

Information Technology & Computing Services



SERVICES

2001 Annual Report



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Executive Summary

1. The highest number of staff resignation with a total of 14, including an Assistant Manager, left the department struggling throughout the year to accomplish it's major outputs and keep the department functioning effectively.
2. For the first time in Election history, the use of computers at the polling stations to quickly search and locate voters name on the Electoral Rolls facilitated the election process that saw the formation of a new government by the Soqosoqo Duavata ni Lewenivanua, and Mr. Laisenia Qarase as the Prime Minister of Fiji. The use of computers is expected to be even more prevalent in future elections as the government moves towards a more connected nation and e-government. The General Election was a major project for the department this year.
3. During the year, ITC worked with Data #3 Consultant group from Australia, who carried an IT Review of the development of IT in government and produced a strategic plan that will guide the IT work for government being carried out by ITC over the next five to ten years.
4. Demands in the use of computers by government continued throughout the year and ITC continued to expand its network infrastructure by extending the fibre optic cable to the Government Buildings and the Civic Towers for the government departments and ministries in those locations. ITC also continued with the setting up of its offices in the West and North to provide better customer support in those divisions.
5. Other critical applications to the running of government and the country continued to be supported throughout the year. The growth in the size of the government's computer installation increased the task of supporting the technology and also made it more complicated with the introduction of newer technologies to meet the requirements of government. Computer virus attacks proliferated by the use of e-mail became more common throughout the year and kept the technical staff busy throughout this period.
6. Our valued benefactors are again acknowledged for their continuous support for the department in the areas of training. In particular, the assistance of the Japanese Government through JICA and APO is gratefully acknowledged for the many courses that the ITC staff attended through their sponsorship. ITC is also grateful to the Singapore Government and The Foreign Affairs Ministry, UNDP, The World Bank, ADB and other Government and Regional Organisations for their support throughout the year.
7. 2001 was again a challenging but enjoyable year with much achieved through the hard work and dedications of the staff.

Vision and Mission Statements

Vision Statement

Service Excellence by Government through the use of Information and Communications Technology into the New Millennium

A simple challenge for the department, by setting itself a target for the new millennium by which it will have built up the Information Technology infrastructure, data and information processing capability for the Government to use and produce the most excellent level of service for its customer, the general public.

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 to be accomplished in order to realize our Vision.

Values

In Serving our Customers We Place High Emphasis on the Following Departmental Values:

- ❖ ***Excellent Quality***
- ❖ ***High Integrity***
- ❖ ***Personal Honesty***
- ❖ ***Professionalism***
- ❖ ***Total Commitment***
- ❖ ***Hard Work***
- ❖ ***Customer Friendliness***
- ❖ ***Patriotism***
- ❖ ***Teamwork***

These values have been chosen with care to enhance our **Total Quality Services (TQS)** delivery to our valued customers.

As computers are the easiest excuse to use when something goes wrong we will strive to deliver only the most **Excellent Quality** service to all our customers.

The staff will be chosen very carefully and trained to have the **Highest Integrity** and **Honesty** of character to ensure that the data and information that we safeguard for government is guaranteed their accuracy and free from manipulation for personal gain.

Our customers will be treated in the most **Professional** manners and will be guaranteed our **Total Commitment** until they are completely satisfied with our services. We will **Work Hard** but in the most **Customer Friendly** atmosphere that will be an earmark of our Departmental work culture of **Patriotism** and **Teamwork**. The Public Service Values are also acknowledged in addition to the

Systems Development

2001 was a very active year for Systems Development. After 2 years, our Manager Kelera Baleinatotoka transferred to Manager Operations, and Abel Caine was promoted to Assistant Manager.

The General Elections of 2001 provided Systems Development with the opportunity to re-develop a legacy Registration System and to construct 4 other comprehensive Elections Systems including for the first time, a web site where voters could search for their electoral details, polling stations and candidate politicians. The scale of ITC's involvement in the General Elections warrants a separate discussion below.

Another significant event for the year was the whole of *Government IT Review* initiated by the Ministry of Finance. Several comprehensive documents have emerged from the Review that will forge a new path for ITC Services.

We farewelled several Developers and welcomed a new Team member. We intend to arrest the exodus of Developers by implementing the HR Plan identified in the *IT Review*.

Below is the 2001 Corporate Plan review, followed by a special section on ITC's involvement in the 2001 General Elections and the Government IT Review.

2001 Corporate Plan Review

All projects undertaken in Systems Development fall under ITC's Principal Accountabilities 7- (Internal Systems Development) and 12- (Provision of IT Software Consultancy and Development).

Projects with 2001 Budget Funding

| Objectives/Targets | Performance Indicator | Results |
|--|---|--|
| Elections Systems for 2001 General Elections (Finance Budget \$240,000) | VMS Elections System redeveloped for 2001 General Elections | 4 Systems developed in VB with SQL Server db: 1) Registration; 2) Verification; 3) Compliance; and 4) Web site. 16 ITC staff + 62 temps involved in polling and SuperCentre |

- Ensure the continuous development of management information and financial systems, procedures, processes and policies which meet all internal and external needs and which ensures efficiency and opportunities are optimised.
- Facilitating Ministries and Departments develop their Information Technology systems by providing IT

Projects continuing from 2000

| Objectives/Targets | Performance Indicator | Results |
|-------------------------------|--|---|
| BDM v2 | VMS application to be ported to Windows using Oracle tools | Marriages v2 (Oracle) implemented in Suva only Deaths v2.5 (VB) implemented Fiji wide RGO still using Births v1 |
| Bank Reconciliation v2 | VMS application to be ported to Windows using Oracle tools | Only Education using v2 |
| Exams v2 | VMS application to be ported to Windows | Initial Oracle v2 project terminated after loss of staff VB v2 cancelled after Min. Education did not provide Requirements |
| Crown Lease v2 | VMS application to be ported to Windows using Oracle tools | Front end successfully ported to Windows but back-end still on VMS RdB |
| FMIS | SAP accounting system to be implemented | FMIS Project was never started in 2001 |

New Developments in 2001

| Objectives/Targets | Performance Indicator | Results |
|---|--|---|
| Education Accounts | Accounting System for Min. Education | Project was cancelled after very little progress |
| Social Welfare | Disbursement System | Project was never started as Social Welfare did not receive 2001 Budget funding |
| Education Registry | Correspondence System for Min. Education | Project suspended until development of ITC Correspondence System |
| HRMS | HRMS for ITC | Internal ITC project, only Leave Management implemented |
| Library System | Library System for ITC | Internal ITC project, after several iterations (Access, VB) project was cancelled |
| Correspondence Tracking System | CTS for ITC | Internal ITC project, developed entirely for the web with a SQL Server db |
| SuperCentre | Started and marketed in 2001 | Used very successfully for the 2001 General Elections |
| Microsoft Enterprise Licensing Agreement | To be signed in Q1 | Signed by Operations Team in Q3 |
| Enterprise Systems System | To be implemented by Q2 | Implemented in Q2 by |

