March 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 March; 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
Storage Solution for GIS	Implement Storage Solution for GIS	In progress	**MEETING TO DISCUSS STORAGE ON BUFFOLO**: • A meeting was held on March 20th 2014, with Vicki Samuel-Lettsome, Desiree Smith, Jermaine Baltimore, Wilbert Chambers, Ronnielle Frazer, Alvern Bertie, Jehiah Maduro, and Dwayne Mactavious who are all members from the Department of Information and Public Relation (IPR) and Wilton Frett from the Department of Information Technology (DOIT). The meeting was to discuss how the data from the larger external storage devices used by officers at IPR are being backed up by Data and Security officers. Mr. Frett also presented a Network Attached Storage (NAS), a Buffalo Terastation 5000, which can hold 16 terabyte (TB) of data be used by the officer at IPR for archiving and storage. Mr. Frett explained how to access the Buffalo and future plans to make their storage more resourceful.
Upgrade of PC Clients' Operating System to Windows 8	Negotiate and obtain Licenses, Schedule Deployment, Implement, Troubleshoot issues and maintain	In progress	• Several training websites including some recommended by DoIT staff were evaluated and will be used in the Friday Help Desk training session which will recommence on April 4th, 2014.
VoIP Project	Provision of Switches for VoIP project	In progress	• This project commenced in the month of February and continued into March. This project is being conducted in conjunction with the Telephone Services Management Unit to facilitate the upgrading of the Government phone system to accommodate VoIP. Most of the cabling was done at the CAC Building. This allowed the removal of network hubs and switches which could not handle Power Over Ethernet (POE) function. In the past, throughout various departments when an additional computer or network printer was needed, these devices were put in to accommodate this. However, the VoIP phones needing power from a switch had to be connected to a switch which could do so.

Projects	Description	Status	Comments
Audits	System/I Drive/ Network Audits	System Audits were conducted	Audits continued:- • **Survey Department --** an audit was conducted on the 27th of March. Twenty-two (22) desktops were encountered. All the computers had processors RAM that were equal to and above specs. Four (4) desk printers (including Lexmark) and four (4) network printers (not including network copiers). A job log will be entered for the desk printer that is not working and for the computers with performance issues to be checked. • A previous request was made to replace ten (10) of their computers that will be running the new Autodesk AutoCAD Civil 3D 2014 software. The new system upgrade will require higher specifications as required by DoIT standards.
Upgrade to Microsoft Office 2010	Upgrading all Government Computers to Microsoft Office 2010	Installation in the Road Town Area	• The Government offices in the Road Town area have received Microsoft Office 2010 upgrade. As was previously reported, only 4—6 computers in most of the offices received the upgrade. With the remote offices receiving the upgrade upon request in order to monitor the license count.
Security on I: Drive	Files and 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 - Department of Motor Vehicles/ MCW:** • A meeting was held on March 11th, 2014 with Ms. Delva Thomas and Mr. Shoy Lettsome to determine the structuring and security needs of the Department of Motor Vehicles (DMV). The HOME folder is set exclusively for each member of staff and the WORK folder was structured by internal units. The necessary security was applied to each folder and permissions were tested based on the requirements of the DMV. On March 26th 2014, the DMV's I: Drive restructuring process was completed. Any problems being experienced with the restructuring process were communicated and dealt with by Ms. Shancia Smith.
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, computers running Windows 8 have been configured with this upgrade.

Summary of Report

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

The Administration and Management Section

The following activities occurred within this Section during this period:-
Two hundred and ninety-seven (297) printer and computer storage supplies were distributed to various departments during this period. A total of one thousand four hundred and eighty (1480) peripheral, supplies and equipment purchased during the month of March.

This Section reported on the following projects:
♦ DoIT Health and Safety Policy
♦ Cleaning of CAC Office and ground work for renovation in 2016 to address mold issues

The Computing and Communications Section

The following activities occurred within this Section during this period:-
During this period, this Section replaced and installed equipment within various departments.

This Section reported on the following projects:
♦ Provision of Switches for VoIP project

The Technical Support Services Section

The following activities occurred within this Section during this period:-
Eleven (11) computers, thirteen (13) monitors, eleven (11) printers and four (4) laptops were distributed to the various government departments and ministries. One hundred and eighty-three (183) Lotus Notes jobs were resolved. The technicians of the Help Desk section resolved seventy-two (72) problems/issues and provided other technical assistance.

This Section reported on the following projects:
♦ Distribution of SameTime Online Meeting functionality
♦ Upgrade of Lotus Traveler for use with new Government issued
♦ Deployment of DOCOVA
♦ Computer Training Classes

The Information System Services Section

For this month, the following activities occurred within this Section:-
♦ Twenty-nine (29) JDE issues were resolved
♦ iSeries Passwords Management were reset for thirty-seven (37) users
♦ CRIS password was reset for two (2) users
♦ Thirty-nine (39) users were assisted with their JDE Account
♦ Conducted work on an additional project for Survey Department

This Section reported on the following projects:
♦ Develop a database for Non-Profit Organization - Phase 2

The Planning, Quality Assurance and Data and Security Section
The following activities occurred within this Section during this period:-
♦ Fifty-four (54) issues were resolved at various departments:
    Ten (10) hardware issues
    Seventeen (17) software issues
    Ten (10) operating systems issues
    One (1) internet issue
    Seven (7) network issues
    Nine (9) printer /Scanner issues
♦ One hundred and two (102) users were assisted with their Accounts within various departments:
    Seven (7) new users were registered on the network
    Thirty-six (36) network password resets were conducted on the network
    Forty-nine (49) user network accounts were unlocked
    Two (2) users were deleted from the network
    Six (6) users were transferred
    Two (2) 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

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

Projects	Description	Status	Comments
Audits	System/I: Drive/ Network Audits	System Audits were conducted.	Audits continued:- • **Law Reform Commission -** an audit was conducted on the 18th of March. Nine (9) Desktops were encountered, all had processors and RAM that were equal to and above specs. Nine (9) desk printers (including Lexmark) were encountered. Since the computers are above specs and functioning normally, no additional work was necessary. • **Customs Head Quarters -** an audit was conducted on the 20th of March. Twenty-four (24) desktop computers were encountered. All had processors and RAM that were equal to and above specs. Ten (10) desk printers (including Lexmark) and three (3) network printers (not including network copiers) were encountered. A job log was entered for the desk printer that is not working. • **Sandy Lane Center -** an audit was conducted on the 20th of March. Six (6) desktop computers were encountered. All had processors and RAM that were equal to and above specs. One (1) desk printer (including Lexmark) and two (2) network printers (not including network copiers) were encountered. A job log was entered for the desk printer that is not working. • **Fishing Complex -** an audit was conducted on the 20th of March. Nine (9) desktop computers were encountered. Eight (8) had processors and RAM that were equal to and above spec, leaving one (1) with RAM that was below specs. Four (4) desk printers (including Lexmark) were encountered. A job log was be entered for additional RAM to be installed in the computer that is below specs and a computer that is malfunctioning.

