



ANNUAL REPORT YEAR 2000

INFORMATION TECHNOLOGY AND COMPUTING SERVICES
Ministry of Finance

MANAGER ITC SERVICES

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EXECUTIVE SUMMARY

1.1 SUMMARY OF ACTIVITIES

1.1.1 The year 2000 will be remembered for two things in Fiji. First was the celebration of the New Year 2000 that was recognized all over the world as the year of great concern for the Information Technology Y2K bug. Fiji went through the Century Date Change (CDC) without any difficulty at all in any of the anticipated areas of concern.

1.1.2 The second event was the civilian coup d'etat on May 19th that overthrew the government and attracted international attention on the governance of this country. This affected much of our work output plan for the year.

Throughout the year 2000 ITC continued to work as best as it could under the difficult circumstances and managed to keep working at some of the development project that were planned for the year. The use of the e-mail facilities for sending political opinions and items was discouraged very strongly from the beginning and anyone caught was quickly dealt with by threat of being withdrawn from the use of the service. This served well to stop the abuse of this facility and keep up the morals of those who wanted to serve without intimidation from others.

1.1.3 ITC continued to support and maintain all the computer applications that were critical in the running of government. A 2% COLA payment was paid out through the payroll systems to all civil servants, disciplinary forces, pensioners and un-established staff. A 12.5 % pay cut was also implemented in August to everyone and restored to normal in December after a dispute with the unions.

1.1.4 A major data loss occurred in the General Ledger system in November as a result of the backup failure in the system. All year 2000 data had to be re-keyed back into the system before the end of the year processing could be affected. This delayed the report of the government accounts considerably in the following year. This highlighted once again the problem of continuing to use very old technology and the difficulties of relying on less skilled staff for very highly important work.

- 1.1.5 A total of 6 staff left the department in the year 2000. The coup de'tat saw the immediate resignation of 4 of our staff that had already acquired their visas for overseas residence and would have left at the end of the year, but for the political event that occurred which prompted them to leave earlier. Most of the others left much later when they could get a passport and eventually a visa for overseas migration. The department again survived on less skilled staff to ensure continuity in the work for government.
- 1.1.6 Much of our work would not have been achieved without the assistance of many organizations and government who continued to help us in the year 2000. In particular, I would like to acknowledge the assistance of the Japanese government through JICA and APO for their sponsorship of our staff training during this period.



2. VISION AND MISSION STATEMENTS

2.1. CORPORATE PLAN

The Corporate Plan first developed in 1995 was again refined, changed and used as a work plan for the year 2000.

Included as part of the plan were the Visions and Missions of the department. Our Visions and Missions did not change for the year 2000.

2.2. VISION STATEMENT

Service Excellence by Government through the use of Information Technology by 2001

A simple challenge for the department, by setting itself a target for the year **2001**, by which it will have built up the Information Technology infrastructure and capability for the Government to produce the most excellent service to its customers - the general public.

This was the platform for e-governance that ITC had been working towards all these years.

2.3. MISSION STATEMENT

TO PROMOTE FACILITATE AND DELIVER HIGH QUALITY INFORMATION TECHNOLOGY SERVICES TO MINISTRIES AND DEPARTMENTS ON A COMMERCIAL NON-EXCLUSIVE AND COST EFFECTIVE BASIS TO SUPPORT GOVERNMENT'S STRATEGIC AND OPERATIONAL NEEDS.

Our Mission Statement that would allow ITC to realise its dreams or Vision.

