

June 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 June; 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
Security on I:Drive	Folder Security on I: Drive for DoIT, Ministry of Communication and Work, Labour Department, and Ministry of Natural Resources and Labour	In Progress	Restructuring of I: Drive – Conservation & Fisheries <ul style="list-style-type: none">A meeting was held on June 11th, 2014 with Mrs. Rozina Gumbs, at the Conservation and Fisheries Department to determine the structuring and security needs of the department. For the most part, Conservation and Fisheries Department already had an internal structure in place, and it was decided to apply the security to the existing structured folders. The 'HOME' folder was locked down exclusively to the existing users. Based on the divisions that they already had in place, it was determined which user needs to be applied to the proper division with the help of Mrs. Gumbs. These groups were then applied to the existing division folders with the necessary security.As of June 12th, some small issues were worked out with the access and everything was tested and working fine. Mrs. Gumbs was told to notify Ms. Shanica Smith if she has any issues with security. Restructuring of I: Drive – Facilities Management Unit <ul style="list-style-type: none">A meeting was held on June 26th, 2014 with Mrs. Calveia Scatliffe-Clarke, at the Facilities Management Unit to determine the structuring and security needs of the department. Mrs. Clarke stated with them being such a small unit, they do not require any restrictions to the 'WORK' folder. However, the 'HOME' folder's security was applied as is customary to have each member of staff access their own folder exclusively. Active Directory was updated with the current staff descriptions and Mrs. Clarke went ahead and moved all other files that were outside the 'HOME' and 'WORK' folder into a respective folder.The Facilities Management Unit's I: Drive was completed and restructured according to the needs of the unit.
Wireless Edge Project	Redesign and Implement a New Internet Edge	In Progress	Another segment of the Redesign of the Wireless Edge Project was implemented during this month. A total of twenty (20) wireless access points along with two (2) wireless controllers were deployed throughout the CAC building. Eighteen (18) of the wireless access points were deployed in the basement of the building. This was done to accommodate seamless WIFI coverage throughout the building. We are working in conjunction with Telephone Services Management Unit (TSMU) and technicians from SynCom (An IT company out of Jamaica). The project was implemented over a four (4) day period. We are now in the testing stage and when testing is completed, government users and authorized vendors will have unified wireless access to the government network through various mobile devices. Authorized users will now have a single sign on feature without pre-shared keys.

OPERATIONAL UPDATES CONTINUED...

Projects	Description	Status	Comments
Job Rotation	Job Rotation of Help Desk Technicians	In Progress	<ul style="list-style-type: none"> The Help Desk Rotation Process continued for this month in an effort for the technicians to learn the various duties that pertains to the Technical Support, Quality & Planning/Data Security, Computing & Communication and Information Systems Services Section. <ul style="list-style-type: none"> ◆ Elvin Stoutt - Data & Security Section ◆ Bradley Gaskin - Information Systems Services Section ◆ Kevin Cummings - Quality & Planning ◆ Ludwell Archer - Computing & Communication Section
SameTime	Distribution of SameTime online Meeting functionality	In Progress	<ul style="list-style-type: none"> During this month, two (2) cameras were distributed and setup for hosting online meetings for: <ul style="list-style-type: none"> ◆ Chief Training Officer - Mrs. Marsha Smith at the Training Division ◆ Permanent Secretary - Dr. Marcia Potter at the Ministry of Education & Culture
e-Government Website	e-Government Initiative	In Progress	<ul style="list-style-type: none"> The design and contents of the website are being created. Three (3) design concepts were presented to the Honorable Marlon Penn but he asked for them to be redesigned and combined.
Online Surveys and FAQ Sites	Continue providing service in producing On-Line Surveys and FAQ Site	In Progress	The payment for the renewal of the subscription was approved and payment via wire transfer was arranged.
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; however as new windows 8 laptops are setup, this software is installed.

Summary of Report

The following is a summary of each section's report during the month of June 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 during this period. Twenty-six (26) peripheral, supplies and equipment purchased during the month of June.

This Section reported on the following projects:

- ◆ 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:-

This Section replaced and installed equipment within various departments. They also conducted various cabling jobs.

This Section reported on the following projects:

- ◆ Redesign & Implement a new Internet Edge

The Technical Support Services Section

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

Twenty (20) CPU's, twelve (12) monitors, eight (8) laptops, ten (10) printers, and one (1) scanner were distributed to the various government departments and ministries. One hundred and sixty-three (163) Lotus Notes jobs were resolved. The technicians of the Help Desk section resolved fifty-five (55) problems/issues and provided other technical assistance.

