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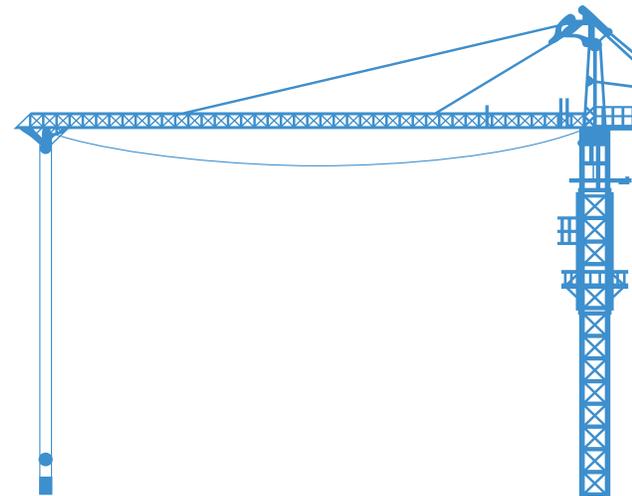
# The SERVER

December 2013 Issue

## Helping You Do I.T. Fresh!

# INTERNET REDESIGN PROJECT

*See details on page 1 and 2*



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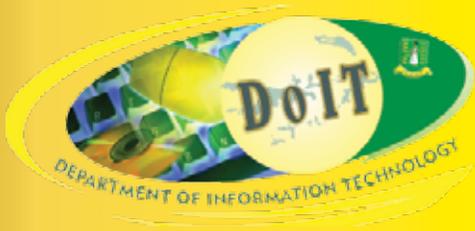
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We would like to extend a heartfelt welcome to the readers of **The Server**.

**The Server** is the official newsletter produced by the Department of Information Technology (DoIT), Ministry of Finance, Government of the Virgin Islands. Each issue covers the full gamut of emerging technologies, invention and innovation – from wireless networks to information systems, handhelds to servers. The staff of DoIT endeavours to show how such technologies work, the steps being taken to implement them and how they will impact each member of the Government of the Virgin Islands.

Our newsletter is one of the mediums used to inform and educate our fellow Public Servants, as well as the BVI Community on the technological advancements of the Government of the Virgin Islands. Each issue will highlight the accomplishments, ongoing projects and updates in technology news.

The Department of Information Technology values the contributions and comments from our readers. Please feel free to contact us at extension 4242 or email us at [DoIT@gov.vg](mailto:DoIT@gov.vg).

### **DoIT Vision**

The staff of the Department of Information Technology will provide a competitive edge to all Government departments and the British Virgin Islands community through the creative use of information technology and services in our strive to be the leader of change in technological advances.

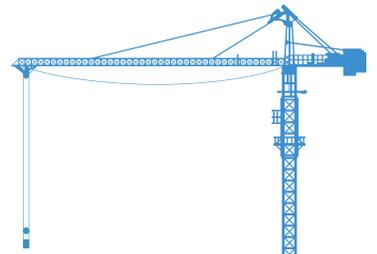
### **DoIT Mission**

Our mission is to ensure value for money (VFM) and standardize Information Technology throughout Government

### **DoIT Sections**

- Administration
- Technical Support Services
- Information Systems Services
- Computing & Communications Services
- Planning & Quality Control
- Data & Security

# **INTERNET REDESIGN PROJECT**



The Department of Information Technology (DoIT) has undertaken a new approach to provide Internet Service for Government Departments. Over the years, numerous complaints have been received from users on their dissatisfaction of the Internet Service performance. Their complaints did not fall on deaf ears, as we have heard the cries of all and tried our best to address the issues that were being faced. Complaints included:

- Slow Internet Service
- Unreliable Service
- Wireless devices not being able to get connection to the Internet

In an effort to improve and address the issues, DoIT embarked on a project to redesign the Internet Service. The objective of the Internet Redesign Project were to address the known complaints, enhance the current infrastructure, provide a more stable and reliable internet connection and to simplify the process of accessing internet.

## **Importance of this Redesign**

The redesign was important to provide the infrastructure necessary to accommodate current and future requirements. As the Government continues to grow, the demands are increased and we have to ensure that the needs of all agencies are being met with regards to technology. This redesign also facilitates the use of personal or Government issued wireless devices such as iPads, iPhones and other smart phones to connect to the Internet through the Government's Network.

## **Benefits**

This redesign has brought many benefits to the department as well as to the end users of the Public Service. Some of these benefits are:

- Improved Redundancy
- Improved Management Capability
- Improved Internet Security
- Accommodation of wireless devices
- Accommodation of guest accounts
- Increased speed/bandwidth
- Simplified access for users, as proxy settings are no longer required for access



# @GOVERNMENT

The Government of the Virgin Islands has embarked on an initiative to improve our level of e-Government services, to further transform the services provided to the public with the use of Information Technology (IT). One may ask, what is e-Government? e-Government is the use of information and communication technology to improve the activities of Public Sector organizations. With the use of these technologies, services provided will be enhanced which will result in increased transparency, greater conveniences to customers, increased revenue, and cost reduction.

## Why e-Government?

The world today is witnessing an extraordinary level of development in this information age, enabling us to take full advantage of the available technologies in the field of Information and Communication. Currently, policies are being developed to meet the requirements of this new era. Throughout the Eastern Caribbean, the B.V.I. Government's hardware and network infrastructure is ahead of other countries in terms of technology advancement. Our focus now is to enhance our software and web presence. In keeping with this and competing with the rest of the world, these initiatives will improve the Government's Services. They will provide the ability for persons to conduct business with the Government from the comfort of their homes and offices, and not require them to be physically present in a particular agency.