2.4. GENERAL BACKGROUND

- 2.4.1. The Government Centre for Information Technology and Computing (ITC) Services was established in August 1966, to cater for the Government's data processing needs. This role has expanded dramatically over the years to accommodate the new vision and mission statements that could be achieved with the development and use of new Information and Communication Technologies (ICT).
- 2.4.2. **The ITC Services provides the Government with an Information Technology (IT) Advisory and Bureau services. These services include Policy development, ICT Infrastructure, Management and Expert advice, Application Development, Training and a Support Centre. Delivery of these services is through mini computers and client/server systems across a wide area of network.**
- 2.4.3. Since it was started, ITC has upgraded and changed its equipment to keep abreast with the latest development in leading edge technology in the world market. By the end of 2000, it maintained a cluster of VAXES that comprised of eight Central Processing Units (CPU), three workstations and, a network of terminals and printers around the country in Suva, Labasa, Lautoka, Nadi, Nausori, Levuka, Rakiraki and Savusavu.
- 2.4.4. Increasing awareness in the use of computers throughout the Government provided the challenge for ITC to keep abreast of the latest development in this field so that Ministries and Departments can use the most up-to-date technology for running their businesses. By the end of 2000, most government Ministries and departments in Suva were connected into the Internet services provided through ITC and using E-mail, file transfer and world-wide-web browsing facilities.
- 2.4.5. With the difficulties throughout the year, 2000 was very challenging for most of the staff that remained in the Department, with much achieved only through hard work and sacrifices. The overthrow of the new government on May 19th brought a short period of un-certainty in the public service when there was no government. **ITC was under 24 hours of tight security with the Fiji Military Forces to ensure the security of the government databases and information.** The new interim government quickly brought stability that allowed ITC to work normally again in providing its services to the public and government. Most of the staff did their best to turn up for work during this period. It was very evident that the event happening in the country affected the staff badly and our output for the year was badly affected as a result.



3. SERVICES AND ACTIVITIES

3.1. SOFTWARE APPLICATIONS DEVELOPMENT AND IMPLEMENTATION

3.1.1. SOFTWARE DEVELOPMENT SUMMARY

Throughout the year and the difficulties that faced the country, ITC continued its normal work of software development using the Oracle programming methods, running on VMS computers.

3.1.2. TAX INFORMATION SYSTEM (Inland Revenue Department)

ITC continued to support this system in terms of database management, maintenance and backup, while the new Tax Information System software was supported by Datec as part of the development agreement.

ITC continued to work with the Fiji Inland Revenue and Customs Authority to ensure that the revenue collection for government was given a high priority during the crisis period.

3.1.3. CUSTOMS APPLICATION (Customs Department)

With the setting up of the ASYCUDA system in 1999, ITC no longer had any connection with the Customs department in terms of IT support as Customs worked with the new supplier Unctad for the support and maintenance of the new system.

3.1.4. BIRTH DEATH AND MARRIAGE (BDM) SYSTEM (Office of The Registrar General)

Development of this application continued throughout the year and by the end of the year 200, all the registration modules were completed but only the birth module was implemented. The other modules were expected to be completed by the 2001.

3.1.5. EXAMINATION RESULTS PROCESSING (Ministry of Education)

This application was redeveloped in 2000 but only the mark standardization was implemented.

3.1.6 PAYROLL SYSTEM (Government Wide)

Major changes were made to the payroll system to implement agreements and decisions reached by government concerning the salaries and wages of government employees. All these outputs were not planned as part of ITC's work output for the 2000 Corporate Plan.

- First the nurses were awarded in their industrial dispute a back pay in May;
- In August, government reduced all wages and salaries of government employees by 12.5% as a result of the general economic downturn in the country brought about by the political event in the country;
- In December, the 12.5% was restored and backdated to when it was implemented in August.
- At the same time, an increment across the board was implemented.

3.1.7. INTERNET SERVICES (Government Wide)

Internet services continued to grow, both in its connections to various Ministries and Departments, and also in its use as a means of facilitating the flow of information.

By the end of 2000, there were over 1500 subscribers to this service and was only available in Suva while the Northern and Western officers were still to be connected through the GOVNET infrastructure. This was to be done in 2001.

3.1.8. FINANCIAL MANAGEMENT INFORMATION SYSTEM (Govt Wide)

This was still suspended for the whole of 2000 and not much was done except to hold on to the server and the SAP software until a decision could be reached in future.

