



CUSTOMER CHARTER

CENTRAL INFORMATION SYSTEMS DIVISION

MINISTRY OF INFORMATION TECHNOLOGY, COMMUNICATION AND
INNOVATION

CUSTOMER CHARTER



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ABOUT US

Established in 1971 under the aegis of the Ministry of Finance and Economic Development (MOFED), CISC, formerly known as the Data Processing Division (DPD) was conceived as a centralised IT Service Bureau catering to the needs of the Civil Service, Parastatal Bodies, and Local Authorities. However, recognising the imperative to adapt to the dynamic landscape of Information Technology, the DPD underwent a transformative restructuring exercise, ultimately emerging as the Central Information Systems Division (CISC). Today, CISC stands as a Division within the Ministry of Information Technology, Communication, and Innovation (MITCI), located on level 4 of Emmanuel Anquetil Building, Corner Sir S. Ramgoolam & Jules Koenig Streets, Port Louis.

Since its inception, CISC has been instrumental in the development and implementation of over 120 application systems, spearheading transformative initiatives such as the innovative Payroll System aimed at achieving paperless operations.

Embracing a philosophy of decentralisation, CISC has progressively shifted its operations closer to the end-users, with application systems now being managed in-house by respective institutions.

Tasked with the responsibility of providing comprehensive ICT services, CISC plays a pivotal role in facilitating the execution of computerisation projects across all Ministries and Departments. The integration of Information Technology within Government operations not only enhances efficiency but also fosters transparency and expediency in disseminating crucial information to both the public and internal stakeholders. As CISC continues to evolve, it remains steadfast in its commitment to harnessing the power of technology to drive positive change and enable a more connected, digitally empowered Civil Service.

MISSION

Providing efficient and effective state of the art ICT Services to the Civil Service

VISION

The trusted ICT service provider of the Civil Service

CERTIFICATION

The Central Information Systems Division is ISO 27001:2013 Certified.

The Operation section is ISO 9001:2015 Certified.

OUR CLIENT-BASE

Our Customers are Ministries and Departments of the Civil Service



What you really need to know

We have more than 50 years in ICT operations

CORE VALUES

- **Integrity:** Upholding honesty, transparency, and ethical conduct in all endeavors, fostering trust and accountability within the organisation and with customers.
- **Service Excellence:** Committing to delivering excellent service to Civil Service Officers, stakeholders, and fellow colleagues, striving for continuous improvement and innovation in all operations.
- **Accountability:** Taking ownership of actions and decisions, being answerable for responsibilities entrusted, and ensuring optimal utilisation of public resources.
- **Collaboration:** Embracing teamwork, partnership, and cooperation to achieve common goals, valuing diverse perspectives, and fostering a culture of inclusivity and unity.
- **Respect:** Treating all staff with dignity, fairness, and respect, irrespective of differences, and promoting an environment free from discrimination and harassment.
- **Adaptability:** Embracing change and innovation, remaining responsive to evolving needs and challenges, and fostering a culture of continuous learning and adaptation.

OBJECTIVES

- To provide Reliable and Timely ICT services to the Civil Service
- To strive for user satisfaction in respect of ICT services being provided
- To maintain international standards in the provision of ICT services
- To assist Ministries / Departments in using ICT in their daily tasks



**Government Payroll
Processing**



**Government Email
Services**



**Government
Websites
Development**



**Government
IntraNet Systems
(GINS) Monitoring**



Computer Support



**Central Backup
Service**



**Research,
Development and
Innovation**



**Application
Development**



**Oracle Technical
Support (OTS)**



**Operationalisation
of IT Units in Ministries &
Departments**



**Operationalisation
of Command
and Control Centre**

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GOVERNMENT PAYROLL

CISD is entrusted with critical responsibility of the monthly payroll processing for every Ministry and Department. A revamped version of the Payroll system with advanced functionalities has been developed by the Application Development Unit (ADU). Finance Officers capture variations and retrieve monthly reports through the E-payroll module. The different modules of the Salary Card System have also been integrated thus allowing the payroll processing to be seamlessly executed.

Additionally, a digitally signed electronic Payslip with QR code is accessible via the platform <https://mokloud.govmu.org>. These features ensure the authenticity of the information on the epayslip.