## Objective of e-Services

The Government has embarked on this new initiative to improve their services and also to enhance the entire territory in the new technology era. The goals and objectives of

developing e-Services are to:

- Establish an overall centralized portal for the Government
- Provide online services
- Improve operation efficiencies and Customer Service
- Keep the Government of the Virgin Islands on the leading edge of technology
- Decrease data redundancy by interlinking Cross Agencies

## Benefits of e-Services

Transforming to e-Government services will bring vast amount of benefits to the Government. These benefits include, but are not limited to the following:

- No more waiting in line! Persons will have the ability to apply for services online, such as work permits, passports, etc.
- Persons will have the ability to make payments online for services provided.
- The public will have access to a centralized website that will provide information on all Government services.

All Heads of Departments and support personnel were asked for their support and cooperation to meet with DoIT's project team during the period of August to December. During the data gathering exercise information that pertained to services offered by the Government were collected. The next step is to develop a Government Central Portal to make use of the data collected.



# TIPS from ASCII

Oops I can't access the network let me call DoIT! STOP... Before reporting this Problem to DoIT's Help Desk, please take these trouble shooting steps.

The network cable sometimes come loose

Fig. 1



Here is where it connects behind the computer

Fig. 2



## Step 1:

### IDENTIFY YOUR NETWORK CABLE:

Most network cables are usually thick colored cables, thicker than a telephone line connected to the back of the computer. In most cases, the color of the cable is grey or blue, but this can vary. The end of the cable is bigger than that of a telephone line.

## Step 2:

Check to make sure that the network line connected to the computer is properly inserted into the jack on the wall. (Please note that if it is connected, ensure that it is pushed all the way in the slot.) See Figure 1 for an example of a network cable.

## Step 3:

Please ensure that the cable is connected firmly in the ethernet port which is usually located at the back of your computer. If there is activity on your network connection, there may be two orange and green lights flashing where the network cable is connected to your PC. Orange and green represents normal activity. Figure 2 illustrates a network cable connected to the Ethernet port located at the back of a desktop computer.

## Step 4:

If the problem persists, please contact the Department of Information Technology for further assistance.

# UPGRADE of iSeries Operating System

In an effort to keep abreast of new technology, the Operating Systems on the iSeries partitions were upgraded from version 5.4 to 7.1. There are seven iSeries Partitions that are used by the Government of the Virgin Islands and supported by DoIT. These partitions are used for JD Edwards, Lotus Notes, Civil Registry and Passport Office and Customs Information. The Production and Backup partitions for JD Edwards, Lotus Notes and Civil Registry and Passport information have been already upgraded.

The Custom partitions are yet to be upgraded. This is due to the fact that we are awaiting for them to complete testing of their application to ensure it can work in the upgraded environment.

Here are some benefits of IBM 7.1 Operating System running on the iSeries partitions:

- IBM 7.1 Operating System running on the iSeries partitions offers the Government of the Virgin Islands a highly accessible, reliable, secure and virus resistant architecture for running critical business applications, Intranet and email services.
- It also provides storage management, using technology to store the most frequently accessed data to solid state drives for improved input/output application performance.
- The 7.1 Operating System includes enhancements for web application services, relational database management, simplified system management, networking capabilities and transform services for converting Spool Files to Adobe Portable Document Format (PDF), data transfer, encryption for data and additional security administration for user access. It allows the flexibility for integration of various products such as Extensible Markup Language (XML), COBOL, Report Programming Generator (RPG), Structured Query Language (SQL), Microsoft Office Excel spreadsheets and .NET, Open Database Connectivity (ODBC) and Object Linking and Embedding (OLE) database providers.

Based on the optimal performance and high availability of the IBM iSeries partitions and the enhancements included in the 7.1 Operating System, the users will continue to enjoy minimal downtime while utilizing the applications.

## Microsoft Word SHORT CUT KEYS



### Shortcut Keys

- Ctrl + O
- Ctrl + E
- Ctrl + J
- Ctrl + Shift + L
- Ctrl + K
- Ctrl + L
- Ctrl + M
- Ctrl + R
- Ctrl + T

### Description

- Adds or removes 6pts of spacing before a paragraph
- Aligns the line or selected text to the center of the screen
- Aligns the text or graph to justify the screen
- Quickly creates a bullet point
- Inserts a link
- Aligns the line or selected text to the left of the screen
- Indents the paragraph
- Aligns the line or selected text to the right of the screen
- Creates a hanging indent

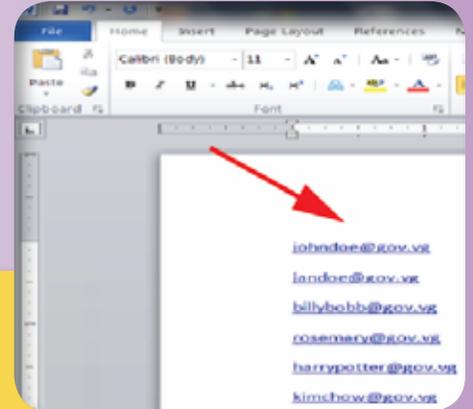


# TIPS FROM TECH-E

TIRED OF SENDING AN EMAIL TO A GROUP OF INDIVIDUALS AND HAVING TO SEARCH FOR EACH INDIVIDUAL'S ADDRESS ONE BY ONE? WHY NOT CREATE A MAILING LIST IN LOTUS NOTES BY FOLLOWING THE STEPS BELOW.

