

January 2014

Monthly Report



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 January; 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 PC Clients' Operating System to Windows 8	Negotiate and obtain Licenses, Schedule Deployment, Implement, Troubleshoot issues and maintain	In progress	Work began with the identification of online training resources or the DoIT Staff.
Procedural Guides	Creating How-to-Procedural guides	Several Procedural Guides were created	The following procedure guides were added to the HOW TO GUIDES folder (I:\HOW TO GUIDES\PC): Restore the Windows 7 MBR (Master Boot Record), XP - Vista- How to Upgrade to Internet Explorer 8. The Following procedure guide was updated: XP - Change the product key on Windows XP.
Enhance Anti-virus solution	Enhance Antivirus Solution to block all forms of Viruses, Trojans, Spam and Malware	In progress	Work began with the investigation of new enterprise antivirus solutions with Virus, Trojan, and Spam blocking capabilities.
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. A number of Ministries/Departments received installation of Microsoft Office 2010 on their machine. 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.
Upgrade Domain to Windows Server 2012	Virtualize a central Server Room and upgrade Domain to Windows Server 2012	In progress	Work commenced with the evaluation of all the servers on the domain and the roles that they serve.
Deployment of NetSupport Version 12	Giving users control on remote access to their machine and ability to audit access	In progress	This software is currently being evaluated.
Grounding of Radios on Government Buildings - schools	Minimizing impact and downtime caused by lightening and power spikes	Delayed	This project is delayed because the electrician contacted did not have the testing equipment available. This project will have to be traversed to the 2nd Quarter of this year.

OPERATIONAL UPDATES CONTINUED...

Projects	Description	Status	Comments
Lotus Traveler Upgrade	Upgrade Lotus Traveler for use with new Government issued mobile devices	Completed	Effective 20th, January 2014, the Department of Information Technology along with B-Line Solutions upgraded the IBM Notes Traveler server from version 8.5.2. to version 9.0.0.1. Lotus Notes Traveler 9.0.0.1 is a feature release that included new functions and APAR [Authorized Program Analysis Report] fixes for server and Android client. With the implementation of the Lotus Notes Traveler 9.0.0.1, it will provide automatic, two-way, over the air syncing between the server and wireless handheld devices, including Android Devices, Windows Mobile devices, and select mobile devices running the Exchange Active Sync protocol, such as Apple, Windows Phone and Black Berry 10 devices. All registered Lotus Notes or iNotes users have access and are already enabled as an IBM Notes Traveler user. In order to install the client software depending on the devices, mobile handheld device users must contact DoIT for installation and configuration so that their credentials can automatically register with the server and begin the syncing process. There was a down time of two (2) days to complete this upgrade process.
Windows Program Development	NPO Database, Autism Database, Environmental Health Database, DPU Tourism Database, Central Website	In progress	<ul style="list-style-type: none"> • Non-Profit Organization (Ministry of Health and Social Development): Awaiting a meeting with Ms. Harriet Anderson and Mrs. Carolyn Stoutt-Igwe to finalize the option to proceed with phase 2, the renewal of non-profit organizations certificates which was presented in the last meeting. Changes are required to laws to enable part of the Application process to be done online. • Autism: The database manual and testing of the database were completed. The database was uploaded to a network server and shortcuts were added to one of the user's desktop to allow utilization of the database. Ms. Dawson was not in office, so access will be granted to her at a later date.

Summary of Report

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

The Administration and Management Section

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

Two hundred and seventy-two (272) printer and computer storage supplies were distributed to various departments during this period.

This Section reported on the following projects:

- ◆ Complete and Implement Health and Safety Department Policy
- ◆ Computer Supplies Inventory Control
- ◆ Produce Bi-Annual DoIT Newsletter
- ◆ DoIT Staff Retreat
- ◆ Cleaning of CAC Office and ground work for renovation in 2016 to address mold issues

The Computing and Communications Section

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

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

This Section reported on the following projects:

- ◆ Grounding of radios on government buildings and schools

The Technical Support Services Section

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

Fourteen (14) CPU's, five (5) monitors, eight (8) printers, one laptop, one UPS, and two keyboards were distributed to the various government departments and ministries. Two hundred and seventy-five (275) Lotus Notes jobs were resolved. The technicians of the Help Desk section resolved eighty-four (84) problems/issues.

This Section reported on the following projects:

- ◆ Implement DAOS
- ◆ Deployment of DOCOVA
- ◆ Extend Encryption to External Outbound and Incoming Mail
- ◆ Computer Training Classes
- ◆ Upgrade of Lotus Traveler for use with new Government issued mobile devices

The Information System Services Section

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

- ◆ Four users were trained in Project Management
- ◆ Forty-two (42) JDE issues were resolved
- ◆ iSeries Passwords Management were reset for thirty-seven (37) users

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 to identify and track operations of the program

The Planning, Quality Assurance and Data and Security Section

The following activities occurred within this Section during this period:

- ◆ Fifty-nine (59) issues were resolved at various departments::
 - Thirteen (13) hardware issues
 - Twenty-one (21) software issues
 - Four (4) operating systems issues
 - Eleven (11) network issues
 - Ten(10) printer /Scanner Issues
- ◆ User account Information; two hundred and sixty three (263):
 - Eighty (80) new users were registered on the network
 - Seventy-four (74) network password resets were conducted on the network
 - Forty-five (45) user network accounts were unlocked
 - Four (4) users were deleted from the network
 - Nine (9) users were transferred
 - Seventy-six (76) users were unlocked
 - Twenty (20) temporary users were added to the network
- ◆ Other jobs that were conducted within various departments

