



More than just IT, we care about your business

Computer Services Department

Publication Schemes

Produced in accordance with the Deputy Governor's Code of Practice on Publishing

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1. About the Publication Scheme

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public.

The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits Computer Services Department (CSD) to making information available to the public as part of its normal business activities.

CSD will:

- specify the information held by the authority, which falls within the seven (7) categories below;

- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

2. Information that may be withheld

CSD will generally not publish:

- information in draft form;
- information held by CSD but owned by other agencies;
- information that is not held by the CSD, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available and extremely difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, compromise the security the Cayman Islands Government, Computer Services Department (or another organization's), harm their commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

3. Methods of access

Information available under our publication scheme will usually be accessible through the methods described below.

Section 7: Categories of information provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

Online

Some of our documents are published electronically on the CSD website at www.csd.gov.ky and can be downloaded in PDF format.

If you are still having trouble locating information listed using the CSD website, please contact the FOI Information Manager Wesley Howell at 345-949-8277 or direct line at 345-244-2329 or email at foi.csd@gov.ky

Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at foi.csd@gov.ky to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Wesley Howell at 345-949-8277 or Direct at 345-244-2329.

Post

All information listed in the publication scheme will usually be available in hard copy. Written requests may be addressed to:

Wesley Howell
Information Manager
Computer Services Department
Government Admin Building
Grand Cayman
Cayman Islands KY1 9000

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact the FOI Information Manager Wesley Howell at 345-949-8277 or direct line at 345-244-2329 or email at foi.csd@gov.ky.

CSD will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where CSD is legally required to translate any information, it will do so.

4. Fees and charges

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. CSD strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

Postage costs

CSD will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information of the FOI regulations*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when CSD has received your payment.

5. Requests for information outside the Publication Scheme

Information held by CSD that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law by contacting FOI Information Manager Wesley Howell at 345-949-8277 or direct line at 345-244-2329 or email at foi.csd@gov.ky

6. Complaints

CSD aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact the FOI Information Manager Wesley Howell at 345-949-8277 or direct line at 345-244-2329 or email at foi.csd@gov.ky and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained the FOI Information Manager Wesley Howell at 345-949-8277 or direct line at 345-244-2329 or email at foi.csd@gov.ky

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,
2nd Floor, Elizabethan Square, Building 1
George Town, Grand Cayman

PO Box 1375,
Grand Cayman KY1-1108,
CAYMAN ISLANDS
Telephone: 1 345 747 5402
Email: *appeals@ico.gov.ky*

7. Categories of information

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

ABOUT US

Computer Services Department (CSD) is a shared service department providing a full range of high quality Information Technology (IT) and consulting services to Government departments and agencies.

MINISTRY

CSD falls under the responsibility of the Cabinet Office; this position reflects the strategic importance of Information Technology within the Cayman Islands Government.

STRATEGIC MANAGEMENT

The Cabinet Office sets the strategic directions for Computer Services; approving business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect functions and responsibilities; obtaining legal advice from external sources using the laws that regulate the function of government entities.

FINANCE & ADMINISTRATION

Cabinet Office is the administering the authority for CSD. The Authority for many financial, administrative and HR function has been delegated down to the Director of CSD. This includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies using the laws, policies and procedures that regulate the function of government entities.

LAWS & REGULATIONS FOR CIVIL SERVICE

Financial Management

- Financial Regulations 2004
- The Public Management and Finance Law (2003 Revision)
- July 2008 - Annual Salary Scale for Salaried Staff and Hourly Rates for bi-weekly employees.

Administration & Human Resource Management

- Public Service Management Law (2007 Revision): Complete set of laws for the Cayman Islands Civil Service
- Schedule One of the Personnel Regulations: A document describing Employment Terms and conditions 05-Dec-2007
- Public Servant Code of Conduct Code of Conduct for Civil Servants 05-Dec-2007
- Personnel Regulations, 2006
- Public Service Management Law, 2005: HR Law

Records Management

- Chief Secretary's Code of Practice on Record Management
- Freedom of Information Law 2007
- National Archive and Public Records Law, 2007

Cabinet Office

Chief Officer

Orrett Connor, MBE, JP

Address

2nd Floor, Government Administration Building, 71A Elgin Avenue, George Town, Grand Cayman

Mailing Address

2nd Floor, Government Administration Building,
Grand Cayman KY1-9000, CAYMAN ISLANDS

Telephone: (345) 244-2412 Fax: (345) 945-2922

Email foi.cab@gov.ky

Website: www.cabinetoffice.gov.ky

Hours of Work: 8:30am to 5:00pm, Monday to Friday.

