



TRANSFORMING
GOVERNMENT THROUGH
TECHNOLOGY

2019-2020
ANNUAL REPORT

www.igovtt.tt

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NOTICE OF MEETING

THE COMPANIES ACT 1995, Chap: 81:01

NOTICE OF ANNUAL GENERAL MEETING OF SHAREHOLDERS OF NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

TO: Minister of Finance
Corporation Sole
Ministry of Finance
Level 8, Eric Williams Financial
Complex
Independence Square
Port-of-Spain

NOTICE IS HEREBY GIVEN that the Annual General Meeting of shareholders of the **NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED** (the "Company") will be held on the **25th day of January, 2021** at **10:00 a.m** at Level 1 Conference Room #52 Lord Harris Court, Pembroke Street, Port of Spain or at a place as agreed by the Shareholders of the company in keeping with the By-Laws and/or the Companies Act for the following purposes:

1. To confirm the Minutes of the Annual General Meeting held on 24 January, 2020
2. To receive and consider the financial statements of the Company for the

fiscal year ended September 30, 2020, together with the report of the auditors thereon;

To consider and if thought fit to pass the following as an ordinary resolution:

"THAT the financial statements of the Company for the fiscal year ended 30 September, 2020 and the auditors' report thereon be received."

3. To reappoint the incumbent auditors for the ensuing year, at a remuneration to be fixed by the Directors of the Company
4. To receive the Annual Report of the Company for the fiscal year 30 September 2020;
5. To receive the Directors' report;
6. To re-elect the Directors;

The following persons were appointed as members of the Board of Directors of the

Company on July 18, 2016 to hold office in accordance with the By-Laws of the Company:

- | | |
|------------------------------|----------|
| - Ms. Esther Le Gendre | Chairman |
| - Dr. Sean Roche | Director |
| - Ms. Jacqueline Morris | Director |
| - Ms. Anastacia Samuel-James | Director |
| - Ms. Vashti Maharaj | Director |
| - Mr. Deepak Maharaj | Director |

The above-named members were subsequently reappointed to the Board of Directors at the Annual General Meetings held on 25 January 2017, 25 January 2018, 25 January 2019 and 24 January 2020.

Mr. Howard Dottin was appointed as a member of the Board on 17 August 2019 for a term of two (2) years.

NOTICE OF MEETING

In the year 2019 Ms. Esther Le Gendre, the then Chairman of the Board tendered her resignation which resignation became effective on 25 July 2019 and Dr Sean Roche was appointed Chairman of the Board in her stead.

Messrs. Anthony Peyson and Anthony Tagallie were subsequently appointed as members of the Board of the Company on 25 July 2019 in accordance with the By-Laws of the Company.

The term of appointment of Mr. Howard Dottin determined on 16 August 2019 and he was subsequently reappointed as a member of the Board of Directors of the Company on 30 October 2019 to hold office in accordance with the By-Laws of the Company.

The By-Laws provide inter-alia that "A director's term of office (subject to the provisions, if any, of the Company's articles and subject to his election for an

expressly stated term) shall be from the date of the meeting at which he is elected or appointed until (the close of the annual meeting of shareholders next following) his election or appointment or until his successor is elected or appointed".

To consider and if thought fit to pass the following as an ordinary resolution:

"THAT the following persons be re-elected as members of the Board of Directors of the Company to hold office in accordance with the By-Laws of the Company:

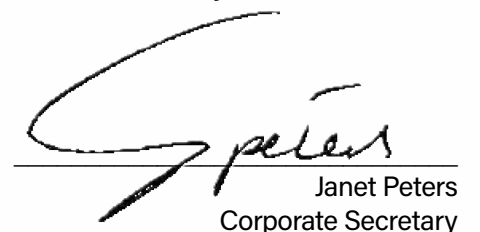
- Dr. Sean Roche Chairman
- Mr. Howard Dottin Director
- Ms. Jacqueline Morris Director
- Ms. Vashti Maharaj Director
- Mr. Deepak Maharaj Director

- Mr. Anthony Peyson Director
- Ms. Anastacia Samuel-James Director
- Mr. Anthony Tagallie Director

7. To transact such further or other business as may properly come before the meeting and any adjournments thereof.

DATED at Lord Harris Court, No. 52 Pembroke Street, Port of Spain, this 18th day of December 2020.

By Order of the Board,



Janet Peters
Corporate Secretary

ABBREVIATIONS

AMCHAM T&T	- American Chamber of Commerce Trinidad and Tobago	MOWT	- Ministry of Works and Transport
CIGF	- Caribbean Internet Governance Forum	MPA	- Ministry of Public Administration
COVID -19	- Coronavirus Disease 2019	MPADT	- Ministry of Public Administration and Digital Transformation
CRMA	- Caribbean Risk Management Academy	MRDLG	- Ministry of Rural Development and Local Government
EaaS	- Enterprise as a Service	MSDFS	- Ministry of Social Development and Family Services
EAD	- Exposure at Default	MTS	- National Maintenance Training and Security Company Ltd
ECL	- Expected Credit Loss	NALIS	- National Library and Information System
ECMS	- Enterprise Content Management System	NISC	- National Information Systems Centre
EOL	- End of Life	OCI	- Other Comprehensive Income
EOS	- End of Support	PBRS	- Property Business Registration System
EOT	- Equal Opportunities Tribunal	PD	- Probability of Default
FIU	- Financial Intelligence Unit	PSIP	- Public Sector Investment Programme
FVTOCI	- Fair Value Through Other Comprehensive Income	PTSC	- Public Transport Service Corporation
GoRTT	- Government of the Republic of Trinidad and Tobago	R2R	- Road to Recovery
GovNeTT	- Government Wide Area Network	RFA	- Request for Approval
IAS	- International Accounting Standards	RFP	- Request for Proposal
ICT	- Information and Communication Technology	RoUAs	- Right-of-Use Assets
IESBA	- International Ethics Standards Board for Accountants	SAM	- Software Asset Management
IFRS	- International Financial Reporting Standards	SCCM	- System Centre Configuration Manager
IFRIC	- International Financial Reporting Issues Committee	SEP	- Symantec Endpoint
ISA	- International Standards on Auditing	SQL	- Structured Query Language
IHRIS	- Integrated Human Resource Information System	TATT	- Telecommunications Authority of Trinidad and Tobago
IT	- Information Technology	THA	- Tobago House of Assembly
ITIL	- Information Technology Infrastructure Library	TTCAA	- Trinidad and Tobago Civil Aviation Authority
JSC	- Joint Select Committee	UN	- United Nations
LGD	- Loss Given Default	UNDESA	- United Nations Department of Economic and Social Affairs
MDAs	- Ministries, Divisions and Agencies	UNDP	- United Nations Development Programme
MEA	- Microsoft Enterprise Agreement	VPN	- Virtual Private Network
MNS	- Ministry of National Security	WAN	- Wide Area Network
MOH	- Ministry of Health	WEF	- World Economic Forum
MOU	- Memorandum of Understanding		

BOARD OF DIRECTORS



Jacqueline Morris
DIRECTOR



Howard Dottin
DIRECTOR



Dr. Sean Roche
CHAIRMAN



Anthony Peyson
DIRECTOR



Deepak Maharaj
DIRECTOR



Vashti Maharaj
DIRECTOR



Anthony Tagallie
DIRECTOR



**Anastacia
Samuel-James**
DIRECTOR

MISSION, VISION AND STRATEGY

OUR VISION

To be the premier ICT solution provider to GoRTT, enabling efficiency, increasing productivity and transforming the delivery of government services to the citizens of Trinidad and Tobago.

OUR MISSION

To implement superior ICT infrastructure, projects and programmes in alignment with the National ICT Plan.

OUR STRATEGY

Focuses on strengthening internal capability and transforming the way we deliver ICT solutions to Ministries, Departments and Agencies across government.

Our strategic objectives for the three year period 2017-2020 were designed to:

1. Support the delivery of high quality, integrated and standardised ICT infrastructure across GoRTT.
2. Strengthen iGovTT's internal capability in its core competencies for enhanced service delivery and customer satisfaction.
3. Facilitate the delivery of citizen-centric e-government services.
4. Improve iGovTT's reputation and performance - Become the trusted advisor on ICT to GoRTT.

MINISTER'S REMARKS



SENATOR

**THE HONOURABLE
ALLYSON WEST**

Minister of Public Administration
Trinidad and Tobago

“We now live in a world that has exploded exponentially, bringing opportunities for not only enhanced productivity, but also for new categories of products and services in a digital environment.”

As Minister with responsibility for Information and Communications Technology (ICT), it is my pleasure to present the Annual Report of the National Information and Communication Technology Company Limited (iGovTT) for the period 2019-2020.

This fiscal year saw the coming of age of Digital Transformation in Trinidad and Tobago, most notably with the establishment of the Ministry of Public Administration and Digital Transformation (MPADT), which signaled Government's intention of improving the wellbeing of all citizens and their families through the use of ICTs. Digital Transformation is at the heart of Government's public service reform agenda in its quest to provide citizen-centric service to the people of Trinidad and Tobago. Our journey to becoming a Digital Society entails much more than just implementing new technologies and improving IT services. We are in fact looking at a more multi-faceted approach that entails using new mindsets, skills and data, as well as technologies that will support the development of new ways of working and more diverse methods of accessing services.

During this pandemic, iGovTT played a particularly critical role given its primary responsibility for the implementation and execution of Government's ICT programmes and the provision of support for the streamlining of ICT processes and activities. For instance, many citizens would have benefitted from the efficient management of iGovTT's GovNeTT facility, a network infrastructure and application support platform that ensures numerous Government Ministries, Departments and Agencies are able to provide information and services digitally via their respective websites and other digital platforms. Additionally, citizens would have also accessed numerous Government services digitally through the tconnect portal, another one of iGovTT's key ICT-related platforms.

While many of the stories of the pandemic have indeed been unfortunate, the COVID-19 pandemic has provided us in 2020 with the rare impetus and opportunity to advance technology and digital innovation. In Trinidad and Tobago, we have seen an acceleration in the local adoption rate and use of technology by micro, small, medium and large enterprises.

We now live in a world that has exploded exponentially, bringing opportunities for not only enhanced productivity, but also for new categories of products and services in a digital environment. While this unplanned paradigm shift has proven to be challenging, iGovTT continues to be strategically placed at the centre of Government's transformation process in realising our goal of becoming a Digital Society. The Ministry of Public Administration and Digital Transformation (MPADT) will continue to work assiduously with the Management and Board of iGovTT to ensure that the National Digital Transformation agenda is realised for the benefit of all.



**SENATOR THE HONOURABLE
ALLYSON WEST**

Minister of Public Administration
Trinidad and Tobago

CHAIRMAN'S REMARKS



DR. SEAN ROCHE
Chairman of the
Board of Directors

“Unlike nothing, or anyone prior, this pandemic encompassed and took the globe by its axes and wrought and compelled it into appreciation of the power and benefit of technology.”

The year 2020, has become known as the year of reset or ‘The Great Reset’ according to the World Economic Forum (WEF). Emerging a century after the deadly Spanish flu, COVID-19 has been deemed as an idiosyncratic artifice of natural self-correction, albeit with the tragic toll of human illness and fatalities attendant with the disease: its social distancing and stay-at-home protocols being seen by some as ways to help address and bring needed attention to the major concerns of global climate change and plastic pollution, issues that were ever pressing and present in the news media prior to the advent of the novel coronavirus. Indeed, what is now widely acknowledged, is that a major aspect of the ‘reset’ is that of the universal adoption of information and communication technologies. Unlike nothing, or anyone prior, this pandemic encompassed and took the globe by its axes and wrought and compelled it into appreciation of the power and benefit of technology.

With the pandemic, Governments the world over had to respond not only to the increased demand for health and social services, but, as a consequence of health directives involving social distancing and lockdowns, also had to address matters of overall business continuity, education reform and citizen repatriation. With a slew of forced and unexpected systemic impacts and infection fluctuations, it became overall

acceptance that the world could not respond to all of this with old tools and structures: new ways of thinking, doing, and responding were necessary. Radical transformation was needed, and at the crux of such needed progression, was technology.

Assuredly therefore, iGovTT, tasked with the mandate to “provide the Government of Trinidad and Tobago with ICT consulting and support services for its Ministries, Departments, Divisions and Agencies,” went into high gear adjustment mode with an almost immediate expansion of its Alternate Work Arrangement Policy – which was at the time being piloted to several Units - upon the initial announcement of a national lockdown. Subsequently, the Honourable Prime Minister, also launched his Roadmap to Recovery initiative, noting that while our economic recovery “must be driven by actions of Government, the Private Sector, Civil Society even at the individual and personal level,” the public sector “must become a more agile partner, removing unnecessary bureaucracy and enhancing its execution capability to directly stimulate and enable development.”

I am proud to say that iGovTT’s adjustment readiness, was a stellar example of public sector agility, flexibility and commitment by a management and staff so determined to do well by their country in a time of crisis. The alacrity, and seamlessness with which this

transition took place, truly merits plaudits and commendations for all involved.

And so, our services strode on. iGovTT’s main outreach arm, ttconnect, with its seven Service Centres (six in Trinidad, one in Tobago), saw itself having to resort solely to remote services, with its customer service representatives continuing to serve the public from their homes and ensuring that its automated interactive facilities were in optimal configuration for after-hour access. Government with its increased demand for services and information, more than ever, needed to have its communication network infrastructure in place, entailing additional work for staff in that area. With communication via enterprise collaboration becoming necessary, facilitation of such for Government Ministries Divisions and Agencies also became a requirement. As diamonds are fashioned under pressure, so too under difficult circumstances, many valuable and key facets of remote services came into play via iGovTT’s varied Units.

In the thrust toward transformation, the Honourable Prime Minister had also publicly declared his commitment to have the country renewed as a ‘digital nation’ by 2022. In that regard, for fiscal 2021 iGovTT’s line Ministry, the Ministry of Public Administration, was renamed the Ministry of Public Administration and Digital Transformation.

CHAIRMAN'S REMARKS

In his remarks in his 2021 Budget Statement, Minister of Finance Colm Imbert, noted that "We are now convinced that going forward our developmental model must be anchored on the newly-emerging digital economy," as a "fully digital Trinidad and Tobago" is central to the growth and diversification of the economy.

As such, in the Government's envisioning of the creation of a public sector fully engaged and operating in an e-government ecosystem, utilising digital tools to bring about improved ease of doing business, and faster, more efficient, convenient delivery of services, iGovTT was placed in an undoubtedly marquee role. Drawing on the company's performance, I held no reservations with regard to iGovTT's ability to meet or even surpass any and all tasks assigned to it.

Unfortunately, accompanying the transformation already underway, is the increased threat of cyber criminality, particularly, given that connectivity is now so intrinsic in our daily activity. In this regard, all must be done using best practice cybersecurity protocols, to engender and ensure trust in this evolving digital environment. To taint or to stymie trust in this system, so now needed, is an occurrence we


cannot afford. A successful threat would not only undo confidence, but can also undo work previously done and hard-fought.

Within the difficulties of the year, iGovTT remained committed to operations guided by prudent financial management. With respect to our finances and performance, we undertook our activities with a budget allocation (subvention), of \$31Mn, which was consistent with fiscal 2019: with income earned for the financial year ending September 30, 2020, inclusive of interest and other income, amounting to over \$70Mn.

With the inclusion of our financial statements, I am reminded of the glowing commendation made of us at our hearing before the Joint Select Committee (JSC) in March 2020, at which the Ministry of Finance declared in its reporting, that iGovTT was "the most compliant state enterprise," being "up-to-date in every aspect." As such, we have assuredly continued in this custom for fiscal 2020, always mindful of our corporate responsibility, acting in accordance with transparency and accountability. While we cannot rest on our past achievements, we can use them as encouragement to press forward and forge ways to overcome or circumvent any challenges that may arise to hinder our advancement. Trinidad and Tobago like all other countries, looks forward

to the day when the current pandemic will be no more. Yet, we must remain open to any lessons this situation can teach us and reset our path to a future we all desire for our company and our country.

Indeed, 2020 was a truly difficult year. Yet, for iGovTT, it became one marked by significant achievement, resourcefulness and resilience, through remarkable efforts and accomplishments of a wonderful and committed management and staff, to whom I extend my heartfelt gratitude.



DR. SEAN ROCHE

Chairman of the Board of Directors

CEO'S REMARKS |



KIRK HENRY

Chief Executive Officer,
iGovTT

“Despite the limitations we contended with this year, iGovTT remained intent on achieving the delivery and customer satisfaction objectives to which we committed in our strategic plan.”

