of the Help Desk Rotation and gained information on various topics such as the Portal, Lotus Traveler, Lotus Sametime, Computer Training and Lotus Notes.</li> </ul>

**OPERATIONAL ACTIVITIES CONTINUED...**

Item/ Distribution of Items:	Description	QTY	Value	Comments
Departmental Assistance	Technical issues that were resolved by department during the month	72	\$0.00	Seventy-two (72) users were assisted within various departments during the month. See graph on page 18 for further details.
User Account Information	User account assistance that was provided during the month	145	\$0.00	Various Departments/Ministries were provided assistance with their accounts during April. See graph on page 19 for further details.

The following graph depicts the purchase of printer supplies and equipment purchased during this period



**Staff Appraisals**

The end of year staff appraisals has been completed. All staff appraisals and increment certificates were completed and sent to the Department of Human Resources for processing.

## The Computing and Communications Section

### Technical Support

#### Cabling Jobs

- ◆ No major cabling jobs were carried out in the month of April. Minor jobs were completed to accommodate additions of personnel and equipment throughout various Government Offices.

#### Problems & Issues

- ◆ During the month of April, the section experienced problems with the 10 mb internet leased line, which provides inter-connection between Government and Cable & Wireless. Twice within the month, this connection service was interrupted and caused problems with the services that utilizes this line. Such as:
  - Users were not able to access Government hosted websites and
  - Departments needing access to some Social Medias such as Facebook and Youtube had their access prohibited or degraded.
- ◆ The newly installed Government web conferencing system 'PolyCom' was unable to connect to any external sites due to limited or no bandwidth when the line was down. The other internet lines such as the DSL'S were unable to cope with demands and as a result, performance were seriously degraded. To fix the problems, a new line was installed between the Government PBX room and the Router in DOIT Data Center. Also, Cable & Wireless made certain adjustments to fix whatever issues that were affecting the connection on their end, since then, no other major problems were experienced during this month.

Item/ Distribution of Items:	Description	QTY	Value	Comments
JDE Technical Support	Technical Issues, Password Management, Account Management	87	\$0.00	Thirty-two (32) users were assisted with Technical Support, thirty-five (35) users were assisted with Password Management and twenty (20) users were assisted with account management. See graph on pages 16—17 for further details.
Help Desk Technical Support (include Figures from all Sections)	General Contact, Hardware Issues, Network Access Assistance, Software Installations, Network Password Management	72	\$0.00	At the end of April 2014, there were a total of seventy-two (72) completed Help Desk calls. See pages 13 - 14 for further details.
Other Technical Support	Other Technical Jobs that were conducted	10	\$0.00	The following Ministries/Departments were provided with Technical Assistance:- 1. Premiers Office: - Video Conference Premature Disconnection Test 2. Inland Revenue Department:- • Using SIGTAS on Windows 7 Computers • Network printer installation 3. Ministry of Finance:- • Video Conference Premature Disconnection Test and system not responding • Network printer installation 4. Ministry of Natural Resources & Labour:- Office Renovation 5. Land Registry:- Office Renovation 6. Department of Disaster Management - Replacement of computers 7. Ministry of Natural Resources & Labour:- Office Renovation 8. Customs Department:- Network Printer 9. Elmore Stout High School (Art Department):- Network printer installation 10. Governor's Office:- WiFi coverage issues. See Pages 20 – 21 for further details.

OPERATIONAL ACTIVITIES CONTINUED...

