26.1. Oracle Technical support

At paragraph 19.1 of my 2005-06 Audit Report, mention was made that more than 90 per cent of licenses were already desupported since 2001 and 2004. Out of 61 Ministries/Departments that used Oracle databases, 55 of them were using Versions 7 and 8 and six others were using Version 9 as of August 2006.

Government paid an amount of US $ 1,991,924 (Rs 59.6 million) in June 2006. The above amount included a trade in for reinstatement of technical support as from September 2004 to May 2007 of some US $ 1.2 million (Rs 37 million) for 61 government sites. The Ministry renewed the above agreement for technical support and paid a further amount of Rs 8.5 million in June 2007 for the period May 2007 to May 2008.

Observations

- Support of the licences was again renewed at a cost of Rs 8.5 million for a year for desupported licences.

- All Ministries/Departments, for which support has been renewed, also have an agreement with a local company for support of its application.

- Except for training of database administrators of the Ministry in the memorandum of understanding between the Government and Oracle Systems Limited, the under mentioned areas of cooperation have not yet been covered as of August 2007.
  - E- Government- iDiscovery Workshops.
  - Development of Human Capacity.
  - National Frame Agreement for procurement of Oracle products at discounted rate.
  - Technology updates through Review Seminars & Forums.
  - Setting up of a Regional Centre of Excellence (COE).
  - Corporate Social Responsibility (E-schools & Oracle Education Foundation)
  - Outsourcing (Oracle will provide together with outsourcing partners cost efficient access to hardware and support services)

- Receivable from the Local Firm. At Paragraph 19.1 (b) of my Annual Report 2005-06, I referred to a local firm that owed the Government US $ 349,000 on account of Oracle licences. In fact, the firm undertook to transfer ownership of 1000 Oracle-8 licenses at no cost. The Ministry has claimed the firm the cash equivalent of the licenses amounting to US $ 349,000 (Rs 10.8 million).
However, as of September 2007, the local firm has not yet reimbursed the amount due.

The above amount along with all accrued interests has not been accounted in the Arrears of Revenue of the Government.

26.2 Information Security Management System (ISMS)


The Consultant recommended, amongst others, to roll out the ISO/IEC 17799 information security standards across the Civil Service in 2004.

Observation.

As of September 2007, the ISMS has been implemented at the Government on Line Centre at Ebene and at four pilot sites that were completed in 2004.

26.3 Personnel and Registry Systems

The Ministry has disbursed a total of Rs 2.6 million to the Ministry of Civil Service Affairs & Administrative Reforms as of 30 June 2007 for hosting the above two applications on the GOC for onward availability to all Ministries/Departments.

26.3.1 Personnel system

This system, which is operational at the Ministry of Civil Service Affairs & Administrative Reforms, was to be extended to other Ministries under Phase II of the project.

In 2003 it was decided to install the system on the GOC so that all Ministries/Departments would have access to the system. A local company was awarded the contract in October 2004 for conversion of the system to web environment and for migration of data from existing pilot sites for a contract sum of Rs 1,064,900 (including VAT). Following some changes in scope of work, the contract amount was raised in March 2006 to Rs 1,447,160 (including VAT). As of June 2007, the Ministry paid a total of Rs 1,000,868 to the company.

Observation

- Final testing of the system was not yet completed by the Ministry of Civil Service Affairs as of August 2007.

- The Personnel system has not yet been replicated except for the Ministry of Education, Public Service Commission and Police Department.
26.3.2 Registry system

In 2001, a local company was awarded the contract for installation of a registry package in Ministries or Government Departments at Rs 150,000 per site (excl VAT). From January 2003 to May 2007 the registry system has been installed at 11 sites and an amount of Rs 1,893,000 was already paid to the company during the above period.

With the coming of the Government on Line Centre (GOC) in 2005, it was decided to host the main application for the registry system at the GOC to enable all Government Ministries/Departments to have access to the system.

The Ministry of Civil Service & Administrative Reforms awarded the same company the contract in February 2006 for installation of the package at Rs 75,000 (excl VAT) per each new site and Rs 30,870 (excl VAT) for migration of data from an existing site together with a yearly maintenance fee of Rs 10,000 per site or a yearly lump sum fee of Rs 500,000 in case of 50 sites and above.

The system was installed at the GOC in August 2006.

During development, it was found out that the web-enabled Registry has been designed in such a way that allows small sites to be considered as sub registries of main Ministries/Department. It was decided to reduce the initial list of 80 sites to 34 sites.

The above terms and conditions were revised in another contract that was signed in June 2007 for a contract sum of Rs 1,840,000. The contract was for the implementation of web enabled registry to be hosted at the GOC for 34 sites. The Ministry then released the whole amount to the Ministry of Civil Service & Administrative Reforms on 26 June 2007 for onward payment to the company on the basis that the registry system works at the Ministry of Civil Service & Administrative Reforms.

Observation

- Out of 27 Ministries/Departments, that have been given access to the web-based system, only 14 of them were operating smoothly at date of audit in September 2007; 13 other sites are having communication problems. The system has not yet been installed in the seven other sites.

- The scope of the contract specified 34 sites but did not mention whether the sub registries of Ministries and Departments would be covered.