As it stands, no one could have predicted that 2020 would be the kind of year that we faced. The world was brought to its knees by the COVID-19 pandemic – its implications unprecedented and ultimately devastating. While there may be a glimmer of hope with the coming of the COVID-19 vaccine, in our region and in Trinidad and Tobago we are in the midst of multiple crises destined to have long term consequences. It is in these adverse circumstances that we are forced to cope with disruptions to our livelihoods and social lives.

At iGovTT, we have been deliberate with every decision that was made and every action taken during these times. The health and well-being of our staff and the safety of our clients was an immediate priority concern. However, the iGovTT team demonstrated its resilience and capacity to adapt and we were able to sustain a productive remote work environment. Our business continued and we concentrated our efforts on charting a way forward through the uncertainty that the pandemic thrust upon us.

While I am proud of the way my team rose to the challenge and I would normally take this opportunity to laud the activities and achievements of iGovTT, it is also important to note that this year became a year of urgency that has accelerated transformation within our digital landscape. COVID-19 highlighted the critical role of ICTs and breakthroughs were needed to navigate the recovery response and at iGovTT our service delivery strategy focused on aligning our activities in the following areas:

Enterprise Collaboration Technologies – to promote the minimisation of personal interaction both by our employees and our customers.

Online Payments – deployed our home-grown online payment module at the Ministry of the Attorney General and Legal Affairs to facilitate internet card payments.

Online case Management – solutions to facilitate online interactions between individuals and iGovTT customer service representatives, thus negating the need for human interaction.

Operational Infrastructure Stability – working to stabilise the two core platforms for which we act as custodians – the Government backbone (GovNeTT) and the tconnect portal – both systems were critical to maintaining safe and uninterrupted service to our government and citizen customers.

CEO'S REMARKS |

Following the March 16 nationwide lockdown, the iGovTT team continued to work remotely and developed, among others, three new e-solutions to address issues arising out of the COVID-19 pandemic:

1. A Ministry of Social Development and Family Services application to support the processing of COVID-19 grants: An online solution designed to automate requests for salary relief grants, rental assistance and food grants from the citizens who experienced loss or reduced income as a result of measures taken during the COVID-19 pandemic.
2. An online solution to support the Ministry of National Security with applications from nationals seeking to return home.
3. Roadmap to Recovery (R2R) Application – The first e-participation solution that enabled the capture

of recommendations and proposals from the national community for the development and recovery of our economy. It facilitated seamless dissemination and workflow of submissions to the various sub-committees of the Prime Minister's Roadmap to Recovery committee.

The number of ttconnect IDs increased as an online process was implemented in response to the growing need to access government services remotely by the citizenry. LiveChats/Bots were introduced across nine Ministries, broadening opportunities for the public to connect, not only for essential services, but also acquire up-to-the-minute information.

To further strengthen GoRTT, as a result of COVID-19 restrictions, we implemented virtual collaboration solutions to support social distancing:

- **MS Teams** - 4,298 users across 95 governmental entities.

- **WebEx Teams** - 250 users across 4 MDAs.
- **GovNeTT Citrix VPN** - approximately 800 accounts enabled across 18 governmental entities.

In addition to providing solutions to enable remote interaction, we facilitated the enterprise collaboration technology solutions training and support across the different governmental entities to maximise and maintain the remote work environment while limiting disruptions.

Despite the limitations we contended with this year, iGovTT remained intent on achieving the delivery and customer satisfaction objectives to which we committed in our strategic plan. We completed a major infrastructural stabilisation project on the government backbone (GovNeTT) in July. The objective of the GovNeTT Stabilisation Project was to refresh and upgrade all existing solution components that were End of Life (EOL)

CEO'S REMARKS |

or End of Support (EOS). This included all hardware and software components to ensure:

- That the environment was in an updated and supportable state to ensure continued service delivery
- Interoperability with new and emerging technologies
- Alignment with the evolving needs of GoRTT

The stabilisation upgrade specifically targeted email, domain, internet content filtering, WAN networking, collaboration and security services. The upgrade was aptly timed and was needed more than ever to power remote productivity and to enable adaptability to the new virtual reality.

At present, 98% of the iGovTT team have continued working from home and we felt that providing resources for further support could not be overlooked. It was

vital to understand their needs and ensure no one was disproportionately affected. We adopted an agile approach to the management of employee engagement, accelerated the roll-out of enterprise collaboration technology, bolstered internal communication campaigns, facilitated Mental Health and Wellness seminars and enhanced our business processes to adjust to the new operating reality.

We can only assume that 2021 would present its own unique challenges as we continue our efforts to recover from this formidable crisis. I remain encouraged and confident however, because, as an organisation, iGovTT has demonstrated its flexibility and endurance driven to achieve more and deliver value to its stakeholders through innovation, even in these most unfavourable circumstances.

I am thankful to our line ministry MPADT, which has been with us every step of the way as we continued to work towards accelerating the National Digital

Transformation agenda. We are operating in unusual times and one of the keys to resilience lies in the transformative power of ICTs. I remain optimistic about the future as the National ICT Company Ltd. (iGovTT) stands enthusiastically ready to work towards making this transformation a reality.

Learn, Implement, Monitor...then repeat until...



KIRK HENRY

Chief Executive Officer,
iGovTT

CORPORATE GOVERNANCE

EXECUTIVE MANAGEMENT TEAM



KIRK HENRY
CEO



CHARLES BOBB-SEMPL
DEPUTY CEO



JANET PETERS
Corporate Secretary/
Head, Legal



SHERWIN RAGOONANAN
Head, Operations



EDSON EASTMOND
Head, tconnect



CHRISTINE FERREIRA
Head, Finance &
Administration



SHERWYN CAMBRIDGE
Head, Delivery



NEELA MAHARAJ-RACHA
Head, Consulting

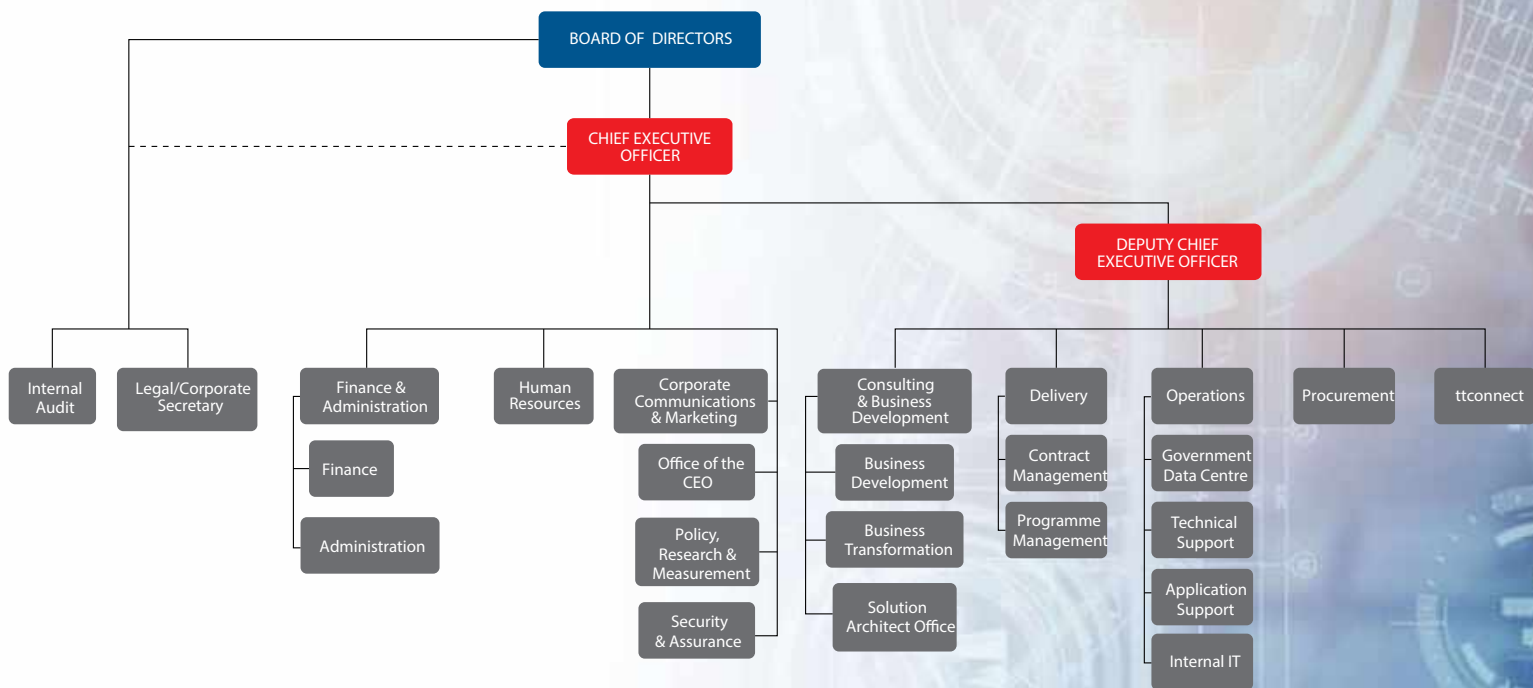


GILLIAN CHEVROTIERE
Head, Human
Resources



JOANNE SAMMERSON
Head,
Internal Audit

ORGANISATIONAL STRUCTURE |



Organisational Structure - Head count

- No of positions approved: 139
- No of filled positions: 118

BUSINESS REVIEW |

TECHNOLOGY INNOVATIONS

The COVID-19 pandemic was a signal that we needed to accelerate our digital agenda. We responded by focusing on solutions that impacted the lives and livelihood of the citizenry by making essential government services easily reachable at a time when emphasis was being placed on physical and social distancing. Our targeted solutions helped reframe responsible business operations, accessibility and transformation.

The United Nations (UN) describes e-government as “the use of ICTs to more effectively and efficiently deliver government services to citizens and businesses.” The basis of the description revolves around the effective use or application of ICTs to enhance government operations all with the goal of achieving desired public outcomes by digital means.

E-government is segmented into three (3) categories:

- **Government-to-Government (G2G)** activity, which is almost entirely about the interchange between government actors and is dependent on vertical and horizontal relationships across entities at all levels of government.
- **Government-to-Business (G2B)** activity, this is generally commercial type transactions that would include things like payments, and the sale of goods and services. Within this category services related to set-up and or management of businesses are also captured.
- **Government-to-Consumer / Citizen (G2C)** activity, this is usually the most visible aspect of e-government and revolves around initiatives designed to facilitate the digital interaction

between citizens and government.

At iGovTT through the lens of each of these categories, we focused on improving access to government services and promoting a framework of trust. Some of the items that we engaged in over the period included:

- **Enterprise Collaboration Platform** - Virtual collaboration solutions were implemented to facilitate work-from-home arrangements.
 - Equal Opportunity Tribunal (EOT)
 - Cabinet
 - 103 Ministries, Departments and Agencies
- **Prime Minister’s Roadmap to Recovery Committee - Roadmap 2 Recovery (R2R)**

The R2R was developed as an e-Participation solution that allowed the capture of recommendations and proposals from the national community for the development and recovery of the Trinidad and Tobago economy. This facilitated valuable feedback to the committee. The solution allowed for the following:

- Categorizing of data by sub-committees
- Capturing of online data submissions and uploading of documents
- Workflow backend built out for distribution and management of submissions ordered by sub-committees
- Dashboards and reports built around system
- **Ministry of National Security (MNS) – Travel Exemption Application**
This solution was developed to help the MNS assess the eligibility of persons who had submitted requests to enter or exit the country following of the introduction of travel restrictions associated with Covid-19 protocols
- **Ministry of Social Development and Family Services (MSDFS) - Grant Application**
This solution was developed to support the processing of COVID-19 grants by automating the requests submitted by those applying for government grant funding.

BUSINESS REVIEW |

ICT TRANSFORMATION PROJECTS

- **ttconnect**

Designed as a G2C platform, ttconnect was ideally positioned to continue service delivery to our citizen customers as COVID -19 protocols were introduced.

1. **HACKTT**

Budget - TTD 227,000.00

On 14 March 2019, iGovTT launched the Hackathon event branded HackTT, which was geared towards bringing together brilliant minds from tertiary institutions across Trinidad and Tobago, to challenge their creative intelligence through months of innovating, designing and coding. Participants were challenged to leverage technologies to develop solutions aimed at addressing ICT challenges and needs within the Government. A total of 22 teams comprising of 5 members per team registered. Over the nine month period, it narrowed down to six teams emerging to the finals where three winners were selected. The solutions that the three winners developed were:

- **EmployTT** - The Government of the Republic of Trinidad and Tobago (GoRTT) is seeking to implement an online recruitment system which will aid citizens to conveniently access job vacancies within MDAs, making applying for these positions simple, quick and trackable, while lessening the cost of marketing these positions to the general public.

- **eAppointment** - GoRTT is seeking to implement an online scheduling system which will aid citizens to conveniently make, change and cancel their own appointments for government services.

- **TTCOMMUTE** - iGovTT is seeking to implement a mobile application and supporting services (tcommute) which will assist commuters in navigating across Trinidad and Tobago, giving them a range of options for travelling across the country.

2. **Ministry of National Security - Electronic Monitoring Program**

Budget: TTD 10,000,000.00

The Ministry of National Security (MNS) engaged iGovTT by Memorandum of Understanding (MOU) on 09 February 2018 for Procurement and Contracting Services for an Electronic Monitoring solution. Following requirements, elicitation sessions with the MNS, the RFP was issued in May 2018. Evaluation of Proposals was completed in July 2018. Following Cabinet's approval of the Evaluation report, negotiations started in July 2018. Negotiations were completed in March 2019. The contract between the MNS and the successful vendor Amalgamated Security Services Limited was signed on 18 April 2019.



BUSINESS REVIEW |

ICT TRANSFORMATION PROJECTS

3. Office of the Attorney General and Ministry of Legal Affairs - Property Business Registration System

Budgeted cost - TTD 4,821,113.00

The Office of the Attorney General and Ministry of Legal Affairs is seeking to streamline the property registration process, thus improving the property registration rates and investment climate. One of the key measures towards the streamlining of the property registration process is the procurement of hardware and peripherals related to the Property Business Registration System (PBRs) and the procurement of a queue management system and peripherals related to the outfitting of the new Registrar General Department workspaces. The Office of the Attorney General and Ministry of Legal Affairs engaged iGovTT for Procurement and Project Management services which started in September 2018. Following the completion of the process, the Letter of Award for the procurement

of IT Equipment to support the implementation of a PBRs LOTS 1, 2 and 3 was issued to the successful proponent Memory Bank Computers Limited on 09 July 2019.

4. eCabinet

Budget- TTD 375,000.00

The eCabinet initiative was envisioned with the objective of allowing Cabinet's Ministers to streamline their current manual process to access their Cabinet Notes and Minutes electronically. This initiative leveraged the functionality of the OnBase Agenda To Go module that allowed the digital upload of Cabinet Notes and Minutes in a secure environment. To enable this, iGovTT facilitated the procurement of electronic devices that were distributed to each Cabinet Minister. This enabled better organisation of Cabinet Notes by the Cabinet Secretary and reduction of paper utilized by the Cabinet.

This eCabinet solution is in alignment with the National ICT Plan and iGovTT's Strategic Objective in Advancing Environmental and Societal Benefit in support of the move towards Green ICT. The eCabinet solution will continue to deepen the use of ICT within GoRTT, further strengthening the approved GoRTT's Green Government Policy, whereby Ministries can continue "greening" their everyday operations. This initiative was completed in September 2019.

5. Ministry of Rural Development and Local Government Electronic Document Management Solution (EDMS) Implementation

Budget- TTD 143,917.00

The Ministry of Rural Development and Local Government (MRDLG) has a fundamental role in and responsibility for securing nationwide initiatives in Trinidad and Tobago. Through this pivotal role, the MRDLG has

BUSINESS REVIEW |

ICT TRANSFORMATION PROJECTS

continuous contact with the citizens of Trinidad and Tobago; more so than the central Government. The MRDLG has the responsibility for provision of services such as infrastructural development, disaster management, hand sanitation and public health throughout the 14 Municipal Corporations across Trinidad and Tobago.

Its current mandate is to facilitate, coordinate, monitor and ensure accountability of Municipal Corporations for the effective and efficient delivery of services to the burgesses and has thus, identified that the effective management of its information is critical for the provision of services.

