February 2014
Monthly Report

Department of Information Technology

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 February; 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.

Table of Contents

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 to Microsoft Office 2010	Upgrading all Government Computers to Microsoft Office 2010	Installation in the Road Town Area	Continuing with the installation in the Road Town area. The following lists the offices that were visited and were upgraded to Microsoft Office 2010. • Archive & Record Management Unit • Elections Office • Civil Registry • International Finance Center • Customs Head Quarters • Governor's Office • Environmental Health • High Court Registry • Fire Department • Commercial Court • House of Assembly • Court Reporting Unit • Immigration Head Quarters • Office of the Director of Public Prosecution • Inland Revenue (RFG) • Cabinet Office • Internal Audit • Law Reform Commission • Government Information Systems (GIS) • Office of Gender Affairs • Labour Department • Ministry of Communications & Works (SPU) • Library Services • Trade & Investment Promotion • Project Support Services Unit • Virgin Islands Shipping Registry • UNESCO • Department of Waste Management • Survey Department Only 4 - 6 computers from each office received the upgrade. This convention will continue until it is confirmed that the current office 2010 license can be applied to more than 750 computers.
Virtualization and Upgrade	Virtualize Central Server Room and Upgrade Domain to Windows Server 2012	In Process	Reports and assessments are being carried out on a daily and weekly basis to determine bandwidth utilization, storage requirement, and hardware compatibility for the upgrade. The results of these processes will be put in a report and sent to IBM for possible solutions.

			OPERATIONAL UPDATES CONTINUED...
Projects	**Description**	**Status**	**Comments**
Windows Program Development	NPO database, Autism database, Environmental Health Database, DPU Tourism Database, Central Website	In progress	• **Non-Profit Organization (Ministry of Health and Social Development)**: A meeting was held with Ms. Harriet Anderson, Mr. Kenneth Hodge and Mrs. Carolyn Stoutt-Igwe to finalize requirements needed to proceed with phase two, the renewal of Non-profit organization certificates which was presented in the last meeting. Changes are required to laws to enable part of the application process to be done online. The workflow process was also presented and discussed. • **Autism:** Access was given to department staff so they can make use of the database, however, the short-cut for the database could not be added to Ms. Dawson's desktop since her computer is at DoIT for repairs. All users were issued passwords, and a printed user manual was delivered to the Autism office and data is being entered.
Audits	System/I Drive/ Network Audits	System Audits were conducted.	System audits were conducted at the following during the month of February:- • **Department of Disaster Management -** an audit was conducted on the 13th of February. Two (2) Desktops were encountered, both had processors that were equal to and above specs and RAM that were equal to and above specs. The two computers are at our standard but since the intended software requires higher specs, they should be replaced and the current computers can be redistributed. • **Post Office (Road Town) -** an audit was conducted and completed on the 12th of February, on the computers using SWIFT cash receipting Software. Four (4) computers are custom computer terminals making them difficult to upgrade. However, testing has shown that standard computers are capable of running the required software and hardware for their cash receipting purposes. The computer terminals should be replace with standard computers.

Summary of Report

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

The Administration and Management Section

The following activities occurred within this Section during this period:-
Five hundred and one (501) printer and computer storage supplies were distributed to various departments during this period. A total of forty-three (43) peripheral, supplies and equipment purchased during the month of February.

Administration reported on the following projects:
♦ Computer Supplies Inventory Control
♦ DoIT Staff Retreat
♦ 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, provided technical support and reported on various problems/issues that occurred during the month.

The Technical Support Services Section

The following activities occurred within this Section during this period:-
Twenty-one (21) computers, fifteen (15) monitors, twelve (12) printers, five (5) additional mouses (mice), two (2) scanners, two (2) laptops and one keyboard were distributed to the various government departments and ministries. Two hundred and twenty-five (225) Lotus Notes jobs were resolved. The technicians of the Help Desk section resolved forty-four (44) problems/issues.

This Section reported on the following projects:
♦ Distribution of SameTime Online Meeting functionality
♦ Upgrade of Lotus Traveler for use with new Government issued mobile devices
♦ Deployment of DOCOVA
♦ Extend Encryption to External Outbound and Incoming Mail
♦ Computer Training Classes

The Information System Services Section

For this month, the following activities occurred within this Section:
♦ Thirty-four (34) JDE issues were resolved
♦ iSeries Passwords were reset for sixty-two (62) users
♦ CRIS passwords were reset for five (5) users
♦ Twenty-three (23) users were assisted with their JDE Account

This Section reported on the following projects:
♦ Upgrade of Operating System on IBM iSeries Partitions

This Section reported on the following projects continued...:
- Database development for Non-Profit Organization - Phase 2
- Database development for Autism Department

The Planning, Quality Assurance and Data and Security Section

The following activities occurred within this Section during this period:
- Sixty-eight (68) issues were resolved at various departments:
  - Five (5) hardware issues
  - Forty-three (43) software issues
  - Two (2) operating systems issues
  - One internet issue
  - Eleven (11) network issues
  - Six (6) printer /Scanner Issues
- Ninety (90) users were assisted with their Accounts within various departments:
  - Twelve (12) new users were registered on the network:
  - Thirty-two (32) network password resets were conducted on the network
  - Twenty-five (25) user network accounts were unlocked
  - Ten(10) users were deleted from the network
  - Six (6) users were transferred
  - Five (5) temporary users were added to the network
- Other jobs that were conducted within various departments

This Section reported on the following projects:
- Conducting departmental System Audits

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

Projects/ Programmes:	Description	Status	Comments
Deployment of DOCOVA	File and content management	In progress	• Chris Fales, a DOCOVA consultant from DLI. Tools, Inc worked along with the DoIT team for the period February 3-7, 2014 to provide assistance with the setup and configuration of the filing system for the Department of Human Resources. • Mrs. Shavon Henley-Hodge and her team attended a brief demonstration session to view the relevant libraries and folders in an effort to provide feedback on the progress thus far. Prior to implementation, she advised us to provide an overview/training for the entire department for sometime in March. • The DOCOVA Server was upgraded from version 3.5 to version 4.0.1 and all the relevant users that had delegated access to the system were upgraded to the newer version as well. This upgrade provided new functions and fixes for the server. Some of the departments that were upgraded were: Human Resources, Information Technology, Ministry of Finance and Ministry of Health & Social Development. • Currently awaiting feedback from the Department of Human Resources on an official launch date.
Computer Training Classes	Raising the level of computer literacy in standard applications within Government Offices	A Training Session was conducted.	Five (5) employees attended the New Employee Orientation (NEO) session held on February 24th, 2014 and February 25th, 2014. The following officers attended: • Kathleen George (Environmental Health) • Suzanne Fonseca (Immigration) • Lissa Noel (Court Reporting Unit) • Karen Smith-Aaron (Inland Revenue) • Crystal Vanterpool-Williams (Adina Donovan Home)
iSeries Program Development	Upgrade of Operating System on IBM iSeries Partitions	In progress	• 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. • There is only one tape drive that has to be switched between the production and test partitions. 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 purchase of a replacement tape drive.

