



2014 ANNUAL REPORT

OFFICE OF THE
GOVERNMENT
CIO





Welcome from CIO!



Welcome to our third Annual Report! Our first annual report was compiled while we were under the Ministry of Finance and Economic Management. This Annual Report is the second report by the Office of the Government Chief Information Officer (OGCIO), under the Ministry of the Prime Minister and as such represents a major milestone in the development of the Office.

OGCIO has achieved a number of important goals and achieved many of its objectives, as described later in this Report. The year 2014 was an interesting and exciting year since the OGCIO leapt from infancy to young adulthood and most especially it is the year when Vanuatu connects and enjoys the fast submarine cable that landed in Vanuatu.

OGCIO has two main foci: First, to use ICTs (information and communications technologies) to efficiently and effectively achieve an educated, healthy and wealthy Vanuatu. Second, to lead the iGov Initiative, (the Integrated Government Initiative), which uses world-class e-government solutions and ICTs to bring better service delivery methods to all ministries and agencies, and ultimately to Vanuatu's residents and businesses.

Both of these areas are well underway, and we believe they will lead to a better Vanuatu, with a more responsive, citizen-focused government, and a population that is better off in many ways.

This report will cover OGCIO achievements that the Office of the Government CIO has achieved over the last 12 months. The report has the following sections, as required and specified by the Prime Minister's Office:

- Chief Information Officer's Statement of Responsibility
- Corporate Structure
- Organizational Vision, Mission, Vision, and Objectives
- Objectives and Achievements
- Summary of Progress Reports
- Human Resources
- Financial Statements for 2013
- Other Issues
- Annex

These are presented below. Thanks for reading our Annual Report. We invite you to keep current with our activities by examining the OGCIO website (<http://www.ogcio.gov.vu>), and we especially invite your comments and feedback on our operations and vision.

We hope your 2015 is as exciting for you as it was for us!

Fred Samuel
Chief Information Officer

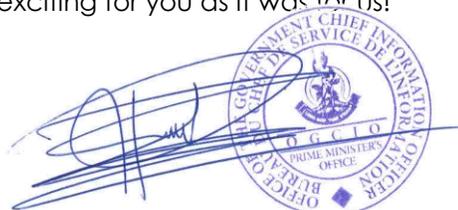




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Abbreviations

AC	Air Condition
AD	Active Directory
AP	Access Point
APNIC	Asia Pacific Network Information Centre
BTU	British Terminal Unit
CAPEX	Capital Expenditure
CERT	Computer Emergency Response Team
CIRT	Computer Incident Response Team
CNS	Computer & Network Services
CMS	Courts Management System
COM	Council of Ministers
COP	Child Online Protection
CPWG	Child Protection Working Group
CS-DRMS	Commonwealth Secretariat – Debt and Records Management System
CTB	Central Tender Board
CTO	Commonwealth Telecommunications Organisation
DC	Data Centre
DNN	DotNetNuke
DoL	Department of Lands
DOPTS	Diplomatic and Official Passport Tracking System
DTS	Document Tracking System
FMIS	Financial Management Information System
GBN	Government Broadband Network
GRC	Grant Review Committee
HP	Hewlett-Packard
HR	Human Resource
HRMIS	Human Resource Management Information System
ICT	Information & Communication Technology
i-Gov	Integrated Government
IMPACT	International Multilateral Partnership Against Cyber Threats
IMSVa	InterScan Messaging Security Virtual Appliance
IP	Internet Protocol address
IPSec	Internet Protocol Security
IT	Information Technology
ITU	International Telecommunications Union
L & J	Law & Justice
LTO	Linear Tape-Open
MALFFB	Ministry of Agriculture, Livestock, Fisheries, Forestry & Biosecurity
M-Gov	Mobile Governance
MoET	Ministry of Education and Training
MoH	Ministry of Health
MoJCS	Ministry of Justice and Community Services
MSA	Modular SAN Array
MSSQL	Microsoft SQL
MW	Microwave
NAO	National Audit Office
NCSP	National Cyber Security Policy
NDMO	National Disaster Management Office
NEC	Nippon Electric Company



NERG	National Emergency Response Group
NIDC	National ICT Development Committee
NIP	National ICT Policy
OGCIO	Office of the Government Chief Information officer
PITA	Pacific Islands Telecommunication Association
PCH	Publishers Clearing House
PM	Prime Minister
PPO	Public Prosecutions Office
PR	Public Relations
PSC	Public Service Commission
PSO	Public Solicitor's Office
PTC	Pacific Telecommunication Council
PWD	Public Works Department
SAN	Storage Area Network
SCCM	System Center Configuration Manager
KHT	Klem's Hill Tower
SDC	Sub Data Centre
SIDS	Small Islands Developing States
SLO	State Law Office
SMS	Short Message Service
SMSC	Short Message Service Centre
SOE	Standard Operating Environment
SPE	South Pacific Electrics
SPO	State Prosecution Office
SQL	Structure Query Language
SSL	Secure Socket Layer
TA	Technical Adviser
TAG	Technical Advisory Group
TOR	Terms of Reference
TRR	Telecommunication and Radiocommunication Regulator
TVL	Telecom Vanuatu Limited
UAP	Universal Access Policy
UPS	Uninterruptible Power Supply
USB	Universal Serial Bus
USP	University of the South Pacific
VIPA	Vanuatu Investment Promotion Authority
VIX	Vanuatu Internet Exchange
VM	Virtual Machine
VoIP	Voice over Internet Protocol
VPN	Virtual Private Network
VSAT	Very Small Aperture Terminal
WAP	Wireless Access Point
WB	World Bank
XP	The "XP" in Windows XP – stands for e X perience



Chief Information Officer's Statement of Responsibility

The Chief Information Officer, Mr. Fred Samuel, head of the OGCIO is responsible for this Annual Report and its included financial and other statements.

Corporate Structure

The PSC approved organizational structure of the OGCIO is presented below.

OGCIO Organizational Chart¹

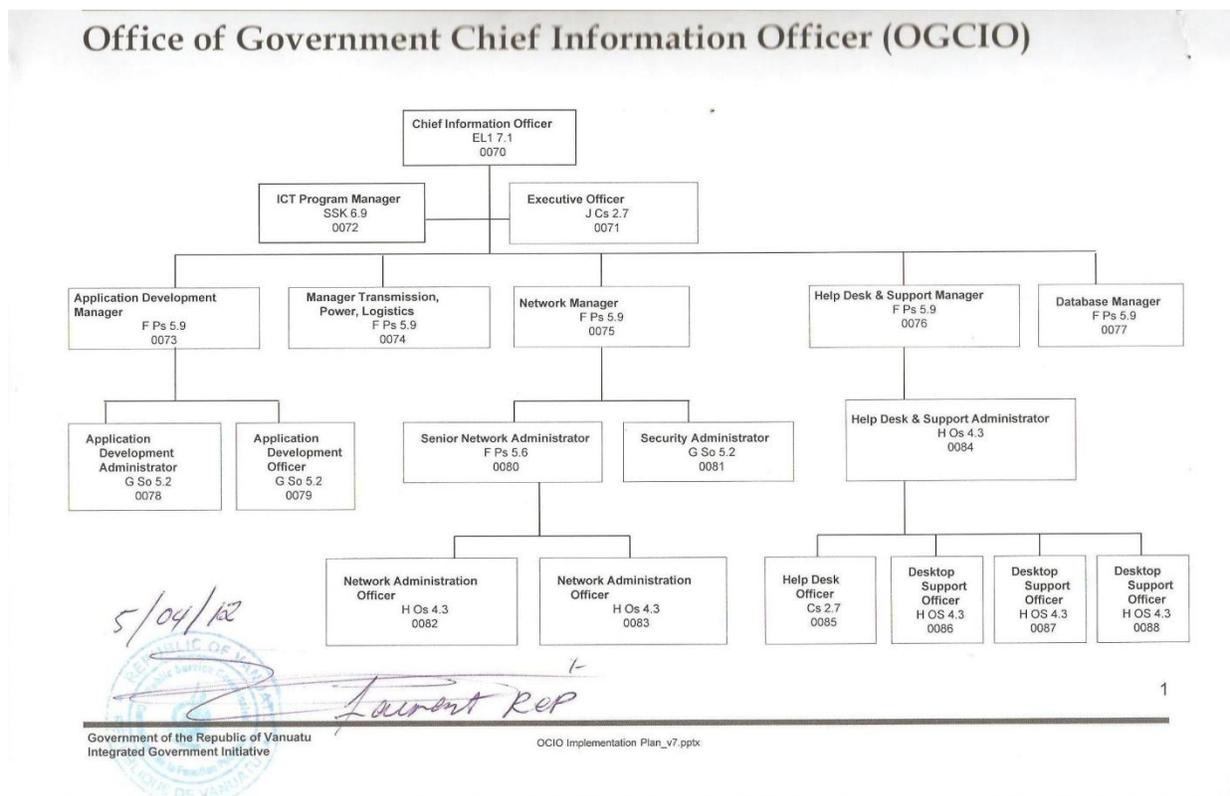


Figure 1: OGCIO 2012 Organizational Chart

¹ Approved and signed by PSC as of 5/4/2012. On 1 January 2013, OGCIO moved from MFEM to PMO. Also note that PSC approved four (4) additional permanent positions for OGCIO, namely, Security Administrator, Assistance Help Desk Officer, Desktop Support Officer and Help Desk Officer.



Corporate Overview

In this section, we report on the vision, mission, values and objectives of the Office of the Government CIO.

Motto of the OGCIO

ICT Blong Everywan!

Vision Statement of the OGCIO

High quality, high speed, highly useful, efficient, effective and affordable information and communication technology (ICT) tools for all Vanuatu residents, public servants and businesses, as a key enabler of good governance, and of the sustainable and inclusive economic and social development of Vanuatu.

Mission Statement of the OGCIO

The mission of the OGCIO is to:

- Lead and coordinate the Government's efforts to maximize contribution, efficiency and effectiveness of information and communication technology tools in achieving the national vision of an "Educated, Healthy and Wealthy Vanuatu."
- Lead and coordinate the effort to maximize the penetration of ICTs in society, government and business.
- Transform government service delivery where-ever feasible to be web-enabled, citizen-oriented, useful, rapid and accessible 24/7/365.
- Move up the various stages of the internationally-recognized e-government development sequence as rapidly as possible, to ultimately achieve seamless, integrated government service delivery.
- Lead and provide policy and strategy support to the iGov (integrated government) Initiative, coordinating efforts across all agency boundaries and at all levels, including for iGov budgeting and expenditures.
- Manage and standardize the government's network and ICT resources in a professional, customer-oriented and efficient manner.

Our Values

The figure below shows the OGCIO values and principles, and how they intersect and build to create good governance and transparency, the core values for our organization.