OPERATIONAL UPDATES CONTINUED...

Projects	Description	Status	Comments
Windows Program Development	NPO database, Autism database, Environmental Health Database, DPU Tourism Database, Central Website	In progress	**Non-Profit Organization (Ministry of Health and Social Development):-** • A meeting was held with Ms. Harriet Anderson, Ms. Forbes 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. The Ministry of Health has had problems in getting their cabinet paper to revise the act. Changes are required to laws, to enable part of the application process to be done online. The workflow process was also presented and discussed. • An interim solution is being developed, as the timeframe for getting the redesigned NPO Database solution launch will not be feasible. 　• The solution is being developed where no online access to the system will be given to the public (NPOs). 　• Awaiting information from the Ministry relating to the manual form, so that all form fields can be created. 　• A meeting will be conducted to discuss the cleanup of information from the old system. **Development of the system has begun:-** 　• Theme selection and redesign of the FrontPage interface has been completed. 　• Interface form fields have started to be implemented. 　• The Workflow Visio Document was created and subsequently modified for the interim solution. 　• Drupal Module List was created. 　• Content Migration Document and the Content Clean-up Excel Spreadsheet are being worked on.
Audits	System/I: Drive/Network Audits	System Audits were conducted.	**System audits were conducted at the following during the month of March:-** • **Cabinet Office -** an audit was conducted on the 17th of March. Nine (9) Desktops were encountered, all had processors and RAM that were equal to and above specs. Four (4) desk printers (including Lexmark) and one (1) network printer (Not including network copiers) were encountered. A job log was entered for two (2) desk printers that are not working. At least one (1) computer had performance issues and will be examined closer.

The Administration and Management Section

Budget Report Summary

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

Information Technology Expenses

Computerization Expenses	March
Software Support & Maintenance	
Lotus Notes Maintenance	-
Annual Applications Support Maintenance	$1,000.00
iSeries & JDEdwards Maintenance	$152,932.25
Applications	-
TOTAL	$153,932.25
Hardware & Network Equipment	
Computers, Printers	-
Networking Equipment & Maintenance	$3,481.32
Lease Payment for Backbone Site (Malone & Z-Rod)	$6,550.00
Computer Supplies & Peripherals	$1,670.00
Subtotal	$11,701.32
Training & Development	
Staff Training	-
Sub Total	-
TOTAL COMPUTERIZATION EXPENSES	**$165,633.57**
Department Operation Expenses	March
Office Supplies	
Printing	$112.00
Stationery	-
Other General Supplies	$93.60
Telecommunication	
Mobile	$4,520.76
Landline	$1,072.87
Internet	$5,111.40
Repairs & Maintenance	
Vehicle Minor Repair	$1,096.84
Travel	
Transportation	-
Subsistence	-
Total Operation Expenses	$12,007.47
Grand Total Information Technology Expenses	**$177,641.04**

Budget Report Summary Continued...

Revenue	March
Computer & Printer Supplies*	$23,592.00
Computer Sales **	-
Total Revenue	**$23,592.00**

*   *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 ninety-seven (297) 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 seventeen thousand and eighty-four ($17,084.00) dollars.

Item Type	No. Distributed
Black Ink	74
Yellow Ink	37
Tricolor Ink	11
Cyan Ink	31
Magenta Ink	35
Magenta Toner	14
Cyan Toner	14
Black Toner	10
Yellow Toner	11
Print Heads	10
Black Ribbon	35
Flash Drive	9
CD-RW	6

Projects	Description	Status	Comments
Computer Training Classes Continued...	Raising the level of computer literacy in standard applications within Government Offices	In progress	• Additional training on running customized financial reports was conducted with users Diane Todman – Ministry of Communication and Works and Jamal Jones – Premier's Office. • A refresher training on creating and running FASTR reports was held by user, Kellesha Mendie. Programmers, Chanda Lettsome and Delincia Jennings of DoIT was in attendance.
Deployment of DOCOVA	File and content management	In progress	HUMAN RESOURCES DEPARTMENT • Mrs. Henely-Hodge informed DoIT that she will need an extension on the launch date of the DOCOVA application at the Department of Human Resources, as their department needs to review the current libraries/ folders and workflow structure to implement additional information. The proposed launch date has been set for early May, 2014. • An overview/demonstration session was conducted with all officers within the Department of Human Resources (2 sessions) and the Employee Assistance Program - EAP at the Training Division to provide them with further information about the proposed electronic filing system for HR. MINISTRY OF FINANCE • The DOCOVA system has been implemented in the Ministry of Finance since February, 2014 however, they officially began utilizing the DOCOVA application on March 3rd, 2014.
iSeries Program Development	Upgrade Operating System on IBM iSeries Partitions	In progress	• Ms. Ana Foster of IBM upgraded the test partition of CAPS iSeries to i7.1 along with WebSphere 7.1 and the Hardware Management Console (HMC). Testing of the application is being conducted and once this is completed, the production partition will be upgraded. Full backups of the HMC and partition were completed before and after the upgrade. • There is only one tape drive that has to be switched between the production and test partitions and if the drive malfunctions, there will be no way for backups to be conducted. A quotation was sent from IBM to Customs Department last year, however, no decision has been made on the purchasing of a replacement tape drive.

OPERATIONAL UPDATES

Projects	Description	Status	Comments
DoIT Health & Safety Policy	Providing safety practices and procedures in case of emergencies within the Department of IT	In Progress	• The Health and Safety Policy documented is completed and is currently being reviewed by management for approval. Once accepted and approved by management, it will be distributed to the staff for their acceptance.
Cleaning of CAC Mold	Clean up of CAC Office and ground work for renovation in 2015 to address mold problem.	In Progress	• The proposal was discussed with Management and the Ministry of Finance. It was concluded that the cost is a bit high and negotiations will have to be done with the company. It was also decided that the office will be titled in conjunction with the cleaning of the cubicles. A walk through meeting is scheduled with Mr. Duane Fraites of the Project Unit to establish a scope of work to be submitted to contractors for bidding. This project will be done during the August holidays, to limit the disruptions of the office daily operations.
Spam Filter Report	Barracuda Networks Top Spam Recipients	On going	• The following are the top recipients for spam: kiapenn@gov.vg.m-donovan-stevens, ismith@gov.vg, nclarke@gov.vg, wlewis@gov.vg, fjardine@gov.vg, dcare@gov.vg, bvigovernor@gov.vg, bvivisas@gov.vg and aflax-archer@gov.vg. See page 13 for further details.
SameTime	Distribution of SameTime Online Meeting Functionality	In progress	• A camera was distributed and setup at the Cabinet Office for the Cabinet Secretary for hosting online meetings. Training was also provided on the functions of the application as well. • Arrangements were made with the Ministry of Education, Premiers Office, Deputy Governors Office and the Ministry of Finance for the installation and setup of the cameras within the next month - April.
Lotus Traveler Upgrade	Upgrade Lotus Traveler for use with new Government Issued Mobile Devices	Upgrade Completed	• The problem with the Apple Devices' connection to the Lotus Traveler application was resolved. As such, this project was completed.
Computer Training Classes	Raising the level of computer literacy in standard applications within Government Offices	In progress	• User manual was created and training in using the Accounts Ledger Inquiry and Trial Balance by Object Account was conducted for user, Ashmore Romney of Inland Revenue. • As per the request of user, Claude Kettle, iSeries Navigator training to extra data into Microsoft Excel was conducted. User manual was prepared. The attendees of the training included personnel from Ministry of Finance - Budget Unit and Finance and Planning Officers from various ministries.

