Summary of the Year

ICT accomplished all of its goals for the 2013

Our top priority and most important accomplishment is the continued success in providing high quality, reliable service and support to our Staff. Major work for this year included the development of the new Complaints and investigation system, the development of the intranet and server migration, the Digital meetings system development, continued data security, confidentiality and computing support for the Ipoa staff, ICT staff reorganization, and the website redesign. These accomplishments are detailed in subsequent sections.

This year, ICT's technology initiatives include:

* The deployment of a wireless network.
* Local area network
* Website development.
* Shared Folder services.
* Email Services.
* Intranet Paperless work flow development.
* Desktop and Laptop support and Configuration.
* Server Setup and configuration.
* Enterprise Uninterruptable Power Supply system.
* Telephone System Setup.
* IPOA Portable Computing & Data Storage Devices Policy development.
* IPOA E-Mail Policy development.
* IPOA Internet Usage Policy development.
* IPOA Confidentiality: Staff Code of Conduct development.
* IPOA IT Security Policy development.
* IPOA Information Technology Strategy.
* IPOA Information Technology Policy the implementation of the laptop encryption standard development.

Strengths and Accomplishments

IPOA continues to maintain an up to date infrastructure. ICT maintains and supports continues to configure 2 physical servers and 2 virtual, over 4TB of storage and 8 network switches. By configuring 20 virtual desktops this year, we were able to continue the downsizing effort of our physical Infrastructure. ICT worked with the Investigations and complaints department to develop a high powered computing intranet for a Complaints Management System. While IT department and Investigations and Complaints Departments are the founding stakeholders, eventually the Intranet will be available to everyone at IPOA.

The Intranet will go live in January 2014 and is currently in the testing phase. Our

goal is to work with the IT Board Committee (IBC) and all IPOA Staff to develop a

IT Service Catalogue for all IT services. The Virtual desktop installation will be completed next year. After a 3 months of testing and preparation, ICT and Complaints department will start the migration of Complaints records to the Complaints and Investigation Management system on the Intranet. The Development of the System was completed in November with resounding success. Also next year, after launching the Intranet and virtual desktops. ICT department will provide extensive advanced training sessions on the new features

to allow for a smooth transition. To accommodate the growth in the use of wireless devices such as smart phones and tablets, ICT will need to increase the wireless network in 3rd and 2nd Floor. This extension provides 100% wireless coverage in 2nd and 3rd floors.

Training classes and workshops will continue to be an effective way to aid in the

Professional development of IPOA Staff.