This Section reported on the following projects:

- ◆ Deployment of DOCOVA
- ◆ Computer Training Classes
- ◆ Job Rotation of Computer Technicians
- ◆ 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:-

- ◆ Nine (9) JDE Technical issues were resolved

This Section reported on the following projects:

- ◆ Providing Government services information 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:

- ◆ Deployment of NetSupport Version 12
- ◆ Enhance Security on folders and files of the I:Drive
- ◆ Continue providing service in producing On-Line Surveys and FAQ site

Glossary

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

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	<ul style="list-style-type: none"> Proposals were received from the following contractors for the Tiling of the CAC Office: <ul style="list-style-type: none"> ⇒KM Constructions ⇒LSL Constructions ⇒KAT Building Group The proposals were all submitted to Mr. Duane Fraites, Project Manager of the Project and Procurement Unit. 	
Spam Filter Report	Barracuda Networks Top Spam Recipients	On going	<ul style="list-style-type: none"> The following are the top recipients for spam: kaipenn@gov.vg, ismith@gov.vg, mdonovan-stevens@gov.vg, ahamm@gov.vg, wlewis@gov.vg, bvilaxcs@gov.vg, fjardine@gov.vg, dcarey@gov.vg, aflax-archer@gov.vg, and mmaynard@gov.vg. 	
Computer Training Classes	Raising the level of computer literacy in standard applications within Government Offices	In progress	<ul style="list-style-type: none"> New employee Orientation was provided for five (5) officers at various department within the Public Sector during the month. The following officers were trained: 	
			NAMES	Ministry/Department
			Michelle Brewley	Agriculture
			Everad McMaster	Agriculture
			Mclain Francis	Agriculture
			Tyrone Smith	Agriculture
			Ruel Fahie	Public Works Department
Lotus Notes Directory	Clean up Lotus Notes Directory	On going	A total of seven hundred and eighty-two (782) email databases were deleted from the Lotus Notes Directory due to inactivity for over 12 months, in an effort to preserve disk space on the Notes server. The majority of the deleted email databases were users from within the Primary and Secondary Schools within the public sector.	
Deployment of DOCOVA	File and content management	In progress	<ul style="list-style-type: none"> Amendments were made to the existing workflows for the Training Division to include the new officers within the department. A refresher training session was also provided for the entire staff so that they would understand their role in the DOCOVA process. DOCOVA is officially implemented and being utilized by the Training Division. The current files and folders were uploaded and submitted by the Premiers Office into the DOCOVA system to begin implementation soon. 	

OPERATIONAL ACTIVITIES CONTINUED...

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	55	\$0.00	At the end of June 2014, there were a total of fifty-five (55) completed Help Desk calls. See pages 12 -13 for further details.
Departmental Assistance	Technical issues that were resolved by department during the month	50	\$0.00	Fifty (50) users were assisted within various departments during the month. See graph on pages 17 - 18 for further details.
User Account Information	User account assistance that was provided during the month	82	\$0.00	Various Departments/Ministries were provided assistance with their accounts during June. See graph on page 18 for further details.
Other Technical Support	Other Technical Jobs that were conducted	5	\$0.00	The following Ministries/Departments were provided with Technical Assistance:- 1. e-Government Project 2. Ministry of Finance & Premier's Office :- Video Conference Setup Video Conference Systems Repair 3. International Finance Center - Firewall Installation 4. Conservation & Fisheries - Inquiry regarding Access Point Installation 5. Technical Vocational Institute - Smart Board Setup See pages 17—18 for further details.

The Administration and Management Section

Budget Report Summary

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

Information Technology Expenses

Computerization Expenses	June
Software Support & Maintenance	
Lotus Notes Maintenance	-
Annual Applications Support Maintenance	\$1,295.00
iSeries & JDEdwards Maintenance Applications	\$41,441.94
	-
TOTAL	\$42,736.94
Hardware & Network Equipment	
Computers, Printers	\$21,122.00
Networking Equipment & Maintenance	\$106,639.03
Lease Payment for Backbone Site (Malone & Z-Rod)	\$4,850.00
Computer Supplies & Peripherals	\$67,936.96
Equipment Minor Repairs	
Subtotal	\$179,870.99
Training & Development	
Staff Training	-
Sub Total	-
TOTAL COMPUTERIZATION EXPENSES	\$222,607.93
Department Operation Expenses	June
Office Supplies	
Printing	\$144.90
Stationery	\$383.78
Other General Supplies	\$424.00
Telecommunication	
Mobile	\$2,813.44
Landline	-
Internet	\$69.00
Repairs & Maintenance	
Vehicle Minor Repair	\$225.00
Travel	
Transportation	\$85.00
Subsistence	\$14.00
Total Operation Expenses	\$4,159.12
Grand Total Information Technology Expenses	\$226,767.05

Budget Report Summary Continued...

Revenue	June
Computer & Printer Supplies*	\$17, 339.00
Computer Sales **	\$100.00
Total Revenue	\$17,439.00

