



More than just IT, we care about your business

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 transparent 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.

Whenever 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 exempted 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 at 345-949-8277 or direct line at 345-244-2340 or email at foi.csd@gov.ky. Or contact the Deputy Information Manager 345-949-8277 or direct line at 345-244-2311. 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 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:

Information Manager
Computer Services Department
Government Admin Building, 2nd Floor, Box 112
133 Elgin Avenue, Georgetown
Grand Cayman, Cayman Islands KY1- 9000

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

Please refer to our Document Library and disclosure log on our website <http://www.csd.gov.ky> first, as the information that you are seeking may already been published.

If you experience any difficulty identifying the information you want to access, please contact the FOI Information Manager at 345-949-8277 or direct line at 345-244-2340, or email at foi.csd@gov.ky. Or contact the Deputy Information Manager 345-949-8277 or direct line at 345-244-2311. Please provide a telephone number so that we can call you to clarify details, if necessary.

The **Computer Service 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 the **Computer Services Department** is legally required to translate any information, it will do so.

Computer Services Department will endeavour to make as much information available on its website as possible, however, in the event that you are seeking information that is not posted there, or if you would prefer to view the information in hard copy in person, arrangements can be made to do so by appointment in the privacy of our conference room. In order to make an appointment, you can contact the Information Manager at 345-949-8277 or direct line at 345-244-2340 or email at foi.csd@gov.ky.

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).

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 not published under this scheme can be requested by:

1. Writing to the Information Manager, **Computer Services Department**, 2nd Floor, Government Administration building, Box 112, Grand Cayman KY1-9000
2. Sending an email to the Information Manager is at FOI Information Manager at 345-949-8277 or direct line at 345-244-2340 or email at foi.csd@gov.ky or Deputy Information Manager at 345-949-8277 or direct line at 345-244-2311 or email at foi.csd@gov.ky.
3. Dropping it to our offices on the 2nd Floor, Government Administration Building Box 112, Grand Cayman KY1-9000, Cayman Islands
4. You can also refer online to: <http://www.csd.gov.ky>, *Making a Request*.

In all instances, your request will be considered in accordance with the provisions of the FOI Law.

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 at 345-949-8277 or direct line at 345-244-2340, or email at foi.csd@gov.ky and we will try to resolve your complaint as quickly as possible. Or contact the Deputy Information Manager is at 345-949-8277 or email at foi.csd@gov.ky

Further information about our complaint procedures can be obtained from the FOI Information Manager Clara Smith 244-2157 or 345-949-8277 or email at foi.csd@gov.ky or the Deputy Information Manager is Tia Parrott at 345-949-8277 or direct line at 345-244-2000.

You can also see our website at: <http://www.csd.gov.ky> for FOI Appeal and for further information about our complaints.

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
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 Information Technology (IT) and consulting services to Government departments and agencies.

COMPUTER SERVICES DEPARTMENT Principle officers

Darvy Whittaker, Director (Designate), Email: Darvy.Whittaker@gov.ky

COMPUTER SERVICES DEPARTMENT Contact Details

Grand Cayman Office Address:

Physical address:

133 Elgin Avenue
Government Administration Building, 2nd Floor
Georgetown, Grand Cayman
Cayman Islands KY1- 9000

Mailing Address:

Computer Services Department
Government Admin Building, 2nd Floor,
Box 112
133 Elgin Avenue,
Georgetown, Grand Cayman,
Cayman Islands KY1- 9000
Tel: 345-949-8277 Fax: 345-949-7544
Email: foi.csd@gov.ky Website: <http://www.csd.gov.ky>

Hours of Work: 8.30am-5:00pm, Monday-Friday
Along with out of hours support.

COMPUTER SERVICES DEPARTMENT Information Manager

Clara Smith, Information Manager
Tel: 345-949-8277 or 345-244-2157
Email: foi.csd@gov.ky

Tia Parrott, Deputy Information Manager
Tel: 345-949-8277 or 345-244-2000
Email: foi.csd@gov.ky

MINISTRY

Computer Services Department falls under the responsibility of the Ministry of Investment, Innovation and Social Development; this position reflects the strategic importance of Information Technology within the Cayman Islands Government.

7.2. STRATEGIC MANAGEMENT

Ministry of Investment, Innovation and Social Development sets the strategic directions for **Computer Services Department**; 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.

Ministry of Investment, Innovation and Social Development

Chief Officer
Tamara Ebanks (Acting)

Address
Government Administration Building, 5th Floor
133 Elgin Avenue,
George Town, Grand Cayman

Mailing Address
Ministry of Investment, Innovation and Social Development 5th Floor,
Government Administration Building,
P.O. Box 111
Grand Cayman, KY1-9000
Telephone: (345) 244-2412 Fax: (345) 945-2922
Email: foi.misd@gov.ky Website: <https://www.gov.ky/iisd/>
Hours of Work: 8:30am to 5:00pm, Monday to Friday.

7.3. FINANCE & ADMINISTRATION

Ministry of Investment, Innovation and Social Development is the administering authority for **Computer Services Department**. The Authority for many financial, administrative and HR functions have 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 the 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
- 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. List of Registers

FOI Disclosure log: Please see the disclosure log on our website at:
<http://www.csd.gov.ky>

Classes of Information Held:

Classes of Information	Restrictions & Accessibility to information
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.

7.6. Our Services

Computer Services Department is a shared service department providing high quality Information Technology (IT) and consulting services to Government departments and agencies. **Computer Services Department** 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 of the Government buildings in Grand Cayman and Cayman Brac.

Services Offered Computer Services Department has 5 functional service areas:

- **Application Services (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, Database Administration, 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 in-house user training.
- **Technical Services**
Computer Services Technical Services staff provides installation of new equipment, the networking of new projects and the installation of end user hardware and 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 3700 users in computer hardware, computer software and data communication and computer software systems government wide.
- **Operation Services:**
Computer Operations are responsible for the management and support of Windows, UNIX and Linux servers. Operations provide Network Management, Network Design, System Management and Analysis Services. This team is responsible for the installation of new server equipment; they work with tech team on new project. 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.