TABLE OF CONTENTS

OUR DEPARTMENT

TECHNOLOGY SUPPORT SERVICES:

This section provides technical support for standardized applications such as Lotus/Domino, Microsoft Office, and provides user training. It is also responsible for the maintenance and support of all hardware and a variety of other software.

PLANNING AND QUALITY CONTROL:

This section is responsible for the planning and coordinating of resources for major projects, to ensure that disruption to the network and the users are minimized: therefore leading to the successful implementation of IT projects. It is also responsible for ensuring that our department meets established performance standards through audits.

OUR DEPARTMENT

ADMINISTRATION:

This section is responsible for the smooth running of the office covering major areas such as reception, purchasing and clerical duties. It is also responsible for guiding staff, manning schedules and development throughout the department.

INFORMATION SYSTEM SERVICES:

The primary responsibility of this section is the development of custom applications. This includes ensuring that the accounting software, other major software applications and associated hardware are operating at their maximum potential.

COMPUTING AND COMMUNICATION SERVICES:

This section is responsible for network design and security, data networking, and windows computing. This section also ensures that the Government's network operates efficiently, by providing stability and maintaining cutting edge technology.

DOIT EMPLOYEE HANDBOOK

As an employee within the Department of Information Technology (DOIT), you are not limited to the contents of the Employee Handbook. Please review the Government of the Virgin Islands' General Orders for the Public Services of the British Virgin Islands 1971 (Revised in 1982) for further information about the guidelines of your employment with the Civil Service.

OUR VISION

The staff of the Department of Information Technology will provide a competitive edge to all Government departments, and the British Virgin Islands community through the creative use of information technology and services, and be the leader of change in technological advances.

OUR MISSION

Our mission is to ensure value for money (VFM) and standardize Information Technology throughout Government.