The following graph illustrates the number of supplies distributed by type during this period.
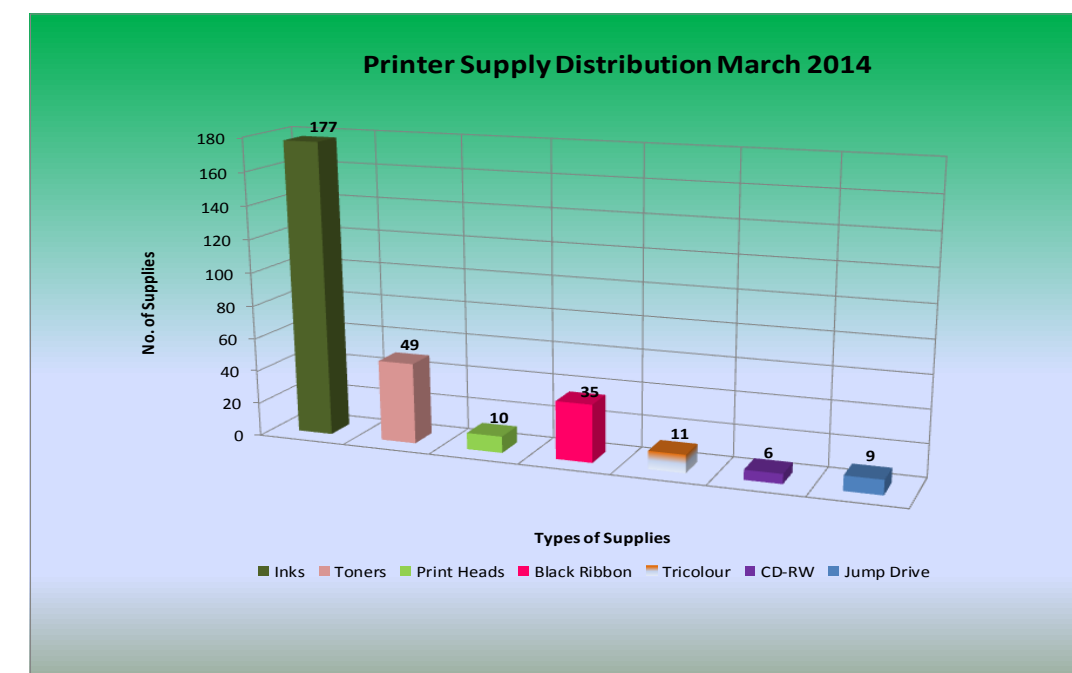
Purchase of Printer Supplies & Equipment

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

Computers / Servers/Laptops	No. Purchased
Lenovo ThinkPad Tablet	2
Lenovo ThinkPad Edge E431	3
Lenovo ThinkPad Edge E531	1
Lenovo ThinkCenter M93	7
Lenovo 21.5" Flat Panel Monitor	7
Lenovo Think Center M73	20
Lenovo 18.5" Flat Panel Monitor	20
Total	**60**
Printers/Scanner	
HP OfficeJet Pro 8100 DeskJet Printer	10
HP LaserJet Pro 400 M451dn Printer	5
Total	**15**

Peripherals & Supplies	No. Purchased
HP Toner Cartridge C9730	16
HP Toner Cartridge C9731	15
HP Toner Cartridge C9732	15
HP Toner Cartridge C9733	15
HP Ink Cartridge 951 Black	96
HP Ink Cartridge 951 Cyan	96
HP Ink Cartridge 951 Yellow	96
HP Ink Cartridge 951 Magenta	96
HP Ink Cartridge #88 Black	48
HP Ink Cartridge #88 Cyan	48
HP Ink Cartridge #88 Yellow	48
HP Ink Cartridge #88 Magenta	48
HP Ink Cartridge #940 Black	96
HP Ink Cartridge #940 Cyan	48
HP Ink Cartridge #940 Yellow	48
HP Ink Cartridge #940 Magenta	48
HP Ink Cartridge #96 Black	120
HP Ink Cartridge #97 Colour	120
HP Ink Cartridge #15 Black	10
HP Ink Cartridge #122 Black	10
HP Ink Cartridge #CE410A Black	15
HP Ink Cartridge #CE411A Cyan	15
HP Ink Cartridge #CE412A Yellow	15
HP Ink Cartridge #CE413A Magenta	15
HP Ink Cartridge #CC530A Black	15
HP Ink Cartridge #CC531A Cyan	15
HP Ink Cartridge #CC532A Yellow	15
HP Ink Cartridge #CC533A Magenta	15
HP Ink Cartridge #78 Colour	6
Total	1263

Accessories	No. Purchased
HP LTO Ultrium2 Data Tapes	1
Lenovo Thinkpad Tablet Keyboard	2
Lenovo Thinkpad Sleeve	2
Targus Laptop Bag	1
Network Connector RJ45 Ends	100
Lenovo 6Cell Battery	1
Total	107

Purchase Printer Supplies

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| 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	72	$0.00	At the end of March 2014, there were a total of 72 completed Help Desk calls. See page 12 for further details.
JDE Technical Support	Technical Issues, Password Management, Account Management	97	$0.00	Twenty-nine (29) users were assisted with Technical Support, thirty-nine (39) users were assisted with Password Management and thirty-nine (39) users was assisted account management. See graph on pages 15—16 for further details.
Departmental Assistance	Technical issues that were resolved by department during the month	54	$0.00	Fifty-four (54) 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	102	$0.00	Various Departments/Ministries were provided assistance with their accounts during March. 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. Supreme Court Registry - VPN Account 2. Inland Revenue Department - Using SIGTAS on Windows 7 Computers 3. Elmore Stout High School:- • Network Printer Installation • Setting up of Computer Lap 4. Premiers Office - Video Conference Testing. See Page 19 for further details.

OPERATIONAL ACTIVITIES CONTINUED...

Item/ Distribution of Items:	Description	QTY	Value	Comments
Hardware Distribution	Distribution of Computer Equipment such as Monitors, CPU's, Laptops, Keyboards, Printers, UPS...	39	$17.615.50	A total of eleven (11) CPU's, thirteen (13) monitors, eleven (11) printers, and four (4) laptops were distributed to various departments based on memorandum requests and assessments. See page 13 for further details.
Network Equipment & Maintenance	Replacement of Equipments	11	$0.00	**The following items were conducted to facilitate the VoIP project.** **New and Replacement Equipment:-** 1. Replace defective Midway Wireless Radio at: • Multi Purpose Complex. and • The Police Station - Virgin Gorda. 2. Configured and deployed two Cisco 2960 48 Port Switch to CAC building:- • Ground Floor East Wing, • First Floor East Wing, • Second Floor East Wing, • Ground Floor West Wing, • First Floor West Wing and • Second Floor West Wing. 3. Configured and deployed one Cisco 2960 24 Port Switch to: • Agriculture Department - Veterinary Division • CAC Building, First Floor, East Wing Configured and deployed one Cisco 3560 8 port Switch to:- • The Sandy Lane Drug Rehab Center.
Lotus Notes Technical Support	Issues include registration of new users, password management, account management, Traveler	183	$0.00	At the end of March 2014, there was a total of 183 completed Lotus support calls. See page 11 for further details.

