



BERMUDA GOVERNMENT

Cabinet Office

PATI Information Statement

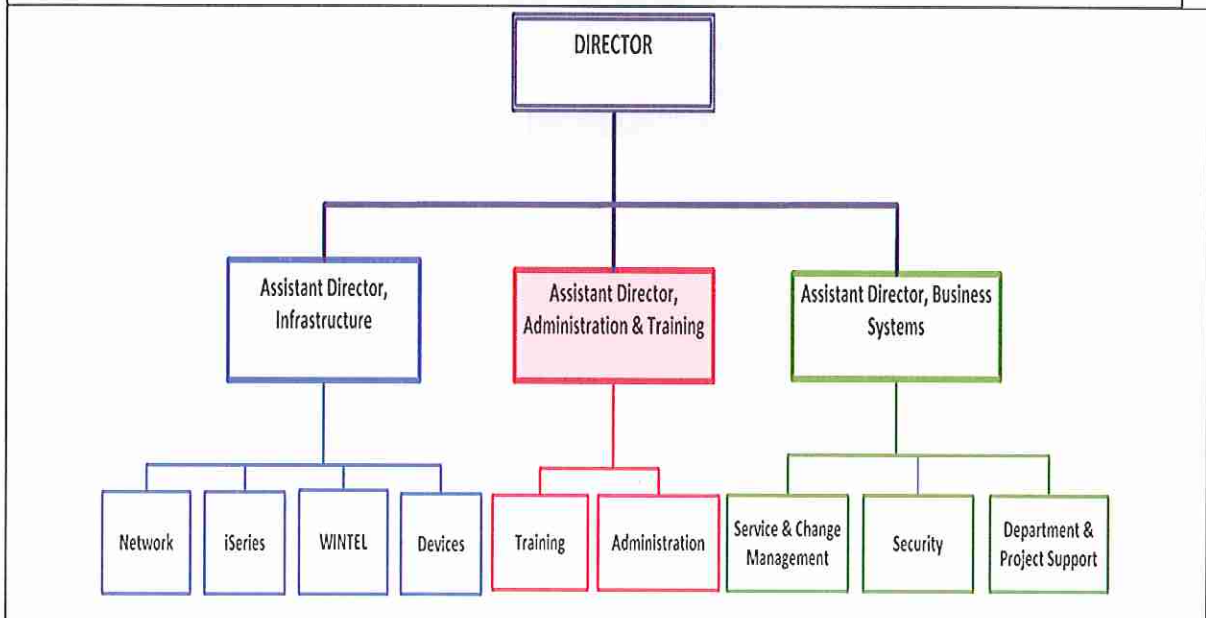
Name of Public Authority: Information Technology Office (ITO)

Introduction:

The ITO supports and maintains the IT Infrastructure used by the Civil Service. The ITO also works with departments as they develop and enhance their line of business applications. The ITO operates using an industry standard for managing IT and in keeping with the standard, the ITO has adopted operating procedures, policies and records that are designed to deliver IT services in a secure manner that meet the needs of departments and individual users.

Information maintained by the ITO relates to the management of IT assets, delivery of IT services and the support of IT projects for Government Departments. The information maintained by the ITO can be released in accordance with the PATI Act at a general level, but detail configuration information cannot be published for security reasons nor can product information provided by vendors on a confidential basis.

Section A: Structure, Organization and Legislation [s5(1)a]



<p>Legislation None</p>
<p>Section B: 1) Functions, powers, duties of the Authority [s5(1)b]</p>
<p>The ITO's mission statement is: "To empower Ministries, departments and civil servants to improve productivity and services by providing IT consulting services and core IT infrastructure at reasonable cost."</p> <p><u>Power of Information Technology Office</u> None</p> <p><u>Duties of Information Technology Office</u></p> <ul style="list-style-type: none"> • Maintain and secure the Information Technology Infrastructure that hosts applications used by Government Departments and Ministries. • Support Information Technology projects undertaken by Departments. • Deliver and manage IT services used by departments. • Sustain Disaster Recovery Systems for selected Departments. • Support IT Governance process for Government. • Deliver Training on IT application and systems to improve effectiveness and productivity.
<p>Section B: 2) Obligations under PATI Act [s5(1)b]</p>
<p>To provide an information statement for the public and promulgate it [s5].</p> <ul style="list-style-type: none"> • To provide other information to the public so that the public needs only to have minimum resort to the use of the Act to obtain information [s6]. This includes: <ul style="list-style-type: none"> ▪ General information, e.g. activities of the Authority ▪ Log of all information requests and their outcome ▪ Quarterly expenditure (upon request) [s6(5)] ▪ Contracts valued at \$50,000 or more. • To respond to information requests in a timely manner [s12-16]

