Annual Performance Report 2018

Department of Information Technology Management

Ministry of Finance

Contents

1.0 Introduction

Information Technology Management Department (ITMD) was established under the purview of Ministry of Finance as per the decision taken by the Cabinet of Ministers on 28th November 2012. ITMD is responsible for all automation activities of all departments of the Ministry of Finance. Designing and maintaining IT systems and providing hardware maintenance support for the treasury departments and provision of information are main responsibilities of the   department. ITMD will focus on re-designing the web site, upgrade intranet.

Integrated Treasury Management Information System (ITMIS) project is going to be implemented in the Ministry of Finance in 2019. Once this project is commenced, it will be necessary to have a full-fledged IT division for the Ministry of Finance for successful implementation of the system.

There is a high demand for the data and information, but there is only limited access to relevant information. Therefore, the Department of Information Technology Management will provide, coordinate and facilitate the use of information and communication technology and resources to support decision making on designing, executing and evaluating fiscal policies while promoting paperless trade to reach a world class trading hub.

Vision

Fully automated Finance for a rapid economic growth.

Mission

Provide, coordinate and facilitate the use of information and communication technology and information resources to support decision making on designing, executing and evaluating fiscal policies and promote paperless working environment

Strategic Objectives

To ensure automated systems and procedures are implemented at each department using modern ICT

To provide Management Information for decision making entities

To provide easy access of treasury information to the general public

Coordinate ICT activities of other departments for achieving e- government objectives

Core Responsibilities

- Restructuring of IT Department to fulfill the requirement of ITMIS implementation

- Introducing a Disaster Recovery Plan for the Ministry

- Introduce an IT security policy for the Treasury

- Introduce a business continuity plan for Information Technology Management Department

- Enhance the capacity of existing communication network

- Ensure usage of ICT in treasury departments

- Coordinate the implementation of Single Window for International Trade

- Capacity Development of the staff on ICT

- Ensure the efficient use of ICT resources by providing maintenance support

2.0 The Department of Information Technology Management consists of the following five Divisions;

- Network Operation Centre(NOC)
- IT Division
- FMEP Assisting Arm for ITMIS
- Administration and Accounts Division
- Planning & Development Division

Net Work Operation Centre (NOC) is the Department's extended unit. NOC manages the Treasury Network Resources consisting of about 1200 computers, printers and other connected devices in order to strengthen the capacities of treasury departments in formulating national economic and financial policies.

2.1 Network Operation Centre

Table 01- Completed tasks done by NOC in 2018

Department	New AD	AD Changed	Disabled AD
Development Finance Department	12	1	0
Management Audit Department	7	1	3
Fiscal Policy Department	7	3	0
Information Technology Management Department	4	1	1
Legal Department	0	0	0
Management Services Department	3	2	2
National Budget Department	9	3	9
National Planning Department	5	1	2
Public Enterprises Department	8	2	7
State Accounts Departments	7	1	6
Trade and Investment Policy Department	14	2	4
Treasury Operations Department	5	0	1
Ministry of Finance	31	9	6
Total	**112**	**26**	**41**

Table 02. Email Accounts created/changed and disabled during 2018

Department	No. of created New Emails	No of Changed e-mails	No. of Disabled Emails
Development Finance Department	8	1	0
Department of Management Audit	7	1	3
Fiscal Policy Department	6	3	0
Information Technology Management Department	2	1	1
Management Services Department	3	2	2
National Budget Department	9	3	9
National Planning Department	5	1	2
Public Enterprises Department	8	2	7
Public Finance Department	9	2	0
State Accounts Departments	8	1	6
Trade and Investment Policy Department	14	2	4
Treasury Operations Department	5	0	1
Ministry of Finance	37	9	6
Total	**121**	**28**	**41**

Table 03. Redesign and Update of the Treasury website during 2018

Name of Departments	No. of Tasks done
Development Finance Department	20
Fiscal Policy Department	170
Department of Management Audit	38
Management Services Department	28
National Budget Department	45
State Accounts Departments	83
Treasury Operations Department	69
Name of Departments	**No. of Tasks done**
Trade Tariff and Investigation Department	97
Information Technology Management Department	28
Public Enterprises Department	16
Legal Department	8
Public Finance Department	56
Comptroller General's Office	16
Ministry of Finance	43
Hon. Minister's Media Unit	186
Intranet	63
Other	76
Total	**1042**