OPERATIONAL UPDATES

Projects	Description	Status	Comments
ICT Forum	Revive ICT Forum	In progress	The first ICT forum was held on February 6th, 2014. The meeting was held at Training Division at 10:00 a.m. Various representatives from various Ministry/Department attended the meeting. There was an introduction and overview of the department and the purpose of the ICT. Each Section Head gave an overview of their section. There was a question and answer period where the attendees were given the opportunity to share their concerns and have their questions answered.
DoIT Staff Retreat	Establishing a more professional, knowledgeable and responsive workforce within the department	This project has commenced	• Potential Locations have been selected, namely Little Dix Bay Resort, Scrub Island Resort, Marias By the Sea and the Mariner Inn Resort. Contact will be made to the establishment to gather cost of the conference room and lunch. • Ms. Joyce Murraine and Mrs. Marva Titley-Smith were recommended by the Training Division to be the facilitators of this event. Contact will be made for both persons to submit their proposals and a decision will be made on which facilitator will host the event.
Cleaning of CAC Mold	Clean up of CAC Office and ground work for renovation in 2015 to address mold problem.	An assessment was conducted at the CAC location	The proposed cost was received from Mr. Kelvin Thomas of Quality Air Condition & Refrigeration. Management will assess the cost and this project will move forward. Works will have to be done over a long holiday weekend. This project is scheduled to be completed by July 30th.
Spam Filter Report	Barracuda Networks Top Spam Recipients	On going	The following are the top recipients for top: kiapenn@gov.vg,mdonovan@gov.vg,nclarke@gov.vg,tehsmith@gov.vg, tehsmith@gov.vg, aflax-archer@gov.vg, ahamm@gov.vg, ismith@gov.vg, bgove04@gov.vg, dcarey@gov.vg. See page 15 for further details.
SameTime	Distribution of SameTime Online Meeting Functionality	In progress	• Two (2) cameras were distributed and setup for use at the Ministry of Health and Social Development for the Permanent Secretary and the Deputy Secretary for hosting online meetings. Training was provided prior to the installation for the relevant personnel as well. • A date has been set in March to meet with Ms. Sandra Ward (Cabinet Secretary), for the installation of the cameras and deployment of the SameTime services to Cabinet Office.
Lotus Traveler Upgrade	Upgrade Lotus Traveler for use with new Government Issued Mobile Devices	In progress	This project is 95% completed. Currently working on troubleshooting issues affecting various users with Apple and Android devices.

The Administration and Management Section

Budget Report Summary

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

Information Technology Expenses

Computerization Expenses	February
Software Support & Maintenance	
Lotus Notes Maintenance	$3,840.00
Annual Applications Support Maintenance	$3,500.00
iSeries & JDEdwards Maintenance	-
Applications	-
TOTAL	$7,340.00
Hardware & Network Equipment	
Computers, Printers	$768.00
Networking Equipment & Maintenance	-
Lease Payment for Backbone Site (Malone & Z-Rod)	$4,000.00
Computer Supplies & Peripherals	$410.00
Subtotal	$5,178.00
Training & Development	
Staff Training	-
Sub Total	-
TOTAL COMPUTERIZATION EXPENSES	**$12,518.00**

Department Operation Expenses	February
Office Supplies	
General Supplies	-
Printing	-
Stationery	$262.04
Other General Supplies	-
Telecommunication	
Mobile	-
Landline	-
Internet	-
Repairs & Maintenance	
Vehicle Minor Repair	-
Travel	
Transportation	-
Subsistence	-
Total Operation Expenses	$262.04

Grand Total Information Technology Expenses	**$12,780.04**

Budget Report Summary Continued...

Revenue	February
Computer & Printer Supplies*	$16,849.00
Computer Sales **	$300.00
Total Revenue	**$17,149.00**

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

** *Computer Sales are deposited directly into the Treasury.*
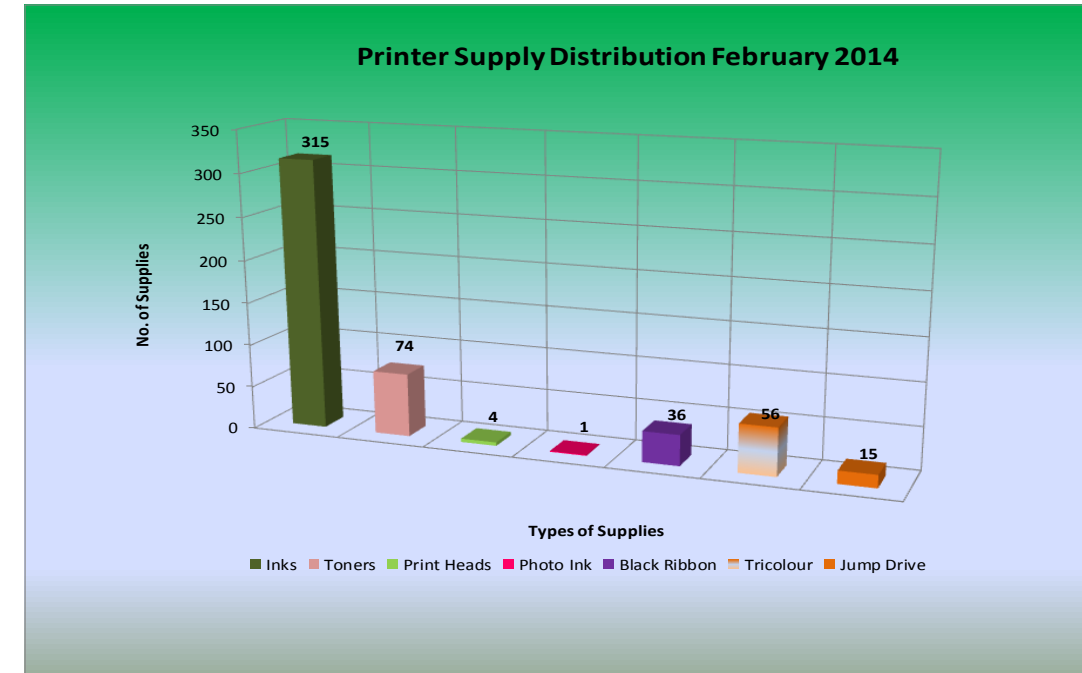
Printer Supplies Distribution

A total of five hundred and one (501) 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 twenty three thousand five hundred and thirty-five ($23,535.00) dollars.