- To **track information requests**, and provide this data to the Information Commissioner
- To respond to requests from the Information Commissioner [s9]
- To **amend personal information** held by the Authority that it is wrong or misleading following a written request by the person to whom the information relates [s19]
- To conduct an **internal review** if formally requested [part 5]
- To give evidence for **review by the Information Commissioner** [part 6, 47(4)], or for **judicial review** [s49], if required
- To provide an **annual written report** to the Information Commissioner of the status of information requests [s58 (3)].
- **To do anything else as required** under the PATI Act and subsequent Regulations [s59, 60], including:
 - **Fees** for Requests for information
 - Management and maintenance of **records**
 - **Procedures** for administering the Act
- To **train staff and make arrangements** so as to facilitate compliance with the Act [s61]
- To **designate one of its officers** to be the person to whom requests are directed [s62]

Section C: Services and Programmes [s5(1)c]

Services:

- ❖ Provides Project Support and IT Service Management.
- ❖ Provides a single point of contact for departments at a management level.
- ❖ Assists departments with supporting line of business applications.
- ❖ Service Desk that provides a single point of contact for reporting service or repair requests.
- ❖ User Account Administration Services.
- ❖ Network Operations that monitors activity and responds to alerts on the components of the IT Infrastructure.
- ❖ IT Change Management which controls changes to the IT Infrastructure brought about by IT projects and maintenance upgrades.
- ❖ IT Security management including identifying and mitigating IT security risks, security policy review, compliance audits and Disaster Recovery.
- ❖ Maintain and manage the IT Infrastructure which supports the IT services and applications used by departments and public servants located throughout the island.
- ❖ Install and support desktop computers, printers and mobile devices.

- ❖ Design, deployment, operations & support of the Network that links buildings located throughout the island to the business applications and the Internet.
- ❖ Support department office moves and renovation projects that require network connectivity.
- ❖ Responsible for design, deployment, operations & support of the servers and system software that host the applications used by departments.
- ❖ System engineering design and deployment services for IT Projects.
- ❖ Training on IT applications in a class room and one on one basis.

Programmes:

The ITO delivers services to Government Departments and does not deliver services directly to the public.

Section D: Records and documents held [s5(1)d]

Administration records

General

- Staff Information – All Information pertaining to staff.
- Vacation leave – Vacation, Time off in lieu, Doctor Certificates
- Job Descriptions – ITO job descriptions
- Recruitment – documentation relating to recruiting of ITO employees
- Training – documentation of all ITO Staff training

Communications

- Correspondence – with vendors or other external entities

Strategic Management

Meetings

- General ITO management and staff meetings
- Meetings with other government departments

Planning

- IT Strategic Plan

Infrastructure Management Records

Service management

- Customer service tickets
- Service Management Meetings

Projects

- Project Charter
- Statement of Works
- Change Management
- Project Meetings

Information Technology Infrastructure management

- Configuration Management Data
- Software license agreements
- Hardware licenses agreements
- Maintenance & Support Agreements

Risk Management Records

Disaster Recovery and Business Continuity planning

- Disaster Recovery Plans
- Disaster Recover Testing

Information Security

- Security Policy
- Asset Registers

Section E: Administration (all public access) manuals [s5(1)e]

Project Management

- Project Management Process
- Project Concept
- Project Charter
- Business Case
- Roles for IT Projects

- Requirements Template

Infrastructure Management

Service management

- Service Portfolio
- Incident Process
- Service Request Process
- Change Process
- Problem Process
- Software Update Management Process

Section F: Decision-making documents [s5(1)f]

- IT Security Policy
- Internet and Email Usage Policy
- ITO Vehicle Policy

Section G: The Information officer [s5(1)g]

Mr. Michael Soares
 Computer Services Officer
 Telephone: 297-7733
 Email: masoares@gov.bm

Section H: Any Other Information [s5(1)h]

None.

Section I: Any Other Information To be Provided? [s5(1)i]

None.

Section J: Information Statement: Copies and Updates [s5(2,3,4,5)]

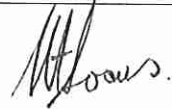
Every public authority shall update its information statement at least once a year, and make it available for inspection by the public at reasonable times by [s5(1-5), PATI Act]:

Date Information Statement was updated: 24 March 2015

Locations of Information Statement:

- | | |
|---|---|
| • The ITO principal office is at Channel House, 12 Longfield Rd, St. Davids | Y |
| • The Bermuda National Library; | Y |
| • The Bermuda Archives; | Y |
| • Available electronically, | Y |
| • Website for public authority gov.bm. | Y |
| • Have you published a notice in the Gazette indicating the places where the information statement is available for the public? | Y |
| • With the Information Commissioner. | Y |

Sign and Date:



30. 3. 2015