Unplanned Projects in 2001

| Objectives/Targets | Performance Indicator | Results |
|--|---|--|
| Attorney General – LawNET | To put all of Fiji's laws and regulations on line | Phase 1 completed: 5 sample Acts on line |
| Judiciary – Trust Fund Accounts (TFA) | TFA crashed in Q3, ITC were to repair and strengthen application | Completed in Q4 |
| Min. Youth Database | To build a database system recording all youth activities and clubs | Completed in Q4 |
| Min. Regional Development – Project Tracking System (PTS) | To build a system tracking all projects, status and disbursements | Completed in Q4 |
| Native Lands & Fisheries Commission – VKB v2 | To migrate a legacy application to Windows | 10% complete |
| Min. Agriculture/Land Resources – Farming Assistance System (FAS) | To build a system tracking assistance payments to farmers | 5% complete |

In order to promote professionalism in Systems Development, a very simple project costing methodology was adopted to cost a developer's time across all projects. The purpose is to provide crude figures on the return to Government for its investment in ITC developers. Conversely, ITC developers need to prove they are superior to private sector development companies. Below is a table of selected project costings:

| Project | ITC Team | Cumulative Costs | Timeframe |
|--------------------------------|--------------------|-------------------------|------------------|
| Judiciary – TFA | Haroon, Komai | \$4,030 | 6 months |
| LRPD – FAS | Haroon, Seruwaia | \$2,500 | 1 month |
| Min. Regional Dev – PTS | John Uludole | \$6,086 | 6 months |
| Min. Youth – Youth DB | Vatimi, Suliana | \$9,484 | 6 months |
| RGO – BDM v3 web | Madhur, Sandeshni | \$5,100 | 2 months |
| Elections – Compliance | Nilesh, Roy, Ulita | \$6,137 | 2 months |
| NLFC – VKB v2 | Vatimi | \$1,752 | 1 month |



2001 General Elections

The 2001 General Elections was the biggest event of 2001 and historically significant as it returned Fiji to a parliamentary democracy after the events of May and November 2000. ITC has been involved with Elections providing a *Registration System* for the production of rolls. For the 2001 Elections, ITC provided several additional services:

- a) *Registration System* for the production of Rolls;
- b) *Verification System* for verifying voters at polling stations;
- c) *SuperCentre* at ITC providing voter verification details over the phone;
- d) *Internet Elections System* providing voter details, polling stations and candidates on-line;
- e) *Compliance System* generating Notice letters to eligible voters who did not vote.

Registration – ITC developed a new Windows-based *Registration System* (VB/SQL Server) transferring all data and retiring the legacy VMS system. It was discovered that the registration data contained significant numbers of duplicate errors, voters registered in 1999 who were missing from the 2001 rolls, and no correction of voters who had migrated or deceased. Manual clean-ups of the rolls have proceeded on a constituency-by-constituency basis beginning with the 2 by-elections of 2002 (Constituency 12: Ba East and Constituency 14: Tailevu North). Plans to integrate with the new version of the Births, Deaths and Marriages System and the introduction of a National ID card system should dramatically reduce errors and decrease voter queues and frustration.

Verification – for the first time in a General Election, a *Verification System* was deployed at 16 polling stations around Fiji. Voters unsure of their registration details or unable to find themselves in the rolls at political party sheds were directed to the ITC Verification Desk where extensive searches using multiple parameters (alternate names, date of birth, physical and postal addresses, and occupation) provided the last resort for voters. 24 voters who were told their names were not on the rolls and unable to vote in Bua travelled to Labasa College where ITC staff found 17 using the *Verification System*.



Figure 2: Verification System at Nabua Fijian School

The *Verification System* was also deployed inside polling stations to record registration numbers of voters. The purpose was to minimise the delays with Compliance. Due to misunderstandings with POs and roll inaccuracies, the system was withdrawn.

Copies of the *Verification System* were also deployed at the call centres at the Central and Eastern Divisions, and at the Elections Office headquarters.

SuperCentre – ITC opened an Elections SuperCentre for the 7 days of polling. Up to 10 ITC staff using the *Verification System* handled over 4,500 phone calls out of an attempted 20,000 phone calls.

The SuperCentre proved invaluable to POs from polling stations without the *Verification System*. Those with fax machines were able to send voter details for searches, and successful results faxed back to the PO.



ITC used the SuperCentre to provide training for the 62

Internet Elections System – another innovative ITC service was the introduction of the *Internet Elections System* web site. Available at www.itc.gov.fj, a Fijian voter anywhere in the world and at any time was able to find his or her registration details, polling stations and polling dates, and brief candidate biographies.

All Fiji Embassies and Overseas Missions were briefed on the web site and asked to inform Fiji citizens abroad of the address.

The web site received over 1,500 distinct hits, the majority from outside Fiji. Over 200 e-mail enquiries were received, mostly compliments and a few requests for detailed searches.

Due to voter inaccuracies and hosting problems with Telecom Fiji, the site has been taken off-line. In future, voters will be able to change their details; eligible citizens will be able to register themselves, and maybe even vote.



Figure 4: Internet Elections System

Compliance System – all registered voters who did not vote were sent a Notice Letter asking them to explain why they did not vote. Those voters who did not respond to the letter were then sent a second Notice Letter asking them to pay a \$20 fine. ITC developed a *Compliance System* that allows operators to rapidly enter non-voters' registration numbers, to automatically generate Notice letters, and to ensure that only non-respondents were sent the second letter.

All 5 systems developed for the Elections Office complied with manual processes that have been used since Independence. Originally scheduled for March 2002, certain run-up events in April 2001 brought the polling date to late August 2001, a lead-time of only 4 months that was not enough to review processes, introduce new technology and train the 14,000 polling clerk staff.

ITC received \$240,000 in the 2001 Budget to develop the necessary Elections Systems that would assist the Elections Office in the conduct of the 2002 General Elections. With polling brought forward to August 2001, the original intention of providing local area networks at the 2 Elections Office premises and the 4 District Commissioners including wide area network connectivity, had to be discarded. 20 high-powered notebooks and desktop PCs were purchased. These were primarily used for the ITC Verification Desks at polling stations during the polls.

The 2001 General Elections was estimated to have cost \$14M and with the alternative voting system and geographic hurdles, took over 3 weeks for polling, counting and the announcement of results. It was vital to democracy that at least the time taken for polls, counting and results be reduced to several days and ultimately 2 or 3 days. The significant revision of processes (Registration, Voting, Counting, Results, and Compliance) removing almost all manual steps, and extensive computerisation will help to achieve the goal of shorter cycles.

Government IT Review

The Ministry of Finance released a tender in July 2000 requesting consultancy services for a comprehensive whole of Government IT Review. The bid was awarded in August 2001 to Data#3 Ltd from Brisbane Australia.