Current documentation, operating procedures, programmes and existing policies are digital and paper-based with little adherence to best practices when documenting the status of these activities.

As a result, the MRDLG, in partnership with the United Nations Development Programme (UNDP), seeks to implement a Single Unified Enterprise Content Management System (ECMS) at the MRDLG. The Ministry engaged iGovTT in September 2018 for Project Management Services for the rollout of the solution. Some of the beneficiary stakeholders have been identified as the Registry Units, Policy and Planning, Human Resources, Information Technology (tracking) and Engineering. It is intended that by embarking on this project, institutional capacity can be built and data collection can have integrity to fulfil the theme of Goal 2 under Goal II of the National Development Strategy 2016-2030 (Vision 2030), 'The public service will have modern, effective and efficient management systems.' This initiative was successfully completed in February 2019.

6. Ministry of Rural Development and Local Government Procurement of a Hyper-Converged Infrastructure Solution

Budget: TTD 1,000,000.00

A Hyper-Converged Solution constituted as a single product consisting of hyper-converged nodes, hardware virtualization, storage virtualization, network connectivity, management system and inclusive of documentation.

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The Operations Unit mandate is to ensure the utilisation of best practices and the management of various contracted services to monitor, manage and maintain the production environment for ICT initiatives undertaken by iGovTT. In response to this situation, iGovTT has been able to provide technical support to hundreds of client requests, on a varying number of ICT-related issues.

Technical Support Services

The National ICT Company Limited (iGovTT) is very conscious of the occasional diminished capacity of the IT resources within client ministries and agencies that unfortunately compromises the overall goal of transforming Government through technology.

Some of the services provided include 79 individual Request for Approval (RFA) for Information Systems/Information Technology hardware and software, and 87 individual RFAs for hardware specifications (refer to Figures 1&2 below); 14,430+ Symantec installations on client computers and nine Symantec Endpoint (SEP) Managers; 4,345 client

software installations inclusive of software new licenses, replacements, reinstallations, upgrades, and 423+ Server software installations. The latter relates to the Microsoft Enterprise Agreement, a Volume Licensing contract between the Government of Trinidad and Tobago and the American multinational Microsoft Corporation.

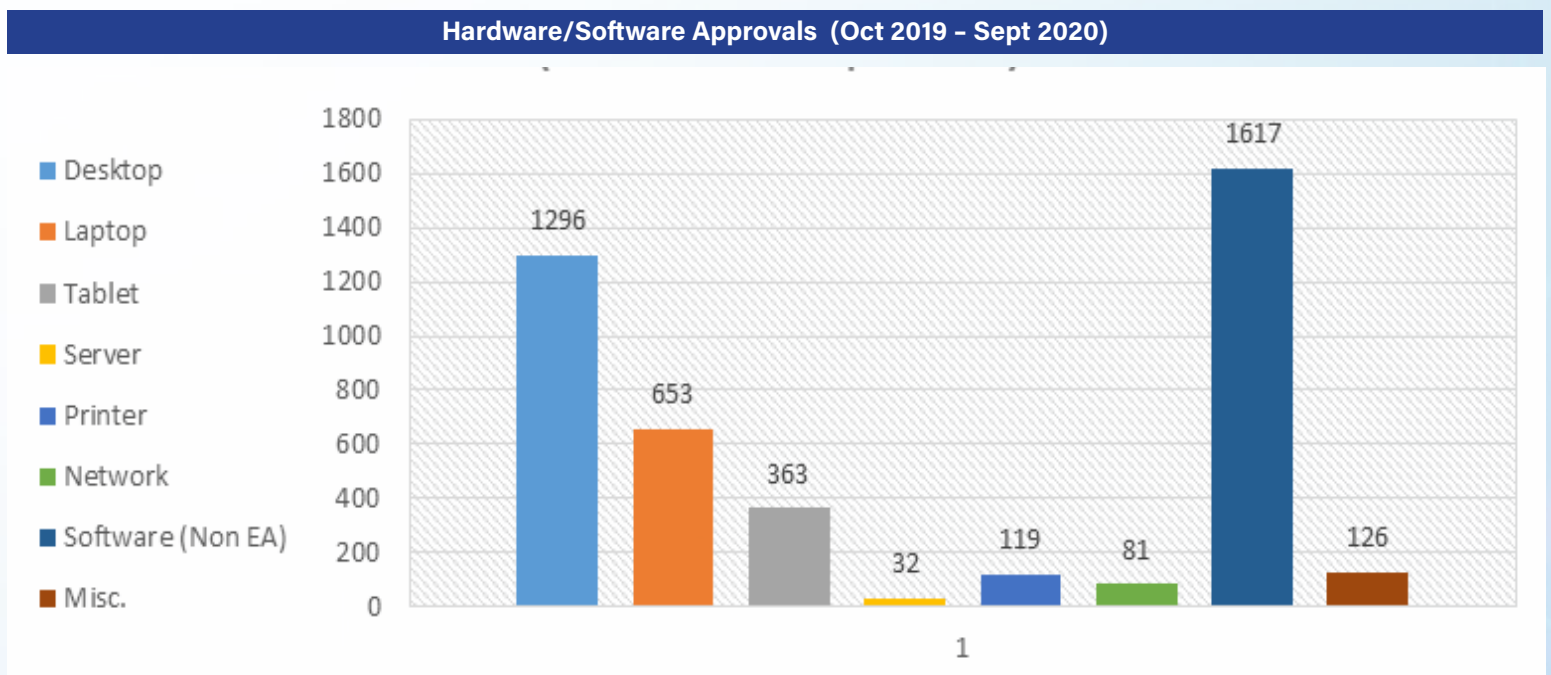
Figure 1: Hardware & Software/Specification Approvals per month

Hardware/Software Approvals (Oct 2019 - Sept 2020)		
Month	Requests (for Purchase)	Requests (for Specifications)
October	2	0
November	2	7
December	3	6
January	1	8
February	9	12
March	2	8
April	4	2
May	4	1
June	11	8
July	6	15
August	17	8
September	18	12
Sub-Total	79	87
Total	166	

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Figure 2: Hardware/Software Approvals



Miscellaneous (misc.) items (126) represent networking devices such as switches, routers, access points etc.

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i. Premier Proactive Engagements Plan:

The Operations Unit - Technical Support team also facilitated specialized Microsoft

IT training for **136** government participants from across **44** Ministries, Departments, Agencies, and statutory bodies, via **11** Microsoft Premier Workshops (See figure

2). This training served to foster proactive maintenance of Microsoft server solution deployments within the respective institutions.

No.	Workshop	Month as Planned	Duration (days)	Charged Hours	Decrement from Premier SA or DSE Hours	Date Proposed	Status
1	SharePoint 2016 - Administration	Jan	3 Days	133	DSE - SharePoint	Tues, Dec 4, 2018	Completed
2	Exchange Server 2016 Administration and Troubleshooting.	Jan	3Days	133	DSE - Exchange	Tues, Jan 15, 2019	Completed
3	Active Directory Troubleshooting.	Nov	4 Days	153	DSE - Platforms	Tues, Jan 29, 2019	Completed
4	SO.L Server- Features and Administration.	Feb	3 Days	133	Premier SA Hours	Tues, Feb 5, 2019	Completed
5	SSCM Troubleshooting Client Features.	Feb	3 Days	133	Premier SA Hours	Tues, Feb 26, 2019	Completed
6	Active Directory Federation Services: Deployment, Administration and Troubleshooting.	Apr	3 Days	133	Premier SA Hours	Tues, April 9, 2019	Completed
7	Skype for Business Development.	Mar	3 Days	133	Premier SA Hours	Tues, April 30, 2019	Completed
8	Windows Server 2019: New Features and Upgrade.	June	4 Days	185	DSE - Platforms	Tues, July 2, 2019	Completed
9	Active Directory Troubleshooting - 2nd.	Mar	4 Days	153	DSE - Platforms	Mon, July 22, 2019	Completed
10	SharePoint - Administration	Aug	3 Days	133	DSE - SharePoint	Tues, Aug 13, 2019	Confirmed
11	Exchange Server Administration and Troubleshooting.	Aug	3 Days	133	DSE - Exchange	Tues, Sep 3, 2019	Confirmed

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Figure 2 - Microsoft Premier Workshops

Premier Reactive Case Utilization Summary:	
i. Case Utilization By Severity:	
Case Severity	Case Count
Support Assistance Hours	8
B - Urgent	1
Online Systems	1
C- Important	7
Eaas	1
Exchange	1
SMS Server	1
SQL Server	1
Windows Server	3
Problem Resolution Hourly	39
A - Critical	11
Azure	2
Exchange	4
0365	2
Online Systems	1
Skype Windows Server	1
B - Urgent	23
Azure	2
Exchange	2
0355	
Online Systems	
SharePoint Portal Server	5
SMS Server	2
Windows Server	7
C - Important	5
Azure	2
Azure Non-Standard	1
Windows Server	2
Case Severity	Case Count
Microsoft Online	6
A - Critical	1
Online Systems	1
B - Urgent	3
0365	1
Online Systems	2
C - Important	2
Online Systems	2
Support Consulting SharePoint	8
C - Important	8
0365	1
SharePoint Portal Server	7
Support Consulting Platforms	8
C - Important	8
Azure	1
Windows Server	7
Support Consulting Messaging	4
C - Important	4
Exchange	4
Grand Total	
	73

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ii. Case Utilization By Product:

Product	Case Count	Charged Hours
Support Assistance Hours	8	613.50
Exchange	1	15.50
Exchange Standard CAL	1	15.50
Windows Server	3	288.00
Office Comm Svr Ent 2007 Win32 English	1	133.00
Windows Svr Std 2016 All Lng	2	155.00
Online Systems	1	0.00
Dynamics 365 Customer Engmt Ent-CRM	1	0.00
SMS Server	1	133.00
Sys Ctr Config Mgr Svr	1	133.00
SQL Server	1	133.00
SQL Svr Ent Core 2017 All Lng	1	133.00
EaaS	1	44.00
EaaS	1	44.00
Problem Resolution Hourly	39	106.32
Exchange	6	14.82
EnterpriseExchangeOnPrem	1	2.75
EnterpriseOnPremSCCMasd	1	1.17
Exchange Ent CAL 2010 All Lng	2	6.32
Exchange Server Enterprise 2016	2	4.58
Windows Server	10	47.27
SharePoint Server 2013	1	1.58

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ii. Case Utilization By Product: (cont'd)

Product	Case Count	Charged Hours
Sys Ctr 2016 VMM	1	2.75
System Center 2012; Entitlement must be done at the component level	1	4.92
Windows Svr Ent 2008 R2 64Bit English	2	11.22
Windows Svr Ent 2008 Win32 MultiLang (incl x32, x64)	2	16.77
Windows Svr Std 2008 Win32 MultiLang (incl x32, x64, IA64)	2	4.10
WSUS - All versions	1	5.93
O365	3	0.00
Exchange Online	2	0.00
Office 365 User & Domain Mgmt	1	0.00
Online Systems	5	0.00
Dynamics 365 Cstmr Engmt Ent-CRM	1	0.00
Dynamics LiveCRM Wrkgrp Ed English	4	0.00
Skype	1	9.30
Skype for Business Server 2015	1	9.30
Azure	6	0.00
Azure Backup	1	0.00
Azure File Storage	1	0.00
Azure Storage Account Management	1	0.00
Azure Subscription - Ibiza	2	0.00
Azure Virtual Machine - Windows	1	0.00
SharePoint Portal Server	5	25.68
SharePoint Server 2013	3	13.43

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ii. Case Utilization By Product: (cont'd)

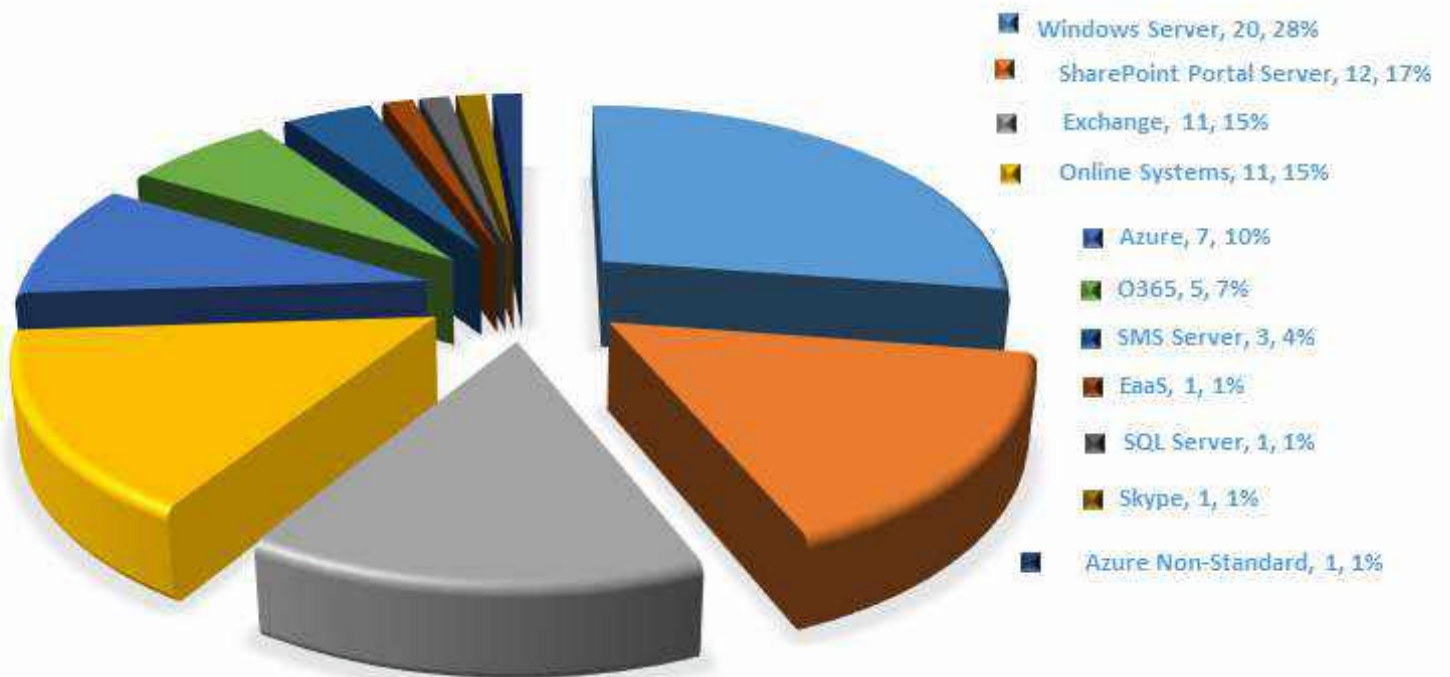
Product	Case Count	Charged Hours
SharePoint Server 2016	2	12.25
SMS Server	2	9.25
Sys Ctr Config Mgr 1806	1	5.17
System Center 2012 Configuration Manager	1	4.08
Azure Non-Standard	1	0.00
Azure EA Portal (non-GBS)	1	0.00
Microsoft Online	6	0.00
O365	1	0.00
SharePoint Online	1	0.00
Online Systems	5	0.00
Commerce CRM	1	0.00
Dynamics 365 Cstmr Engmt Ent-CRM	1	0.00
Enterprise Exchange	1	0.00
Exchange Online	1	0.00
SharePoint Online	1	0.00
Support Consulting SharePoint	8	1509.00
O365	1	514.00
SharePoint Online All Lng	1	514.00
SharePoint Portal Server	7	995.00
SharePoint Server 15.0	1	60.00
SharePoint Server 2016	6	935.00
Support Consulting Platforms	8	841.00

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ii. Case Utilization By Product: (cont'd)

BREAKDOWN BY PRODUCT COUNT



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Government Data Center Services

The Government Wide Area Network (GovNeTT), is the platform that provides a country wide network back-bone for Ministries and Agencies. This back-bone network provides connectivity (WAN and Internet) as well as foundation ICT services to support the business processes and integration of Ministry specific IT systems toward developing citizen-centric eServices. Some of the shared services provided by GovNeTT include Directory

Services, Email, Service Desk, Domain Name Services, Filtered Internet, Remote Access and Data Center facilities for colocation. The provision of these services is geared at removing the basic IT services from Ministries and Agencies so that they can focus on their niche business services.

iGovTT's Government Data Centre team provides ServiceDesk Support to all clients of GovNeTT. Presently, the desk services approximately 530 sites and 22,000 users across 53 Ministries and Agencies.

