
Annual Corporate Plan

*INFORMATION TECHNOLOGY AND
COMPUTING SERVICES*



SERVICES

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Annual Corporate Plan

Information Technology & Computing Services

2. Introduction

This Annual corporate Plan focuses on the “ownership performance” that the ITC Services will be expected to produce. This includes financial performance, capability and risk management performance targets. It does not include a set of forecast, accrual-based financial statements for the ITC Services for the 2001 financial year.

The accountability for this performance will be to the Minister for Finance as the Ownership Minister. It has been agreed with the Permanent Secretary for Finance.

[It is to be noted that this document was part of the Financial Reform Programme exercise which has been stopped, and therefore the document is not quite complete as originally designed. It never the less contains the main output for ITC Services Department for the year 2001 as extracted from the FMR output document for the Ministry of Finance.]

3. Nature and Scope of Activities

The Information Technology and Computing Services Department provides Government with an Information Technology (IT) Advisory and Bureau Services. These services include Policy development, IT Infrastructure, Management and Expert advise, Application Development, Training and a Support Center. Delivery of these services is through minicomputers and client/server systems across a wide area network

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 it's 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 dreams or 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 go 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 above.

4. Specific Output for Year 2001

Provision of Policy Advice on Information Technology Services

This output provides for the development and recommendation of policies and principles for Governments Information Technology (IT) development. Areas covered are Technology standards, infrastructure development, Database developments, Communications, Solutions Acquisition. These policies and principles form the Governments Information Technology Architecture which ministries and departments can employ to acquire computerized solutions for their businesses. The architecture also provides a common direction for governments IT development and is a tool for rational strategic planning of governments IT infrastructure and investments.

Provision of an IT Bureau Service

This output is for the provision of computer hardware and software services, Data Networks Facilities management, Systems security and database management, application development and maintenance, customer helpdesk services, Printing and Internet Services.

Rectification of Year 2000 Problem in Government

This output involves the monitoring and rectifying any problem that may still arise even after the main millennium date change. A number of applications (e.g. Elections & Examination Results) are scheduled to be rectified after the millennium due to the pressure of work and the fact they are not due to be used again until the second half of the year 2000 or beyond, after their processing in 1999.

Provision of Information Technology Consultant Services

This output provides for the facilitating of Ministries and Departments in developing their Information Systems Plan and Information Technology solutions by providing Consultant services in areas of business requirement analysis, technology research, solution design, infrastructure building, hardware and software installation and implementation and business process re-engineering that may be required by the customer.

Provision of Ministerial Support Services

This output requires the delivery of services and assistance to the Minister through provision of drafting and providing correspondence to Parliamentary Questions, responses to letters received, speeches and other media material, and facilitating the tabling of the departmental Annual Report. Responding to the Auditor General's reports and Public Accounts Committee's investigations and inquiries are also part of this output.

Provision of Intranet/Internet and Infrastructure Building

This output provides for the delivery of the Government's Information Highway infrastructure and the Intranet network to link up all government Ministries and Departments and the provision of the Internet services and other government applications to deliver information and data to those who use them for making decisions.

Provision of Research Development and Training

This output provides for the delivery of Technology research and innovation in order to identify appropriate technologies for adoption as standards to improve the civil services effectiveness. It also provides for training in the use of various Information and Communication Technologies.

5. Performance Accountabilities

Principal Accountabilities	Objectives/ Targets	Performance Indicator
<p>1</p> <p><i>Policy and Advice</i></p> <p>Ensures the development and provision of well-reasoned, well-researched and sound policy advice that meets Government policy objectives in a timely, accurate and objective manner.</p>	<ul style="list-style-type: none"> • Policy advice to Minister/PS on the development of IT in government • Participation in government initiative on policy development 	<ul style="list-style-type: none"> • Minister/PS satisfied with advice • Policy document to be revised and updated • Policy Committee activated • Budget - \$17,029
<p>2</p> <p><i>Performance Planning and Achievements of Government Goals</i></p> <p>Ensures that the (Department) strategy is implemented through the co-ordination and direction of resources, establishment of performance objectives, the monitoring of adherence to budget to maximize/optimize the use of resources and ensuring that action is taken to keep performance in line with budget.</p>	<ul style="list-style-type: none"> • Implementation of Performance Agreement • Ensure implementation of Mocambo Communiqué • Performance Management System Implementation 	<ul style="list-style-type: none"> • Signing of Performance Agreement • Action Plan for Communiqué to be implemented • Action Plan for PMS Implementation • Budget - \$17,526