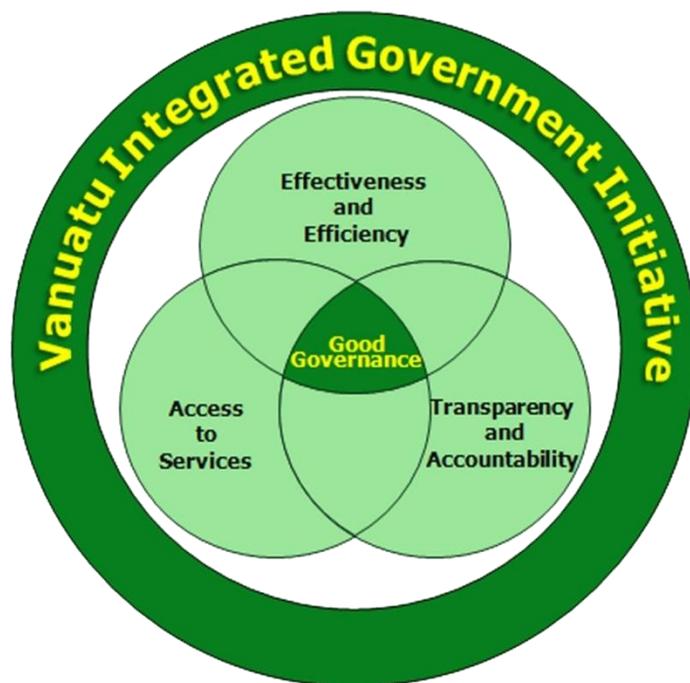


Figure 2: iGov initiative focuses on Good Governance for Vanuatu

For the specific objectives of the OGCIO, see the next section.

Objectives and Achievements

The objectives of the OGCIO are spelled out in three relevant CoM decisions, namely:

- Council of Ministers Decision 6/2006 – “Information Systems Infrastructure and Service Management Strategy”.
- Council of Ministers Decision 7/2008 – “Vanuatu e-Government Project”.
- Council of Ministers Decision 109/2011 - “Transforming Government Service Delivery – Vanuatu Integrated Government Initiative 2011-2013”.

We have reported the achievements of OGCIO verses these objectives in our 2012 and 2013 annual report (which are available on our website, <http://www.ogcio.gov.vu>). We feel that it is worthwhile mentioning these CoM decision as they are important to what OGCIO is today.

Below we will report on individual national ICT development policies – namely NIP, UAP and NCSP and the activities within the iGov Initiative. The report will outline only the major achievements and challenges. The details are available in the monthly reports which OGCIO produced every month through a 12 month period.



National ICT Development

National ICT Policy

Status Briefing

2014 has been another successful year for the National ICT policy development within OGCIO.

On May 16, 2014 the National ICT Policy was launched by the new Prime Minister in his first major policy speech. This Policy had been adopted by the COM in November 2013. This event marked a major success. This launching helps place Vanuatu in a leadership position in Melanesia and the Pacific.

The next item on the National ICT Policy agenda is to get each ministry and agency to develop ICT Action Plans that fit underneath the “umbrella” of the National ICT Policy. This has been slow to get underway.

A socially inclusive ICT development in Vanuatu is equally important to benefit all groups of the society including in particular, vulnerable groups, including women, children, lower income people, and people with disabilities. However, overall level of access to the utilization of ICTs across all social groups is currently very low and OGCIO will work to make sure that all members of our society will enjoy the benefit of an ICT for all.

Major Accomplishments

Major accomplishments in 2014 includes:

- Printing of NIP and launching of NIP on the ICT Day (May 16, 2014) by the Prime Minister
- Successful two-day celebration of National ICT day as it used to be only a one day event in the past two years (2012 and 2013).
- A major national strategy, the Vanuatu National M-GOV (mobile e-government) Strategy was successfully completed. This was done in cooperation with the CTO and UNU, and is the first such detailed policy in the world. It is anticipated that the CoM will adopt this Strategy officially in the near future, and that it will be a “pillar” under the NIP.
- Meeting at length with the PM, Minister of Education, Minister of Health and the Minister of Finance, agreeing that historic under-investment in ICTs was a major problem, especially in education and health, and obtaining agreement that Vanuatu should request a major loan/grant package from a development bank(s) covering the areas of e-Gov ICTs, education/ICTs and health/ICTs.
- Reaching out to various future conferences and venues to publicize Vanuatu's successes in ICTs, especially the policy and network construction arenas: ITU Telecom World; the PTC conference; the ICE-GOV E-Gov and M-Gov conference.
- Successful hosting of a number of regional and local events: PITA's AGM, PacNOG training, Vanuatu's Broadband Assessment workshop, Web 2.0/Social Media training, National ICT Development Committee meeting, APNIC DNS/DNSSEC training and Regional ICT Assessment for Disabled People.



- Successful participation of the Government of Vanuatu in the ITU Plenipotentiary conference held in Busan, Korea.

Challenges / Issues

- Under investment in ICTs is always the case and Ministries/Departments need to have the dedicated between 3 – 5% in their annual budget. The rationale behind the 3 – 5% is that once it becomes the dedicated percentage becomes included in annual budgets, we should gradually narrow the gap, we should be able to see return on investment over the years in ICTs.
- Need Ministries to put between 3 – 5% of their annual budget dedicated for ICTs.
- Need donors to put between 3 – 5% of project funds dedicated for ICTs in programs.



UAP Policy, e-Enablement, and Major Projects

Status Briefing

Connectivity in Vanuatu with the launch of the high speed heralds the dawn of an exciting new era for Vanuatu. This puts Vanuatu ahead of other Pacific Island Countries. By April 2014, operators started signing up and this is a major step towards stable market.

The UAP programs are underway following the announcement of 25 successful sites. TRR has put out tender documents for the supply of equipment and associated infrastructure for the UAP market development initiatives to the public for tendering.

TRR has also finalized the successful bidders for the Tablet For Schools program. The tender attracted a lot of interests from across the Pacific as well as local bidders from operators and retailers. This shows the interest of wide business community interested to participate in the UAP programs and initiatives.

ITU also released the draft Broadband Plan which is under review by OGCIO. The plan in itself aligns with all current activities under the UAP and National ICT policy.

Major Accomplishments

Major accomplishments in 2014 includes:

- Submarine cable "lit" in February 2014. As of April 2014, some operators began signing up with other, non-government, private intermediary wholesalers for bandwidth from the submarine cable - ending major crisis. As of June 2014 the market appears stable, a great achievement for private enterprise. OGCIO also, during the period, monitored progress of O3b and Kacific, satellite ventures as they may be an option for Vanuatu both for public and private provision of service and perhaps for distribution of high bandwidth services to outer islands.
- Civil servants of the Government of Vanuatu were able to obtain cable access, via STM-1 on March 3, 2014, after OGCIO and its submarine cable financial advisor researched and secured contracts from Fiji to Hawaii and Australia, and onward to the world, via the Southern Cross cable.

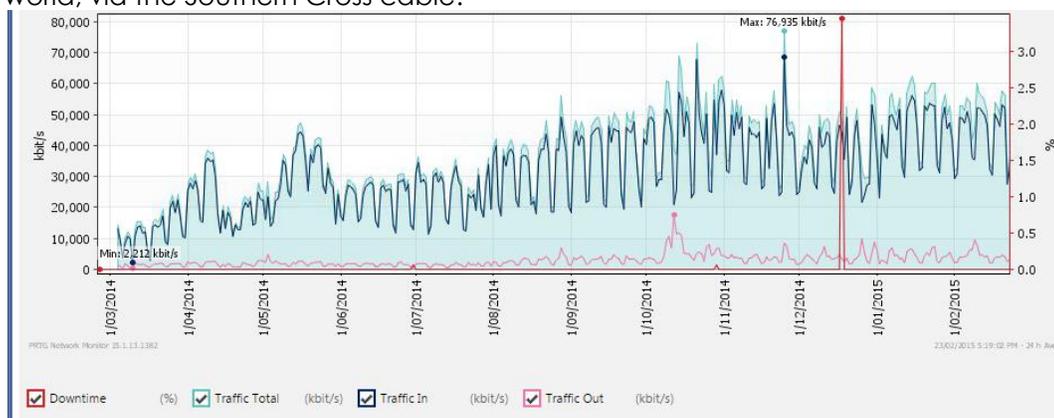


Figure 3: Chart showing internet traffic for the Government via its SMT1 fibre optic transmission link

- Translation complete and printing of UAP and launching of UAP on the ICT Day (May 16,



2014) by the Prime Minister

- The TRR Market Development Initiative, supervised by OGCI, got under way. This DFAT-funded program provides 25 school-based community telecenters, 10 new rural Internet cafes, and distribution of about 1000 tablets to selected schools. OGCI and TRR worked together to hire new staff, develop the application forms for the program, develop the evaluation criteria for applicants, and outline the application procedures. A widespread public relations campaign publicized the program. Applications were distributed and by the end of July 2014, over 300 applications had been received, indicating a tremendous level of interest. About 40% of the applications were from primary schools, about 50% from secondary schools, and the remainder from entrepreneurs and operators interested in the rural Internet cafes. Wave one of the UAP CLICC and TFS moving ahead.
- Experts from Japan and Pakistan visited the three proposed sites for rural school-based Telecentre in Vanuatu, to be funded by APT and JICA. Vanuatu successfully has been selected for funding of a Telecentre which will also have a disaster warning and monitoring component in Tanna and construction will likely begin in about April, 2015.
- The TRR, with OGCI backing and policy development, launched an innovative program to get private operators in Vanuatu either “pay” or “play” in terms of universal access. Under the “play” option, firms must voluntarily contribute works, programs or other significant items towards the goal of universal access. If they decline to “play,” firms must “pay” a fee toward the Universal Access Fund. This Fund will then be used to increase universal access. The policy specifically targets to achieve 98% broadband coverage of Vanuatu by 1 January 2018. By July 2014, three (3) main operators agreed to work to meet UAP policy objectives. TVL completed the work on the 10th UAP site on Loh Island, Torres, Torba Province. Both Digicel and TVL are increasing market activities.
- Plans are underway to connect 19 of the 36 Health centres in Vanuatu in the 2nd Quarter of 2015. Digicel has been tasked to provide connection.
- Consumer Regulations reviewed by OGCI and prepare approval letter for PM's endorsement and signatures informing TRR to proceed with the implementation of the Consumer Regulations.
- National Broadband developed to support UAP objectives

Challenges / Issues

- Implementation of the UAP programs are a bit behind schedule but the UAP team is managing. All operators have agreed and signed up to play. Therefore, the challenge now is to make sure that they play as agreed.
- Monitor the financial viability of the submarine cable operator, and build a detailed financial model to do this.
- Price of data is a huge challenge as studies reveal that Vanuatu has one of the highest prices per MegaByte (MB) as compared to Fiji and Tonga, as an example.



National Cyber Security Policy

Status Briefing

The government of Vanuatu (OGCIO and TRR) hosted two important workshops, the CIRT Assessment and the Child Online Protection regional workshop in which ITU office in Geneva, Bangkok and IMPACT Alliance in Malaysia in partnership with the CTO in London will contact in Port Vila.

Following this workshop, an existing CPWG that is chaired by the Ministry of Justice and Community Services has agreed for OGIO and TRR to be part of the working group to focus on the "Online" aspect of child protection. Also following this workshop, Vanuatu has endorsed Director of Womens Affairs as the patron for COP in Vanuatu.

OGCIO and TRR met with SLO to discuss way forward on preparatory works to draft an instruction to SLO to start drafting the legislation for Cybercrime, which is hope to complete by April 2015. ITU has confirmed support to assist Vanuatu with the Cybercrime legislation.

With the Cyber-security Policy, and related actions, OGCIO feels that Vanuatu is among the leaders in Melanesia and Pacific island countries in the area of cyber security planning and programs.