The original Terms of Reference for the IT Review were very broad and asked for a IT Development Plan for Fiji, a review of the Whole of Government Infrastructure and the Human Resource issues of IT, and an assessment of ITC within the Ministry of Finance. The TOR is attached as Appendix 1.

After many interviews and technical measurement, a High Level Brief was documented. The brief addressed all of the Terms of Reference and made recommendations on how to progress further. The major recommendation was to invite a body of Permanent Secretaries (Stakeholders in National IT Development) to assemble, using a facilitator and discuss the content and development of a National IT Plan.

A National IT Plan (Supplement) was developed in isolation to act as a prompt, using different themes and ideas to generate discussion. (A report from TarpNZ was also referenced). The meeting of permanent secretaries was unable to be held during this project but the process remains a firm recommendation for the development of a unified Fijian Government IT Plan.

Some of the themes in the National IT Plan were kept and adopted to address the rest of the original Terms of Reference. The primary theme was that IT in the Government could be identified in three distinct areas:

| | |
|--------------|--|
| eDevelopment | Government Policy for all IT Development areas in Fiji |
| eGovernment | Infrastructure development for the Civil Service |
| eBusiness | IT development involving the Private Sector |

The IT review concentrated on the area of eGovernment. Effectively this is ITC within the Civil Service. ITC provides and maintains the main infrastructure that allows government to function electronically.

The resulting output from the IT Review delivered two focussed reports, an eGovernment Strategy and an Operational Plan. These documents address the critical requirements of eGovernment, providing technical and operational direction, cost benefit analysis, priority and project timings.

Additional to these two reports, six (6) other guidelines and policy drafts were developed to help provide faster progress on eGovernment service improvement.

The key recommendations, not including the eGovernment Operational Plan are:

1. Form a National IT Authority to develop National IT policy and priority
2. Identify funding options to enable IT to progress.

Operations

This was again another challenging year for the Operations section. The section is made up of four distinct teams due to the diversity in the functions it performs and the attempt to improve service delivery to users. The distinct Teams include:

- Client Server Support;
- Network Support;
- VAX/VMS Support;
- Helpdesk service.

Although many Operations projects were identified and budgeted for implementation during the year, the loss of key staff including the loss of the Operations Manager, Mr Akuila Yabaki, continued to put considerable challenges on those remaining to deliver. 2001 projects included:

- Microsoft Licensing Agreement;
- Fibre Optic Installations;
- Wireless Installations; and
- Set up of remote sites in the West and North.

Apart from these, the section acquired a range of new equipment to strengthen and upgrade Govt IT infrastructure and thus enhance ITC's capabilities and ability to serve its users.

Client Server Support

The current support staffs are as follows:

| Employee | Position | Role |
|--------------------|-------------------|--|
| Ashwin Nand | Systems Analyst | Team leader, planning, research, LAN projects |
| Uraia Rokoca | Asst. Programmer | Training + research + LAN Projects+Virus Management+MS Licensing Team+ |
| Seru Vakawaletabua | Asst. Programmer | PC Recommendations MS Licensing |
| Monica Mishra | Computer Operator | Maintenance + projects, Vax/VMS |
| Savenaca Balekolo | Computer Operator | Maintenance, projects, Vax/VMS |
| Titilia Raikuna | Computer Operator | Licensing inventory updates, client-side troubleshooting |

The current year witnessed a high turnover of experienced PC Team members. In spite of the difficulties faced and high expectations demanded of junior administrators, the year saw the implementation of the Microsoft licensing procedures, major ITC server hardware upgrade assessment and procurement together with the implementation of a number of successful LAN deployments, namely:

- **Ministry of Commerce / Micro finance**
- **Fiji Broadcasting Corporation**
- **Director of Public Prosecutions**
- **Ministry of Fijian Affairs - Wireless**
- **Ministry of Labour**
- **Public Enterprise**
- **Ministry of Youth and Sports**

Microsoft Licensing

ITC Services entered into a Volume Microsoft Licensing Agreement known as Government Open Licences (GOLP), and an Enterprise Agreement through our reseller, Fujitsu (Australia). Under the Agreements, ITC Services was able to purchase Microsoft software on behalf of the government and pseudo-government agencies such as FTIB, RBF and PIB at special rates. Benefits under the Agreements include:

- a) An Enterprise Agreement (EA) desktop unit licence: includes an operating system upgrade (eg Win2k), Office Professional and a BackOffice Client Access License (CAL). A major benefit of this was the eligibility to any upgrades e.g. if Windows XP or Office XP comes out each desktop will automatically qualify for an upgrade without any extra fees.
- b) Government Open License Agreement (GOLP) : Include special rates on Other MS softwares and media resources (MS SQL Server, MS Project, SMS, InterDev, Visual Basic etc.)

1,647 EA Desktop Licenses and distributed to the following Government Ministries and Departments:

| License Holder | Contact Person | No. Licen |
|---|-------------------------------|-----------|
| Attorney General's Chambers | Mina Shandil | 35 |
| Energy | Avinash Narayan | 19 |
| Fiji Human Rights Commission | Verenaisi Bavadra | 15 |
| Fiji Law Reform Commission | Kenneth Gortz | 15 |
| Immigration | Uttam Dhani | 14 |
| ITC Services | Ian McGregor/Ashwin N | 112 |
| Land Resources Planning & Development | Asesela Wata | 21 |
| Mineral Resources Department | | 70 |
| Ministry of Agriculture, Fisheries and Forests | Alivereti Yaya | 154 |
| Ministry of Commerce, Business Development & Industry | Malcolm J. Bossley, Umar Dean | 24 |
| Ministry of Education | Ajay Singh, A. D. Matairavula | 81 |
| Ministry of Fijian Affairs | Mosese Sikivou | 31 |
| Ministry of Finance | Samit Ambaram | 115 |
| Ministry of Foreign Affairs and External Trade | Om Prakash | 30 |
| Ministry of Health | William Kotze | 215 |
| Ministry of Justice | P. Moceisadrau | 42 |
| Ministry of Labour & Industrial Relations | Filimoni Lutunaika | 37 |
| Ministry of Local Government, Housing, and Environment | Serevi Tabua | 25 |
| Ministry of National Planning | Mohammed Faiyaz | 38 |
| Ministry of Public Enterprises & Public Sector Reform | A Waqanisau | 14 |
| Ministry of Regional Development & Multi-Ethnic Affairs | Are Wakowako | 50 |
| Ministry of Tourism & Transport | Nanise Odrovakavula | 12 |
| Ministry of Women, Culture & Social Welfare | J Naqoli | 12 |
| Ministry of Youth, Employment & Sports | William Naisara | 17 |
| PSC | Asaeli Koro, Peni Serukibau | 123 |
| Registrar of Co-operatives | Munesh V. Reddy | 17 |
| Secretary, Agricultural Tribunal | P. R. Lomaloma | 13 |
| Supervisor of Elections | | 40 |
| The Auditor General | Jatin Kumar | 35 |
| The Chief Registrar, High Court of Fiji | | 17 |
| The Commander, Fiji Military Forces | Lt. Col. S. V. Raduva | 71 |
| The Director of Public Prosecutions | Rovin | 37 |
| The Director, FIMSA | | 14 |

| License Holder | Contact Person | No. Licen |
|-----------------------------|----------------|-----------|
| The Government Statistician | Toga Raikoti | 60 |
| The Ombudsman | Pretty Rajan | 8 |

An internal audit was expected mid 2002 before the first year true-up term is due. During this audit additions to first agreement term will need to taken into account and appropriately purchased.