	Principal Accountabilities	Objectives/ Targets	Performance Indicator
3	<p>Strategic Planning Formulate for approval key strategic plans by sensing environmental trends, evaluate alternatives and ensuring short and long term plans are compatible with the (Departments) Vision and Mission are for development and co-ordination throughout the organization.</p>	<ul style="list-style-type: none"> • Drawing and Implementation of a Corporate Plan and other business Plans • Review of yearly business plan • Drawing up of Performance Agreement 	<ul style="list-style-type: none"> • Annual review of personal Performance • Business plans reviewed in line with output delivery • Annual Report produced to report directly on output • Bonus increment to indicate performance <p>• Budget - \$13,793</p>
4	<p>Funding Ensures the implementation of the (Departments) missions and plans through preparing detailed financial and planning papers, identifying financial operating and capital finances, advocating ITC's needs and securing sufficient and timely resources from Government.</p>	<ul style="list-style-type: none"> • Prepare annual budget and adhere to Finance Budget Cycle and requirements. • Transparency of Procurement and Financial Procedures • Compliance with Finance/Supplies and Audit Act 	<ul style="list-style-type: none"> • Budget submission produced on schedule and in accordance with requirements. • Projects completed within allocated funds and time. • Zero arrears of revenue • Regular Audits conducted <p>• Budget - \$24,997</p>
5	<p>Personnel Performance Ensures that an effective, competent and motivated workforce is recruited and retained through the establishment and implementation of specialized training, performance management and development programmes, clear and effective communications to staff, constructive industrial relations practices and policies, and by implementing a management style and work culture that is conducive to maintaining high professional attitude, morale and performance.</p>	<ul style="list-style-type: none"> • Enhance officers performances through specialized Technical conferences, courses/workshops/seminars and internal training programmes. • Ensure the development of departmental EEO guidelines • Facilitate FIT curriculum development 	<ul style="list-style-type: none"> • Improved quality of staff recruited • Improved Staff retention. • Personnel Training schedule completed • Improved representation of all groups in the Dept. • Improved quality of IT graduates from FIT <p>• Budget - \$77,629</p>

	Principal Accountabilities	Objectives/ Targets	Performance Indicator
6	<p>Financial System</p> <p>Ensures that the (Departments) assets are protected, properly accounted for and fully utilized through the implementation and control of financial and management policies, the co-ordination of budgetary and financial systems, initiating actions where standards are not met and monitoring against budgets</p>	<ul style="list-style-type: none"> • Compliance with Finance Instructions and Audit Act • Ensure the implementation of an asset inventory system • Initiate cost recovery for assets utilization and services 	<ul style="list-style-type: none"> • Regular internal Audits conducted • Improvement in financial controls • Charging systems for services initiated • Service costs recovered • Asset inventory implemented • Budget - \$35,150
7	<p>System Development</p> <p>Ensures 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 optimized.</p>	<ul style="list-style-type: none"> • Improve provision of IT services throughout government • Develop a Human resource system • Develop a library system • Development of Internal correspondence tracking 	<ul style="list-style-type: none"> • Government Ministries and Departments completely networked • Correspondence system live and completed • Budget - \$314,831
8	<p>Statutory Compliance</p> <p>Ensure all Departments operations/activities comply and adhere to Government human resource policy controls and requirements, rules, regulations and statutes.</p>	<ul style="list-style-type: none"> • Compliance with requirements of: <ul style="list-style-type: none"> - PSC Act - OHS Act - FNTC Act - Finance Act 	<ul style="list-style-type: none"> • Ensure all legislations are complied with • No fines or surcharge incurred this year • Set up targets for OHS improvements • Budget - \$26,419
9	<p>Management Reporting</p> <p>Ensure the formal information and reporting requirements of Government, Statute and (responsible) Minister and relevant authorities are met in a timely and relevant manner.</p>	<ul style="list-style-type: none"> • Production of Annual Report • Periodical Financial returns to Finance • PSC returns to PSC • Other returns including VAT and Statistics 	<ul style="list-style-type: none"> • Annual Report to be brought up-to-date • Financial returns schedules are properly met • Other returns are also met • Budget - \$19,589