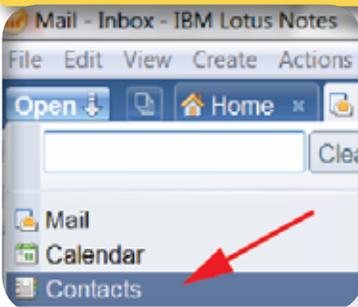
## STEP 1:

If you do not have your mailing list saved, you can create one. However, if you do have it saved, just copy it. (Note: In this example, we used Microsoft Word as shown to the right.)



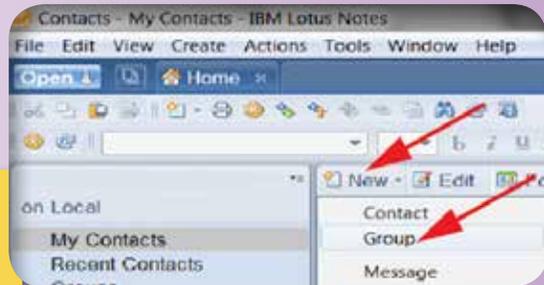
## STEP 2:

Open your Lotus Notes Contacts as shown below



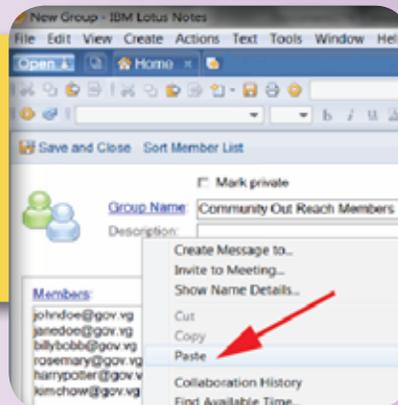
## STEP 3:

Click the New button and choose Group



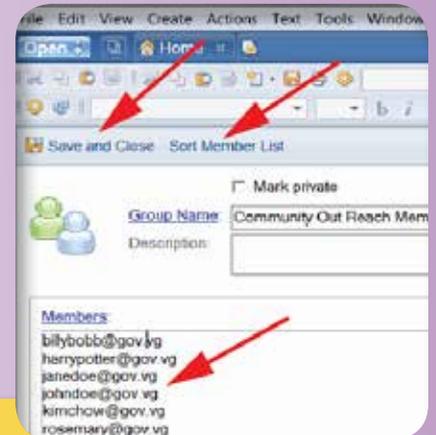
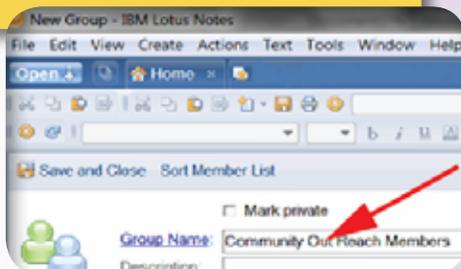
## STEP 4:

Click in the Members field and click the Paste button on the toolbar. The email addresses will be added. (Note: Go through the list and clean up any blank rows and make sure each individual email address is in a separate row as shown to the right)



## STEP 5:

Give the group a name, for example: 'Community Out Reach Members' as shown below.



## STEP 6:

Click the Sort Member Field button to put the addresses in alphabetical order and then click the Save and Close button as shown above.

# DoIT STAFF SPOT LIGHT

## EDUCATIONAL ACCOMPLISHMENTS

The Department of Information Technology (DoIT) would like to feature two of our employees Mrs. Careen Cuffy-Jules and Ms. Riiva Williams. We extend sincerest congratulations to them for their educational achievements in 2013.

### **MRS. CAREEN CUFFY-JULES**

Mrs. Cuffy-Jules, Computer Training Coordinator, received her Diploma in Management from the Chartered Management Institute in June 2013. This diploma only adds to her already attained Associates Degree in Education. She also has certification as a Technical Trainer and training focuses in Microsoft Office, Lotus Notes Application and Computer Techniques.



**Mrs. Careen Cuffy-Jules**  
*Computer Training  
Coordinator receives  
Diploma of Mangement*

### **MS. RIIVA WILLIAMS**

Ms. Williams, who currently holds the post of Clerical Officer III, is also one of our Receptionist/Clerical Officers. She received her Bachelor of Science Degree in Nutrition Science from Kaplan University on July 17th, 2013. Ms. Williams is also currently pursuing her Masters of Science Degree in Business Management with an emphasis in Leadership.



**Ms. Riiva Williams**  
*Font Desk Receptionist/  
Clerical Officer receives  
Bachelor's Degree*

## PROMOTIONS

Mrs. Vickie Andrew, who previously held a post as a Clerical Officer III, in the Administration Section was promoted to Computer Technician II effective September 2013. Mrs. Andrew is currently working with the Technology Support Services Section, and provides technical support to our end users in standardized applications such as Lotus Notes and DOCOVA.

## NEW RECRUITMENT

The Department of Information Technology will like to welcome the officers listed below to the DoIT family :

- Ms. Desirae Farrington – Professional Cadet; held against a Programmer I post and is assigned to the Quality & Planning Section
- Ms. Thema Guishard – Professional Cadet; held against a Programmer I post and is assigned to the Information Systems Services Section

## STAFF DEVELOPMENT

As the Department of Information Technology (DoIT) continues to encourage the staff and provide avenues for professional and personal development, it is with great pleasure to announce that Mr. Akeymo Percival, Computer Technician II has commenced study leave to enhance his educational endeavors. He pursues his Bachelor's Degree in Software Engineering/ Management and Computing Systems Foundation Programme at Bellersby College. Mr. Percival is a part of the Technology Support Services Section within DoIT, where he was the Administrator for Lotus Notes and also provided technical support to end users. We wish him all the best in his endeavors.