CSD Principle officers

Gilbert O. McLaughlin, MBA, Director

Rex Whittaker, MBA, Deputy Director

Wesley Howell, MBA, Deputy Director

CSD Contact Details

Grand Cayman Office Address:

Physical address:

2nd Floor, Government Administration Building, 71A Elgin Avenue

Mailing Address:

Computer Services Department
Government Admin Building
Grand Cayman
Cayman Islands KY1 9000

Tel: 345-949-8277 Fax: 345-949-7544
Email: foi.CSD@gov.ky Website: www.csd.gov.ky

Hours of Work: 8.30am-5pm, Monday-Friday

CSD Information Manager

FOI Information Manager Wesley Howell at 345-949-8277 or direct line at 345-244-2329 or email at foi.csd@gov.ky.

RESPONSIBILITIES & FUNCTIONS OF CSD

Computer Services is a shared service department providing high quality Information Technology (IT) and consulting services to Government departments and agencies. Computer Services also provides consulting, and IT services to two regional governments at industry standard rates

Services Offered

Computer Services has four functional service areas:

1) Applications Development & Support

Here Computer Services staff members perform the services of IT Consulting, Strategic planning, Project Management, Business Process review and redesign, software development and E-Government, Electronic Document Management, Core Financial System Management and software support.

2) Technical Services

Computer Services Technical Services staff provide Network Management, Network Design, System Management and Analysis Services. The team is responsible for the installation of new equipment the networking of new projects and the installation of end user software applications. Additionally the Technical Services Team also provides expert support and maintenance services to government computer users.

3) Operations:

Computer Operations are responsible for the management and support of windows, unix and linux servers. The team services the internal and external (internet) email services, web hosting and management and support of network switches, routers, fibre optic and copper cabling that provide network connectivity for the Cayman Islands Government. This team delivers Internet security, network security, virus protection, data backup and restoration services. The operations team members are also on call for after-hours IT Support.

4) Distribution Services

Distribution Services staff operates a commercial class paper and other consumable supplies procurement and distribution services as well as the sorting and distribution of

mail, and faxes. Additionally Distribution Services offers top quality high volume photocopying, printing and binding services.

5) Administration

Computer Services administration fills the role of general accounting and administration services.

CSD LAWS & REGULATIONS

LAWS & REGULATIONS

The Department of CSD not directly regulated by any laws, but as an ICT service provider CSD adheres to the three main laws:

- Electronic Transactions Law 2000
- Computer Misuse Law 2000
- Information & Communications Technology Authority Law 2002 (Now superseded amended 2003, 2004, 2005, 2006, 2009)

Additionally as a government agency CSD adheres to the:

- National Archive and Public Records Law 2007

CSD GUIDELINES

- CSD has internal guidelines and for various aspects of the departments core services.
 - o Guidelines for Configuring a Linux Servers for Oracle
 - o Standards for networking addressing
 - o Standards for server naming
 - o Guidelines for PC image building
 - o Standard Operating Procedures for IT desktop / laptop condemnation.

CSD POLICIES & PROCEDURES

In addition to the laws and regulations listed above the following policies and procedures are used at CSD.

- Complaints-handling procedure
- Cabinet Office Portfolio Human Resource policies & procedures
- Hurricane Preparedness manual
- IT Security Related Procedures

List of Forms Used (External & Internal)

- Create User Account
- Delete User Account
- IRIS User Request Form
- Supplies Requisition forms
- Copy/Binding Request forms

CLASSES OF INFORMATION HELD

Classes of Information	Restrictions & Accessibility to information
Cabinet reports &	FOI request concerning this type of information should be directed to

recommendations	the Information Manager in the Cabinet Office.
Personal / Human Resource records	Access to information restricted to the relevant personnel.
Complaints	Majority of the information can be accessed by the public through FOI law. Access restricted for personal information concerning clients or private residents or if information is being used in an investigation.
Financial information i.e. accounts, budget	Majority of the information can be accessed by the public through FOI law. Access restricted for personal information concerning clients or private residents or if information is being used in an investigation.
Tender Contracts	Confidential information will be redacted or will not be released.
IT security & Configuration documents	Access to this information is restricted as its release would undermine the security and integrity of the government IT systems as a whole.