3.1.9. BANK CHEQUES RECONCILIATION

This application was completed but was awaiting implementation for Treasury, After Care Fund, and Pensions.

3.1.10. JUDICIARY

A small system to keep track of the payments to Judiciary was developed and completed during this period. By the end of December, the system was capturing all the backlogs of data.

3.1.11. OTHER APPLICATIONS THAT WERE SUPPORTED THROUGH THIS PERIOD

Throughout 2000, many applications continued to be supported by ITC and all of them were being closely monitored for the year 2000 Century Date Change.

Computer Associates General Ledger for Government Accounts

This old system continued to run the government General Ledger. With the suspension of the FMR/FMIS project, government was totally dependent on this old system to keep its financial records for the year.

In December, the backup for this system failed and all the Ministries and Departments had to re-key in all their 2000 data from January to November. This was a major exercise and caused the delay in the production of the government Financial report for the year 2000.

Government Supplies Stores System

The provision of this service in the West was affected very much by the burning of the Nadi office, but ITC managed to get them up again in a short time. Also during the middle of the year, the Lautoka office was without its service and had to go and key in their data in Nadi on weekends after manually processing orders in their Lautoka office.

Vehicle Licenses for Road Transport

This system was finally decommissioned in the year 2000 after the new LTA system was up and running for some time.

Immigration System for Immigration Department

Immigration together with the Supplies system continued to be supported by Compaq. Immigration was long overdue for a new system to better support their business requirements.

Crown Lease for Lands Department

ITC continued to support this system throughout this period as the planned transfer into the FLIS system at Lands was still to be done.

ITC also continued throughout the year to work with the Ministry of Lands through the FLIS council to participate in the development of the Fiji Lands Information system.

Visitors Statistics

ITC continued to provide technical support to the Bureau of Statistics (BOS) throughout the year, particularly for their Visitors Statistics from the Immigration system.

VAT – Value Added Tax

This system with its old technology was supported as best as it could be supported with the help of USP computer centre.

The system Y2K problems that arose were channelled to USP to resolve, as they were responsible for the new VAT that was running then.

3.2 CUSTOMER SUPPORT

As part of the Departments strategy to provide better support to the customers in the Northern division, ITC set up an office in the Northern division with the help of the Registrar General's office. ITC shared the Registrar General's office and has a staff in residence there to provide support to all the Northern customers in Labasa and Savusavu.

This set up will also be done in the Western Division and is expected to be carried out in 2001.

3.2.2 HARDWARE

With the instability in the country, much of the bureau service was limited to keeping the department going as best as it could so that the government continued to function.

High priority was given to the collection of revenue service through the support of the FRCA systems and the payment of wages and salaries through the timely processing of all payrolls.

No major change was entertained throughout this period so as not to risk major disaster because of the abnormality in the countries situation.

3.2.3 POWER SUPPLY PROBLEM

The disruption to the power supply throughout Viti Levu as a result of the political situation caused a lot of problems to our services. A number of old network equipment were damaged as a result and caused some of the departments to be without our service for sometime.

The western division was badly affected as a result and the problem was compounded by the shortage of funds that made it difficult for the department to go and attend to the problems. The affected departments had to fund the cost of ITC staff to travel to the west to resolve the problems.

Some departments, such as Government Supplies Lautoka, found alternative solutions to their problems by issuing stores manually in Lautoka and travelling to Nadi during the weekend to go and capture the data and update the computers system from there.

With the plan to set up an office in the Western division, such problems should be minimised when local support can very quickly attend to the problems that may arise.