Principal Accountabilities	Objectives/ Targets	Performance Indicator
<p>10</p> <p><i>Public Relations</i></p> <p>Ensures that a responsible and relevant image is presented for the (Department) in all its dealings with the public outside bodies and ensures its continued funding is fully protected by developing and maintaining excellent relations and representation with relevant bodies, in line with PR section of Corporate Plan.</p>	<ul style="list-style-type: none"> • Ensure the development of a Total Quality Customer Service throughout the Dept • Everyone to be Customers Service driven in their approach 	<ul style="list-style-type: none"> • “Total Customer Services” courses to be implemented • Enhance Helpdesk customer service delivery through internal training for staff. • Acquire books to facilitate service • Run customer survey to assess effectiveness of service <p>• Budget – \$50,460</p>

	Principal Accountabilities	Objectives/ Targets	Performance Indicator
1 1	<p>Provision of IT Bureau Services</p> <p>Services provided are Hardware and Software, Data Processing, Networking, data Management, Hardware/Software maintenance and support, Helpdesk, report printing, and Internet and Intranet services. These services are being offered with a high level of redundancy across the government to all departments. Departmental requirements dictates the group of services, the department will use.</p> <p>* Includes 6 different payrolls for FMF, Un-established Staff, Established staff, Pensions, Special Constables, & After Care fund. ** Internet/WOG – the provision of internet services including e-mail, world wide web, browsing, file transfer etc in the whole of government (WOG)</p>	<ul style="list-style-type: none"> • All Ministries /Departments are networked in an Intranet • Data Processing services for the following systems/customers:- <ul style="list-style-type: none"> ➢ Payrolls*/Treasury ➢ Accounting/Finance ➢ Exams/Education ➢ Tax Information System/FRCA ➢ VAT/FRCA ➢ Birth Death & Marriage/Justice Dept. ➢ Crown Rent/Lands ➢ STATS/BOS ➢ Immigration/Immigrat ion Dept ➢ Stores System/Government Supplies ➢ Election/Election Office ➢ Internet/WOG** ➢ Bankrec/Treasury, FRCA & others ➢ Vehicle Licensing/DORT# <p># Used only at the beginning of the year before the new system was implemented</p>	<ul style="list-style-type: none"> • Intranet completed • Meeting of schedule of all computer applications • Customers satisfaction with services • Data Security and Integrity • First class customer support through Helpdesk facility • 98-99% uptime for all computer services • Customer support after hours and weekends • Quarterly visit to all Suva and Western customers • 6 monthly visit to the North <ul style="list-style-type: none"> • Budget - \$1,835,862

	Principal Accountabilities	Objectives/ Targets	Performance Indicator
12.	<p>Provision of IT Software Engineering and Consultancy Facilitating Ministries and Departments develop their Information Technology systems by providing IT consultant services in areas of requirements analysis, technology research, solution design and business process engineering and implementation services that may be required.</p>	<ul style="list-style-type: none"> • Redevelopment of the following applications: - <ul style="list-style-type: none"> ○ Election System for August 2001 Election • Implementation of the following Redeveloped application from last year: - <ul style="list-style-type: none"> ○ Birth Death Marriage ❖ Bank Reconciliation ❖ Examination ❖ Crown Lease ❖ FMIS • New Developments include: - <ul style="list-style-type: none"> ❖ Education Accounts ❖ Social Welfare ❖ Education Registry ❖ Human Resource Management/ Labour ❖ Library System ❖ Correspondence Tracking/ Education ❖ Concept of a Super center ❖ Microsoft & Licensing Agreement ❖ Enterprise Systems Management System 	<ul style="list-style-type: none"> • Election redeveloped to facilitate the general election 2001 • BDM redeveloped but Marriage and Death module to be implemented • Bank Recon. Exam. & Crown Lease have all been redeveloped but only partially implemented for completion this year. • FMIS project to be reactivated • All new developments are schedule for completion by the end of 2001 • Super center concept will be marketed and started • Signed in the 1st Quarter • Implemented in the 2nd Quarter • Budget - \$1,261,322
13.	<p>Provision of Research Development and Training Technology research forms an integral part of our services to the Ministries and Departments to find new technologies and test them out before recommending them for adoption by government</p>	<ul style="list-style-type: none"> • To find appropriate technology for government use in particular areas or globally as a standard throughout the public service • Keeping up-to-date with new technology developments • Ensuring technology competence through appropriate training 	<ul style="list-style-type: none"> • Research into the use of Linux as an alternative for school computerization. Trial with Suva Grammar School • Linux Trial with Department of Energy • Trail of new Development methodology • New Training programs • Budget - \$72,649

6. Strategic Goals and Objectives

Over the next three years, it is our strategic goal to connect up every government ministry and department in an internal network called Intranet, and make use of the capability of Internet to deliver information and data in a manner that facilitates the government services to the general public.