This Section reported on the following projects:

- ◆ Upgrade of PC Clients; Operating System to Windows 8
- ◆ Creation of Procedural Guides
- ◆ Enhance Anti-Virus Solution to block all forms of Viruses, Trojan, Spam and Malware
- ◆ Upgrade all Government Computers to Microsoft Office 2010
- ◆ Upgrade Domain to Windows Server 2012
- ◆ Deployment of NetSupport Version 12

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	<ul style="list-style-type: none"> • A meeting was held with officers at the Premiers Office on the 15th January 2014, and the Governor's Office to provide them with an overview of DOCOVA and the benefits of utilizing the software within their department. • Arrangements were made for a DOCOVA consultant to visit our environment and provide assistance with the setup and configuration of the filing system for the Department of Human Resources for the period February 3rd - 7th, 2014. • The DOCOVA system as been implemented within the Ministry of Finance and training has been provided as well for the officers involved.
Outbound and Incoming Mail	Extend Encryption to External Outbound and Incoming Mail	Completed the implementation	The department of Information Technology recently completed the implementation of the Lotus Protector software appliance to allow the encryption of highly sensitive inbound and outbound mail to and from Lotus Notes. Although Lotus has the ability to encrypt mail routed internally on the gov.vg domain, there was a deficiency in the mail that was being routed to external mail services. This software, Lotus Protector is designed to work with the encryption built into Lotus Notes. Using the Sophos Email Appliance, the configuration was setup to accommodate 100 users with a 3 year licensing fee and its compact and easy-to manage format is designed to provide integrated threat Management. Some of the Departments that received exposure to the software were: Deputy Governors Office, Governors Office, DoIT and the Ministry of Finance.
Computer Training Classes	Raising the level of computer literacy in standard applications within Government Offices	On going	Currently working on the training schedule to submit to the Training Division for advertising.
iSeries Program Development	Upgrade of Operating System on IBM iSeries Partitions	Testing for CAPS has been completed	CAPS testing has been completed by the developers to ensure that the application works on i7.1; any fixes needed for the software were created. IBM's representative Ms. Ana Foster is finalizing any other requirements for the upgrade process from 5.4 to 7.1 on the two CAPS partitions. This upgrade is scheduled for February.

OPERATIONAL UPDATES

Projects/ Programmes:	Description	Status	Comments
DoIT Newsletter	Bi-monthly publication	On going	This project is scheduled to commence in March and will be completed by June 15th, 2014
ICT Forum	Revive ICT Forum	In progress	An email was sent out to various Departments to respond and give the names of the persons who will represent their department to attend the ICT forum. The first ICT forum is scheduled for February 6th, 2014.
Quarterly Inventory Control and Update	Providing an update count of Ink Supplies, and storage media within Intellitrack system	In progress	The next schedule inventory count is to be conducted on March 31st, 2014.
DoIT Staff Retreat	Establishing a more professional, knowledgeable and responsive workforce within the department	This project has commenced	This project is scheduled to take place by the end of the first quarter in 2014.
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	Mr. Kelvin Thomas conducted a walkthrough assessment of the work to be conducted to clean the mold at the CAC Location. Currently waiting on Mr. Thomas proposed cost for the work to be done at that location
DoIT Health & Safety Policy	Providing safety practices and procedures in case of emergencies within the Department of IT.	Draft being vetted	The first draft has been submitted for vetting, awaiting managements approval.
Spam Filter Report	Barracuda Networks Top Spam Recipients	On going	The following are the top recipients for spam: tehsmith@gov.vg , sbenn@gov.vg , kaipenn@gov.vg , nrl@gov.vg , aflax-archer@gov.vg , hhenly@gov.vg , bvigovernor@gov.vg , jdouglas-phillip@gov.vg , ismith@gov.vg . See page 13 for further details.
Implement DAOS	Central Storage of attachments sent to multiple people	No new updates	This project is ongoing. Further updates will be provided at a later time.

The Administration and Management Section

Budget Report Summary

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

Information Technology Expenses

Computerization Expenses	January
Software Support & Maintenance	
Lotus Notes Maintenance	-
Annual Applications Support Maintenance	-
iSeires & JDEwards Maintenance	-
Applications	-
TOTAL	\$0.00
Hardware & Network Equipment	
Computers, Printers	-
Networking Equipment & Maintenance	-
Lease Payment for Backbone Site (Malone & Z-Rod)	-
Computer Supplies & Peripherals	-
Subtotal	-
Training & Development	
Staff Training	-
Sub Total	-
TOTAL COMPUTERIZATION EXPENSES	\$0.00
Department Operation Expenses	January
Office Supplies	
General Supplies	-
Printing	-
Stationery	-
Other General Supplies	-
Telecommunication	
Mobile	\$180.49
Landline	\$1080.86
Internet	\$3,292.40
Repairs & Maintenance	
Vehicle Minor Repair	\$ 155.00
Travel	
Transportation	-
Subsistence	-
Total Operation Expenses	\$4,708.75
Grand Total Information Technology Expenses	\$4,708.75

Budget Report Summary Continued...

Revenue	January
Computer & Printer Supplies*	-
Computer Sales**	\$15.00
Total Revenue	\$15.00

* 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 two hundred and seventy-two (272) 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 sixteen thousand, seven hundred and ninety-two dollars (\$16,792.00).