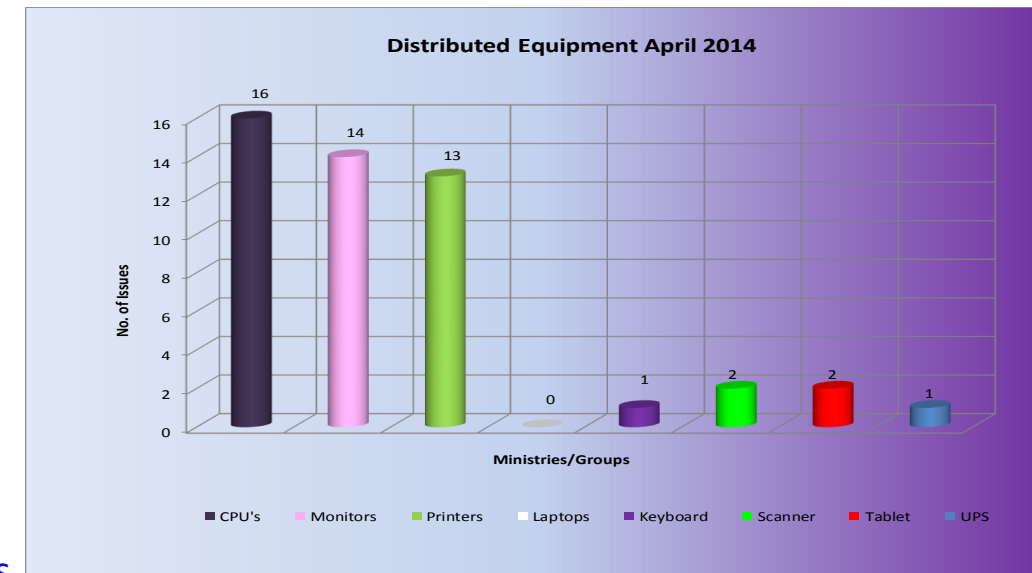
Item/ Distribution of Items:	Description	QTY	Value	Comments
Hardware Distribution	Distribution of Computer Equipment such as Monitors, CPU's, Laptops, Keyboards, Printers, UPS...	49	\$21,915.00	A total of sixteen (16) CPU's, fourteen (14) monitors, thirteen (13) printers, two (2) tablets, two (2) scanners, one (1) UPS and one (1) keyboard were distributed to various departments based on memorandum requests and assessments. See page 12 for further details.
Network Equipment & Maintenance	Replacement of Equipments	7	\$76.00	<b>NEW AND REPLACEMENT EQUIPMENT</b> 1. Configured and deployed one Cisco 2960 48 Port Switch to upgrade from a Cisco 3560 12 Port Switch and a Cisco 3560 24 Port Switch at Training Division. 2. Configured and deployed one Cisco 3560 12 Port Switch at UNESCO Office. 3. Configured and deployed one Cisco 3560 24 Port Switch at Police ADVIL Division. 4. Configured and deployed one Cisco 12 Port Router at JVD Port Authority Building. 5. Configured and deployed a new Midway Electronics Wireless Base Radio at Malone's Site to replace the old defective one. 6. Replaced defective wireless access points at the following sites, Director of Public Prosecutions Office Second Floor, Information and Public Relations Office, and DOIT Main Office. 7. Installed a new access point at the Ministry of Finance Office located in the QWOMAR Building.
Lotus Notes Technical Support	Issues include registration of new users, password management, account management, Traveler	147	\$0.00	At the end of April 2014, there was a total of one hundred and forty-seven (147) completed Lotus support calls. See pages 12 - 13 for further details.

The Technical Support Services Section

Equipment Distribution

Computer Equipment

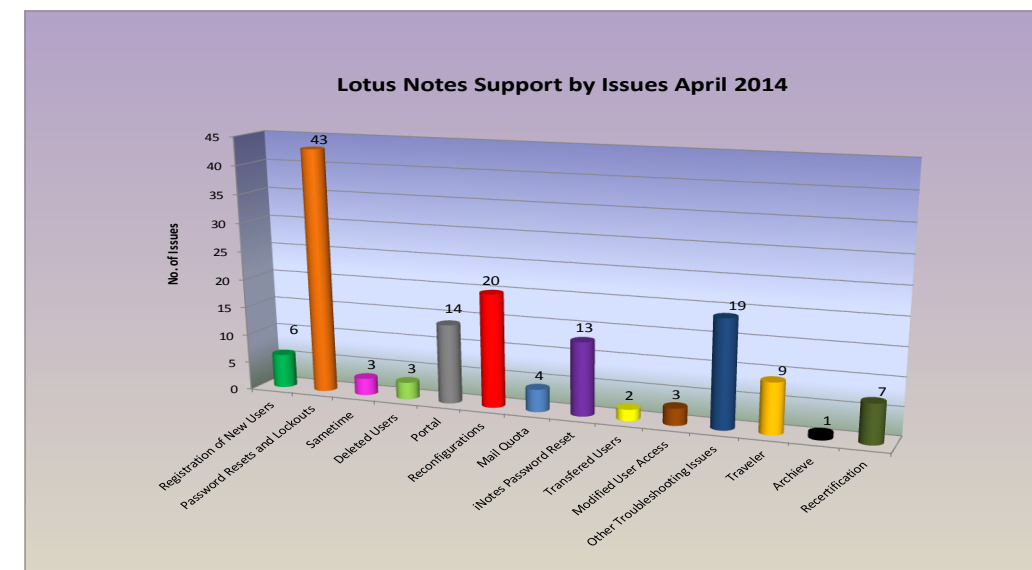
Forty-nine (49) pieces of equipment were distributed during this month. The following graph displays the type and number of equipment distributed to various departments during the month.