The service is delivered aligned to the IT Infrastructure Library (ITIL) framework utilizing standardized processes for Incident, Request, Change, Availability and Capacity Management.

Over the past year, iGovTT focused its efforts toward ensuring the continued availability of the platform as well as growing and optimizing utilization. Overall Service Uptime was maintained at an average of 99.69% for the year.

GovNeTT Service Uptime



High 99.98%

99.69%

Low 96.79%

>5900 GovNeTT Tickets Managed

>2000 Requests for User Account Administration

Internet Utilization increased by 50%

38 Site Relocations

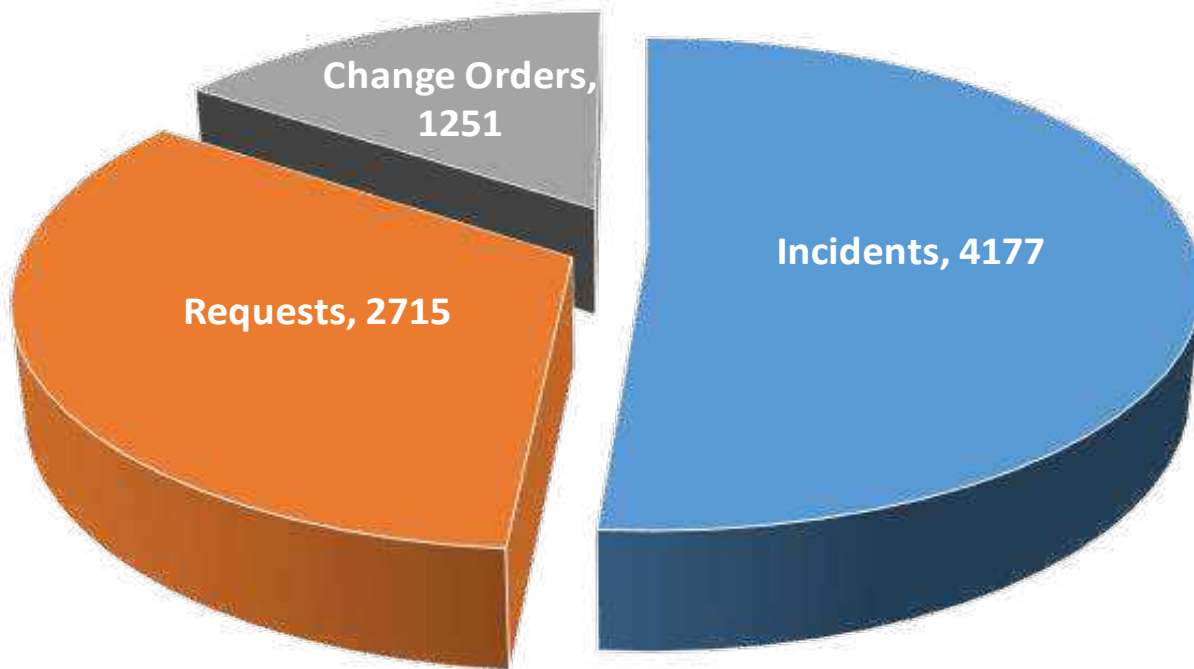
144 DNS Registrations

40 Internet Bandwidth Redistribution

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GovNeTT Service Delivery



The GovNeTT Data Center Service is a bundled service which provides a secured, controlled and managed space with multiple connectivity options to house computing, storage, telecom

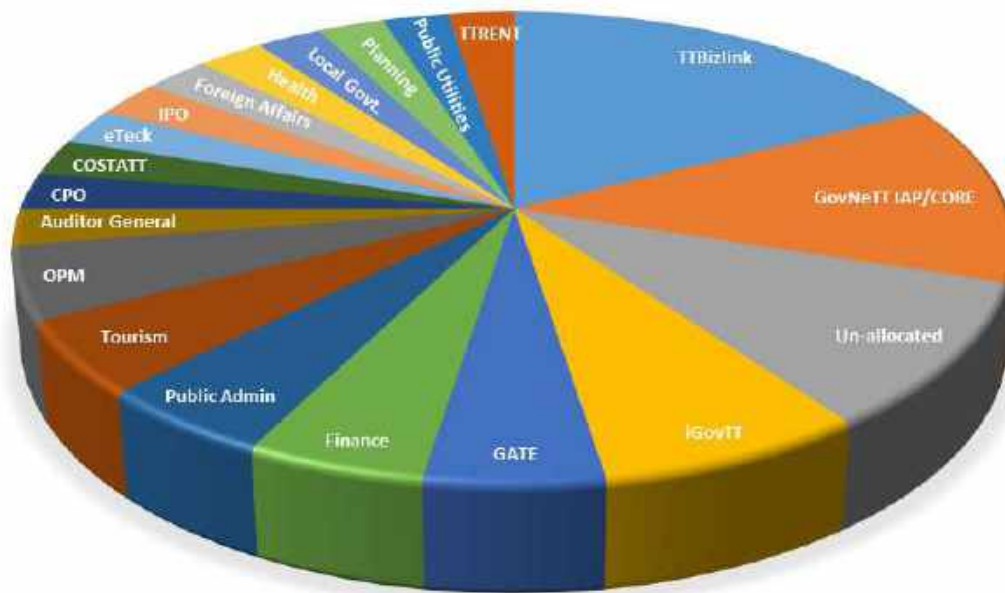
and networking equipment for GoRTT. The environment is managed using industry best processes ensuring a secure environment for GoRTT and their respective infrastructure and data.

- The facility supports 20 Ministries and Agencies and is currently at 90% of its 40 rack capacity.

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GovNetT DC UTILIZATION



Application Support

The Government Enterprise Portal (ttconnect Portal) provides a central online gateway to Government information and services as well as facilitates the critical authentication service of the Government of the Republic of Trinidad and Tobago (GoRTT) for GoRTT e-Services via the

ttconnect ID solution. The Government Enterprise Portal (ttconnect Portal) is managed directly by the Application Support Team in the Operations Unit. Presently, the ttconnect ID is used by the TTBizLink and e-Tax solutions for user authentication.

The Government Enterprise Portal Service was able to realize:

- 3,671,850 visits made to the ttconnect portal
- 379,093,232 hits
- 98.82% availability of the ttconnect portal
- 21,973 ttconnect IDs created
- 17 Tender Notices published online

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ttconnect Portal Uptime

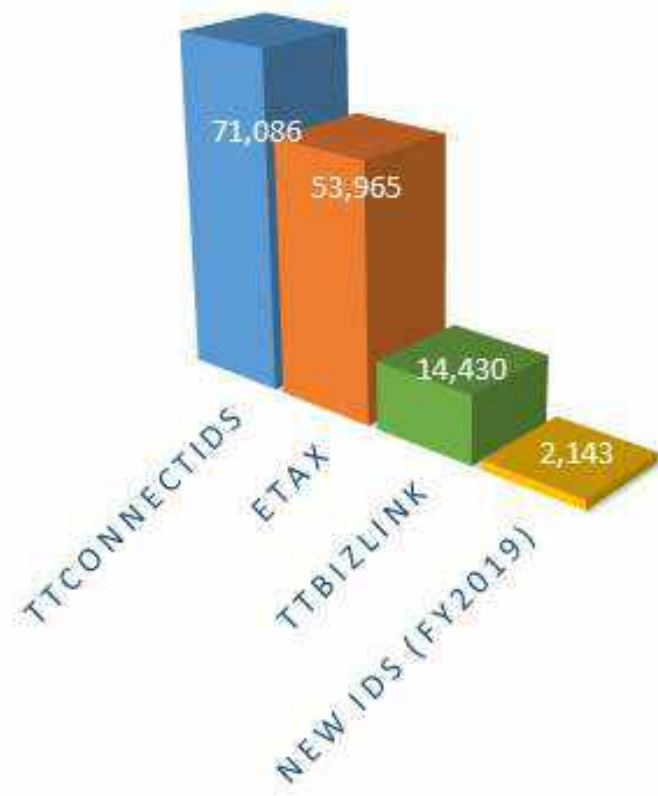


High 100%

98.82%

Low 95.76%

TTCCONNECTID ENROLMENTS



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Projects

Increasing Shareholder Value: Considered the ICT Hub and “go to place” for GoRTT stakeholders, iGovTT has been involved in the execution of several key ICT Projects. Clients often rely on the expertise within iGovTT to recover from critical infrastructure failure, re-building of infrastructure domains, and routine deployment, control and managing of the Symantec Endpoint Security solution, to ensure that the Government’s critical data

is safeguarded against the ever evolving ICT threat landscape.

Operations made notable contributions towards the following national ICT projects and initiatives over the financial period ending 30 September 2020:

1. **Microsoft Windows Client Upgrades to 8.0/8.1/10** – In collaboration with the Ministry of Public Administration (MPA), iGovTT recommended all GoRTT stakeholders to upgrade their

Windows 7 Workstations (desktops & laptops) to Windows 8.1 or Windows 10. This is necessary to facilitate:

- Enhanced system security from worms, bugs, etc. in light on Windows 7 impending extended end of life (January 2020).
- The adoption of Windows Defender to secure GoRTT workstations from existing malware threats.

Ministry / Department / Agency	Number of Nodes	Windows Quantity		Pending Upgrade	Anti-Virus Utilization	Notes
		Win 10	Win 8.1			
Civil Aviation Authority (TTCAA)	210	2	0	208		Software request was sent for 170 Upgrades.
Customs and Excise	321	20	0	301		Software request was sent for 100 Upgrades.
Financial Intelligence Unit (FIU)	60	0	0	60		Software request was sent for 50 Upgrades.
iGovTT	233	158	57	18	233 Symantec	71 Completed, client is in the process of upgrading the remaining.
Inland Revenue Division	872	486	0	386		420 Completed, client is in the process of upgrading the remaining.

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Ministry / Department / Agency	Number of Nodes	Windows Quantity		Pending Upgrade	Anti-Virus Utilization	Notes
		Win 10	Win 8.1			
Integrity Commission	47	7	0	40		7 Upgrades were done by iGovTT
Ministry of Housing and Urban Development	257	6	13	238		Software request was sent for 242 Upgrades
Ministry of National Security	610	400	0	210		150 Completed, client is in the process of upgrading the remaining.
Ministry of Public Administration	275	0	0	275		Software request was sent for 275 Upgrades
Ministry of Trade and Industry	301	72	23	206		Software request was sent for 120 Upgrades
MTS	176	3	0	173		Software request was sent for 160 Upgrades
National Security Council Secretariat	224	0	0	224		Software request was sent for 224 Upgrades
NEDCO	45	17	0	28		15 Upgrades were done by iGovTT
Penal/Debe Regional Corporation	80	40	5	35		Software request was sent for 40 Upgrades
Port Authority of Trinidad and Tobago	302	29	0	273	320 Symantec	25 Completed, client is in the process of upgrading the remaining.
Project IHRIS	99	6	0	93		Software request was sent for 57 Upgrades

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Ministry / Department / Agency	Number of Nodes	Windows Quantity		Pending Upgrade	Anti-Virus Utilization	Notes
		Win 10	Win 8.1			
Service Commissions Department	425	11	0	414		Software request was sent for 400 Upgrades
THA - Division of Community Development, Enterprise Development and Labour	101	48	2	51		Software request was sent for 51 Upgrades
THA - Division of Finance and the Economy	210	210	0	0	210 Windows Defender	Software request was sent for 209 Upgrades
THA - Division of Infrastructure, Quarries and the Environment	140	20	0	120		
THA - Division of Infrastructure, Quarries and the Environment	140	20	0	20		Software request was sent for 20 Upgrades
THA - OPM (CAST)	140	140	0	0		Software request was sent for 140 Upgrades
Tobago Hospitality and Tourism Institute (THTI)	61	29	17	15		Software request was sent for 20 Upgrades
Trinidad and Tobago Fire Service	322	12	0	310		Software request was sent for 10 Upgrades
TOTAL	5651	1736	117	3698		

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[In-Progress]

2. National Free Wi-Fi initiatives

Phase I -

The “Wi-Fi on Buses” initiative was completed, the handover of support arrangements by vendor to iGovTT is still pending.

Phase II -

Telecommunications Authority of Trinidad and Tobago (TATT) implementation under Universal Services Fund (USF) selected a team to spearhead deployment. The goal is to provide free Wi-Fi access to citizens in public areas within Trinidad and Tobago, inclusive of libraries (NALIS), hospitals (MoH) and transport hubs (MOWT). Collaboration occurred with TATT, MPA, iGovTT, Flow, Digicel and TSTT to conduct site assessments at the various locations throughout Trinidad and Tobago.

Free Wi-Fi access launched at:

- PTSC City Gate Terminal Port-of-Spain on both Bus Terminal and Maxi-Taxi platforms
- PTSC San-Fernando Bus Terminal

▪ Queen’s Park Savannah

Focus is currently on deployment at 16 public libraries across Trinidad and Tobago.

Phase III -

Assist the MPA under the Public Sector Investment Programme (PSIP) as they continue with the expansion of the free island-wide Public Broadband Wireless Network Programme (TTWiFi) across Trinidad and Tobago. The emphasis here is to initiate deployment in first tier public offices of various GoRTT Ministries.

[In-Progress]

3. **Azure functions for GovBot Enhancement** - Azure services administered to the Solutions Architect Office to deploy a ChatBot solution for the Ministry of Health to assist with real-time responses to public queries and providing useful information regarding the COVID-19 global pandemic.

[Completed]

4. **Azure IaaS for COVID Recovery** - Azure services provisioned for the Solutions Architect Office to facilitate hosting of a web application to assist

the COVID-19 Road to Recovery Committee. The IaaS solution will scale out to accommodate recommendations from the general public to be fed back to various sub-committees selected by the GoRTT.

[Completed]

5. **Microsoft Teams Implementation** - Deployment of Microsoft Teams as a communication and collaboration tool to support remote working for GoRTT Ministries, Departments and Agencies (MDAs) during the “Stay at Home” order to combat the COVID-19 global pandemic. By September 2020, iGovTT provided approximately 5005 user accounts to 103 MDAs throughout GoRTT.

[In-Progress]

6. **ICT Access Centres** - Assisted the Ministry of Public Administration to implement ICT Access Centres throughout Trinidad and Tobago during 2020. The first facility scheduled to open by 31 March 2020 at Point Cumana - Carenage was delayed due to COVID-19 pandemic and resulting GoRTT national “Stay at Home” order. The facility was subsequently opened to the public on 9th October 2020.

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Additionally, site visits were conducted for upcoming centres which will come on stream in 2021 at the following locations:

- I. **La Pastora - Santa Cruz**
- II. **Beetham Gardens - Laventille**
- III. **Regional Complex - La Horquetta**

[In-Progress]

7. Ministry of Communications Software Licenses and Hardware Inventory Audit – Provide project support to complete inventory, audit and upgrade activities that include:

- I. **Running of license inventory tool to elicit software within the environment**
- II. **Verification of current hardware and software inventory**
- III. **Upgrade of Microsoft licenses entitlement under the current Microsoft Enterprise Agreement**

[In-Progress]

8. Symantec Endpoint Renewal for Servers – MPA is currently seeking Cabinet approval for over PS limit

funding associated with award of contract.

[In-Progress]

9. System Centre Configuration Manager (SCCM) – Subsequent to the Microsoft Audit of 2014-2015, the implementation of a Software Asset Management (SAM) Tool within GoRTT served as a strategic move to assist with ensuring license compliance within the Microsoft Enterprise Agreement contract. System Centre Configuration Manager (SCCM) was selected after the review, testing, and costing of several tools (including Express Metrix, Snow License Manager, Windows Intune, Altiris Inventory Solution):

• In the final analysis, SCCM proved to be cost effective and very versatile by providing a wide range of management capabilities for IT Managers to control their environments. Using a phased approach, GoRTT aimed to deliver this comprehensive tool as a centralised service to Ministries, Departments, Agencies and Statutory Bodies currently subscribed to the Microsoft Enterprise Agreement between GoRTT and the vendor.

• Phase I deemed Greenfield due to constraints that included design/

implementation and getting stakeholder buy-in to have client nodes tested for connectivity, metering and reporting functionalities.

• Phase II built upon the work completed during Phase I by addressing additional capabilities of the product, plus concentration on deployment throughout GoRTT Ministries, Departments and Agencies (MDAs).

