July 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 July; 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
Procedural Guides	Creating How-to-Procedural guides	Several Procedural Guides were created	• Work began on creating a procedure guide showing how to implement network scanning on the Kyocera 6550 copier at Passport Office.
Online Survey & FAQ	Capturing data for analysis decision making and making information available	In Progress	• The payment for the renewal of the surveymokey.com subscription was received. The subscription period was renewed for a period of one (1) year (June 5th, 2014 - June 5th 2015).
iSeries Program Development	Upgrade of Operating System on IBM iSeries Partitions	In progress	• Ms. Ana Foster, IBM personnel was contacted to schedule a date for the upgrade of Customs Production partition from 5.4 to 7.1. Customs stated that testing was completed for the test partition.

OPERATIONAL UPDATES CONTINUED...

Projects	Description	Status	Comments
Audits	System/I Drive/ Network Audits Continued...	System Audits were conducted.	• **Attorney General's Chambers -** An audit was conducted and completed on the 23rd of July. Twenty-six (26) computers were encountered. All had processors and RAM that were equal to and above specs. Three (3) lap tops were also encountered, two (2) had processors that were equal to and above specs and had RAM that were equal to and above specs, leaving one with RAM that was below specs. Twenty-four (24) desk printers (including Lexmark) and two (2) network printers were encountered. ⇒While the "Walkthrough" was conducted, some minor computer related issues were addressed. Therefore, since the computers are above specs and functioning normally, no additional work was necessary. ⇒ A job log was entered for additional RAM to be installed in the laptop that required it and a computer with a faulty mouse. • **Office of the Director of Public Prosecution -** An audit was conducted and completed on the 25th of July. Seventeen (17) computers were encountered. All had processors and RAM that were equal to and above specs. Two (2) lap tops were also encountered and had processors and RAM that were equal to and above specs. Fifteen (15) desk printers (including Lexmark) and one (1) network printer were also encountered. ⇒ While the "Walkthrough" was conducted, some minor computer related issues were addressed. Therefore, since the computers are above specs and functioning normally, no additional work was necessary.

Summary of Report

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

The Administration and Management Section

The following activities occurred within this Section during this period:-
Two hundred and forty-two (242) printer and computer storage supplies were distributed to various departments. Six hundred and ninety-three (693) peripheral, supplies and equipment were purchased. Also, staff training and development occurred during this month.

This Section reported on the following projects:
♦ Cleaning of CAC Office and ground work for renovation in 2016 to address mold issues
♦ DoIT Bi-Annual Newsletter
♦ Summer Students Work Programme

The Computing and Communications Section

The following activities occurred within this Section during this period:-
This Section replaced and installed equipment within various departments. They also conducted various cabling jobs.

The Technical Support Services Section

The following activities occurred within this Section during this period:-
Twelve (12) CPU's, eleven (11) monitors, two (2) laptops, ten (10) printers, two (2) mice and one (1) UPS were distributed to the various Government Departments and Ministries. One hundred and sixty (160) Lotus Notes jobs were resolved. The technicians of the Help Desk section resolved fifty-eight (58) problems/issues and provided other technical assistance. Other troubleshooting issues were resolved during this month.

This Section reported on the following projects:
♦ Deployment of DOCOVA
♦ Computer Training Classes
♦ Cleanup Lotus Notes Directory
♦ Distribution of SameTime Online Meeting Functionality

The Information System Services Section

For this month, the following activities occurred within this Section:-
♦ Seven (7) JDE Technical issues were resolved
♦ Five (5) account issues were resolved
♦ Additional Projects were also reported

This Section reported on the following projects:
♦ Upgrade Operating System on IBM iSeries Partitions accessible on-line

The Planning, Quality Assurance and Data and Security Section

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

- Fifty (50) issues were resolved at various departments:
  - Fourteen (14) hardware issues
  - Eleven (11) software issues
  - Three (3) operating systems issues
  - Three (3) internet issues
  - Eight (8) network issues
  - Eleven (11) printer /Scanner issues
- Eighty-two (82) users were assisted with their Accounts within various departments:
  - Seven (7) new users were registered on the network
  - Nineteen (19) network password resets were conducted on the network
  - Twenty-four (24) user network accounts were unlocked
  - Six (6) users were deleted from the network
  - Four (4) users were transferred
  - Twenty-two (22) temporary users were added to the network
- Other special jobs were conducted within various departments

This Section reported on the following projects:

- Conducting departmental System Audits
- Creation of Procedural Guides
- Upgrade all Government Computers to Microsoft Office 2010

Glossary

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

Projects	Description	Status	Comments
Lotus Notes Directory	Clean up Lotus Notes Directory	On going	• A total of six hundred and ninety-one (691) inactive email databases were deleted from the Lotus Notes backup server (CACNOTES02) in an effort to preserve disk space and to provide active replication from the Lotus Notes server (CACNOTES). These user accounts were deleted prior from the Lotus Notes server (CACNOTES) but were not removed from the Lotus Notes backup server (CACNOTES02), thus the need for a manual removal of the email database.

SameTime	Distribution of SameTime online Meeting functionality	In Progress	• During this month, two (2) cameras were distributed and setup for hosting online meetings for:
			  ◆ Permanent Secretary—Ronald Smith-Berkeley at Ministry of Natural Resources & Labour
			  ◆ Deputy Financial Secretary - Mr. Wendell Gaskin at Ministry of Finance.
			
			• A training session was provided for Mr. Ronald Smith-Berkeley - Ministry of Natrual Resources & Labour and Mr. Wendell Gaskin - Ministry of Finance on hosting online meetings using Lotus Sametime.

Audits	System/I Drive/ Network Audits	System Audits were conducted.	System audits were conducted at the following during the month of July:- • **Archive & Records Management Unit -** An audit was conducted on the 22nd of July. Eight (8) desktops were encountered, all had processors and RAM that were equal to and above specs. One (1) desktop printer (including Lexmark) and two (2) network printers (not including network copiers) were encountered. ⇒While the "Walkthrough" was conducted, some minor computer related issues were addressed. Therefore, since the computers are above specs and functioning normally, no additional work seemed necessary. ⇒Mr. Christopher Varlack expressed an interest in replacing one of the Windows XP computers with one running Windows 7, to accommodate a newer version of the security software. The request will be looked into.