Major Accomplishments

Major accomplishments in 2014 includes:

- Translation complete and printing of NCSP. Launching of NCSP on the ICT Day (May 16, 2014) by the Prime Minister.
- Successfully hosting of the first Regional Capacity Building workshop for the Pacific Islands on COP. Following the regional working, Ms. Dorosday Kenneth Dhressen, Director of Women's Affairs wan nominated and appointed as the COP Patron for Vanuatu.
- Successful hosting of the first CIRT assessment workshop for Vanuatu.
- Ad-hoc Working Group formed and started work on Cyber Security legislation for Vanuatu. Policy paper and drafting instruction to SLO to start drafting Cyber Crime legislation that is home grown and not copied and pasted from other overseas legislation.

Challenges / Issues

- Drafting of the Cybercrime legislation needs to be complete in time before the next ordinary sitting of the National Parliament.



iGov Initiative

Transmission Management

Status Briefing

The iGov transmission network consists of microwave links from Meteo Port Vila to Snake Hill (Efate), to Emae, to Epi, to Ambrym, to Pentecost, to Saratamata (Ambae), and then from Ambrym again to Lakatoro (on Malakula), to Iuganville (Santo) and using TVL link from Vila to Isangel (Tanna) & and Digicel link to connect Sola (Vanualava / Banks). The satellite link to connect Tafea and Torba were switched off but studies are underway to have them back to provide redundancy. The transmission management unit is manned by three staff. The staffs contacted routine visits to tower sites as part of the monitoring exercise of the sites including servicing of power supply units for the towers sites and transmission links.

Microwave Transmission Network	All transmission network links are online and are 99% stable; Severe weather conditions always is the major cause but researches into new technology is an ongoing exercise to provide stability.
VSAT Transmission Network	VSAT link from Meteo Vila to Isangel Tanna & to Sola Banks, have been migrated, using TVL & Digicel links few months ago. The Meteo VSAT internet link will in the near future be used as backup link. The VSAT dishes are currently offline due to high-cost of satellite bandwidth but will later be used for back-up this year under OGCIO's work plan however with lower capacity for back-up only.
Fibre Optic Network	All fibre optic Network are online
Remote Wireless Network	All remote wireless links are online.
Power (Unelco / VUI)	All DCs & SDCs in Vila & Provinces are online; Ongoing power issue at Provincial DCs is a major concern.
Generators power	All standby Generators in Vila & Provincial offices are online; PCS Ltd and SPE Ltd are contracted to provide maintenance and support to all Standby Generators.
UPS (Main & Sub-Data Centres)	All main DCs & SDCs UPS are online; Switched-one Services Ltd is contracted to provide maintenance service to UPS.
Microwave Tower site Maintenance	All microwave tower sites ground maintenance is regularly maintained; Colocation negotiation is ongoing between Digicel, OGCIO, Telsat and TVL.
Air conditioners unit	All AC units for main DCs and SDCs are working as normal; SuperCool Ltd is contracted to provide maintenance and support to the AC units.
Main DCs and SDCs	All DCs & SDCs are online.

Major Accomplishments



Major accomplishments in 2014 includes:

- PCS Ltd has been approved to conduct annual (once every 4 months) MW Tower sites inspection as per audit report and also approved to supply, install and oversee commissioning of the new backup generator at the Data Center located at the Luganville Education office.
- Opticom Ltd has been approved to supply, install & oversee commissioning of the backup power cable installation at Saratamata Province.
- Successful setting up of redundant link for Saratamata & Lakatoro (OGCIO Team & Digicel Ltd)
- All Microwave transmission network links are online 90% of the time. Major causes to transmission links going down is severe weather condition. Power at the tower sites is well managed.
- VSAT transmission link between Meteo Vila and Isangel – Tanna including Sola – Banks have been successfully migrated to the Digicel and TVL links. The Meteo VSAT internet link will in the near future be used as backup link. The VSAT dishes are currently offline due to high-cost of satellite bandwidth but will later be used for back-up this year under OGCIO's work plan however with lower capacity for back-up only.
- Fibre optic network are online 99%. The major cause for any downtime would be power related.

Challenges / Issues

- The initial planning to connect government offices done in almost 10 years ago. There was a lot of relocation done in the past couple of years and also new buildings were being built to house some government offices. The cost of establishing connection is not always cheap – simple extension of the network via the NanoStations or running fibre across the road; for some offices in the outer islands, establishing line of sights would end up in negotiating colocation from other provider's tower. Long term planning is required to reach more users.
- Basic training in maintenance and operation of the transmission network is required.
- Power remains a huge challenge for outer islands transmission towers and Provincial DC.



IP Network & Data Center Management

Status Briefing

The OGCIO Networking team is in charge of the iGov core network and MPLS network infrastructure as well as the iGov submarine cable connection. The Network team is comprised of 2 full time staff located at the iGov Datacenter at Meteo. The iGov Datacenter also houses the VIX and critical equipments for the local Telecommunication companies as well as international companies such as Google, Netnod and PCH.

Successful audit of the existing iGov core infrastructure and made recommendations towards improving the core network. Part of the recommendations was a re-design of the core IP network which includes the replacement of the core network switches and perimeter firewall as well as establishing a physical redundant link between the two iGov data centres.

Major Accomplishments

Major accomplishments in 2014 includes:

- TVL signed VIX agreement; now all major operators and ISPs are connected to the VIX
- Co-location agreement signed between TVL and OGCIO for tower infrastructure
- Tanna and Sola iGov sites migrated from VSAT onto microwave backhaul links to Vila
- Replacement of Check Point firewall with the new Fortigate firewall. This involves successful migration of all servers to the newly installed Fortigate firewall.
- Successful completion of migration of Server IP address range from TVL prefix to iGov prefix.
- Following the successful connection to the submarine cable including the negotiation for purchasing of STM1 for Government's internet usage, we finally decommission the old internet connection via TVL.
- Installation of EFTPOS terminals in various Government departments to facilitate payment of Government services. This means payments can be made via EFTPOS terminals using bank ATM cards for selected banks.
- Network Startup Resource Centre (NSRC) donated two Gigabit Switches. These switches will replace the existing FE Switches. Also, we successfully installed the e-root server at the Vanuatu Internet Exchange to boost internet access in Vanuatu.
- Successful implementation of traffic policy in core network to control internet traffic as Government submarine cable capacity is filling up fast.
- Successful installation of e.root-servers.net at the Vanuatu Internet Exchange point. The root name servers are the first step in translating human readable host names into IP addresses that are used in communication between internet hosts. Having this at the VIX will boost internet access in Vanuatu as the traffic does not need to go outside of



Vanuatu for the translating of human readable host names to IP address to be done. This is done locally.

- Meteo DC upgrade completed and Meteo fence installed including the new swipe card system installed at DCs at Meteo and Finance. This also involves the establishment of the Meteo data center security guards to monitor unlawful entries into the Government Data Center facility.
- Relocation for the Data Center Alert Management Servers from Finance DC to Meteo DC

Challenges / Issues

- Need a new modern data centre to replace data centre housed at the Government Building.
- Lack of technical expertise in managing the core network and the MPLS network.
- The issue of unexpected power outage continuous to pose challenge.



System and Security Administration

Status Briefing

Systems Admin and Security team consists of 3 permanent staffs which manage services such as Email, File Server, VMWare Environment, Storage and Backup. The Server SOE project which has started as of the 24/02/2014 is based on the New Server Project Design which will improve the current status of the iGov Environment to a better and more reliable, redundant, with stronger security policy and increased centralized management of services.

Total amount of mailbox has a growth rate of between 1% and 3% in 2014. The growth in mailbox is related to more users having connected to the Government Broadband Network.

Also we since the beginning of the Server SOE Project, there is continuous reduction of Physical servers within the Government network. Firstly there is the concept of centralizing storage of all databases running in the Government offices. This forces all databases to be migrated to the Government Data Centre to make use of the already Government funded infrastructure. This enables sharing of resources resulting in reduction of physical servers.

In July 2014 the second security Audit was conducted by a world-class security expert (a TA contracted by OGCI and funded by the World Bank); he identified over 100 areas in which improvements needed to be made. These are still being addressed with his help and have been ameliorated.

The GBN is still vulnerable to various problems, such as viruses, malware, spyware and greyware. The new Control Manager system has been configured to generate reports and notifications on threats to the network, thus improving security.

Major Accomplishments

Major accomplishments in 2014 includes:

- Announcement for the Winner of the Tender for Goods – Tender for Bill of Material Servers
- Server SOE Project went successful – we have the Server component and the Desktop component. The Operating System audit for Desktops, mainly Windows XP and Windows Vista successfully completed. Although it was successful, there were a few outstanding issues that the Contractor was extended for 2 months. PWD was the first to be migrated as part of the SEO Desktop component.
- Microsoft Volume Licenses COM's paper submitted to Parliament and was approved. PM being the Minister responsible for ICT and Telecommunication signed the Select Agreement and the negotiations went successful for a 15% discount. The Government now have access to genuine licensed Microsoft Office products
- Various upgrades to versions and licenses - VMWare new and upgrade License purchased; new license for Veeam was purchased; corporate anti-virus scan and control management upgrade; scan mail management console upgrade; IMSVA upgrade; Backup software HP Data Protector upgrade of version.



- Establishment for the Vanuatu Government mail gateway which re-route all mails to go through the new mail gateway. Finally, Vanuatu Government migrated out from the TVL mail gateway.
- Successfully migrated all FMIS virtual servers over to the new VM platform.
- Signing of contract with Incite for the Surveillance Security System for the Government Data Centre and the Government Cashier. This will improve security as there will be 24/7 video coverage of the entire data centre including the Government Cashier.

Challenges / Issues

- The biggest challenge faced through 2014 is the issue of unexpected power outage.
- Backup always run longer than expected.
- USB is one of the dominant sources of malicious threats in the Government network. There is currently no policy that addresses the restriction of USB usage.



Database Management
<p style="text-align: center;">Status Briefing</p>
<p>This program is aimed at administering and maintaining Government databases. This includes, adding appropriate new ones, hosting back end for applications that run off the database and expanding their functionalities in terms of availability of data at all times; performing regular backup for business continuity; disaster recovery plan for the databases; provide access only to authorized users; monitoring user access to make sure that users have a robust, efficient and effective access to data. Auditing system logs on the databases provides a review of the performance of the databases.</p> <p>The total number of databases currently hosted in the Government DC has increased to 193 databases. There are 16 others that are yet to be migrated to the Government DC.</p>
<p style="text-align: center;">Major Accomplishments During the Period</p>
<p>Major accomplishments in 2014 includes:</p> <ul style="list-style-type: none">• Successful completion of database survey for the entire Government. This database survey revealed that 92.34% of databases owned by the Government of Vanuatu for various Government Ministries and Departments are hosted in the Government Data Centre. 7.66% are still hosted on line agencies infrastructure.• Successful installation and configuration of Citrix, a leader in mobile workspaces, providing mobility management, networking and cloud services to enable new ways to work better. Government users are now able to access corporate applications remotely via the Citrix remote gateway link: https://remote.vanuatu.gov.vu.
<p style="text-align: center;">Challenges / Issues</p>
<ul style="list-style-type: none">• The major challenge faced in 2014 is the issue of licenses for the Microsoft SQL servers. Currently, all servers are running on Microsoft SQL Server 2008 R2. Users will continue to increase and we will need to purchase more licenses.• The next version of Microsoft SQL server is 2012. Some applications have requirement for MS SQL Server 2012. It is a challenge to negotiate a good price to be sure that the Government has the maximum number of licenses as we continue to develop applications for the Government.