Item Type	No. Distributed
Black Ink	174
Yellow Ink	57
Tricolor Ink	56
Cyan Ink	45
Magenta Ink	40
Magenta Toner	15
Cyan Toner	26
Black Toner	13
Yellow Toner	16
Print Heads	4
Black Ribbon	36
Flash Drive	15
Photo Ink	1

Item/ Distribution of Items:	Description	QTY	Value	Comments
Help Desk Technical Support (include Figures from all Sections)	General Contact, Hardware Issues, Network Access Assistance, Software Installations, Network Password Management	44	$0.00	At the end of February 2014, there were a total of 44 completed Help Desk calls. See page 14 for further details.
JDE Technical Support	Issues include Technical Issues, Password Management, Account Management	125	$0.00	Thirty-four (34) users were assisted with Technical Support, sixty-eight (68) users were assisted with Password Management and twenty-three (23) users were assisted with their JDE account. See graph on pages 17—18 for further details.
Departmental Assistance	Technical issues that were resolved by department during the month	68	$0.00	Sixty eight (68) users were assisted within various departments during the month. See graph on page 19 for further details.
User Account Information	User account assistance that was provided during the month	90	$0.00	Various Departments/Ministries were provided assistance with their accounts during February. See graph on page 20 for further details.
Other Technical Support	Other Technical Jobs that were conducted	7	$0.00	The following Ministries/Departments were provided with Technical Assistance: - 1. Archive & Records Management Unit:- • Installation of Electronic Magazine Software 2. Ministry of Finance:- • Meeting with Deloitte regarding FACTA Information Reporting • Installation of Statistical Software • Network Printer Installation (Quomar Building) 3. Inland Revenue:- • Tablet Computer Set up • SIGTAS Windows 7 Workaround testing 4. Ministry of Education:- • Upgraded all computers with Microsoft Office 2010 See Page 17 for further details.

Operational Activities Continued…				
Item/ Distribution of Items:	**Description**	**QTY**	**Value**	**Comments**
Network Equipment & Maintenance	Replacement of Equipments	14	$0.00	**Items 1 - 5 were conducted to Facilitate the VoIP project:** 1. Configured and deployed one Cisco 3560 48 Port Switch to: • The Road Town Library, • Conservation and Fisheries Office, • B.V.I Post Office, • Agriculture Department Office and Veterinary Division at Paraquita Bay. 2. Configured and deployed one Cisco 3560 12 Port Switch to: • The Law Reform Office. 3. Configured and deployed one Cisco 2960 24 Port Switch to: • Court Reporting Unit, • Eselyn Henley Riche School and • The Environmental Health Department. 4. Configured and deployed one Cisco 3560 8 Port Switch to:: • The Police Marine Base, • Sandy Lane Drug Rehab and • The Office of Gender Affairs. 5. Replaced defective Midway Wireless Radio at: • Police Hanger Beef Island and • The Francis Lettsome Primary School.
Wireless Access Points	Wi-Fi Network	0	$0.00	There were no wireless access points connected during this month.
Lotus Notes Technical Support	Issues include registration of new users, password management, account management, Traveler	225	$0.00	At the end of February 2014, there was a total of 225 completed Lotus support calls. See page 13 for further details.

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

Printer Supply Distribution February 2014

Purchase of Printer Supplies & Equipment

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

Peripherals & Supplies	No. Purchased
HP Fuser Kit	1
Lexmark Ribbon	23
Total Peripherals & Supplies	**24**
Equipment	No. Purchased
Cisco Catalyst Switch 2960 48 Port	8
Cisco Catalyst Switch 2960 24 Port	2
Cisco Catalyst Switch 3560X 24 Port	2
Cisco Catalyst Switch 3560C 12 Port	2
Cisco Catalyst Switch 3750X 12 Port	1
19" Rack Mount for Catalyst Switch 3560/2960	4
Total Equipment	**19**

Operational Activities

Item/Distribution of Items:	Description	QTY	Value	Comments
Sale of Computer and Printer Supplies	Includes Inks, Toners, Ribbons and Jump Drives	501	$23,535.00	Printer supplies and computer storage media distribution for the period of February 3 - 28, 2014. See page 7 for further details.
Sale of obsolete Computer Equipment	Computer equipment that are below standard specs	4	$300.00	Two (2) CPU's for $75.00 each, one (1) monitor for $50.00 and two (2) CPU's for $50.00 each was sold during the month of February.
Purchase of New Computer Unit	Includes System Unit, Keyboard & Mouse	0	$0.00	There were no system units, keyboards and mouse 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	0	$0.00	There were no printers 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	0	$0.00	There were no laptops were purchased during this month.
Network Cabling	Wiring to accommodate VoIP phones	4	$0.00	Minor to moderate cabling jobs were carried out throughout various government offices to facilitate the ongoing VoIP Project. Small switches and hubs were replaced and prior connections to these devices had to be re-routed back to the main switch. Offices affected were:- • Road Town Library • Court Reporting Unit • Sandy Lane Center • Environmental Health Department
Hardware Distribution	Distribution of Computer Equipment such as Monitors, CPU's, Laptops, Keyboards, Printers, UPS...	58	$0.00	A total of twenty-one (21) CPU's, fifteen (15) monitors, twelve (12) printers, five (5) mouses, two (2) scanners, two (2) laptops and one (1) keyboard were distributed to various departments based on memorandum requests and assessments. See page 13 for further details.

SPECIAL JOBS

Installation of Electronic Magazine software – Archives & Records Management Unit
On the 5th, assistance was given with installing the electronic magazine creation software Flipbook, to help secure archived documents for a presentation.

Tablet computer setup – Inland Revenue
On the 5th, assistance was given with setting-up 7 tablets and Laptop/Tablet hybrids. They were connected to the network and the standard software was installed with the exception of the antivirus software which was incompatible. A newer version of the antivirus software has recently been obtained and is being tested with the Tablet OS.

Meeting with Deloitte regarding FACTA Information Reporting – Ministry of Finance
On the 17th, a follow-up meeting was attended with members from Deloitte, Ministry of Finance, Tax Authority and DoIT, to discuss the finding of Deloitte's consultants regarding the proposed FACTA information reporting system. It was concluded that they will develop the reporting software and work with DoIT to ensure that the best possible mechanism for transmitting the information to the US' IRS, is in place.

SIGTAS Windows 7 Workaround – Inland Revenue
Throughout the course of the month, assistance was given to Ms. Gynnette McMaster with testing a workaround to the compatibility issue that their current version of the SIGTAS software is experiencing with Windows 7. So far the results are promising but have not been fully successful.

Installed Statistical Software – Ministry of Finance (RFG Office)
On the 20th and 28th, assistance was given with installing special statistical software on 4 laptops.

Network Printer Installation – Ministry of Finance (Quomar Building)
A network printer was installed at the Small Medium Enterprise Office in Quomar Building. This printer (HP LaserJet 300-400 Colour M351- M451 PCL6 was added to the print server (**PRTSVR**).

