



ICT Department

FROM: Onisimo Pasikali

TO: Director Corporate Services

DEPT:

RE: Departmental Report - February 2009

Cc: ICT Department , Corporate Management

DATE: February 2009

Introduction

This document contains a summary of key tasks undertaken during the month of February 2009 in the ICT department. A soft copy of this document and additional individual staff reports are available and downloadable from the following locations:

[\\10.1.1.202\CorpReport](#)

(1). PayGlobal HRSS – a HR/ICT Project

Scope and Documents

- HRSS Scope discussions/Documentations – FSMed, Eclipse, HR
- HRSS Scope Document Review By Eclipse PG Solution Manager - Eclipse
- HRSS Scope Document Review by FSM - FSMed

Pending

- Software Installation
- Systems Build – HRSS Configuration as per Scope
- Key User Training
- User Acceptance Testing Assistance and Fixes

ICT is getting regular updates from Kirti Sharma on the status and progress of HRSS

(2). StudentSoft

SLA – Management Paper

- Manager ICT wishes to pursue an SLA agreement with our premium system development partner – Software Factory Ltd in early 2009. With the successful implementation of the Online Enrolment for continuing students, StudentSoft has become a very important aspect of our system. Therefore it requires a robust and reliable maintenance agreement for ongoing support.
- ICT Manager to present a paper and request Management to approve an SLA with Software Factory Ltd for ongoing support of StudentSoft and systems development modules.

Halls of Residence Module

- Software Factory met with Student Services Manager to informally discuss planned development of StudentSoft Halls of Residence module.
- Bill wants to capture room specification and accommodation information in the system. This will enable him to generate timely and accurate report on room allocation, occupancy rate, and availability which impacts the accommodation fee income projection

SunSystem GL and StudentSoft Balance

- Not balanced – Rizhwaan and Pranesh to explain

Online Enrolment

- Online enrolment for continuing students starts 12.01.2009 through to 23.01.2009.
- Online Enrolment manual emailed to students by Rizhwaan
- Radhika to increment Year Level for continuing student so that students can get the correct course

ID Number Problem

- Having problems in transferring details of previous students with ID numbers from application processor. Each time transfer is made, new ID number is picked – Rizhwaan to update
- This has been fixed. Previously StudentSoft used to generate new ID Number for any student that did not exist in StudentSoft. Now, I have changed the system to use old ID Number if the old ID Number is entered in the Application Processor, regardless of whether the student exist in StudentSoft or not.

(3). ICT Audit

Audit for ICT Department carried out in February by

Key Issues

The following issues were highlighted:

- Disaster Recovery
- risk assessment
- Process Documentation
- Staff Turnover
- Succession planning
- Change Management Policy
- Server Clustering and Replication
- Processes and Procedure Documentation

(4). 2009 Enrolment

- Online Enrolment - Successful
- Face to face Enrolment - Successful
- 2009 Enrolment Statistics – Rizhwaan to submit latest figure

(5). Anti Virus Renewal/Upgrade

- NOT renewing current version of McAfee Anti Virus – *McAfee Enterprise 8.5.0i*
- Upgrade to *McAfee Total Protection for EndPoint* instead

Cost of current version renewal: \$16,822.64

Cost of new version, installation and client deployment: \$17,650.45

- Purchased *McAfee Total Protection for EndPoint* license and software
- Installation and deployment to begin next week after server memory is upgraded

(6). Communication Rack Tidy Up - Pasifika

- NSL completed tidy-up and cable management for Pasifika communication rack
- Also installed a new Linksys 24 port data switch to cater for extension & addition of new PCs to Pasifika LAN.

Cost – \$840.00

(7). Teaching Aids – Pool and Classroom equipment

ICT Pool – new laptops and projectors

1. 4 x new Lenovo ThinkPad SL500 Notebooks @\$1,350.00
2. 3 x Epson projectors @\$999.00

Cost: \$5,400.00

Classrooms

3. 4 x ceiling mount projectors @\$1,350.00

Cost: \$5,400.00

Total Cost: \$10,800.00

(8). General Software and Utilities

The following general productivity software have been indentified to be relevant and useful for our use. They are be installed in all student computer labs and also made available to the general FSMed community. Quotation requested from software venders:

	Software	Overview & Benefit
1	GoodSync www.goodsync.com	GoodSync is an easy and reliable file backup and file synchronization software. It automatically analyzes, synchronizes, and backs up your emails, precious family photos, contacts, MP3s, financial documents, and other important files locally - between desktops, laptops, servers, external drives, and Windows Mobile devices, as well as remotely through FTP, SFTP, WebDAV, and more. ICT intend to implement this as a mandatory personal disaster recovery solution for all users. It acts as a first line of defense in data loss prevention
2	Adobe Creative Suite 4.0 Design Collection – Student Edition	This is a specially discounted version of Adobe Suite aimed at education institution. The price is about 4 times less than the commercial version Consists of InDesign CS4, Photoshop CS4 Extended, Illustrator CS4, Flash CS4 Professional, Dreamweaver CS4, Fireworks CS4, Acrobat 9 Pro, Adobe Bridge CS4, Adobe Device Central CS4, Version Cue CS4 http://www.adobe.com/education/products/creativesuite/
3	Symantec Ghost	For mass deployment of PC images. Essential for lab upgrades
4	Symantec Desktop/Server Live Recovery	Disaster Recovery tool for desktop and server computers. Allows the user take snapshots of computer at any given state and period
5	Nero 9.0	CD/DVD burning and Ripping tool

(9). Students Labs

LAB Regulations & Guidelines - Updated and made aware to all student by email and notice board posting

Theft in the Lab - One PC stolen and few other tampered with in the Pasifika Lab

Remedial Measures – Discussed with Library tighter arrangement regarding entry and exit path during afterhours supervision

(10). Staffing

1. **Interview for Sunil and Rahima's replacement**

- Rahima's position offered to Pritika Kumari – incumbent Help Desk Administrator
- Sunil's position remained vacant after interview - no suitable candidate identified
- Continue head hunting
- Partial Outsourcing/Managed Services remained an option
- Management decided not to renew Shalendra's position

2. **Training Needs Analysis – TNA**

- Individual and departmental TNA are ready to be submitted to HR

3. **Job Description**

- An exercise was carried out to update the job description of staff. Due to evolving and ever changing landscape in the IT environment, there is a need adjust responsibilities and job description from time to time. This will also assist in restructuring the department in the future

4. **Job Retention Policy – Corporate Services**

- Corporate Services needs to address and put in place a job retention policy to help cushion the high staff turnover on scarce skill areas like IT

(11). Student Lab Upgrade

RAM Upgrade – Memory to upgrade to 2Gb from 1Gb

Operating System - To upgrade to Window Vista from, XP Professional

Applications – To upgrade to Office 2007 from Office 2003

(12). Website Re-design and Overhaul

- Website Committee meeting regularly
- Very slow input from academic departments
- Website template and framework given to each department
- Reminded Acting Dean to remind HODs

(13). Tamavua Campus

New Tamavua Computer Lab

- Structured Cabling and backbone uplink completed
- Switch and rack cabinet to arrive this week
- Hotspot Wireless to be installed and commissioned this week
- PCs to arrive this week

Spyware Outbreak in Tamavua

- There was a noticeable increase in Spyware infiltration in Tamavua last month
- Ayesha contained it with freeware antispysware tools

(14). Tamavua WAN Link

Frequent Downtime

- Telecom DDN circuit unreliable
- Aged and incapable UPS – to be replaced

UPS Upgrade

- Require a wholesome centralized UPS system to cater for all equipment instead of multiple smaller units

(15). Lautoka Campus

Site Support by Alipate – 05.02.2009

- Reset of **hardware** for Lautoka Domain Controller, then restart it. Working fine.
- Check wireless bridge from McGregor House to Hospital
 - Wireless bridge on hospital end is knocked out of its place due to the bad weather last 2 weeks
 - Reinstall the antenna back on with help from Hospital electrician with his materials
 - Check connection back @ McGregor and it was back on line
 - Check network port for Dr William May – termination in patch panel in server room not patched
 - Configure local printer for Dr Riptinder Singh – install it locally
 - Checked students lab, and changed faulty screen with a spare screen from server room.

