CUSTOMER CHARTER

CENTRAL INFORMATION SYSTEMS DIVISION

Ministry of Technology, Communication and Innovation

April 2015
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INTRODUCTION

The Central Information Systems Division (CISD) is a Division of the Ministry of Technology, Communication and Innovation, responsible for the operational aspects of ICT projects. It provides on-going ICT technical support for all computerised systems in Ministries/Departments within the Civil Service.

Our Core Values

**Integrity** – Professional ethics and trustworthiness

**Customer Care** – Highest service levels

**Innovation** – Keeping up with technological advances

**Proactiveness** – Anticipating user needs

**Timeliness** – Sticking to deadlines

**Teamwork** – Working together with customers towards a common goal
1. **Government Payroll**
CISD undertakes the processing of monthly payroll for all Ministries and Departments. Four units at the CISD are involved in the payroll namely the Input/Output section, the Data Entry Section, the Computer Operation section and the Payroll DBA. The Input/Output section represents the customer counter where variations are received and payslips are delivered. The Data Entry section is the place where data are captured and the Computer Operation section is where the processing and printing are done.

**Ministry/Department responsibility:**
- CISD request all stakeholders to abide to the schedule for the processing of payroll
- To provide us with any views/suggestions and feedback through our annual feedback form

2. **Government Email Services**
The Government Email Services (http://mail.govmu.org) is the official email services for senior officers in the Government as a means of improving information flows and communication among Ministries and Departments, and with the Public. Application form, Email reset form, Government Email Usage Policy and the Government Email User Guide can be downloaded from CISD website (http://cisd.govmu.org). Emails are created within three working days after reception of duly filled in forms. Password are reset within two working days after reception of duly filled in forms.

3. **Government Websites**
CISD assists all Ministries and Departments in developing and maintaining their websites. Once a website has been created, the services of a webmaster is provided to ensure regular updates. Very often the webmaster is also the DBA who is posted in the Ministry/Department. To ensure continuity in case a webmaster is on leave, a team at the CISD has been set up to act as facilitator. Users will be informed of
updates within two working days after reception of updates and access granted on website. All Government websites are accessible at http://www.govmu.org. Requests for the creation of new websites are normally done through official letters.

4. Government IntraNet System (GINS)

The Government IntraNet System (GINS) has been implemented in 2004 with the intention of providing centralised Internet and access to horizontal systems e.g. Registry System, Electronic Attendance System and Human Resources Management Information Systems via the Government Online Centre (GOC). The Central Coordination Unit (CCU) has been set up at the CISD to administer and maintain/troubleshoot the Government IntraNet System (GINS). The staff are also responsible to monitor all Communication Lines and Telecommunications equipment within GINS. CCU normally intervened within 48 hours in case of problem.

5. Microsoft Support

The following services are provided:
- Troubleshooting on Microsoft platforms
- Installation/Upgrade of Microsoft Products

6. Oracle Technical Support (OTS)

The Oracle Technical Support Unit is mainly responsible to provide first level support to Ministries and Departments where Oracle solutions have been implemented. A specialised team has been set up to troubleshoot on Oracle-based platforms, to install Oracle RDBMS, to periodically test backups and to
perform analysis and research on Oracle products. OTSU normally intervenes within 48 hours after formal request has been received.

7. Application Development

To promote computerisation of the Civil Service and to ensure productivity of Public Officers, CISD undertakes the development of small and medium-sized Stand-alone, Multi-User and Web based Application Systems, including mobile apps.

- **Development of small and medium-sized systems**
  An Application Development Unit (ADU) has been set up at CISD to analyse user requirements, design, test and install new computerised systems.

- **E payslip**
  The ADU is also responsible to create new accounts for public officers to access the Epayslip system ([http://epayslip.govmu.org](http://epayslip.govmu.org)) and to reset their password. The Epayslip Password reset form is accessible on CISD website ([http://cisd.govmu.org](http://cisd.govmu.org)) and requests are entertained within 2 working days.

- **Salary Card**
  A salary card system has been designed and installed in finance sections in all Ministries and Departments. Troubleshooting of the Salary Card System is normally done within 48 hours after request has been received on the Salary Card Intervention Request Form.

8. Computer Support

Computer Support Officers are mainly responsible for the smooth running of computer equipment in Ministries and Departments. They provide technical support, commissioning of IT equipment, provide a Central Backup Service and provision of data capture services.
- **Technical support**
  Technical support includes software installation, virus protection and troubleshooting activities. Most computer support officers are posted in Ministries and Departments. A team is also posted at the CISD and they intervene within 48 hours after request.

- **Commissioning**
  The computer support officers undertake commissioning of computer equipment in Ministries and Departments. Commissioning report is submitted within 5 working days after request has been made to CISD.

**Ministry/Department responsibility:**
- Ensure that all technical specifications are submitted to CISD
- Ensure that equipment has been received

- **Provision of Central Backup Service**
  There is also a central Backup Service for electronic media (e.g. tape, CD, external hard disk ...) offsite. This service is available for safe keeping of data of all Ministries/Departments upon request.