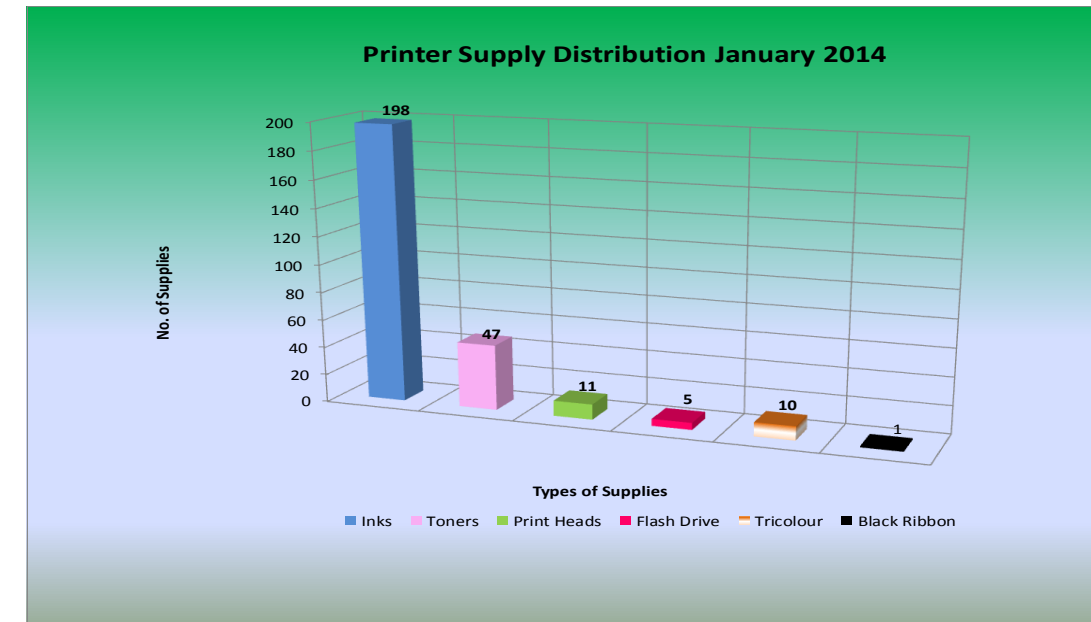
Item Type	No. Distributed
Black Ink	88
Yellow Ink	40
Tricolor Ink	10
Cyan Ink	33
Magenta Ink	37
Magenta Toner	13
Cyan Toner	11
Black Toner	13
Yellow Toner	10
Print Heads	11
Black Ribbon	1
Flash Drive	5

Item/ Distribution of Items:	Description	QTY	Value	Comments
No. of Government Users Trained	Persons that attended computer training sessions for the period	4	\$0.00	Training was conducted on Project Management for programmers: Mrs. Chanda Lettsume, Ms. Teashan Thomas and Mr. Jason George of the Department of Information Technology.
Departmental Assistance	Technical issues that were resolved by department during the month	59	\$0.00	The following users were provided departmental assistance under the following Ministries/Groups: Ministry of Natural Resources and Labour; Governor's Group; Ministry of Finance; Ministry of Education; Ministry of Communications and Works; Ministry of Health and Social Development; Premiers Group; Constitutionally Established. See page 16 for further details.
User Account Information	User account assistance that was provided during the month	263	\$0.00	The following user's accounts were provided to the following users of the following Ministries/Groups: Ministry of Natural Resources and Labour; Governor's Group; Ministry of Finance; Ministry of Education; Ministry of Communications and Works; Ministry of Health and Social Development; Constitutionally Established. See page 17 for further details.
Other Technical Support	Other Technical Jobs that were conducted	8	\$0.00	The following Ministries/Departments were provided with Technical Assistance: Deputy Governor's Office (Re-cabling after tiling), Telephone Services Management Unit (Re-cabling after tiling), Ministry of Education/Bregado Flax Educational Center (Secondary Student List), Ministry of Education/Elmore Stoutt High School - (Remedial Programme Student List), Ministry of Finance - (Video Conference Test), Ministry of Finance - (IP Address Issue), Labour Department - (Work Permit IT Card Printer Assistance).

Operational Activities Continued...

Item/ Distribution of Items:	Description	QTY	Value	Comments
Network Equipment & Maintenance	Replacement of Equipments	5	\$0.00	1) Replaced defective radio at the Terrence B Lettsome Airport. 2) The network link between the Peebles Hospital and the Adina Donovan Home for the Elderly was repaired due to a damaged line. 3) The 12 port switch at the Adina Donovan Home for the elderly was upgraded with 24 port switches to accommodate additional computers and VoIP phones. 4) The internal network connection between the Department of Youth Affairs and Sports and UNESCO Office was repaired. A faulty port on the switch at the Department of Youth affairs and sports was the cause of the problem. As such, a new port was configured and the problem was solved. 5) The old 12 Port Switch in the trailer building on the Water and Sewerage compound was upgraded with a new Cisco 3560 12 port switch because the old switch could not do VoIP.
Lotus Notes Technical Support	Issues include registration of new users, password management, account management, Traveler	275	\$0.00	At the end of January 2014, there was a total of two hundred and seventy-five (275) completed Lotus support calls. See page 11 for further details.
Help Desk Technical Support	General Contact, Hardware Issues, Network Access Assistance, Software Installations, Network Password Management	82	\$0.00	At the end of January 2014, there was a total of eighty-two (82) completed Help Desk calls. See page 12 for further details.
JDE Technical Support	Issues include Technical Issues, Password Management, Account Management	90	\$0.00	Forty-two (42) users were assisted with Technical Support, thirty-seven (37) users were assisted with password management and sixteen (16) users were assisted with JDE account management. See pages 14—15 for further details.