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Additional features enabled during Phase II:

= Provisioning Clients	= Application Delivery	= Application Delivery
= Operating System Deployment	= Software Update Management	= Software Update Management
= Windows 10 Management	= Endpoint Protection	= Endpoint Protection

Although connectivity activities continue, the following MDAs are connected and equipped with Distribution Points to receive services using the current SCCM deployment:

= The National ICT Company Limited	= The National ICT Company Limited
= The Ministry of Labour and Small Enterprise Development	= The Ministry of Labour and Small Enterprise Development
= The Chief Personnel Officer	= The Chief Personnel Officer
= The Ministry of Planning and Development	= The Ministry of Planning and Development
= THA - Division of Sport and Youth Affairs	= THA - Division of Sport and Youth Affairs
= THA - Division of Education, Innovation and Energy	= THA - Division of Education, Innovation and Energy
= The Ministry of Finance	= Ministry of Sport and Youth Affairs
= The Ministry of Communication	= The Auditor General Department

SCCM implementation continues with the on boarding of five MDA's with untrusted domains. Additionally, the platform now completes software upgrades in the live environment at several MDAs (including

the Ministry of Labour and Small Enterprise Development and the Ministry of The Attorney General and Legal Affairs - Intellectual Property Office).

During first quarter of FY 2019 - 2020, the Operations - Technical Support team initiated and conducted "proof-of-concept" demos with the following MDAs in order to highlight the benefits and

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features of the SCCM tool:

- * The Police Complaints Authority
- * Civil Conservation Corp.
- * Airport Authority of Trinidad and Tobago
- * The Ministry of Finance - IHRIS
- * National Archives
- * NALIS
- * Strategic Services Agency
- * The Ministry of Public Administration
- * The Ministry of Tourism
- * Customs and Excise Division
- * The Ministry of Social Development and Family Services

Discussions with these agencies are ongoing to facilitate connectivity. The information made available from the software inventory module will be instrumental as it will be used to guide the strategies for renewal of GoRTT Software contracts, more specifically the Microsoft

Enterprise Agreement and Endpoint Security solution contracts.

[In progress]

10. CreativeTT Software Installation and O365 Email and Data Migration – Provide support to migrate O365 user accounts and data to on premise. Including collaboration with the GDC team for GovNeTT mailboxes and upgrades to current Microsoft software applications.

[In-Progress]

11. Microsoft Enterprise Agreement Renewal – Assist the Ministry of Public Administration (MPA), now the Ministry of Public Administration and Digital Transformation (MPADT), to negotiate the renewal of the Microsoft Enterprise Agreement (MEA) for the period 01 July 2020 to 30 June 2023 with the Microsoft Corporation (Cabinet No. 1355, July 28 2020, granted approval to negotiate and procure MEA 2020-2023).

[Completed]

12. The Government Wide Area Network (GovNeTT) is in the second phase of its evolution. Phase II was implemented in 2010 and is presently

in urgent need of an upgrade if it is to continue to meet business requirements of GoRTT. Based on the economic challenges for ICT services across GoRTT, iGovTT & MPA formally engaged with the Contractor Alliance for the refresh and stabilisation of the GovNeTT solution. This stabilisation will provide enhanced services through the deployment of upgraded technologies to the platform and ensure business continuity for GovNeTT services currently utilized by MDAs. The project was initiated in February 2019 and was scheduled for completion in March 2020. Due to challenges with cut-over and the unavailability of clients from the Covid-19 pandemic, the closure of the project was delayed.

This stabilization project allows GoRTT to continue to gain value from GovNeTT through upgraded and refreshed services.

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Currently, the following enhancements were implemented:

SERVICE	PHASE II	STABILIZED	Status
Email mailboxes	Min 300Mb	Min 1Gb	<input checked="" type="checkbox"/>
WAN Bandwidth	Min 1Mbps	Min 10Mbps	<input checked="" type="checkbox"/>
Enhanced Security	Single VPN solution	Dual service VPN solution	<input checked="" type="checkbox"/>
Collaboration Service	MS OCS 2007	Cisco Webex 2019	<input checked="" type="checkbox"/>
Service Desk Application	CA ServiceDesk 12	CA ServiceDesk 17	<input checked="" type="checkbox"/>
Data Center 2 Upgrade	Tier 2 DC	Tier 3 DC	<input checked="" type="checkbox"/>
Network Design	Hierarchical Hub and Spoke	True Hub and Spoke	<input checked="" type="checkbox"/>
User Administration	Limited User Administration	Enhanced User Administration	<input checked="" type="checkbox"/>
Mobility Solution	BlackBerry BES 2008	BlackBerry UEM 2019	<input type="checkbox"/>

Internal Processes - Growth and Development

Within the context of iGovTT Mandate and Core Value initiatives (Operational Excellence, Service Excellence, Innovation, Collaboration & Teamwork), the enlisted four (4) outcomes

i. Promote Staff Learning and Development

- ii. Enhance Client Satisfaction;
- iii. Strengthen Internal Processes;
- and
- iv. Increase Shareholder Value.

are derived through participation of the Technical Support team via online courses listed below:

1. Goal Setting at Work: Plan for Success and Reach Your Goals
2. The Essential Guide for Effective Managers
3. ITIL® 4 Foundation
4. Emotional Intelligence at Work: Learn from Your Emotions

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5. Learn Network Hacking from Scratch (WiFi and Wired)

6. Hacking for Beginners

7. MCSA Windows Server 2016

ttconnect

1. ttconnect Service Centres

With seven convenient locations nationwide - Arima, Bon Accord, Chaguanas, Curepe, Princes Town, Sangre Grande and St. James, ttconnect Service Centres offer an alternative to traveling to ministries in order to access and submit application for government services and forms. The satellite office at the Ministry of Trade and Industry in Port-of-Spain, only facilitates ttconnect ID and TTBizLink services.

During the period, the Service Centres facilitated:

- 52,066 applications for GoRTT services
- 9,161 general enquiries from citizens
- 4,456 government service forms distributed

- 65,683 service interactions
- 1,019 client feedback responses received
- 88 % of clients reported client satisfaction
- 90% of clients advised that they were attended to within ten minutes of entering the Service Centre
- 84% of clients completed their transaction within 10 minutes

2. ttconnect Portal/Online

ttconnect Online is an electronic government portal accessible via the Internet at www.ttconnect.gov.tt. The portal provides access to government websites from a single location. ttconnect Online is the largest government services and information search engine in the English speaking Caribbean. During 2019-2020 fiscal year, 3,671,850 visits were made to the portal and these visits accounted for 379,093,232 hits.

The ttconnect Portal or the Government Enterprise Portal is supported by iGovTT's Application Support team and maintained an

average of 98.55% availability over the reporting period. The team updated approximately 130 content pages which included ministry location updates, stories and featured sites on the Portal.

The portal provides the authentication engine for the ttconnect ID for all GoRTT eServices. Single sign-on or SSO authentication has been implemented and is being used for e-Tax, a portal provided by the Inland Revenue Division for taxpayers to manage their tax accounts online.

3. ttconnect Express

The ttconnect Express is our internet-enabled fleet of buses. These buses offer all the services of a ttconnect service centre, but are mobile, allowing ttconnect staff to reach citizens directly in their communities. During 2019 - 2020 fiscal year, the fleet facilitated 35 trips to various communities throughout Trinidad. These visits allowed the ttconnect unit to facilitate 239 GoRTT service applications, 1,469 government service forms were distributed and 1,396 general enquires were received. 3,104 service interactions were made.

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During the period the tconnect Express buses also collaborated with the Ministry of Social Development

and Family Services to bring services to the residents of Valencia and Sangre Grande. Table 1 below portrays

a sample of the locations visited by the tconnect Express buses during the period.

TABLE 1

Sample of Communities visited by tconnect Express fleet in 2019 - 2020

Trincity	Palo Seco	La Romain	Sangre Grande
Maracas, St Joseph	Arouca	Penal	Chaguanas
Couva	Palo Seco	Arima	Corinth
Valencia			

4. tconnect Self-Serve Kiosks

tconnect Self-Serve Kiosks provide convenient access to government information and services through a self-service user experience similar to that of an automated teller machine. The kiosks are located at the Piarco International Airport, NaLIS Adult Library, Port of Spain, San Fernando, tconnect Service Centre Chaguanas, and the Tobago Library Services, Scarborough, Tobago. Users can connect to tconnect Online via the kiosks and view and print application forms. During 2019-2020 fiscal year, the kiosks facilitated 1,012 user

sessions where 5,231 pages were viewed.

5. tconnect Mobile

tconnect Mobile allows users to access a mobile-enabled version of tconnect Online by entering 'tconnect.gov.tt' into their phone's browser. During 2019-2020 fiscal year, tconnect Mobile experienced 430,168 visits and these visits accounted for 13,353,342 hits.

6. tconnect Toll Free Contact Number

The toll-free contact number 800-

TTCN (800-8826) allows the public to gain immediate telephone access to tconnect Service Centres nationwide at no cost. During 2019-2020 fiscal year 6,867 inbound calls were recorded. A total of 376 outbound calls were recorded during the same period. The tconnect Hotline also provides an avenue for citizens to send their requests for information on GoRTT related services to the tconnect email accounts: info.tconnect@gov.tt and feedback@gov.tt. During 2019-2020 fiscal year, 24,007 email requests were received and addressed. Clients generally requested information on Government Services, generalised

BUSINESS REVIEW |

OPERATIONS SUPPORT SERVICES

information and password resets for their ttconnect ID accounts.

7. ttGovChat

Launched in July 2018, ttGovChat is a live chat platform where customers' queries on Government information and services are answered almost immediately. Operational hours for ttGovChat are Monday to Friday 8:00am to 4:00pm, except public holidays. During the period 1 October 2019 to 30 September 2020, a total of 48,898 ttGovChat interactions were completed with a satisfaction rating of 74% percent.

ttconnect Partnerships

ttconnect has partnered with various ministries, departments and agencies to offer their services through the various ttconnect channels.

Filing Your Taxes Online

The Ministry of Finance's Division of Inland Revenue electronic tax filing system, e-Tax, was piloted through ttconnect in August 2015. During the period October 1, 2019 to September 30, 2020, 18,421 individuals were given access to the e-Tax service via their ttconnect IDs.

CONTRACT MANAGEMENT

The following are updates **on the management of contracts for the fiscal 2019/2020:**

1. Microsoft Enterprise Agreement

iGovTT was GoRTT's agent in the administration and management of the Microsoft Enterprise Agreement (MEA) to approved public sector entities. By Cabinet Minute No. 1772 of 29 August 2019, Cabinet agreed that the Government enter into a contract with iGovTT for the acquisition and management of enterprise-wide licenses for the use of Microsoft Software in Ministries, Departments and Agencies (MDAs), for a period of one (1) year. As such, iGovTT entered into a contract with the Ministry of Public Administration and Digital Transformation (MPADT) and subsequently executed a contract with Microsoft Corporation on 26 September 2019 for the provision of Microsoft products and services for a period of one (1) year with effect from 01 July 2019 to 30 June 2020 at a value of USD 4,975,121.48.

2. For the period October 2019 to September 2020 under the MEA, iGovTT provided the following services:

- Procurement management services;
- Contract management services;
- Business development services;
- Technical advisory services; and
- Invoicing and payment of all purchased licences for on-demand and organic "true-ups"

The administration role promotes optimal utilization of the products and services of the agreement, ensuring compliancy measures, utilization tracking of the software assets and also providing technical troubleshooting and support services to the technical users. During the fiscal period, MPADT and iGovTT via Cabinet Minute no. 1355 of 28 July 2020, negotiated a three year MEA, which will expire 30 June 2023.

BUSINESS REVIEW |

OPERATIONS SUPPORT SERVICES

2. GovNeTT Stabilisation



The Government of the Republic of Trinidad and Tobago

MINISTRY OF PUBLIC ADMINISTRATION

"Government" Effective & Efficient

- **Government Communications Backbone (GovNeTT)**
 - Common network connecting all Ministries; serves as the preferred platform for inter / intra-Ministerial communication & collaboration
 - Supports enterprise-wide application deployment (e.g. human resource management, payroll, electronic document management)

BUSINESS REVIEW |

OPERATIONS SUPPORT SERVICES

GoRTT facilitated a solution refresh and upgrade of GovNeTT Phase II infrastructure for secure communication between MDAs. For the period October 2019 – September 2020, iGovTT was focused on ensuring the continued availability of the GovNeTT and recognized the importance of proactive planning, as it will allow for a seamless transition to the next iteration of GovNeTT to ensure that maximum value for money is derived from any further investment in technology.

3. Oracle

Oracle licenses were managed under the National Information Systems Centre (NISC) for use within government MDAs, in which Oracle Maintenance Support fees have been

paid annually in advance. Subsequent to the transition of the NISC to iGovTT, these licenses have been paid by the Ministry responsible for ICT on an annual basis. The renewal fee for the period 2020 to 2021 was paid by iGovTT on behalf of the MPADT to ensure compliance and continued technical support.

4. Appancea

For the fiscal October 2019 to September 2020, iGovTT engaged Appancea Canada Inc. for on-call proactive and/or reactive expert backline support for all components on the tconnect Portal to ensure continued upkeep and functionality of the services provided to the citizenry through tconnect.

5. Finance and Administration Contracts

During fiscal 2019-2020, contract management support was provided for the following internal contracts:

- Janitorial Services
- Unarmed Manned Security Services
- Office Equipment lease
- Storage Leases
- Elevator services
- tconnect leases

AMPLIFYING OUR VOICE |

The onset of the pandemic saw a new global appreciation for Information and Communication Technology (ICT). This called for and gave rise to further opportunities of outreach and engagement, by way of making people more aware of the uses and benefits of ICT in our lives, how we all now need to make adjustments to the 'new normal,' how the work of iGovTT is having an impact on improving and modernising government services and what the future may demand and entail for all of us.

Definitely, 2020 was the year that the 'webinar' emerged as a staple forum for all manner of engagements. As such, iGovTT participated in several webinars where CEO Kirk Henry represented the company and, as well, wrote articles in relation to matters on corporate e-governance, and e-Government. Among other personnel who amplified the voice of iGovTT in the past year, included Deputy CEO Charles Bobb-Semple and Kern Elliott Team Lead for Solutions Architect Office.

1. Kirk Henry, explores the growing use of technology in the provision of Government goods and services at all levels in his piece: **Towards eGovernment - A Primer**
An article by CEO Kirk Henry in **Payment System Council March 2020** Newsletter
Issue #3 <https://bit.ly/3fFMH16>
Date - March 2020 issue of **Payments System Council Newsletter**
2. CEO Kirk Henry explains how 'luxuries' have become necessities in the face of COVID-19 with **Who's Who in Trinidad and Tobago Business**.
An interview with CEO Kirk Henry (<https://bit.ly/33BU4o3>)
Date - 13th May, 2020
3. CEO Kirk Henry proves that every crisis is a chance to change in his article "The COVID Pivot to E-Government" in the American Chamber of Commerce of Trinidad and Tobago's **Linkage** magazine
An article by CEO Kirk Henry in **Linkage Magazine**. (www.amchamtt.com/Linkage)
Date - 23rd September, 2020
4. With his eyes towards bridging the digital skills gap, CEO Henry shares the untapped value of interoperability in his interview with the **Oxford Business Group** on Integrating Technology. (<https://bit.ly/2RN9aEC>)
An interview with CEO Kirk Henry in "The Report, ICT Chapter, Trinidad & Tobago 2020"
Date - for the year 2020.
5. It's full speed ahead with DCEO Charles Bobb-Semple as he presented on the key steps needed for digital transformation at the **16th Caribbean Internet Governance Forum (CIGF)** Accelerating Digital Transformation
Panellist/ Presenter - DCEO Charles Bobb-Semple
Date - 13th October, 2020
6. Once again, our globally minded CEO Kirk Henry took his knowledge internationally at the UNDESA (United Nations Department of Economic and Social Affairs) webinar "Leveraging Public Governance & Spearheading Innovative Solutions to Address the COVID-19 Pandemic."
Presenter - CEO Kirk Henry
Date - 23rd September, 2020
7. Usually with little risk comes little reward, but CEO Henry divulges how to both manage and leverage risk at the **Caribbean Risk Management Academy (CRMA)**
Virtual Conference 2020.
Panellist/ Presenter- CEO Kirk Henry
Date 19th November, 2020
8. CEO Kirk Henry presents on the topic critical insight into the digital transformation process in his topic "Digital trust to enable a successful digital government" at Fujitsu's ActivateNow Webinar.
Presenter - CEO Kirk Henry
Date 14th-15th, October, 2020
9. Team Lead, Kern Elliot, of the Solutions Architect Office, addresses the need to meet the people where they are in a ChatBot Presentation on the local Instagram program **Digital for Everyone**
Presenter - Kern Elliott, Team Lead, Solutions Architect Office
Date - 23rd July 2020



AMPLIFYING OUR VOICE |



4

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REFLECTIONS 2019 - 2020

Truly, for a corporation's success, it is important that its people are encouraged by and engaged with, each other.