## OFFICE SOCIALS

The Department of Information Technology (DoIT) conducted the following office socials:

- Oceans Seven Retreat: On Friday 29th August, 2013, DoIT staff gathered after working hours to attend an office social at Oceans Seven Beach Club, Peter Island. The evening ended with lots of fun, laughter and

lots of good memories that the office can reflect on.

*Please continue on page 9*

# I.T. TIPS

The general rule is not to encourage eating or drinking around your computer. However, in the event of accidental spillage and liquid gets into the keyboard, please do the following:

- Immediately disconnect the keyboard or turn off the computer.
- Turn the keyboard upside down and shake.



- Dry as much as possible with a cloth while the keyboard is still turned upside down.
- Leave it upside down for at least eight hours, until completely dry or overnight.



- Reconnect your keyboard.
- If your keyboard does not function after these steps, please contact the Department of IT to report the issue.

## STAFF DEVELOPMENT

Regular training sessions are conducted on Fridays for the Computer Technicians. These sessions aim to expand the technical knowledge of the technicians and keep them abreast of procedures and steps to take in the occurrence of various technical issues. Thus far, the technicians have received training on the following:-

### COMPUTER TECHNICIAN TRAINING SESSIONS

Type of Training	Section	Subsection	Topic
CompTIA A+ 220-801 Training Videos	Introduction	(None)	Overview
	Hardware	1.11.1: BIOS settings	How to Install BIOS Upgrades Working with Your Computer's BIOS Configuring Your BIOS Settings
CompTIA A+ 220-801 Training Videos	PC Hardware	1.21.2: Motherboard Components	An Overview of Motherboard Types Motherboard Expansion Slots and Bus Speeds Motherboard RAM Slots CPU Sockets Motherboard Chipsets Motherboard Jumpers and Connectors
		1.31.3: RAM	An Overview of Memory Types Understanding PC Memory
		1.41.4: Expansion Cards	Installing and Configuring Expansion Cards
		1.51.5: Storage devices	An Overview of Storage Devices External Storage Device Connection Types Understanding PATA Understanding SATA Understanding SCSI An Overview of RAID
		1.61.6: The CPU	An Overview of CPU Socket Types Understanding CPU Characteristics CPU Cooling Techniques
CompTIA A+ 220-801 Training Videos	Printers	4.1 – Printer Types	Understanding Laser Printers Understanding Inkjet Printers Understanding Thermal Printers Understanding Impact Printers
		4.2 – Installing Printers	Installing and Configuring
		4.3 – Printer Maintenance	Laser Printer Maintenance Thermal Printer Maintenance Impact Printer Maintenance
CompTIA A+ 220-802 Training Videos	Troubleshooting	4.9 – Troubleshooting Printers	Troubleshooting Printer Problems Printer Troubleshooting Tools
CompTIA A+ 220-801 Training Videos	PC Hardware	1.11.7: Interfaces	Computer Interface Speeds and Distances
		1.11.8: Computer Power	1.1PC Power Connections Computer Power Specifications
		1.21.10: Display Devices	An Overview of Display Device Types Display Specifications

# GETTING ONBOARD WITH DOCOVA



The Department of Information Technology (DoIT) recently completed the implementation of DOCOVA in the Ministry of Finance & Training Division departments to assist them with managing their paper-based correspondences electronically. Prior to DOCOVA, client documentation and correspondences were managed using a mix-mash system of paper-based file cabinets, shared network drives and various Lotus Notes email databases. Some electronic information was printed and stored inside a client folder; other information was stored on a shared network drive. DOCOVA document management system has all the capabilities and features suitable for records and content management and it is the goal of our department to implement this platform throughout all Government agencies. This system provides a vast amount of features such as:

- Limited use of paper via electronic workflow
- Ease of access of folders
- Ability to create/edit documents within DOCOVA
- Ability to create file templates
- Integration with Microsoft productivity tools
- Integration with Lotus Notes
- Security

Implementation of this new and IMPROVED filing system continues with the Governor's Office, Premiers Office, Deputy Governor's Office and Ministry of Health & Social Development. The DOCOVA Implementation team will meet with these departments to present the application and discuss the mail routing with their department. Based on the feedback provided, we will then tailor the mail routing so that those departments can harness the benefits that this application can bring to their department.

## Enhancements to Docova

Beyond just file sharing, DOCOVA's latest release version 4.0.0 improves content and document share ability and access to business information through mobile enhancements, along with several user experience upgrades. It quickly allows you to get a handle on your processes by easily configuring features like multilevel, multi-function workflow, version control, social features, and desktop integration to applications like Microsoft Office, and IBM Lotus Notes.

This new release also offers access to your business documents, content and records from anywhere, on any device: PC, tablet (iPad, Android, etc), or mobile on Android, Blackberry, iOS and Windows.

Here are some of the new and improved features:

- Tabbed Interface
- File Syncing
- Mobile Interface
- Export Folders/Sub Folders
- Ability to Forward Documents
- Ability to open a document in edit mode
- Combine Documents
- Attachment Recovery

To find out more about this application and its fit within your department, please feel free to contact the Department of Information Technology at Ext 4242.

# The Effective Executive

## **What does everyone expect from you? What do you expect from yourself?**

Today's competitive environment demands more from office support personnel than ever before. Secretaries, Executive Officers, Administrative Officers, Clerical Officers, and Administrative Assistants are professionals who need a sophisticated set of skills to meet their daily challenges. They are expected to:

- Communicate with people from every level of the organization whether by phone, e-mail, memo, or in person.
- Juggle multiple priorities and demands with a packed schedule and tight timing, all the while staying cool, collected, and organized.
- Stay on top of everything despite unforeseen changes, difficult people, conflicts, and problems.