Application Development Management

Status Briefing

This program is aimed at supporting existing applications, developing appropriate new ones, design, develop and host websites and expanding their functionality and customer orientation, registering Domain Names, and developing TORs and contracts for ministries seeking to bring in experts and firms to improve applications. In general all these activities are on track, but there is a multi-year backlog of under-investment and lack of coordination to overcome.

Items	Area	Previous Total
Existing Applications	Currently hosted at the Government Data Centre	19 major apps hosted
Existing Websites	Currently hosted at the Government Data Centre	26 websites hosted
High priority applications	Of the 18 high priority applications, platforms or systems (in 3 categories: quick wins, on-going activities, and new activities) identified in late 2011, significant progress has been made in four: Tax/Revenue; government website development; audit management system, and government ICT support.	4 of 18 targets addressed

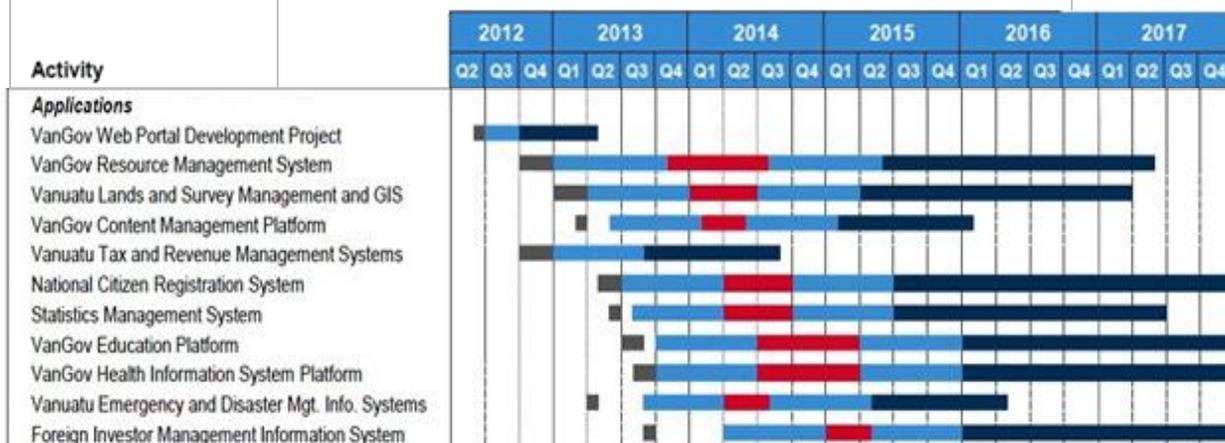


Figure 4: Chart showing 2012 plan and priorities - 3 years of slippage has occurred.

SLIPPAGE:

This reflects a lack of funding in this important area, reports are as listed below.

Court Management System (CMS):

- CTB approval of Tender Evaluation Report and Recommendation for Tender for Court Management System.
- Announcement of the winner of the Court Management System tender – Lexis Nexis, a widely



	<p>respected legal information services company with offices throughout the world and regionally based in Sydney.</p> <ul style="list-style-type: none">• Implementation phase to begin mid March 2015. <p>Police Information Management System (PIMS)</p> <ul style="list-style-type: none">• Requirements have been developed with a wide cross section of the operational areas.• Consultation on tender documents is in progress.• PIMS is an integrated incident, investigation and criminal history system for the VPF.• PIMS will replace current CRIMS (record criminal incidents in Vanuatu) and VICRIS (records criminal history of offenders in Port Vila only)• PIMS will provide significant benefits to managing the workload of VPF and being able to track cases as they move through the various stages on investigation to prosecution far more easily, and transparently. <p>State Prosecution Case Tracking System (SPTCS)</p> <ul style="list-style-type: none">• With the assistance of OGCIO, a Case Tracking System is nearing its final stages of testing, and will replace the extensive Excel spreadsheet currently used.• It is aimed to come online in January 2015, and is the first major step towards introducing a more functionally 'rich' Case Management System in 2015. <p>Public Prosecution Case Management (PPCM)</p> <ul style="list-style-type: none">• Work continues on getting the Excel data ready to adopt the same system as State Prosecution, and it is hoped they will be on the case tracking system by 2nd Quarter of 2015, <p>State Law Office Case Management System (SLOCMS)</p> <ul style="list-style-type: none">• In conjunction with the Attorney General, and the Solicitor General, focus is now being placed on funding a fully functional Case Management System to replace the current tracking systems in place.• It is hoped to go to tender later in 2015. <p>Document Management System (DMS)</p> <ul style="list-style-type: none">• Saperion has now provided detailed costing and implementation approaches required for Supreme	
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	<p>Court, Corrections and State Law.</p> <ul style="list-style-type: none"> It is planned to introduce DMS into Correction first, and kicking off in the 1st Qtr of 2015. <p>Biometric Voter Registration System</p> <ul style="list-style-type: none"> COM decision approves that OGCIO leads the development of the new Biometric Voter Registration System. Task Force agrees that Electoral data should be match with the Civil Registry data. Development of tool to assist in the data matching process completed in December 2014. Work has begun in the design phase of the registration system and is expected to be completed in the second Quarter of 2015. 	
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Major Accomplishments During the Period

Major accomplishments in 2014 includes:

- Successful design and development of the In-House HelpDesk system and VoIP Directory system. Both In-House systems are accessible within the Government network. The HelpDesk system assists the HelpDesk & User Support section to manage report issues and only authorized users can access the system. The VoIP Directory System is accessible to all Public Servants with access to the Government network.
- Application administration and support to RegisterVIZFour, Electoral system, and TeamMate system for NAO is ongoing.
- Video conference system was successfully configured for international meetings. Video conference meetings were organized and were successfully convened for the ACP-EU Joint Parliamentary between Port Vila, Brussels and Paris then again for Vanuatu Government and ADB Loan negotiations in Port Vila, Sydney and Manilla.
- Finalization of Fisheries Website with online deployment of crowd sourcing component in regards to Crown of Thorns Reporting. This is a reporting tool for crown of thorns that is available for the public to report number of crown of thorns spotted throughout Vanuatu. This will be the kind of service that allows for interaction and collaboration of citizen online.
- Successful deployment of Vanuatu Education Management Information System (VEMIS) Quality Assurance version on LIONFISH.
- Complete final phase of development of State Prosecutor's Case Tracking System.
- Deployment of Cellica field data collection system using tablets for the Valuation Unit, DoL, to collect miscellaneous information concerning Luganville's land leases.
- Continued development of DoL's eSurvey and Document Tracking Systems as per incremental, iterative and refined requirements



- Increased Government information online; one of which is the Ministry of Education & Training website and was launched in December of 2014. A total of 26 Government websites currently hosted by the Government and one of which is a web application – Cheque List System.

Challenges / Issues

- Some Government websites have little or no content, no downloadable information, no e-commerce or e-Government transactions, and what little content exists is out of date.
- Continuous changes of DNS and network core routers affected the applications over the network.
- There is no real Government of Vanuatu web portal.



HelpDesk and User Support Management

Status Briefing

The HelpDesk and User Support is a very important section within our office. It is the technical section that provides support services for all hardware and software including user support. The unit has the responsibility of managing desktop computers, printers, and VoIP phones including networking equipments within the GBN. The section is responsible for LAN and WAN surveys and installation. At some point the section identifies local contractors, develop TORs and supervise contractors for the installation of LANs and WANs including procurement of equipments. This section deals direct with the users and knows their daily issues and challenges.

In 2014, the Application Development section assisted by developing an In-House HelpDesk system. Users can log in to the system and record tickets for issues reported by the users. Officers can be assigned to a ticket and the officer will be informed by an automated e-mail. Also the client who reported the issue will be notified by an automated e-mail which has the ticket reference number and the name of the officer assigned to the ticket. This helps in tracking the ticket but most importantly the status and making sure that the job is done.

With assistance from this system, service offered by HelpDesk and User Support is well monitored and an overall transparent performance monitoring in terms of allocation of resources and performance of the team is readily available.

The chart below shows total number of tickets recorded, the number of closed tickets and those tickets still open. Note that the system came to live beginning of June 2014 therefore we have complete data only from June to December 2014.

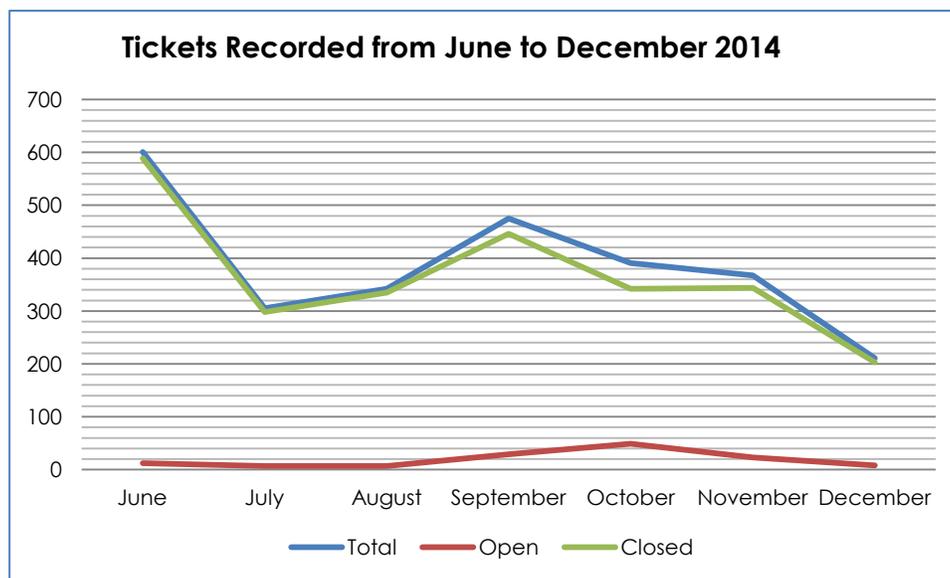


Figure 5: Chart showing comparison of the total number of tickets, those closed and those still left open.

There was a backlog of issues before the system came to live and all are recorded in June. Officers within the HelpDesk and User Support unit are urged to record all issues and assign tickets so that there is a better management and informed decisions are made.

A clear example is the comparison made for the month of December and November of 2014 where the overall, total tickets recorded in December (211) decreased by 73.93% - i.e., 156



tickets less than November. December's closed ticket was 96.21%, an increase of 2.51% compared to November which was 93.7%. November's tickets left open was 6.27% and in December it decreased to 3.79%.

Major Accomplishments During the Period

Major accomplishments in 2014 includes:

- Custom built In-House HelpDesk System which now advances the management of issues reported to the HelpDesk and User Support section. This is the beginning of some major improvement to customer and client support services. Discussions have begun for to review the technologies available so that a more robust system can be establish with functionality to automate quick fixes to minor issues encountered by applications.
- Successful completion of the SOE audit for Government offices in Port Vila, Isangel/Lenakel, Lakatoro/Norsup and Saratamta. This now gives us a better understanding of Desktop OS and applications running in the Government offices. This is a major breakthrough as we never had a clear idea of the sort of environment we are supporting.

Challenges / Issues

- One of the major challenges encountered in 2014 is the VoIP system. The current VoIP system is purely built on a system supplied by a sole provider and is now regarded as a legacy system and is becoming expensive to operate.
- Staffing issue remains a challenge for the section with staff on contract for well over two years.
- Capacity building in terms of training for staff is also a challenge especially with the ever increasing advancement in the technology world.