Networking Equipment	No. Purchased
APC Backup UPS Pro 1000	5
Duplex Multimode PVD	15
SC Duplex Mating Sleeve	15
Total	**35**

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

Equipment & Supplies Purchased for March 2014
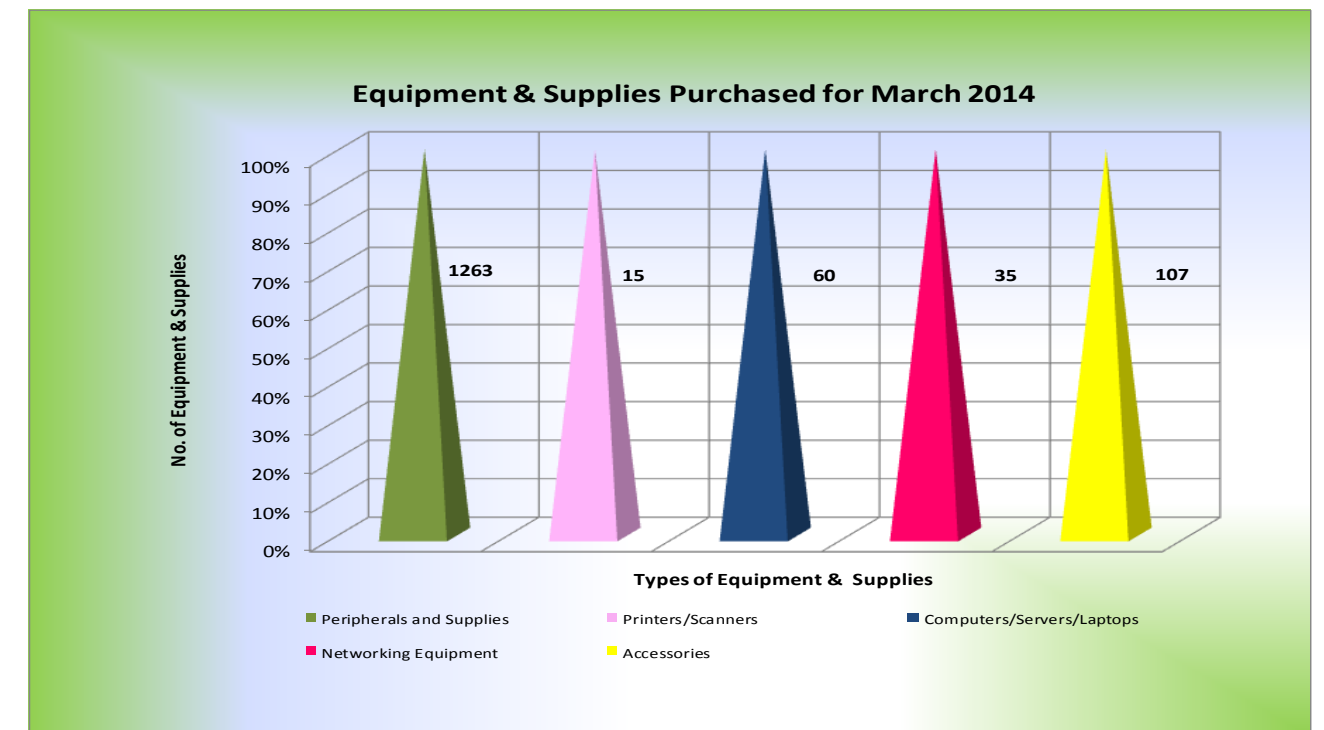
Staff Training and Development

**Smart Board Installation Training – Education Department**

From March 11th to 14th, Mr. Michael Taylor attended a training course in the Atlanta, Georgia USA, on how to install and configure Smart Boards.

The Technical Support Services Section

## Equipment Distribution

Computer Equipment

Thirty-nine (39) 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.
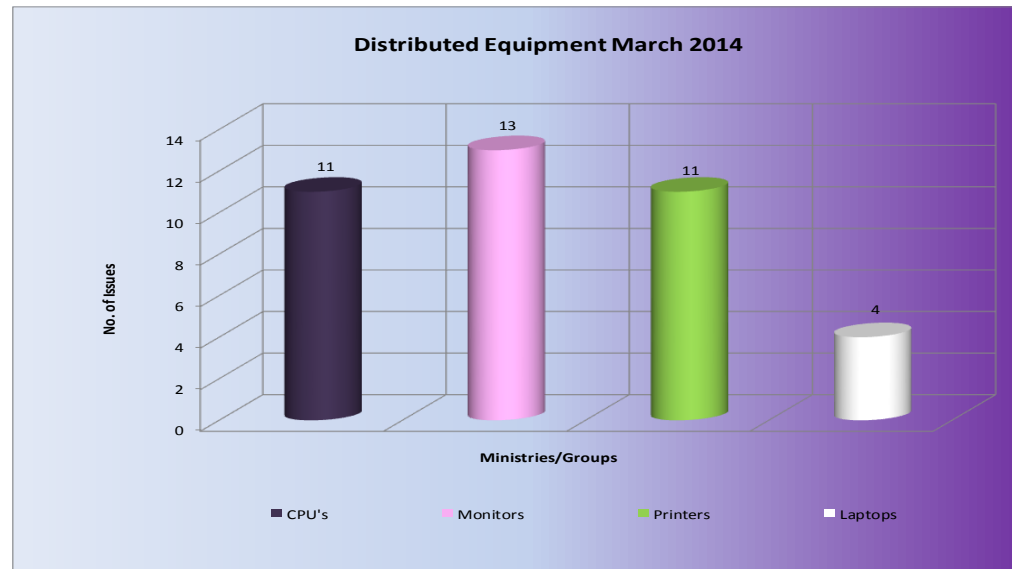
Lotus Notes Management