Sounds challenging? Unquestionably, it is. That is why this course was designed to help Administrative Personnel be more effective in their job, in light of increased demands and pressure. The goal of this training workshop is to help develop the success and survival skills, that make the difference between "just getting the job done" and being "truly exceptional" at what you do. This course was designed with you in mind, offering a unique opportunity, of keeping the boss organized, on time, and on track. This is often a challenge, especially when you are not in charge.

Through this training program, participants will learn how to run a stellar office and stay in control, no matter how hectic the day gets. Additionally, they will discover how to build personal credibility, say "no" without closing doors, use techniques for better listening, deal with difficult people, handle negative situations, to name a few. Skill practice exercises are interactive and allow participants to practice what they have learnt in a fun, high-energy environment.

As part of the course, topics will cover aspects of Lotus Notes, Power Point, Microsoft Word and Excel 2010 applications. These applications offer solutions for better and faster ways to create professional looking documents, communicate efficiently, and analyze data for decision making.

Topics in Excel will also cover using Pivot Tables, Pivot Charts and performing What-If-Analysis. The analytical tools in Excel, allow you to summarize data and test how various options affect data. Using PivotTables, conditional logic, scenarios, and What-If-Analysis, you can make predictions and solve complex problems. This lesson also covers modifying text formatting and text content with formulas, using the Solver tool, and creating database functions—all of which will enable you to effectively analyze your excel data.

Persons with working knowledge of the Microsoft Word 2007 and 2010 will be able to focus on key areas such as formatting and editing reports, memorandums, letters, emails and other types of correspondences. Other

reporting features that will be covered are working with Table of Contents, Authorities, Figures and Indices, Inserting and Modifying Objects and other advanced features.

Lotus Notes is the Government's official communication tool. Therefore, learning all of the tips and tricks to use the program to its fullest capabilities is very beneficial. Some areas that will be covered are:

- Scheduling meetings and appointments using the Calendar
- Taking and delivering Phone Messages
- Setting Appointments
- Assigning and delegating tasks to individuals/teams using the "To Do" feature
- Setting Due dates and Reminders

Using Microsoft Power Point 2010 will help you to learn how to create and modify text boxes, tables, and chart elements to make your presentation more attractive and interesting. Using Quick Styles and SmartArt diagrams can also help add variety to your presentations and to highlight important information.

The Effective Executive is the ideal training program for those needing to improve their administrative skills or those looking for the extra business edge. Throughout the day, you will have the opportunity to meet and network with individuals who really understand what you do ... because they do it, too.

### **Who Should Attend:**

The Course for the Effective Executive is for professionals who want to:

- Be fair and professional as they juggle multiple tasks, multiple supervisors/ bosses, and conflicting responsibilities.
- Write better business communications — the kind of clear, compelling writing that gets read, acted on, and remembered!
- Stay in control during stressful situations and keep their cool, no matter what.
- Develop their leadership qualities and win the support and respect of others.

This incredible training event brings locally recognized speakers and workshop leaders together, to create an unprecedented opportunity for you to learn and grow professionally. After attending this course, you'll return to your job renewed, energized, and brimming with fresh ideas and strategies that will make an immediate difference in your performance, attitude, and productivity.

The Effective Executive training course is a joint collaboration between the Training Division and the Department of Information Technology. Seats are limited, therefore reserve your spot today.



# How to secure your emails and protect your privacy with a simple CLICK...

Using Lotus Notes Protector for Mail Encryption

Effective January 2014, it is the goal of the Department of Information Technology (DoIT) to implement the Lotus Protector software appliance throughout all Government agencies. Although Lotus Notes has the ability to encrypt mail routed internally (from one Lotus Notes address to another Lotus Notes address), there was a deficiency in mail that was being routed from Lotus Notes to external mail services, such as hotmail, gmail, yahoo and others.

In conducting day-to-day business, we need to be really careful when clicking SEND to an internet bound address. Every email that is sent to and from you is like an open book. Its content is open for anybody to read, unless, of course, you ENCRYPT IT. As such, we are taking this step to ensure that data privacy & security is extended to cover mail that is sent outside of the government domain.

Encrypting your email messages will keep unknown sources from intercepting and reading your private communications so that only the intended recipient will be able to decipher the message. It makes the information unreadable - in essence, useless. The way typical email encryption works is that you have two (2) keys: a private key and a public key. The Private Key, which is used for decryption is kept secret on your computer and the Public Key, which is used for encryption is given to any person who wants to send encrypted mail to you. Using the door analogy, even if the door is locked and the thief comes in through the window, encryption is like creating a mirage, so all the things in your home look like they are in a super uncrackable safe.

## Sending Public-key Encrypted Mail

As you send a mail, the Lotus Protector encryption program uses your public key in combination with your private key to encipher the message.

## Receiving Public-key Encrypted Mail

When you receive an encrypted message, it will need to be deciphered. Decryption of a message enciphered with a public key can only be done with the matching

private key. This is why the two keys form a pair, and it is also why it is so important to keep the private key safe and to make sure it never gets into the wrong hands.

With the implementation of Lotus Protector for Mail Encryption, this software appliance takes the frustration and management out of the email encryption process for the users and offers end-to-end security for outbound emails. Any email requiring encryption and/or digital signatures, is handled in a way that is transparent to both end users that are involved in the transaction.