4. STAFF

4.1.MOVEMENT OF STAFF

4.1.1. As a result of the political challenge and the economic downturn, the PSC froze all vacancies for the rest of the year 200. ITC continued to lose it's staff throughout the year and much more so immediately after May 19th, when four staff who already had their Permanent Residence visas for Australia hasten their departure instead of waiting until the end of the year when they had planned to migrate. A total of six (6) staff resigned from the department while a total of five (5) new recruits, mostly new graduates from the University of the South Pacific were recruited as replacements. Skilled human resources continued to be a major problem for the whole of 2000. The loss of staff at the senior level with many years of experiences and our inability to attract applications with relevant experiences from outside to replace them, continued to force the department into filling vacancies at the lower level with no experience to make up our human resource numbers. This ultimately led to our inability to provide the level of service we should have provided to the government and causing major disruptions in some of our work.

4.1.2. In total ITC lost the following staff:

- 2 Senior Analysts
- 1 Systems Analyst
- 2 Assistant Programmers
- 1 Computer Operator, Supervisor

They were replaced with 4 Assistant Programmers and 1 Computer Operator.

4.2 STAFF ESTABLISHMENT IN YEAR 2000 - TOTAL 51

	FILLED	VACANT	RECRUITED	RESIGNATION
MARCH	46	5	2	
JUNE	45	6	3	5
SEPTEMBER	43	8		
DECEMBER	43	8		1

The movement of staff throughout the year is shown in Appendix C.



5. TRAINING AND EDUCATION

5.1 Overseas Courses / Conferences

Name	Course Attended	Country (Sponsor)	Date
Akuila Yabaki	Using Management Information Systems and Networking for Institutional Management	Korea (<i>Colombo Plan Staff College</i>)	10 – 21 January
John Uludole	Client / Server Application Development	Singapore (<i>Govt. of Singapore</i>)	28 Feb – 10 th March
Kelera Balenatotoka	Information Technology Management	Singapore (<i>Govt. of Singapore</i>)	20– 31 st March
Akuila Yabaki	Computer Associates World 2000 Conference	New Orleans, USA (<i>ITC Services</i>)	6 th – 18 th April
Ian McGregor	Computer Associates World 2000 Conference	New Orleans, USA (<i>ITC Services</i>)	6 th – 15 th April
Salome Merumeru	Statistical Process Control	Taipei, Taiwan (<i>Asia Productivity Organisation</i>)	17 th – 22 nd April
Usaia Tawakevou	IP Technology	Beijing, China (<i>Asia Pacific Telecommunity</i>)	17 th – 28 th April
Akuila Yabaki	Information Technology Management in Public Sector	Malaysia (<i>ESCAP/ Govt of Malaysia</i>)	1 st – 30 th September
Kelera Balenatotoka	International Conference on Productivity in the e-Age	India (<i>Asia Productivity Org.</i>)	22- 24 th November
Sailasa Taganesia	Information Technology in Rural/Community Development	Philippines (<i>Asia Productivity Org.</i>)	4 th – 15 th December
Kelera Balenatotoka	Intelligent Systems for Management Information Systems Manager	Singapore (<i>Govt. of Singapore</i>)	4 th – 22 nd December

5.2 Local Courses

Name	Course Attended	Institution	Date
Nivlesh	System Administration of SQL Server 7	FNTC	6th – 10th March
Neelam Shankar	Implementing a Database Design on SQL Server 7	FNTC	13th – 17th March
Akuila Yabaki	Fiji Com 2000 Conference	Sheraton	16th – 18th March
Ravisa Komai	Fiji Com 2000 Conference	Sheraton	16th – 18th March
Suliana Waqavakatoga	Leadership for Middle Managers	GTC	4th – 8th September

5.3 In-house Course

Course	Date	Participants
Introduction to Visual Basic / SQL	6th – 10th March	All Development Staff



6. BUDGET

6.1. Mini Budget

- 6.1.1 A mini budget was implemented from July during the year and all government budgets were readjusted as a result of the economic downturn. ITC like everyone else had it's budget reduced and caused overspending in some of the SEGS apart from causing great difficulties to the department in carrying out some of it's work and supporting customers.
- 6.1.2 The actual spending against budget for the year is in **Appendix F**.