Note: We also need to change the UPS in McGregor House because currently the switch is powered directly to main power outlet. (a small unit would do the job)

MBBS ownership claim

- Non MBBS student expressed concern on perception that MBBS own the lab in Lautoka.
- I initiated discussion with Dr. Rodgers, Dr. Kamal and Dr. Riptinder. Dr. Rodgers has addressed the issue with MBBS students

New Lab Printer

- 1 x HP LaserJet P3005dn for Lautoka Lab – replacement for faulty one

New Lab Printer

- Current printer breakdown too often
- Replaced with new HP LaserJet P3005dn

(16). Telemedicine Technology

- Few discussions have taken place spearheaded by Dr. Malani followed up by JICA.
- Interest in setting up FSMed as a Telemedicine video conferencing hub

(17). Disaster Recovery – UPS Consolidation and Upgrades

Damaged UPS in Tamavua Campus

- Currently no UPS for Tamavua IT hub - Critical
- Finalizing specs and quotations

UPS Upgrade for Pasifika

- To be looked into after Tamavua

(18). Wireless Hotspot Access – AusAID Funded Project

- Pasifika Campus** – Scoping and Costing in progress
- Hoodless – Kivi Connection** – Supplier and Costing approved. Installation to start next week
- Tamavua Campus** – Hotspot Access integrated with new computer lab project
- Hoodless House** – To be integrated with Pasifika project.

(19). ID Cards

- ID Card issue a big embarrassment
- Card printer ordered – to be deliver this week
- ICT Department to take over ID Card responsibility for both staff and students in 2009 with tight controls and processes
- Academic Office, HR to document process for ID card production.

(20). AusAID Strategic Plan Deliverables

Delivered Projects

- WebRoot Hosted Email Security - \$18,000 per annum

Current Projects

- Website Overhaul
- Wireless Hotspot Access
- Upgrade of Teaching Aids
- Documentation of Processes

Pending Projects

- AVAYA Upgrade
- Disaster Recovery

(21). IT Policies

One draft policy was circulated for management input and endorsement in February.:

Computer Resources Allocation Policy

Objective

The objective of this policy is to establish guidelines and define a process for allocating personal computing technology resources to Fiji School of Medicine employees and departments.

Introduction:

The personal computer has become an indispensable tool for carrying out the educational and administrative operation of the institution .As computers age, they become more prone to failure and the support costs rise. Also, as time goes on, the hardware demands placed on the system by the software increases with each new application and each new release. Because of this, a personal computer needs to be upgraded or replaced on a periodic basis in order to maintain the productivity of the end user.

(22). Purchasing – February 2009

	Item(s)	Qty	Unit Price	Total Price	Department
1	DDR 2 1GB 533 Mhz	2	\$ 35.00	\$ 70.00	DHS/DMS
2	MCAfee Total Protection for Endpint License	1	\$ 16,650.45	\$ 16,650.45	
3	Tamavua Computer Lab Cabling and Hotspot	1	\$ 11,783.02	\$ 11,783.02	
4	HP DX 7400 SFF Pc with 19" LCD Screen	1	\$ 1,850.00	\$ 1,850.00	DMS
5	HP 6730b Business Notebook	1	\$ 2,065.00	\$ 2,065.00	HR
6	Toners - HP 96,97 CLR CART, HP Laserjet 03A, 12A	8	\$ 723.84	\$ 723.84	DMS
7	Toners - HP 94, 97 CART	4	\$ 224.60	\$ 224.60	ICT
8	Power Pack for HP Compaq NX6120 Notebook	1	\$ 160.00	\$ 160.00	ICT
9	Apacer 8GB&4GB USB 2.0 Flash Drive	5	\$ 175.00	\$ 175.00	ICT
10	NSL Labour Charge - Reset Switch in Pasifika Campus 2009	1	\$ 67.50	\$ 67.50	ICT
11	NSL Labour Charge - Reset Switch in Pasifika Campus 2009	1	\$ 67.50	\$ 67.50	ICT
12	Toners- HP Laserjet 12A, HP 21,22,94,97 Cart Tri Colour	16	\$ 1,385.00	\$ 1,385.00	HR
13	Software - Symantec LiveRecovery Server & Desktop	1	\$ 2,157.76	\$ 2,157.76	ICT
14	Symantec Norton Ghost 14.0	1	\$ 118.00	\$ 118.00	ICT
15	Toners- HP Laserjet 12A, 10A, Cartridge 58, 27	8	\$ 800.00	\$ 800.00	DOH
16	Toners - HP Cartridge 45	2	\$ 156.28	\$ 156.28	Academic
17	Data Swithch - 8 Port netgear port switch 10/100	1	\$ 99.00	\$ 99.00	ICT
18	Lautoka Campus - Labour Charges	1	\$ 100.00	\$ 100.00	ICT
19	ToenrHP Laserjet 12A, Cartridge 78 CLR	3	\$ 291.00	\$ 291.00	DFL
20	Toners - HP Laserjet 10A,49A, Cart 21,22	16	\$ 176.40	\$ 176.40	DPH
21	HP DX 2710 SFF PC with 19" Screen	13	\$ 1,687.50	\$ 1,687.50	ICT/DPH
22	Toshiba Satellite Pro P300N for Pranesh	1	\$ 2,802.00	\$ 2,802.00	DHS
23	DVD Blank Verbatim+R8.5GB	20	\$ 121.00	\$ 121.00	ICT
24	New Server Installation	1	\$ 3,000.00	\$ 3,000.00	ICT
25	Toners - HP Laserjet Toner 11X,42A	6	\$ 1,962.00	\$ 1,962.00	ICT
26	HP dx7400 SFF Desktop	1	\$ 1,940.00	\$ 1,940.00	DHS