Our main objective is to make use of technology to facilitate the delivery of information to those who need them so that the government services to the public will be at it's most excellent level.

Our output will concentrate on building the Information Highway to the major capitals and towns and on this highway will run all the major computer applications for government. In line with this output will be the redevelopment of all the computer applications ITC is supporting for the various ministries and departments, to upgrade them to the latest technology that will allow for greater flexibility in meeting the business requirements of the organization.

To achieve the above, a major change in skills and capacity building will be introduced through short internal specialized courses and (attachments when available) to quickly upgrade new recruits into productive level at the shortest period.

With the anticipated introduction of Accrual Accounting, a more accurate method of Asset management and maintenance will be put in place through the integrated Financial Management software that will be implemented.

The usual problem of skill shortage due to staff resignation and general mobility of experienced skilled personnel from here to overseas countries is anticipated to be the biggest threat to our ability to deliver our output as planned. With the globalization of the world market, and particularly in the IT industry, the greatest threat to developing nations will be the exodus of skilled staff to more developed nations, where the remuneration is comparatively so much better.

Any sudden change in government policy is also likely to be a threat to our development, particularly in terms of funding and the use of technology to replace manpower.

7. Statement of Responsibility

This Annual Corporate Plan has been prepared by the ITC Services consistent with the provisions of the Public Finance Management Act, 1999. It has been agreed with the Ownership Minister, including the levels of equity investment/withdrawal and the ownership performance to be achieved during the [2000] financial year.

I am responsible for the preparation of this Annual Corporate Plan and for delivering the ownership performance that has been agreed with the Permanent Secretary for Finance.

Mr. Sailasa Taganesia

[Manager]
ITC Services

ENDORSEMENT

I have perused and fully endorse this Corporate Plan for ITC Services that has been prepared by the Manager who is the Head of the Department.

Mr. Solomone Kotobalavu

[Permanent Secretary]
Ministry of Finance

8. Appendix B – Performance Result 2000

Principal Accountabilities		Objectives/Targets	Performance Indicator	Results
1.	<p>Policy and Advice</p> <p>Ensures the development and provision of well-reasoned, well-researched and sound policy advice which meets Government policy objectives in a timely, accurate and objective manner.</p>	<ul style="list-style-type: none"> • Policy advice to Minister/PS on the development of IT in government • Participation in government initiative on policy development 	<ul style="list-style-type: none"> ◆ Minister/PS satisfied with advice ◆ Policy document produced to guide development for the next 5 years 	<ul style="list-style-type: none"> ◆ Minister and PS continuously advised ◆ National Planning Development Plan Sector Committees - Infocommunications - Services - Science & Tech.
2.	<p>Performance Planning and Achievements of Government Goals</p> <p>Ensures that the (Department) strategy is implemented through the co-ordination and direction of resources, establishment of performance objectives, the monitoring of adherence to budget to maximise/optimize the use of resources and ensuring that action is taken to keep performance in line with budget.</p>	<ul style="list-style-type: none"> • Implementation of Performance Agreement • Ensure implementation of Mocambo Communiqué • PMS Implementation 	<p>Signing of Performance Agreement</p> <p>Action Plan for Communiqué to be implemented</p> <p>Action Plan for PMS Implementation</p>	<ul style="list-style-type: none"> ◆ Done ◆ Part of overall work programme ◆ Training on PMS completed. Position Description written
3.	<p>Strategic Planning</p> <p>Formulate for approval key strategic plans by sensing environmental trends, evaluate alternatives and ensuring short and long term plans are compatible with the (Departments) Vision and Mission are for development and co-ordination throughout the organization.</p>	<ul style="list-style-type: none"> • Drawing and Implementation of a Corporate Plan and other business Plans • Review of yearly business plan 	<ul style="list-style-type: none"> ◆ Annual review of personal Performance ◆ Business plans reviewed in line with output delivery 	<ul style="list-style-type: none"> ◆ PSC to do for Manager ◆ ACR all written ◆ Review done quarterly and reported in the Annual Report
4.	<p>Funding</p> <p>Ensures the implementation of the (Departments) missions and plans through preparing detailed financial and planning papers, identifying financial operating and capital finances, advocating ITC's needs and securing sufficient and timely resources from Govt.</p>	<ul style="list-style-type: none"> • Prepare annual budget and adhere to Finance Budget Cycle and requirements. • Transparency of Procurement and Financial Procedures • Compliance with Finance/Supplies and Audit Act 	<ul style="list-style-type: none"> ◆ Budget submission produced on schedule and in accordance with requirements. ◆ Projects completed within allocated funds and time. ◆ Zero arrears of revenue 	<ul style="list-style-type: none"> ◆ Done on Time resulting in improved budget allocation for 2001 ◆ Refer 11 & 12 ◆ Zero arrears ◆ Regular audits done particularly for Y2K project
5.	<p>Personnd Performance</p> <p>Ensures that an effective,</p>	<ul style="list-style-type: none"> • Enhance officers performances through 	<ul style="list-style-type: none"> ◆ Improved quality of staff recruited 	<ul style="list-style-type: none"> ◆ Post frozen in 2000