OPERATIONAL UPDATES CONTINUED...

Projects	Description	Status	Comments
Computer Training Classes continued...	Raising the level of computer literacy in standard applications within Government Offices	In progress	• A computer training needs assessment was also carried out at: ∗Town and Country Planning ∗BVI Post ∗Development Planning Unit ∗International Finance Centre ∗Trade & Consumer Affairs ∗VI Shipping Registry • Currently awaiting the listing from the relevant departments to compile a training schedule for the officers for mid September.
Deployment of DOCOVA	File and content management	In progress	• A demonstration and overview of the DOCOVA capabilities and scanning process was provided for the Ministry of Communication and Works (Mrs. Ermine George & others) at the Department of Information Technology, to help them better understand the role their department has to undertake once implemented. • Compiled the files and folders (filing system) submitted from the Cabinet Office and Internal Audit into a readable format prior to uploading to DOCOVA. • Amendments were submitted from Department of Human Resources in relation to the workflow processes within the department. • Installed the upgraded version of the DOCOVA application for various users at the Ministry of Health & Social Development. These users were: Petrona Davies & Secretary, Alisia Browne, Jocelyn Estridge, Natasha Julius, Aqueelah Frett, Adrianna Soverall, Sandra McMaster, Yokasta Glasco, Carolyn Stoutt-Igwe, Tasha Bertie, & Beverly Hodge-Smith.

The Administration and Management Section

Budget Report Summary
The following table outlines DoIT's expenses and revenue for July 2014.

Information Technology Expenses

Computerization Expenses	July
Software Support & Maintenance	
Lotus Notes Maintenance	-
Annual Applications Support Maintenance	$8,475.00
iSeries & JDEdwards Maintenance	-
Applications	-
TOTAL	$8,475.00
Hardware & Network Equipment	
Computers, Printers	$53,597.00
Networking Equipment & Maintenance	$122,575.41
Lease Payment for Backbone Site (Malone & Z-Rod)	$4,000.00
Computer Supplies & Peripherals	$29,866.20
Equipment Minor Repairs	
Subtotal	$156,441.61
Training & Development	
Staff Training	-
Sub Total	-
TOTAL COMPUTERIZATION EXPENSES	**$164,916.61**
Department Operation Expenses	July
Office Supplies	
Printing	$112.00
Stationery	-
Other General Supplies	$224.32
Telecommunication	
Mobile	$1,026.91
Landline	-
Internet	-
Repairs & Maintenance	
Vehicle Minor Repair	-
Travel	
Transportation	-
Subsistence	-
Total Operation Expenses	$1,363.23
Grand Total Information Technology Expenses	**$226,767.05**

Budget Report Summary Continued...

Revenue	July
Computer & Printer Supplies*	$11,712.00
Computer Sales **	$100.00
Total Revenue	**$11,812.00**

*   *Computer and Printer Supplies are Journal Entries directly into 23353001-523120.*
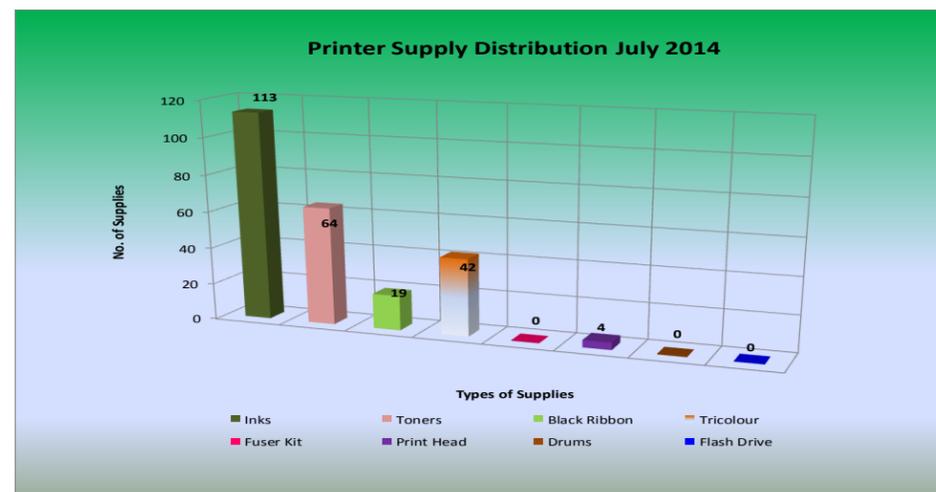
**   *Computer Sales are deposited directly into the Treasury.*

Printer Supplies Distribution

A total of two hundred and forty-two (242) 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 six hundred and one dollars ($16,601.00) .

Item Type	No. Distributed
Black Ink	52
Yellow Ink	29
Tricolor Ink	42
Cyan Ink	16
Magenta Ink	16
Magenta Toner	15
Cyan Toner	16
Black Toner	18
Yellow Toner	15
Print Heads	4
Ribbon	19

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

Printer Supply Distribution July 2014

OPERATIONAL UPDATES

Projects	Description	Status	Comments
Cleaning of CAC Mold	Clean up of CAC Office and ground work for renovation in 2015 to address mold problem.	In progress	• An evaluation committee was formed and spearheaded by Mr. Duane Fraites of the Project Services Unit to select the contractor to do the tiling work at the CAC Office. After evaluating all the proposals that were submitted, it was recommended that L&S Construction be awarded the contract to do the tiling over the August Holidays. • This project is scheduled to be completed by 5th August, 2014.
DoIT Newsletter	Bi-monthly publication	In progress	• Articles were received from Section Heads for the December issue of the newsletter. Articles will be submitted to management for their approval before drafting the 1st issue of the newsletter.
Summer Student Work Programme	Giving students controlled exposure to the operations within DoIT	Completed	• As DoIT continues to be a part of the summer program initiative with the Elmore Stout High School, three (3) summer students worked with the department during the month of July. Ms. Aliyah Malone, Mr. Azari Norman and Mr. Malique Parker were all introduced to the various aspects of Information Technology, where they were given an opportunity to work in all the sections within the department on a weekly basis.
Spam Filter Report	Barracuda Networks Top Spam Recipients	On going	• The following are the top recipients for spam: kaipenn@gov.vg, ismith@gov.vg, wlewis@gov.vg, nclarke@gov.vg. mdonovan-stevens@gov.vg, ahamm@gov.vg, bvigovernor@gov.vg, egeorges@gov.vg, aflax-archer@gov.vg, and nrl@gov.vg. See page 13 for further details.
Computer Training Classes	Raising the level of computer literacy in standard applications within Government Offices	In progress	**Computer Training Needs Assessment:** • A computer training needs assessment was carried out at the Inland Revenue Department during this month. Attendees were: Aretha Thomas, Alicia Paul, Careen Jules, Karen Aaron & Orris Thomas. Mrs. Aaron indicated that she would like user training and administrative training for the staff on the Sigtas Application so that the challenges they currently face such as running reports are addressed in a timely manner. However, she also indicated that she requires one officer to be trained in the Microsoft Office Applications. • A computer training needs assessment was carried out at the Ministry of Finance during this month. Attendees were: Aretha Thomas, Alicia Paul, Careen Jules, Shiain Vandenburg, Wendell Gaskin. Mr Gaskin indicated that he would like to see training on a regular basis to develop user skills within the department. He also would like the Administrative and Front Desk officers trained on the JDE, Lotus and Microsoft Office Applications to better equip them in carrying out their daily duties.