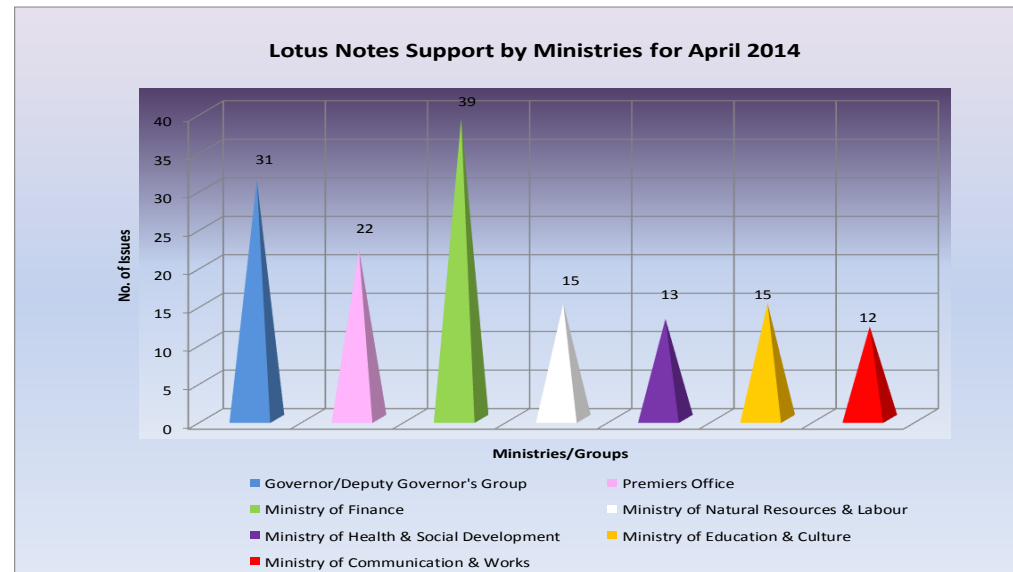
Lotus Management

Lotus Notes Support

One hundred and forty-seven (147) completed jobs were recorded and resolved during this month. The graph below displays the number of completed jobs by issues.

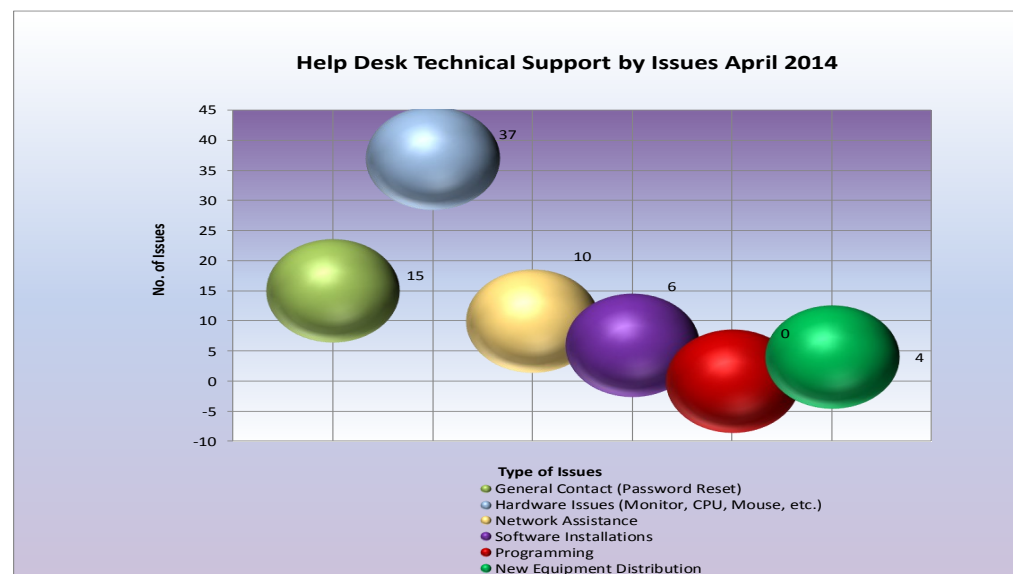


The following graph shows the number of Lotus Notes issues that were resolved under each Ministry for this month.



### Help Desk Technical Support

Seventy-two (72) job logs were entered into the system and were completed. The graph below displays the number of job logs that were recorded for the Help Desk Section by type of issue.