GENERAL OFFICE

As a Department, our focus and purposes are to be the same. Our main function is to provide Information Technology Services to all Government Agencies to enhance their daily operations and provide efficient and effective services to the public. For this to happen, we must have set in stone efficient and effective procedures put in place and followed accordingly by all staff.
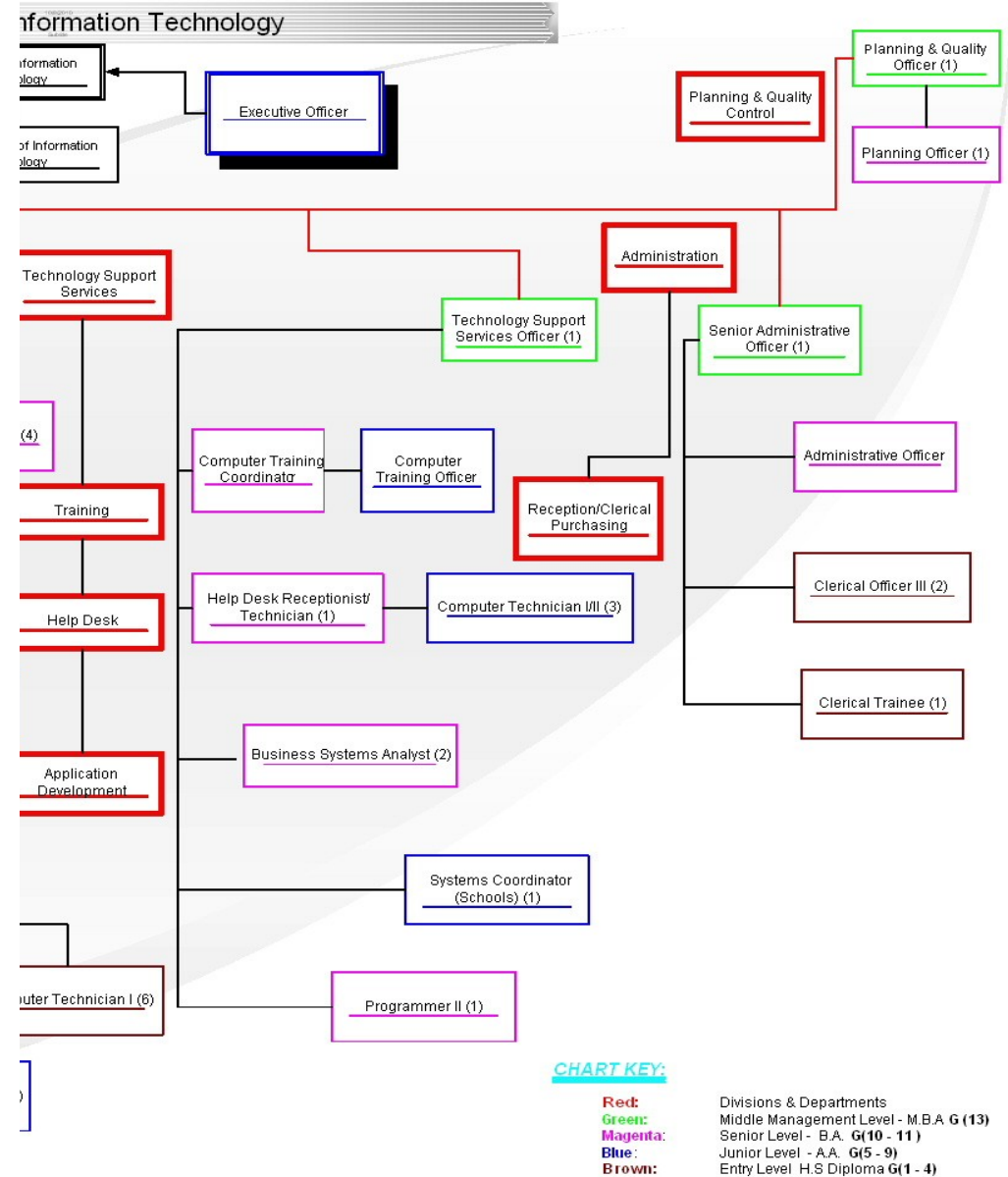
To perform as a united functioning Department, each individual is required to adhere to the guidelines as outlined in the following procedures. Anyone choosing to disregard these rules will be subjected to disciplinary actions. Also, please note that this Employee Hand Book does not replace a Job Description, or the Government of the Virgin Islands General Orders. As time and the environment change, the work procedural manual will be updated as well. Please refer to relevant amendments at that time.
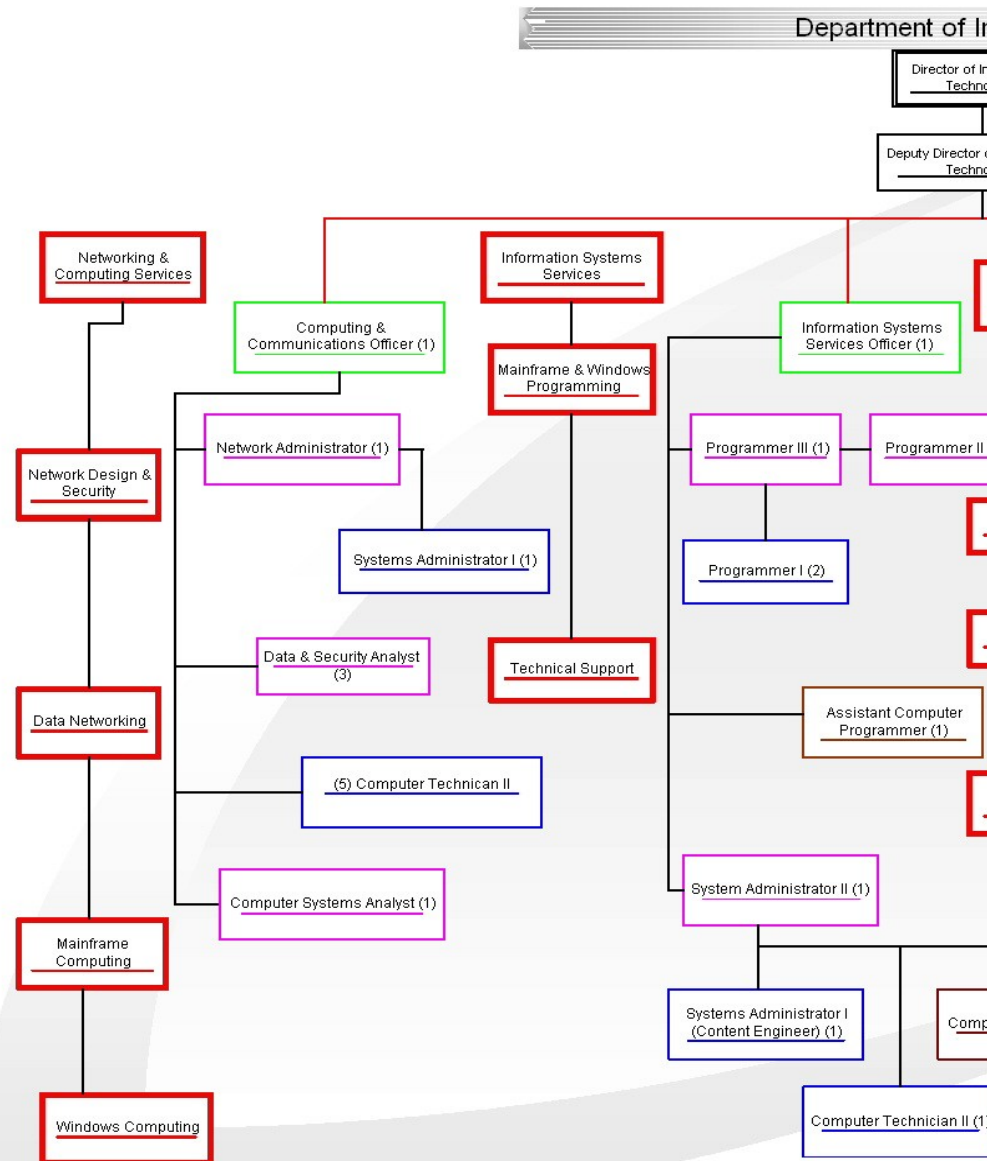
Work Hours