OPERATIONAL ACTIVITIES CONTINUED...

Item/ Distribution of Items:	Description	QTY	Value	Comments
Departmental Assistance	Technical issues that were resolved by department during the month	106	$0.00	One hundred and six (106) users were assisted within various departments during the month. See graph on page 17 for further details.
User Account Information	User account assistance that was provided during the month	54	$0.00	Various Departments/Ministries were provided assistance with their accounts during July. See graph on page 18 for further details.
Other Technical Support	Other Technical Jobs that were conducted	10	$0.00	The following Ministries/Departments were provided with Technical Assistance:- 1. e-Government Project 2. Premier's Office :- • Firewall Configuration for the video conference system • Video Conference System Setup 3. Training Division - Remote access to card key "Punch Clock" system 4. International Finance Center– Issue with the exchange server 5. Ministry of Finance & International Tax Authority - FATCA meeting 6. Inland Revenue Department - Using SIGTAS on Windows 7 Computers 7. Labour Department - Work Permit ID System 8. Virgin Islands Shipping Registry - Inquiry regarding an al-encompassing Shipping Registry System 9. Passport Office - Kyocera CS 6550ci Copier Printing and Scanning Setup 10. Human Resources Department - Biometric "Punch Clock" setup See pages 19 – 20 for further details.

Purchase of Printer Supplies & Equipment

The following table illustrates a total number of six hundred and ninety-three (693) printer supplies and equipment purchased during this period.

Peripherals & Supplies	No. Purchased
HP Toner Cartridge C9730 Black	20
HP Toner Cartridge C9731 Cyan	16
HP Toner Cartridge C9732 Yellow	19
HP Toner Cartridge C9733 Magenta	16
HP Toner Cartridge CE410 Black	20
HP Toner Cartridge CE411 Cyan	20
HP Toner Cartridge CE412 Yellow	20
HP Toner Cartridge CE413 Magenta	20
HP Toner Cartridge CC530 Black	20
HP Toner Cartridge CC531 Cyan	20
HP Toner Cartridge CC532 Yellow	20
HP Toner Cartridge CC533 Magenta	20
HP Ink Cartridge #950 Black	96
HP Ink Cartridge #951 Cyan	48
HP Ink Cartridge #951 Yellow	48
HP Ink Cartridge #951 Magenta	48
HP Ink Cartridge #96 Black	96
HP Ink Cartridge #97 Colour	48
HP Ink Cartridge #122 Black	20
HP Ink Cartridge #78 Colour	20
Total	**655**

Computer	No. Purchased
Lenovo Think Center Desktop M83	2
Total	**2**

Printers/Scanners	No. Purchased
Lexmark Printer 2580	10
Total	**10**

Accessories	No. Purchased
PCI Express Netowrk Card	1
Kingston 4GB Memory	25
Total	**26**

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

Equipment & Supplies Purchased for July 2014
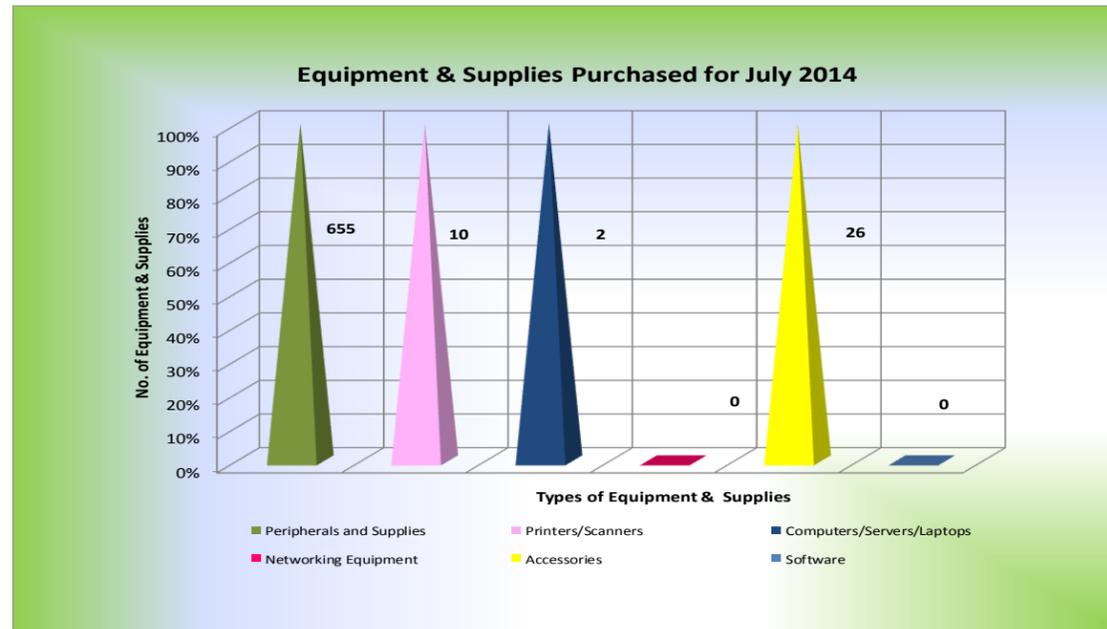
Staff Training and Development

International Finance Center Training:

Mrs. Vickie Andrew attended a training workshop hosted by the International Finance Center on the "Financial Services of the B.V.I" to gain an insight about our territories financial services and the impact it has on the British Virgin Islands. The training was held on July, 17th, 2014 at the Training Division.