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

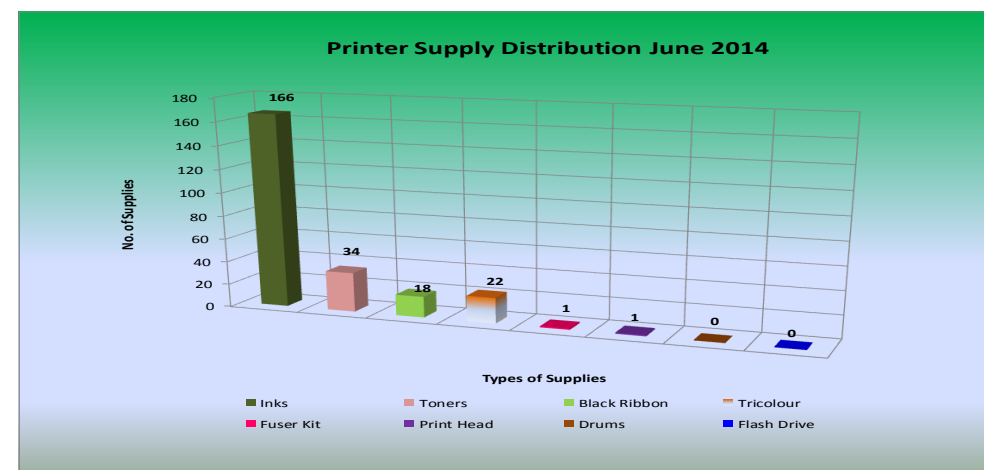
** Computer Sales are deposited directly into the Treasury.

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 eleven thousand seven hundred and twelve (\$11,712.00) dollars.

Item Type	No. Distributed
Black Ink	73
Yellow Ink	32
Tricolor Ink	22
Cyan Ink	37
Magenta Ink	24
Magenta Toner	9
Cyan Toner	8
Black Toner	7
Yellow Toner	10
Black Ribbon	18
Fuser Kit	1
Print Heads	1

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



Item/ Distribution of Items:	Description	QTY	Value	Comments
Hardware Distribution	Distribution of Computer Equipment such as Monitors, CPU's, Laptops, Keyboards, Printers, UPS...	51	\$15,218.50	A total twenty (20) CPU's, twelve (12) monitors, ten (10) printers, eight (8) laptops and one (1) scanner were distributed to various departments based on memorandum requests and assessments. See page 12 for further details.
Network Equipment & Maintenance	Replacement of Equipments	3	\$0.00	NEW AND REPLACEMENT EQUIPMENT The following Wireless Access Points were configured and deployed in the following Government Offices and Department: <ul style="list-style-type: none"> One Cisco AIR-cap2602I-A-K9 at Human Resources Department, Deputy Governors Office, Ministry of Finance, Conference Room #4, Premier's Office, Development Planning Unit, Natural Resources & Labour, Ministry of Communications & Works, Ministry of Education, Department of Education, Health Department, Ministry of Health, Treasury Department, Civil Registry (Passport Office), DOIT, Town & Country Planning, Land Registry, Inland Revenue, IPR Studio (Basement), and Facilities Management Unit (Basement). Replaced defective Cisco 3560 8 Port Switch due to suspected lightning strike which damaged the POE Module. An old damaged access point in the Ministry of Health Office was replaced.
Lotus Notes Technical Support	Issues include registration of new users, password management, account management, Traveler	163	\$0.00	At the end of June 2014, there was a total of one hundred and sixty-three (163) completed Lotus support calls. See pages 12 - 13 for further details.
JDE Technical Support	Technical Issues, Password Management, Account Management	9	\$0.00	Nine (9) users were assisted with Technical Support. There were no Password Management or account management conducted during this month. See graph on page 8 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	\$11,712.00	Printer supplies and computer storage media distribution for the period of June 30, 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 were sold during this month.
Purchase of Computer and Printer Supplies	Procurement of Inks, Toners, Ribbons, Jump Drives...	5	\$1,080.00	A total of five (5) 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	0	\$0.00	There were no new computer units 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 purchased during this month.
Accessories	Procurement of Accessories	18	\$2,227.50	A total of eighteen (18) computer accessories purchased during this month. See page 8 for further details.
Networking Equipment	Procurement of Networking Equipment	1	\$613.00	A total of one (1) networking equipment was purchased during this month. See page 10 for further details.
Software	Procurement of Software	2	\$364.00	A total of two (2) software was renewed during this moth. See page 8 for further details.

Purchase of Printer Supplies & Equipment

The following table illustrates a total number of twenty-six (26) printer supplies and equipment purchased during this period.