27	Notebook 2.5 Sata Harddisk,Power board 6outlet,SD Card 4GB	8	\$ 381.00	\$ 381.00	ICT
28	Systems Development - SFL	1	\$ 3,588.00	\$ 3,588.00	ICT
29	Hoodless House-Kivi House Bridge	1	\$ 5,011.90	\$ 5,011.90	ICT
30	HP 6730b Business Notebook	1	\$ 2,065.00	\$ 2,065.00	Research
31	HP 160GB USB Pocket Drive	1	\$ 158.00	\$ 158.00	Research
32	IBM Lenovo Thinkpad SL500 Notebook	1	\$ 1,350.00	\$ 1,350.00	DMS
33	HP Laserjet P3005Pn Printer, Kingston 128MB DDR 2 module	1	\$ 2,499.00	\$ 2,499.00	ICT
34	Changed line pairs & repaired broken cable	1	\$ 67.50	\$ 67.50	ICT
35	Notebook Memory DDR2 2GB 667MHZ	1	\$ 69.00	\$ 69.00	Academic
36	USB 2.0 SATA Case	1	\$ 105.00	\$ 105.00	ICT
37	2GB RAM module for HP Proliant ML370G3 Server	1	\$ 740.00	\$ 740.00	ICT
38	IBM Lenovo Thinkpad SL500 Notebook & case x3	1	\$ 4,050.00	\$ 4,050.00	ICT
39	Toshiba satellite P300 notebook,DD2-800 1GB Memory module, Tosihiba satellite case	3	\$ 2,802.00	\$ 2,802.00	ICT
TOTAL February 2009				\$73,519.25	

(23). Deliveries – February 2009

	Item(s)	Department	User	Supplier	Total Price
1	HP DL380G5 Server	ICT	ICT	VT Solutions	\$16,661.67
2	Optical Usb Mouse	ICT	Alipate	Bondwell	\$9.90
3	Checked Faulty Network Port	Finance	Aliti	NSL	\$67.50
4	Optical USB Scrol mouse	DMS	Joseph Flear	Bondwell	\$9.90
5	usb hub 2.0(Ultra mini 4 port hub)	ICT	Alipate	Bondwell	\$19.00
6	15litres water refill x4	ICT	ICT	Mr Pure	\$40.00
7	DVD Rewriter LG BLK GH22N	Research	Elenoa	Bondwell	\$54.00
8	HP 3730b Business notebook	Academic	Paul Laginikoro	Daltron	\$2,065.00
9	120GB Notebook HD	Dean	Robert Moulds	Bondwell	\$164.00
10	Memory DDR 1GB 533mhz	DHS&DMS	Sangalesh Dr. Munir	Bondwell	\$62.00
11	Toners- HP 12A Toner x2, 94,97 Cart x4	HR	Ashish	Bondwell	\$386.48
12	Toners - HP 96,97 Cart	ICT	ICT Pasifika	Bondwell	\$24.95

13	15litres water refill x6	ICT	ICT NPC&HH	Mr Pure	\$60.00
14	Toners- HP 45 CART Black x2	Academic	Dr Ratu	Bondwell	\$112.56
15	Drive Handy 4GB&8GB USB 2.0	ICT	ICT	Bondwell	\$139.00
16	Resched Corporate License	ICT	ICT	Madrigalsoft	US\$1106.00
17	Toners -HP CART 96 x2,97 x2, HP Laserjet 03 x2,12A x2	DMS	Elenoa	Bondwell	\$723.00
18	Toners - HP CART 21 x6, 22 x6,HP Laserjet 10A x2,49A x2	DPH	Louisa	Bondwell	\$976.40
19	Toners - HP Laserjet 12A x2, HP 78 CLR CART	DFL	Mere Dilio	Bondwell	\$291.00
20	Toners- HP Laserjet 12A x6, HP 21 x6, 22x3, 94 x6, 97 x3 CLR CART	DOH	Raijeli	Bondwell	\$1,383.90
21	HP Battery 6 cell 55WHR	Research	Graham Roberts	Clariti	Warranty
22	Toners - HP 42A Laserjet Toner	ICT	ICT Student Lab	Bondwell	\$855.3
23	250GB SATA Notebook HD x3,Power board 6 outlet x4,SD4GB card	ICT	ICT	Bondwell	\$540.00
24	Case Harddrive 2.5" Sata to USB 2.0	ICT	ICT	Bondwell	\$105.00
TOTAL					\$26,962.56