According to the General orders, see Hours of Work - Chapter 3.2 (1), regular Work Hours are from 8:30 a.m. to 4:30 p.m. daily, Monday through Friday, excluding Weekends and stated Public Holidays. Considering the nature of the work done by the Department, officers may be called upon on occasion, to work different hours outside the regular office hours.

Punctuality

Unless otherwise authorized, office hours are from 8:30am to 4:30 pm. Management has implemented a grace period of 15 minutes to report to work. If a staff member has a problem and is going to be late, he/she is required to call the office and speak to the supervisor or a senior officer about the situation/problem. If not proper notification is given, then disciplinary actions will be taken.

Information Technology

Executive Officer

Planning & Quality Officer (1)

Planning & Quality Control

Planning Officer (1)

Administration

Technology Support Services

Technology Support Services Officer (1)

Senior Administrative Officer (1)

Administrative Officer

Computer Training Coordinator

Computer Training Officer

Reception/Clerical Purchasing

Clerical Officer III (2)

Training

Help Desk Receptionist/ Technician (1)

Computer Technician I/II (3)

Clerical Trainee (1)

Help Desk

Business Systems Analyst (2)

Application Development

Systems Coordinator (Schools) (1)

Computer Technician I (6)

Programmer II (1)

CHART KEY:

Red:	Divisions & Departments
Green:	Middle Management Level - M.B.A G (13)
Magenta:	Senior Level - B.A. G(10 - 11)
Blue:	Junior Level - A.A. G(5 - 9)
Brown:	Entry Level H.S Diploma G(1 - 4)

Department of I...

Director of I...
Techno...

Deputy Director ...
Techno...

Networking &
Computing Services

Computing &
Communications Officer (1)

Information Systems
Services

Mainframe & Windows
Programming

Information Systems
Services Officer (1)

Network Administrator (1)

Programmer III (1)

Programmer II

Network Design &
Security

Systems Administrator I (1)

Programmer I (2)

Data & Security Analyst
(3)

Technical Support

Data Networking

Assistant Computer
Programmer (1)

(5) Computer Technican II

Computer Systems Analyst (1)

System Administrator II (1)

Mainframe
Computing

Systems Administrator I
(Content Engineer) (1)

Comp...

Windows Computing

Computer Technician II (1...

GENERAL OFFICE

Breaks
Officers are allowed two 15 minutes breaks, one in the morning between the hours of 10:00 a.m. – 11:00 a.m., and the other in the afternoon between the hours of 2:00 p.m. – 3:00 p.m. These break periods are not an entitlement, but rather a privilege granted, which will be revoked if abused.