Antiviral Management

ITC has had its share of “Virus” attacks in 2001 with 2 serious incidents involving “Gonner” and a resurgence of the notorious “I LOVE YOU” viruses. The primary cause of virus infiltration was the inability of the Norton Server email-virus scanner to handle the load. Client Server Team research identified and recommended Sybari as a solution that will ensure that 2002 will be less disruptive.

On the client workstation side, Symantec’s Norton Anti-Virus has performed above par and justifies beyond means its use locally.

1,500 anti virus licenses were acquired during the year, which has been distributed on the same level as the MS Enterprise Desktop licenses. There is an urgent need to ensure that all GOVNET desktops are entitled to a licensed copy of Norton Antivirus and ITC will be looking to assist in the coming year. Currently departments wishing to purchase additional licenses from those allotted are required to pay ITC Services \$75 per license (payable through a DW). Once significant orders are reached, licenses are procured through appropriate resellers such as Fujitsu or Compaq.

Messaging/Email Access

Microsoft Exchange Server remains the critical messaging and collaboration application used in GOVNET. At this point in time there are approximately 1,650 mailboxes hosted on the server. Apart from hosting email domains such as *itc.gov.fj*, *govnet.gov.fj*, *humanrights.org.fj*, and *health.gov.fj* relaying is done for domains such as *psc.gov.fj*. Over the years a single server has been serving the entire country including the north and west. This clearly has placed a heavy load on the data lines going to these centres. Additionally since the inception of our Exchange system we have seen greater than 50% annual growth in the amount of mailboxes served. At this rate it is estimated we will have around 2,500 mailboxes by the end of Year 2002.

In light of the above issues, the team has been fortunate enough to secure 3 new Compaq servers for both replacement of the current Suva server and regional deployments of Exchange in the West and North. These planned deployments to be carried out in January and February 2002 will reduce the load on our regional data lines and will increase the system’s responsiveness to our Northern and Western users. In addition the regional Exchange servers will allow us to put an effective fax-messaging infrastructure that includes least-cost routing.

Monitoring/Analysis Applications

Currently Computer Associates software is being used for application management and reporting facilities. However, this falls short of the needs of the department since full implementation was not complete due to loss of staff. The project will need to be completed in the next year. In the meantime, open source tools were explored to assist in the monitoring and analysis of the whole of Government IT infrastructure.

Client Server Problem coordination

| Incident Type | Type Description | Number Reported | Pending Problem |
|---------------|----------------------------------|-----------------|-----------------|
| Accounts | Forgot Password | 2 | 1 |
| Application | Cannot Access application/Menu | 15 | 8 |
| Dial Up | Cannot access dialup | 6 | 1 |
| Device | Faulty user hardware unlisted | 3 | 1 |
| Request | Service requests & projects | 212 | 97 |
| Printers | Printer Problems | 9 | NIL |
| PC | Personal Computer problems | 150 | 31 |
| Email | Cannot send email | 51 | 11 |
| Internet | Cannot access Internet | 25 | 4 |
| New Account | New account application | 13 | NIL |
| Relocate | Request for equipment Relocation | 4 | 3 |
| Laptop | Faulty laptop | 4 | 1 |
| Projects | PC/VAX/Network | 2 | 2 |

| Problem Type | Problem Reported | Solved | Pending Problems |
|--------------------|------------------|------------|------------------|
| Logged On Helpline | 496 | 336 | 160 |
| Unlogged | 500 | All solved | |

Networking

The support staffs were:

| Employee | Position | Role |
|-----------------|----------------------|---|
| Nataniela Rafai | Systems Analyst | Team leader, planning, research, LAN projects |
| Vanish Pattni | Systems Analyst | Project Planning, research, team management |
| Usaia Tawakevou | Assistant Programmer | Project Planning, research, team management |
| Makereta Gavidu | Assistant Programmer | Western Division analyst; monitoring, dial up, GIS |
| Timoci Tuisawau | Assistant Programmer | North Div analyst; PABX, circuits |
| Alfred Vilisoni | Computer Operator | Trouble-shooting, VAX/VMS support, Maintenance |
| Ilaisa Loalua | Computer Operator | Problem co-ordinator, Helpdesk, Monitoring, Maintenance |

Fibre Optic Installation

The much awaited fibre link to the Government Building was finally completed in September. This link from ITC through Suvavou House, Judiciary and Lands Department now ensures the departments more reliable connectivity and ability to integrate and use diverse applications on the network. Another fibre installation was done to link Civic Towers, which houses many critical Government Ministries and department such as the Immigration. The benefits of the project included reliable connectivity and savings on line rental fees. The Suva City Library was also included in the fibre link in support of the Government Blue Print initiative to facilitate Internet access to school children. However, the Internet access was still on hold pending the upgrade of the Internet link from Telecom to ITC.

Wireless Connections

Wireless communication was also explored as an alternative means to connect up some departments. This was successfully pursued to link offices of Fijian Affairs, Labour to ITC through Suvavou House; Marella to Quality House. More projects were earmarked for 2002 to improve communication links throughout Government.

West and North Offices

ITC Services was committed to expanding and improving the quality of its services to its existing and potential customers in the North and Western regions. The ever increasing demand for our IT services had brought upon us an urgent need to establish ourselves in a more distributed fashion to provide local support for the technology we provide. The Northern office began operations in April with the kind assistance of the Registrar General who provided the much needed office space within her department. Our support staff Ms Suka Mataika was then transferred to serve customers in Labasa and Savusavu.

The Office of the Agricultural Tribunal in Lautoka very kindly assisted in the provision of Office space for our Western Office. Renovations to the office has begun and will continue until February 2002 following which an ITC staff will be transferred to serve our customers in the West.