Ministry/Department responsibility

- CISD advises all stakeholders to adhere strictly to the designated schedule for payroll processing.
- CISD also encourages stakeholders to share their insights, suggestions, and feedback via the annual survey, ensuring continuous improvement and optimisation of services.

GOVERNMENT WEBSITES

CISD plays a pivotal role in empowering Ministries and Departments by helping in the development and upkeep of their websites. Once a website has been created, dedicated webmaster services are provided to ensure consistent updates.

Users can expect prompt notification of updates within two working days of submission.

Access to all Government websites is centralised at <https://govmu.org>.

Requests for the creation of new websites typically follow formal procedures outlined in official correspondence

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GOVERNMENT EMAIL SERVICES

The Government Email Services (<https://mail.govmu.org>) is the official communication platform for officers within the Government, enhancing information dissemination and fostering inter-departmental as well as public communication. Application forms, Email reset forms, Government Email Usage Policy, and User Guides can be accessed for download at (<https://cisd.govmu.org>) on CISD's website.

Subject to the availability of email licences, email accounts are created promptly within two working days upon receipt of completed forms, while password resets are processed within two working days of form submission.

GOVERNMENT INTRANET SYSTEM (GINS)

In 2004, the Government Intranet System (GINS) was established to link various Ministries/Departments via a secure Intranet, with the Government Online Centre (GOC) as the central hub.

The Central Coordination Unit (CCU) of CISD oversees the administration and maintenance/troubleshooting of the GINS. Additionally, staff are tasked with monitoring all Communication Lines and Telecommunications equipment within the GINS.

The CCU promptly intervenes within a 48-hour window in the event of any issues.

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RESEARCH , DEVELOPMENT AND INNOVATION

The Research, Development and Innovation (RDI) unit is a specialised unit within CISD, dedicated to propelling technology and innovation across the Civil Service. Its mission is to ensure that Government services and operations stand at the vanguard of progress, leveraging the cutting-edge advancements in ICT to empower efficiency and efficacy.

Additionally, the RDI is responsible for the following:

- Research on IT tools and prepare reports thereon
- Proof of Concepts of new technologies for eventual deployment
- Software testing for potential use in CISD and the whole Civil Service

The RDI has successfully implemented a Chatbot system in CISD to respond to queries regarding technical support on ICT equipment. Furthermore, a Voice over IP system has been implemented in some Ministries/Departments to reduce telecommunications costs.

ORACLE TECHNICAL SUPPORT (OTS)

The Oracle Technical Support Unit (OTSU) is the driving force behind delivering Database Management services to Ministries and Departments, particularly focusing on Oracle solutions.

This specialised team excels in troubleshooting Oracle-based platforms, conducting installations of Oracle RDBMS, meticulously testing backups, conducting in-depth analysis and research on Oracle Products, and managing Oracle licences across Government.

With a commitment to excellence, OTSU promptly responds within a 48-hour window upon receipt of formal requests, ensuring swift resolution and efficient service.

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CENTRAL BACKUP SERVICE

CISD offers indispensable support in the form of offsite storage for backup tapes to the Civil Service by safeguarding critical data for business continuity in the face of potential disasters.

Ministries and Departments are required to securely transmit their backup tapes to our offsite storage centre, ensuring the protection and resilience of vital information.

COMPUTER SUPPORT

➤ Technical Support

Computer Support Officers play a pivotal role in ensuring proper operation of computer equipment across Ministries and Departments, providing indispensable technical support, commissioning of IT equipment, and a centralised Backup Service. Their comprehensive assistance spans software installation, virus protection, and troubleshooting activities amongst others thus ensuring uninterrupted productivity.

With the majority of Computer Support Officers stationed in Ministries and Departments, a dedicated team at CISD stands ready to intervene within a 48-hour timeframe upon request. Users are urged to submit their requests through the online Technical Support Request System using the link <https://cisd.govmu.org/Pages/Support-Form.aspx>.

