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 to making information available to the public as part of its normal business activities.

Computer Services Department 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

Computer Services Department will generally not publish:
- information in draft form;
- information held by Computer Services Department but owned by other agencies;
- information that is not held by the Computer Services Department, 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 Computer Services Department website at www.csd.gov.ky and can be downloaded in PDF format.

If you are still having trouble locating information listed using the Computer Services Department website, please contact the FOI Information Manager Rex Whittaker at 345-949-8277 or direct line at 345-244-2340 or email at foi.Computer Services Department@gov.ky . Please provide a telephone number so that we can call you to clarify details if necessary.

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 Rex Whittaker at 345-949-8277 or Direct at 345-244-2340.

Post

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

> Rex Whittaker
> Information Manager
> Computer Services Department
> PO Box 112
> Government Admin Building
> Grand Cayman KY1 9000
> Cayman Islands

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 Rex Whittaker at 345-949-8277 or direct line at 345-244-2340 or email at foi.csd@gov.ky.

Computer Services Department 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 Computer Services Department 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. Computer Services Department 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 (color; any size).

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

Postage costs

Computer Services Department 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 COMPUTER SERVICES DEPARTMENT has received your payment.

5.   REQUESTS FOR INFORMATION OUTSIDE THE PUBLICATION SCHEME

Information held by Computer Services Department that is <u>not</u> 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 the FOI Information Manager Rex Whittaker at 345-949-8277 or direct line at 345-244-2340 or email at foi.Computer Services Department@gov.ky

6.   COMPLAINTS

Computer Services Department 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 Rex Whittaker at 345-949-8277 or direct line at 345-244-2340 or email at foi.Computer Services Department@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 Rex Whittaker at 345-949-8277 or direct line at 345-244-2340 or email at foi.Computer Services Department@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
- Ministry
- Strategic Management
- Finance & Administration
- Laws, Regulations, Policies & Procedures

- Decisions & Recommendations
- Lists & Registers
- Our Services

7.1. ABOUT US

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

COMPUTER SERVICES DEPARTMENT Principle officers

Gilbert O. McLaughlin, MBA, Director
Rex Whittaker, MBA, Deputy Director

COMPUTER SERVICES DEPARTMENT Contact Details

Grand Cayman Office Address:
Physical address:
 2nd Floor, Government Administration Building, 133 Elgin Avenue

Mailing Address:
 Computer Services Department
 PO Box 112 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-5:00pm, Monday-Friday

COMPUTER SERVICES DEPARTMENT Information Manager
 FOI Information Manager
 Rex Whittaker
 345-949-8277 or 345-244-2340
 Email at: foi.csd@gov.ky.

MINISTRY

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

7.2. 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.

Cabinet Office

Chief Officer
    Orrett Connor, MBE, JP
Address
    4th Floor, Government Administration Building,
    133 Elgin Avenue,
    George Town, Grand Cayman
Mailing Address
    Cabinet Office
    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.

7.3.   FINANCE & ADMINISTRATION

Cabinet Office is the administering authority for Computer Services Department. The Authority for many financial, administrative and HR function has been delegated down to the Director of Computer Services Department. 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.

7.4.   LAWS & REGULATIONS POLICIES and PROCEDURES

The Department is not directly regulated by any laws, but as an ICT service provider Computer Services Department 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 Computer Services Department adheres to the:
- ☐ National Archive and Public Records Law 2007

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.
- 2012 Pay Schedule Monthly and Weekly pay dates 2012

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

COMPUTER SERVICES DEPARTMENT POLICIES & PROCEDURES

In addition to the laws and regulations listed above the following policies and procedures are used at Computer Services Department.
- Complaints-handling procedure
- Cabinet Office Portfolio Human Resource policies & procedures
- Hurricane Preparedness manual
- IT Security Related Procedures