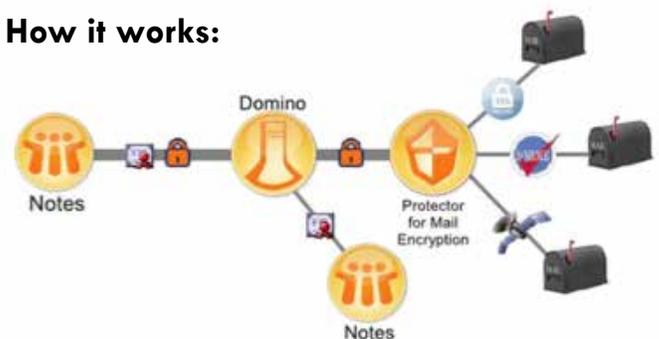
Lotus Protector is designed to work with the encryption built into Lotus Notes. By default, Notes native encryption will be preferred, so that if a message can be encrypted by Notes, it will be. However, if Notes cannot encrypt a message which needs to be secured, Lotus Protector will automatically encrypt the message for you. This also extends to the users of the Lotus Traveler application on their mobile devices.

### Benefits of using Lotus Protector

- It extends Notes encryption to the Internet
- It secures e-mail using the most seamless encryption available for a given recipient
- It provides options to recipient for preferred method of communication
- It ensures content in transit is not intercepted or modified

It is important to note that you should consider encrypting your email communications, not just the confidential or sensitive ones. The pro of strong encryption is that extra protection.

### How it works:





# Congratulations

The Director and staff of the Department of Information Technology (DoIT) would like to congratulate the following officers for completing the Manage Your Data Like Never Before - Microsoft Excel 2010 Advanced, Creating Professional Looking Documents in Word 2010 Advanced, The Powerful Presenter, The Effective Executive and Mastering Publisher Training sessions between August – December 2013.

## Creating Professional Looking Documents

July 24th - 26th

<b>Kim Russell-Romney</b>	Supreme Court/Dpp
<b>Felicia Jardine</b>	Director of Public Prosecutions
<b>Rozina Gumbs</b>	Conservation & Fisheries Department
<b>Aislinn Amory</b>	Ministry of Health & Social Development
<b>Queyanna Guishard</b>	Royal Virgin Islands Police Force
<b>Sharon Jennings</b>	Elections Office
<b>Liselin Frazer</b>	Virgin Islands Shipping Registry

## Microsoft Excel 2010 Advance August 12th-14th

<b>Kim Russell- Romney</b>	Supreme Court/Dpp
<b>Felicia Jardine</b>	Director of Public Prosecutions
<b>Rozina Gumbs</b>	Conservation & Fisheries Department
<b>Aislinn Amory</b>	Ministry of Health & Social Development
<b>Queyanna Guishard</b>	Royal Virgin Islands Police Force
<b>Sharon Jennings</b>	Elections Office

## Microsoft Word 2010 Advance September 2nd-4th

<b>Lorna Donovan</b>	Department of Human Resources
<b>Rozina Gumbs</b>	Conservation & Fisheries Department
<b>Yocasta Glasco</b>	Ministry of Health & Social Development
<b>Harriett Anderson</b>	Ministry of Health & Social Development
<b>Wendell Ballantyne</b>	Royal Virgin Islands Police Force
<b>Laura Smith</b>	Virgin Islands Shipping Registry
<b>Yvette Faulkner-Grant</b>	Deputy Governor's Office
<b>Jennelle Thompson</b>	Taxi & Livery

## Microsoft Excel 2010 Advance September 16th-18th

<b>Jennelle Thompson</b>	Taxi & Livery Commission
<b>Olva McKenzie</b>	Law Reform Commission
<b>Lenell Stevens Sr.</b>	Civil Registry & Passport Office
<b>Nakesha Thomas</b>	Public Works Department
<b>Argel Horton</b>	Conservation & Fisheries Department
<b>Liselin Frazer</b>	Virgin Islands Shipping Registry
<b>Yvette Faulkner-Grant</b>	Deputy Governor's Office
<b>Lorna Donovan</b>	Department of Human Resources
<b>Wanda Walters</b>	Ministry of Health & Social Development
<b>Laura Smith</b>	Virgin Islands Shipping Registry
<b>Sandra McMaster</b>	Ministry of Health & Social Development
<b>Sandra Ambrose</b>	Conservation & Fisheries Department

## The Powerful Presenter October 7th - 9th

<b>Yvette Faulkner-Grant</b>	Deputy Governor's Office
<b>Lorna Donovan</b>	Department of Human Resources
<b>Kim Russell-Romney</b>	Office of the Director of Public Prosecution
<b>Barbara Pickering</b>	Project Support Services Unit
<b>Olva McKenzie</b>	Law Reform Commission
<b>Lorna Donovan</b>	Department of Human Resources
<b>Althea Guishard</b>	Ministry of Health & Social Development

## Mastering Publisher October 14th- 16th

<b>Yvette Faulkner-Grant</b>	Deputy Governor's Office
<b>Lorna Donovan</b>	Department of Human Resources
<b>Kim Russell-Romney</b>	Office of the Director of Public Prosecution
<b>Barbara Pickering</b>	Project Support Services Unit
<b>Olva McKenzie</b>	Law Reform Commission
<b>Althea Guishard</b>	Ministry of Health

