

Department of Information Technology
MINISTRY OF FINANCE
2014 Organizational Objectives / Targets

KEY:

Information System Services	Planning & Quality Control
Computing & Communication	Administration
Technical Support Services	

STRATEGIC OBJECTIVE	LINK TO SEED	STRATEGY NO.	STRATEGY (PROJECT)	OUTPUT (PERFORMANCE MEASURE/INDICATORS)	GOAL/OUTCOME	PROJECT LEAD	ACTIVITY SUMMARY	START DATE (QTR./YR.)	FINISH DATE (QTR./YR.)	COMMENTS - Status updates
To develop and implement, secure and maintain a modern information technology infrastructure and ensure that departments utilize IT services to provide more efficient and effective services while meeting the Government's business strategy and national goals	Environment: No. 5 Improved communications and infrastructure	1	Enhance Internet Offerings and ensure Wi-Fi Network Service through RADIUS	Size of Internet pipeline, No. of Wi-Fi connections managed	Average level of User Satisfaction		Implement Controller purchased by TSMU, Configure Controller based Access Points to operate through the Controller. Obtain additional Access Points as strategically required, Monitor system and Maintain	Jan. 15, 2014	Sep. 30, 2014	TSMU reported already having the controller. Donald reported having 35 AP that can be controlled already in place. DoIT to liaise with TSMU to move forward.
	Environment: No. 5 Improved communications and infrastructure	2	Upgrade of WAN 2.4Ghz radio links and re-establishment of Backbone Redundancy in JVD /West End and V.G North Sound	No. of 2.4 Ghz radios managed; Data Transfer Rates	Percentage of Uptime		Obtain and Negotiate quotations, Place Orders, Schedule Implementation, Monitor and Maintain systems	Jan. 15, 2014 Mar. 24, 2014	Apr. 4, 2014	Priority Project, as there are no Spares in place to maintain older 2.4GHz links
	Environment: No. 5 Improved communications and infrastructure	3	Virtualize central Server Room and Upgrade Domain to Windows Server 2012	No. of Servers maintained; Level of Domain Operating System	Percentage of Server maintenance and licensing costs		Configure Virtual Machine, Install Assessment Tools, Fill out Server and Storage Questionnaire, Obtain Report on required Infrastructure, Negotiate and obtain required licences, Train, Implement and Maintain	Jan. 15, 2014 Apr. 1, 2014	Feb. 12, 2014 Dec. 31, 2014	Data Gathering and Assessment phase Training, Testing, Begin Implementation of Agreed Infrastructure
	Environment: No. 5 Improved communications and infrastructure	4	Upgrade of PC Clients' Operating System to Windows 8	No. of Clients with the new O/S maintained	Percentage of PC maintenance and licensing costs		Negotiate and Obtain Licenses, Schedule Deployment, Impliment, Troubleshoot issue and maintain	Sep. 1, 2014	Jun. 30, 2015	Will have to hold until after Windows Server 2012 upgrade has been implimented
	Environment: No. 5 Improved communications and infrastructure	5	Enhance Antivirus Solution to block all forms of Viruses, Trojans, Spam and Malware	No. of Clients with updated virus definitions	Average level of System Protection		Identify issue affecting current Norton End Point system. Research other more affordable alternatives, if necessary Negotiate and obtain licenses, Train, Impliment and Maintain	Jan. 14, 2014	Mar. 28, 2014	Currently Virus Definitions are out of date
	Environment: No. 5 Improved communications and infrastructure	6	Upgrade Lotus Traveler for use with new Government issued cellular phones, and extend Encryption to External outbound and incoming mail	No. of issued Cell phones making use of the Traveler Server; No. of users making use of Encryption Services	Average level of User Satisfaction		Finalize Technical support from B-Line Solutions, Upgrade existing Server O/S from Server 2003 to Server 2008, Upgrade Traveler Software, Test and Maintain, Impliment Encryption for External bound mail	Jan. 17, 2014	Jan. 25, 2014	Aretha & Alicia to work along with B-Line Solutions
	Environment: No. 5 Improved communications and infrastructure	7	Continue implementation of DOCOVA Enterprise Content Management System Target: Premier's Office, Governor's Office, Internal Audit, HR Department, Cabinet Office	No. of Standard and Custom software deployed, maintained and managed	Average level of User Satisfaction		Upgrade to V4, Develop solution for HR, Impliment, Train and Maintain, set up other Departments within defined timeframes	Feb. 3, 2014	Dec. 31, 2014	Section should develop target timeframes for each Department, work towards achieving those goals. Scanners already purchased
	Environment: No. 5 Improved communications and infrastructure	8	Develop and implement an Archive Solution of electronic data based on the Records Management Act	No. of data files/records moved through Archive process.	Average amount of available Data Storage Capacity		Review ARM Act, Research viable solution, work with departments to act on aged and duplicate documents in accordance to the Act, move relevant records to Archive storage	Jun. 1, 2-14	Dec. 31, 2014	Can be incorporated in the Storage portion of the Virtualization project
	Direction/Governance: No. 7 A reformed Public Sector	9	Build out Phase 1 (Content) of Central Government Web Portal to meet established Target Deadlines of the e-Government Initiative	No. of Government Services information accessible on-line	Average level of Customer Satisfaction		Have Departments vet collected data, develop prioritize of Website development, create Project Plan and Team, Initial cycle of Development, Testing, Loading Content, Training in preparation for Launch	Feb. 1, 2014	Aug. 31, 2014	This project depends on what direction the assigned representative has regarding the development of the Website
	Direction/Governance: No. 7 A reformed Public Sector	10	Assist Civil Registry and Passport Department in the Upgrade and change over of Passport System	No. of Local Passports processed using the new system	Use of Modern Technology		Participate in Technical Meetings with Vendor, provide Technical answers and support towards implimentation.			