Dial-ups

Dial-up access accounts were stopped earlier this year due to the many problems experienced in the current hardware system and line problems from Telecom Fiji Ltd. Additionally it was found the demand ratio to modems was very high to guarantee a satisfactory level of performance for all users. ITC is looking at



Figure 5: ITC - Civic Towers Fibre optic connection



Figure 6: Distance from ITC to Civic Towers



Figure 7: Length of trench



Helpdesk Services

The support staffs were:

| Employee | Position | Role |
|---------------|---------------------|--|
| Ieli Tigarea | Helpdesk Supervisor | Customer services planning & Mgt, Inventory Management |
| Kini Holmes | DDE Supervisor | Customer services operator, Data Entry, Help-line mgt |
| Kathy Cinavi | Shift Leader | VAX/VMS Operator, Problem coordination, User support |
| Joeli Leqeta | Computer Operator | VAX/VMS operator, Problem coordination, User Support |
| Fauzia Kulsum | Computer Operator | Northern User support Officer |

Helpdesk continued to be one of the busiest sections relaying calls and attending to customer enquiries and complaints. The increasing customer base and diversity in services offered to the customers brought with it the urgent need to review and improve the training for the section to better respond and resolve customer problems. In an attempt to be more responsive to users ITC embarked on a project to set up operations locally in the West and Northern regions. A total of 898 incidents were reported to the helpdesk section for the periods Jan – October. Of these, 598 problems were very critical and left Users unproductive during those times. In 242 cases reported some users in the departments that registered the incident were still able to continue with their work and in 67 cases only one user was affected.

| Incident Type | Type Description | Number | Closed | Pending |
|---------------|----------------------------------|--------|--------|---------|
| Accounts | Forgot Password | 4 | 4 | 0 |
| Application | Cannot Access application/Menu | 40 | 28 | 12 |
| Decserver | Unavailable – Led light | 14 | 13 | 1 |
| Device | Faulty user hardware | 27 | 26 | 1 |
| Dial up | Cannot access dial-up | 6 | 5 | 1 |
| Disk | Cannot access disk | 12 | 11 | 1 |
| Email | Cannot send email | 49 | 45 | 4 |
| Host | Vaxes and Alpha unavailable | 43 | 38 | 5 |
| Internet | Cannot access Internet | 26 | 23 | 3 |
| Process | Process Problems | 4 | 3 | 1 |
| Projects | PC/VAX/Network | 3 | 2 | 1 |
| Printers | Printer Problems | 163 | 157 | 6 |
| PC | Personal Computer problems | 140 | 125 | 15 |
| Oracle | Oracle problems | 5 | 2 | 3 |
| Queue | Queue Problems | 3 | 3 | 0 |
| Terminals | Terminal problems | 88 | 85 | 3 |
| Laptop | Faulty laptop | 4 | 4 | 0 |
| Line | Modem line light is flicking | 100 | 100 | 0 |
| MDX Card | Led light on MDX | 1 | 1 | 0 |
| Network | Network Problems | 67 | 60 | 7 |
| Request | Service requests & projects | 278 | 222 | 56 |
| New Account | New account application | 13 | 13 | 0 |
| Relocate | Request for equipment Relocation | 12 | 10 | 2 |
| VMS | VMS system problems | 37 | 24 | 17 |

Training & Education

The Training Unit had a difficult year trying to find training courses that the staff wanted to attend in order to address their needs. Computer training to meet the training needs of ITC personnel were normally not available locally. With limited training resources, we have relied on donor organizations such as JICA, Singapore's Ministry of Foreign Affairs & APO for sponsored training programmes. To these Organizations and their Governments we shall always be grateful.

The department had always looked forward to Information Technology courses offered by JICA but unfortunately this year we did not receive a single offer. The Ministry of Labour must be commended for allowing ITC staff to attend three highly technical training that proved to be quite useful to the attendees.

As alternative to attending training, the unit had purchased materials such as books, videos and CDs so that the staff can train and develop themselves to acquire knowledge and skills needed, in order to carry out jobs and tasks assigned to them. This was not a very effective method but it was the only option available.

ITC staff attended a variety of seminars and training sessions in 2001. Within 2 weeks of return, staff members were required to make a presentation to the Section. This ensured the sharing of knowledge/skills learned.

Local and Overseas Training

| Staff name | Course Name | Date & Location |
|---|---|-------------------------------|
| Kelera Baleinatotoka | Asia Development Bank: Information and Communications Technology Strategies for Developing Asia | 21 – 27 Feb, Singapore |
| Haroon Munif | Singapore Co-operation Programme: Strategic IT Planning and Business Process Reengineering | 12 – 23 March, Singapore |
| Kelera Baleinatotoka | World Bank Group: Information and Communications Technology & Development, Policies, Regional Perspective | 11 – 14 June, Thailand |
| Abel Caine | Asian Productivity Organisation: Productivity for Enhancing Competitiveness in the e-age | 10 – 13 Sep, Bangalore, India |
| Sailasa Taganesia | Asia Productivity Organization: Forum on Business to Business Cooperation and Electronic Eco-Commerce | 20 – 24 Nov Taiwan |
| Rajeshwar Prasad | Singapore Ministry of Foreign Affairs & UNDP: Intelligent Systems for MIS Managers | 27 Nov – 12 Dec, Singapore |
| Madhur Prasad | Singapore Ministry of Foreign Affairs & UNDP: Internet Security | 27 Nov – 12 Dec, Singapore |
| Nilesh Prasad, Roy Narayan, Ulita Draunidalo | Min. Health, Peter Kerrison: Demo and tutorial of PATIS | 10 Dec, ITC |
| Joana Suraki | PSC: Human Resource Development | 27 – 30 Nov CTD |

| Staff name | Course Name | Date & Location |
|-------------------------|---------------------------------|----------------------------|
| Melaia Rawalai | PSC: Service Exam U | 5 July, 2001 |
| | PSC: Service Exam S | 5 Dec, 2001 |
| Mohammed Feroz | PSC: Service Exam U | 5 Dec, 2001 |
| Ulita Draunidalo | PSC: Service Exam H1 – 60% pass | 5 July, 2001 |
| | PSC: Service Exam H2 | 5 Dec, 2001 |

Further Studies

| Staff name | Course Name | Date & Location |
|-------------------------|---|----------------------------|
| Diana Radrodro | AFF01 – Introduction to Accounting (Part 1) | Semester 1, Fiji Centre |
| | AFF02 – Introduction to Accounting (Part 2) | Semester 2, Fiji Centre |
| Jayendra Roy | AF101 – Introduction to Accounting and Financial Management (Part 1) | Semester 1, USP |
| | AF102 – Introduction to Accounting and Financial Management (Part 2) | Semester 2, USP |
| Ulita Draunidalo | CS122 – Information Systems II | Semester 2, USP |