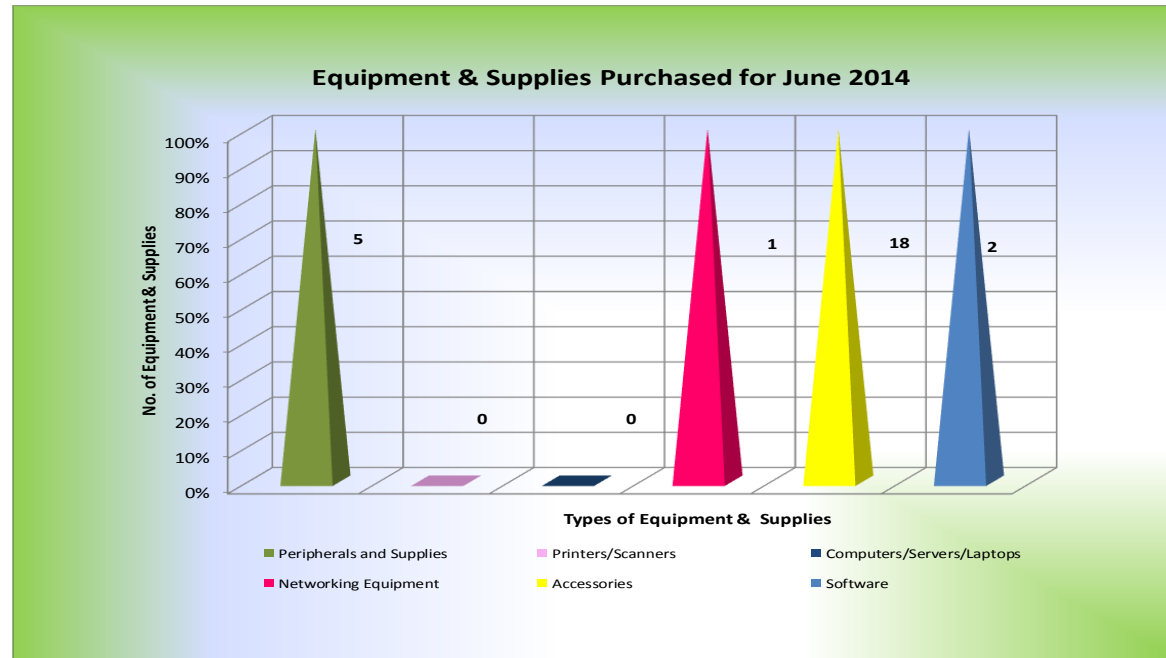
<u>Peripherals & Supplies</u>	<u>No. Purchased</u>
HP Ink Cartridge #82 Yellow	2
HP Toner Cartridge C9730 Black	3
Total	5

<u>Software</u>	<u>No. Purchased</u>
Quick Books Pro 2014	1
Symantec Notron Antivirus	1
Total	2

<u>Accessories</u>	<u>No. Purchased</u>
MacBook Sleeve Pocket	1
NVIDIA Quadro K2000D Graphic Card	2
Cat 6 Network Cable	4
RJ45 Network Couplers	10
SATA Laptop Hard Drive 500 GB	1
Total	18

<u>Networking Equipment</u>	<u>No. Purchased</u>
Dell SonicWll TZ 205 Firewall	1
Total	1

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



Inquiry regarding Access Point Installation – Conservation & Fisheries Department

Ms. Rosina Gumbs inquired about the installation of an Access Point (AP) in their office. After checking with the Computer and Communications Section (CCS), she was informed that only a few offices would be provided with AP's by DoIT. However, if their office were to purchase the specify type of AP, CCS would configure it as required.

Smart Board Setup – Technical Vocational Institute

During the period of the 16th to the 30th June, assistance was provided with Setting-up and configuring three Smart Boards.

Special Jobs

e-Government Project

Periodically through the course of the month, work continued on the e-Government project. The data collected from the Government Department visits was arranged into the “Results Format” required by the Information Services Section (ISS). Additionally a few brief follow-up meetings with some of the Departments were held to verify some of the collected data. Ultimately, a meeting was held with Hon. Marlon Penn to present the new proposed website designs that the ISS had been working on over this period.

Video Conference Setup / System Configuration– Ministry of Finance/(Premier’s Office Facility)

At the request of Ms. Patlian Johnson, an attempt was made to establish a Video Conference connection with a site in London, however restriction at their site, and calling-in issues at the Premier’s site, prevented a successful connection.

Also, a representative from the Video Conference Systems (VCS) vendor, Audio Visual Concepts (AVC) in Puerto Rico, returned to the territory and provided some technical information in an effort to resolve the calling-in issue that the VCS was experiencing. Work on verifying the information is still being done.

Furthermore, at the request of an Audio Visual Concepts (AVC) Technician the second Video Conference Systems (VCS) at the Premier’s Office, was relocated to the first VCS’ location and connected to test the cables. All cables appeared to be working and this information was relayed via email to the AVC technician. Prior to this the AVC technician indicated that the system in their possession was work properly. In addition, the cost to repair the Ministry of Finance’s VCS was communicated to us and arrangements were made to proceed with the repairs.

The Premier’s Office’s Video Conference Systems (VCS), after being shipped back to the territory by the vendor Audio Visual Concepts (AVC) in Puerto Rico, arrived at our office.

Firewall Installation – International Finance Centre

Periodically through the course of the month, their office was experiencing interruptions in their internet service, which the Computer and Communications Section (CCS) determined was the result of a fault in their office’s firewall. A new firewall was ordered and later configured and installed by the CCS. The internet services is now working with no interruptions.