Lunch
Lunch hours are to be taken between the hours of 12:00 noon to 2:00 p.m. As stipulated in the General Orders, officers are allowed a one (1) hour lunch during this time period. A lunch schedule will be generated and posted within the Unit, keeping in mind that each section is to be covered at all times.

If for some reason staff cannot take lunch at their appointed hours on a particular day, arrangements can be made internally within the section under the guidance of the supervisor. All necessary measures should be taken to ensure that the section is appropriately manned.

Staff are encouraged to take lunch at their appointed times, and have consideration for relieving officers scheduled to go on their lunch break. Officers should not work through their lunch hours and leave early without prior approval from their Supervisor, or the Manager, Information Systems.

Attendance
Staff is obligated to report to work as mandated, on time and to keep absenteeism and lateness at a minimum

Personal Errands
Any officer that must leave the office for any reason, notification must be given to your immediate supervisor.

For as much as possible, personal errands should be done during your own personal time, during lunch or after hours, unless otherwise authorized by the Supervisor or the Director, Information Technology.

GENERAL OFFICE PROCEDURES

Noise Level
Staff working in this environment, will demand a high level of concentration. You will have to take into consideration the intensity or the pressure to meet deadlines, and keep the level of noise to a bare minimum.

 "NO SHOUTING ACROSS THE ROOM WHATSOEVER"

Communication Tools

Telephones
The office is equipped with telephones, let us use them to speak to each other, or use the chat and email capabilities on the computers.

Same Time Instant Messaging
All staff have access to Same Time Instant Messaging and can be used as a medium of communication.

Congregating
Socializing is allowed and even encouraged when time permits, but excessive loud talking and laughing are prohibited, especially when there is work to be done.

Playing of Music
Only soft or classical music is allowed to be played in the office and turned down to a minimum. Persons working in cubicles next to each other should not be disturbed by neighbouring noise.

Visitors
About 85% of the work done in the Department is confidential, therefore we are to be very cautious when we receive visitors into the working environment.

TECHNICAL PROCEDURES

Help Desk Cont'd

Loading of Software
Based on changes within the industry and the computing requirements of the B.V.I. government, computers are to be loaded with required software prior to leaving the premises of the Information Systems Unit.

The standard software that must be loaded:
- ◊ Microsoft Office Professional Suite
- ◊ IBM Client Access
- ◊ Lotus Notes
- ◊ Norton Antivirus Corporate
- ◊ NetSupport
- ◊ Windows Update
- ◊ Adobe Acrobat Reader

Computing and Communications Services
This section is responsible for network design and security, data networking, and windows computing. This section also ensures that the Government's network operates efficiently, by providing stability and maintaining cutting edge technology.

User Authorization
Government users should only be granted access the network resources upon the request of the user's Head of Department or Office Supervisor respectively. This request must be received by DOIT through the completion of the Network Connection Authorization form.

Security Groups and Policies
When users are being added to the network, establishing and maintaining security of the various departments' information is critical. As such, technicians are required to obtain from the persons requesting access, the work group, security access, and the level of information access that should be granted to each user.

TECHNICAL PROCEDURES

Technology Support Services (cont'd)

Laptop & Projector Loaner Library

DOIT has a library of Laptops that are loaned to government users, especially those who are traveling, or who have special needs, upon request.

Loaners are signed out on a two-week basis in the first instance, after which they must be returned. If the officer requires more time, loaners can then be reissued for another two-week period. However, this will be based on the discretion and scheduling arrangement made by Technology Support Services Officer

Help Desk

One of the Front Line areas of DOIT is the Help Desk Section, which serves to address the technical problems reported by government users through the Help Desk Call Line or recorded in the Help Desk Management Software.

Recording a Job Log

As a user makes a call to the Department to report a problem with his/her computer system, an entry must be made in the web-based Help Desk Management Software through the Help Desk Officer. The Officer must get from the user the following details:

√ User's Name, Department, Contact number

√ A synopsis of the problem, which is as detailed as possible

At the end of the call, the user must be given the job log number which is system generated, so that the user can reference that number when calling about that particular problem.

Filling a Job Log

The Department has published in its Service Charter, a standard of addressing a job logs within two working days. This means that the technician should have contacted the user within that time frame, analyze the

GENERAL OFFICE PROCEDURES

Personal Visitor

<u>Adult</u>

A personal visitor may consist of a family member or friend who comes to the office to see an officer on a personal matter. Such persons should remain seated in the waiting area until greeted by the respective officer and should not be taken into the office area beyond the receptionist desk for more than fifteen minutes.