Lotus Notes Support

One hundred and eighty-three (183) completed jobs were recorded and resolved during this month. The graph below displays the number of completed jobs by issues.
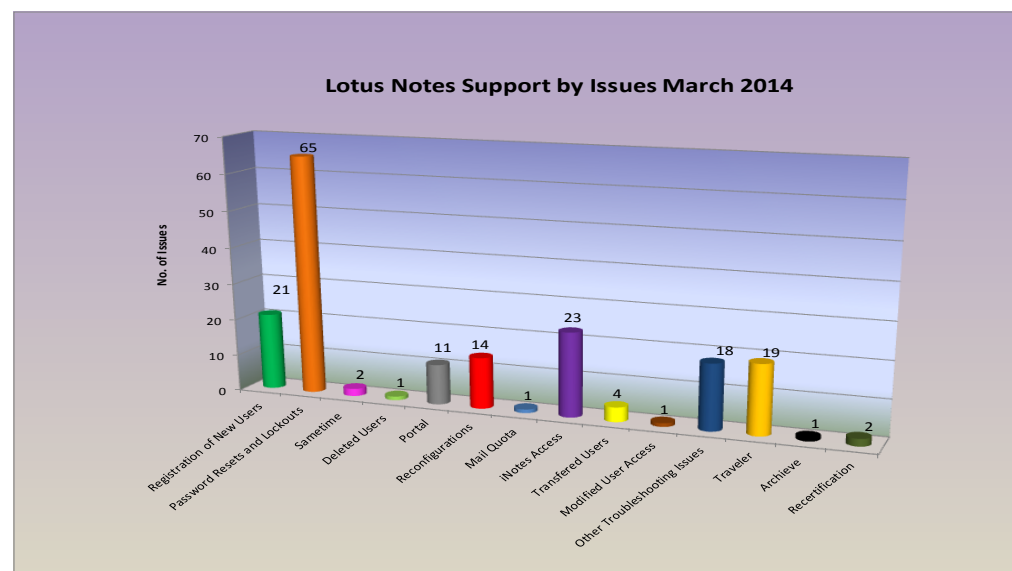
Operational Activities

Item/Distribution of Items:	Description	QTY	Value	Comments
Sale of Computer and Printer Supplies	Includes Inks, Toners, Ribbons and Jump Drives	297	$17,084.00	Printer supplies and computer storage media distribution for the period of March 4 - 31, 2014. See page 7 for further details.
Sale of obsolete Computer Equipment	Computer equipment that are below standard specs	0	$0.00	There were no system computer equipment sold during this month.
Purchase of Computer and Printer Supplies	Procurement of Inks, Toners, Ribbons, Jump Drives…	1263	$70,397.60	A total of one thousand two hundred and sixty-three printer supplies and computer storage media was purchased during this month. See page 8 - 9 for further details.
Purchase of New Computer Unit	Includes System Unit, Keyboard & Mouse	29	$24,351.00	Twenty (20) Lenovo Think Center M73, seven (7) LenovoCenter M7 and two (2) Lenovo Thinkpad Tablet Keyboards were purchased during this month.
New Monitors	Procurement of Monitors	27	$3,740.00	A total of twenty-seven (27)monitors purchased during this month. Seven (7) Lenovo 21.5" Flat panel monitors and twenty (20) Lenovo 18.5" flat panel monitors.
New Printers	Procurement of Printers	15	$5,220.00	A total of fifteen printers were purchased during this month. Ten (10) HP Officejet Pro 8100 Deskjet Printers and five (5) HP Laserjet Pro 400.
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	6	$4,819.00	Two (2) Lenovo ThinkPad Tablets, three (3) Lenovo ThinkPad Edge E431, and one (1) E531 was purchased during this month.
Accessories	Procurement of Accessories	140	$694.00	A total of one hundred and five (105) computer accessories which See page 9 for further details.
Networking Equipment	Procurement of Networking Equipment	35	$730.00	A total of thirty-five (35) networking equipment were purchased during this month. See page 10 for further details.

Special Jobs

VPN Account – Supreme Court Registry
A VPN account was created for Erica Smith-Penn of Land Registry, in order for her to be able to access the I: drive after hours. The account was tested and setup on her surface device, which is now working fine.

Using SIGTAS on Windows 7 Computers – Inland Revenue Department
Periodically through the month, Ms. Gynette McMaster was assisted with the implementation of a series of updates and new procedures intended to make their current SIGTAS setup compatible with Windows 7. While some progress has been made, the installation is still not fully functional. Further technical support will continue.

Video Conference Test – Premier's Office
Periodically through the course of the month, a series of tests of the Video Conference Systems (VCS) were conducted, in order to ensure that they were fully operational. Based on the test, the systems can make calls out but no calls can be received. The internet firewall's configurations for both systems are identical to the configuration, of the Ministry of Finance's VCS and all settings in the systems are also identical, however the issue persists. Representatives from Audio Visual Concepts company will come in to assist if we are unable to rectify the issue.

Network Printers Installation/ Setting up Computer Lab – Elmore Stoutt High School
**Network Printer Installation**:
On March 18, a network printer (HP LaserJet Pro 400 M401DNE) was added to Computer Lab 4 at the Elmore Stoutt High School. A static IP address was assigned and the printer was added to the high school server (BVIHS500). It was tested to ensure that it was working successfully.   Mr. Bradley Gaskin assisted the teacher with adding the printer to all computers within the lab.

On March 24, a network printer (HP LaserJet Pro 400 M401DNE) was also added to Computer Lab 5 at the Elmore Stoutt High School. A static IP address was assigned and the printer was added to the high school server (BVIHS500). It was tested to ensure that it was working successfully. Mr. Adrian Blackman assisted the teacher with adding the printer to all computers within the lab.

Setting up Computer Lab:
On March 21st, the Help Desk was assisted with setting-up the computers in Lab 5.

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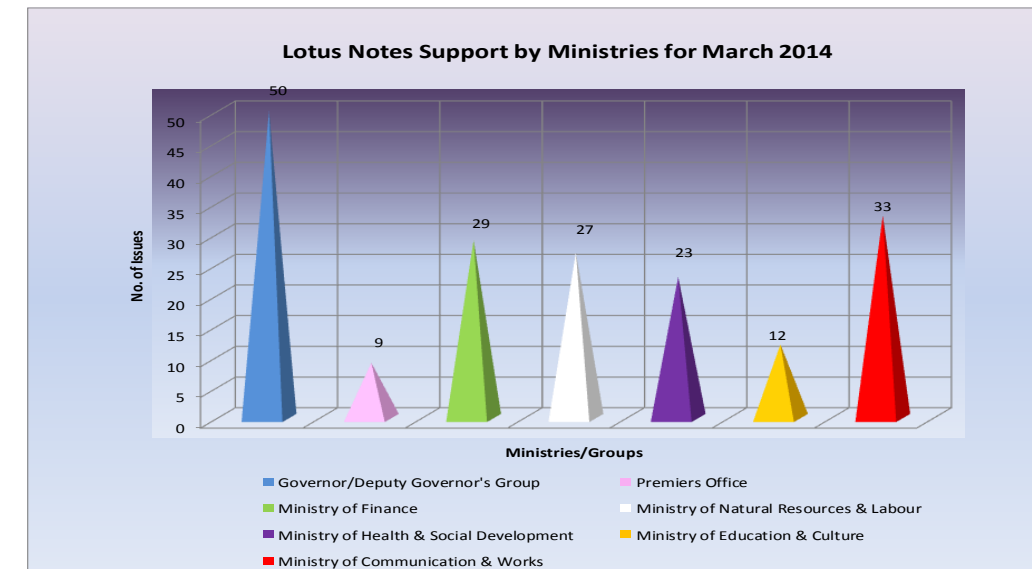