(24). Toner Consumption by Department – February 2009

	Type	Printer Model	User	Department	Qty	Unit Cost	Total Cost
1	10A	HP Laserjet 2300	Radhika	Academic	1	\$205.00	\$205.00
2	27A	HP Inkjet C8727A	Praveen Prasad	DHS	1	\$29.00	\$29.00
3	BC-05	Canon bubble jet BJC-210	Dr Dottolo	DHS	1	\$45.40	\$45.40
4	94	HP Officejet 7210	Aliti.Ratudradra	Finance	1	\$41.00	\$41.00
5	49A	HP Laserjet 132049A	Anaseini.R.Raikoti	Research	1	\$123.00	\$123.00
6	94	HP Officejet 7210	Laisa Ravunisa	DHS	1	\$41.00	\$41.00
7	95	HP Officejet 7210	Laisa Ravunisa	DHS	1	\$45.00	\$45.00
8	12A	HP Laserjet 12A	Kritshni Kausal	DHS	1	\$115.00	\$115.00
9	94	HP Officejet 7410	Rizhwaan	HH ICT	1	\$41.00	\$41.00
10	94	HP Officejet 7410	Pritika	Pasifika ICT	1	\$41.00	\$41.00
11	12A	HP Laserjet 12A	Dhiren	DHS	1	\$115.00	\$115.00
12	27A	HP Inkjetjet C8727A	Ana Naisau	Student Services	1	\$29.00	\$29.00
13	27A	HP Inkjet C8727A	Barbara Lakepa	Student Services	1	\$29.00	\$29.00
14	22	HP Inkjet C8727A	Barbara Lakepa	Student Services	1	\$28.90	\$28.90

TOTAL								\$928.30

(25). Accounts – Email and Network

Account Termination – February 2009

	Name	Position	Department	By
1	Sunil Narayan	Systems Administrator	ICT	Onisimo
2	Sunil Chand		Research	Onisimo

Account Creation – February 2009

	Name	Postion	Department	By
6	Joshila Lal	Lecturer 1 - Pharmacy	DHS	
7	Setita Naqeleuvuki		Research	
8	Tema Reade Matanatabu	Housekeeper, Hoodless	Sudent Services	Alipate
9	Dr. Jitoko Cama	Senior Lecturer Surgery	DMS	Alipate
10	Dr. Suzy Ludy Nou	Senior Lecturer Anesthesia	DMS	Alipate
11	Sharlene Nand	Part-time lecturer -Physiotherapy	DHS	Alipate
12	Elisabeth T. Younger	Part-time lecturer -Physiotherapy	DHS	Alipate
13	Gyatri Kavita			
14	Jeremaia Joji			
15	Vani Fifita			
17	Barbara Lakepa			
18	Alipate Molisodrau			

(26). Downtime – WAN Links and Power Outage

	Date	Time	Duration	Reasons
1	02.02.2009	8:00am	3 hours	Switch malfunction at Pasifika
2	02.02.2009	8:30am	3 days	TFL

(27). Individual Report and Commendation

- With exception of Mohammed Rizhwaan, all staff submitted their monthly report on Friday 27th February 2009 as required. It's noted also that Rizhwaan has not submitted his TNA and job description as required by Manager ICT despite repeated reminders. There is minimum reporting on StudentSoft issues also. A copy of this note will be forwarded to HR for personal filing.
- Special commendation for Vili Tuivaga for showing real endeavor to learn quickly without much supervision and minimum on the job coaching
- Also to Ayesha for containing spyware outbreak in Tamavua
- Also to Pritika for taking on added responsibilities in the Help Desk area. He's keeping the department up to date regarding resource bookings, purchasing, delivery, consumables, leave, and liaising with suppliers. The ID Card production will also come under Help Desk soon.

A copy of staff individual report is available from the Corporate Share drive in the ICT folder

<\\10.1.1.202\CorpReport\ICT>