Table 04.Details of Tasks done on ICT System/ Infrastructure of MoF during 2018

Details of Tasks done	Number
Switch Configuration & Managing- Comptroller General's Office	1
Switch Configuration & Managing - DMS	1
Switch Configuration & Managing - NOC	2
Switch Configuration & Managing - PED	1
Switch Configuration & Managing – Room 401	1
Switch Configuration & Managing - Postal Unit	1
Firewall -HA Configuration & Managing	1
Details of Tasks done	**Number**
Installation of New servers	4
Active Directory Management and Prioritizing	1
Backup switch configuration and IOS files using TFTP server	6
Managing ARUBA Wi-Fi Access controller & created 20 users	1

2.1.1. Instead of above activities following activities completed by the NOC

- o Implemented Network & Audit program & identified current network system of MoF & proposed new system
- o Monitored Leased line & Managed 30 ADSL routers of MoF.
- o Printed more than 250 Gate Access Security Cards for the officials of MoF
- o 121 LGN user accounts created for the officials of MoF

2.1.2 MoF Intranet

- Developed new intranet with updated version and trained the staff of IT Management Department.

- Utilized intranet for internal communication.

3.0 IT Division
3.1 Hardware/ Repairing and Maintenance:

Solving the computational problems, trouble shooting of minor and major issues; system updates and backups are performed on a regular basis. Hardware represents the physical and tangible components of a computer i.e. the components that can be seen and touched. Examples of Hardware are as follows:

- Input devices: keyboard, mouse etc.
- Output devices: printer, monitor, etc
- Secondary storage devices: Hard disk, CD, DVD etc. Internal components: CPU, motherboard, RAM etc.
- Internal component: CPU, motherboard, RAM etc

3.1.1 Components of Hardware

printer (output device)

optical disc drive (storage device)

monitor (output device)

screen

Web cam (input device)

speakers (output device)

hard disk drive (storage device)

system unit (processor, memory, and storage devices)

keyboard (input device)

mouse (input device)

scanner (input device)

microphone (input device)

USB flash drive (storage device)

card reader/writer (storage device)

external hard disk (storage device)

modem (communications device)

memory cards (storage device)

Table 05. Hardware maintenance/ works completed during 2018

Activity	Number of tasks completed
In House computer repairing (major problem)	780
Onsite computer repairing & internet emails troubleshooting (minor problems)	1007
Repair of Printers and UPS	715
Updating windows and removing unnecessary software	360
Collection of old computers in the treasury, and replaced new computers for them	200
Put labels on computers	203
Updating Virus Guards for the computers of all departments in the treasury	350

3.2 Software development

Software development, is to develop and introduce new IT systems to the departments in order to automate the treasury functions to provide services more efficiently and effectively. Once the new system is developed and tested, it has to be implemented in the organization. This phase includes training the users, providing documentation, and conversion from any previous system to the new system. Implementation can take many forms, depending on the type of system, the number and types of users prior to system becomes operational.

The software development process include following activities

➢ Principles of programming and programming languages
➢ Solving computational problems (problem decomposition, abstraction, sequencing, branching).
➢ Classes, objects, variables, values, types, arithmetic operations, control expressions and methods
➢ Designing, implementing and testing programs.

3.2.1 Payroll System

Payroll System is very reliable. It was designed and customized towards the requirement of MoF and a perfect solution which will calculate salaries, wages, allowances and deductions and produce all relevant reports such as Salary Sheet, Pay Slip and EPF/ETF/PAYE Reports. Payroll also facilitates Bank and EPF/ETF E-Transfers. Payroll will save weeks of time, effort and money while minimizing the risk of practical mistakes.