Microsoft Office 2010 Upgrade – Ministry & Department of Education
On the 12th, all of the computers in the Ministry of Education and Department of Education were upgraded to Office 2010 using the product key designated for Education's use only.

The following graph depicts the purchase of printer supplies and equipment purchased during this period.
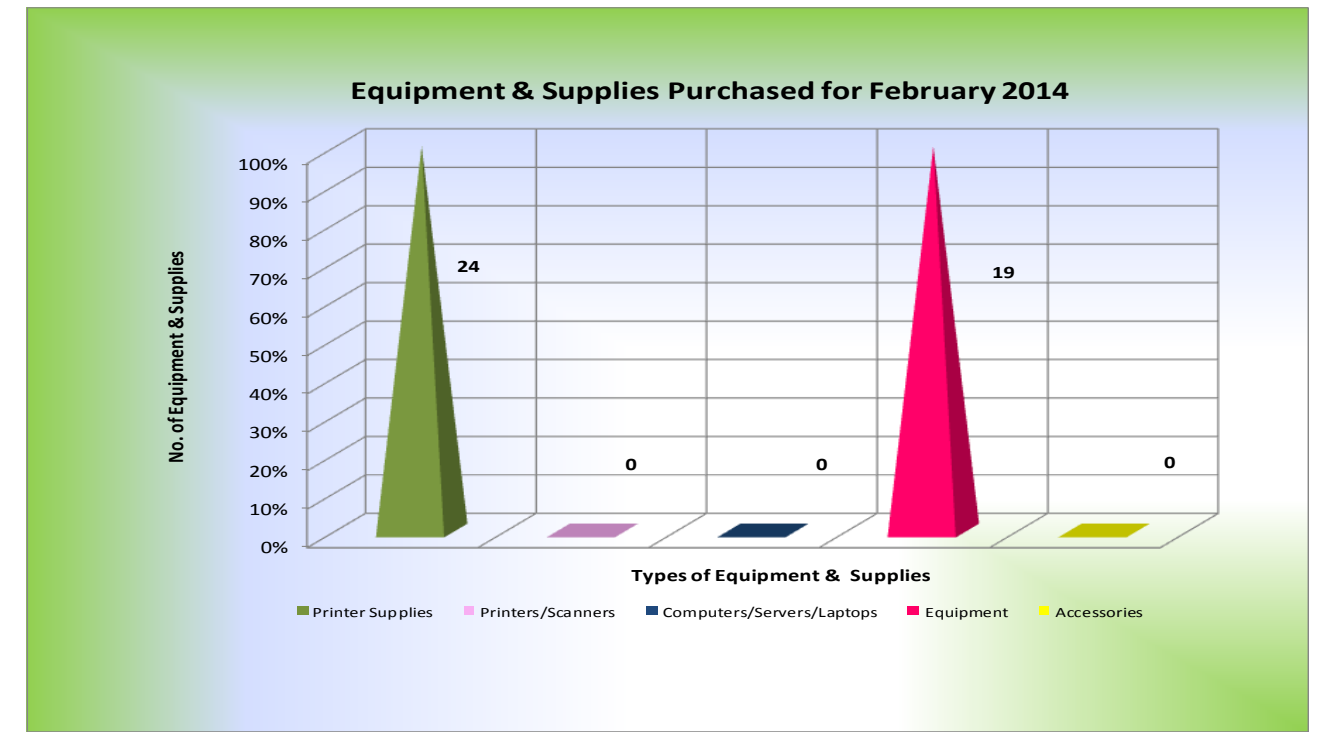
Staff Socials
♦ On 7th February, 2014, the department held its social in the form of a party and a surprise shower for Mrs. Careen Cuffy-Jules and to Ms. Che'Vaunne Richardson.

Staff Appraisals
The end of year staff appraisals are currently being conducted. Appraisals and increment certificates were completed and sent to the Department of Human Resources for processing for all staff, with the exception of Mr. Purnell Thomas, Mr. Claudius Rymer and the staff of the Information Systems Services Section, whose appraisals are still being finalized.

Action Items

	Originator	Description	Actionee	Due Date	Status	Comments
ITC Meeting	Mrs. Annabelle Skelton-Malone	Provided an overview of various aspects of the Department of Information Technology. The Department also made a presentation of its 2014 work plan and discussed Departmental IT Issues. Information was provided about various IT processes and gave opportunities to hear concerns and answer various questions pertaining to the department.	N/A	N/A	N/A	N/A