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

7.5. Decisions and Recommendations

Date	FOI Number	Summary	Outcome
8-Oct-2009	FOI-30212	Access to Personal Information from RCIPS Time Recording Data	Withdrawn by Applicant
23-Feb-2010	FOI-32921	Provide the names and number of civil servants that are currently getting paid acting allowance over the 12 months period that is set in the Personnel regulations	Granted in Part
21-Apr-2010	FOI-32921	Employee's working in Government Administration Building (Glass House) as per generally, did any employee ordered to be removed for medical health reasons by a medical professional. Also in general terms, was there employee's removed by Head of Department, on request of employee's (complaint) without a Doctor's note, because of respiratory/chest or any other health reason.	Granted in Part
3-Jun-2010	FOI-35175	I want to send each HR a letter wanting to incorporate 'office chair-massage' in their place of employment. Is there a way of getting these email addresses?	Withdrawn by Applicant
31-May-2010	FOI-34615	I would like to request a copy of the purchase/lease agreement that was in place the last time the government made a bulk purchase of desk top computers.	Granted in Full
09-Nov-2010	FOI-38602	List all salary increments/adjustments given to your respective department employees between 1 March 2010 and 31 October, 2010. Please note the precise date on which those increments took effect	Administrative Closure Request responded to outside of FOI
18-Jan-2011	FOI-40082	The entire list of website domains listed/registered in the Cayman Islands, this should include all domains under the country code top-level domain (.ky). Including any websites registered to subdomains (.com.ky, .org.ky, .net.ky, .edu.ky, .gov.ky). This list should include all sites' URLs (domain name). Also, please indicate whether a site is active or inactive.	Granted in Full
22-Feb-2011	FOI-40749	Does the Cayman Islands Government Monitor Internal and external telephone conversations and E-mails going and coming into Government for any reason? If so, who has access to the telephone conversations? Under which Law/Constitution is the Monitoring of Telephone Conversations/e-mails allowed? To which extent or under what Law does the Government have the right to do it, if it does indeed monitor both E-mails and Telephone conversations?	Administrative Closure Request responded to outside of FOI
24-Nov 2011	FOI-45188	Within the last 5 years how much training was and continues to be provided to non-Caymanian. Within the last 5 years how much has been spent on renewing professional qualifications of non-Caymanians. Provide the following details listed below Provide a list of all duty and acting paid to Heads and Deputy Heads of Departments and Authorities within the last 5 years. Also, provide the same information for Chief Officers, Deputy Chief Officers, Chief Financial Officers, Deputy Chief Financial Officers for each Ministry and Portfolio. Provide the following details listed below.	Granted in full

7.6.   List of Registers

Lists of all Computer Services Forms (External & Internal) are located
on the intranet at: http://it.gov.ky under the documents tab

- Create User Account
- Delete User Account
- IRIS User Request Form
- IRIS Delete User Account
- Internet Access Request
- Authorised Signatories for Username and internet access

Classes of Information Held

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

7.7.   Our Services

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 The CI Government computer system is a complex network of Digital mini-computers, PCs, terminals, printers, and associated peripheral equipment spread over every Government department and almost all Government buildings in Grand Cayman and Cayman Brac.

Services Offered Computer Services Department has 5 functional service areas:

- **_Applications Development & Support_**
  Application Services is responsible for the analysis, design, building and maintenance, procurement of all applications running on government's central network. Here the 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. They work with clients/users to investigate operational requirements and problems, seeing effective business solutions through improvements in information systems, data management, procedures, organization and equipment. They design large and/or complex programs and program modifications using agreed standards and tools, to achieve a well-engineered result for government. They direct and have regular interface with users of all grades throughout Government and Authorities whilst carrying out business or systems analysis, systems design, programme development and support, and user training

- **_Technical Services_**
  Computer Services Technical Services staff provide Network Management, Network Design, System Management and Analysis Services. This 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 Helpdesk Support, IT customer service, fast and effective information systems fault identification, fault resolution. They respond to all requests from over 2500 users in computer hardware, computer software and data communication and computer software systems government wide.

- **_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, malware protection, storage management, data backup and restoration services. The operations team members are also on call for after-hours IT Support.

☐ *CS Procurement*

CS Procurement manages daily operations of purchasing and procurements. Reviews purchasing requirements, solicits goods and services to vendors. This includes consultations and recommendations of IT hardware and software for all government departments.

CS Administration

The Administration Group is responsible for the office, personnel, financial management, records management and administrative tasks of the department.