Components & Benefits of Payroll System

➢ This system can be Used for Multiple Institutions

➢ Employee Information Categorized by Department, Class, Designation, Employee Type, Job Type

➢ Basic Salary - Monthly, Custom Defined

➢ Allowances, Deductions - Fixed, Variable

➢ Staff Loan Maintenance and Repayments

➢ Auto Calculations - OT, EPF, ETF, PAYE, Stamp Duty

➢ Users and Permissions

➢ Multi User Access

➢ Increments & Deductions

➢ No pay, Late, Salary Advances

➢ Backing up and Restoring facilities

Reports can be created by Payroll System

- Salary Sheet, Pay slips
- Payroll Summary (Standard, by Department, by Class, by Job Type)
- Coinage (Summary, Detail)
- Salary Advances, Overtime, No pay, Late Deduction, Salary Detail by Employee
- Active, Inactive, Terminated employees, Birthday List, Gratuity
- Allowance, Fixed Allowance, Deduction, Fixed Deduction, Salary Increment
- Signature Sheet, Bank Transfer
- Loan summary, Loan Balance, Loan Detail by Employee, Loan Settled
- C Form, R4 Form, Form C3 Return, Form II Return, PAYE Tax, T-9A, T-10, Stamp Duty
- Many more Reports by Report Customization

3.2.2 E payroll System for the Ministry of Finance

System development was completed up to a 90% and it has been planned to the system live run in February, 2019 in the following four departments.

- Department of Information Technology Management
- Department of Management Audit
- Department of State accounts
- Department of Legal Affairs

Payroll live run for the other departments will be commenced upon completion of live run of the above four departments.

The software development of E-payroll system was conducted by hsenid Business Solution (Pvt) Ltd. Rs.2.1 Mn was paid upon the completion of deliverables to the vendor in two stages in 2018. The document on architecture has also been submitted and accepted by the Department of Information Technology Management for which the 3rd payment of Rs. 1.4 Mn is required to be released soon.

System customized and trained the officials of MoF users in 14 departments. Development - Identified 32 issues and new developments areas in the customization. All of these developments are completed.

- Training –Training for the users of MoF (14 departments) has been provided in all payroll modules. Each MoF user has been trained according to user updates requirements

3.2.3 Single Window System

Live run of the system for the Sri Lanka Standard Institution has started on 26th November, 2018 and around 4000 importers have submitted their applications through the system. This system is connected with the Customs Asycuda System. At present the system is prepared to transfer from LGC I to more effective LGC II

Online System for the Department of National Plant Quarantine Service (NPQS) is completed up to 50% and it will be completed within next few months. A demonstrations was done for the NPQS for getting their comments and further requirements gathering.

Online systems for Department of animal Quarantine and Ministry of Industries are now under development and suppose to present the system after finalized the NPQS system.

3.2.4 GitHub Version Control System

GitHub version control system was purchased by the ITM department in 2017 at the cost of $25 to protect source codes of systems of treasury departments. All the treasury departments and the Ministry of Finance were instructed on the beneficiary of source code protection and informed them to be attended to push the source codes of their system in to the GitHub.

Source code of the following systems is protected in the GitHub Version Control System,

1. Single Window system
2. Sri Lanka Standard Institution
3. Information system of the Public Enterprise Department
4. E payroll system for the Ministry of Finance

4.0 Integrated Treasury Management Information System / ITMIS

The introduction of an Integrated Treasury Management Information System will automate key departments of the Treasury/Ministry of Finance and Mass Media and will cut across various functions of general treasury activities ensuring proper and effective management in revenue administration and integrated treasury operations.

Adoption of Information and Communication technologies has been a key element of fiscal management reforms undertaken by the nations worldwide as it offers effective means of managing the public funds. Government of Sri Lanka has already made good efforts in leveraging ICT in government financial management and has implemented several systems to cater to the specific requirements of certain functions of MoF. Most of these systems have been developed in 2-tier architecture and the technologies used for development of these systems have become obsolete now.

Proposed ITMIS initiative is aimed towards establishment of a single and integrated information system to cater to the entire lifecycle of Government financial management in the country covering (i) planning, (ii) budgeting, (iii) expenditure and revenue management, (iv) auditing and reporting, (v) debt reporting etc.

The key functions of the MoF and spending units that are proposed to be IT-enabled with the implementation of ITMIS include the following:

The above referred existing systems are developed and deployed on a standalone basis, leaving minimal scope for effective information exchange among the stakeholders. These standalone systems are also leading to significant efforts on a day to day basis for sharing of information among the stakeholders.