## Effective Executive December 2nd - 4th

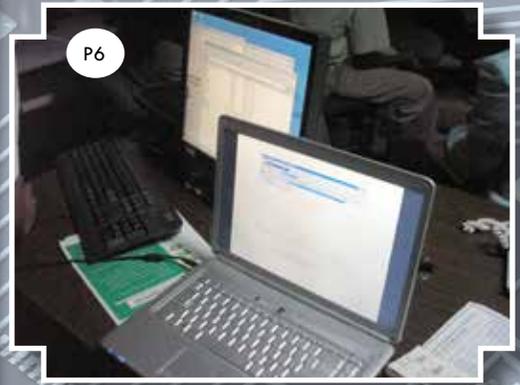
<b>Beneida Blyden</b>	Ministry of Finance
<b>Sade Fonseca</b>	Ministry of Finance
<b>Diana Percell-Gumbs</b>	Ministry of Finance
<b>Vinnice Harrigan</b>	Ministry of Finance
<b>Darlene Lettsume</b>	Agriculture Department
<b>Tia Simmonds</b>	B.V.I. Health Services
<b>Sharie-Anna Stapleton</b>	Survey Department
<b>Felicia Jardine</b>	Office of the Director of Public Prosecution
<b>Kim Russell-Romney</b>	Office of the Director of Public Prosecution
<b>Che'Vaunne Richardson</b>	Department of Information Technology
<b>Jennelle Thompson</b>	Taxi and Livery Commission
<b>Jennifer Flemming</b>	Archive Department
<b>Latoya Scatliffe</b>	Electrical Inspection Unit
<b>Sylvia Faulkner</b>	Agriculture Department

# CYBER SHOTS

## I.T. TRAINING HIGHLIGHTS

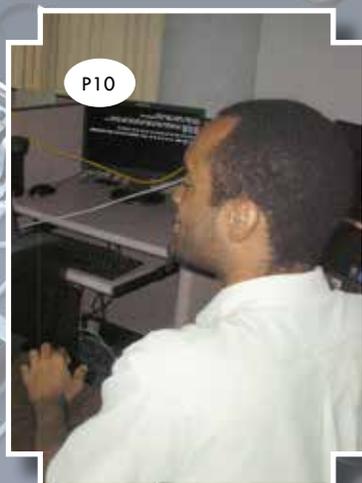


Technician Mr. Ludwell Archer conducting a computer training session on **Symantec Ghost Casting** (a computer program used to deploy *an image* of application softwares to several identical windows workstations over a network) *P1-P6, P10*





Computer Training Coordinator, Mrs Careen Cuffy-Jules completing the **Microsoft Word 2010 Advance** and **Microsoft Excel 2010 Advance** computer training session. P7-P9, P11, P12

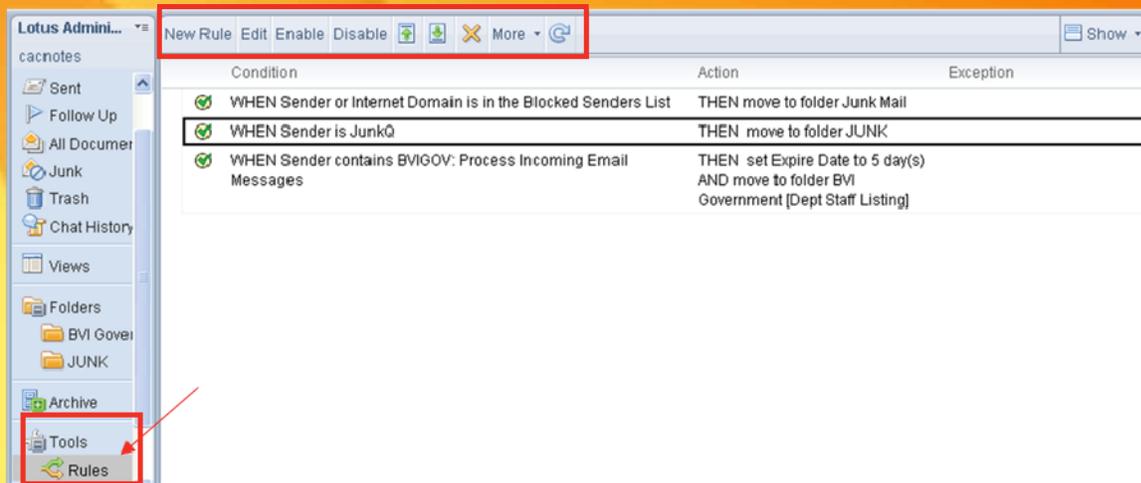




# HOW CAN YOU FILTER INCOMING MAIL IN YOUR LOTUS NOTES MAILBOX?

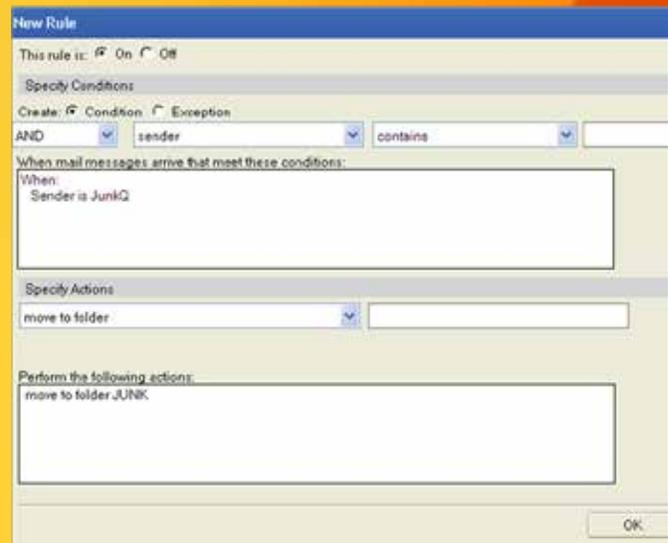
The Lotus Notes application allows you to set up mail rules to act automatically on new messages you receive that meet certain conditions. For example, you could create a rule that checks for messages from a certain sender or that contain a certain subject and have Notes automatically move the messages to a certain folder.