Help Desk Technical Support

Seventy-two (72) job logs were entered into the system and were completed. The graph   below displays the number of job logs that were recorded for the Help Desk Section by type of issue.
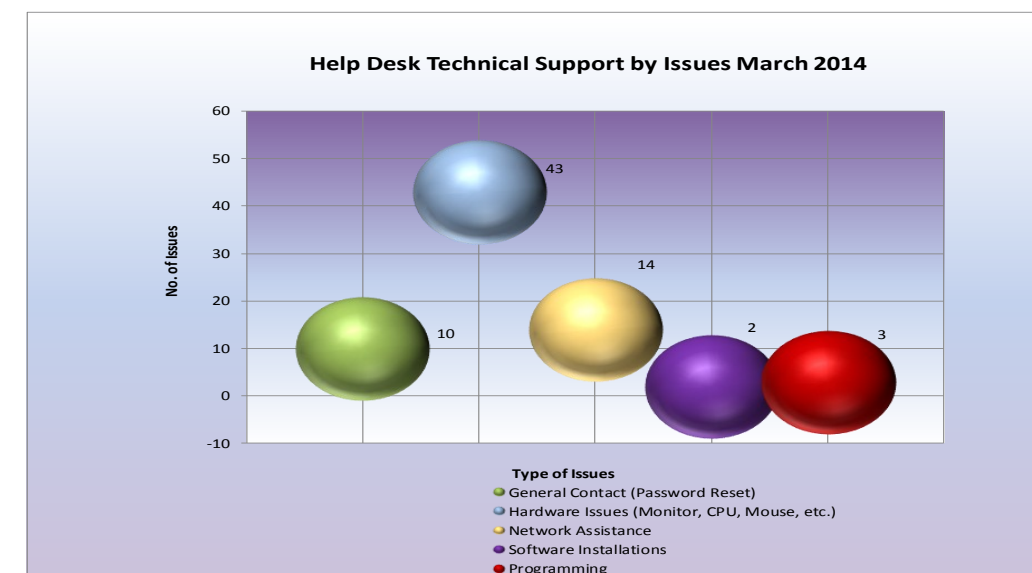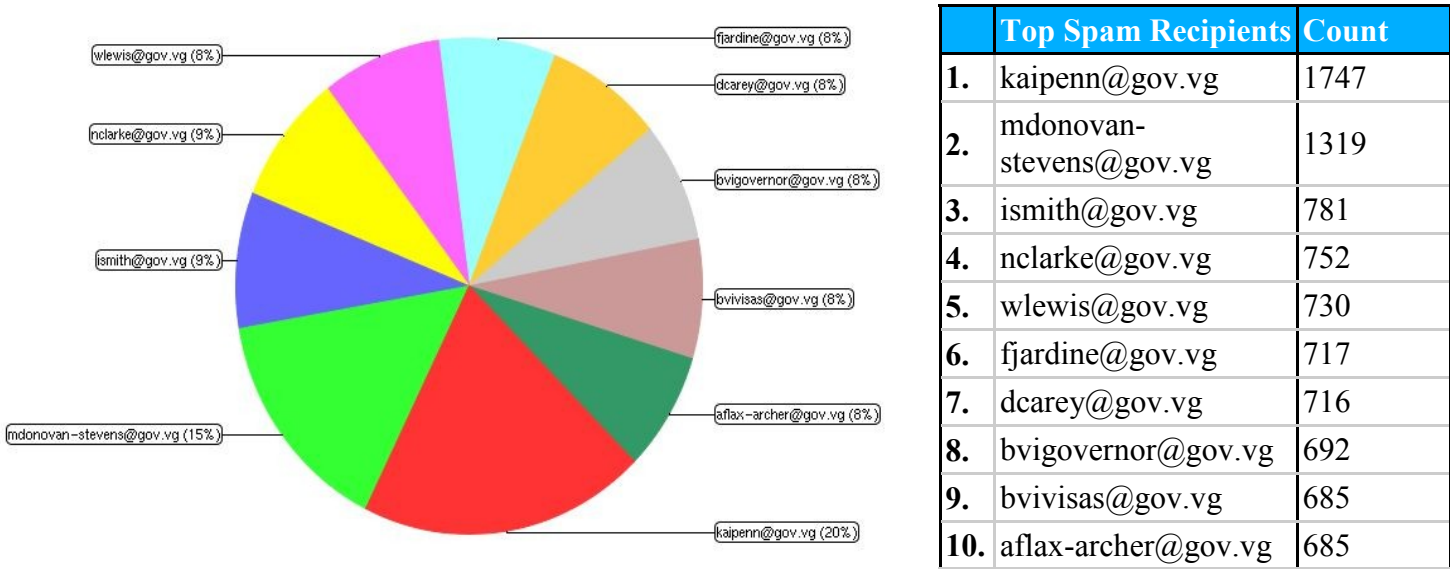
The graph below shows the number of Help Desk problems/issues that were resolved under each Ministry for this month.

## Help Desk Technical Support by Ministries March 2014
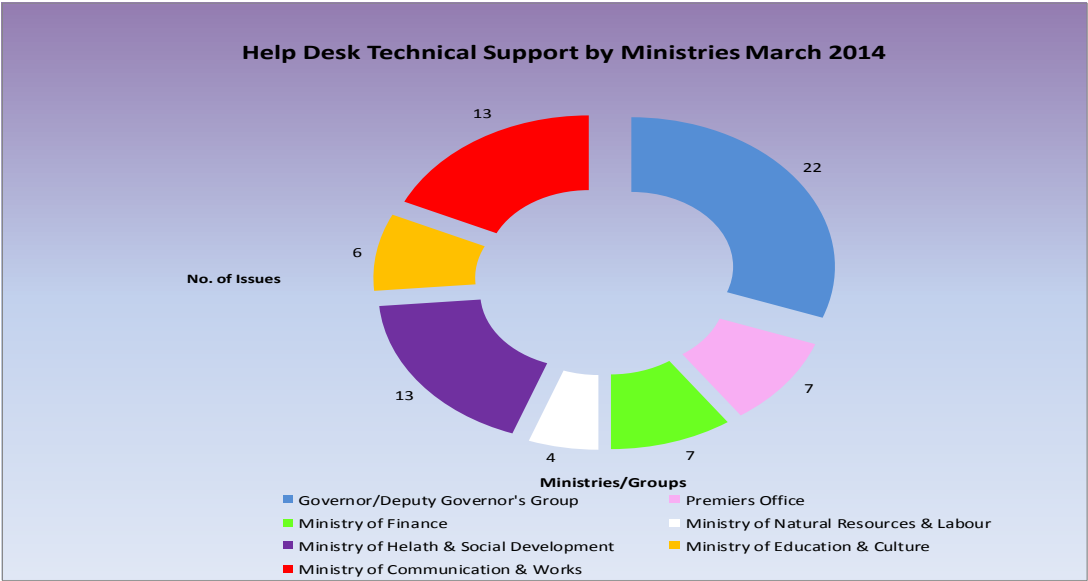
Top Spam Recipients

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	1747
2.	mdonovan-stevens@gov.vg	1319
3.	ismith@gov.vg	781
4.	nclarke@gov.vg	752
5.	wlewis@gov.vg	730
6.	fjardine@gov.vg	717
7.	dcarey@gov.vg	716
8.	bvigovernor@gov.vg	692
9.	bvivisas@gov.vg	685
10.	aflax-archer@gov.vg	685

User Account Information

One hundred and two (102) user account assistance was provided during this month. The graph below displays the number of issues that were recorded for the various Government Ministries.