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COMPUTER SUPPORT

➤ Commissioning

Computer Support Officers together with the Central Coordination Unit are responsible for the commissioning of computer equipment ranging from PCs and printers to servers and routers across Ministries and Departments. This meticulous process ensures that each piece of equipment aligns with the requested specifications. To streamline and enhance efficiency, an online commissioning application has been implemented to manage the commissioning workflow and thereby generate commissioning certificates.

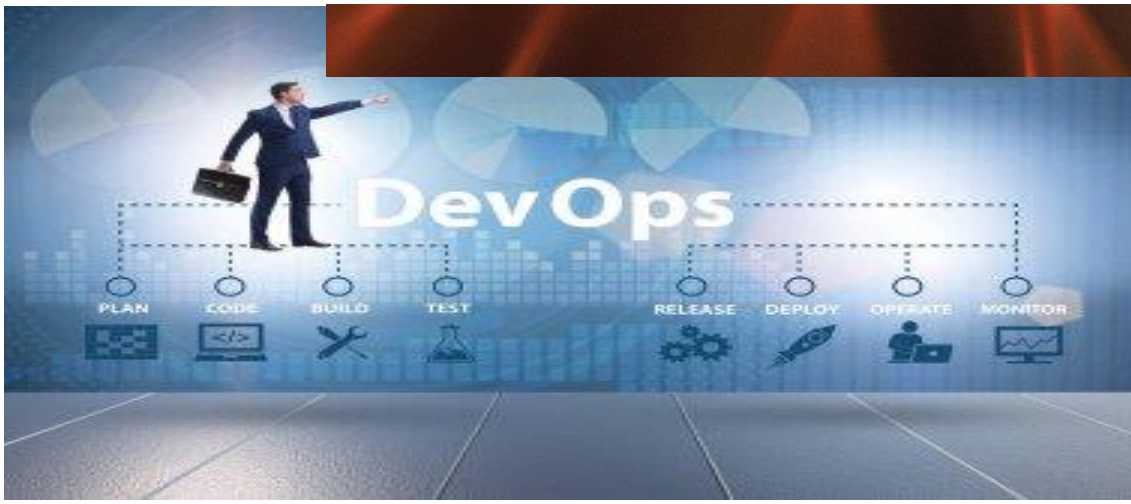
Ministries/Departments responsibility:

- Ensure that all technical specifications are submitted to CISD
- Ensure that equipment has been received and is ready for commissioning

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APPLICATION DEVELOPMENT

The Application Development Unit (ADU) was set up to craft bespoke applications tailored to the specific needs of Ministries and Departments across the Government. From meticulously gathering and analysing user requirements to the development, testing, and implementation of application software, every step is executed with diligence. Post-implementation, the ADU maintains these software solutions.

CISD has strategically embraced the adoption of Open Source Technologies for Software Development, resulting in significant cost efficiencies for the Government. A prime example of this forward-thinking approach is the Harm Reduction Unit System developed by CISD for the Ministry of Health and Wellness, which has won the Champion award at the ITU World Summit on the Information Society (WSIS) Prizes 2023 in category 10 (ICT applications: benefits in all aspects of life — E-health). This underscores CISD’s prowess in developing software solutions that is recognised at an international level.

OPERATIONALISATION OF IT UNITS

For the smooth operation of computerised systems across Ministries and Departments, the indispensable expertise of a Database, System, and Network Administrator is imperative. This vital role is fulfilled by on-site CISD Officers working in collaboration with designated Officers of the Ministry/Department, ensuring close collaboration and synergy.

These CISD Officers execute critical tasks including server shutdowns and restarts, user creation, access provisioning to Local Area Network and Systems, as well as database backup and restoration, among other responsibilities.

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COMMAND AND CONTROL CENTRE (CCC)

