

# Challenges & development of ICT Sector, Trashigang Dzongkhag

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# Challenges

- ▣ So many systems being used in different sectors like BAS,RAS,PLaMS etc(developer-user-trainer-trobleshoot)
- ▣ Installation and different internet facilities by the BTL.(CoRDECT,Broadband,Dial up in schools & offices)
- ▣ No clear TOR for the ICT Officials.
- ▣ There should be a training on the DLAN and its configurations, DHCP, proxy server and little bit of advanced Networking .

# Challenges contd...

- ▣ Most of the Problems is with regard to the Hardware(printer,Pc ,copier & fax).
- ▣ I personally feel the need the of a technician who would be in better position to handle the problem-or else trained the ICT officials .
- ▣ As an ICT there is so much of pressure for every electronic works , equipments configuration and setup.
- ▣ To provide better services to the people, ICT Officials has to do and know everything and learn better.

# Challenges contd...

- ▣ Very often the wireless connection breaks and its setup, connectivity resume.
- ▣ Dzongkhag ICT Officials should be trained on the wireless setup and its configuration, server configuration and its security measures.
- ▣ Joining the domain and the use of active directory to restrict the installation of improper programs and restrict administrative privileges to the users and blocking and surfing the pronos sites and chat facilities etc.

## Contd...

- ▣ The Dzongkhag officials also suggests to provide them with the basic training on networking.
- ▣ This cannot be achieved because of no separate budget head for the ICT Sector & no appropriate resource person.
- ▣ Another, the updating of the Dzongkhag website and its changes.
  - Cannot have the proper display of the tables.
  - Addition of new tabs and its links
  - Modify and make changes to the existing website,- addition of new sectors.
  - Little touch on photoshop and graphics needed to make the website live and attractive.

## Contd...

- ▣ The ICT Unit also attains many offices when called from the schools and the gewog administration and also some of the regional offices.
- ▣ So many simple and personal problems expressed and called by the officials.
- ▣ The numbers of points (I/O) keeps on growing with the every new coming staffs.

# Develop/Improvement of ICT in the Dzongkhag

- ▣ In collaboration with the DDC focal person , the DYT members were trained on the Dzongkhag Unicode and the basic MS office applications.
- ▣ Formatting and installation of the windows,MS office software's and Unicode is always performed by the ICT unit minimizing the cost.
- ▣ The ICT unit also monitors the AMC Services.
- ▣ bandwidth 64kbps-128kbps-256kbps, for the purpose of IPVPN-512Kbps@30100/month.

## Contd...

- ▣ The Accounts section was reallocated to its new office where the previously installed DLAN was distorted and had to redo every thing.
- ▣ Similarly , the ICT unit has extended the internet connection to the administrative section and every thing were executed departmentally.
- ▣ Sharing of the printers and documents over the DLAN, however files are totally inaccessible.

# Future plans of the ICT unit

- ▣ The installation of the Network printers will be executed shortly in the Dzongkhag Administration, presently most of the printers are shared.
- ▣ In the next fiscal year, the ICT unit would also connect the LAN system in the two Dungkhags, i.e. Wamrong & Thrimshing.
- ▣ Similarly, the network printer will also be installed in the above Dungkhags.

## Contd...

- ▣ People have so many expectations from ICT personnel-have to know every thing if to go in line with them.
- ▣ Expansion of the internet and DLAN to the RBP Office and Municipal.
- ▣ Find out a mechanism where by to reduce the paper works (like OPA to shortly install in the Dzongkhags )
- ▣ People also talk about having the mail server to have in the Dzongkhags to have their e-mail ID under the same dzongkhag domain.

# Software/Antivirus procurement

- ❑ DIT to help purchase AV and other required S/Ws , however the cost of the product /items will be borne by the concerned Dzongkhags.
- ❑ There is hardly any IT firm in the Dzonkhag providing good ICT services and IT equipments not readily available.
- ❑ AV has to be installed in new PC procured & and other recovery and drivers CDs.
- ❑ Clearance for the PC and laptops from the DIT.
- ❑ ICT Forum in the DIT website helps us understand and could also solve many problems, but the queries put there are hardly responded.

Thank you all