Item/ Distribution of Items:	Description	QTY	Value	Comments
Hardware Distribution	Distribution of Computer Equipment such as Monitors, CPU's, Laptops, Keyboards, Printers, UPS...	38	$16,112.50	A total twelve (12) CPU's, eleven (11) monitors, two (2) printers, two (2) laptops, one UPS and two (2) mice were distributed to various departments based on memorandum requests and assessments. See page 11 for further details.
Network Equipment & Maintenance	Replacement of Equipments	3	$0.00	**NEW AND REPLACEMENT EQUIPMENT** • Replaced one (1) Solectek wireless base radio at Agriculture Department's main office. • Replaced one (1) Solectek wireless client radio and one (1) Cisco 831 Router at Agriculture Department Abattior building. • Replaced one (1) Cisco 2960 48 Port Router for Public Works Department.
Lotus Notes Technical Support	Issues include registration of new users, password management, account management, Traveler	160	$0.00	At the end of July 2014, there was a total of one hundred and sixty (160) completed Lotus support calls. See pages 11 - 12 for further details.
Help Desk Technical Support (include Figures from all Sections)	General Contact, Hardware Issues, Network Access Assistance, Software Installations, Network Password Management	58	$0.00	At the end of July 2014, there were a total of fifty-eight (58) completed Help Desk calls. See pages 12 -13 for further details.
JDE Technical Support	Technical Issues, Password Management, Account Management	12	$0.00	Seven (7) users were assisted with Technical Support and five (5) users were assisted with their account during this month. See graph on page 145 for further technical support details.

Operational Activities

Item/Distribution of Items:	Description	QTY	Value	Comments
Sale of Computer and Printer Supplies	Includes Inks, Toners, Ribbons and Jump Drives	242	$16,601.00	Printer supplies and computer storage media distribution for the period of July 31, 2014. See page 7 for further details.
Sale of obsolete Computer Equipment	Computer equipment that are below standard specs	2	$100.00	One (1) CPU at $75.00 and one (1) monitor at $25.00 was sold during this month.
Purchase of Computer and Printer Supplies	Procurement of Inks, Toners, Ribbons, Jump Drives…	655	$63,629.00	A total of six hundred and fifty-five (655) printer supplies and computer storage media were purchased during this month. See page 8 for further details.
Purchase of New Computer Unit	Includes System Unit, Keyboard & Mouse	2	$1,364.00	Two (2) computers were purchased during this month. See page 8 for further details.
New Monitors	Procurement of Monitors	0	$0.00	There were no monitors purchased during this month.
New Printers	Procurement of Printers	10	$5,300.00	Ten (10) printers purchased during this month. See page 8 for further details.
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 purchased during this month.
Accessories	Procurement of Accessories	26	$2,711.00	A total of twenty-six (26) computer accessories purchased during this month. See page 8 for further details.
Networking Equipment	Procurement of Networking Equipment	0	$0.00	No networking equipment were purchased during this month.
Software	Procurement of Software	0	$0.00	No software were renewed during this moth.

The Computing and Communications Section

Technical Support
Cabling Jobs
No major cabling jobs were carried out in the month of July. A few departments needed lines installed to accommodate various expansion and relocation of workers within their respective offices. Listed below are the departments:

- Public Works Department
- Agriculture Department

The Technical Support Services Section

## Equipment Distribution

Computer Equipment
Thirty-eight (38) pieces of equipment were distributed during this month. The following graph displays the type and number of equipment distributed to various Government Ministries during the month.

Distributed Equipment for July 2014
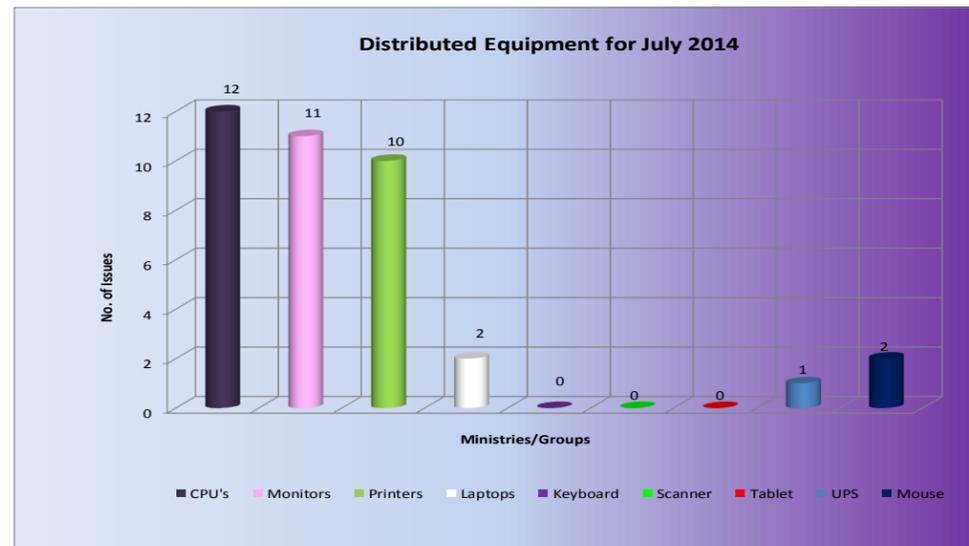
Lotus Notes Management

Lotus Notes Support
One hundred and sixty (160) completed jobs were recorded and resolved during this month. The graph below displays the number of completed jobs by issues.