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



Staff Matters

Staff	Position	Status
Mrs. Careen Cuffy-Jules	Computer Training Coordinator	Mrs. Jules commenced Maternity leave on 7th January, 2014.
Ms. Thema Guishard	Professional Cadet	Ms. Guishard was terminated on the 16th January, 2014. She was assigned to the Information Systems Services Section.

Action Items

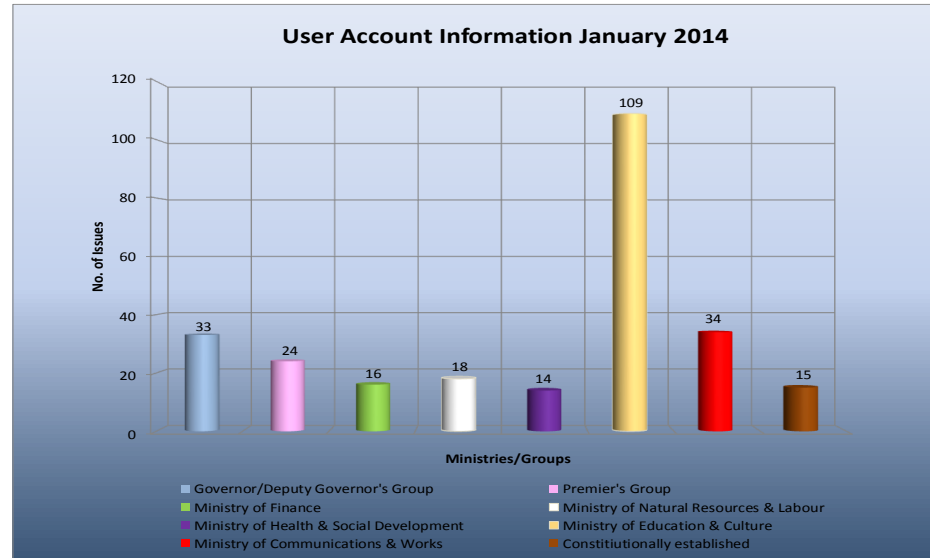
Action Items Status: 14th January, 2014						
	Originator	Description	Actionee	Due Date	Status	Comments
DoIT Section Head & Sectional Meeting	Ms. Lucia Donovan	Discussed and Compiled 2014 work plan.	N/A	N/A	N/A	N/A

Operational Activities

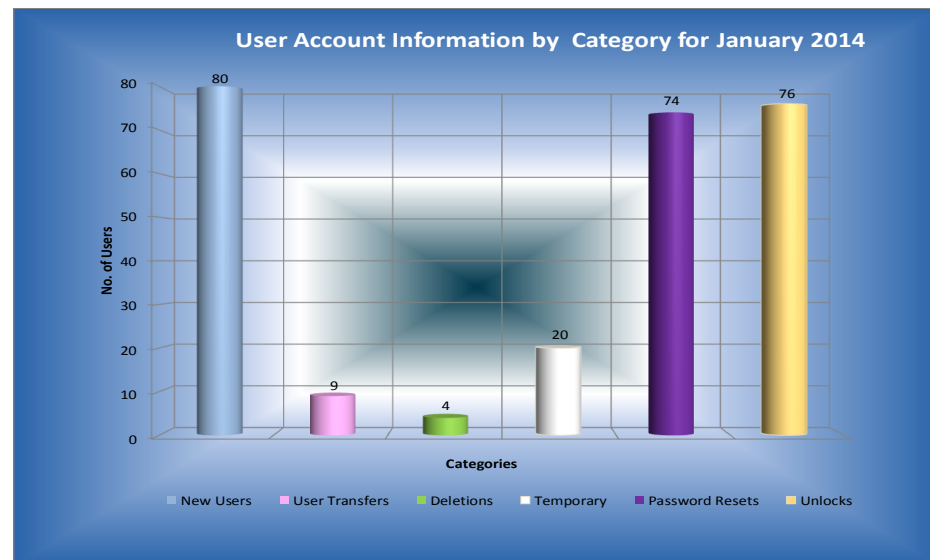
Item/Distribution of Items:	Description	QTY	Value	Comments
Computer and Printer Supplies	Includes Inks, Toners, Ribbons and Jump Drives	272	\$16,792.00	Printer supplies and computer storage media distribution for the period of January 1 - 31, 2014. See page 7 for further details.
Sale of obsolete Computer Equipment	Computer equipment that are below standard specs.	1	\$15.00	One monitor was sold during this month.
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	0	\$0.00	There were no cabling jobs conducted during this month.
Hardware Distribution	Distribution of Computer Equipment such as Monitors, CPU's, Laptops, Keyboards, Printers, UPS	31	\$14,150.00	A total thirty-one (31) pieces of equipment was distributed during the month. See page 11 for further details.