Table title: **Action Items Status: 6th February, 2014**

User Account Information

Ninety (90) user account assistance was provided during this month. The graph below displays the number of issues that were recorded for the various Government Ministries.
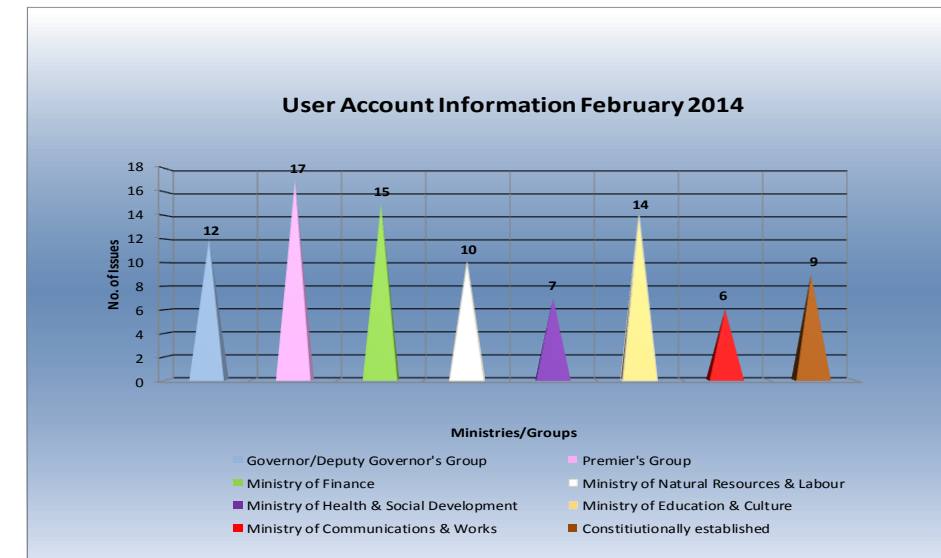
The following graph shows the number of User Account Information that were resolved by category under each Ministry for this month.
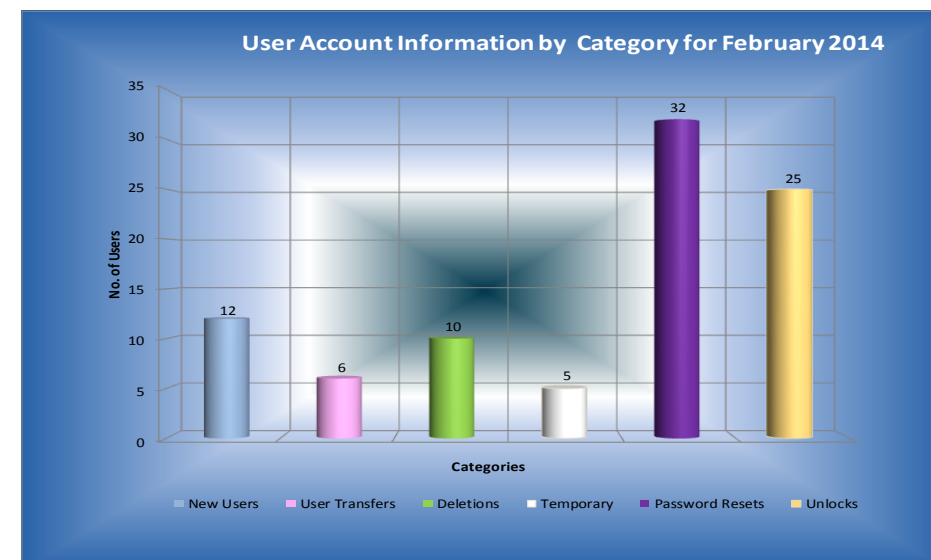
The Planning, Quality Assurance and Data and Security   Section
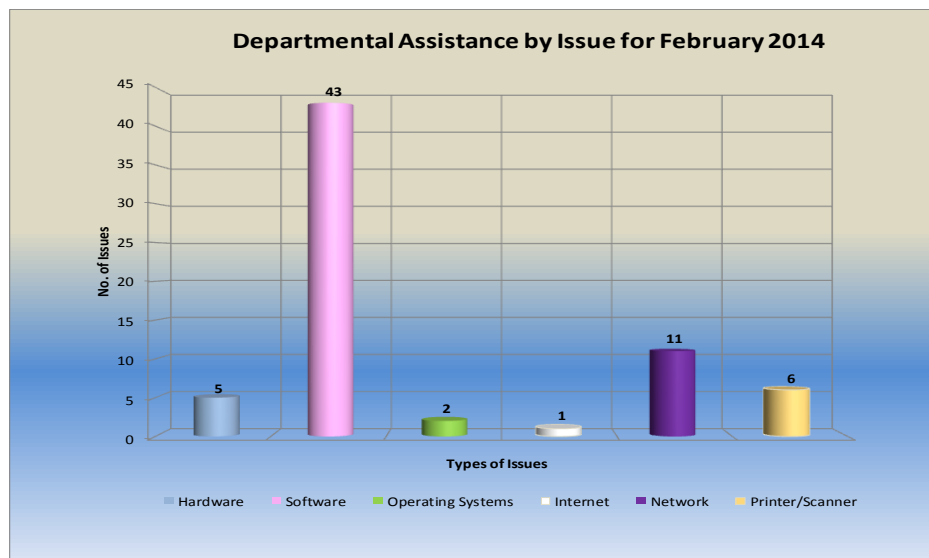
Departmental Assistance

Sixty-eight (68) issues were resolved under this section. The graph below displays the   number of issues that were recorded for the various Government Ministries.
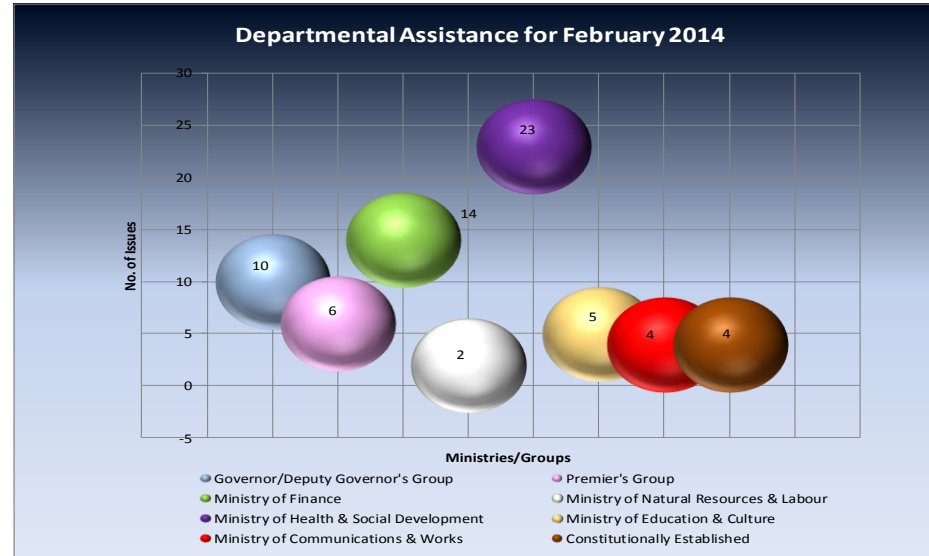
The following graph shows the number of Departmental Assistance that were resolved by issue under each Ministry for this month.

The Computing and Communications Section

Technical Support

♦ Technical Support was provided to various government departments. This included, but is not limited to, configuration of relevant network equipment to maintain their network connectivity. Ground work for a fiber connection was done for the Police Road Town to connect to the Police Headquarters.

Problems & Issues

• There were no major problems or issues experienced with the network during this month.

• There are still problems with the Wireless Access Points which was reported in January. Various solutions were conducted, however, these attempts were unsuccessful.

• The deployment of the controller base Wireless Access Points for the Central Administration Building is expected to begin in March. We are hoping to get some technical assistance from the company who is going to be doing the installation. This project is a joint venture between Telephone Services Management Unit (TSMU) and the Department of Information Technology (DoIT).