When you look at the Rules folder in your mailbox, you will see a list of all your current rules. You can go there to add new rules as well as work on the ones you have created. For example, you can edit rules, change their order so that one rule has priority over another, turn them off when you do not want to use them, or delete them entirely.



## To create a new rule:

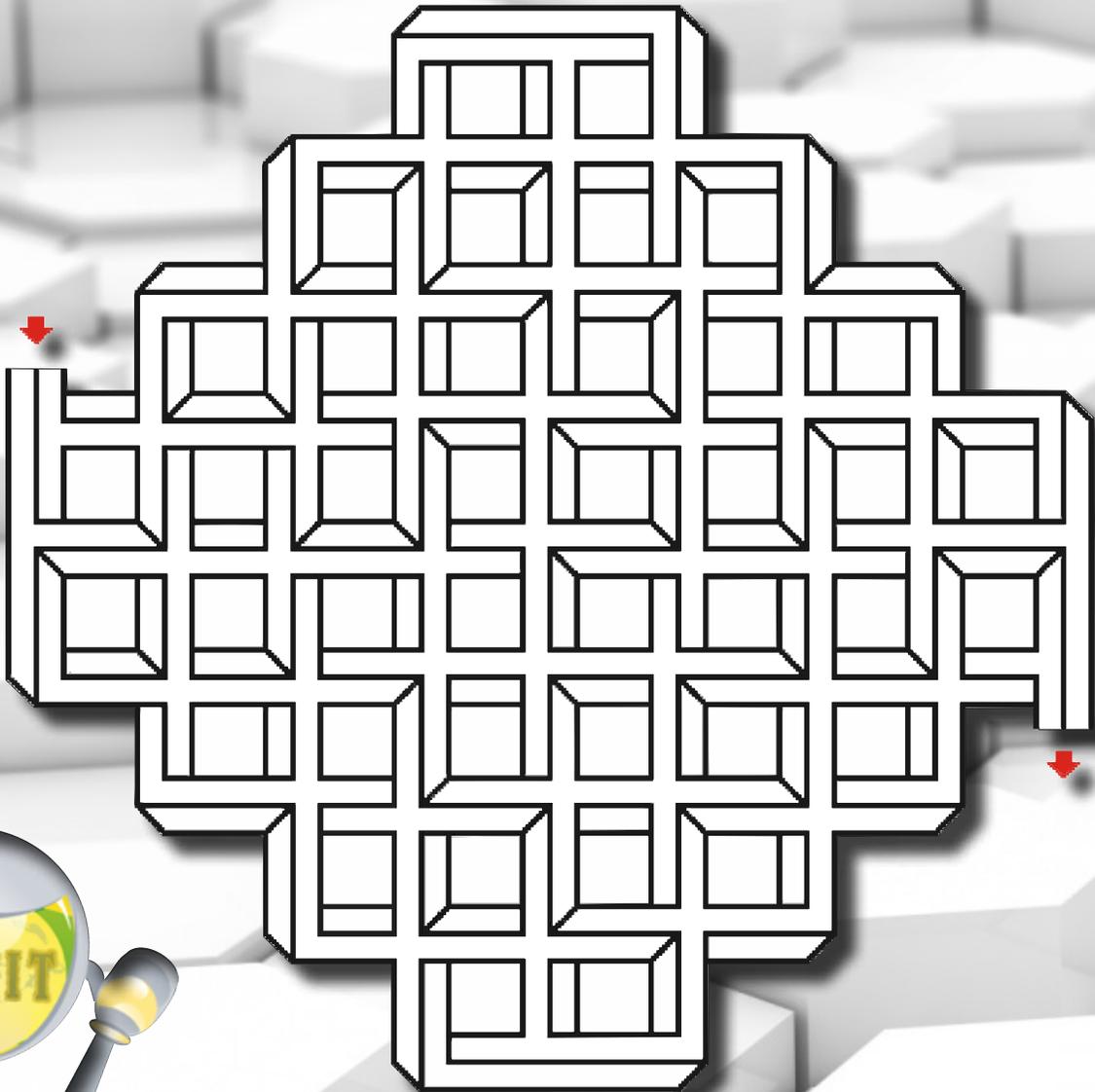
1. Open your mail and click Tools - Rules.
2. Click New Rule button.
3. Under Specify Conditions, select a part of messages to check (such as "sender" or "subject"), select a state (such as "contains" or "is"), and type the criteria to check for (such as the name of a certain person or a certain word).
4. For example, you could select "sender," select "is," and type JunkQ to filter all messages sent to you by JunkQ. Or you could select "Size (in bytes)," select "is greater than," and type 2000 to filter all messages sent to you that are greater than 2000 bytes.
5. Click Add.
6. Under Specify Actions, select "move to folder," "copy to folder," "change importance to," or "delete."
7. If you selected "move to folder" or "copy to folder," click "Choose Folder" and select a folder. If you selected "change importance to," select an importance level.



8. Click Add Action.
9. Click OK.

# IMPOSSIBLE WAFFLE

Can you help Tech-E solve the Impossible Waffle?



# *2014 New Year's Greetings*

The Management and Staff of the Department of Information Technology extends this New Year's greeting to all Government Users. Let's welcome the New Year while embracing the New Technologies of the future.