### Operational Activities

Item/Distribution of Items:	Description	QTY	Value	Comments
Sale of Computer and Printer Supplies	Includes Inks, Toners, Ribbons and Jump Drives	296	\$17,224.00	Printer supplies and computer storage media distribution for the period of April 4th - 30th, 2014. See pages 7 - 8 for further details.
Sale of obsolete Computer Equipment	Computer equipment that are below standard specs	4	\$225.00	Three (3) CPU's and one(1) monitor were sold during this month. Two (2) CPU's at \$75.00, one (1) at \$50.00 and one (1) monitor at \$25.00.
Purchase of Computer and Printer Supplies	Procurement of Inks, Toners, Ribbons, Jump Drives...	142	\$18,199.25	A total of one hundred and forty-two (142)printer supplies and computer storage media were purchased during this month. See page 8 - 9 for further details.
Purchase of New Computer Unit	Includes System Unit, Keyboard & Mouse	0	\$0.00	There were no system units, keyboards and mice purchased during this month.
New Monitors	Procurement of Monitors	0	\$0.00	There were no monitors purchased during this month.
New Printers	Procurement of Printers	15	\$5,220.00	Fifteen (15) printers were purchased during this month.
New Scanners	Procurement of Scanners	0	\$0.00	There were no scanners purchased during this month.
New Servers	Procurement of Servers	0	\$0.00	There were no servers purchased during this month.
New Laptops	Procurement of New Laptops	2	\$3,630.00	Two (2) Lenovo ThinkPad laptops were purchased during this month. See page 9 for further details.
Accessories	Procurement of Accessories	25	\$1040.25	A total of twenty-five (25) computer accessories were purchased during this month. See page 9 for further details.
Networking Equipment	Procurement of Networking Equipment	5	\$3,6510.00	A total of five (5) networking equipment were purchased during this month. See page 10 for further details.

**Special Jobs Continued:**

**Replacement of Computers – Department of Disaster Management**

On the 30<sup>th</sup> of April, two (2) of their Windows XP computers were replaced with reallocated Windows 7 computers, fulfilling a request their office previously made. Also earlier in the month, two (2) other computers were replaced with new computers that had higher specifications.

**Network Printers Installed at Inland Revenue – Virgin Gorda**

A network printer (Canon Image Runner Advance C5255) was added to Inland Revenue Department’s in the Virgin Gorda Office. A static IP address was assigned and the printer was added to the server at the Virgin Gorda Administration Building. It was tested to ensure that it was working properly.

**Network Printer Installed at Customs Waterfront**

A network printer (Canon Image Runner 3245 I) was added to Customs Waterfront upstairs office. A static IP address was assigned and the printer was added to the print server at CAC and was tested to ensure that it was working properly. The printer was configured to the machines at Customs Waterfront to enable all users to print to the printer.

**Network Printer Installed at Elmore Stoutt High School – Art Department**

A network printer (HP Color Laserjet Enterprise M750) was added to Elmore Stoutt High School Art Department. A static IP address was assigned and the printer was added to the server at the Elmore Stoutt High School. It was tested to ensure that it was working properly. The printer was configured to the machines at the Art Department to enable all users to print to the printer.

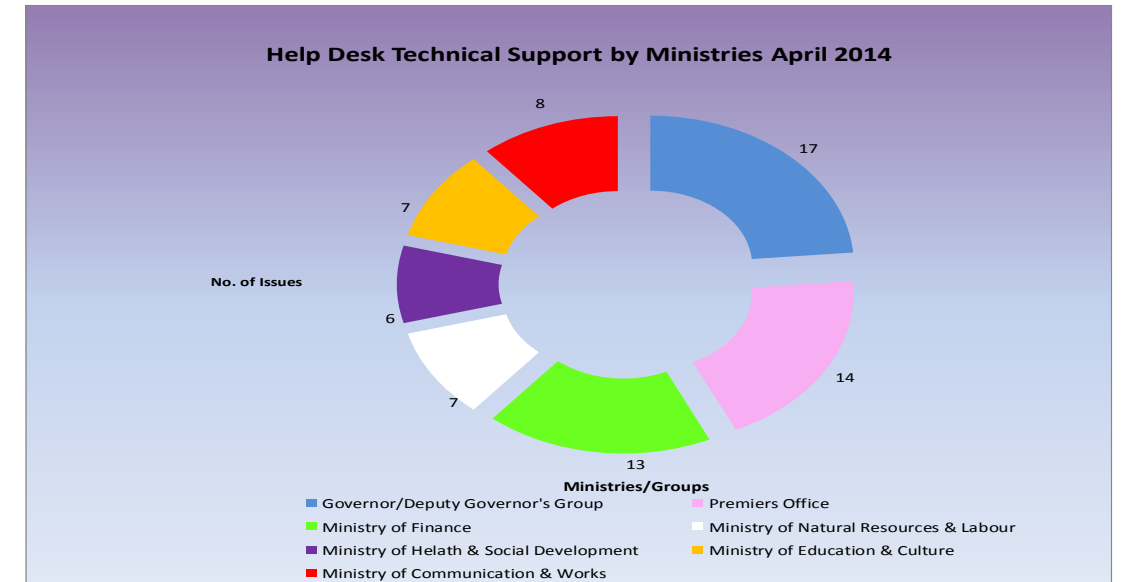
**Network Printer Installed at Ministry of Finance - Small Medium Enterprise Unit**