1. Budget Preparation
2. Budget Authorization Management
3. Purchasing and Expenditure Management
4. Treasury Management
5. Receipt Management
6. Cash Management
7. Debt Management (Interface)
8. General Ledger and Fiscal Reports
9. Fixed Asset Management
10. Cadre Management

11. Internal Audit Management
12. Court Case Tracking
13. Administration

4.1 Following procurements were done during 2018.

- Supply and Installation of Active Directory Infrastructure and 1000 PCs for ITMIS for Spending Agencies.
- Supply, Delivery, Installation, Commissioning, Operations and Maintenance of Software and Hardware for Back up, Recovery and Archival Solutions for Ministry of Finance and Mass Media.
- Supply, Installation, Commissioning and Maintenance of Storage Remote Replication Solution for Ministry of Finance and Mass Media.
- Procurement of Design/Graphics/Publishing Software Licenses for the Ministry of Finance & Mass Media.
- Procurement of Development Tools Software Licenses for the Ministry of Finance & Mass Media.
- Supplying and Installation of 03 Nos 55" LED Monitoring Displays with Brackets and Thin Clients for Monitoring Screens, a Multimedia Projector and 20 Nos Analog Telephones.
- Third party testing was conducted for ITMIS core modules.
- Core Modules Demonstration after rectifying all the major bugs
- Interface Testing. Data Migration

4.2 Other Maintenance work related to ITMIS project were completed during 2018

- Exchange server memory upgrade from 16GB to 64GB
- Print & Antivirus server memory upgrade from 4GB to 8GB
- Upgrade Dialog link from 8Mbps to 16Mbps
- Ca UIM & Asset server temporary installed at MOF NOC on PC until procurement of dedicated servers
- Temporary installed Bugzila server at NOC until procurement of dedicated servers
- Temporary installed ITMIS Help instance at NOC until procurement of dedicated servers
- Two dedicated PCs installed at DITM with special licensed software's. Users can book the PCs and use particular software's as required.

Table 06 ITMIS Training Programs were held during 2018

Program	Dates	No of Trainees
Budget Planning	2018.07.19	70
Budget Appropriation	2018.07.20	70
Core Modules (MoF) (4 days)	2018.12.11 -14	85
Core Modules (MoFA) (3 days)	2018.12.18 - 20	15

Following jobs were done by Help desk & Infrastructure in 2018-Table 07

Description	Numbers
Incident	**2660**
HelpDesk	68
IT_MD (Information Tech.Mgt. Department)	1240
MOF_PMU(Ministry of Finance)	3
Network_Admin(NOC)	2
OPT_APP_FB(Free Balance operation application)	559
OPT_Infra(Enable operation infrastructure)	722
Vendor	66
OPT_APP_FB	5
Request	**1853**
HelpDesk	50
IT_MD	1120
ITMD_INFRA	1
OPT_APP_FB(Free Balance operation application)	331
OPT_Infra(Enable operation infrastructure)	340
Vendor	10
Total	**4518**

5.0 Performance on Administration & Finance

The department headed by the Director General, is comprised of a total of 30 staff members. The approved cadre is 46, 17 posts are vacant at the end of the year 2018. The details of the cadre is shown in the Table 08. Internal administration and human resource development of the department are handled by the administration division.

Table 08-Summery of Cadre-31.12.2018

කාර්ය මණ්ඩල වාර්තාව

Summary of Cadre

තනතුර Designation	වැටුප් කේතය Salary code	අනුමත ගණන Approved Cardre	සිටින ගණන Existing Cadre	පුරප්පාඩු ගණන Vacant Cadre	අතිරික්ත ගණන Excess Cadre	සේවාව Service	පන්තිය/ ශ්‍රේණිය Grade/ Class	මට්ටම Level
අධ්‍යක්ෂ ජනරාල් Director General	SL 3	1	1	0	0	SLAS	Special	Senior Level
අතිරේක අධ්‍යක්ෂ ජනරාල් Additional Director General	SL 3	1	1	0	0	SLAS	Special	Senior Level
අධ්‍යක්ෂ Director	SL 1	2	1	1	0	SLAS	I	Senior Level
නියෝජ්‍ය/සහකාර අධ්‍යක්ෂ Deputy/Assistant Director	SL 1	1	0	1	0	SLAS	III/II	Senior Level
නියෝජ්‍ය/සහකාර අධ්‍යක්ෂ Deputy/Assistant Director	SL 1	4	2	2	0	SLICTS	1-III/II	Senior Level