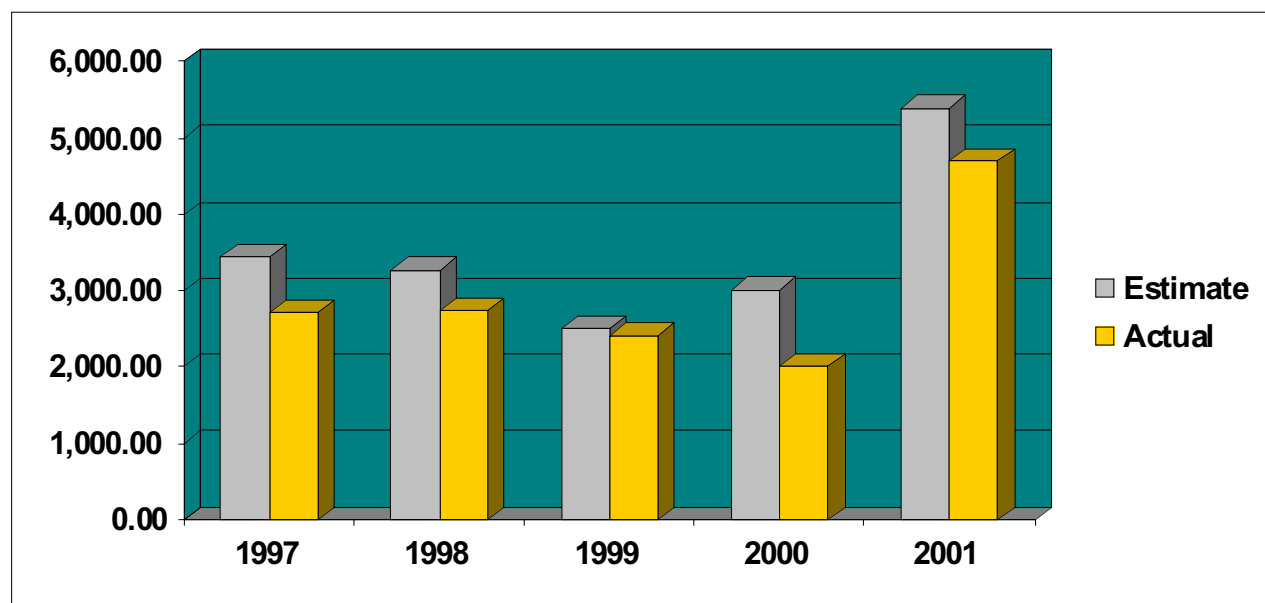
Budget

Head No. 4 – Ministry of Finance
 Programme 3 – Technical & Support Services
 Activity 3 – Information Technology & Computing Services

| Segment | Estimate | Actual | Variance | % |
|---------------------------------|----------------|----------------|--------------|-------------|
| 1. Established Staff | 1,398.5 | 848.7 | 548.9 | 39.31 |
| 2. Unestablished Staff | 23.9 | 23.5 | 0.4 | 1.67 |
| 3. Travel & Communications | 27.7 | 26.1 | 1.6 | 5.78 |
| 4. Maintenance & Operations | 3.5 | 1.7 | 1.8 | 51.43 |
| 5. Purchase of Goods & Services | 1,361.6 | 1,312.7 | 48.9 | 3.59 |
| 6. Operating Grants & Transfers | 0.0 | 0.0 | 0.0 | |
| 7. Special Expenditures | 216.8 | 273.3 | -56.5 | -26.0 |
| 8. Capital Construction | 0.0 | 0.0 | 0.0 | |
| 9. Capital Purchase | 1,920.4 | 1,809.6 | 110.8 | 5.77 |
| 10. Capital Grants & Transfers | 0.0 | 0.0 | 0.0 | |
| 13. Value Added Tax | 441.3 | 409.7 | 31.6 | 7.16 |
| GRAND TOTAL | 5,393.9 | 4,705.6 | 598.3 | 11.1 |

Please note that the over expenditure in SEG 7 Special Expenditure has been caused by Ministry of Finance who were directly debiting the ITC allocation despite knowing the actual annual provision and the amount that had been vired into SEG 7. ITC was not informed about the amount that Finance was debiting.

5-year Budget Analysis



Risk and Problem Areas

The Interim Administration and democratically elected Government provided Fiji with stable political leadership in 2001. ITC was able to complete significant projects from their Corporate Plan. 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.

ITC still faces many risks that have been highlighted continuously in several Annual Reports, and have not been addressed by policy or funding.

Staff and Building

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.

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.

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.

The building is also very old and while the cement structure are relatively 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.

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.

Appendix 1: TOR for Whole of Government IT Review

IT Development Plan

To identify the current and future Information Technology (IT) requirements for the whole of the Government and prepare an IT Development Plan. The plan must have clearly defined objectives with long-term strategies for achieving the desired results.

Policies & Principles

In preparing the IT Plan it will be necessary to review existing Policies, Standards or Practices and make recommendations for changes to suit future needs. The new policy should set the guidelines for the Government computerization so that the use of technology for information management is properly supported and any investment on it properly protected. Investment protection is in terms of data and information being portable to the newer generation of technologies that will be in current use by the open market and according to International standard.

Architecture & Infrastructure

To review the Architecture and Infrastructure in current use and determine the future requirements that will efficiently support the IT Development plan. In looking at the Infrastructure, the study will also look at the adequacy of the services provided by suppliers of infrastructure and services. A comparison should be made of the National IT development with the approaches taken by other countries.

Human Resources in IT

To specifically look at the Human Resources requirement necessary to support the implementation of the plan. This would involve an assessment of the availability of skills, training and development, skill retention, remuneration and other related issues. The review of the educational institutions is to review their programs and course content, to ascertain graduate numbers, and the number required by Government and the private sector, to ascertain absorption of the graduates into the economy or loss to international markets, and salary levels for graduates and those with experience. The Review is not to get into the details of comparing each unit within the USP B. Tech degree with the equivalent from an Australian Universities.

Building Security

To assess the adequacy of the existing security of the IT infrastructure and building and recommend improvements to the security and contingency plans of the ITC Services.

ITC Assessment

To assess the effectiveness of ITC Services compared to the alternative providers and make recommendations on the appropriate pricing framework for ITC Services.

Outcome

The review output will be a **final report** to be delivered to the Ministry of Finance within three