OGCIO Management

Establishment and Functioning of Organizational Structure

Status Briefing

The OGCIO currently reports to the Prime Minister and minister responsible for ICT and Telecommunications is now running into 2 years of full-time operations. The OGCIO has two major roles (1) Develop and oversee the Implementation of the National ICT/Telecom sector Policies on behalf of the Minister responsible for the sector and (2) oversee the management and operations of the Government ICT infrastructure including Data Centre, Communications networks, Desk-top support services and development of a standard operating environment. The OGCIO is currently headed by the Government Chief Information Officer (CIO) who reports directly to the Director General, Prime Minister's Office.

Over the last 2 years OGCIO has accomplishment a lot;

- Development and launching of National ICT Policy, UAP Policy and Cyber-Security Policy
- Completion of the Submarine cable connection between Fiji and Vanuatu
- Establishment of the first Internet Exchange in the Pacific
- Oversee the complete roll-out and ongoing management and operations of the Government Broadband Network
- Establish ICT Security Framework
- Establish an SOE architecture for its core Data Centre infrastructure
- Audit of full Government IT systems
- E-Government strategic road-map called "Vanuatu Integrated Government Initiative or "iGov Plan".

Our future plans over the next six months includes;

- Develop and formally endorsed a Cyber-Security legislation through Parliament
- Design and built a New Data Centre meeting industry standards
- Implement a wholesale of under-utilised Broadband network
- Secure capital financing through lending institution for eGovernment and citizens ICT applications
- Built a fully redundant connections to all key Central Line Agencies
- Establish a CIRT for Vanuatu –first one in the Pacific
- Re-structure of OGCIO

Major Accomplishments

Major accomplishments in 2014 includes:

- First anniversary of successful submarine cable operation. A world class expert will be task in mid February 2015 to provide a full study of the impact of the submarine cable on the economy of Vanuatu.
- Continuous excellent relationship between OGCIO and TRR is considered one of the best in the region.
- Vanuatu Internet Exchange point was considered by all operators in Vanuatu as the key



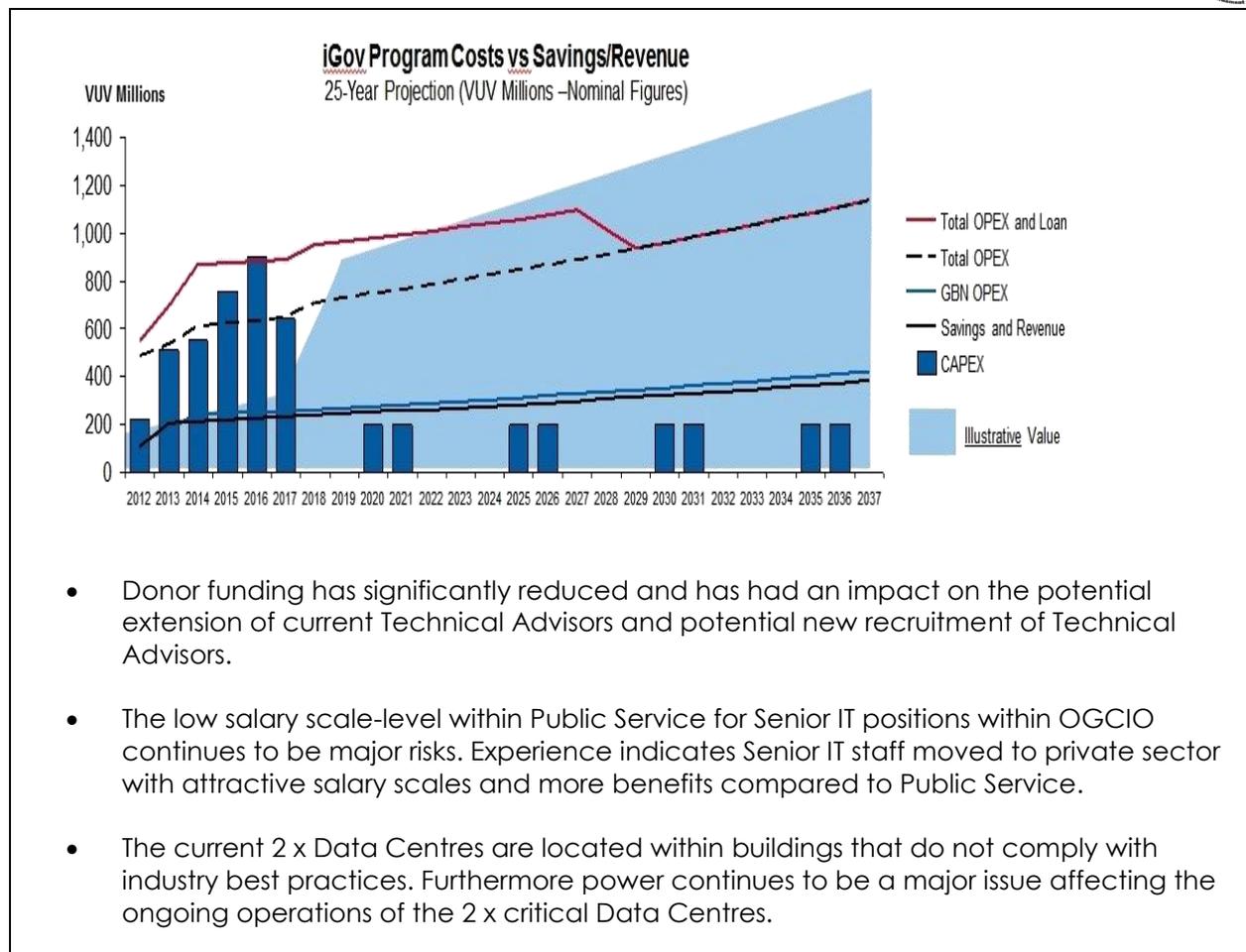
element to managing web traffic in Vanuatu.

- Announcement of the second and third submarine cable is good news for Vanuatu. The second cable will connect Vanuatu to Solomon Islands then to Papua New Guinea while the third cable will connect Vanuatu to New Caledonie. This is good news as it will provide redundancy for our connectivity to the world.
- Presentation of the HRMIS Audit/review report to Chairman of Public Service Commission.
- Hire 10 students on work experience with OGCIO.
- Contract signed and exchange of cheques between TVL CEO and MFEM Ministers to close the deal and finally settle the outstanding TVL Value Added Taxes and Government's debts with TVL. TVL game Government a cheque amount of VT218 million and Government gave TVL cheque amount of VT197 million.
- Continuous support from the Ministry of the Prime Minister who is the Ministry responsible for ICT and Telecommunication and the Ministry of Finance & Economic Management shows commitment towards ICT development in Vanuatu.
- OGCIO authorized to take lead in working with MoET, MoH, other agencies in developing Project Concept Note and Project Concept Document for funding.
- OGCIO authorized to use Sr. Apps Advisor to help approach donors, including WB, ADB, other banks, ITU, JICA, Korea, etc.
- Meeting held with Senior EXIM Bank representatives. EXIM Bank is the major financier of the initial e-Government Project worth US\$28 million.
- Chaired the final GRC meeting for 2014.
- 2 days National ICT 2014 celebration held and was a success. 2015 plan is well under way.

Challenges / Issues

- Shortage of funding support towards the Operations of OGCIO and the iGov Plan continues to be our major challenge. This year no budget has been allocated for the ongoing maintenance and operations of the Submarine cable connections to GBN. No additional funding for OGCIO means the Microsoft Volume License was purchased out of OGCIO savings on the recurrent budget. This has caused major impact on short-falls on OGCIO towards end of the year. The OGCIO revised structure including new positions has been pending due to shortage of funding.

Figure 6: The graph below shows investment required in major ICT systems and platforms across a range of high priority ministries and agencies, which OGCIO estimates is necessary to correct the historic under-investment that has occurred.





Advisor Recruitment

Status Briefing

OGCIO utilizes a number of external expert Technical Advisors (TAs) in various areas, especially policy and high level engineering, where skills are scarce in Vanuatu. These TAs are generally funded by DFAT (formerly AusAID) and/or the World Bank. This area was in good shape during most of the period, with almost all slots filled and working well.

Major Accomplishments During the Period

Major accomplishments in 2014 includes:

- The following advisors and consultants continued work: ICT and E-Gov Strategic Advisor; Senior Security Advisor; Enterprise Architecture Advisor; Case and Data Management Advisor; Financial/Procurement Consultant; Public Relations and Events Consultant; and Peace Corps Response Volunteer.
- The Enterprise Architect continued spending at a fairly low rate; this needs monitoring.
- The Security Advisor ran out of WB funds and efforts began to secure recurrent budget funding.
- The ICT & E-Gov Advisor will run out of contract funds in February 2015; discussions began about possible remote part time work after that time.
- The Case and Data Management Advisor is funded under the Australian Aid funded Police and Justice Support Program for Vanuatu. He works with the Ministry of Justice and Community Service using ICT to drive reform in the law and justice sector.
- The Financial/Procurement consultant ran out of Australian Aid funds and is now funded under the recurrent budget.
- The Public Relations and Events consultant is funded in the recurrent budget. She is working to organize 2015 ICT Day celebrations.
- The Peace Corp Response Volunteer deployed to OGCIO and assigned the task to provide strategic ICT support and ICT planning to the Ministry of Education & Training and the Ministry of Health.
- Per WB direction, completed the final evaluation process of the proposal from Open Revolution for the CQS role of Legal & Economic expert for OGCIO. Submit to WB the negotiated contract duly initialed by the candidate, supported by OGCIO official letter as evidence of their analysis of the Open Revolution proposal and negotiation. The Contract will be in USD with a ceiling of USD146,350.00. This is within the approved threshold of USD148k per the procurement plan. Without further delay, we now seek WB non-objection to the draft negotiated contract in order that we proceed to contract award. OGCIO wishes inception works to commence prior to Christmas season.
- Evaluation Panel for tender of the Senior Applications and Project Design Advisor to help update the iGov Initiative plan done in 2012 and to plan a large WB and/or ADB



"package" of low interest loans and grants in ICTs, e-gov and M-GOV met, short listed the bidders, interviewed the 3 shortlisted bidders and submission of recommendation of the winning bidder to CTB. This slot will be paid for by DFAT.

Challenges / Issues

- WB grant funds (only \$600K USD) are now fully spent or committed, and no other WB funds ever materialized, despite GfG promise of September 2012 & excellent OGCI performance



Summary of Progress Reports

OGCIO produces detailed monthly reports on its activities on a monthly basis. These provided information on the status in each of the key areas of focus, the major accomplishments, plan for the next period, and issues or problems for management consideration. In each area a red, yellow or green "stoplight" rating was given, which was summarized in an "Executive Dashboard." An augmented version of the January to December 2014 report is provided in the Annex below, to give the reader a detailed insight into OGCIO operations. The Executive Dashboard reports are accessible via our website at <http://www.ogcio.gov.vu/>



Human Resources

Total number of Staff

The table below provides staffing details of currently authorized civil service positions in the Office of the Government CIO.