The Computing and Communications Section

Technical Support

Cabling Jobs

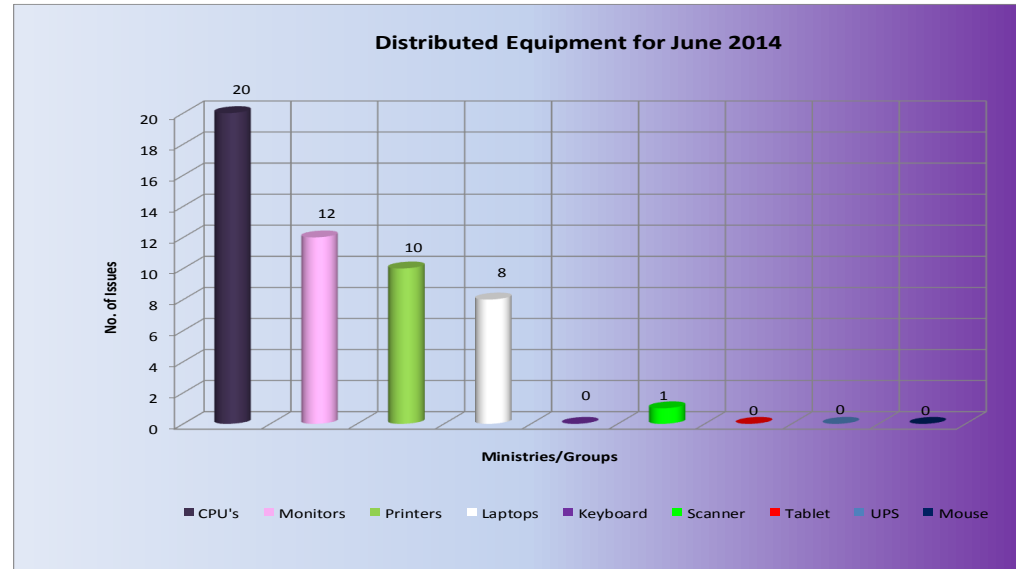
- No major cabling jobs were carried out in the month of June. However some smaller jobs were done in the following areas:
 - ⇒ Replaced damaged outdoor CAT 6 aerial line between BVI Electricity Office and the Incinerator Building Pockwood Pond
 - ⇒ Installing an aerial outdoor CAT 6 line between Agriculture Department Office Paraquita Bay and their Marketing Section Office on the compound.
 - ⇒ Additional cabling was done in the basement of CAC Building to accommodate the deployment of the wireless access points.
 - ⇒ Additional cables were run in the DG Office to replace a hub which was controlling the network printers, they are now connected to the main switch.

The Technical Support Services Section

Equipment Distribution

Computer Equipment

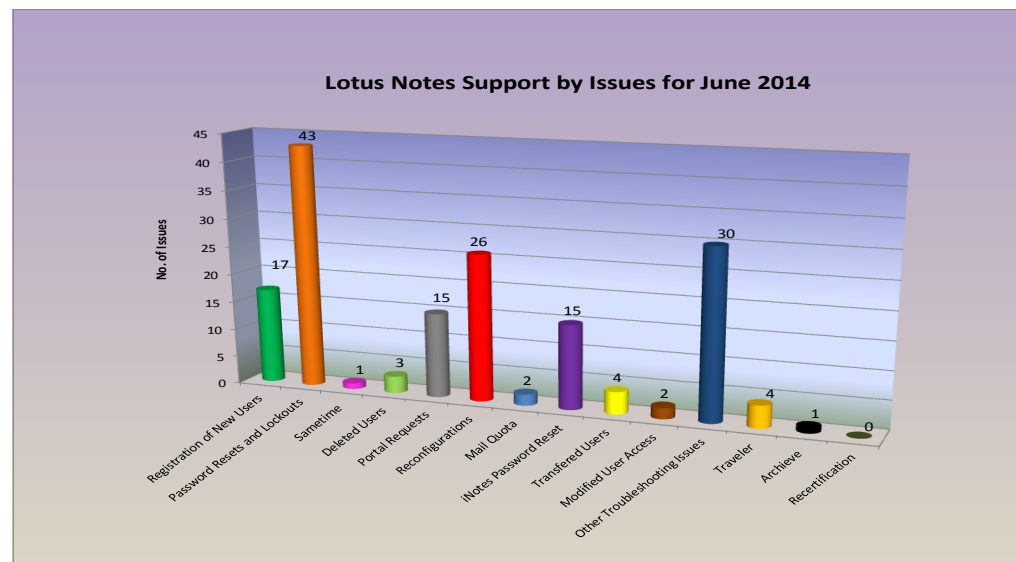
Fifty-one (51) pieces of equipment were distributed during this month. The following graph displays the type and number of equipment distributed to various departments during the month.