Lotus Notes Support by Issues for July 2014
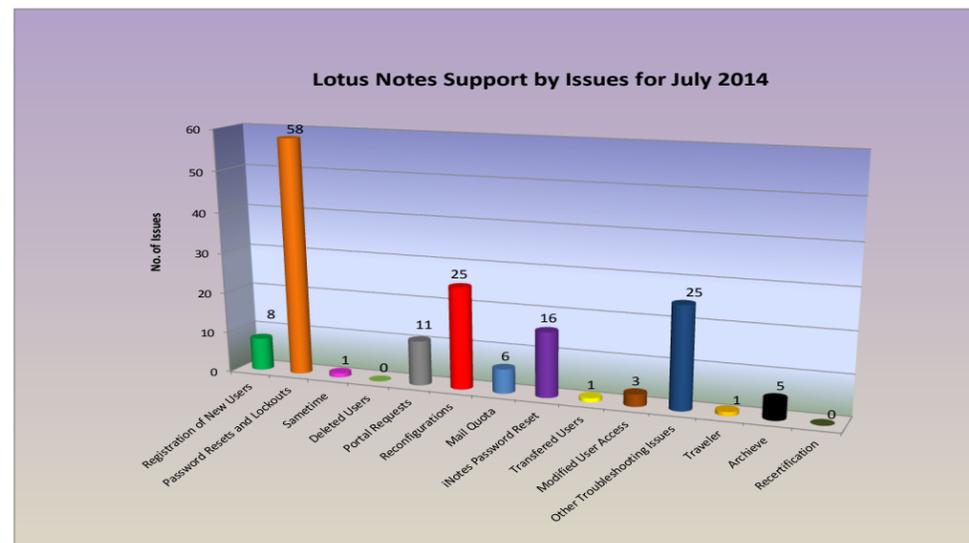
Remote Access to Card Key "Punch Clock" System – Training Division
On the 9th July, at the request of their Director, the Card Key "Punch Clock" system was connected to the network allowing for remote access to the attendance logs. Additionally, a very simple point to point Remote Desktop software (which is also being used at Supreme Court Registry), was installed on the Director's computer and the Card Key "Punch Clock" system's control computer. This setup allows for the reviewing and printing of attendance logs without having to go directly to the computer.

FATCA Meeting – Ministry of Finance & International Tax Authority
On the 31st July, a teleconference with members of the Ministry of Finance, the International Tax Authority, Deloitte and VIZOR (a software development company with office in Canada and Ireland) was attended. The meeting was intended to introduce Deloitte and VIZOR's plan for implementing a software solution for the reporting of financial information to different International Governments. Their intention is to kick-off their project sometime in September, which will require a series of meeting with DoIT staff to gain a better understanding of the Government's network, hardware and software infrastructure.

Using SIGTAS on Windows 7 Computers – Inland Revenue Department
Periodically through the course of the month, assistance was given to Ms. Gynette McMaster and the support technician from Sogema Technologies Inc. Both were continuing to work on implementing a new installation of the SIGTAS software intended to work on Windows 7.

Work Permit ID System – Labour Department
On the 7th July, it was reported by Mr. Terrence Cameron that the database for the Work Permit ID System was not functioning. The database was opened separately from the software and it repaired itself.

Inquiry regarding an all-encompassing Shipping Registry System – Virgin Islands Shipping Registry
On the 22nd July, a brief meeting was attended with Mr. John Samuel, who expressed his interest in implementing an all-encompassing Shipping Registry System. Because of the scale and importance of such an implementation, Mr. Samuel was advised to make a formal request to the Department to ensure that the full resources of the Department would be put towards the endeavor.

Kyocera CS 6550ci Copier Printing and Scanning Setup – Passport Office
On the 30th July, at the request of Mr. Lenell Stevens, assistance was given with setting-up the network printing and scanning features of the copier.

Biometric "Punch Clock" Setup – Human Resources Department
On the 30th July, at the request of Mr. Steven McMaster, Mr. Dean Fahie from Customs Department was contacted regarding their 9 network enabled "Punch Clocks" to see if any setting-up was required. Mr. Fahie indicated that he would email the details of the 9 sites where they need to be setup so that any required network line could be put in place to accommodate them.

Special Jobs

e-Government Project

Periodically through the course of the month, work continued on the e-Government project:

- Summer students were used to continue creating the "Results Format" established by the Information Services Section (ISS), from the previously created Questionnaires and Step by Step procedures.
- Work began on converting the previously created Work Flow Diagrams, to Step by Step procedures in order to fit the "Results Format".
- Several offices were contacted to schedule meetings in order to collect information that was not collected previously. Listed below are the offices and Results:
  ⇒ Environment Health Division – A meeting was held with Mr. Carnel Smith and the required information was collected.
  ⇒ Library Services – A meeting was held with Ms. Wendy Kelsick where most of the required information being collected, so a follow-up meeting is planned.
  ⇒ Human Resources Department – Mrs. Shavon Henley-Hodge indicated that a meeting wouldn't be necessary and she would be able to fill-out the "Results Format" forms and return it to us. A follow-up meeting is planned.
  ⇒ Training Division – Ms. Kedimone Rubaine indicated that a meeting wouldn't be necessary and she would be able to fill-out the "Results Format" forms and return it to us. A follow-up is planned
  ⇒ Office of the Director of Public Prosecutions – Ms. Gale Potter confirmed that their office had no dealings with the general public.
  ⇒ Attorney General's Chambers – Ms. Krystal Maynard indicated that they are in the process of establishing a revenue generating service to be offered to the public. She asked that we contact her again after the service is fully operational.
- Two meetings with Customs Department were held with Mr. Greg Romney, with Mr. Kyron Adams and Ms. Abigale Frank as the leaders. Most of the required information was collected, so a follow-up is planned.

Video Conference System Setup & Firewall Configuration for the Video Conference System – Premier's Office

Video Conference System Setup

On the 8th July, after having been returned by the vendor (Audio Visual Concepts (AVC) in Puerto Rico) late last month, this second (No. 2) Video Conference System was setup, tested and the hardware was fully functional.

Firewall Configuration for the Video Conference System

On the 16th July, after some researching and discussion, the Computer and Communications Section adjusted the Firewall ports settings for the Public IP Address used by the No. 1 Video Conference System. This adjustment now allows incoming calls to be received and answered. Further adjustment and testing is still required before both systems can be considered fully operational.

### Issue with the Exchange Server – International Finance Centre

From the 14th to the 15th July, the Microsoft Exchange Server would not start all of the required system services, which prevented the delivery of emails. After several attempts, the Data & Security Section was able to resolve the issue.