During this month, network printers were setup in two (2) departments. A Konica Minolta bizhub c754/c654 was setup at the Small Medium Enterprise Unit in Quomar Building.

**WiFi Coverage issue – Governor’s Office (Governor’s Residence)**

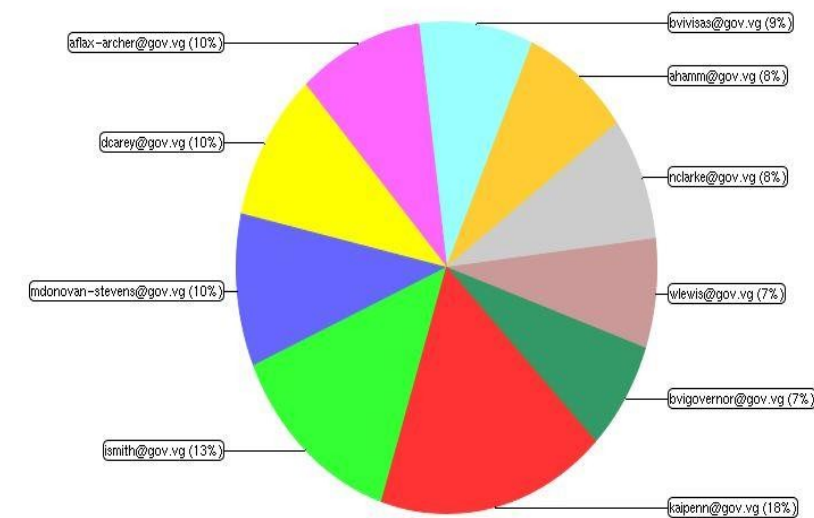
On the 28<sup>th</sup> of April, Mr. Roy Paralon from Telephone Services Management Unit requested assistance with responding to a report of a WiFi coverage issue. After some checking with Mr. Parallon at the Governor’s residence, it was discovered that one of the access points was relocated to a spot and the signal was being blocked. After placing it in a more favorable location, the coverage was improved.

The graph below shows the number of Help Desk problems/issues that were resolved under each Ministry for this month.



**Top Spam Recipients**

The following graph shows the top spam recipients during this month. Even though these accounts have been targeted, the firewalls and spam filter system continue to protect the Government’s network.



	Top Spam Recipients	Count
1.	kaipenn@gov.vg	1099
2.	ismith@gov.vg	846
3.	mdonovan-stevens@gov.vg	630
4.	dcarey@gov.vg	617
5.	aflax-archer@gov.vg	600
6.	bvivasas@gov.vg	553
7.	ahamm@gov.vg	523
8.	nclarke@gov.vg	509
9.	wlewis@gov.vg	452
10.	bvigorner@gov.vg	451

## Help Desk Assistance

- The Help Desk technicians continue to provide technical support to all the public schools on a weekly basis to ensure that there are no issues with the network, hardware and software.

## Special Jobs

### **Video Conference Premature Disconnection Test – Ministry of Finance & Premier's Office**

Periodically through the course of the month, a series of tests of the Ministry of Finance's and Premier's Office's Video Conference Systems (VCS), were conducted in order to determine why video conference calls prematurely disconnect at random intervals. Based on the tests, both systems experienced premature disconnections equally which suggested that the issue was with the leased line. As of the writing of this report (the week of May 5th), the Computer and Communications Section after continued research, made some configuration changes to the leased line system which seems to have resolved the issues. A few more tests are planned to confirm if the issue is resolved.