Lotus Notes Management

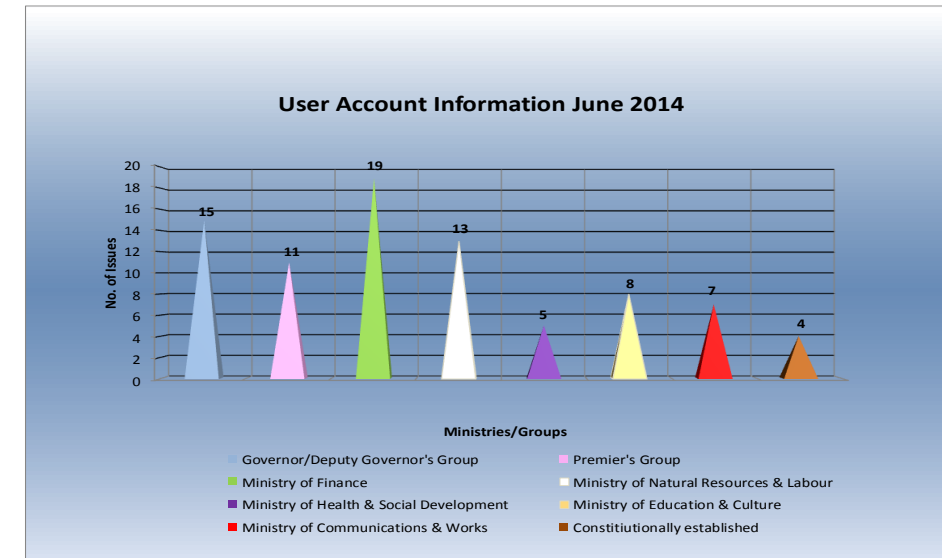
Lotus Notes Support

One hundred and sixty-three (163) completed jobs were recorded and resolved during this month. The graph below displays the number of completed jobs by issues.

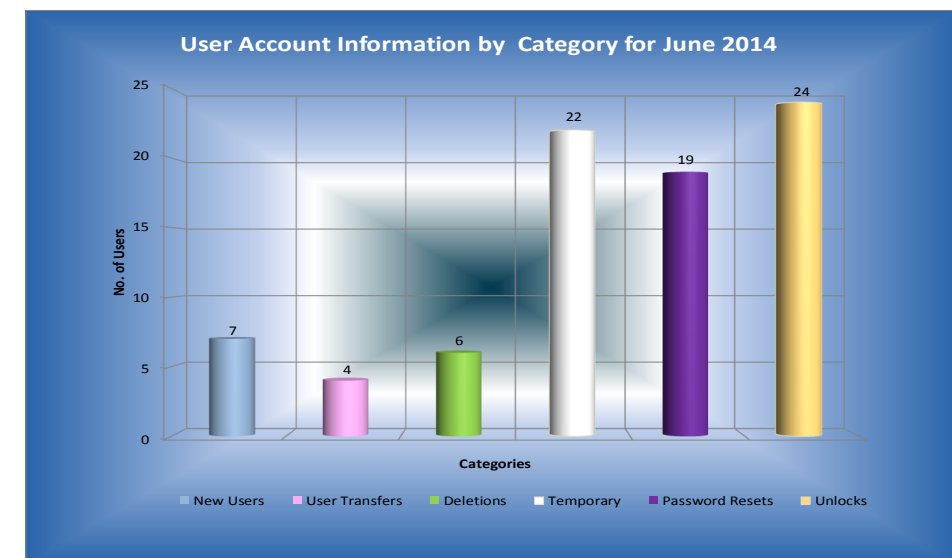


User Account Information

Eighty-two (82) user account assistance was provided during this month. The graph below displays the number of issues that were recorded for the various Government Ministries.



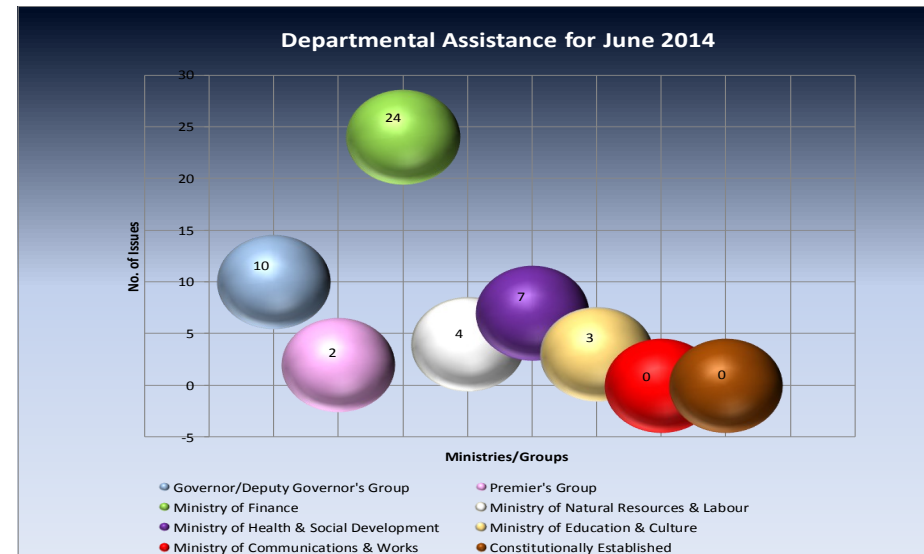
The following graph shows the number of User Account Information that were resolved by category under each Ministry for this month.