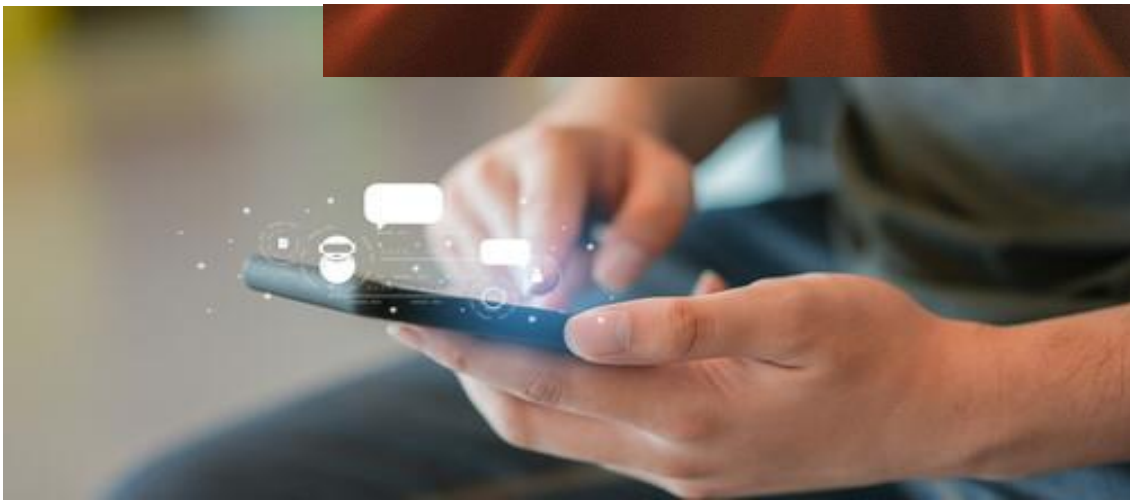
The prime focus of the Command and Control Centre (CCC) is to improve performance and uptime of all Government ICT Systems connected to the GINS infrastructure. CCC proactively monitors software, hardware, network, websites and databases that constitute systems being used by Ministries and Departments for their daily operations.

Employing a round-the-clock proactive monitoring application, the CCC conducts real-time health checks on these systems, promptly issuing alerts via email to authorised staff within the respective Ministries and Departments, as well as Heads of concerned Ministries and Departments, through a predefined escalation protocol.

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An online Technical Support Request System has been set up to log technical issues encountered with ICT equipment and software. Accessible via the link <https://cisd.govmu.org/Pages/Support-Form.aspx>, this platform empowers CISD Officers stationed on-site to promptly address recorded issues. For locations devoid of on-site Officers, CISD centrally manages these requests.

Ministries/Departments may also interact with CISD's Chatbot system for ICT support problems.

Ministries/Departments encountering technical or operational hurdles related to computer equipment, standard software, Internet connectivity, or Government Email Services can rely on the CISD help desk for remote assistance, if required.

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 and your request is attended to

If you write to us

- Our replies will be clear and easy to understand
- Our replies will indicate the reasons for our decisions

If you wish to chat with our Chatbot

- Register yourself with a valid email account
- Type your questions
- If the answer is not satisfactory, then contact CISD Help Desk

**INTERACTING
WITH
CISD**



PROCEDURE FOR TAPPING SERVICE

Service Requested	Reporting Method	Contact Details
General PC Troubleshooting	Letter, phone or email	
Virus infection resolution /antivirus installation	Letter, phone or email	
Commissioning of desktop equipment (Pc, laptop, printer,..)	Letter annexed with specifications	
Survey of IT equipment	Letter	
Commissioning of servers and networking	Letter annexed with specifications	
Development of software application	Letter	
Website maintenance/ update	Fill in request form or email	
Email creation , deletion/ amendment, resetting of email passwords	Fill in email application form	Help Desk: 211 2480 cisd@govmu.org
Installation of monitoring agent	Letter	
Posting of staff in ISS	Letter	
Payroll update/ variation	Through epayroll system	
Payroll computational changes	Letter followed by meeting	
Oracle installation and troubleshooting	Letter, phone or email	
Troubleshooting on communication lines (GINS infrastructure)	Letter, phone or email	
Any other computer related troubleshooting request from Ministries/Departments	Letter, phone or email	Help Desk: 2112480 cisd@govmu.org Registry 201 1976



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 queries or complaints, you may use the online complaint form at <https://cisd.govmu.org/Pages/Complaint-Form.aspx>

FEEDBACK

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.



CONTACT

- **CISD operates a general help desk, tel. no. 211-2480 between 8.45 hrs to 16.00 hrs on normal working days and fax number (230) 201 - 3562.**
- **All letters are to be addressed to:**

The Director
Central Information Systems Division
Ministry of Information 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.**