

PACNOG II – ITCS FUNCTIONS & RESPONSIBILITIES



Information Technology and Computing Services

Service Excellence by Government
Through The Use of ICT





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ITCS - Overview

- ▶ Started in 1960s as the Electronic Data Processing (EDP) Section of the Fijian Government.
- ▶ Housed applications for local banks, utilities, telcos and Government agencies.
- ▶ Has managed and operated the main Fijian Government private computer network since inception.
- ▶ Provided ICT services to Government Agencies with 53 staff for over 40 years



ITCS - Functions

- ▶ Management of Computer, Data and IP Based Voice Network
- ▶ Management of Government Wide Microsoft Software License Agreement since 2000
- ▶ Implementer of e-Government Programme
- ▶ Vetting of Government ICT Recruitment
- ▶ Assist in Government ICT initiatives
- ▶ Provide Basic ICT Consultancy and Support
- ▶ Management of Government IPv4 & IPv6 Addressing Quota



ITCS – Functions (cont'd)

- ▶ Monitor ICT resource usage (Applications, Computers, Software, Internet & Email)
- ▶ Ensure reliability, security and availability of ITC connectivity, access to common services, hosting, data storage & hosting, end user devices and advice
- ▶ Management of .GOV.FJ domain name space
- ▶ Provide centralised contact center services via the toll free 132-777



ITCS – Network Coverage

- ▶ VSAT – Rural Schools
- ▶ Leaseline – TFL
- ▶ Fiber network
 - ITC owned
 - TFL leased
- ▶ MPLS – IPVPN
- ▶ Wireless



ITCS - Assets

- ▶ 18-site private satellite data network
- ▶ 40+ Private data and voice network circuits connecting Government agencies in small towns and cities on Viti Levu and Vanua Levu.
- ▶ Selected locations on Taveuni, Kadavu, Ovalau, Rabi and Rotuma
- ▶ 5,000+ end user computers, 150+ Servers, 20+websites, 14+ applications
- ▶ 3 Server rooms and 1 Data Centre
- ▶ More than \$FJ 5 million worth of software licenses
- ▶ 50+ support staff based in Suva, Lautoka and Labasa.



ITCS - Challenges

- ▶ High staff turnover
- ▶ Inability to attract qualified and experienced personnel
- ▶ User base and needs are expanding faster than what the infrastructure and services can support
- ▶ Increasing compliance costs (security, hardware, licensing, high speed connectivity, storage, data retention laws)
- ▶ Funding
- ▶ Lack of ownership on infrastructure.



ITCS - Strategies

- ▶ Continuing Education & Up-skilling
- ▶ Professional Certification Plans – Tier 3 Data Centre, ITIL v3 and ISO 9001:2008, ISO 27000
- ▶ Organisational Infrastructure
- ▶ Sustainable Commercial Model
- ▶ Private-Public Partnership
- ▶ Continuous Improvement of Current Services



Questions?

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