User Account Information March 2014
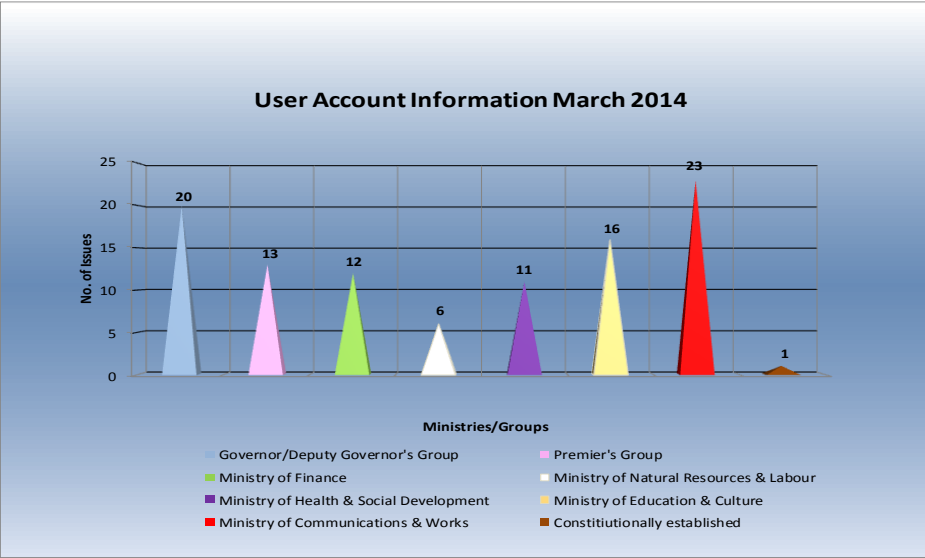
The following graph shows the number of User Account Information that were resolved by category under each Ministry for this month.

User Account Information by Category for March 2014
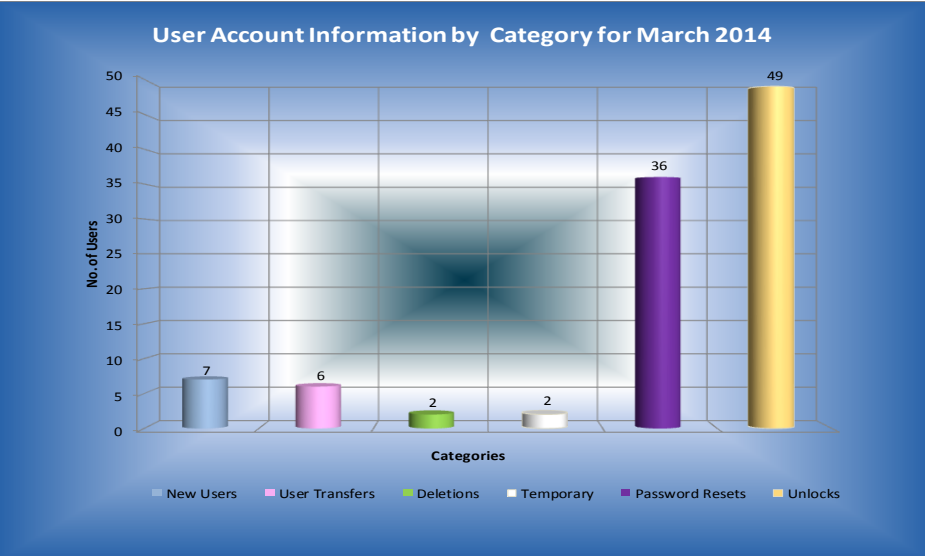
# The Planning, Quality Assurance and Data and Security   Section

Departmental Assistance

Fifty-four (54) issues were resolved under this section. The graph below displays the   number of issues that were recorded for the various Government Ministries.
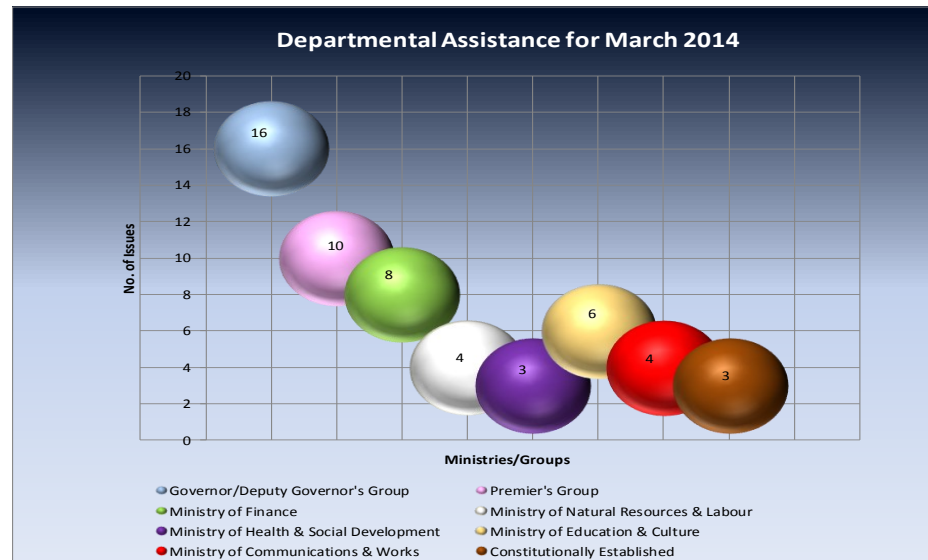
The following graph shows the number of Departmental Assistance that were resolved by issue under each Ministry for this month.
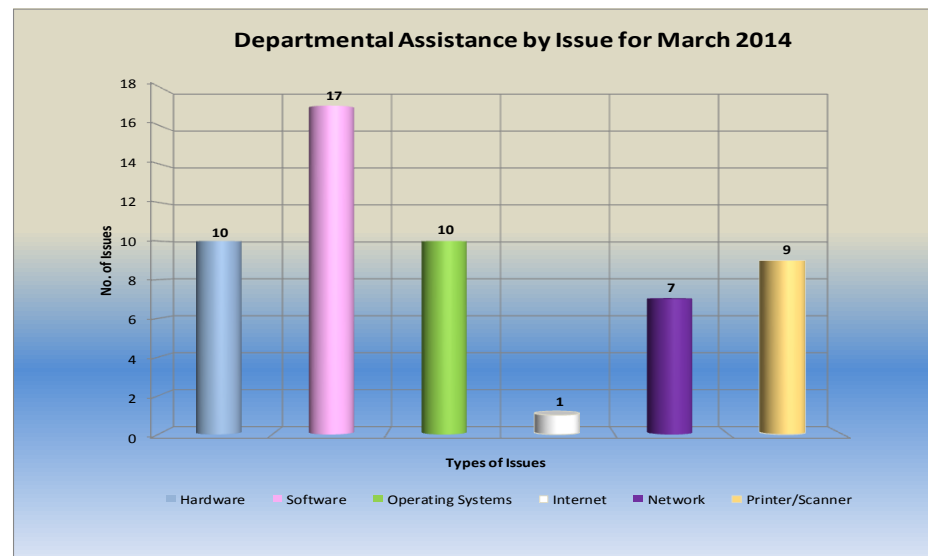
Help Desk Assistance