Principal Accountabilities		Objectives/Targets	Performance Indicator	Results
	workforce is recruited and retained through the establishment and implementation of specialized training, performance management and development programmes, clear and effective communications to staff, constructive industrial relations practices and policies, and by implementing a management style and work culture that is conducive to maintaining high professional attitude, morale and performance.	<p>specialized Technical conferences, courses/workshops/seminars and internal training programmes.</p> <ul style="list-style-type: none"> • Ensure the development of departmental EEO guidelines • Facilitate FIT curriculum development 	<ul style="list-style-type: none"> ◆ Improved Staff retention. ◆ Personnel Training schedule completed ◆ Improved representation of all groups in the Dept. ◆ Improved quality of IT graduates from FIT 	<ul style="list-style-type: none"> ◆ Ditto ◆ Staff attended various training courses and conferences in various places ◆ Done ◆ Worked with USP and FIT to improve graduates quality. FIT Curriculum committee member
6.	<p><u>Financial System</u></p> <p>Ensures that the (Departments) assets are protected, properly accounted for and fully utilized through the implementation and control of financial and management policies, the co-ordination of budgetary and financial systems, initiating actions where standards are not met and monitoring against budgets</p>	<ul style="list-style-type: none"> • Compliance with Finance Instructions and Audit Act • Ensure the implementation of an asset inventory system • Initiate cost recovery for assets utilization and services 	<ul style="list-style-type: none"> ◆ Regular internal Audits conducted ◆ Improvement in financial controls ◆ Charging systems for services initiated ◆ Service costs recovered 	<ul style="list-style-type: none"> ◆ Done by Finance and Audit ◆ Done ◆ Not completed ◆ Some areas recovered
7.	<p><u>System Development</u></p> <p>Ensures the continuous development of management information and financial systems, procedures, processes and policies which meet all internal and external needs and which ensures efficiency opportunities are optimized.</p>	<ul style="list-style-type: none"> • Improve provision of IT services throughout government • Develop a Human resource system • Develop a library system • Development of Internal correspondence tracking 	<ul style="list-style-type: none"> ◆ Government Ministries and Departments completely networked ◆ Correspondence system live and completed 	<ul style="list-style-type: none"> ◆ Most Ministries and Departments have connections into the network ◆ Not completed

Principal Accountabilities		Objectives/Targets	Performance Indicator	Results
8.	<p><u>Statutory Compliance</u></p> <p>Ensure all Departments operations/activities comply and adhere to Government human resource policy controls and requirements, rules, regulations and statutes.</p>	<ul style="list-style-type: none"> • Compliance with requirements of: <ul style="list-style-type: none"> - PSC Act - HSW Act - FNTC Act 	<ul style="list-style-type: none"> ◆ Ensure all legislation is complied with 	<ul style="list-style-type: none"> ◆ Complied with all Acts ◆ OHS training done; committee formed
9.	<p><u>Management Reporting</u></p> <p>Ensure the formal information and reporting requirements of Government, Statute and (responsible) Minister and relevant authorities are met in a timely and relevant manner.</p>	<ul style="list-style-type: none"> • Production of Annual Report • Periodical Financial returns to Finance 	<ul style="list-style-type: none"> ◆ Annual Report to Minister by 28/2/01 ◆ Financial returns schedules are properly met 	<ul style="list-style-type: none"> ◆ Not completed ◆ Complied
10.	<p><u>Public Relations</u></p> <p>Ensures that a responsible and relevant image is presented for the (Department) in all its dealings with the public outside bodies and ensures its continued funding is fully protected by developing and maintaining excellent relations and representation with relevant bodies, in line with PR section of Corporate Plan.</p>	<ul style="list-style-type: none"> • Ensure the development of a Total Quality Customer Service throughout the Dept 	<ul style="list-style-type: none"> ◆ “Total Customer Services” courses to be implemented ◆ Enhance Helpdesk customer service delivery through internal training for staff. ◆ Acquire books to facilitate service 	<ul style="list-style-type: none"> ◆ Done – KH/MD ◆ Internal Training conducted ◆ Done