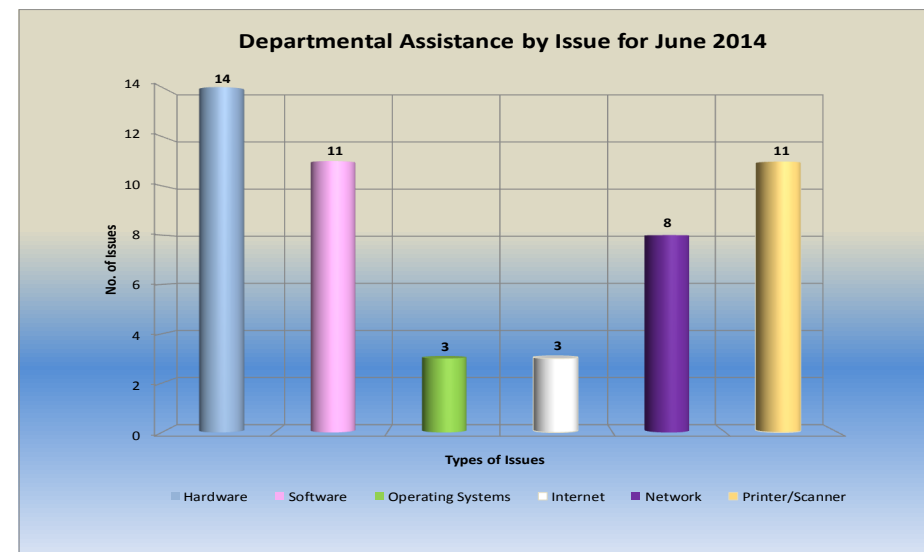
The Planning, Quality Assurance and Data and Security Section

Departmental Assistance

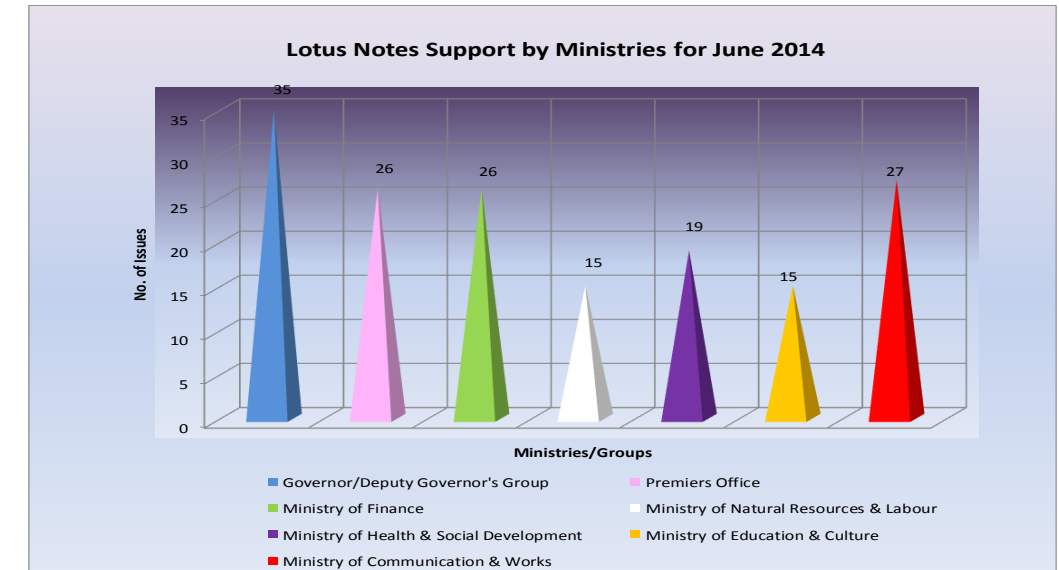
Fifty (50) issues were resolved under this section. The graph below displays the number of issues that were recorded for the various Government Ministries.



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

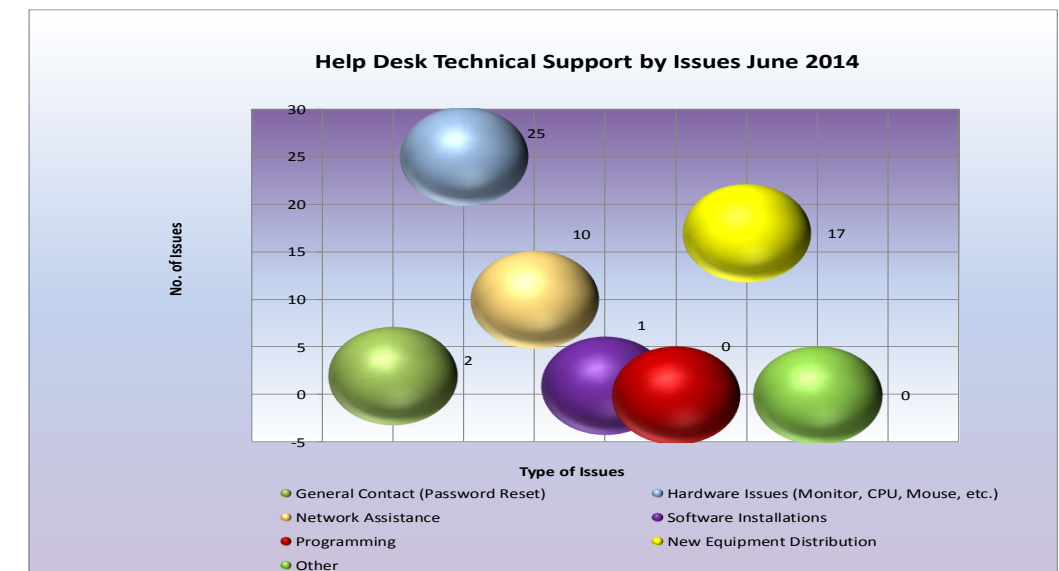


The following graph shows the number of Lotus Notes issues that were resolved under each Ministry for this month.