- 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

Twenty-nine (29) technical issues were resolved under this section for this month. The following graph displays the number of technical issues resolved during this period.
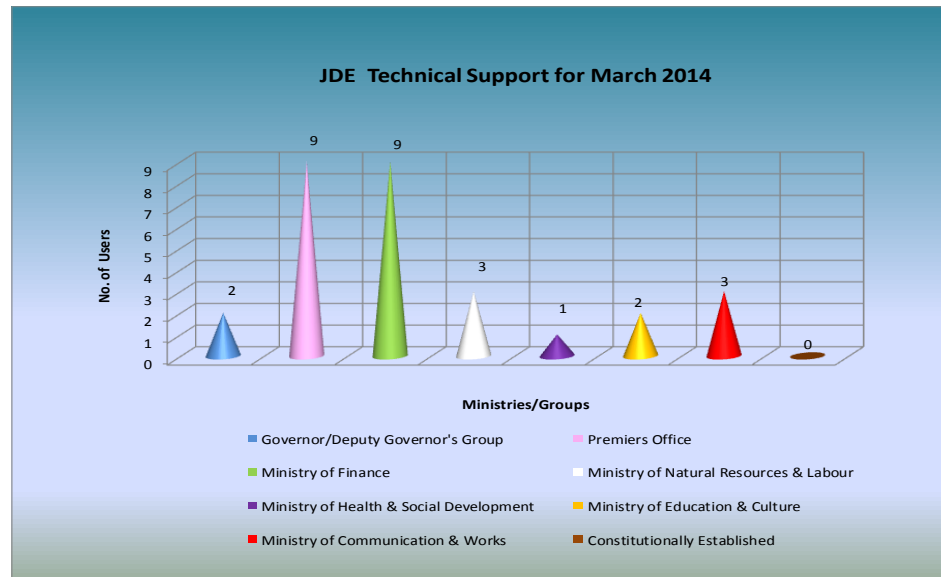

Password Management

iSeries passwords were reset for thirty-seven (37) users and two (2) users for CRIS during this period. The following graph displays the number of iSeries & CRIS passwords that were reset by Ministry/Department.
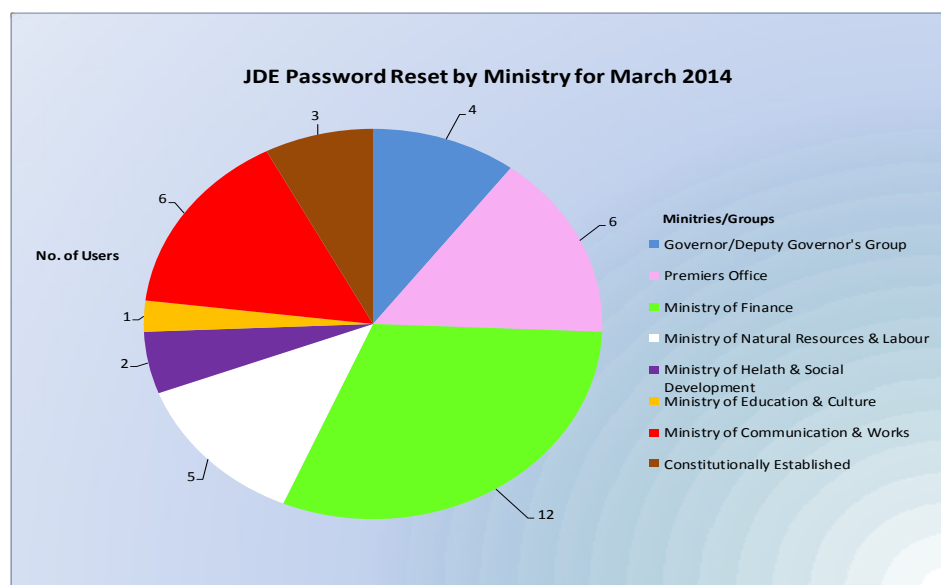
JDE Account Management

Thirty-nine (39) users were assisted with their account's during this period. The following graph displays the number of Account Management assistant that was provided by Ministry/Department.
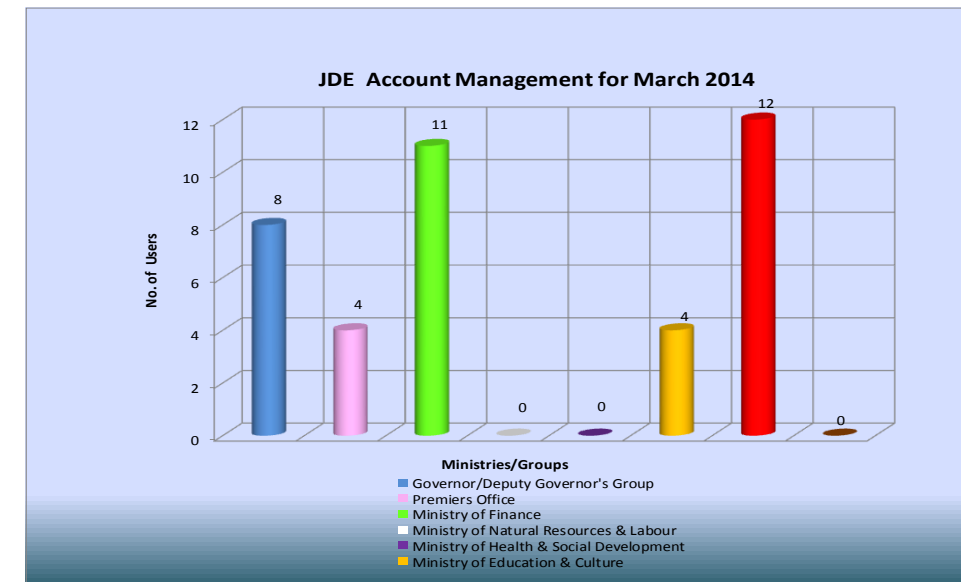
Additional Projects

Development of a Database for Survey Department

A meeting was held with Mr. Potter of Survey Department to discuss requirements for a database to capture the requests for Ariel Maps. The searches should be created based on Parcel Identifier, adjoining parcels and by client. The database should include the parcel identifier, section, block, parcel, paper size, scale, contours, file location, date created and miscellaneous plans, for requests made by government departments for cadastral plans.