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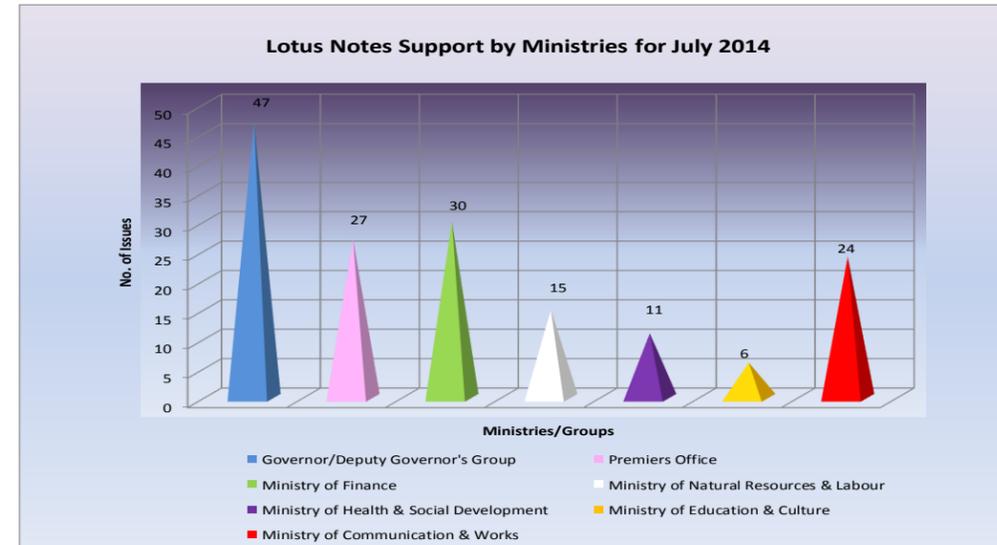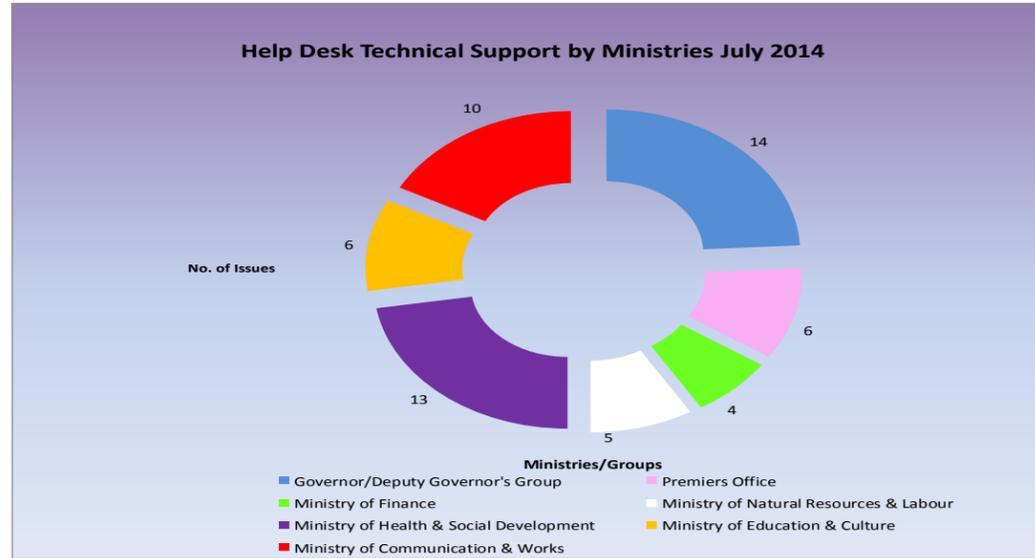

Help Desk Technical Support

Fifty-eight (58) job logs were entered into the system and completed. The graph below displays the number of job logs that were recorded for the Help Desk Section by type of issue.
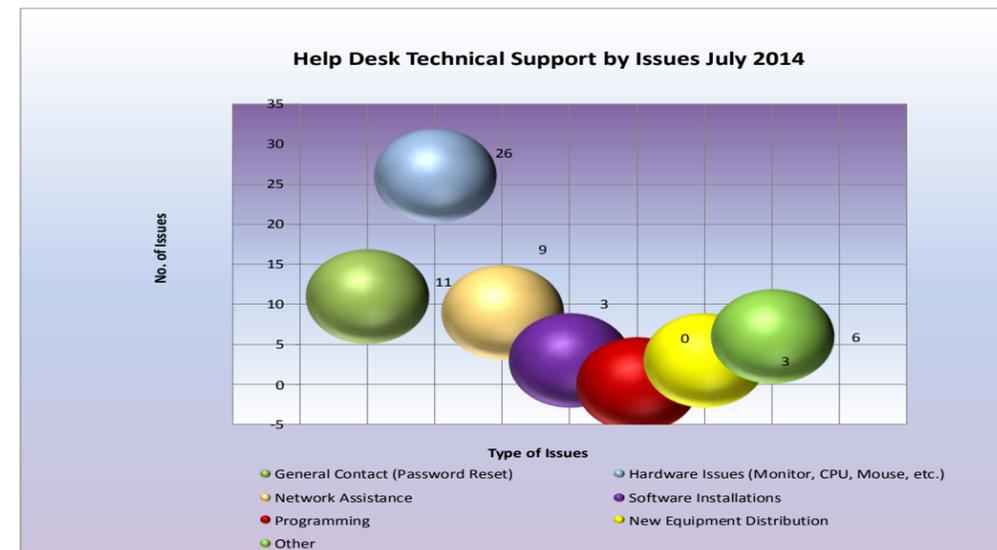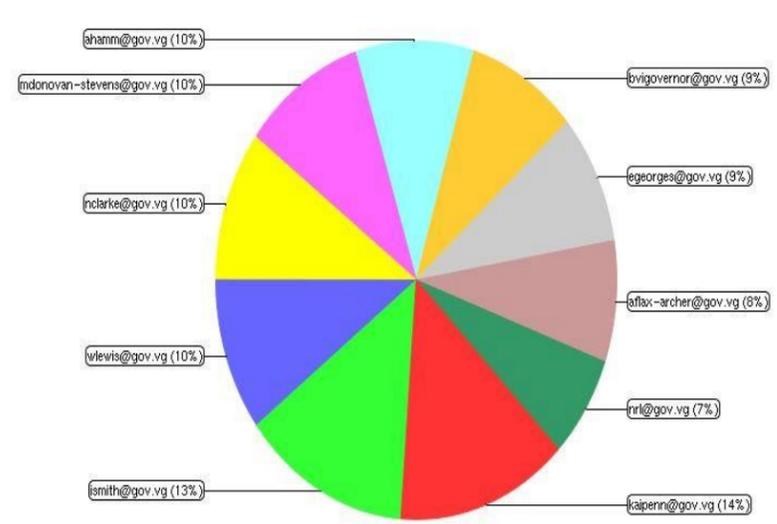
The graph below shows the number of Help Desk problems/issues that were resolved under each Ministry for this month.