<u>Children</u>

Management understands that there may be circumstances, which requires an employee to bring their children to the office. However, your children should sit quietly in your cubicle, and be occupied so that they do not disturb the ambiance of the office.

Business Visitor

A business visitor consists of business consultants, business associates and fellow government workers. They are our customers that come to the office seeking the assistance of an officer on a work related matter, or to attend a meeting. Such persons must remain seated in the waiting area until greeted by the respective officer and escorted to the officer's work area for further discussions.

Tours

On occasion, groups within the community and consultants may wish to visit the department and get a tour of the office. Under no circumstance should tours be allowed and conducted without the expressed permission of one of the Managerial staff.

The Server Room is a RESTRICTED AREA, and absolutely no visitor or consultant should be allowed entry without the permission from the Director, Information Technology.

GENERAL OFFICE PROCEDURES

Eating

Eating and drinking are prohibited within the General Area of the office. The Server Room must be kept clean and sterile at all times, so as not to attract insects and rodents. Therefore, eating and drinking in this area is expressly **Forbidden.**

EMPLOYEE RIGHTS

As an employee of the Government of the Virgin Island and working within the Department of Information Technology (DOIT), every employee has their rights. An employee has the right to their own individuality, opinion, privacy and space. These rights are not void of responsibility. An employee is responsible for respecting the rights of others, protecting government assets and information, providing professional and courteous service to others and to give 100% of time and dedication to the work that he/she has been hired to do.

Reviewing Personal File

An officer has the right to review their own personal file in the presence of their Supervisor. However, that file should only be retrieved by, the Senior Administrative Officer, Deputy Director or Director, Information Technology.

Chain of command for recourse

In the event that a staff member has a problem or issue concerning his or her employment with the Government of the British Virgin Islands, and wishes for attention to be granted towards the matter, the chain of command must be followed:

- Immediate Supervisor, or Section Head (where appropriate)
- Senior Administrative Officer
- Deputy Director, Information Technology
- Director, Information Technology
- Financial Secretary
- Deputy Governor
- Governor

TECHNICAL PROCEDURES

Information Systems Services Section

The Information Systems Services Section is primarily responsible for the development of custom applications. This includes ensuring that the JDE accounting software, other major software applications and associated hardware are operating at their maximum potential.

User Authorization

Government users should only be granted access to the AS/400 or JDEdwards upon the request of the user's Head of Department or Office Manager respectively. This request must be received by DOIT through the completion of the AS/400 User Connection Authorization form

Programming

The creation of new programs or the modification of existing ones should only take place after written correspondence has been received, which documents the department user's request. The request must be routed through the user's Senior officers.

Technology Support Services

This section provides technical support for standardized applications such as Lotus/Domino, Microsoft Office, and provides user training. It is also responsible for the maintenance and support of all hardware and a variety of other software.

Requests for equipment

Departments that require new computer equipment for new staff must submit such requests in written form to the Director, Information Technology.

For replacement equipment, an analysis must have been conducted by a technical staff of the Section, from which a recommendation should be forwarded to the Director.

TECHNICAL PROCEDURES

Vehicle Management

The Department of Information Technology has three vehicles in its possession. These vehicles, (Bucket Truck - GV 0261, Suzuki GV) are to be used primarily for the execution of Government related duties.

Officers obtaining Traveling Allowances, should utilize their own vehicle, thereby leaving the Government assigned vehicles available for the use of officers who do not receive such entitlement.   When necessary, Traveling Officers can coordinate the transportation of a large number of equipment and tools, in the Government-owned vehicle.

Officers that drive the Vehicles are expected to aid in their maintenance and up keep:-

- Faults are to be reported to Management immediately.

- The vehicles are to be supplied with Gas regularly. To get gas, the vehicles must be taken to the Public Works Department. The Gas Log Book which is located in the Glove compartment, must be presented to the Public Works Officer.

- Equipment and Tools are not to be stored in the vehicles overnight.

- Both vehicles are to be cleaned and serviced periodically.

The transportation of non-government persons and private use of the Government Owned Vehicles are **<u>STRICTLY PROHIBITED</u>**.