User Account Information

Two hundred and sixty-three (263) 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 Computing and Communications Section

Problems & Issues

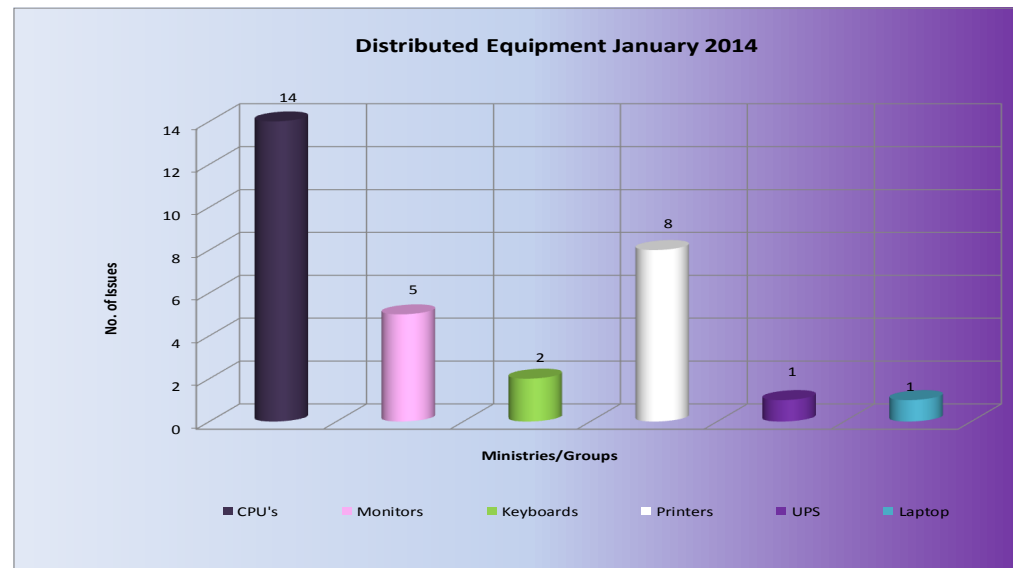
- ◆ Still experiencing problems at Peter Island with the Links to Minton Hill and to Paraquita Bay (College/Marine Base) on certain days depending on weather conditions. These problems also affect the HLSCC Network since we share both links. The links fluctuate terribly on certain days and cause sporadic service to sites at these locations. The two links are on unstable poles, which we have tried to stabilize with the assistance of BVIEC in years past. These links also utilize obsolete Stratex Equipment. Other remaining locations with Stratex equipment are Minton to Anegada and Anegada to North Sound. The equipment will have to be upgraded.
- ◆ The JVD site needs to be back online at the CCT location, so that the redundancy link can be functional to the western end of the island. This redundancy is important in the event of any problems with the main link at Peter Island. A CCT Technician reported that they can relocate and realign the dishes for the department, however, no date or price has been submitted despite several requests for this information.

The Technical Support Services Section

Equipment Distribution

Computer Equipment

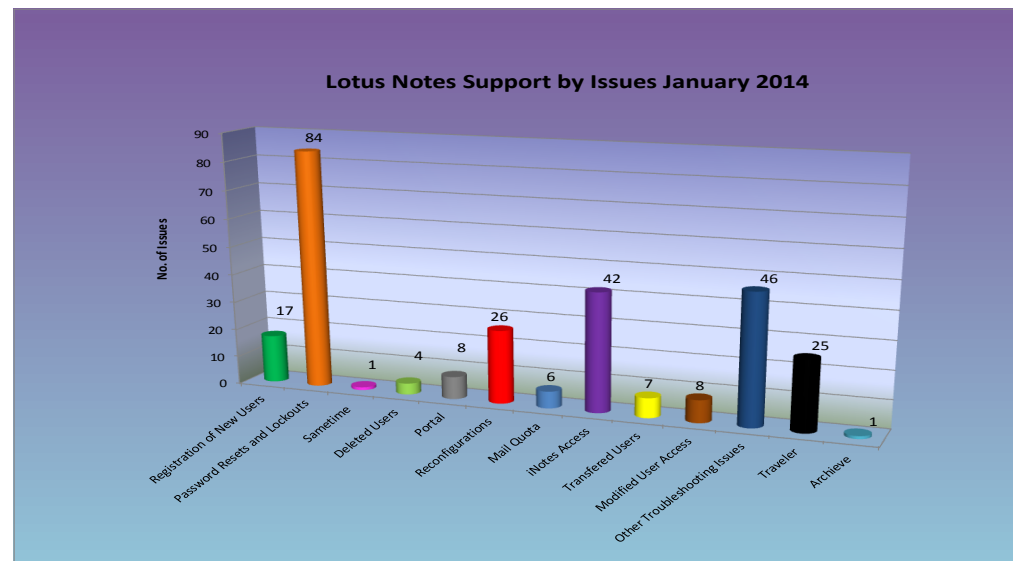
Thirty-one (31) pieces of equipment were distributed based on memorandum requests and assessments. A total of fourteen (14) CPU's, five (5) monitors, two (2) keyboards, eight (8) printers, one (1) UPS and one Laptop was distributed. The following graph displays the type and number of equipment distributed to various departments during the month.



Lotus Notes Management

Lotus Notes Support

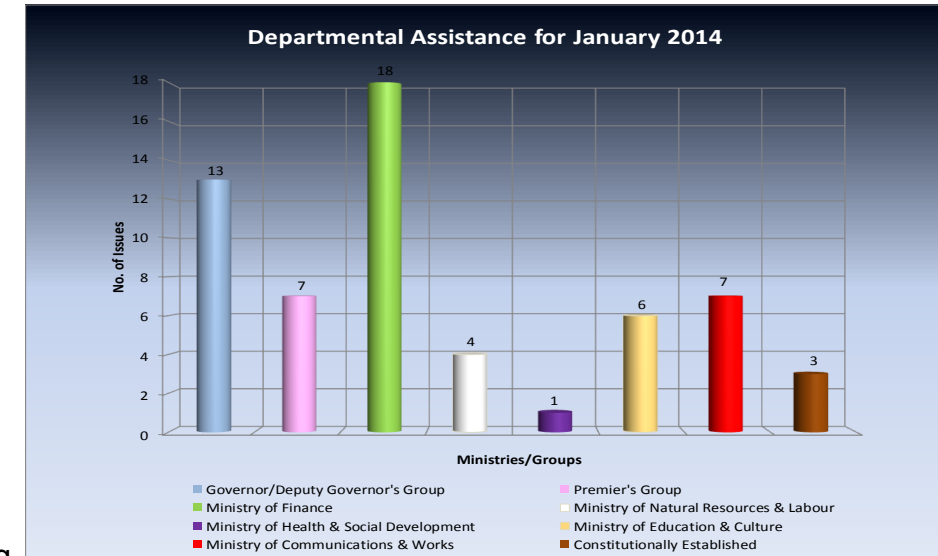
Two hundred seventy-five (275) completed jobs were recorded and resolved during this month. The graph below displays the number of completed jobs by issues.