Post Title	Post No.	Section	Level	Status	Gender	Language	Home Island
Government CIO	0070	OGCIO	A2 SEL1 9.1 (Donor supported)	Permanent	M	English	Efate / Shefa
Executive Officer	0071	Admin & Finance	J Cs 2.7	Permanent	F	English	Pentecost / Penama
ICT Program Manager	0072	Program Management	D SSK 6.9	Permanent	M	English	Tanna / Tafea
App Development Manager	0073	Applications	F Ps 5.9	Permanent	M	English	Tongoa / Shefa
App Development Admin	0078	Applications	G So 5.2	Permanent	M	English	Pentecost / Penama
App Dev Officer	0079	Applications	G So 5.2	Permanent	M	English / French	Malo / Sanma
Network Manager	0075	IP Network, Systems, Security, and NOC	F Ps 5.9	Permanent	M	English	Pentecost / Penama
Senior Systems Admin	0080	IP Network, Systems, Security, and NOC	F Ps 5.9	Permanent	F	English	Santo / Sanma
Security Administrator	0081	IP Network, Systems, Security, and NOC	F Ps 5.2	Permanent	M	English	Santo / Sanma
Network Admin Officer	0062	IP Network, Systems, Security, and NOC	H Os 4.3	Permanent	M	English	Malekula / Malampa
Transmission, Power & Logistics Manager	0074	Transmission, Power, & Logistics	D SSK 6.9	Permanent	M	English / French	Efate / Shefa
Transmission, Power & Logistics – <i>James Iavro</i>		Transmission, Power, & Logistics	H Os 4.3	Permanent	F	English	Santo / Sanma
Database Manager	0077	Database Administration	F Ps 5.9	Permanent	M	English	Ambae / Penama



Help Desk & Support Manager	0076	Help Desk & Desktop Support	F Ps 5.9	Permanent	M	English	Aneityum / Tafea
HelpDesk Admin Officer	0084	Help Desk & Desktop Support	H Os 4.3	Permanent	M	French/English	Tanna / Tafea
Desktop Support Officer	0087	Help Desk & Desktop Support	H Os 4.3	Permanent	M	English	Malekula / Malampa
Desktop Support Officer 2	0088	Help Desk & Desktop Support	H Os 4.3	Permanent	F	English	Ambae / Penama
Desktop Support Officer 7 - Paul Demas	0086	Help Desk & Desktop Support	H Os 4.3	Permanent	M	English	Paama / Malampa
Desktop Support Officer	0085	Help Desk & Desktop Support	J Cs 2.7	Permanent	M	English	Malekula / Malampa
Desktop Support Officer		Help Desk & Desktop Support	J Cs 2.7	Contract	M	English	Efate / Shefa
Desktop Support Officer		Help Desk & Desktop Support	J Cs 2.7	Contract	M	English	Makira / Shefa
Receptionist		Help Desk & Desktop Support	K Bs 1.6	Contract	F	English	Efate / Shefa
Cleaner		Admin & Finance	K Bs 1.6	Contract	F	English / French	Paama / Malampa
Systems Administrator		IP Network, Systems, Security, and NOC	G So 5.2	Contract	F	English	Ambae/ Penama
Network Administrator		IP Network, Systems, Security, and NOC	G So 5.2	Contract	M	English	Malekula/ Malampa
Business Relations Officer		Program Management	E Ms 6.5	Contract	M	English	Malekula/ Malampa

Table 1 : Listing of OGCIO local staff – both permanent and contracted staff. Advisors and consultants are not included in the list.



Budget Impact of HR Activities

The OGCIO as currently constituted has the following major HR/budget problems:

1. Under-investment in ICTs in the Government is estimated at about USD 50 million (or about VUV 4.8 billion) over the last 20 years. This massive under-investment means that a correspondingly large positive investment in ICTs is needed across the Government.
2. OGCIO requires in the region of 33 – 53 permanent staff to adequately perform its functions, compared to 19 permanent staff currently on board.
3. OGCIO is currently part of the Government system, under Public Service Commission (PSC), Central Tender Board (CTB) and State Law Office (SLO) control. In future, a more agile, quasi-private structure and procedures will be needed.



Staff Training

POST NO.	TRAINING PERIOD	TRAINING TITLE	TRAINING SUMMARY
0072	January – July 2014	Capacity Development Programme for Pacific Island States (Diplomacy)	<p>The Capacity Development Programme for Pacific Island States (CD Pacific) aims to strengthen the participation of Pacific island states in International Geneva-related multilateral diplomacy. The programme combines the convenience of tutored online learning and research for geographically dispersed participants with the immediate benefits of face-to-face coaching and policy immersion in Geneva. The programme is designed for diplomats and officials from Pacific island states, and has three phases:</p> <ol style="list-style-type: none"> 1. A six-week interactive online learning phase focused on topics governed by Geneva-based institutions of special relevance for Pacific island nations (trade, health, environment, etc.) 2. A four-week policy research phase, where participants investigate and analyse topics of particular relevance for their own countries, under the guidance of research tutors 3. A ten-day policy immersion phase in Geneva focused on building skills for multilateral diplomacy and gaining deeper insight into the workings of Geneva-based institutions
	August 2014	Roles and Responsibilities of Directors Workshop	<p>This training is targeted at strengthening the capacity of the Vanuatu media. It is targeted at heads of media organizations or their nominated representatives. The one-day classroom-based Roles and Responsibilities of Directors workshop allow participants to:</p> <ul style="list-style-type: none"> - Improve their understanding of roles and responsibilities of Directors including Media Association executives; - Strengthen their capacity to effectively manage the performance of the organisation and its finances. <p>Media industry bodies in the Pacific face a number of challenges with regards to their role as professional associations of media practitioners. A recent report on the state of National Media Associations in the Pacific found that some of these bodies are struggling for relevance. Their sustainability, depending predominantly on donor support, has resulted in distracting focus from priorities such as advocacy, linkages and professional ethics.</p>



			The Report states that among the challenges – leadership, governance and management issues debilitate the capacity of media industry bodies to fulfil their mandate and perform their roles effectively.
0077 and 0079	17-21 February 2014	SOPAC Database Management Training	The objective of this training was to provide participants: <ul style="list-style-type: none"> ▪ Some fundamental concepts on how to best collate, manage and secure their data ▪ Knowledge on how to install, create and administer a database software (SQL Server) ▪ Skills on how to create an application software to access and manage data stored in the above SQL database (using VB.NET) ▪ Knowledge on how to test and prepare an application for live deployment ▪ Concepts for systems backup and recovery
Mixed	14-18 July 2014	PacNOG 15th Educational workshop & Training – Network and Systems Security	The training was about protecting infrastructure, hosts, services, data, and users from being attacked. In a nutshell participants learned about host security, data security and intrusion detection. The types of threats that are so common are – DDoS, data breach, defacement or vandalism, and malware, viruses, malicious PDF, etc. The things that motivate one to make a threat are political or ideological, commercial, gaming, vandalism, personal, revenge or disputes between groups or extortion.
Mixed	24 -26 November 2014	DNS/DNSSEC APNIC Training	Training was about DNSSEC (Domain Name System Security Extensions) which is a suite of Internet specifications for securing information provided by the DNS protocol and, providing to DNS clients, the authentication of DNS data and its integrity.
0073	19 Feb to 30 June 2014	Information System II	Develop Desktop Applications – C# and VB.net
	01 August to 22 Nov 2014	Web Applications Development	Develop Web Applications – ASP.Net
	20 – 24 October 2014	Generic Voters Registration System	GVRS Users Workshop

Table 2: List of trainings attended by OGCIO staffs in 2014. Those trainings listed with “Mixed” as the post number is attended by at least 2 OGCIO staff.



Financial Statements for 2014

OGCIO was financially transferred to the Prime Minister's Office as of 1 January 2013 and was located for financial purposes under the Ministry of the Prime Minister, in the cost centers of 57AA – Administration & Operation and 57AB - Government Broadband Network (GBN).

Reports obtained from FMIS for 2014:

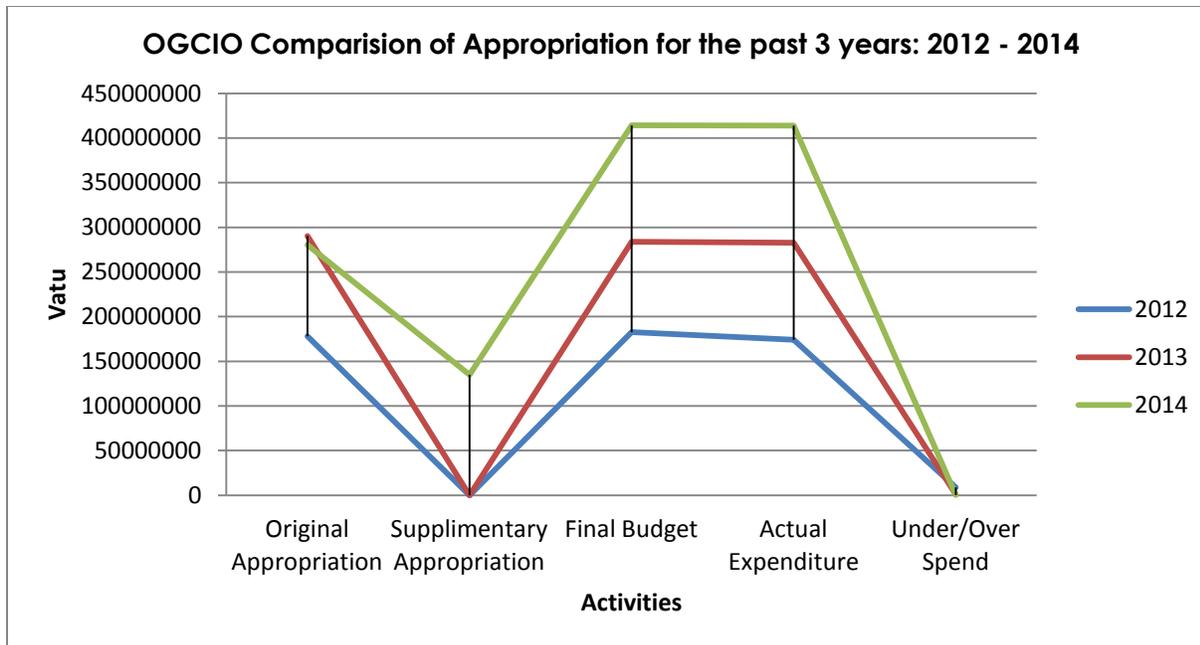
Statement of Appropriation

ITEM	AMOUNT IN VATU		
	2012	2013	2014
Original Appropriation	175,250,293	290,250,293	280,444,229
<i>Administration & Operation</i>		221,034,290	214,244,706
<i>Government Broadband Network</i>		69,216,003	66,199,523
Supplementary Appropriations	0	0	135,020,294
<i>Administration & Operation</i>	0	0	135,020,294
<i>Government Broadband Network</i>	0	0	0
Virements (transfers between cost centers)	7,600,000	(6,500,000)	(1,070,540)
<i>Administration & Operation</i>		(6,500,000)	(1,070,540)
<i>Government Broadband Network</i>		0	
Final Budget	182,850,293	283,750,293	414,393,983
<i>Administration & Operation</i>		214,534,290	348,194,460
<i>Government Broadband Network</i>		69,216,003	66,199,523
Actual Expenditure	174,164,388	282,745,778	413,964,265
<i>Administration & Operation</i>		213,559,721	347,765,241
<i>Government Broadband Network</i>		69,186,057	66,199,024
Under or (Over) Spend	8,685,905	1,004,515	429,718
<i>Administration & Operation</i>		974,569	429,219
<i>Government Broadband Network</i>		29,946	499

Table 3: 2014 Statement of Appropriation



Figure 7: Chart showing comparison of Appropriation for the last 3 years.