Appendix 2: Resignations & Recruitment

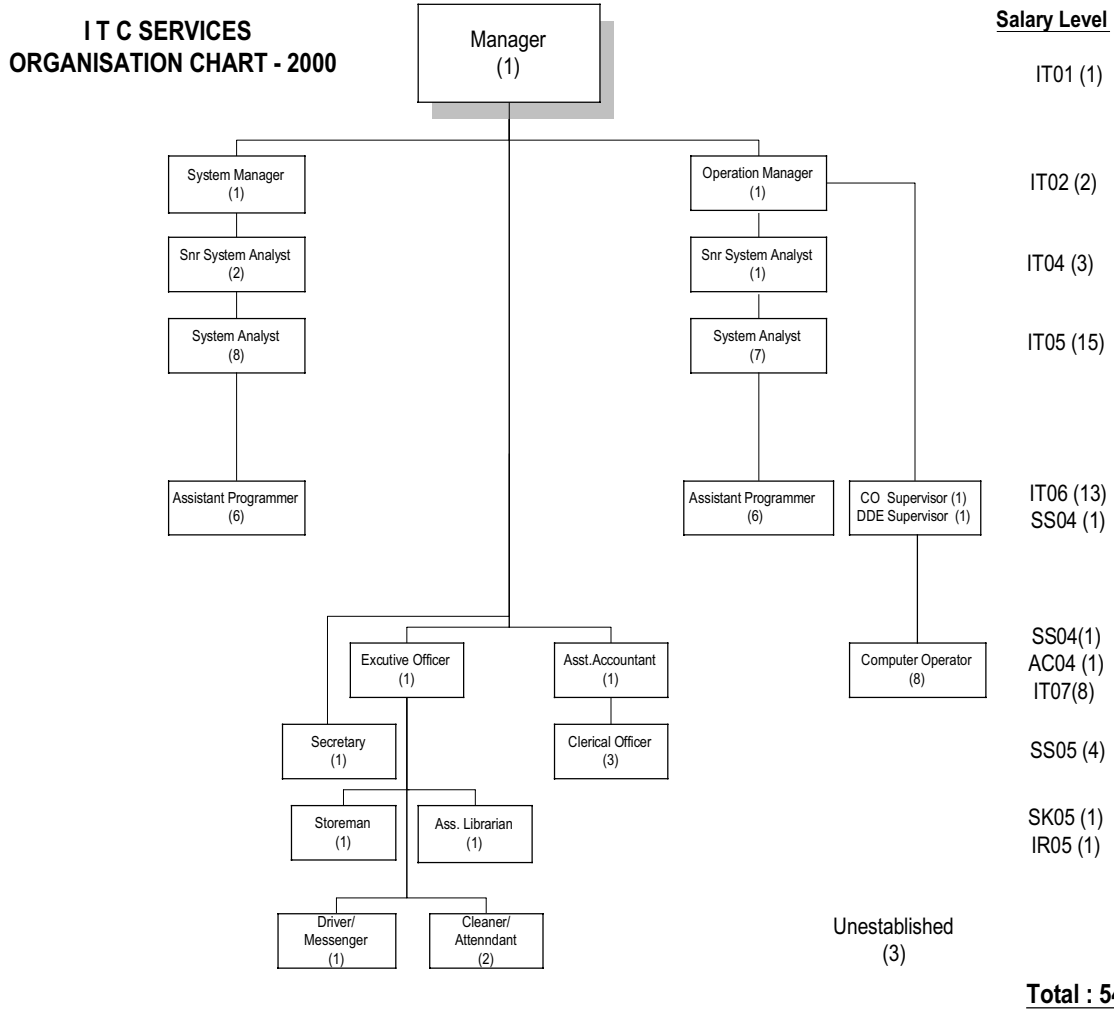
| Staff | Post | Date Recruited | Date Resigned | Remarks |
|--------------------------|-------------------------------|----------------|---------------|----------------------------|
| 1. Akuila Yabaki | Assistant Manager, Operations | 04/01/93 | 15/07/01 | Left for Datec, Fiji |
| 2. Ian McGregor | Systems Analyst | 13/05/98 | 03/03/01 | Migrated to Australia |
| 3. Marlon Isimeli | Systems Analyst | 28/03/94 | 05/10/01 | Left for Datec, Fiji |
| 4. Hirendra Sharma | Systems Analyst | 02/11/98 | 11/06/01 | Left for Housing Authority |
| 5. Shekhar Balram | Systems Analyst | 25/02/00 | 19/06/01 | Migrated to Australia |
| 6. John Uludole | Systems Analyst | 20/10/99 | 14/12/01 | Migrated to Australia |
| 7. Vatimi Uluinakauvadra | Systems Analyst | 05/01/98 | 28/12/01 | Left for FRCA |
| 8. Wilisoni Loga | Assistant Programmer | 01/01/93 | 31/08/01 | Left for Telcom |
| 9. John Derrick | Assistant Programmer | 04/04/89 | 15/06/01 | Study in USA |
| 10. Sudhendra Dev | Assistant Programmer | 23/11/98 | 19/06/01 | Migrated to Australia |
| 11. Suka Mataika | Computer Operator | 08/08/78 | 01/06/01 | Migrated to New Zealand |
| 12. Edward Vyas | Clerical Officer | 20/03/92 | 18/05/01 | Migrated to Australia |
| 13. Iosefo Barinisavu | Storeman | 22/09/97 | 09/07/01 | Migrated to UK |
| 14. Leonard Bale | Computer Operator | 12/02/92 | 06/05/01 | Transferred to Met.Office |

| Staff | Post | Date Recruited | Remarks |
|-----------------------|----------------------|----------------|------------------------|
| 1. Abel Caine | Assistant Manager | 20/01/01 | |
| 2. Ashwin Nitya Nand | Assistant Programmer | 22/01/01 | USP Graduate |
| 3. Makereta Gavidu | Assistant Programmer | 12/10/01 | USP Graduate |
| 4. Seru Vakawaletabua | Assistant Programmer | 19/11/01 | Employee of Colonial |
| 5. Timoci Tuisawau | Assistant Programmer | 12/10/01 | USP Graduate |
| 6. Ieli Tigarea | Assistant Programmer | 13/09/01 | Employee of ITS |
| 7. Sandeshni Kisum | Assistant Programmer | 01/10/01 | Employee of Telcom |
| 8. Muktar Ahmed | Computer Operator | 22/01/01 | Still to graduate, USP |
| 9. Ilaisa Loalua | Computer Operator | 13/09/01 | FIT Diploma graduate |
| 10. Fauzia Kulsum | Computer Operator | 16/05/01 | |
| 11. Titilia Raikuna | Computer Operator | 23/04/01 | |
| 12. Savenaca Balekolo | Computer Operator | 17/09/01 | FIT Diploma graduate |
| 14. Anup Prakash | Storeman | 10/05/01 | |