The failure of staff members to comply with these guidelines can result in disciplinary measures, which can include the revoking of privileges, suspension without pay, or termination.

EMPLOYEE RIGHTS

Employee's Salary

Once a person's employment has been accepted by DOIT and the Department of Human Resources, that person becomes a member of staff. However, in order to be placed on the Government's Monthly Payroll, in time to be a part of the next payroll run, the following information must be submitted to the Senior Administrative Officer within one week of commencing work:
> Full Name and Address
> Contact Information
> Bank Name
> Bank Account
> Social Security Number

Leave Entitlement

Officers are encouraged to adhere to policies of strict attendance. However, there are times when officers are granted time off for personal and sick purposes. This is so that officers can remain in the best possible frame of mind, body and spirit to conduct government's business. You can read Chapter 6 of the General Orders to familiarize yourself with the various leave entitlements available.

Sick Leave

An employee may be granted sick leave if he/she is ill or injured, provided that the illness or injury prevents him from carrying out his duties and was not caused by his own misconduct or by failure to take reasoning precautions or if he/she is confined to a hospital or similar institution for a period of not less then 14 days.

A medical certificate must support ailments cause an employee to be out of office for more than two days. Sunday and Public Holidays that fall within a period of sick leave will count as days of sick leave.

EMPLOYEE RIGHTS

Vacation Leave

Based on an officer's Salary Grade Level, the appropriate annual leave days are awarded for one year. An employee must take vacation within the fiscal year or they will loose their days .

Salary Grade	Entitlement
Grade 28 – 31	36 days
Grade 17 – 27	30 days
Grade 9 – 16	24 days
Grade 1 – 8	18 days

Approaching the end of each year, officers are asked to start looking at leave dates for the subsequent year. Regardless of how the officer wants to take the leave, whether in one block or broken into smaller blocks, officers are to discuss leave with their Supervisor, and submit a first and second preference dates for each instance of annual leave absence to the Administration Section for approval and inclusion in the Vacation Leave Schedule. Please note that depending on conflicts, your first preference may not always be granted, but where possible will be accommodated.

Maternity Leave

A female employee who requires leave for maternity purposes may be granted leave for which she may be eligible and if she is a pensionable or contract officer may be granted the following:

- Maternity leave on full salary for a period not exceeding one month
- Leave on half pay for two months
- Leave without pay for an additional period not exceeding one month

Other Leave

Leave or Time Off for reasons other than Sick and Vacation, must first be discussed with and approved by your Supervisor, and then notification made to the Senior Administrative Officer. The Director or the Deputy Director can recommend and approve other leave for Staff Members at their discretion.

TECHNICAL PROCEDURES

Purchasing of equipment

Officers who require computer equipment, are to discuss their needs with the Technology Support Services Officer, Deputy Director, or the Director, Information Technology for approval. The procurement and purchasing officer must compile a list of items requested and obtain approval from the Director before purchase is made.

Bulk purchases of computer equipment falling within the estimated price range of $5,000 - $59,999, requires that at least two quotations are obtained from two different vendors, and an adequate selection is made. Bulk purchases of computer equipment exceeding an estimated price of $60,000, has to go through the Ministry of Finance's Tender Board Process.

These are both stated in the Financial Circular No. 9 of 1996, which is captioned "Petty Contracts".

Summer Employment

Generally speaking, between two (2) – four (4) College and/or High School students are hired throughout the Summer months of June through August each year, based on the availability of funds. The student must submitted an application for employment to the Department of Human Resources. Students are paid on a pre-established rate based on the level of their educational attainment. For those who are not on study leave, a Payroll Change Authorization Form – Monthly Check Payment must be filled out and submitted to the Treasury Department for payment.

Confidentiality of Information

Information concerning persons employment- Hiring, Salary, Recommendations, etc., should be observed as private and must be kept in a professional and confidential manner at all times. Staff found prying into another officer's affairs, especially for the purpose of gossip and to cause dissension, would be disciplined accordingly.

TECHNICAL PROCEDURES

Within the Department of Information Technology, there are five (5) main sections that work cohesively to execute the mandates of the Department. In order for each section to perform in a consistent manner, there are several policies and guidelines by which the staff is governed.

Administration
The Administration Section deals with the Human Resources element of the Department of Information Technology. It also serves to provide support to the rest of the department by performing general administrative duties.