### **Using SIGTAS on Windows 7 Computers – Inland Revenue Department**

Periodically through the course of the month, a technical support team from Sogema Technologies Inc. provided direct assistance to Ms. Gynette McMaster. Their goal was to implement a series of updates and new installation procedures to make their current SIGTAS software compatible with Windows 7. After checking with Ms. McMaster, she indicated that despite their attempts, they were so far unsuccessful.

### **Video Conference System not responding – Ministry of Finance**

On the 17<sup>th</sup> of April, Ms. Tashia Turnbull reported that Video Conference Systems (VCS) was not responding to the remote control commands. After some checking, it was determined that the VCS may be experiencing hardware failure. Periodically through the month, after making contact with Audio Video Concepts (AVC), the company that installed the system, a series of tests were performed to attempt to troubleshoot the issues. As of the writing of this report (the week of May 5th), with no success in resolving the issues, AVC suggested making contact with Polycom directly for more assistance.

### **Office Renovation – Ministry of Natural Resources & Labour**

On the 25<sup>th</sup> of April, a meeting was held to discuss the renovation of their office and the replacement of their office's carpet with ceramic tiles. The Departments represented were the Ministry of Natural Resources and Labour, Telephone Services Management Unit, Facilities Management Unit, and DoIT, as well as the Contractor and Island Services. A diagram of the final office design was provided however, everything was not yet finalized and there will be another meeting to perform a walkthrough of the office. The Computer and Communications section could not be present but a copy of the diagram and the available details were provided.

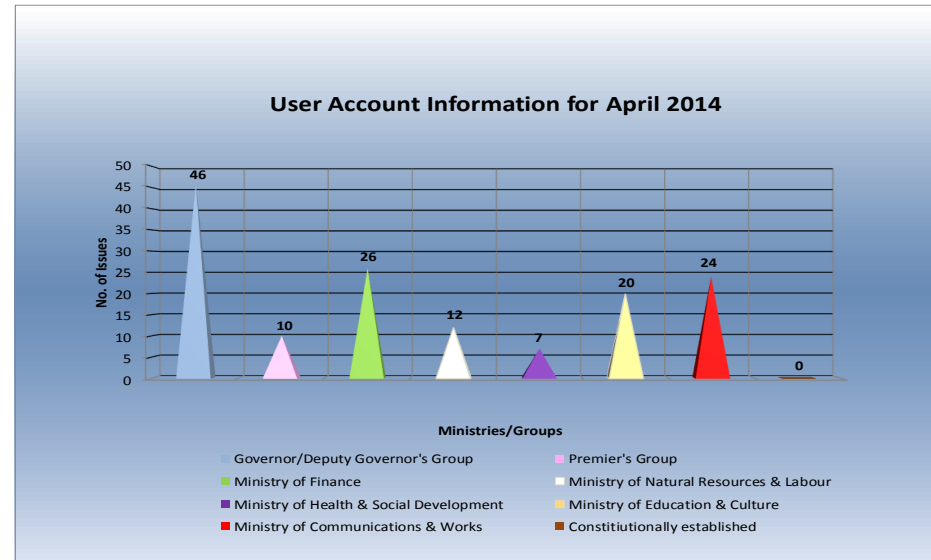
### **Office Renovation – Land Registry**

On the 25<sup>th</sup> of April, at the Ministry of Natural Resources meeting previously mentioned, a brief discussion of the renovation of Land Registry's office was also held with a representative from that office. No diagram of the final office design was provided and things were not yet finalized. The Computer and Communications section could not be present but a copy of the diagram and the available details were also provided.