The Technical Support Services Section

## Equipment Distribution

Computer Equipment

Fifty-eight (58) pieces of equipment were distributed to various departments during this month. The following graph displays the type and number of equipment distributed.
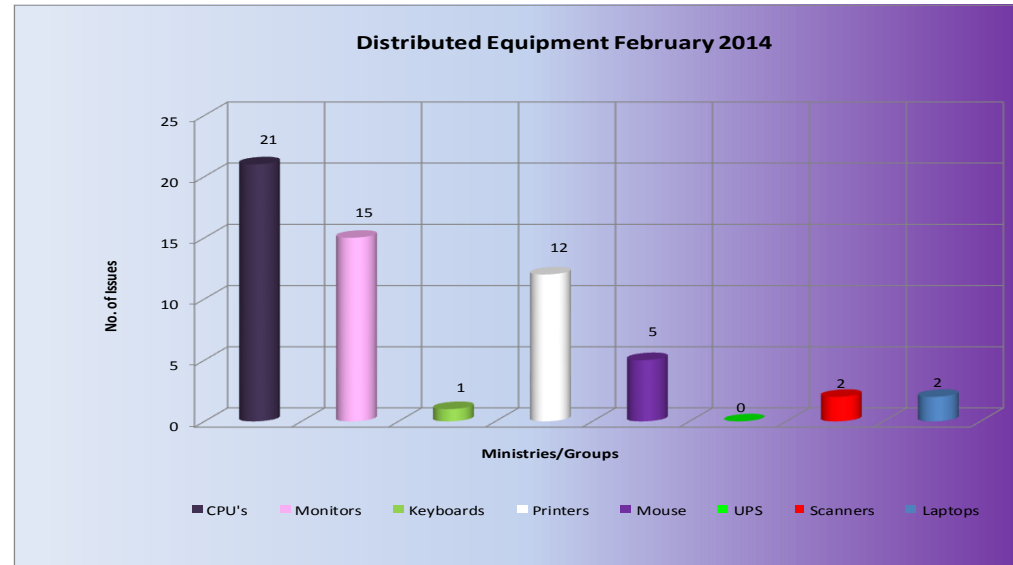

Lotus Notes Management

Lotus Notes Support

Two hundred twenty-five (225) completed jobs were recorded and resolved during this month. The graph below displays the number of completed jobs by issues.
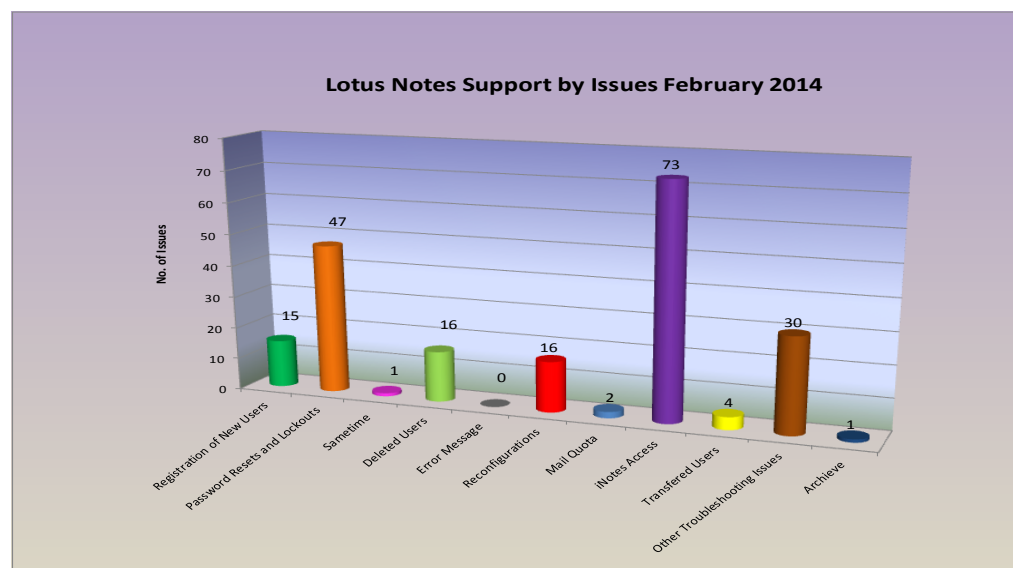

JDE Account Management

Twenty-three (23) users were assisted with their accounts during this period. The following graph displays the number of Account Management assistant that was provided by Ministry/Department.
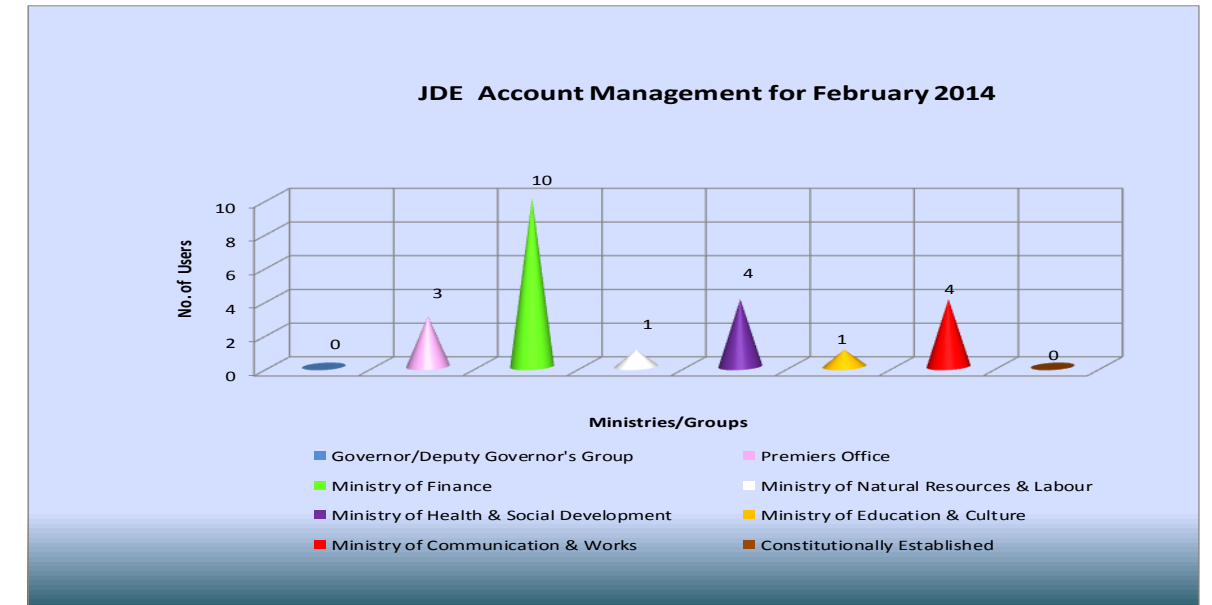
# The Information Systems Services Section