7. PROBLEM AREAS

7.1 YEAR 2000 POLITICAL DISTURBANCE

Year 2000 will go down in history as a challenging year for Fiji. The political challenges affected the work output of ITC. The department did well though to continue to provide the essential service of processing the payrolls to ensure that government officers get their salaries and wages on time.

Some of the projects were affected by the difficulties throughout most of the year as most of the staff were unsettled by the event and could not concentrate on their work.

The difficulties were also felt with the reduction of the Department's budget after the Mini budget. Customers who desperately needed our services had to pay for our officer's travel and meals if they were required to travel to the customer's sites to resolve technical problems. This was done for many customers who had offices in the west.

7.2 STAFF AND BUILDING

7.2.1 Staff continued to be ITC's major problem with the resignation of skilled staff that gets replaced by fresh graduates. As in previous years, ITC as an organisation has come to be accepted as a training ground for anyone who wants to make a career in Information Technology. While this has been good for the overall image of Government in terms of training, it has not reflected well on the Department's work performance.

7.2.2 Experienced and skilled staff was lost into both the private sector and overseas countries during this year. ITC simply looked at this as an extra challenge and did its best to live with the problem without too much disruption to the services provision to the customers.

7.2.3 Security was also a major risk, although this was minimized for most of the year with the presence of the Fiji Military personnel who were responsible for the security of the building immediately after May 19th.

- 7.2.4 The building was also very old and while the cement structure are some what sturdy, the internal structure needs a lot of renovations as the building leaks in some areas during rainy weather. This also becomes a safety issue when the tiled floor becomes slippery when wet from rainwater.
- 7.2.5 The basement where the electrical supply is located is prone to flooding because it is below sea level. ITC would be completely destroyed if Suva should suffer from a major Tsunami. Until ITC is relocated into a more secure area, the Government runs a grave risk of a major catastrophe should ITC suffer a major disaster. An updated disaster recovery plan for ITC would be a critical component of the future development of the department's strategic plan.