Department of Information Technology
MINISTRY OF FINANCE
2014 Organizational Objectives / Targets

KEY:

 Information System Services	 Planning & Quality Control
 Computing & Communication	 Administration
 Technical Support Services	

Strategic Goals	Direction/Governance	Priority	Description	Key Performance Indicators	Strategic Objectives	Start Date	End Date	Responsible
	Direction/Governance: No. 7 A reformed Public Sector	11	Convert Tourism Access Database to SQL with Web Interface, so it can be accessed by Social Security and Tourist Board for reporting purposes		Use of Modern Technology to provide access to external agencies			
	Direction/Governance: No. 7 A reformed Public Sector	12	Setup Inventory Module in JDE for use by Departments - PWD, WS, Police, Adina Donovan Home		Use of Modern Technology			
		13	Develop a Registry of People entering and leaving the Territory for the Immigration Status Unit - To Integrate with Customs, Civil Registry and other related agencies					
	Direction/Governance: No. 7 A reformed Public Sector	14	Use of Webcache technology to transmit Treasury Payroll Nacha File	No. of Payroll transactions processed through Web technology	Use of Modern Technology		Correct Issues with File Format, Conduct Test Transmission, Support Go Live schedule	Feb. 1, 2014 Apr. 4, 2014
	Direction/Governance: No. 7 A reformed Public Sector	15	Cleaning of CAC office and Training Room and ground work for renovation in 2015 to address mold problem	No. of mold sightings	Average level of Employee Satisfaction		Obtain and Negotiate quotations from cleaning companies, Contact HR to see if we can get tiles from the hospital project, obtain and negotiate tiling contractors, plan and schedule job	Jan. 15, 2014 Jun. 30, 2015

ONGOING PROGRAMMES:

SECTION LEAD	DESCRIPTION	PURPOSE
Planning & Quality	Implement Storage solution for GIS	To complete installation and configuration of 25TB Buffalo Drive for GIS
Planning & Quality	System/I Drive/Network Audits	To ensure that implementations adhere to established standards
Planning & Quality	Files and Folder Security on I Drive Target: DoIT, MCW, Labour, NRL	To reduce the risk of security related incidents due to un-authorized access
Planning & Quality	Deployment of Netsupport V12	To give users control on remote access to their machine and ability to audit access
Planning & Quality	Upgrade of systems to Office 2010	To keep technology current, within licensing parameters
Planning & Quality	Procedural Guides	To create technical reference documentations
Planning & Quality	On-line Surveys and FAQ	To capture data for analysis and decision making and making information available
Administration	Revive ICT Forum	To increase participation and awareness of the Civil Service in IT initiatives
Administration	Staff Training /Retreat / ICT Forum / Socials	To establish a more professional, knowledgeable and responsive workforce
Administration	Summer Students Work Programme	To give students controlled exposure to the operations with the Information Technology
Administration	Bi-Annual Department Newsletter	To inform and educate government users on Information Technology news
Administration	2013 End Of Year Report	To inform and educate Top Management on Information Technology accomplishments
Technical Support Services	Deployment of SameTime throughout Government	To enable users to host meetings on-line thereby reducing commuting time
Technical Support Services	Job Rotation of Computer Technicians	To increase knowledge of available technology, improve operations and technical
Technical Support Services	Computer Training	To continue raising the level of computer literacy in Standard applications maintained by
Computing & Communications	Wireless Access Strategy	To improve and provide Internet and Web access, performance and security

STATUS UPDATES

Department of Information Technology

MINISTRY OF FINANCE

2014 Organizational Objectives / Targets

KEY:

- Information System Services
- Computing & Communication
- Technical Support Services

- Planning & Quality Control
- Administration

Computing & Communications	Grounding of School Buildings	To minimize impact and downtime caused by lightening and power spikes
Computing & Communications	Provision of Switches for VoIP project	To provide the network infrastructure necessary to facilitate the change of phone
Information System Services	Development of database of NPO - Phase 2	To provide Ministry of Health with a database to record registration of Non-Profit
Information System Services	Upgrade of CAPS iSeries Operating System	To keep technology current and under support
Information System Services	HR module training and Improvement	To follow up with Human Resource Department based on the findings of the
All Sections	System Clean up	To increase security, and maximize system resources, e.g. user accounts, computer
All Sections	Asset Inventory	To keep accurate record of Government assets such as computers, network equipment,