JDE Technical Support

Thirty-four (34) technical issues were resolved under this section for this month. The following graph displays the number of technical issues resolved during this period.
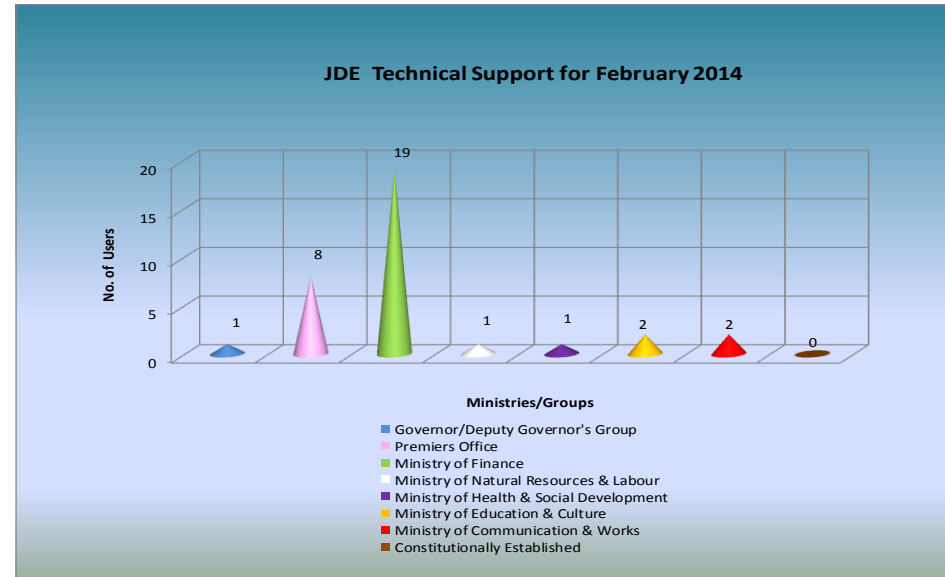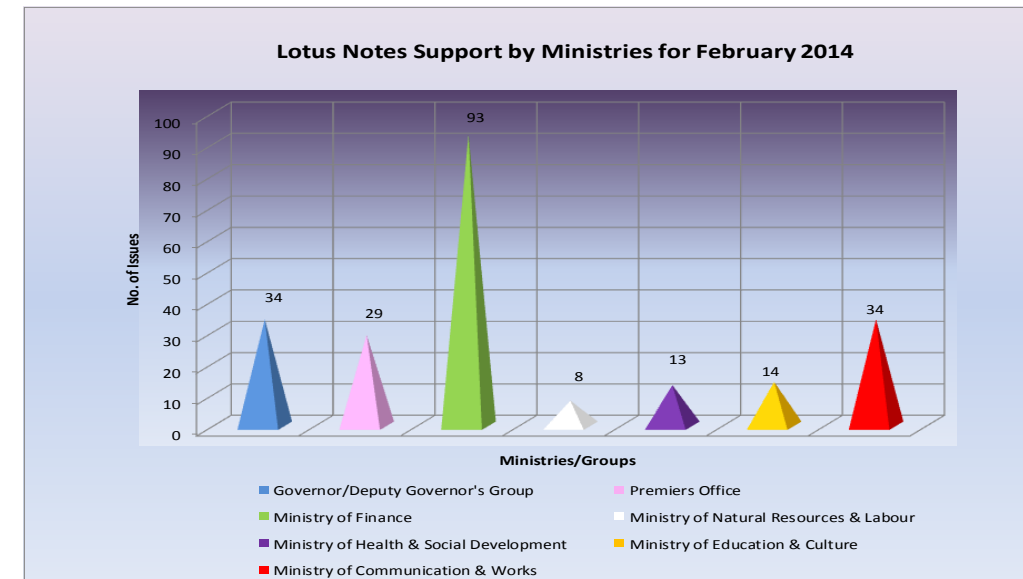

Password Management

iSeries passwords were reset for sixty-two (62) users and five (5) users for CRIS during this period. The following graph displays the number of iSeries & CRIS passwords that were reset by Ministry/Department.
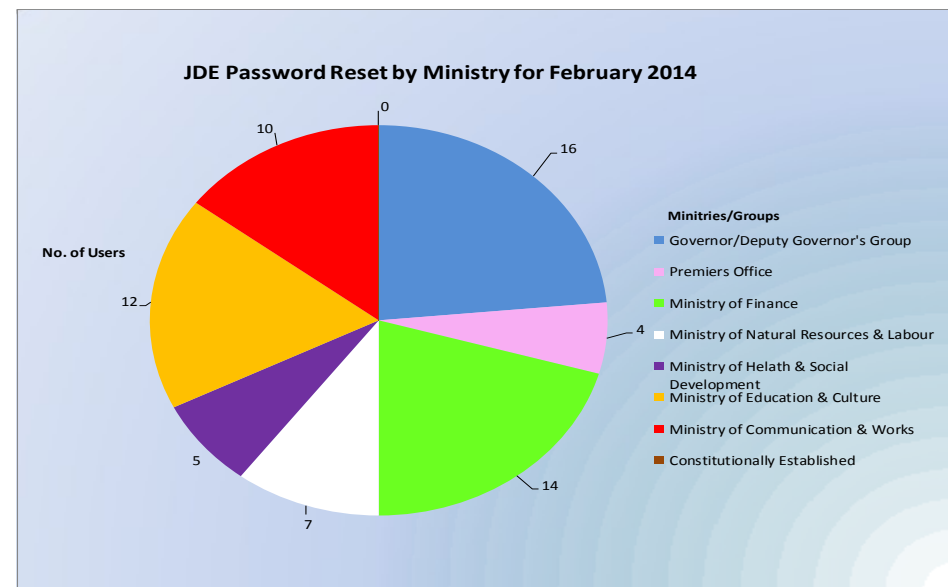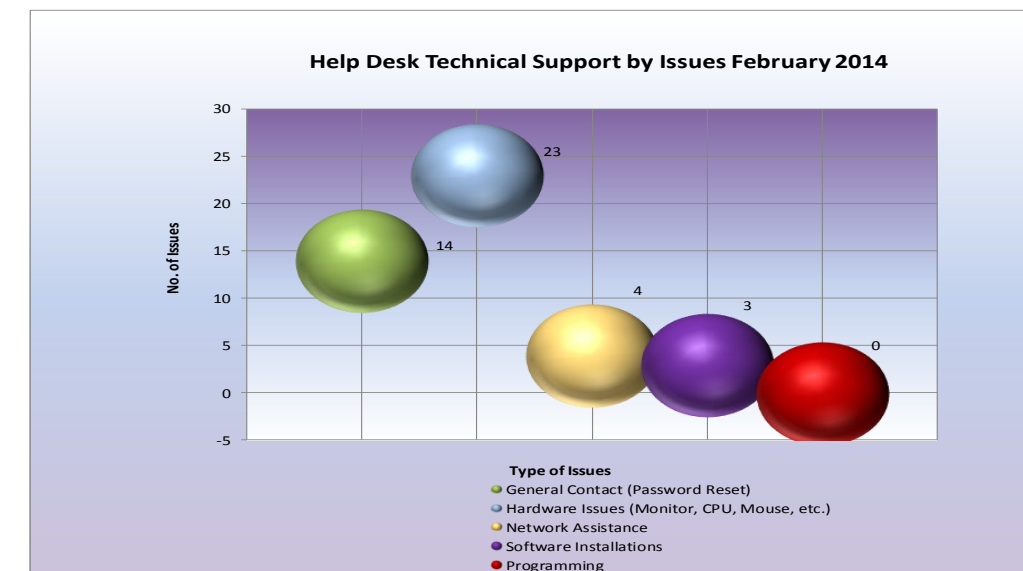