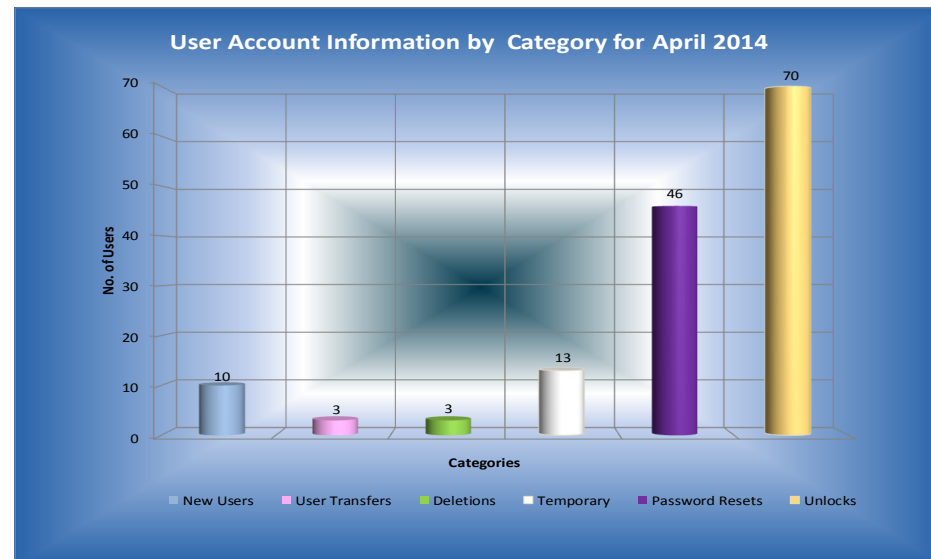


### User Account Information

One hundred and forty-five (145) user account assistance was provided during this month. The graph below displays the number of issues that were recorded for the various Government Ministries.



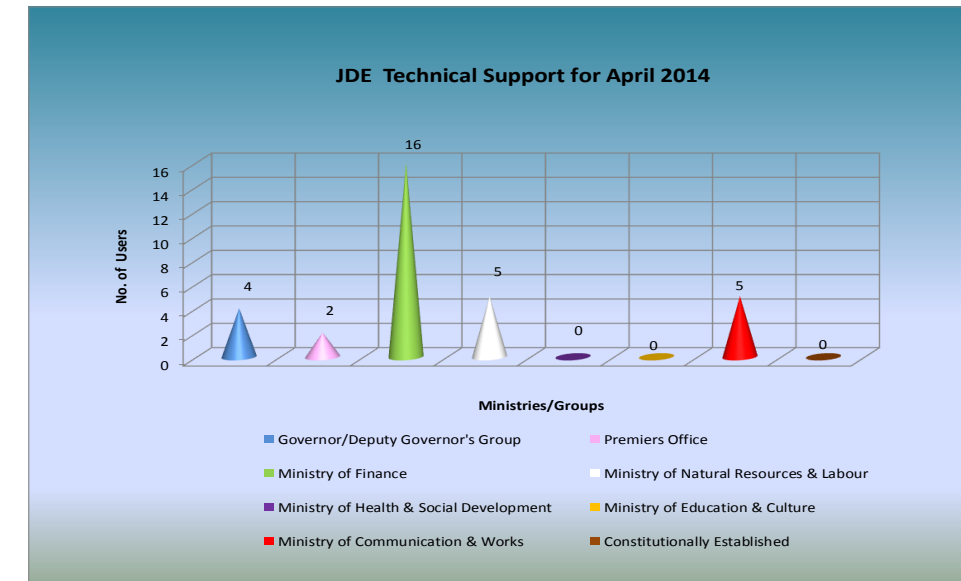
The following graph shows the number of User Account Information that were resolved by category under each Ministry for this month.



### The Information Systems Services Section

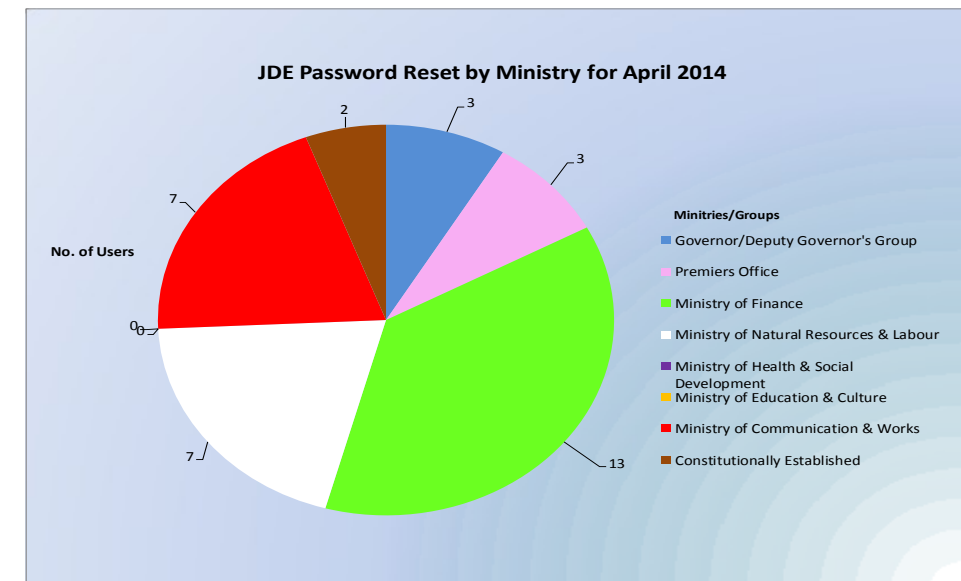
#### JDE Technical Support

Thirty-two (32) technical issues were resolved under this section for this month. The following graph displays the number of technical issues resolved during this period.



