# GOVERNMENT OF BERMUDA

## MINISTRY OF CABINET OFFICE & DIGITAL INNOVATION

## PATI Information Statement

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| **Name of Public Authority:**   DEPARTMENT OF INFORMATION AND TECHNOLOGIES |

**Introduction:**

The IDT supports and maintains the IT Infrastructure used by the Civil Service. The IDT also works with departments as they develop and enhance their line of business applications. The IDT operates using an industry standard for managing IT and in keeping with the standard, the IDT has adopted operating procedures, policies and records that are designed to deliver IT services in a secure manner that meet the needs of departments and individual users.

Information maintained by the IDT relates to the management of IT assets, delivery of IT services and the support of IT projects for Government Departments. The information maintained by the IDT can be released in accordance with the PATI Act at a general level, but detail configuration information cannot be published for security reasons nor can product information provided by vendors on a confidential basis.

**Section A: Structure, Organization and Legislation  [s5(1)a]**

*CHIEF INFORMATION OFFICER (CIO)*

1) Senior Managers (Infrastructure, Business Systems, Admin & Training, Security)

Infrastructure:
- Networks, I-Series, Wintel, Devices, Telecom Services)

 Business Systems
- Change Management, Project Support

 Admin & Training
- Training, Administration

Security
- Audits, Managed Detection and Response

**Legislation**

None

## Section B: 1) Functions, powers, duties of the Authority  [s5(1)b]

The IDT's mission statement is: "To empower Ministries, departments and civil servants to improve productivity and services by providing IT consulting services and core IT infrastructure at reasonable cost."

**Power of Department of Information and Digital Technology**
None

**Duties of Department of Information and Digital Technology**
 • Maintain and secure the Information Technology Infrastructure that hosts applications used by Government Departments and Ministries.
• Support Information Technology projects undertaken by Departments.
• Deliver and manage IT services used by departments.
• Sustain Disaster Recovery Systems for selected Departments.
• Support IT Governance process for Government.
• Deliver Training on IT applications and systems to improve effectiveness and productivity.

## Section B: 2) Obligations under PATI Act  [s5(1)b]

*Same for all public authorities*

To provide an **information statement** for the public and promulgate it [s5],
- To provide **other information** to the public so that the public needs only to have minimum resort to the use of the Act to obtain information [s6]. This includes:
    - General information, e.g. activities of the Authority
    - Log of all information requests and their outcome
    - Quarterly expenditure (upon request) [s6(5)]
    - Contracts valued at $50,000 or more.
- To **respond to information requests** in a timely manner [s12-16]
- To **track information requests**, and provide this data to the Information Commissioner
- To respond to requests from the Information Commissioner [s9]
- To **amend personal information** held by the Authority that it is wrong or misleading following a written request by the person to whom the information relates [s19]
- To conduct an **internal review** if formally requested [part 5]
- To give evidence for **review by the Information Commissioner** [part 6, 47(4)], or for **judicial review** [s49], if required
- To provide an **annual written report** to the Information Commissioner of the status of information requests [s58 (3)].
- **To do anything else as required** under the PATI Act and subsequent Regulations [s59, 60],

including:
- **Fees** for Requests for information
- Management and maintenance of **records**
- **Procedures** for administering the Act

- To **train staff and make arrangements** so as to facilitate compliance with the Act [s61]
- To **designate one of its officers** to be the person to whom requests are directed [s62]

## Section C: Services and Programmes [s5(1)c]

Services:

- Provides Project Support and IT Service Management.
- Provides a single point of contact for departments at a management level.
- Assists departments with supporting line of business applications.
- Service Desk that provides a single point of contact for reporting service or repair requests.
- User Account Administration Services.
- Network Operations that monitors activity and responds to alerts on the components of the IT Infrastructure.
- IT Change Management which controls changes to the IT Infrastructure brought about by IT projects and maintenance upgrades.
- IT Security management including identifying and mitigating IT security risks, compliance audits and Disaster Recovery.
- Maintain and manage the IT Infrastructure which supports the IT services and applications used by departments and public servants located throughout the island.
- Install and support desktop computers, printers and mobile devices.
- Design, deployment, operations & support of the Network that links buildings located throughout the island to the business applications and the Internet.
- Support department office moves and renovation projects that require network connectivity.
  - Responsible for design, deployment, operations & support of the servers and system software that host the applications used by departments.
  - System engineering design and deployment services for IT Projects.
  - Training on IT applications in a class room and one on one basis.
  - Maintain and manage the Telephone Infrastructure which supports the voice communication services used by departments and public servants located throughout the island.

**Programmes**:

The IDT delivers services to Government Departments and does not deliver services directly to the public.

**Section D: Records and documents held [s5(1)d]**

### Administration records
*General*
- Staff Information – All Information pertaining to staff.
- Vacation leave – Vacation, Time off in lieu, Doctor Certificates
- Job Descriptions – IDT job descriptions
- Recruitment – documentation relating to recruiting of IDT employees
- Training – documentation of all IDT Staff training

*Communications*
- Correspondence – with vendors or other external entities

### Strategic Management
*Meetings*
- General IDT management and staff meetings
- Meetings with other government departments

*Planning*
- IT Strategic Plan

### Infrastructure Management Records
*Service management*
- Customer service tickets 5
- Service Management Meetings

*Projects*
- Project Charter
- Statement of Works
- Change Management
- Project Meetings

*Information Technology Infrastructure Management*
- Configuration Management Data
- Software license agreements
- Hardware licenses agreements
- Maintenance & Support Agreements

### Risk Management Records
*Disaster Recovery and Business Continuity planning*
- Disaster Recovery Plans
- Disaster Recover Testing

*Information Security*

- Security Policy
- Asset Registers

## Section E: Administration (all public access) manuals  [s5(1)e]

**Project Management**
- Project Management Process
- Project Concept
- Project Charter
- Business Case
- Roles for IT Projects

**Infrastructure Management**

*Service management*
- Service Portfolio
- Incident Process
- Service Request Process
- Change Process
- Problem Process
- Software Update Management Process

## Section F: Decision-making documents  [s5(1)f]

- IT Security Policy
- Internet and Email Usage Policy
- IDT Vehicle Policy

## Section G: The Information officer [s5(1)g]

Mr. Lorenzo Tucker

Acting Security Manager

Telephone: 297-7733

Email: lstucker@gov.bm

## Section H: Any Other Information  [s5(1)h]

None

## Section I: Any Other Information To be Provided?  [s5(1)i]

None

## Section J: Information Statement: Copies and Updates  [s5(2,3,4,5)]

Every public authority shall update its information statement at least once a year, and make it available for inspection by the public at reasonable times by [s5(1-5), PATI Act]:

**Date Information Statement was updated: April 16, 2025**

**Locations of Information Statement:**

The IDT principal office is located at Seven Arches, 44 Church West, Hamilton          Y
The Bermuda National Library;                                                                                      Y
The Bermuda Archives;                                                                                                Y
Available electronically on the Website for public authority www.gov.bm.              Y
Have you published a notice in the Gazette indicating the places where the information statement is available for the public?                                                                                        Y
With the Information Commissioner.                                                                            Y

*Sign and Date:*   *Lorenzo Tucker*      April 17, 2025