8. CONCLUSION

8.1. SUMMARY AND ACKNOWLEDGEMENT

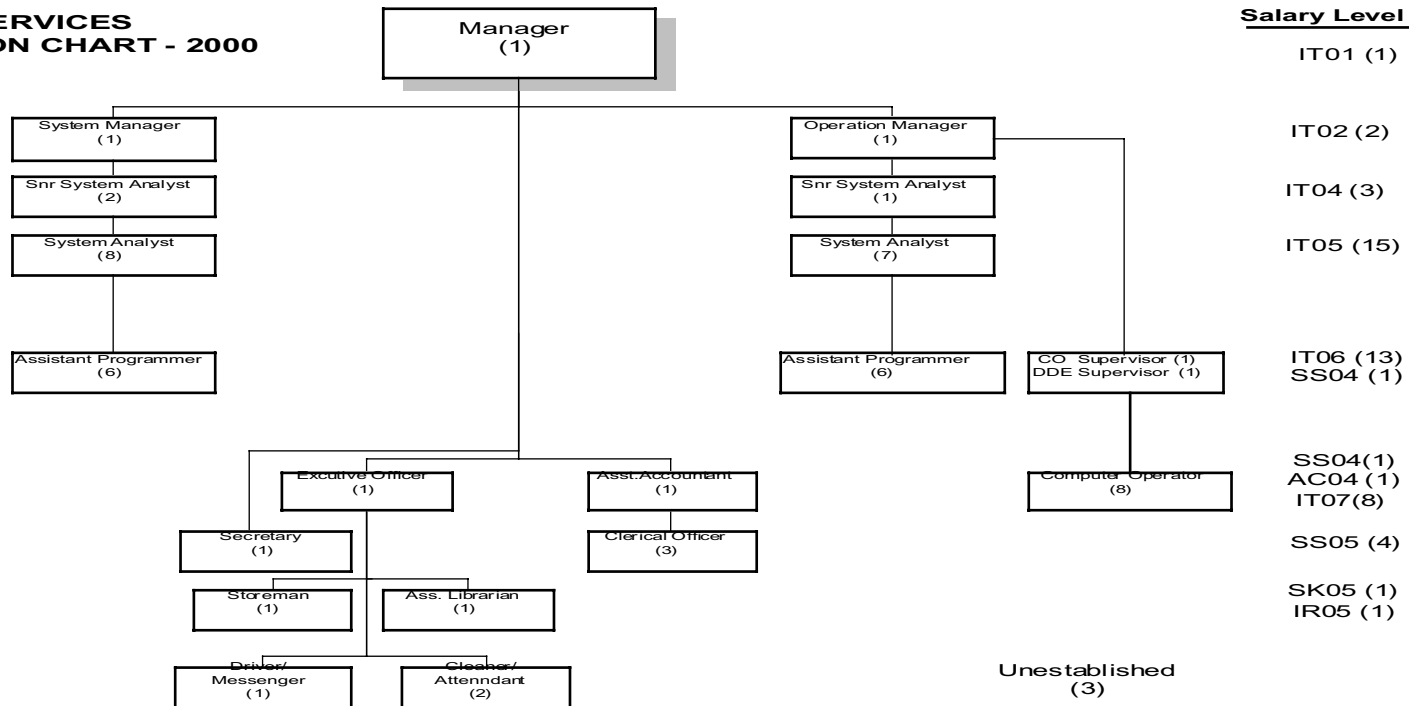
- 8.1.1. Year 2000 had been a very challenging year for ITC with much achieved only through intensive efforts and hard work by so few. Difficulties faced throughout the year were extra challenges to be overcome, and the main goal of providing effective services to our user Departments continued to be the Department's highest priority. This was achieved most of the time, with great satisfaction and pride.
- 8.1.2 ITC's success is attributed to its staff, whose dedication and sacrifices particularly in 2000, enabled the Department to keep up the high standard of achievement throughout the year. I would therefore like to express to them my sincere thanks and gratitude for their contributions, loyal support and hard work.
- 8.1.3 My gratitude is also extended to the Japanese Government through JICA, APO and the Government of Singapore for their continuous support and funding of our training, for the development of our local staff to enhance their knowledge and skills in the field of Information and Communications Technology.
- 8.1.4 Our sincere thanks are also conveyed to all Ministries and Departments, for their tolerances of our services throughout 2000 particularly during the worst of our performances; the Ministry of Finance and Public Service Commission are gratefully acknowledged for their continuous support throughout the year to enable us to serve everyone better.