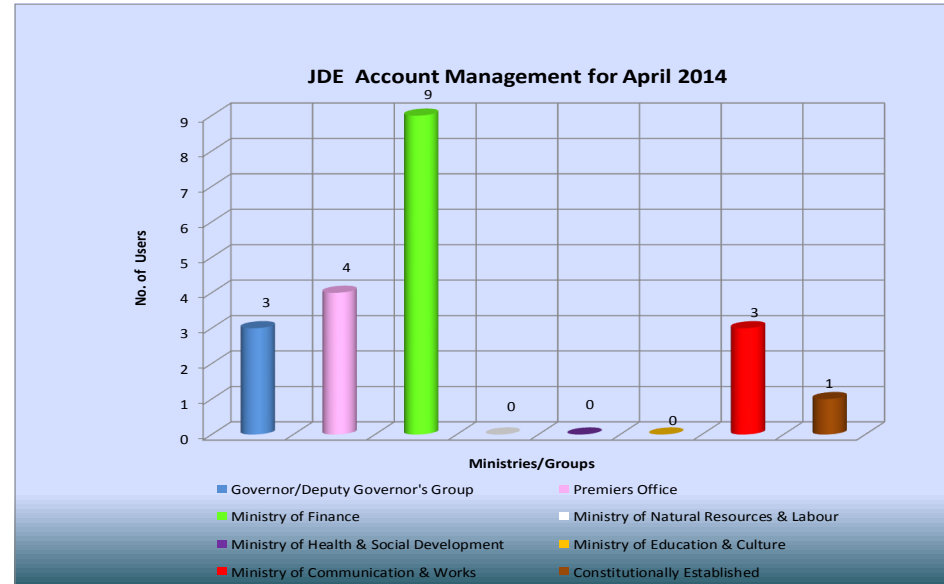
#### Password Management

iSeries passwords were reset for thirty-five (35) users this period. The following graph displays the number of iSeries passwords that were reset by Ministry/Department.



### JDE Account Management

Twenty (20) users were assisted with their account's during this period. The following graph displays the number of Account Management assistance that was provided by Ministry/Department.



### Additional Projects

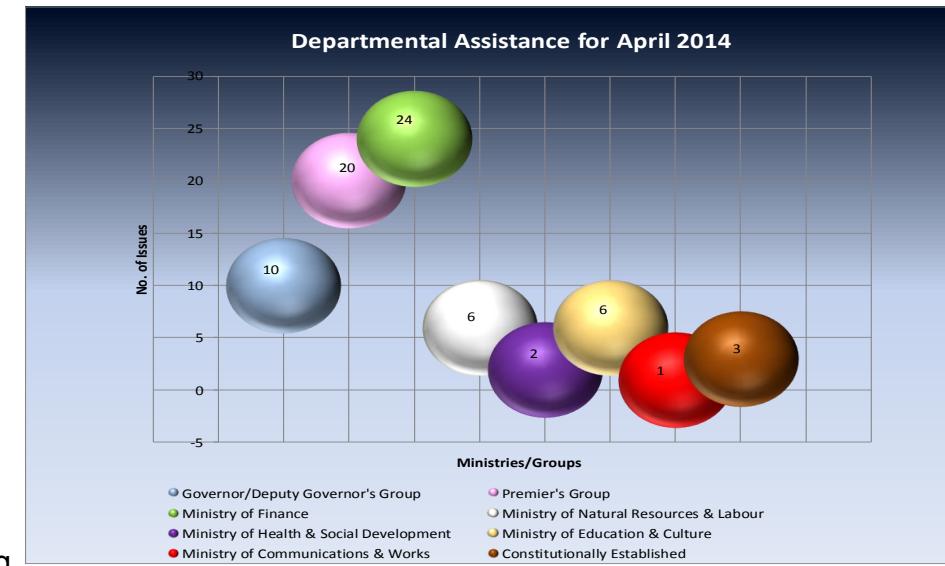
#### Development of a Database for Survey Department

The Deputy Director suggested that the database to track map searches be postponed until the last quarter of the year to allow the completion of other projects. As such, this project is currently on hold.

### The Planning, Quality Assurance and Data and Security Section

#### Departmental Assistance

Seventy-two (72) issues were resolved under this section. The graph below displays the number of issues that were recorded for the various Government Ministries.



The following graph shows the number of Departmental Assistance that were resolved by issue under each Ministry for this month.