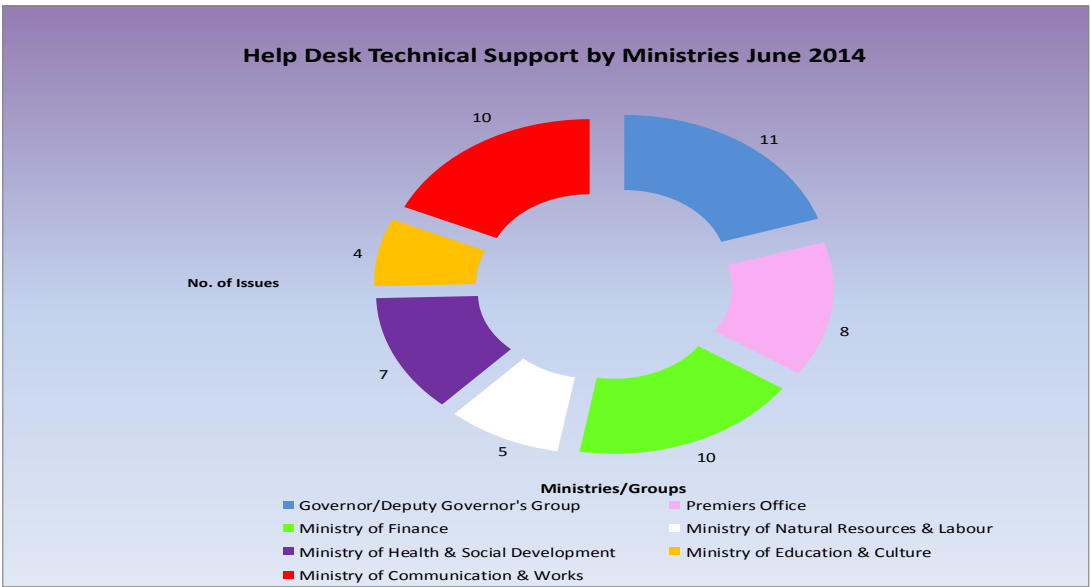


Help Desk Technical Support

Fifty-five (55) 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.

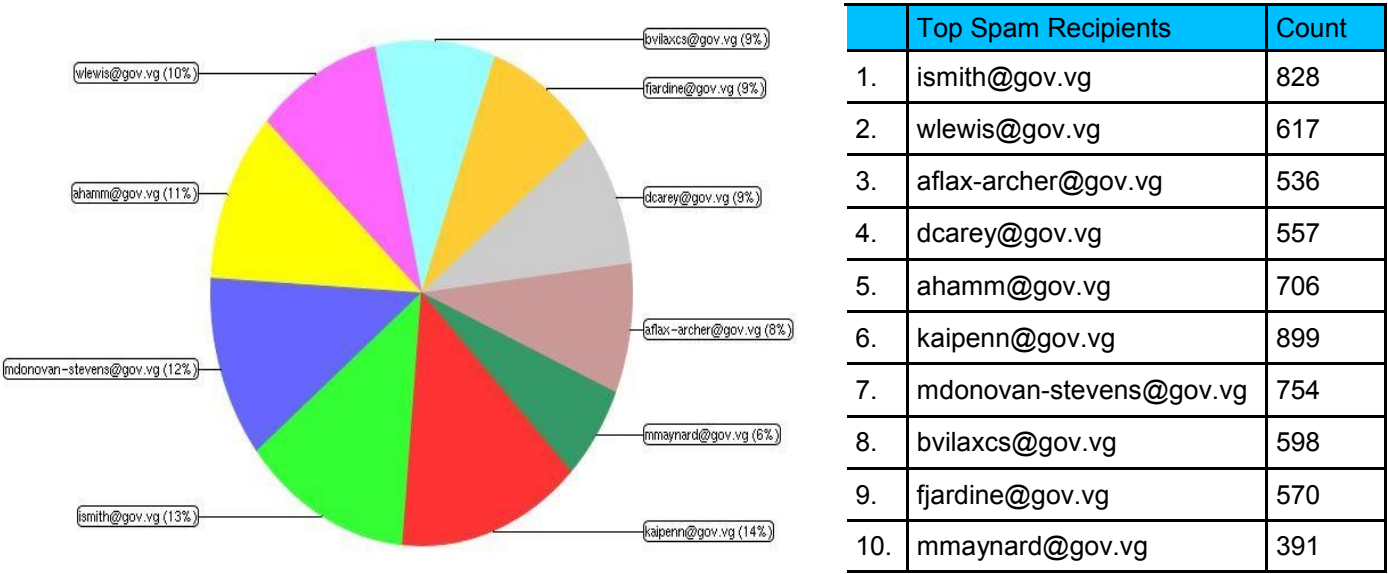


The graph below shows the number of Help Desk problems/issues that were resolved under each Ministry for this month.



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.



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

The Information Systems Services Section

JDE Technical Support

Nine (9) technical issues were resolved under this section for this month. The following graph displays the number of technical issues resolved during this period.