CEO shows appreciation to staff members who worked tirelessly on preparing for the AGM and worked at the event

REFLECTIONS 2019 - 2020



ttconnect staff with their cupcake appreciation from the CEO



REFLECTIONS 2019 - 2020 |



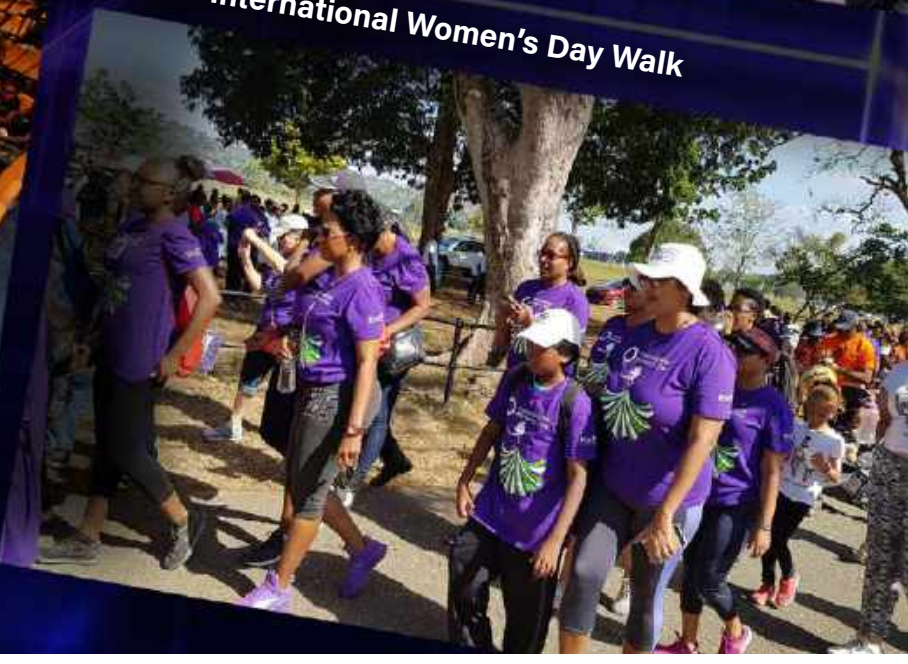
iGovTT Directors at AGM



Leadership in Action at General Staff Meeting



International Women's Day Walk



REFLECTIONS 2019 - 2020



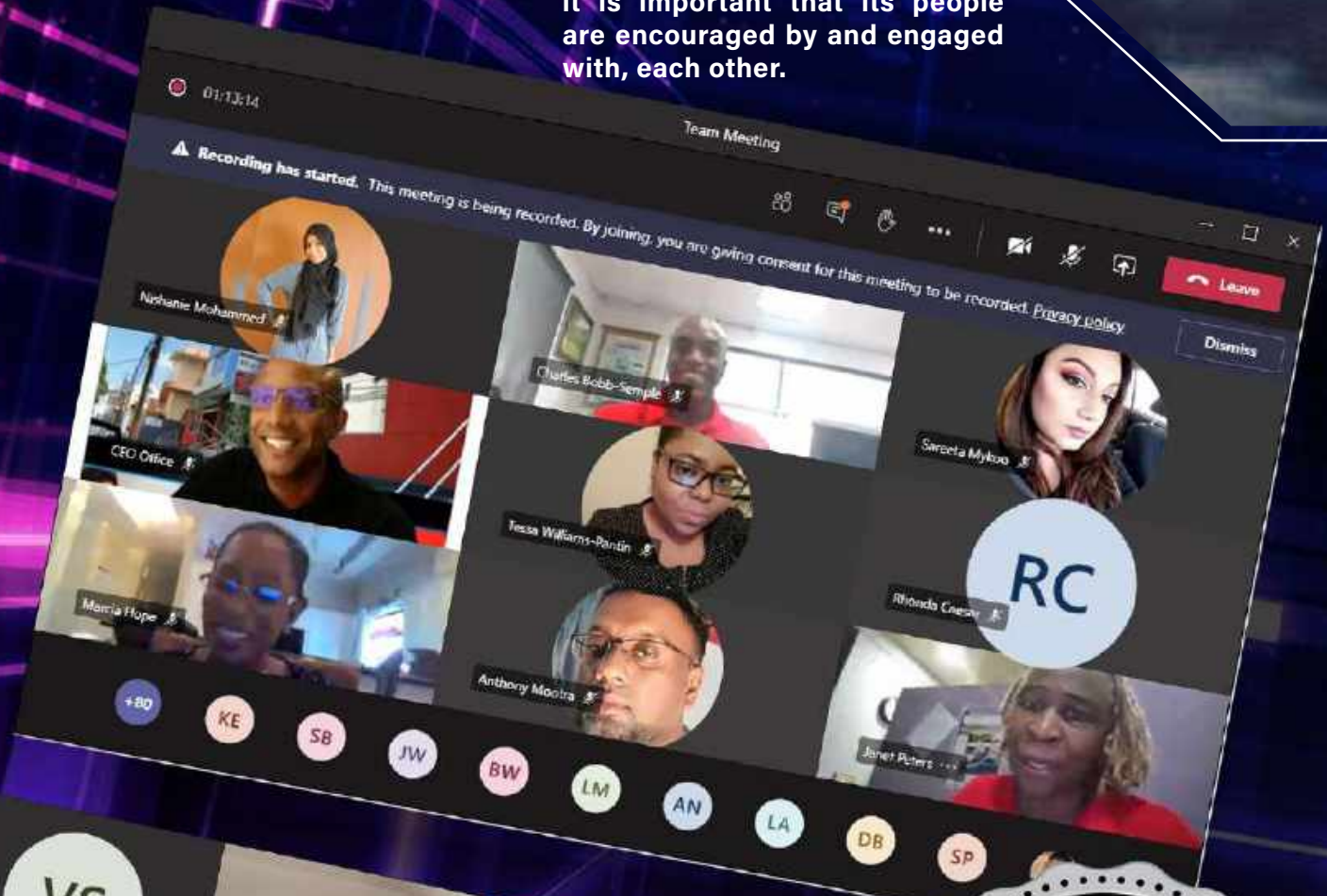
Joint Select Committee Meeting



28th Public Meeting of the Joint Select Committee (JSC) on State Enterprises, Mar 2, 2020 - Inquiry into the National Information and Communication Technology Company Limited (iGovTT).

REFLECTIONS 2019 - 2020

Truly, for a corporation's success, it is important that its people are encouraged by and engaged with, each other.



REFLECTIONS 2019 - 2020



Meetings and celebrations in pandemic times



FINANCIAL STATEMENTS

30 SEPTEMBER 2020

STATEMENT OF MANAGEMENT RESPONSIBILITIES

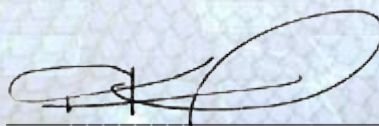
Management is responsible for the following:

- preparing and fairly presenting the accompanying financial statements of National Information and Communication Technology Company Limited, which comprise the statement of financial position as at September 30 2020, the statements of comprehensive income, changes in equity and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information;
 - ensuring that the company keeps proper accounting records;
 - selecting appropriate accounting policies and applying them in a consistent manner;
 - implementing, monitoring and evaluating the system of internal controls that assures security of the company's assets, detection/prevention of fraud, and the achievement of operational efficiency;
 - ensuring that the system of internal control operated effectively during the reporting period;
 - producing reliable financial reporting that complies with laws and regulations, including the Companies Act; and
 - using reasonable and prudent judgement in the determination of estimates.
- In preparing these audited financial statements, management utilised

the International Financial Reporting Standards, as issued by the International Accounting Standards Board and adopted by the Institute of Chartered Accountants of Trinidad and Tobago. Where International Financial Reporting Standards presented alternative accounting treatments, management chose those considered most appropriate in the circumstances.

Nothing has come to the attention of management to indicate that the company will not remain a going concern for the next twelve months from the reporting date; or up to the date the accompanying financial statements have been authorised for issue, if later.

Management affirms that it has carried out its responsibilities as outlined above.



Chief Executive Officer
Date: 18 December, 2020



Chief Financial Officer
Date: 18 December, 2020

INDEPENDENT AUDITOR'S REPORT

The Shareholder National Information and Communication Technology Company Limited

Opinion

We have audited the financial statements of National Information and Communication Technology Company Limited, which comprise the statement of financial position as at 30 September 2020, the statements of comprehensive income, changes in equity and cash flows for the year then ended, and notes to the financial statements including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of National Information and Communication Technology Company Limited as at 30 September 2020 and its financial performance and its cash flows for the year then ended in accordance with International Financial Reporting Standards ("IFRSs").

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing ("ISAs"). Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Statements section of our report. We are independent of National Information and Communication Technology Company Limited in accordance with the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants ("IESBA Code"), and we have fulfilled our other ethical responsibilities in accordance with the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and the Board of Directors for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with IFRSs, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the company's ability to continue as a going concern; disclosing, as applicable, matters related to going concern; and using the going concern basis of accounting unless management either intends to liquidate the company or to cease operations, or has no realistic alternative but to do so.

The Board of Directors is responsible for overseeing the company's financial reporting process.

Telephone: (868) 235-5063
Address: 11 Eleventh Street, Barataria, Trinidad, West Indies
Mailing Address: PO Box 10205, Eastern Main Road, San Juan

Partners: Renée-Lisa Philip Mark K. Superville

INDEPENDENT AUDITOR'S REPORT

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- **Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error; design and perform audit procedures responsive to those risks; and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.**

The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- **Obtain an understanding of internal control relevant to the audit, in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.**
- **Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.**
- **Conclude on the appropriateness of management's use of the going concern basis of accounting, and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as**

a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the company to cease to continue as a going concern.

- **Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.**

We communicate with the Board of Directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Barataria
TRINIDAD
18 December 2020

STATEMENT OF FINANCIAL POSITION

ASSETS

	NOTES	30 September	
		2020 (\$)	2019 (\$)
Current Assets:			
Cash and cash equivalents	5	111,236,453	108,772,761
Accounts receivable and prepayments	6	39,638,664	67,486,968
Taxation refundable		318,411	317,199
Total Current Assets		151,193,528	176,576,928
Non-Current Assets:			
Property, plant and equipment	7	7,205,608	8,792,922
Lease assets	8	3,816,950	5,961,952
Deferred tax asset	9	1,100,957	1,720,122
Total Non-Current Assets		12,123,515	16,474,996
Total Assets		163,317,043	193,051,924

STATEMENT OF FINANCIAL POSITION

LIABILITIES AND SHAREHOLDER'S EQUITY

		30 September	
	<u>NOTES</u>	<u>2020</u> <u>(\$)</u>	<u>2019</u> <u>(\$)</u>
Current Liabilities:			
Accounts payable and accruals	10	25,718,019	39,207,363
Deferred income	11	18,415,600	25,911,035
Lease liabilities	8	<u>882,694</u>	<u>1,676,728</u>
Total Current Liabilities		45,016,313	66,795,126
Non-Current Liabilities:			
Lease liabilities	8	<u>2,787,164</u>	<u>4,057,014</u>
Deferred tax liability	9	<u>987,752</u>	<u>1,119,026</u>
Total Non-Current Liabilities		3,774,916	5,176,040
Total Liabilities		48,791,229	71,971,166
Shareholders' Equity:			
Contributed capital	12	<u>5,393,923</u>	<u>5,393,923</u>
Accumulated surplus		<u>109,131,891</u>	<u>115,686,835</u>
Total Shareholder's Equity		114,525,814	121,080,758
Total Liabilities and Shareholder's Equity		163,317,043	193,051,924

These financial statements were approved by the Board of Directors and authorised for issue on 18 December 2020 and signed on their behalf by:



Director



Director

(The accompanying notes form an integral part of these financial statements)

STATEMENT OF FINANCIAL POSITION

STATEMENT OF COMPREHENSIVE INCOME

		For the year ended 30 September	
	<u>NOTES</u>	<u>2020</u> (\$)	<u>2019</u> (\$)
Income:			
<u>Operating Income:</u>			
Subvention Income	17	31,200,000	31,000,000
Project management fees		27,283	25,417
Tender fees		26,870	34,784
Symposium fees		-	365,455
Consulting fees		15,585	227,444
Project income	18	<u>38,710,329</u>	<u>13,408,671</u>
		69,980,067	45,061,771
Less: Operating costs	19	<u>(38,751,025)</u>	<u>(13,779,664)</u>
Operating surplus		31,229,042	31,282,107
<u>Other Income:</u>			
Interest income		320	68
Other income		<u>167,841</u>	<u>66,314</u>
Total Income		<u>31,397,203</u>	<u>31,348,489</u>
Expenditure:			
Administrative expenses	20	37,206,170	32,370,979
Expected credit loss		100,143	7,180,236
Recoveries		-	(25,000)
Loss/(gain) on foreign exchange translation		<u>157,250</u>	<u>(19,773)</u>
Total Expenditure		<u>37,463,563</u>	<u>39,506,442</u>
Net loss before taxation		(6,066,360)	(8,157,953)
Taxation	23	<u>(488,584)</u>	<u>1,552,773</u>
Total Comprehensive Loss for the year		<u>(6,554,944)</u>	<u>(6,605,180)</u>

(The accompanying notes form an integral part of these financial statements)

STATEMENT OF FINANCIAL POSITION

STATEMENT OF CHANGES IN EQUITY

30 SEPTEMBER 2020

	<u>CONTRIBUTED CAPITAL (\$)</u>	<u>ACCUMULATED SURPLUS (\$)</u>	<u>TOTAL EQUITY (\$)</u>
Balance as at 1 October 2018	5,393,923	123,279,715	128,673,638
Expected credit loss - 1 October 2018 (IFRS 9 adjustment)	-	<u>(987,700)</u>	<u>(987,700)</u>
Revised balance as at 1 October 2018	5,393,923	122,292,015	127,685,938
Total Comprehensive Loss for the year	-	<u>(6,605,180)</u>	<u>(6,605,180)</u>
Balance as at 30 September 2019	<u>5,393,923</u>	<u>115,686,835</u>	<u>121,080,758</u>
Balance as at 1 October 2019	5,393,923	115,686,835	121,080,758
Total Comprehensive Loss for the year	-	<u>(6,554,944)</u>	<u>(6,554,944)</u>
Balance as at 30 September 2020	<u>5,393,923</u>	<u>109,131,891</u>	<u>114,525,814</u>

(The accompanying notes form an integral part of these financial statements)

STATEMENT OF FINANCIAL POSITION

STATEMENT OF CASH FLOWS

	For the year ended 30 September	
	2020 (\$)	2019 (\$)
Operating Activities:		
Net loss before taxation	(6,066,360)	(8,157,953)
Adjustment for:		
Expected credit loss	100,143	7,180,236
Expected credit loss - 1 October 2018 (IFRS 9 adjustment)	-	987,700
Depreciation	1,662,001	1,436,281
Depreciation on RoUAs	1,568,877	1,640,065
Gain on IFRS 16 termination	(201,322)	-
IFRS 16 adjustments	307,327	-
Acquisition of Right of Use Asset	(1,750,712)	-
Acquisition of lease liability	1,454,950	-
Lessor COVID-19 concessions (IFRS 16)	(73,758)	-
Interest portion of lease payment	483,318	64,685
	<u>(2,515,536)</u>	<u>3,151,014</u>
Changes in non-cash working capital:		
Net change in accounts receivable and prepayments	27,748,161	(55,082,834)
Net change in accounts payable and accruals	(13,489,344)	26,540,306
Net change in deferred income	(7,495,435)	23,350,808
Taxation paid (net)	<u>(1,905)</u>	<u>1,238</u>
Cash provided by/(used in) operating activities	<u>4,245,941</u>	<u>(2,039,468)</u>
Financing Activities:		
Purchase of property, plant and equipment	(74,687)	(2,157,983)
Cash used in financing activities	<u>(74,687)</u>	<u>(2,157,983)</u>
Investing Activities:		
Interest portion of lease payments	(468,133)	(64,685)
Principal portion of lease payment	(1,239,429)	(1,868,275)
Cash used in investing activities	<u>(1,707,562)</u>	<u>(1,932,960)</u>
Net change in cash resources	2,463,692	(6,130,411)
Cash resources, beginning of year	108,772,761	114,903,172
Cash resources, end of year	<u>111,236,453</u>	<u>108,772,761</u>
Represented by:		
Cash and cash equivalents	<u>111,236,453</u>	<u>108,772,761</u>

(The accompanying notes form an integral part of these financial statements)

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

1. Incorporation and Principal Business Activity:

The National Information and Communication Technology Company Limited (“the company” or iGovTT) was incorporated in the Republic of Trinidad and Tobago on the 20 July 2009 and is wholly owned by the Government of the Republic of Trinidad and Tobago. The registered office is situated at Lord Harris Court, #52 Pembroke Street, Port-of-Spain.