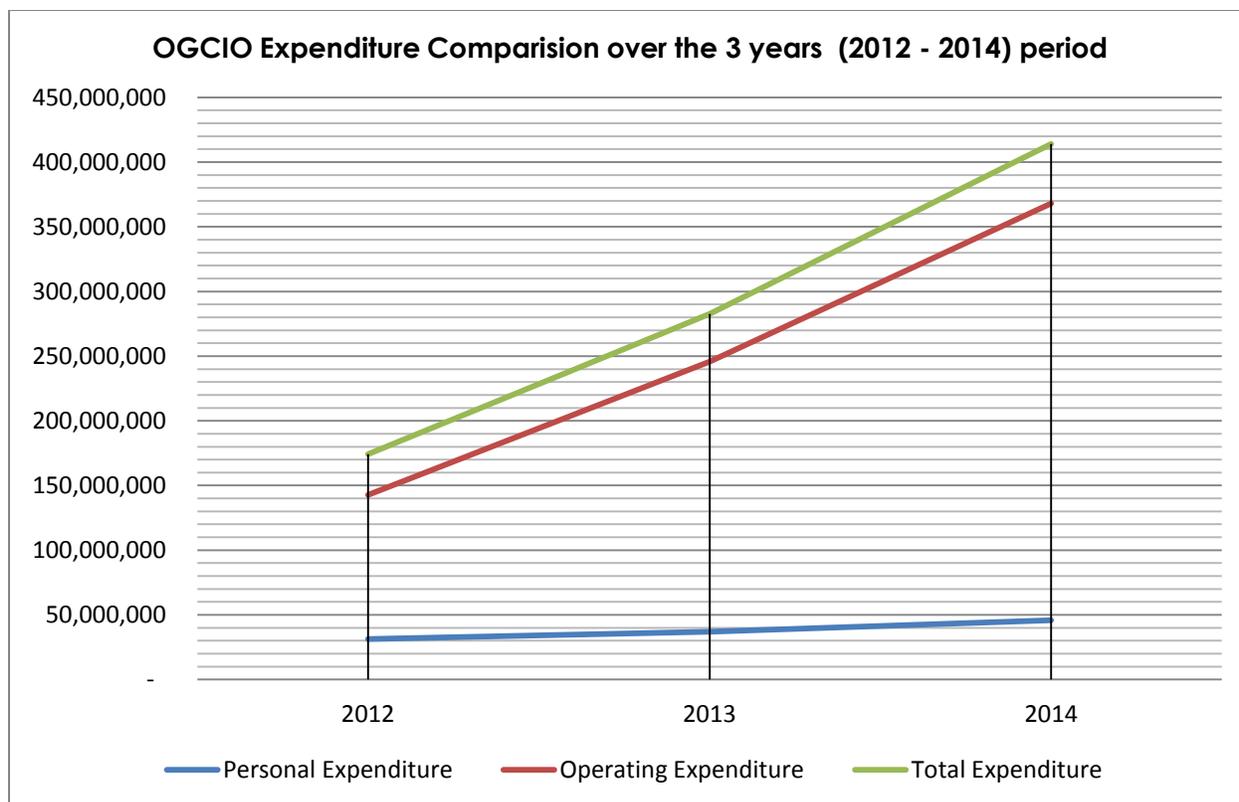
Statement of Financial Performance

ITEM	AMOUNT IN VATU		
	2012	2013	2014
REVENUES			
Original Appropriation	175,250,293	290,250,293	280,444,229
Supplementary Appropriations	0	0	135,020,294
Virements (transfers between cost centers)	7,600,000	(6,500,00)	(1,070,540)
Final Budget	182,850,293	283,750,293	414,393,983
Revenue from Equipment Disposal	227,610	0	0
GRAND TOTAL ALL REVENUES	183,077,903	283,750,293	414,393,983
EXPENDITURES			
Personnel, Actual Expenditures	31,383,084	36,930,008	45,924,252
Operating Expenses, Actual Expenditures	142,781,304	245,815,770	368,040,013
GRAND TOTAL ALL EXPENDITURES	174,164,388	282,745,778	413,964,265
UNDER OR (OVER) SPENDING			
Final Budget minus Grand Total All Expenditures.	8,685,905	1,004,515	429,718
Grand Total All Revenues minus Grand Total All Expenditures	8,913,515	1,004,515	429,718

Table 4: 2014 Statement of Finance Performance.



Figure 8: Line graph below shows the growth in expenditure over the last 3 years.



The line depicts the exponential growth in the operating expenditure over the 3 years period (2012 – 2014) compared to the personal expenditure. There are several factors that contribute to the huge gap. 57AA (Administration & Operations) has both Personal and Operating Expenditure while 57AB Government Broadband Network) only has Operating Expenditure.

Total Operating Expenditure between the two codes has an increase of more than 50% in 2013 from the total of 2012 and almost 40% increase in 2014 while the Personal Expenditure increase less than 17% in 2013 from 2012 total and almost 22% increase in 2014 total Personal Expenditure from 2013.

- Statements of cash flows, borrowings, commitments, specific fiscal risks, accounting policies and other: According to FMIS staff, such a Statement is “not applicable” to OGCIO during 2014.
- Statement of financial position: According to FMIS staff, such a Statement is “not applicable” to OGCIO during 2014.
- OGCIO has been promised approximately AUD 500,000 from Department of Foreign Affairs & Trade (DFAT); as of 12 December 2013. This amount had not arrived.
- The funding that is part of a larger World Bank grant to TRR that supports the following positions for OGCIO; Economist, Enterprise Architect, Security Adviser and possible future Attorney, are now fully spent or committed, and no other World Bank fund ever



materialized. Security Adviser has run out of funds for 2014. The Enterprise Architecture still has some funds available.

- Need major external funding package.

Development Projects

OGCIO contracted various technical experts who are providing technical assistance to OGCIO, and received reimbursement for these and other expenses from AusAID, the major donor, and the World Bank, the secondary donor.

The following donor-funded Technical Advisor contractors were currently active in OGCIO, as of 31 December 2014:

- iGov Strategic Advisor
- Security Advisor
- Enterprise Architecture Advisor

However, the Security Advisor ran out of funding towards the last quarter of 2014.

OGCIO also contracted and fund out of the recurrent budget three consultants in 2014:

- Telecommunication & Billing Consultant
- HR/Finance and Procurement Consultant
- Public Relations & Event Management Consultant

Two major development projects which are completed in 2014:

- Standard Operating Environment (SOE) Project funded Australian Aid.
- Submarine Cable Project funded under World Bank.

Portfolio Legislation

OGCIO was financially and organizationally transferred to the Prime Minister's Office as of 1 January 2013 based on a Council of Minister's decision. There is no legislation establishing the OGCIO, although this is desirable and in line with international norms.

Decision of the Courts

There are no court decisions affecting OGCIO.

Complaint Mechanisms

OGCIO maintained a professional HelpDesk and User Support service for Government clients to report issues and complaints. The HelpDesk and User Support service is accessible via e-mail, VoIP on 1135, or issues can be reported in person. Issues reported are later recorded into the



HelpDesk application. The recorded issues are assigned ticket number which is then assigned to technical officers.

An automated e-mail is send as notification to the assigned technical officer and the owner of the issue being the user who reports the issue also received a notification e-mail with the name of the officer assigned the task.

The HelpDesk web app is accessible to ICT officers. We are researching technologies to have a smarter tool to provide auto-fixing to minor issues.

Access to the HelpDesk and User Support service is accessible via e-mail 24/7, via VoIP or in person 8 hours per day from Mondays to Fridays, excluding public holidays.

In terms of telecommunications for the public, the government has established the TRR to regulate the telecommunication market so that there is a fair competition environment for telecom operators to compete. The citizens of Vanuatu can raise complaints and issues to the TRR's complaint & resolution desk at any time.

TRR has appointed Consumer Champions within our societies. The Consumer Champions will provide assistance to citizens to make sure that their concerns are reported and heard.



Annex

Year-End Version of the OGCIO Monthly Dashboard Reports



**OFFICE OF THE GOVERNMENT CHIEF INFORMATION OFFICER
JANUARY - JUNE 2014 DASHBOARD**

Program Area	Status	Key Message
National ICT Development		
National ICT Policy		National ICT Policy launched by PM on National ICT Day in May 2014. Advisor in place. M-GOV policy finished.
UAP Policy, e-Enablement, Cyber-Security, and Major Projects		UAP policy + CyberSecurity Policy launched by PM in May 2014. Submarine cable "lit" in Feb and private customers finally signed by April, ending major crisis.
iGov Initiative		
Transmission Management		All MW sites links online. Sola & Tanna VSAT Links migrated to TVL & Digicel links. MW power rectification issues identified and resolved.
IP Network & Data Center Management and Systems Admin & Security		Fiber optic link Fiji -Vanuatu finished. TVL signed up to VIX. Meteo Data Center upgraded. Lands server migrated. Sat link for GBN to HK uprated to 10 Mbps. Co-location agreements with TVL signed.
Database Management		Databases are migrated successfully. Need licenses for database server.
Applications Development Management		Police, Public Solicitor, Lands and other agencies assisted with small systems. Law-Justice ICT "visioning" almost complete and looks very successful. Major funding unsourced for this area, hence yellow rating.
Helpdesk & User Support Management		New HelpDesk System; iGov Connection for some remote government a major success, and training.
OGCIO Management		
Establishment of new org structure & functioning		Structure partially resourced, new proposed structure under development. Business Relations officer recruited. No staff in finance, contracts, or HR.
Advisor Recruitment		Economist TA out of funds; re-filling delayed. IGov-Policy Advisor on board. Security & Enterprise Architecture Advisors working well, but Security is running out of funds. Applications TA needed.
Financials/HR		GfG funding issue resolved. Serious CAPEX shortages due to under-investment. WB grant/loan offer received, action needed to hire Applications TA to get started.

- On Track
- Potential issues but getting better
- Some potential issues – Requires Management Attention
- Critical Issues – Requires Executive Attention



**OFFICE OF THE GOVERNMENT CHIEF INFORMATION OFFICER
JULY 2014 DASHBOARD**

Program Area	Status	Key Message
National ICT Development		
National ICT Policy		National ICT Policy in place. Advisor in place. M-GOV policy finished, CoM paper drafted. Working group in MoEd being designed.
UAP Policy, e-Enablement, Cyber-Security, and Major Projects		UAP & Cybersecurity Policies in place. Submarine cable market apparently stable. UAP market initiatives draw 300+ applicants. Child Online conference planned.
iGov Initiative		
Transmission Management		The Digicel transmission link to Sola has not been stable, including the network link at Saratamata. Power incident at Finance & Finance Data centre UPS issues has caused Finance data centre to be offline.
IP Network & Data Center Management and Systems Admin & Security		Core IP Network upgrade. Redundant physical link established between Government Data centres. All software licenses procured for the Server SOE Project. Server not Migrated to new Platform. Active Directory uplift and Domain Controller Upgrade Completed.
Database Management		Databases are migrated successfully. Need licenses for database server.
Applications Development Management		Government Agencies assisted with small systems. Law-Justice ICT "visioning" almost complete and looks very successful. Major funding unsourced for this area.
Helpdesk & User Support Management		Calls resolved, Daily tasks completed Daily Helpdesk Recording OK and ongoing. SOE Audit 75% completed, and training some training is required.
OGCIO Management		
Establishment of new org structure & functioning		Structure partially resourced, new proposed structure under development by contractor. No staff in finance, contracts, or HR. PR/events study under development.
Advisor Recruitment		Economist TA out of funds; re-filling delayed. iGov-Policy Advisor on board. Security & Enterprise Architecture Advisors working well, but Security is almost out of funds. Applications TA approved.
Financials/HR		3 main budget sources set. On-going CAPEX shortages due to under-investment. WB grant/loan offer received, action needed to hire Applications TA.