තනතුර Designation	වැටුප් කේතය Salary code	අනුමත ගණන Approved Cadre	සිටින ගණන Existing Cadre	පුරප්පාඩු Vacant Cadre	අතිරික්ත Excess Cadre	සේවාව Service	පන්තිය/ Grade/ Class	මට්ටම Level
සහකාර අධ්‍යක්ෂ Assistant Director	SL 1	1	1	0	0	SLPS (අධි සේවක)	III	Senior Level
සහකාර අධ්‍යක්ෂ (විශේෂ ව්‍යාපෘති) Assistant Director (Special Project)	SL 1	1	0	1	0	Departmental	III	Senior Level
ගණකාධිකාරී Accountant	SL 1	2	0	2	0	SLACS	III/II	Senior Level
පරිපාලන නිලධාරී Administrative Officer	MN 7	1	1	0	0	PMAS (Supra)	Supra Grade	Tertiary Level
තොරතුරු හා සන්නිවේදන තාක්ෂණ නිලධාරීS ICT Officer	MN 6	6	3	3	0	SLICTS	2-II/I	Tertiary Level
භාෂා පරිවර්තක Translator	MN 6	1	1	0	0	TS	II/I	Tertiary Level
සංවර්ධන නිලධාරී Development Officer	MN 4	4	3	1	0	DOS	III/II/I	Secondary Level
විද්‍යා හා තාක්ෂණ නිලධාරී Science and Technology Officer	MN 4	0	1	0	1	Departmental		Secondary Level
තොරතුරු හා සන්නිවේදන තාක්ෂණ සහකාර ICT Assistant	MT 1	5	3	2	0	SLICTS	3-III/II/I	Secondary Level

තනතුර	වැටුප් කේතය	අනුමත ගණන	සිටින ගණන	පුරප්පාඩු	අතිරික්ත	සේවාව	පන්තිය/	මට්ටම
Designation	Salary code	Approved carder	Existing cadre					
රාජ්‍ය කළමනාකරණ සහකාර Public Management Assistant	MN 2	6	5	1	0	PMAS	III/II/I	Secondary Level
රියදුරු Drivers	PL 3	3	1	2	0	DS	III/II/I/ Special	Primary Level
කාර්යාල කාර්ය සහායක KKS	PL 1	5	4	1	0	OES	III/II/I/ Special	Primary Level
තොරතුරු තාක්ෂණ ජ්‍යෙෂ්ඨ විශේෂඥ (පද්ධති සංවර්ධන) Senior Information Technology Specialist - System Development		1	1	0	0			Contract
යටිතල පහසුකම් සංවර්ධන ජ්‍යෙෂ්ඨ විශේෂඥ Senior Infrastructure Development Specialist		1	1	0	0			Contract
එකතුව		**46**	**30**	**17**	**1**			

5.1 Training Programs

Table 09- Officers attended for Local Training Programs/ Seminars in 2018

No	Name of the Program	No. of Days	Institution	Number of participants	Designation
1.	Project Management & Proposal Writing	02	MILODA	01	DO
2.	Professional Presentation Techniques & public Speaking Skills	03	MILODA	02	AD, ICT Asst.
3.	Essence of public Procurement Management	03	MILODA	03	DD,AD,DO
4	Basic Report Writing Skills	03	MILODA	01	ICT Asst.
5	Bid Document & Tender Procedures	03	MILODA	01	MA
6	Disciplinary Procedures in the Public sector	02	MILODA	02	AO, MA
	Data Base Management using MS Access	03	MILODA	06	DD,DO,ICT Off, ICT Asst.(2),MA
8	File Management & General office Administration, E-code	03	MILODA	03	MA
9	ICT for Management Assistant	02	MILODA	01	MA
10	Speech craft Training With The Toastmasters International For special Grade Officers	Every Monday	SLIDA	01	ADG
11	SLIDA Certificate course in English for employment purposes (CEEP)	Every Sunday	SLIDA	01	MA
12	Awareness & Conductive Work Shop	01	SLIDA	01	AD(IT)
13	Public Financial Regulations	03	MILODA	02	MA
14	Out Bound Training – 2018	02		25	DG,ADG,DD, AD,AO, Translator, ICTO(2),SO,DO(3),ICTA(3), MA(5),Driver, KKS(4)