Principal Accountabilities	Objectives/Targets	Performance Indicator	Results
<p>11. <u><i>Provision of IT Bureau Services</i></u></p> <p>Services provided are Hardware and Software, Data Processing, Networking, data Management, Hardware/Software maintenance and support, Helpdesk, report printing, and Internet and Intranet services. These services are being offered with a high level of redundancy across the government to all departments. Departmental requirements dictates the group of services, the department will use.</p> <p>* Includes 6 different payrolls for FMF, Un-established Staff, Established staff, Pensions, Special Constables, & After Care fund.</p> <p>** Internet/WOG – the provision of internet services including e-mail, world wide web, browsing, file transfer etc in the whole of government(WOG)</p>	<ul style="list-style-type: none"> • All Ministries /Departments are networked in an Intranet • Data Processing services for the following systems/customers: <ul style="list-style-type: none"> ➤ Payrolls*/Treasury ➤ Accounting/Finance ➤ Exams/Education ➤ Tax Information System/FRCA ➤ VAT/FRCA ➤ Birth Death & Marriage/Justice Dept. ➤ Crown Rent/Lands ➤ STATS/BOS ➤ Immigration/Immigration Dept ➤ Stores System/Supplies ➤ Election/Election Office ➤ Internet/WOG** ➤ Bankrec/Treasury & others ➤ Vehicle Licensing/DORT 	<ul style="list-style-type: none"> ◆ Intranet completed ◆ Meeting of schedule of all computer applications ◆ Customers satisfaction with services ◆ Data Security and Integrity ◆ First class customer support through Helpdesk facility ◆ 98-99% uptime for all computer services 	<ul style="list-style-type: none"> ◆ Intranet now services all Ministries and Departments except in the North and West. ◆ No performance assessment for Customer satisfaction done ◆ Data Loss with GL system ◆ Helpdesk facility setup ◆ Generally up-time fairly good except for the period immediately after the coup ◆ Most systems completed their annual life cycle

Principal Accountabilities		Objectives/Targets	Performance Indicator	Results
12.	<p><i>Provision of IT Software Engineering and Consultancy</i> Facilitating Ministries and Departments develop their Information Technology by providing IT consultant services in areas of requirements analysis, technology research, solution design and implementation services that may be required.</p>	<ul style="list-style-type: none"> • Redevelopment of the following applications:- <ul style="list-style-type: none"> ❖ Birth Death Marriage ❖ Bank Reconciliation ❖ Examination ❖ Crown Lease • New Developments include: <ul style="list-style-type: none"> ◆ Judiciary Trust Fund ◆ Budget Estimates ◆ Education Accounts ◆ Social Welfare ◆ Education Registry ◆ Human Resource Management ◆ Library System 	<ul style="list-style-type: none"> ◆ All applications whether new or Re-development are scheduled for completion this year. 	<ul style="list-style-type: none"> ◆ BDM All registration modules completed. Only births implemented ◆ Bank Recon. Completed but awaiting implementation for Treasury, ACF & Pensions ◆ Exams redeveloped but only implemented student mark standardization ◆ Judiciary completed ◆ Budget Estimates completed ◆ Education Accounts not completed ◆ Social Welfare not done ◆ Education Registry not done ◆ Human Resources not completed ◆ Library system not completed ◆ Payroll – <ul style="list-style-type: none"> ○ COLA payment of 2% for all Civil Servants, Disciplinary forces, Pensions and Unestablished staff ○ Nurses back pay (May) ○ 12.5% Pay cut (August) ○ 12.5% Restore (December) ○ Increment Award for everyone (Dec)