

IT ANNUAL REPORT 2011/12

PROGRAMME: COORDINATION AND SUPPORT SERVICES

Computerisation/Information Technology

ACHIEVEMENTS

The following achievements were attained during the last financial year:

- VSAT and UPS units were installed at some Border Posts as an alternative measure in case of power interruptions or network breakdowns.
- Due to the construction of the new erected building, the fibre optic line between the Fiscus and Oude Voorpost buildings had to be relayed.
- New network cabling and network points had to be installed in various buildings that MoF staff occupied so that staff members can share the necessary information related to work.
- The relocation to a new Disaster Recovery Site (DRS) necessitated hardware and network movement. To secure more the DRS and have access to improved network infrastructure.
- An upgraded automated backup system was installed for the Microsoft Administrative system, as well as the upgrading of mail and web marshal, to be able to filter the incoming spam or unwanted mail.
- The Ministry of Finance participated in cloud computing and data exchange, to streamline the procedure of exchange of trade data between countries and provide advance information on trade, which can be incorporated into our risk management system and allows to meet WCO top priorities, which is to exchange information between Customs Administrations
- MoF started with the migration of ASYCUDAWORLD to Align Namibia in Customs modernization programme. The new programme will provide the ministry means to interface with other Ministries, help towards the implementation of Single Windows platform and allows to rectify current system problems such as Temporary Imports procedures and interfacing with other systems using XML or EDI messages
- Maintenance on hardware at all regional offices is now done every trimester to improve the MoF operations from all offices country wide.



A Computer Technician busy fixing a computer.

- All boardrooms in Windhoek were installed with audio and video facilities to improve presentations.
- As a first phase of the server room upgrade, new racks have been installed and the wiring in the network cabinet cabling was colour coded according to floor for better identification.



A Network Technician that is busy with problem solving.

- The implementation of Electronic Fund Transfer System (EFT) to the Government of Namibia for creditors and Employees to minimize the cheques reduction is still continuing to various institutions.

- Ministry of Finance IT Division has developed the Financial Literacy Initiative (FLI) website which was officially launched on 15th March 2012, www.fli-namibia.org. The Financial Literacy Initiative (FLI) is a national platform to enhance financial education for individuals and micro-, small- and medium sized enterprises. The website will be maintained by IT staff members until the decision have been made to move it to new institution.

(These below picture may be used also by EPAS where FLI secretariat)



Training

Training and skills transfer is an ongoing operation due to the ever changing technological development in the ICT environment.

Some IT staff attended the following training courses:

- Five staff members attended the Microsoft SharePoint a solution for Business Processes like Electronic forms, Workflow, Document Management, Sharing and Publishing Information and also a platform for building collaboration solutions.
- SharePoint usage empowers People by letting them work together in ways that are most effective for them, whether through the PC, browser or phone. It enables people to find the t relevant information, while providing them with self-service facilities that enhance their decision-making capabilities. For example, a customs procedures codes that needed to be shared across borders or Electronic Document and Records Management Filling System reference numbers to be shared in the whole Ministry. The document can be shared within Directorate, Division, Subdivision and even within subsections.
- Twenty five IT staff members from various OMAs attended Oracle Database, Sun Certified System Administrator (SCSA) and Sun Certified Solaris Associate (SCSAS) the

course offered by Silnam. Oracle Database and System Administrator to perform system administration duties for example: file and directory management, controlling the user work environment, archiving files, file compression.

- One System Administrator attended two weeks of intensive training; in Oracle Database 11g SQL Fundamentals I with number Exam.1Z0- 051 and one week covered Oracle Certified Associate (OCA) 11G Administrations I with exam number 1Z0-052.

CHALLENGES ENCOUNTER

The following constraints are experienced in the IT Division:

- Reduction of cheques printing is still a bigger challenge even after the implementation of Electronic Fund Transfer System (EFT).
- The Ministry encourages staff members to make use of technology, this means make use of e-mail, internet, etc. The ever demanding increase for bandwidth is another constraint. It is always a challenge to differentiate if the bandwidth needed is for recreation, research or work related operations.
- The remoteness of border posts has always been a challenge. Whether it be hardware that needs to be maintained regularly, electricity infrastructure that is poorly maintained or telecommunications that does not reach these remote areas. For example in Mohembo border post, the satellite has to be removed and fall back to analog line. The new programme like IFMS Release 12 and Asycudaworld also need bigger bandwidth.
- The current audio and video facilities within Fiscus Building are working well when operated mostly by IT staff members. There are no IT staff members in the regions to maintain these facilities when installed in the regions.
- It is challenging that additional systems, must interface systems together which may not necessarily even belong to one O/M/As or abcountry and this must be provided with reliable and speedy telecommunication links
- Training and sustainability must be provided to an existing skeleton staff attached to Customs in IT. It is also requires that IT staff understanding different computer languages, programming skills in software development such as Java and So-Class.

FUTURE PLANS

Based on the enormous task put to the Division, it sees a challenging future ahead of it, and therefore has the following expectations:

- Implementing the new IRD Tax system to maximize the tax revenue collection and also for effective and efficient ways of collecting tax.
- MOF-IT is in the process of Implementing Electronic Tender Board System

- The Ministry of Finance Information Technology Division is embarking on implementing Microsoft Lync (Unified Communications) solution. Microsoft Lync connects users in new ways, regardless of their physical location. The latest release of the Unified Communications platform delivers a fresh, intuitive user experience that is directly accessible from Microsoft Office applications such as Microsoft Outlook, Microsoft Word, and Microsoft SharePoint. Microsoft Lync Solution brings together the different ways people communicate in a single interface, is deployed as a unified platform.
- The Unified Communications promised to reduce telephone costs especially from Head Office to the regions. For example, an e-mail has been forwarded to Keetmanshoop Deputy Director: Inland Revenue, if not in the office, he may receive the same message on his mobile phone. Unified communications technology aims to minimize that delay. It focuses on the telecommunication, data communication networks, mobile telecommunications services, and videoconferencing services. Implementation of the latest version of Asycuda namely the ASYCUDA World. The ASYCUDA World system is based on state of the art ICT technologies (web, Java etc.) and is foreseen to become one of the core elements of the implementation of e-Government and e-Business in the country.
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A technical busy printing GRN reports and statements

- Establishing an active web presence of high standard to all Directorates/Divisions
- Complete phase two of the Server room upgrade which is security.
- Install video and audio facilities at Regional IRD and Customs offices so that the regions can be well equipped with facilities as the head office.
- Upgrade the national network with the envisaged ITAS, Scanner, Line Ministries and ASYCUDAWORLD projects.