APPENDICES

Appendix A – Organisation Chart

**I T C SERVICES
ORGANISATION CHART - 2000**

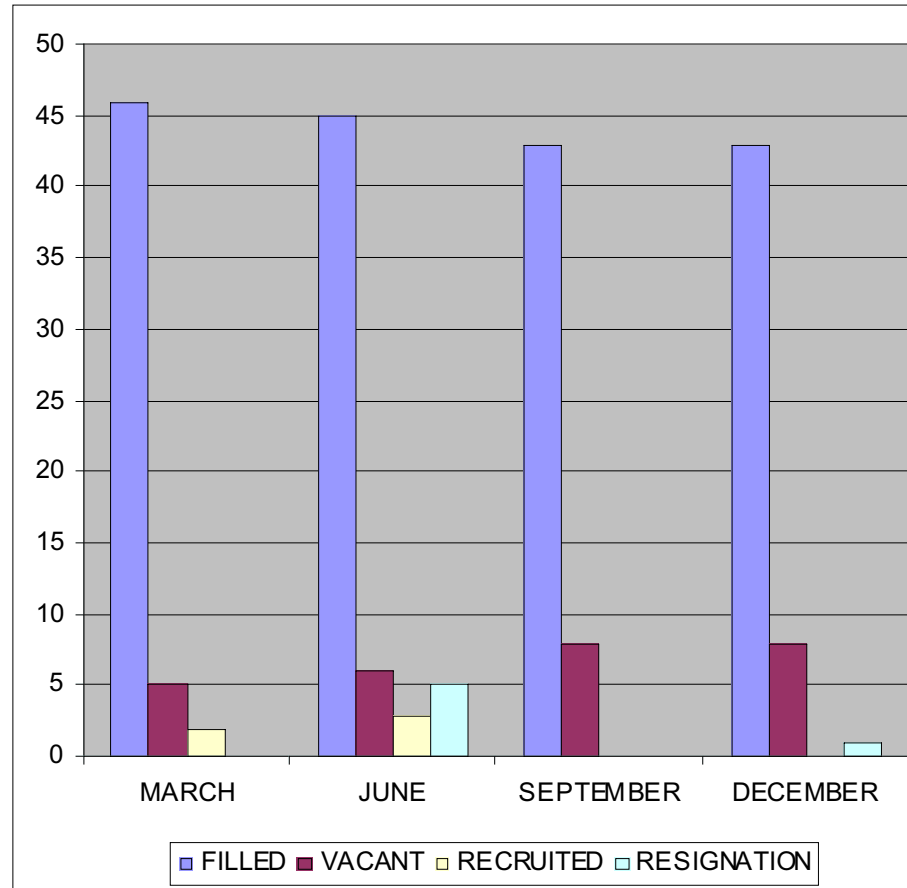


Salary Level

- IT01 (1)
- IT02 (2)
- IT04 (3)
- IT05 (15)
- IT06 (13)
- SS04 (1)
- SS04(1)
- AC04 (1)
- IT07(8)
- SS05 (4)
- SK05 (1)
- IR05 (1)

Total : 54

Appendix C – Movement of Staff



Appendix D – Staff Leaving / Joining ITC

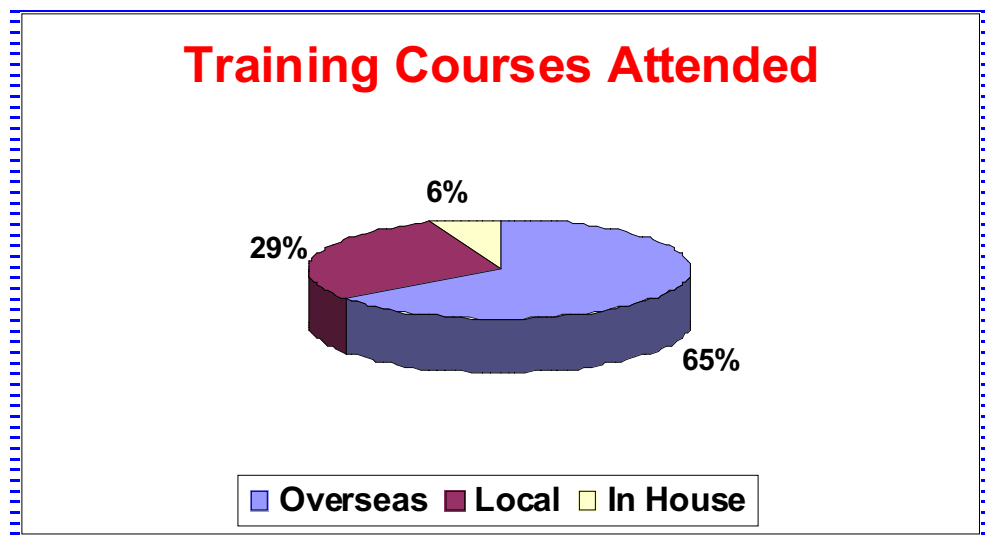
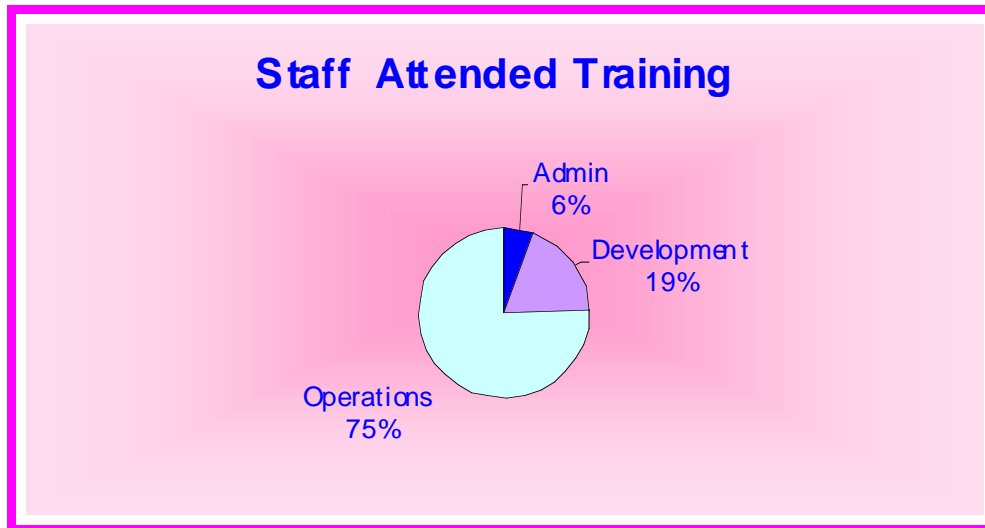
RESIGNATIONS