No	Name of the program	No of days	Institution	No of participants	Designation
15	Course for Exemption from Efficiency Bar Examination Officers in Grade I Of the Public Management Assistant Service (Batch I)	10	District Secretariat - Colombo	02	MA
16	Certificate in English for Employment Purposes (CEEP)	09 Month	Miloda	01	MA
17	Formal Letter Writing Skills	03	Miloda	01	MA
18	Bid Evaluation & Tender Procedures	03	Miloda	01	STO
19	Auditing & Answering Audit Queries	03	Miloda	01	MA
20	MS Excel Skills	02	Miloda	01	MA
21	Tamil Language	50 hrs.	Public Language Dept.	03	MA, KKS, Driver
22	ITMIS	04	Miloda	01	ICTO
23	Cisco Certificate Network Associate	04 Month	ESOFT Metro Campus	10	AD,ICTO(2),SO,PO,DO(2), ICTA(2)
24	Cisco Certificate Network Professional	Online	The Great Lake Holdings	01	DO
25	Diploma in Public Procurement & Contract Administration	One Year	Miloda	01	AD(P)

Foreign Training Programs

Table 10-Officers attended for foreign training programs /Seminars in 2018

No	Name of the Programme	Name	Designation	Country	Periods
1.	Seminar on South-South Cooperation for Developing Countries	Ms. S.A.G.C. Jayasekara	DO	China	10 – 30 July 2018
2.	Next Generation Network Technologies & Future Trends	Mr. A.C. Karunarathne	ICTO	India	20 Aug -12 Oct 2018
3.	Seminar on Chinese Language for Officials from Developing Countries	Mr. W.W.K. Perera	ICTO	China	07 – 27 September 2018
4.	Seminar on Tourism Development for Developing Countries	Mr. S. Giridaran	ADG	China	01 – 12 September 2018
5.	B & R Governance Cooperation for China & South East Asia	Mr. P.D.T. Pathirana	DO	China	09 – 30 November 2018
6.	Seminar 'Central counterparty settlement system'	Mr. S. Giridaran	ADG	Germany	12 – 16 November

6.0 Financial Section

With a view to achieve the objectives of the department a sum of Rs.271,300,000 from which Rs.261, 590,000 for recurrent expenditure and Rs.9,720,000 for capital expenditure were provided in the estimate for the year 2018 under Head 329 program 01 project 01.

Financial information on expenditure against provision on personal emoluments other recurrent expenditure and capital expenditure of the department in 2018 is summarized as follows.

Table 11- Financial progress for year 2018

Description	Estimate (Rs.Mn)	Allocation (Rs Mn)	Cumulative Expenditure (RsMn)	
			Actual Expenditure	% expenditure
Recurrent Expenditure	261.59	258.40	128.20	50 %
Capital Expenditure	9.72	12.90	1.37	11%
Total	**271.31**	**271.30**	**129.57**	**48%**

6.1 Response to Audit Queries

Audit queries raised by the Auditor General's Department and the Internal Audit Section during the year under review were responded and remedial measures were taken to verify the weaknesses where necessary.

7.0 Planning and Development Section

Responsible for preparation of Annual Action Plan, Progress Reports of the Department and preparation of Annual Performance Report of the department which is prepared for sending to the Parliament in three languages of Sinhala, Tamil and English. Providing essential data and information to other departments when they required. Formulation of Annual Development Program, Co-ordination of all departments/ministries and other institutions of the government with implementing of ITMIS end-user's training programs, Monitoring, and Evaluation of development Projects and Programs. Furthermore, to attend the other duties and responsibilities whenever arisen time to time. All the duties performed by Planning Division accordingly to the action plan in 2018.

Prepared by   Approved by

Nimali Jayawardane   S.H.Harischandra

Assistant Director Planning   Director General