The principal activity of the organisation is the execution and administration of enterprise-wide Information and Communication Technology (ICT) Strategies and Programmes for Ministry Departments, Divisions and Agencies. The objective is to ensure more effective alignment, coordination, integration, consistency, security, inter-operability and cost effectiveness of ICT-related projects and initiatives. It also managed tconnect – a Government portal that allows the public to access a myriad of Government services.

2. Summary of Significant Accounting Policies:

(a) Basis of Financial Statements Preparation -

These financial statements are prepared in accordance with International Financial Reporting Standards (IFRSs) as issued by the International Accounting Standards Board (IASB). They are stated in Trinidad and Tobago dollars, expressed in whole dollars and prepared on the historical cost basis.

(b) Fair Value -

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date.

For financial reporting purposes, fair value measurements are categorised into Levels 1, 2 or 3 based on the degree to which

the inputs to the fair value measurements are observable:

- Level 1 inputs are considered the most reliable evidence of fair value and consist of quoted prices in active markets for identical assets or liabilities;
- Level 2 inputs are inputs (other than quoted prices within Level 1) that are either directly or indirectly observable. They are used when quoted prices for the identical asset or liability are not available; and
- Level 3 inputs are unobservable inputs and are used if little or no market activity occurs for the asset or liability.

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

2. Summary of Significant Accounting Policies (Cont'd):

The company has not applied the following standards, revised standards and interpretations that have been issued but are not yet effective as they either do not apply to the activities of the company or have no material impact on its financial statements:

IFRS 1

First-time Adoption of Financial Reporting Standards - Amendments regarding subsidiary as first-time adopter (effective for accounting periods beginning on or after 1 January 2022).

IFRS 3

Business Combinations - Amendments regarding the definition of a business (effective for accounting periods beginning on or after 1 January 2020).

IFRS 3

Business Combinations - Amendments regarding the reference to the conceptual framework (effective for accounting periods beginning on or after 1 January 2022).

IFRS 4

Insurance Contracts - Amendments regarding the interest rate benchmark reform (effective for accounting periods beginning on or after 1 January 2021).

IFRS 4

Insurance Contracts - Amendments regarding IFRS 17 and the extension of the temporary exemption from applying IFRS 9 (effective for accounting periods beginning on or after 1 January 2023).

IFRS 7

Financial Instruments: Disclosures - Amendments regarding additional disclosures arising from interest rate benchmark reform (effective for accounting periods beginning on or after 1 January 2021).

IFRS 9

Financial Instruments - Amendments regarding prepayment features with negative compensation (effective for accounting periods beginning on or after 1 January 2019).

IFRS 9

Financial Instruments - Amendments regarding fees in the 'ten percent' test for derecognition of financial liabilities (effective for accounting periods beginning on or after 1 January 2022).

IFRS 16

Leases - Amendments regarding the interest rate benchmark reform (effective for accounting periods beginning on or after 1 January 2021).

IFRS 16

Leases - Amendments regarding the accounting treatment of lease incentives (effective for accounting periods beginning on or after 1 January 2022).

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

2. Summary of Significant Accounting Policies (Cont'd):

(c) New Accounting Standards and Interpretations -

IFRS 17

Insurance Contracts (effective for accounting periods beginning on or after 1 January 2023).

IAS 1

Presentation of Financial Statements - Amendments regarding the definition of material (effective for accounting periods beginning on or after 1 January 2020).

IAS 1

Presentation of Financial Statements - Amendments regarding the classification of liabilities as current and non-current (effective for accounting periods beginning on or after 1 January 2023).

IAS 7

Statement of Cash Flows - Amendments regarding the definition of material (effective for accounting periods beginning on or after 1 January 2020).

IAS 16

Property, Plant and Equipment - Amendments regarding proceeds before intended use (effective for accounting periods beginning on or after 1 January 2022).

IAS 19

Employee Benefits - Amendments regarding plan amendment, curtailment or settlement (effective for accounting periods beginning on or after 1 January 2019).

IAS 28

Investment in Associates - Amendments regarding the long-term interests in Associates and Joint Ventures (effective for accounting periods beginning on or after 1 January 2019).

IAS 37

Provisions, Contingent Liabilities and Contingent Assets - Amendments regarding onerous contracts and cost of fulfilling a contract (effective for accounting periods beginning on or after 1 January 2022).

IAS 41

Agriculture - Amendments regarding taxation in fair value measurements (effective for accounting periods beginning on or after 1 January 2022).

IFRIC 23

Uncertainty over Income Tax Treatments (effective for accounting periods beginning on or after 1 January 2019).

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

2. Significant Accounting Policies (Cont'd):

(d) Property, plant and equipment -

Property, plant and equipment are stated at historical cost less accumulated depreciation and accumulated impairment losses.

Cost includes expenditure that is directly attributable to the acquisition of the asset. The cost of self-constructed assets includes the cost of materials and direct labour, any other costs directly attributable to bringing the assets to a working condition for their intended use, the costs of dismantling and removing the items and restoring the site on which they are located, and capitalised borrowing costs. Purchased software that is integral to the functionality of the related equipment is capitalised as part of the equipment.

When parts of an item of property, plant and equipment have different useful lives, they are accounted for as separated items of property, plant and equipment.

The assets' residual values and useful lives are reviewed and adjusted if appropriate, at each reporting date. An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount and are recognised in the Statement of Comprehensive Income.

Depreciation is provided using the reducing balance method (buildings straight-line method). The following rates considered appropriate to write-off the assets over their estimated useful lives are applied:

Buildings - 2%

Furniture and Fittings - 12.5%

Office Equipment - 12.5%

Computers Equipment - 25%

Motor Vehicles - 25%

Leasehold Improvements - 12.5%

No depreciation is provided on Work-in-Progress.

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

2. Significant Accounting Policies (Cont'd):

(e) Financial Instruments -

Financial assets and liabilities are recognised on the company's Statement of Financial Position when the company becomes a party to the contractual provisions of the instrument.

Financial assets

All recognised financial assets that are within the scope of International Financial Reporting Standard (IFRS) 9 are required to be subsequently measured at amortised cost or fair value on the basis of:

- (i) the entity's business model for managing the financial assets; and
- (ii) the contractual cash flow characteristics of the financial assets.

The company reassess its business models each reporting period to determine whether they have changed. No such changes have been identified for the current year.

Principal is the fair value of the financial asset at initial recognition. Interest is consideration for the time value of money and for credit and other risks associated with the principal outstanding. Interest also has a profit margin element.

Initial measurement

All financial instruments are initially measured at the fair value of consideration given or received.

The company measures fair values in accordance with IFRS 13, which defines fair value as the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. The company uses a fair value hierarchy that categorises valuation techniques into three levels:

- (i) Level 1 inputs are quoted prices in active markets for identical assets or liabilities. Assets and liabilities are classified as Level 1 if their value is observable in an active market. The use of observable market prices and model inputs, when available, reduces the need for management judgement and estimation, as well as the uncertainty related with the estimated fair value.
- (ii) Level 2 inputs are inputs other than quoted prices that are observable for the asset or liability, either directly or indirectly. Level 2 inputs include quoted prices for similar assets or

liabilities in active markets; quoted prices for identical or similar assets or liabilities in markets that are not active; and inputs other than quoted prices that are observable for the asset or liability.

- (iii) Level 3 inputs are unobservable inputs. Assets and liabilities are classified as Level 3 if their valuation incorporates significant inputs that are not based on observable market data.

Subsequent measurement

Those financial assets such as receivables, which are held within a business model with the sole objective of collecting contractual cash flows which comprise principal only, are subsequently measured at amortised cost. Gains/losses arising on remeasurement of such financial assets are recognised in profit or loss as movements in Expected Credit Loss. When a financial asset measured at amortised cost is derecognised, the gain/loss is reflected in profit or loss.

All other financial assets are subsequently measured at Fair Value Through Profit and Loss (FVTPL), except for equity investments, which the company has

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

2. Significant Accounting Policies (Cont'd):

(e) Financial Instruments -

opted, irrevocably, to measure at Fair Value Through Other Comprehensive Income (FVTOCI). When a financial asset measured at FVTOCI is derecognised, the cumulative gain/loss previously recognised in OCI is reclassified from equity to profit or loss. When an equity investment measured at FVTOCI is derecognised, the cumulative gain/loss previously recognised in OCI is not subsequently reclassified to profit or loss but instead, transferred within equity.

Reclassification

If the business model under which the company holds financial assets changes, the financial assets affected are reclassified accordingly from the first day of the first reporting period following the change in business model. Equity instruments which the company opted to treat at FVTOCI cannot be reclassified.

Impairment

Financial assets are amortised costs are impaired at one of two levels:

- (i) Twelve-month Expected credit loss (ECL) - These are losses that result from default events that are possible within twelve months after

the reporting date. Such financial assets are at 'Stage 1'.

- (ii) Lifetime ECL - These are losses that result from all possible default events over the life of the financial instrument. Such financial assets are at 'Stage 2' or 'Stage 3'.

A loss allowance for full lifetime ECL is required for a financial instrument if the credit risk on that financial instrument has increased significantly since initial recognition. For all other financial instruments, ECLs are measured at an amount equal to the twelve-month ECL.

ECL is a probability-weighted estimate of the present value of credit losses, measured as the present value of the difference between (i) the cash flows due to the company under contract; and (ii) the cash flows that the company expects to receive, discounted at the asset's effective interest rate.

Performing financial assets - Stage 1

For performing assets and those expected to perform normally, the loss allowance is the 12-month expected credit loss and is done immediately at initial recognition of asset.

Significant increase in credit risk - Stage 2

When an asset becomes 30 days past due, the company considers that a significant increase in credit risk has occurred and the asset is deemed to be at Stage 2 and the loss allowance is measured as the lifetime ECL.

Credit-impaired financial assets - Stage 3

A financial asset is 'credit-impaired' when events that have a detrimental impact on the estimated future cash flows of the financial asset have occurred. Credit-impaired financial assets are referred to as Stage 3 assets. Evidence of credit-impairment includes observable data about one or more of the following events:

- (i) significant financial difficulty of the Ministry, Division or Agency (MDAs)
- (ii) a breach of contract such as a default or past due event;

There is a rebuttable presumption that financial assets that are in defaulted for more than one hundred and twenty (120) days are credit impaired. The company also considers a financial asset to be credit impaired if the client is unlikely to

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

2. Significant Accounting Policies (Cont'd):

(e) Financial Instruments -

pay its credit obligation. To determine this, the company takes into account changes in the public sector. The company used its historical experience and forward-looking information that is available without undue cost or effort. If there has been a significant increase in credit risk the company will measure the loss allowance based on lifetime rather than twelve-month ECL.

Modification and Derecognition of Financial Assets

The company will continue to work with MDAs that are in financial difficulty in order to maximise collection and minimise the risk of default. When a financial asset is modified, the company assesses whether this modification results in derecognition of the original amount.

In the case where the financial asset is derecognised, the new financial asset will have a loss allowance measured based on twelve-month ECL. If, however, there remains a high risk of default under the renegotiated terms, the loss allowance will be measured based on lifetime ECL.

When the modification does not result in derecognition, the company will measure loss allowance at an amount equal to lifetime ECL.

Write-off

Receivables are written off when the company has no reasonable expectations of recovering the financial asset, for example, when the company determines or when the MDAs has written advising of their inability to settle. A write-off constitutes a derecognition event. Subsequent recoveries resulting from the company's enforcement activities will result in gains.

Financial liabilities

Since the company does not trade in financial liabilities, and since there are no measurement or recognition inconsistencies, all financial liabilities are initially measured at fair value, net of transaction costs and subsequently, at amortised cost using the effective interest method. The effective interest rate is the rate that exactly discounts estimated future cash payments through the expected life of the financial instrument to the net carrying amount on initial recognition. Financial liabilities recognised at amortised cost are not reclassified.

Critical accounting judgements and key sources of estimation uncertainty
Business model assessment:

The company reassess its business models each reporting period to determine whether they continue to be appropriate and if there need to be a prospective change to the classification of financial assets. This assessment includes judgement regarding:

- (i) how the performance of the assets is evaluated and measured; and
- (ii) the risks that affect the performance of the assets and how these risks are managed.

Significant increase of credit risk:

The company computes twelve-month ECL for Stage 1 assets and lifetime ECL for Stage 2 or Stage 3 assets. An asset moves to stage 2 when its credit risk has increased significantly since initial recognition. Assessing whether there has been a significant increase in credit risk requires judgement which takes into the account reasonable and supportable forward-looking information.

Critical accounting judgements and key sources of estimation uncertainty (cont'd)
Establishing groups of assets with similar credit risk characteristics:

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

2. Significant Accounting Policies (Cont'd):

(e) Financial Instruments -

When ECL is measured on a collective basis, the financial instruments are grouped on the basis of shared risk characteristics. The company monitors the appropriateness of the credit risk characteristics on an ongoing basis to assess whether they continue to be similar. Judgement is required in determining whether and when to move assets between portfolios.

Valuation models and assumptions used:

The company uses various valuation models and assumptions in measuring the fair value of financial assets, as well as in estimating ECL. Judgement is applied in identifying the most appropriate valuation model for each type of asset, as well as in determining the assumptions to be used for each model.

Key sources of estimation uncertainty

Probability of default (PD):

PD is an estimate of the likelihood of default over a given period of time, the calculation of which includes historical data, assumptions and expectations of future conditions. PD constitutes a key input in measuring ECL.

Loss Given Default (LGD):

LGD is an estimate of the percentage loss arising on default, and is based on the difference between the contractual cash flows due and those that the company would reasonably expect to receive. LGD is a key input in measuring ECL.

Fair value measurement and valuation process:

In estimating the fair value of a financial asset or a liability, the company uses market-observable data to the extent it is available. Where such Level 1 inputs are not available, the company uses valuation models to determine the fair value of its financial instruments.

Exposure at Default (EAD):

EAD is an estimate of the total loss incurred when a customer defaults, taking into account expected changes in the exposure after the reporting date, including repayments of principal and interest. EAD is a key input in measuring ECL.

Credit risk

Credit risk is the risk that MDAs will default on their contractual obligations

resulting in financial loss to the company. Credit risk mainly arises from projects, because it represents the company's main income generating activity, credit risk is the principal risk for the company.

Credit risk management

The company's finance committee is responsible for managing the company's credit risk by:

- (i) ensuring that the company has appropriate credit risk practices, including an effective system of internal control, to consistently determine adequate allowances in accordance with the company's policies and procedures, International Financial Reporting Standards and relevant supervisory guidance.
- (ii) identifying, assessing and measuring credit risk across the company, from an individual financial instrument to the portfolio level.
- (iii) categorising exposures according to the degree of risk of default.

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

2. Significant Accounting Policies (Cont'd):

(e) Financial Instruments -

- (iv) developing and maintaining processes for measuring ECL.
- (v) providing guidance to promote best practice in the management of risk.

The internal audit function performs regular audits making sure that the established controls and procedures are adequately designed and implemented.

Significant increase in credit risk

The company presumes that the credit risk on a financial asset has increased significantly since initial recognition when contractual payments are more than one hundred and twenty (120) days past due, unless the company has reasonable and supportable information that demonstrates otherwise. The company has monitoring procedures to ensure that significant increase in credit risk is identified before default occurs.

Measurement of ECL

The key inputs used for measuring ECL are:

- (i) probability of default (PD);
- (ii) loss given default (LGD); and

- (iii) exposure at default (EAD).

The company measures ECL on an individual basis, or on a collective basis for portfolios of accounts that share similar economic risk characteristics.