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.


	Top Spam Recipients	Count
1.	kaipenn@gov.vg	969
2.	ismith@gov.vg	948
3.	wlewis@gov.vg	733
4.	nclarke@gov.vg	720
5.	mdonovan-stevens@gov.vg	697
6.	ahamm@gov.vg	677
7.	bvigovernor@gov.vg	626
8.	egeorges@gov.vg	624
9.	aflax-archer@gov.vg	579
10.	nrl@gov.vg	491

User Account Information

Fifty-four (54) user account assistance was provided during this month. The graph below displays the number of issues that were recorded for the various Government Ministries.
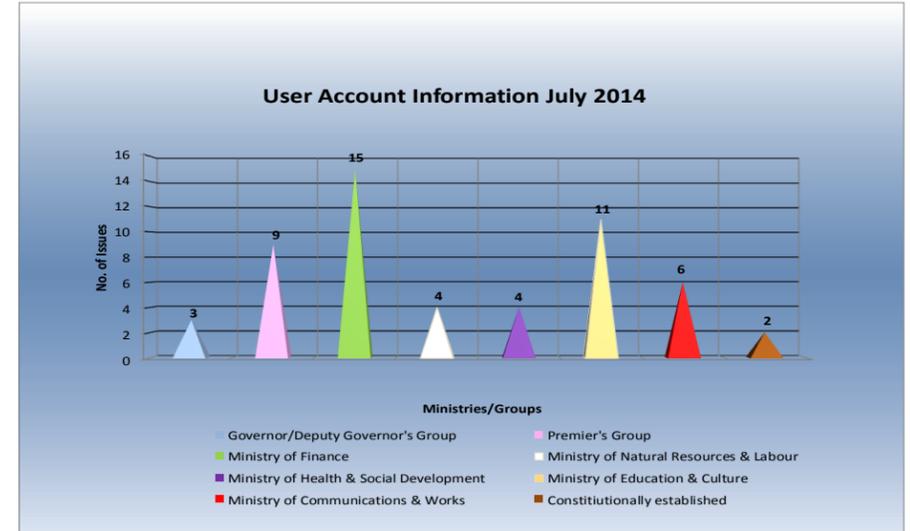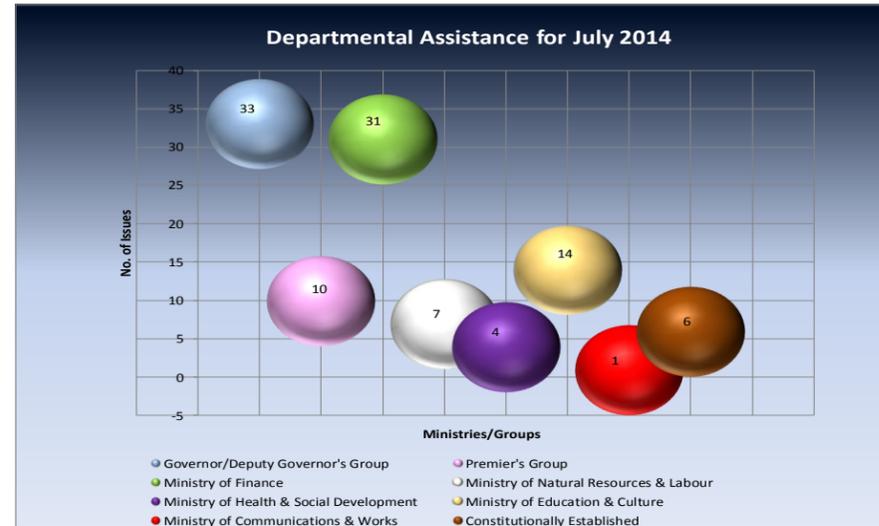

The following graph shows the number of User Account Information that were resolved by category under each Ministry for this month.
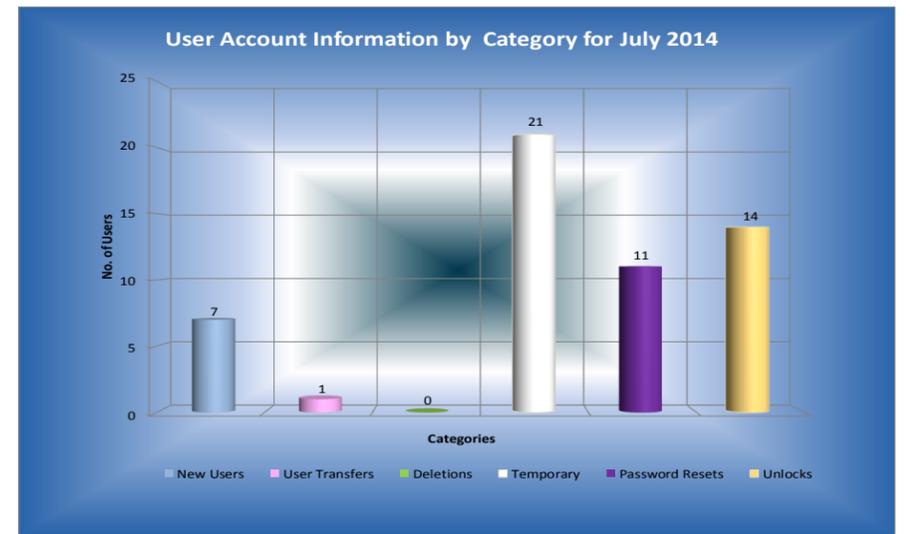
The Planning, Quality Assurance and Data and Security   Section

Departmental Assistance

Fifty (50) issues were resolved under this section. The graph below displays the number of issues that were recorded for the various Government Ministries.