NAME	POST	GRADE	DATE	REASON
Sunil Chand	Senior Analyst	IT04	28/04/2000	Migrated to Australia
Neelam Shankar	Assistant Programmer	IT06	28/04/2000	Migrated to Australia
Gurpreet Singh	Assistant Programmer	IT06	28/0/2000	Migrated to Canada
Mohammed Dean	System Analyst	IT05	10/05/2000	Migrated to Australia
Sashi Prabha	Senior Analyst	IT04	09/06/2000	Migrated to Australia
Salome Merumeru	Supervisor	IT06	11/10/2000	Job at PAFCO, Levuka

RECRUITMENTS

NAME	POST	GRADE	DATE	COMPANY
Madhur Prasad	Assistant Programmer	IT06	10/04/2000	Nestles, CJ Patel
Uraia Goneyali	Assistant Programmer	IT06	15/04/2000	Sila Central School
Nilesh Shankar	Assistant Programmer	IT06	01/05/2000	FIT, Samabula
Mohammed Haroon	Assistant Programmer	IT06	14/03/2000	USP Graduate
Jone Matawewa	Computer Operator	IT06	27/03/2000	ITC Attachment

Appendix E – Training and Education



Appendix F – ITC Budget for Year 2000

The Approved Provision and Actuals of 2000

<u>SEG</u>	<u>Provision</u>	<u>Actuals</u>
1	1,155,000	766,400
2	24,100	21,100
3	24,100	25,500
4	4,100	2,600
5	1,331,100	1,104,300
7	50,000	0,000
9	150,000	151,800
13	273,800	-65400
Total	<u>3,012,100</u>	<u>2,003,300</u>

Appendix G - Glossary of Terms

AP	-	Assistant Programmer
CASE	-	Computer Aided Software Engineering
CPU	-	Central Processing Unit
Hardware	-	Computer components that can be touched, picked up and carried away, as opposed to software
IT	-	Information Technology
ITC	-	Information Technology & Computing
JICA	-	Japan International Cooperation Agency
ORACLE	-	A multi platform relational database and 4GL tools
SAP	-	System Application Product
Software	-	Computer components that can be touched, picked up and carried away as opposed to hardware
TIS	-	Tax Information System
VAT	-	Value Added Tax
VAX	-	Virtual Architecture Extended
VMS	-	Virtual machine System
VKB	-	Vola ni Kawa Bula