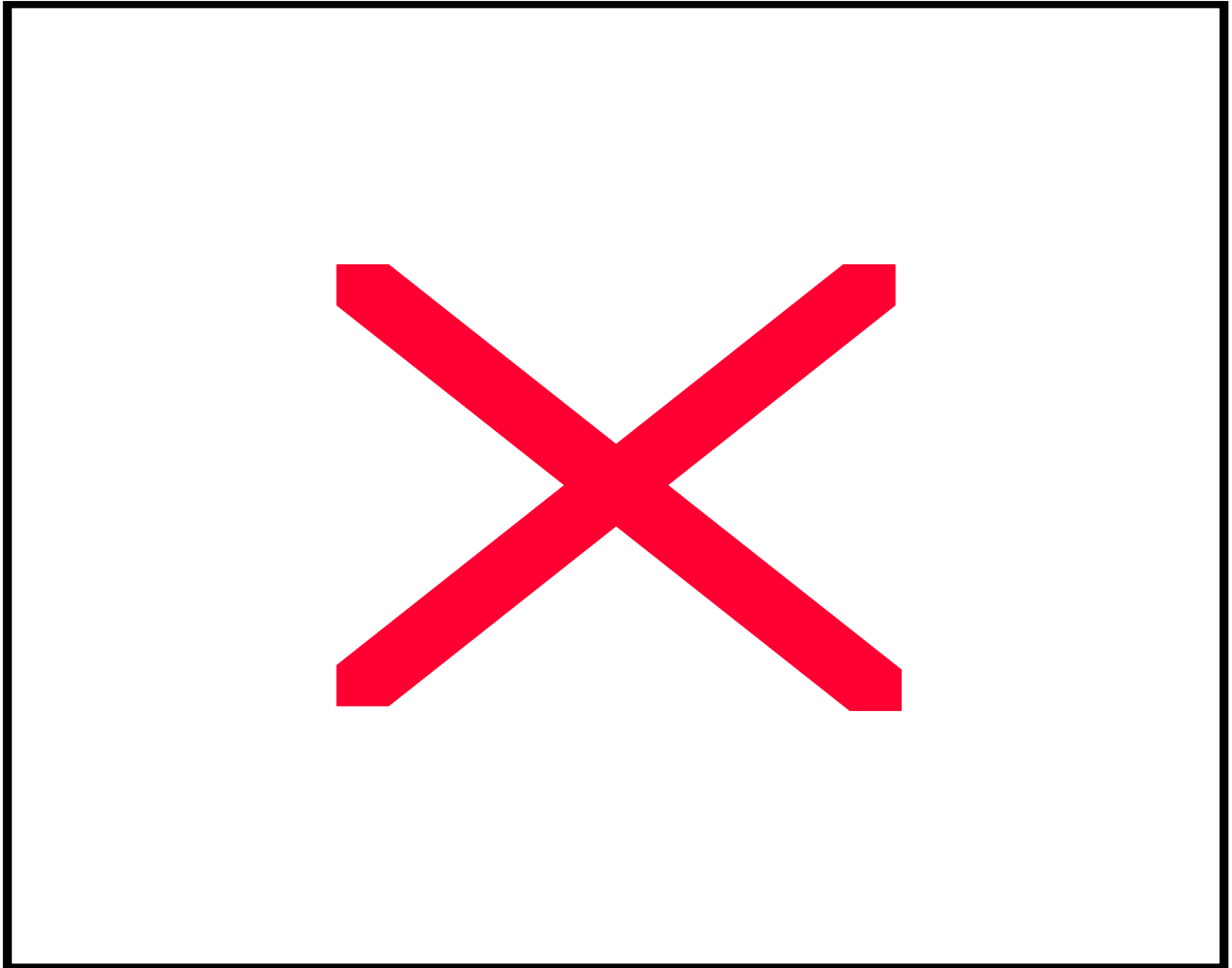
Appendix 3: Staff Establishment – 2001

| <i>Posts</i> | <i>Grade</i> | <i>Approved #</i> | <i>Filled</i> | <i>Vacant</i> | <i>Remarks</i> |
|-------------------------------|--------------|-------------------|---------------|---------------|--|
| 1. Manager | IT01 | 1 | 1 | - | |
| 2. Assistant Manager | IT02 | 2 | 2 | - | |
| 3. Senior Systems Analyst | IT04 | 3 | 2 | 1 | |
| 4. Systems Analyst | IT05 | 15 | 11 | 4 | 5 IT06 held against IT05 |
| 5. Assistant Programmer | IT06 | 12 | 12 | - | 1 IT07 held against IT06 1 SS05 held against IT06 |
| 6. Supervisor, CO | IT06 | 1 | 1 | - | |
| 7. Supervisor, DDE | SS04 | 1 | 1 | - | |
| 8. Computer Operator | IT07 | 8 | 7 | 1 | |
| 9. Assistant Accounts Officer | AC04 | 1 | 1 | - | |
| 10. Executive Officer | SS04 | 1 | 1 | - | |
| 11. Clerical Officer | SS05 | 3 | 3 | - | |
| 12. Secretary | SS05 | 1 | 1 | - | |
| 13. Storeman | SK05 | 1 | - | 1 | |
| 14. Library Assistant | IR04 | 1 | 1 | - | |
| TOTAL | | 51 | 44 | 7 | |
| 15. Unestablished staff | | 3 | 3 | - | 1 Driver / 2 Cleaners |

Appendix 4: ITC Organisation Chart – 2000 & 2001



Appendix 5: Government Network – 2001



Appendix 6: Glossary of Terms

| | |
|--------------|---|
| ADB | - Asia Development Bank |
| APO | - Asia Productivity Organisation |
| BDM | - Births, Deaths and Marriages |
| CAL | - Client Access License |
| CD | - Compact Disk |
| COMPAQ | - a computer company |
| CTS | - Correspondence Tracking System |
| Data#3 | - a consultant company from Australia |
| Db | - Database |
| DW | - Departmental Warrant |
| EA | - Enterprise Agreement |
| Eco-Commerce | - Economic Commerce |
| Email | - electronic mail |
| FAS | - Farming Assistance System |
| FMIS | - Financial Management Information System |
| FRCA | - Fiji Revenue and Customs Authority |
| FTIB | - Fiji Trades and Incomes Board |
| GOLP | - Government Open Licences |
| GOVNET | - Government Network |
| HRMS | - Human Resource Management System |
| ID | - identity |
| IT | - Information Technology |
| ITC | - Information Technology and Computing |
| ITS | - Information Technology Service |
| JICA | - Japan International Cooperation Agency |
| LRPS | - Lands Resources and Production System |
| MIS | - Management Information System |
| MS | - Microsoft |
| NLFC | - Native Lands and Fisheries Commission |
| Office XP | - A new operating system |
| Oracle | - A multi platform relational database and 4GL tools |
| PC | - Personal Computer |
| PIB | - Prices and Incomes Board |
| PO | - Presiding Officer |
| PSC | - Public Service Commission |
| PTS | - Project Tracking System |
| Q1 | - Quarter 1 |
| Q2 | - Quarter 2 |
| Q3 | - Quarter 3 |
| Q4 | - Quarter 4 |
| RBF | - Reserve Bank of Fiji |
| RdB | - Relational Database |
| RGO | - Registrar General's Office |
| SAP | - Systems Accounting Product |
| SQL | - Sequential Query Language |
| Sybari | - A software solution for virus |
| Symantec | - A company specialised in Norton Anti-Virus products |
| TarpNZ | - consultant company which carried out a national IT review |
| TFA | - Trust Fund Accounts |
| TOR | - Terms Of Reference |
| TQS | - Total Quality Service |
| UNDP | - United Nations Development Programme |
| VB | - Visual Basic |
| VKB | - Vola ni Kawa Bula |
| VMS | - Virtual Machine System |