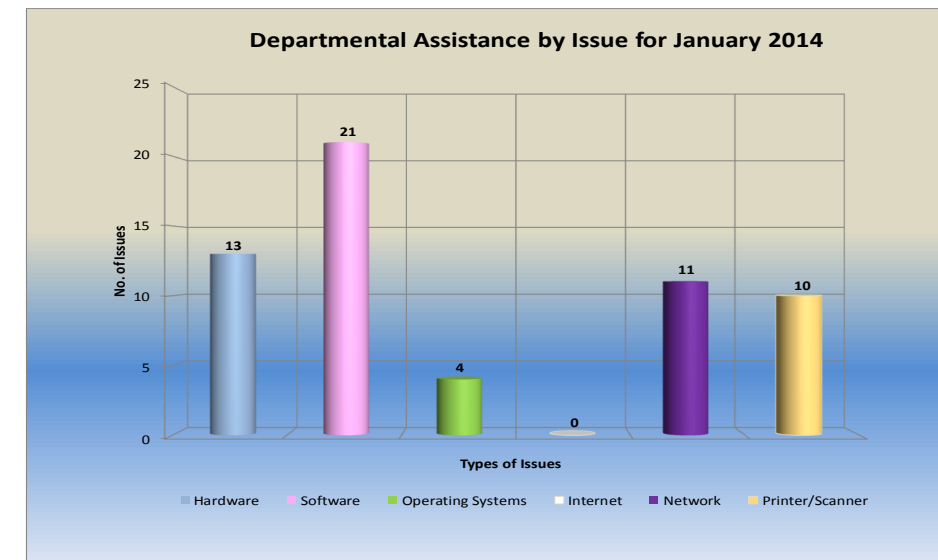
The Planning, Quality Assurance and Data and Security Section

Departmental Assistance

Fifty-nine (59) issues were resolved under this section. The graph below displays the number of issues that were recorded for the various Government Ministries.

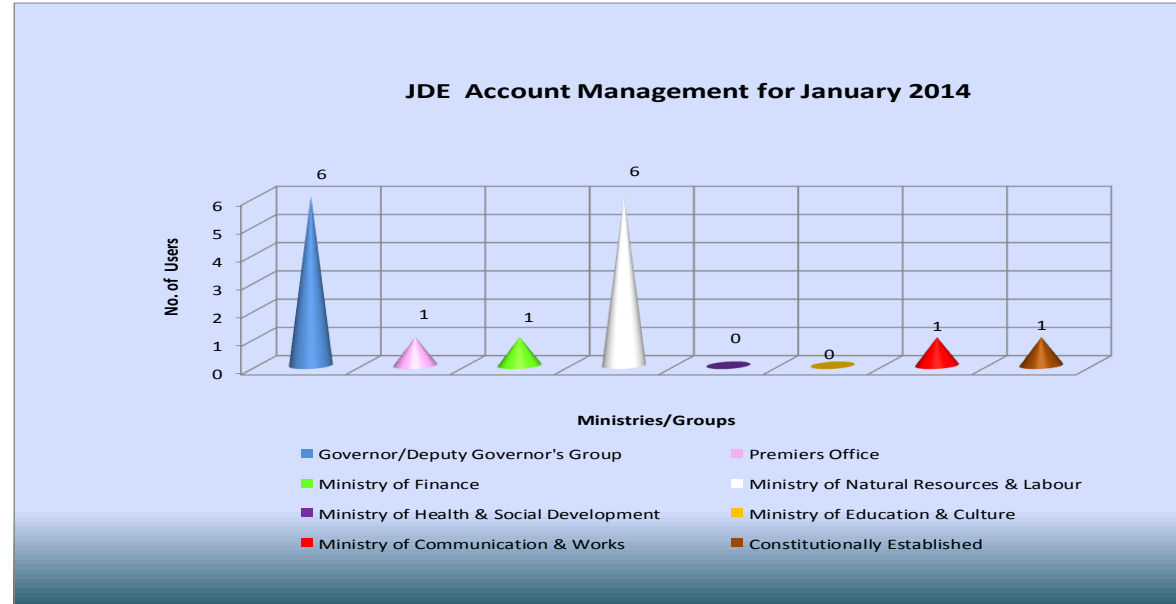


The following graph shows the number of Departmental Assistance that were resolved by issue under each Ministry for this month.