General Office Management
A big part of how well the Administration Section can effectively perform its duties depends on the extent to which every staff member adheres to the contents of this Employee Handbook.

Requisition of Computer Supplies
Toners, Inks, etc. are provided to all Government Agencies through a Requisition Process.

Departments are to submit an Original Requisition Form to the Department and orders are filled upon the receipt of the Requisition Form everyday from 9:00—3:30 p.m.

Purchase of Office Supplies and Equipment
Officers who require office supplies or equipment, are to discuss their needs with the Senior Administrative Officer, Deputy Director or Director, Information Technology for approval. Any officer that is given an Purchase Order for an item is responsible for returning the invoice for payment to the Clerical Officer. If this is not being adhere to no further order will be approved.

EMPLOYEE RIGHTS

Dress Code
All employees should be professionally and neatly dressed in business attire at all times, during working hours. Once accepting the Dress Code that has been discussed during an interview, it must be strictly adhered to.

Men Dress
All males should be attired in a long or short-sleeved dress shirt, slacks, dress shoes and a tie. The wearing of sneakers or sandals is not permitted.

Women Dress
All females should be attired in business wear and dress shoes. Excluded are the wearing of sandals, sneakers and too tightly fitting skirts and pants.

Casual Wear
The office of the Information Systems Unit does not have a "Dress Down Day". We do, however, have uniformed polo shirts that are to be worn upon approval during the execution of major projects that would be difficult to perform in the required business attire. The wearing of Polo shirts is not accepted on a regular basis.

Also, on special occasions such as the Friday before August Monday and on Christmas Eve, permission may be granted to wear casual apparel for that day. If the Manager, Information Systems has not given permission, then please resort to wearing business attire.

Uniform
A uniform has been implemented for the technicians that are to be worn everyday . If you are not in properly attired uniform you are adhere to the dress code of the office.

EMPLOYEE RIGHTS

Communication

Communication is the art of giving and receiving information. On a daily basis, inclusive of Weekends and Holidays, management and staff may need to communicate with each other. This may be during times of emergency, during the execution of projects or routine maintenance activities. As such, the means to facilitate such communication is made available to pertinent technical staff by providing them with a cellular phone.   Staff members who are granted this privilege of government issued communication devices should ensure that:-

Numbers are published internally, and made available to other DOIT staff.

The communication device is accessible so that the officer can be contacted at all times.

Cellular Phones

In order to control budget spending on telephone bills, these approved officers are placed an a monthly plan of $69.99. This plan entails unlimited calls to all BVI Networks.

Email

Lotus Notes is the government official communication tool that is to be used to communicate with other government officers within the department and throughout the Public Service.   This communication medium is mainly used and employees are to Check their email at least twice daily for instruction, and other correspondences.

Allowances

Allowances are benefits awarded to officers in order to compensate them for their resources used in the execution of their daily duties.

Entertainment

The Director, Information Technology does not receive an entertainment allowance. If the staff wishes to hold an office function, a written request for funding must first be made to the Financial Secretary. Failing his approval for funding, if the staff still wishes to have the function then it will have to be funded "out-of-pocket".

SPACE MANAGEMENT

Main Area

The General Office area of both location are store rooms, as such it must be kept clean and free from the accumulation of papers, boxes, computer parts and equipment, at all times.

Network Printers

There are two network printers that are setup for use by all officers within the Department. Please replenish trays with relevant sized papers when necessary, clear paper jams as they occur, and have toners and drum kits replaced when needed. Also, retrieve printed documents in a timely fashion, while being mindful to keep the areas tidy.

Posting of Notices

Divulgence of general information through notices, flyers and posters are posted on the poster board located at the RFG General Office. Employees are to check periodically for notices.

Store Rooms

The RFG has two storage locations. One location is mainly for the storage of computers, printers, monitors and other related equipment. The other location is for the storage of all computer supplies.

The Central Administration Complex storage location should be used to store computers and other related equipment. These storage locations should be kept tidy, organized, and locked at all times.

UPS Room

This room, located in the basement of the Central Administration Complex and houses the main UPS and battery packs that provide power to the core computer systems during times of power loss.

SPACE MANAGEMENT

There is limited space allotted in both locations of the Department. This space must be managed in an efficient manner, to make staff members as comfortable as possible. Unnecessary infringement on another's space is disrespectful, if there was no prior agreement.