**Ministry/Department responsibility:**
- Ensure that your backup are interchanged regularly.

9. **Operationalisation of IT units**

To ensure smooth running of computerised systems in Ministries and Departments the services of a Database, System and Network Administrator are required. The Database Administrator DBA who is posted on a full-time or part-time basis, is called upon to work in close collaboration with a designated Chief Information Officer (CIO) of the Ministry/Department. DBA normally shut down and restart servers, create users, grant access to Local Area Network and Systems, perform backup/restore of database.
10. Help Desk facilities

The CISD operates a help desk facility (Tel: 211-2480) to offer assistance to Ministries/Departments in relation to technical and operational problems regarding usage of computer equipment, standard software, Internet, Government Email Services and E-Payslip. The CISD help desk provides remote assistance (through telephone) for simple problems.

If you telephone us
- We will do our best to answer your calls within three rings
- Our staff will be courteous
- We will ensure that you are provided with the correct information.

If you write to us
- Our replies will be clear and easy to understand
- Our replies will indicate the reasons for our decisions.

When collecting payslip at our place
- We will ensure that the appropriate officer receives you within 10 minutes
- We will answer your queries on the spot, but, if we cannot, we will let you know why and when you can expect a reply.
OUR CLIENT- BASE

Our Customers are:

Ministries and Departments of the Civil Service

CERTIFICATION

The Operations Section of the CISD has been ISO certified since 2004 and re-certified ISO 9001:2008 since 2010. Currently, we are working towards ISMS certification and ISO 9001:2015.
<table>
<thead>
<tr>
<th>Service Requested</th>
<th>Reporting Method</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 General PC troubleshooting</td>
<td>Letter, phone or email</td>
<td></td>
</tr>
<tr>
<td>2 Virus injection resolution / Antivirus installation</td>
<td>Letter, phone or email</td>
<td></td>
</tr>
<tr>
<td>3 Commissioning of desktop equipment (PC, laptop, printer,…)</td>
<td>Letter annexed with specifications</td>
<td></td>
</tr>
<tr>
<td>4 Survey of IT equipment</td>
<td>Letter</td>
<td></td>
</tr>
<tr>
<td>5 Commissioning of servers and networking equipment</td>
<td>Letter annexed with specifications</td>
<td></td>
</tr>
<tr>
<td>6 Development of software application</td>
<td>Letter</td>
<td></td>
</tr>
<tr>
<td>7 Website maintenance/update</td>
<td>Fill in request form</td>
<td></td>
</tr>
<tr>
<td>8 Email creation / amendment/deletion Resetting of email passwords</td>
<td>Fill in email application form</td>
<td>Help Desk 2112480 <a href="mailto:cisd@govmu.org">cisd@govmu.org</a></td>
</tr>
<tr>
<td>9 E-Payslip creation / amendment/deletion Resetting of passwords</td>
<td>Fill in application form</td>
<td></td>
</tr>
<tr>
<td>10 Posting of staff in ISS</td>
<td>Letter</td>
<td></td>
</tr>
<tr>
<td>11 Payroll update/variation</td>
<td>Submit Variation Form</td>
<td></td>
</tr>
<tr>
<td>12 Payroll computational changes</td>
<td>Letter followed by meeting</td>
<td></td>
</tr>
<tr>
<td>13 Microsoft product installation and troubleshooting</td>
<td>Letter, phone or email</td>
<td></td>
</tr>
<tr>
<td>14 ORACLE installation and troubleshooting</td>
<td>Letter, phone or email</td>
<td></td>
</tr>
<tr>
<td>15 Troubleshooting on Communication lines (GINS infrastructure)</td>
<td>Letter, phone or email</td>
<td></td>
</tr>
<tr>
<td>16 Any other computer related troubleshooting request from Ministries/Departments</td>
<td>Letter, phone or email</td>
<td>Help Desk: 211 2480 <a href="mailto:cisd@govmu.org">cisd@govmu.org</a> Registry: 201 1976 Email: <a href="mailto:cisd@govmu.org">cisd@govmu.org</a></td>
</tr>
</tbody>
</table>
Our Contact

CISD operates a general help desk, tel. no. 211-2480 between 8.45 hrs to 16.00 hrs on normal working days.

All letters are to be addressed to:

The Director
Central Information Systems Division
Ministry of Technology, Communication and Innovation
Level 4, Emmanuel Anquetil Building
Corner Sir S. Ramgoolam & Jules Koenig Streets
Port Louis
Mauritius.

Emails should be addressed to cisd@govmu.org with mention of service request in the subject line.

FEEDBACK

We shall make every possible effort to provide efficient and effective service and welcome all suggestions and feedback from user Ministries/Departments, staff associations and individual officers to further improve our services.

If you have any enquiries or complaints, you may contact us on the following address:

Level 4, Emmanuel Anquetil Building,
Port Louis
Tel: (230) 201-1976
Fax: (230) 201-3562
E-Mail: cisd@govmu.org
Website - http://cisd.govmu.org

Disclaimer Notice

The statement of commitments in this customer charter does not confer any legal rights, contractual or otherwise. This charter is published for information purposes only.

This Charter was published in April 2015 and will be reviewed regularly.