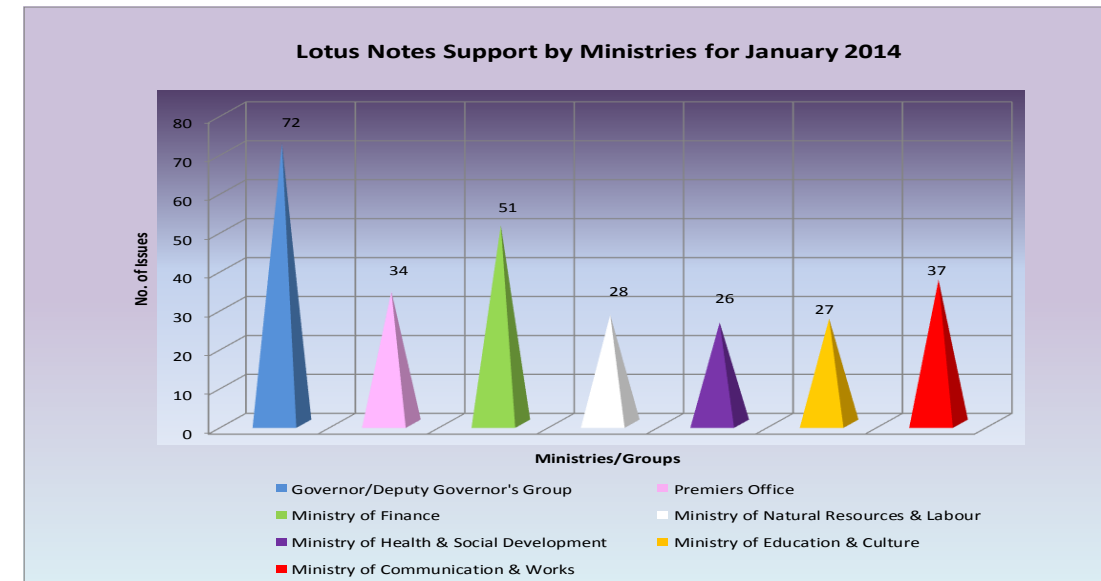


JDE Account Management

Sixteen (16) 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.

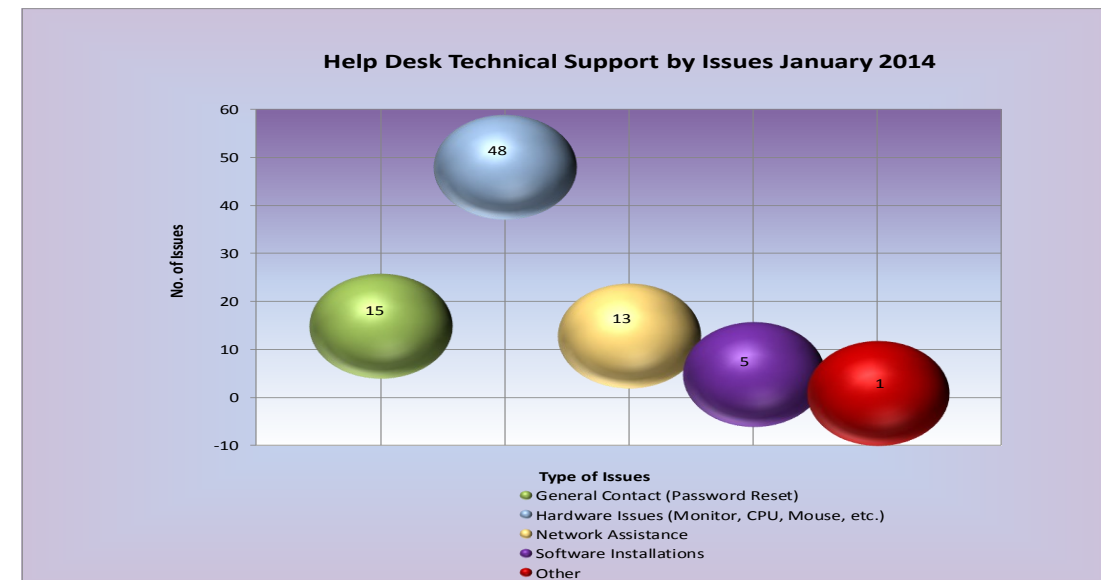


The following graph shows the number of Lotus Notes issues that were resolved under each Ministry for this month.

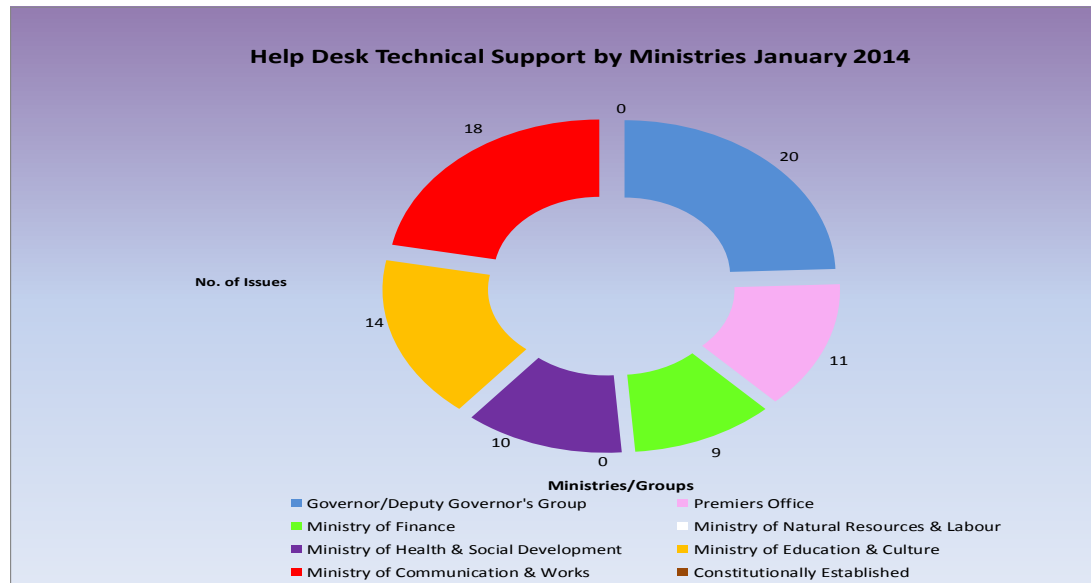


Help Desk Technical Support

Eighty-two (82) 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.