- On Track Potential issues but getting better
- Some potential issues – Requires Management Attention
- Critical Issues – Requires Executive Attention



OFFICE OF THE GOVERNMENT CHIEF INFORMATION OFFICER
AUGUST 2014 DASHBOARD

Program Area	Status	Key Message
National ICT Development		
National ICT Policy		Implementation Plans in place. M-GOV CoM paper drafted. Pursuit of loan/grant CoM paper being drafted. Work groups in MoET & MoH underway.
UAP Policy, e-Enablement, and Major Projects		Implementation plans with TRR and finalizing of grant applications for the Market Development Initiative projects.
National Cyber Security Policy		Implementation plans in place and working group meeting has convened
iGov Initiative		
Transmission Management		Power issue at Finance IT Data Centre has been resolved. CTB approves SPE Ltd variation of price. CTB approves GBN – MW System contract with NEC Australia.
IP Network & Data Center Management		Network Engineer joins OGCIO Network Team. Server migration to new firewall begins.
Systems Admin & Security		All expired licenses due this month have been procured and installed successfully. Server SOE Project agreed to be extended to end of October 2014 – at 70% completed.
Database Management		Databases are migrated successfully. Need licenses for database server.
Applications Development Management		Government Agencies assisted with small systems. Law-Justice ICT “visioning” almost complete and looks very successful. Major funding unsourced for this area.
Helpdesk & User Support Management		SOE XP & Vista Audit 100% completed, and training for some staff is required. Extra staff needed & additional vehicle to assist with completion of daily assign task.
OGCIO Management		
Establishment of new org structure & functioning		Current structure fully resourced however will require further re-structure including recruitment of additional resources. Budget still unfunded and seeking World Bank concessional loan fund package to fund key areas.
Advisor Recruitment		Economist TA out of funds; iGov Policy Advisor on board. Enterprise Architecture Advisor working well, funds needed for Security Advisor. Applications TA advertised. PR Advisor on board.
Financials/HR		3 main budget sources set. On-going CAPEX shortages due to under-investment. WB grant/loan offer received but new delay, action needed to hire Applications TA.

- On Track
- Potential issues but getting better
- Some potential issues – Requires Management Attention
- Critical Issues – Requires Executive Attention



OFFICE OF THE GOVERNMENT CHIEF INFORMATION OFFICER
SEPTEMBER 2014 DASHBOARD

Program Area	Status	Key Message
National ICT Development		
National ICT Policy		Finalise ICT Policy Implementation Matrix.
UAP Policy, e-Enablement, and Major Projects		Vanuatu signs with the ITU, the rural connectivity project to connect up to 5 rural areas to the internet.
National Cyber Security Policy		CTO assesses Vanuatu for the establishment of a CIRT. Hosted the first regional capacity building workshop on Child Online Protection for Pacific Islands.
iGov Initiative		
Transmission Management		Power issue at Finance IT Data Centre has been resolved. CTB approves SPE Ltd variation of price. CTB approves GBN – MW System contract with NEC Australia.
IP Network & Data Center Management		Server migration to new firewall continues. Assist contractor to setup new server platforms.
Systems Administration		Preparations in progress for the migration of all VM Clients to the new platform. Server component of SOE Project ends at the end of October and the Desktop component has not start yet – 60%.
Security Administration		GBN is still vulnerable to various problems, such as viruses, malware, spyware and grey-ware. New Control Manager system has been configured to generate reports thus improving security.
Database Management		Databases are migrated successfully. Licenses for database servers are under negotiation with Microsoft.
Applications Development Management		Government Agencies assisted with small systems. Law-Justice ICT "visioning" almost complete and looks very successful. Major funding unsourced for this area.
Helpdesk & User Support Management		SOE Report Completed, Compiled and presented, Rollout expected to start soon. Some training is required. Extra staff needed & possibility of an additional vehicle.
OGCIO Management		
Establishment & Functioning of Organisational Structure		OGCIO current structure has been fully resourced however will require further re-structure including recruitment of additional resources. Budget still unfunded and seeking World Bank concessional loan fund package to fund key areas.
Advisor Recruitment		Economist TA out of funds; iGov Policy Advisor on board. Enterprise Architecture Advisor working well, funds needed for Security Advisor. Applications TA advertised.
Financials/HR		3 main budget sources set. On-going CAPEX shortages due to under-investment. WB grant/loan offer received but new delay, action needed to hire Applications TA.

- On Track
- Potential issues but getting better
- Some potential issues – Requires Management Attention
- Critical Issues – Requires Executive Attention



OFFICE OF THE GOVERNMENT CHIEF INFORMATION OFFICER
OCTOBER 2014 DASHBOARD

Program Area	Status	Key Message
National ICT Development		
National ICT Policy		Preparation for the NIDC Meeting No.4/2014 underway. Procurement underway for law/econ advisory firm.
UAP Policy, e-Enablement, and Major Projects		35 UAP program sites selected. Talks scheduled with ADB Sydney office re large e-Gov loan. Procurement of e-Gov Applications Advisor underway.
National Cyber Security Policy		Review of CIRT and COP Assessment draft report done. Initial brainstorming done for draft instructions to State Law Office for Cybercrime Legislation.
iGov Initiative		
Transmission Management		All microwave sites and VSAT links are online. Monthly maintenance and servicing for tower sites, Power Generators, UPSs, Air Condition units complete.
IP Network & Data Center Management		Server migration to new firewall continues. Assist contractor to setup new server platforms.
Systems Administration		Systems – Server Environment, Operations and Applications 80% completed; Server SOE Project 80% and Desktop SOE Project 17%.
Security Administration		GBN is still vulnerable to various problems, such as viruses, malware, spyware and grey-ware.
Database Management		Databases are migrated successfully. Licenses for database servers are under negotiation with Microsoft.
Applications Development Management		Government Agencies assisted with small systems. Law-Justice ICT "visioning" almost complete and looks very successful. Major funding unsourced for this area.
Helpdesk & User Support Management		SOE rollout started. Training is required. Extra staff needed. Transport is an ongoing issue and additional vehicle is required.
OGCIO Management		
Establishment & Functioning of Organisational Structure		OGCIO current structure has been fully resourced however will require further re-structure including recruitment of additional resources. Budget still unfunded and seeking World Bank concessional loan fund package to fund key areas.
Advisor Recruitment		Economist TA out of funds; iGov Policy Advisor on board. Enterprise Architecture Advisor working well, funds needed for Security Advisor. Applications TA advertised.
Financials/HR		3 main budget sources set. On-going CAPEX shortages due to under-investment. WB grant/loan offer received but new delay, action needed to hire Applications TA.

- On Track Potential issues but getting better
- Some potential issues – Requires Management Attention
- Critical Issues – Requires Executive Attention



**OFFICE OF THE GOVERNMENT CHIEF INFORMATION OFFICER
NOVEMBER 2014 DASHBOARD**

Program Area	Status	Key Message
National ICT Development		
National ICT Policy		Preparation for the NIDC Meeting No.4/2014 underway.
UAP Policy, e-Enablement, and Major Projects		25 UAP program sites announced.
National Cyber Security Policy		Review of CIRT and COP Assessment draft report done. Initial brainstorming of draft instructions to State Law Office for the development of a Cybercrime Legislation.
iGov Initiative		
Transmission Management		Replacement of broken dish cover for Saratamata MW Tower; Sola link issue resolved; Replacement of faulty batteries at Saratamata tower site; A power issue at Meteo Data Centre resolved.
IP Network & Data Center Management		Server migration to new firewall continues; E-root server installation at VIX.
Systems Administration		All servers migrated to the new iGov infrastructure; Servers upgraded to Windows server 2008 R2; All traffic through iGov new firewall.
Security Administration		GBN is still vulnerable to various problems, such as viruses, malware, spyware and grey-ware.
Database Management		Databases are migrated successfully. Licenses for database servers are under negotiation with Microsoft.
Applications Development Management		Government Agencies assisted with small systems. Law-Justice ICT "visioning" almost complete and looks very successful. Major funding unsourced for this area.
Helpdesk & User Support Management		SOE rollout for Port Vila on-hold; Training is required; Extra staff needed; Transport is an ongoing issue.
OGCIO Management		
Establishment & Functioning of Organisational Structure		OGCIO current structure has been fully resourced however will require further re-structure including recruitment of additional resources. Budget still unfunded and seeking World Bank concessional loan fund package to fund key areas.
Advisor Recruitment		Economist TA out of funds; Economic/Legal firm advisor submission to WB; iGov Policy Advisor on board; Enterprise Architecture Advisor working well, funds needed for Security Advisor. Senior Applications and Project Design TA evaluation process begins.
Financials/HR		3 main budget sources set. On-going CAPEX shortages due to under-investment. WB grant/loan offer received but new delay, action has started to hire Senior Applications and Project Design TA.

- On Track Potential issues but getting better
- Some potential issues – Requires Management Attention
- Critical Issues – Requires Executive Attention



OFFICE OF THE GOVERNMENT CHIEF INFORMATION OFFICER
DECEMBER 2014 DASHBOARD

Program Area	Status	Key Message
National ICT Development		
National ICT Policy		NIDC Meeting No.4/2014 Minutes Circulated.
UAP Policy, e-Enablement, and Major Projects		ICT in Accessibility.
National Cyber Security Policy		Cyber Security Legislation High Level visit
iGov Initiative		
Transmission Management		Bad weather caused main transmission link from KHT to north offline & resolved - link back online; Tanna PWD DC new WAP from TVL / Hospital tower AP, replacing WAP from GBN DC; Tanna MALFFB offices are now connected to GBN.
IP Network & Data Center Management		Server migration to new firewall continues.
Systems Administration		All servers migrated to the new iGov infrastructure; Servers upgraded to Windows server 2008 R2; All traffic through iGov new firewall; Cleaning of the AD inactive users and computers
Security Administration		GBN is still vulnerable to various problems, such as viruses, malware, spyware and grey-ware.
Database Management		Databases are migrated successfully. Licenses for database servers are under negotiation with Microsoft.
Applications Development Management		Government Agencies assisted with small systems; Law-Justice ICT "visioning" becoming very successful; New system to facilitate clean record of citizen information; Major funding sourced for this area.
Helpdesk & User Support Management		SOE rollout for Port Vila on-hold; 4 technical staff applied for training; Discussions have started for the purchase of 2 more vehicles.
OGCIO Management		
Establishment & Functioning of Organisational Structure		OGCIO current structure has been fully resourced however will require further re-structure including recruitment of additional resources. Budget still unfunded and seeking World Bank concessional loan fund package to fund key areas.
Advisor Recruitment		Economic/Legal firm advisor submission to WB; iGov Policy Advisor on board; Enterprise Architecture Advisor working well, funds needed for Security Advisor. Senior Applications and Project Design TA evaluation approved by CTB and contract to be signed soon.
Financials/HR		3 main budget sources set. On-going CAPEX shortages due to under-investment. WB grant/loan offer received but new delay, processes almost complete to hire Senior Applications and Project Design TA.

- On Track
- Potential issues but getting better
- Some potential issues – Requires Management Attention
- Critical Issues – Requires Executive Attention