The following graph shows the number of Lotus Notes issues that were resolved under each Ministry for this month.
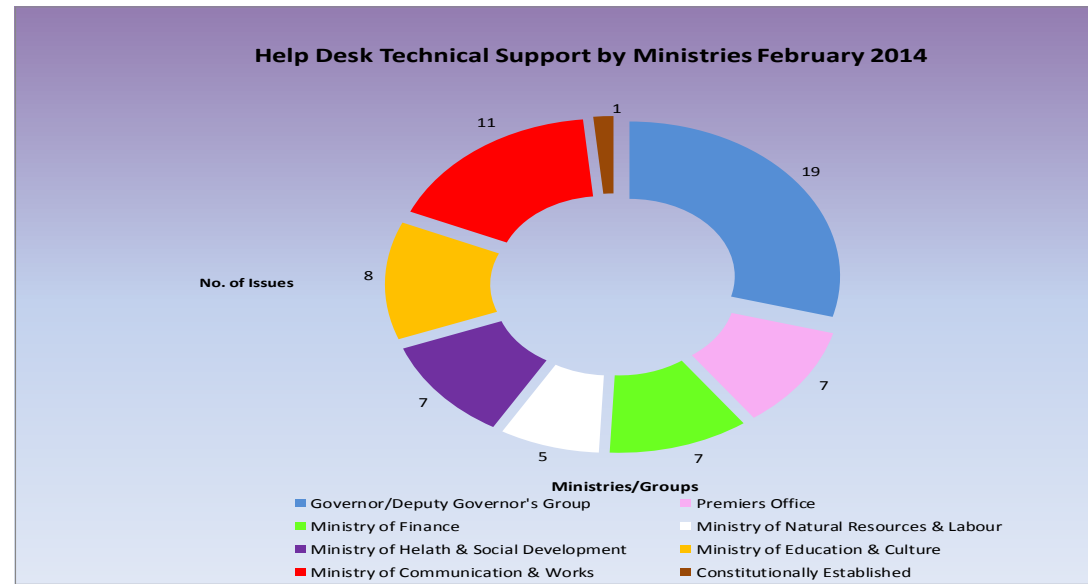

Help Desk Technical Support

Forty-four (44) 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.
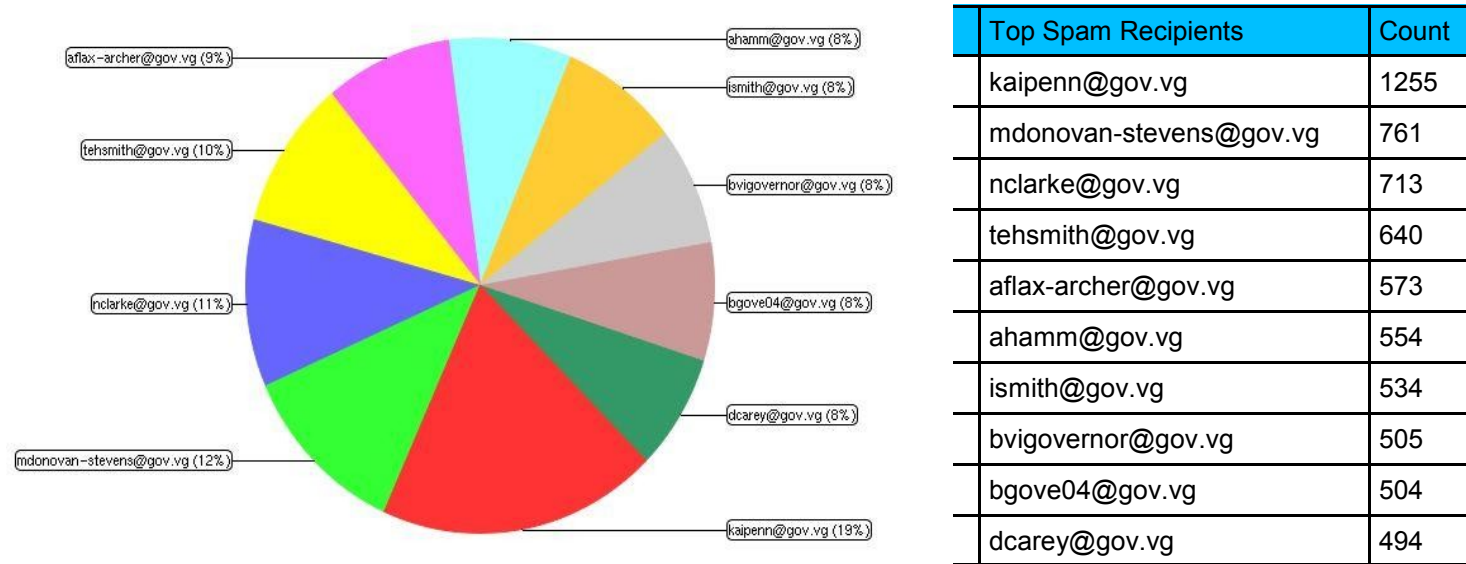
The graph below shows the number of Help Desk problems/issues that were resolved under each Ministry for this month.

Help Desk Technical Support by Ministries February 2014

No. of Issues

Ministries/Groups

- Governor/Deputy Governor's Group
- Ministry of Finance
- Ministry of Helath & Social Development
- Ministry of Communication & Works
- Premiers Office
- Ministry of Natural Resources & Labour
- Ministry of Education & Culture
- Constitutionally Established

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 net-work.

Top Spam Recipients	Count
kaipenn@gov.vg	1255
mdonovan-stevens@gov.vg	761
nclarke@gov.vg	713
tehsmith@gov.vg	640
aflax-archer@gov.vg	573
ahamm@gov.vg	554
ismith@gov.vg	534
bvigovernor@gov.vg	505
bgove04@gov.vg	504
dcarey@gov.vg	494

Lotus Notes Server Maintenance

On 20th February 2014, an email request was sent from the Lotus Administrator to all Departments and Ministries for an updated departmental listing as of January, 2014. To date, a total of twelve (12) departments responded to the request and an acknowledgement email was sent thanking them for their submission.

Updates were received from the following departments:

- Jermine Barry (Town and Country Planning)
- Beverley Sergeant (Office of the Complaints Commissioner)
- Janisha Sergeant (Disaster Management)
- Sharon Jennings (Election Office)
- Ruth Benjamin (Cabinet Office)
- Sandra Besson (Treasury)
- Valencia Smith (Inland Revenue)
- Marsha Smith (Training Division)
- Luce Hodge-Smith (Culture)
- Andra Phillip (Information and Public Relations)
- Debra Mundle (Environmental Health)
- David Fahie (Fire & Rescue Services)