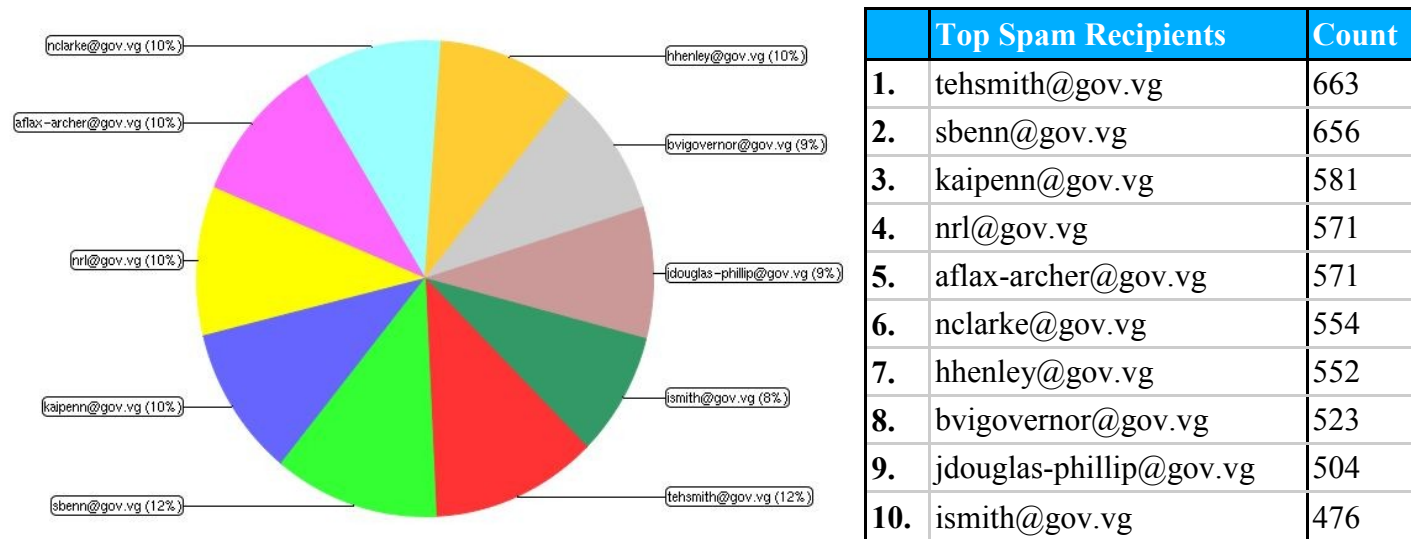


The graph below shows the number of Help Desk problems/issues that were resolved under each Ministry for this month.



Top Spam Recipients

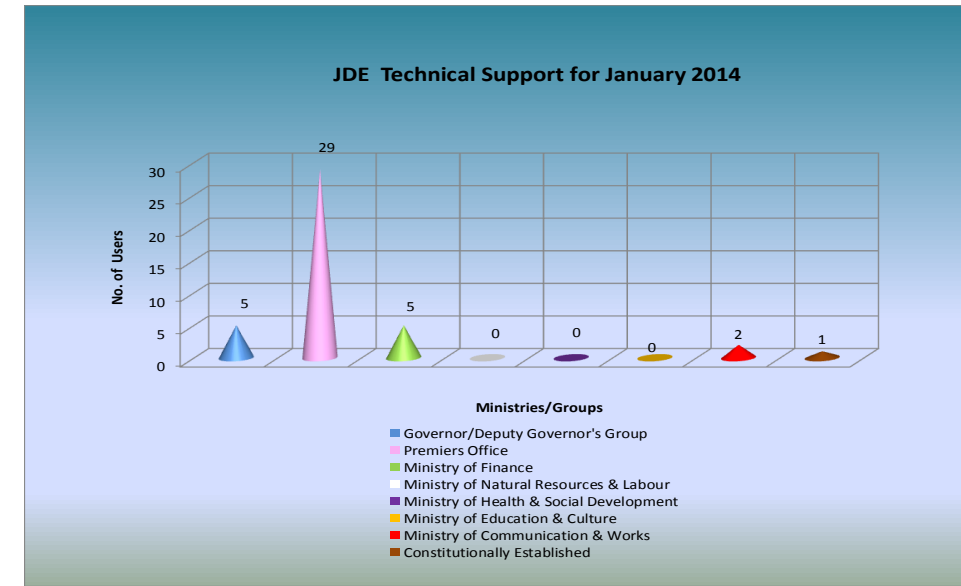
The following graph shows the top spam recipients during this month. Even though these accounts have been targeted, the firewalls and spam filter system continue to protect the Government's network.



The Information Systems Services Section

JDE Technical Support

Forty-two (42) technical issues were resolved under this section for this month. The following graph displays the number of technical issues resolved during this period.



JDE Password Reset for iSeries

iSeries passwords were reset for thirty-seven (37) users during this period. The following graph displays the number of iSeries passwords that were reset by Ministry/Department.