Departmental Assistance for July 2014

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


Departmental Assistance by Issue for July 2014
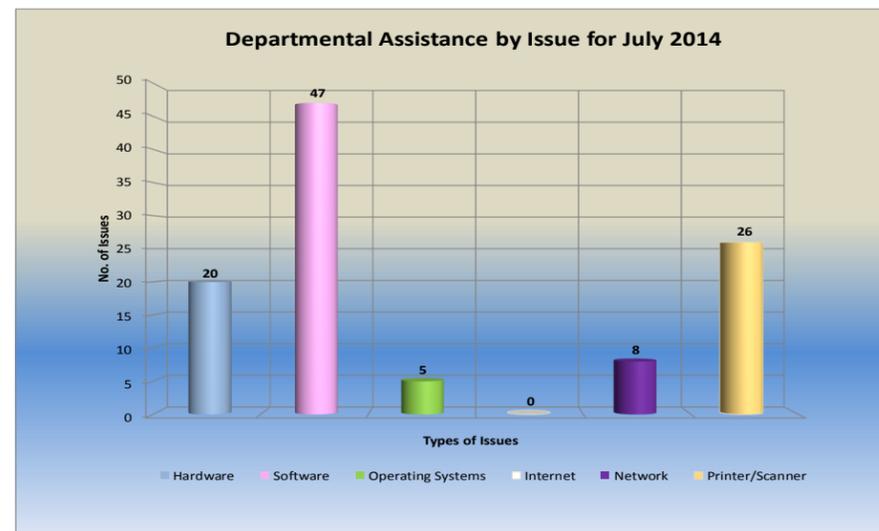
Troubleshooting Issues

- Provided technical assistance to five (5) users at the Premiers Office, who were experiencing "delivery failure" issues when sending emails to the Permanent Secretary – Mr. Brodrick Penn.
- Provided technical assistance to users at the MNR&L and the consultant at the DGO who were experiencing "delivery failure" issues when sending emails to the Permanent Secretary – Mr. Ronald Smith-Berkeley.
- Upon consultancy from the IBM Lotus Tech Support Team, a Fix Pack upgrade was necessary on the Domino Server. Therefore, for preventative maintenance,   the latest Fix Pack was downloaded and installed for our environment (version 4) to address possible defects/issues that were being experienced. Prior to the installation, the latest Fix Pack was Fix Pack 1 so the Domino Server is now updated to show Release 8.5.2 FixPack 4 on OS400 V7R1M0.

The Information Systems Services Section

JDE Technical Support

Seven (7) technical issues were resolved under this section for this month. The following graph displays the number of technical issues resolved during this period.
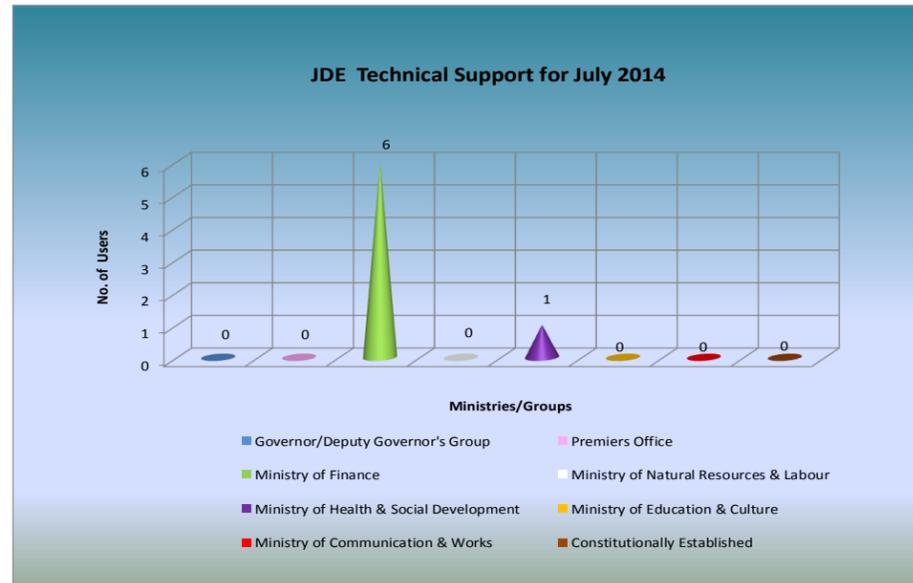
Account Management Support

Five (5) account issues were resolved under this section for this month. The following graph displays the number of account issues resolved during this period.
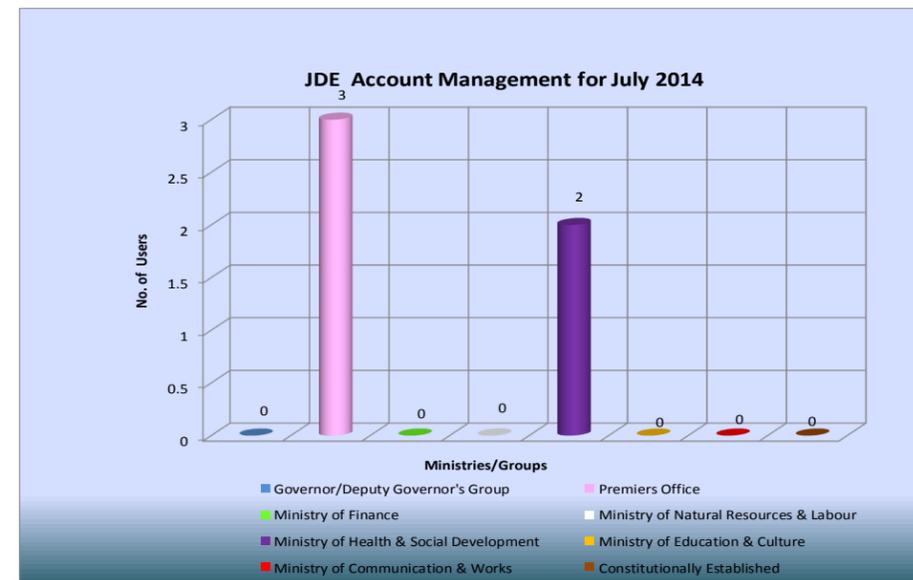
Additional Projects

Attorney General Chambers

A request for a new database was received and a meeting was held with officers in the department to discuss the requirements.