Server Room
Only authorized officers should have the code to enter the Server Room. Anyone else needing access for any reason, is to consult with the Director, Deputy Director, Information Systems Officer or the Computing & Communications Officer.

Temperature
The air condition should always be set at 65% on cool as opposed to dry. This should never be adjusted unless authorized by Director or Deputy Director, Information Technology.

After periods of Power Outages, the air conditioners may not re-activate. The Network Administrators should check the temperature in the Control Room immediately so that the systems housed therein do not over heat.

Storage
While the Server Room is not designated as a storage area, on occasion equipment is allowed to be stored there. In all other cases, the storage room in the basement of the RFG Building, the Administration Complex, and at Fish Bay must be used to store equipment.

When stock is removed from the storerooms notification must be given to the Inventory Officer to updated the Inventory accordingly. The storage rooms at all locations must be kept clean, organized and locked at all times.

EMPLOYEE RIGHTS

Travel
For the execution of job duties, travel is necessary for certain positions. Persons filling those positions are designated as traveling officers. Travelling Officers must have a working vehicle that they use to carry out their duties where necessary, and they are compensated at the rate of $100 - $150.00 per month, depending on approval from the Department of Human Resources.

Officers who do not own, nor do not use their vehicle to carry out their job function, do not qualify for this monthly compensation.

Mileage
An officer who does not qualify as a traveling officer, but uses his/her vehicle to carry out job duties, are reimbursed for the calculated mileage at the rate of $1.00 per mile, but not exceeding $90.00 per month.

The officer must keep an accurate daily record of their journey stating the date, time, destination and actual mileage covered. This record must be submitted monthly and countersigned by their Supervisor, Senior Administrative Officer, Deputy Director or Director, Information Technology.

Technical
Officers who may be required to extend themselves beyond the regular work hours to perform tasks related to major projects or maintenance that cannot be performed during normal working hours will be considered for Technical Allowance at the rate of $150.00 per month.

This allowance is not awarded to officers automatically, as the claims submitted by the Director, Information Technology on behalf of such officers, is subject to the scrutiny and approval of the Financial Secretary and the Director, Human Resources.

EMPLOYEE RIGHTS

Handling Office Disputes

If an officer has a complaint against another officer, regarding a work related issue, rather than reporting directly to the Manager, Information Systems, please use the following guidelines:-

 The two officers should speak, and attempt to resolve their differences.
If there is no change, the issues must be reported to the offending officer's immediate supervisor.
If there is still no change, then the issue must be dealt within the presence of the Director, Deputy Director, Senior Administrative Officer and the immediate supervisor.

Indecent Language

Absolutely <u>NO</u> indecent language should be used within the office.

If an officer is heard using indecent language, he/she will be warned in the first instance. A reoccurrence will be documented and for any subsequent occurrence, disciplinary action will be taken.

Sexual Harassment

Officers must respect each other, and treat each other in a professional manner in speech and action, so as to not make others feel uncomfortable in their presence.

Termination

Generally speaking the Government of the Virgin Islands does not actively pursue the act of terminating an employee. There are cases, however, in which termination is unavoidable, and it takes place in three forms, based on the Department Head's recommendation and/or an employee's request.

EMPLOYEE RIGHTS

Firing

If an officer is found stealing, divulging confidential information, or has poor job performance, recommendation can be made through the Director, Information Technology for that officer's employment with the Department of Information Technology to be terminated.

If an employee is on a temporary employment, he or she can be fired immediately or with at least one month's notice.

Transfer

Transfers are usually initiated by an employee who is either unhappy in their present work environment and wishes to be relocated to another department within the government service or if he/she is able to pursue another employment opportunity within another department.

There are instances in which the Director may deem that an employee transfer is in the best interest of the department.

It should be noted however, that a transfer can only be successfully granted through the Department of Human Resources if an available post exists within another department, and the "new" department head willingly accepts the transfer request.

Resignation

Resignation is solely initiated by the employee, and may be for a variety of reasons which all indicates that the employee is leaving the government service completely.

An employee with a temporary status, must give the department at least a month's notice, before the termination is to be effective.

An employee whom is permanent and pensionable establishment has to give the department at least three (3) months notice, before the termination is to be effective.