(f) Government subvention -

Grants from the Government of the Republic of Trinidad and Tobago are recognised at their fair value where there is a reasonable assurance that the grant will be received and the company will comply with all the attached conditions.

Unconditional grants related to the on-going operations of the company are recognised when the amount can be reliably measured and it is probable that future economic benefits will flow to the company.

Grants that relate to recurrent costs are deferred as liabilities and recognised in the Statement of Comprehensive Income over the period necessary to match them with the costs they are intended to compensate. Grants in excess of recurrent costs are deferred.

Grants that relate to capital costs are recognised in the Statement of Comprehensive Income as revenue on a systematic basis over the life of the asset.

(g) Stated capital -

The stated capital consists of a \$5,000,010 capital investment by the Government of the Republic of Trinidad and Tobago.

During the fiscal year 2016 and 2017, there was a transfer of capital investment in accordance with Cabinet decision dated 23 April 2009 of vested assets, which instructed the company to treat said assets as stated capital. The company has recognised as a capital injection, the transfer of two motor vehicles for use in the operations of the company. The value of the capital injection is the fair value of the assets at the date of transfer. The value was determined by an external independent valuator. Although the initial transfer was for two motor vehicles and a building, the decision to transfer the building was rescinded on 13 July 2017 through Cabinet Minute Note 127.

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

2. Significant Accounting Policies (Cont'd):

(h) Finance leases -

The leases entered into by the company which do not transfer substantially all the risk and benefits of ownership are classified as finance leases. The total payments made under finance leases are charged to lease liabilities and leases interest in accordance to IFRS 16.

(i) Provisions -

A provision is recognised if, as a result of a past event, the company has a present legal or constructive obligation that can be estimated reliably, and it is probable that an outflow of economic benefits will be required to settle the obligation.

(j) Borrowings -

Borrowings are initially measured at transaction price (that is the present value of cash payable to the lender, including transaction costs). Borrowings are subsequently stated at amortised cost. Interest expense is recognised on the basis of the effective interest rate method and is included in finance costs.

Borrowings costs are recognised in profit and loss in the period in which they are incurred.

(k) Impairment -

The carrying amounts of the company's assets are reviewed at each reporting date to determine whether there is any indication of impairment. If such an indication exists, the asset's recoverable amount is estimated.

An impairment loss is recognised whenever the carrying amount of an asset exceeds its recoverable amount. Impairment losses are recognised in the Statement of Comprehensive Income.

An impairment loss is reversed if there has been a change in the estimates used to determine the recoverable amount. An impairment loss is reversed only to the extent that the asset's carrying amount does not exceed the carrying amount that would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised.

(l) Revenue Recognition -

Subvention

This pertains to grants from the Government of the Republic of Trinidad and Tobago ("GORTT") to fund the operations of the company and GORTT ICT-wide projects.

Project Management Fees

This pertains to fees for managing projects and consultation on ICT procurement performed for GORTT and state entities.

Other Income

This pertains to income from various sources including interest income and tender fees.

(m) Foreign Currency Transactions -

Foreign currency transactions are translated at the exchange rates ruling at the date of the transactions and any gains or losses arising are taken into the Statement of Comprehensive Income. Assets and liabilities denominated in foreign currencies are expressed in Trinidad and Tobago currency at rates of exchange ruling at the reporting date.

(n) Comparative Information -

Where necessary, comparative amounts have been adjusted to conform with the changes in presentation in the current year.

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

3. Financial Risk Management:

Risk Management

The risk management process is an integral part of management and it is vital in the health and safety of employees and members of the public.

Risk management structure

The company's risk management structure assigns responsibilities to the following as outlined in the State Enterprises Performance Monitoring Manual.

Role of the Board

The Board of Directors, under the Companies Act 1995, directs the management of the business and affairs for the company. The Board performs a set of specific functions aimed at meeting

the mission of the company. Its main responsibility lies in planning, monitoring and controlling the activities of the company so as to ensure optimal utilisation of its resources and the achievement of its corporate objectives. It ensures that policies and business decisions taken at the Board level are implemented. The Board also ensures that the policies and objectives of the company reflect the policies of GORTT. It is the Board's responsibility to ensure the company is staffed by competent senior management personnel, to set standards and to review managerial performance in the context of the company's objectives.

Role of Internal Audit

Internal audit is an independent, objective,

assurance and consulting activity designed to add value and improve the company's operations. It helps the company to achieve its objectives by evaluating the effectiveness of risk management, control and governance processes.

Role of the Finance Committee

This Committee is appointed by the Board to act in an advisory capacity. The Committee's primary duties and responsibilities are to formulate and recommend policies and procedures to the Board for approval. The Committee also continually reviews policies and procedures in light of economic and business conditions, to ensure relevance to the company and where needed, make recommendations for Board approval.

The following table summarises the carrying amounts and fair values of the company's financial assets and liabilities:

	2020	
	CARRYING VALUE (\$)	FAIR VALUE (\$)
Financial Assets:		
Cash and cash equivalents	111,236,453	111,236,453
Accounts receivable and prepayments	39,638,664	39,638,664
Financial Liabilities:		
Accounts payable and accruals	25,718,019	25,718,019
Lease liabilities	3,669,858	3,669,858

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

3. Financial Risk Management (Cont'd):

Risk Management (cont'd)

	2019	
	<u>CARRYING VALUE (\$)</u>	<u>FAIR VALUE (\$)</u>
Financial Assets:		
Cash and cash equivalents	108,772,761	108,772,761
Accounts receivable and prepayments	67,486,968	67,486,968
Financial Liabilities:		
Accounts payable and accruals	39,207,363	39,207,363
Lease liabilities	5,733,742	5,733,742

The company is exposed to interest rate risk, credit risk, liquidity risk, currency risk, operational risk, compliance risk and reputation risk. The risk management policies employed by the company to manage these risks are discussed below:

(a) Interest Rate Risk -

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The company is exposed to interest rate risk through the effect of fluctuations in the prevailing levels of interest rates on interest bearing financial assets and liabilities.

Interest Rate Sensitivity Analysis

The company's exposure to interest rate risk is summarised in the table below, which analyses assets and liabilities at their carrying amounts categorised according to their maturity dates.

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NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

3. Financial Risk Management (Cont'd):

(a) Interest Rate Risk (cont'd) -

	INTEREST RATE	UP TO 1 YEAR	1 TO 5 YEARS	2020			TOTAL (\$)
				OVER 5 YEARS	NON-INTEREST BEARING		
	(\$)	(\$)	(\$)	(\$)	(\$)		
Financial Assets:							
Cash and cash equivalents	0.08%	111,228,453	-	-	8,000		111,236,453
Accounts receivable and prepayments	0.00%	-	-	-	39,638,664		39,638,664
		111,228,453	-	-	39,646,664		150,875,117
Financial Liabilities:							
Accounts payable	0.00%	-	-	-	25,718,019		25,718,019
and accruals Lease liabilities	7.50%	882,694	2,787,164	-	-		3,669,858
		882,694	2,787,164	-	25,718,019		29,387,877

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

3. Financial Risk Management (Cont'd):

(b) Credit Risk (cont'd) -

		2019				
	<u>INTEREST RATE</u>	<u>UP TO 1 YEAR</u>	<u>1 TO 5 YEARS</u>	<u>OVER 5 YEARS</u>	<u>NON-INTEREST BEARING</u>	<u>TOTAL</u>
	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)
Financial Assets:						
Cash and cash equivalents	0.08%	108,764,761	-----	-----	8,000	108,772,761
Accounts receivable and prepayments	0.00%	-----	-----	-----	67,486,968	67,486,968
		108,764,761	-----	-----	67,494,968	176,259,729
Financial Liabilities:						
Accounts payable and accruals	0.00%	-----	-----	-----	39,207,362	39,207,362
Lease liabilities	7.50%	1,676,728	4,057,014	-----	-----	5,733,742
		1,676,728	4,057,014	-	39,207,362	44,941,104

(b) Credit Risk -

Credit risk arises when a failure by counter parties to discharge their obligations could reduce the future cash inflows from financial assets on hand at the reporting date. The company relies on its policies and guidelines on trade debtor management, which establishes the policies governing the granting of credit to customers and provides a comprehensive framework for prudent risk management of the credit function.

These guidelines communicate the company's credit philosophy; provide policy guidelines to team members involved in granting credit; establish minimum standards for credit analysis, documentation, decision making and post-disbursement administration; and create the foundation for a sound credit portfolio.

The company's debtor' portfolio is managed and consistently monitored by management and where necessary, provisions have been established for

potential credit losses on delinquent accounts.

Cash balances are held with high credit quality financial institutions and the company has policies to limit the amount of exposure to any single financial institution.

The company also actively monitors global economic developments and government policies.

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

3. Financial Risk Management (Cont'd):

(b) Credit Risk (cont'd) -

The maximum exposure to credit risk at year end was:

	30 September	
	2020 (\$)	2019 (\$)
Trade receivables, net	8,114,227	1,527,907
Cash	111,236,453	108,772,761
	119,350,680	110,300,668

Credit risk

The aging of trade receivables at year-end was:

	2020	2019
Current	6,704,928	1,594,735
1-30 days due	1,227,030	-
31-90 days due	59,063	13,197
Over 90 days due	8,421,543	8,202,326
	16,412,564	9,810,258

Impairment losses in the sum of **\$100,143** were recognised for trade receivables in 2020 (2019: **\$8,083,779**).

(c) Liquidity Risk -

Liquidity risk is the risk that arises when there is a mismatch in the

maturity of assets and liabilities. Although an unmatched position can enhance profitability, it also increases the risk of losses. To minimise such losses, the company maintaining sufficient cash and other highly liquid current assets and has credit facilities available.

Liquidity Gap

The table below, which analyses assets and liabilities based on the remaining period from the reporting date to the contractual maturity date, summarises the company's exposure to liquidity risk:

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

3. Financial Risk Management (Cont'd):

(c) Liquidity Risk -

	<u>UP TO 1 YEAR</u> (\$)	2020		<u>TOTAL</u> (\$)
		<u>1 TO 5 YEARS</u> (\$)	<u>OVER 5 YEARS</u> (\$)	
Financial Assets:				
Cash and cash equivalents	111,236,453	-	-	111,236,453
Accounts receivable and prepayments	39,638,664	-	-	39,638,664
	150,875,117	-	-	150,875,117

	<u>UP TO 1 YEAR</u> (\$)	2020		<u>TOTAL</u> (\$)
		<u>1 TO 5 YEARS</u> (\$)	<u>OVER 5 YEARS</u> (\$)	
Financial Liabilities:				
Accounts payable and accruals	25,718,019	-	-	25,718,019
Lease liabilities	882,694	2,787,164	-	3,669,858
	26,600,713	2,787,164	-	29,387,877

	<u>UP TO 1 YEAR</u> (\$)	2019		<u>TOTAL</u> (\$)
		<u>1 TO 5 YEARS</u> (\$)	<u>OVER 5 YEARS</u> (\$)	
Financial Assets:				
Cash and cash equivalents	108,772,761	-	-	108,772,761
Accounts receivable and prepayments	67,486,968	-	-	67,486,968
	176,259,729	-	-	176,259,729

	<u>UP TO 1 YEAR</u> (\$)	2019		<u>TOTAL</u> (\$)
		<u>1 TO 5 YEARS</u> (\$)	<u>OVER 5 YEARS</u> (\$)	
Financial Liabilities:				
Accounts payable and accruals	39,207,362	-	-	39,207,362
Lease liabilities	1,676,728	4,057,014	-	5,733,742
	40,884,090	4,057,014	-	44,941,104

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

3. Financial Risk Management (Cont'd):

(d) Currency Risk --

Currency risk is the risk that the value of financial instruments will fluctuate due to changes in foreign exchange rates. Currency risk arises when future commercial transactions and recognised assets and liabilities are denominated in a currency that is not the company's measurement currency. The company is exposed to foreign exchange risk arising from various currency exposures primarily with respect to the United States Dollar. The company's management monitors the exchange rate fluctuations on a continuous basis and acts accordingly.

(e) Operational Risk -

Operational risk is the risk that derives from deficiencies relating to the company's information technology and control systems, as well as the risk of human error and natural disasters. The company's systems are evaluated, maintained and upgraded continuously.

(f) Compliance Risk -

Compliance risk is the risk of financial loss, including fines and other penalties, which arise from non-compliance with laws and regulations of the state. The risk is limited to the extent of monitoring controls applied by the company.

(g) Reputation Risk -

The risk of loss of reputation arising from the negative publicity relating to the company's operations (whether true or false) may result in a reduction of its clientele, reduction in revenue and legal cases against the company. The company applies a strategy of public relations exercises to minimise this risk.

4. Critical Accounting Estimates and Judgments:

The preparation of financial statements in conformity with IFRSs requires the use of certain critical accounting estimates and requires management to exercise its judgment in the process of applying the company's accounting policies. It also requires the use of assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Although these estimates are based on management's best knowledge of current events and actions, actual results may ultimately differ from those estimates.

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

4. Critical Accounting Estimates and Judgments (Cont'd):

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. Actual results could differ from those estimates and assumptions concerning the future.

Changes in accounting estimates are recognised in the Statement of Comprehensive Income in the period in which the estimate is changed, if the change affects that period only, or in the period of the change and future periods if the change affects both current and future periods.

The key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date (requiring management's most difficult, subjective or complex judgements) that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are as follows:

(i) Impairment of assets

Management assesses at each reporting date whether assets are impaired. An asset is impaired when the carrying value is greater than its recoverable amount and there is objective evidence of impairment. Recoverable amount is the present value of the future cash flows. Provisions are made for the excess of the carrying value over its recoverable amount.

(ii) Property, plant and equipment

Management exercises judgement in determining (i) whether future economic benefits can be derived from expenditures to be capitalised; and (ii) the useful lives and residual values of these assets.

(iii) Provisions

The recognition of provisions involves assumptions about the probability,

amount and timing of an outflow of resources embodying economic benefits. A provision is recognised to the extent that an outflow of resources embodying economic benefits is probable and a reliable estimate can be made.

(iv) Contingent liabilities

Management applies its judgement to the facts and advice it receives from its attorneys, advocates and other advisors in assessing if an obligation is probable, more likely than not, or remote. Such judgement is used to determine if the obligation is recognised as a liability or disclosed as a contingent liability.

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

4. Critical Accounting Estimates and Judgments (Cont'd):

(v) Revenue

The organisation recognises revenue when the value can be reliably measured and when it is probable that future economic benefit will flow to the organisation.

(vi) Income taxes

Estimates are required in determining the charge for income taxes. There are some transactions and calculations for which the ultimate tax determination is uncertain during the ordinary course of business. The company recognises liabilities for anticipated tax issues based on estimates of whether additional taxes will be due.

Where the final outcome of these matters is different from the amounts that were initially recorded, such differences will impact the income tax and deferred tax liabilities in the period in which such determination is made.

5. Cash and Cash Equivalents:

	30 September	
	2020 (\$)	2019 (\$)
Financial Assets:		
Cash in hand	8,000	8,000
Cash at bank – iGovTT	104,895,708	103,188,140
Cash at bank – ttconnect	6,332,745	5,576,621
	111,236,453	108,772,761

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

6. Accounts Receivable and Prepayments:

	2019	
	CARRYING VALUE (\$)	FAIR VALUE (\$)
Trade receivables	16,412,564	9,810,258
Provision for expected credit loss	(8,382,494)	(8,282,351)
Deferred expenses	8,030,070	1,527,907
VAT recoverable	9,148,755	26,047,821
Microsoft Enterprise Agreement	3,922,787	5,478,499
Managed services – Tobago Regional Health Authority	18,302,967	33,574,110
Other receivables	-	711,639
	234,085	146,992
	39,638,664	67,486,968

Provision for Expected Credit Loss

Balance at beginning of year	8,282,351	514,830
Expected credit loss - 1 October 2018 (IFRS 9 adjustment)	-	987,700
Revised balance at beginning of year	8,282,351	1,502,530
Write-off of debts previously provided for	-	(375,415)
Expected credit loss	100,143	7,180,236
Recoveries	-	(25,000)
Balance at end of year	8,382,494	8,282,351

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

7. Property, Plant and Equipment:

	<u>FURNITURE AND FITTINGS</u> (\$)	<u>OFFICE EQUIPMENT</u> (\$)	<u>COMPUTER EQUIPMENT</u> (\$)	<u>MOTOR VEHICLES</u> (\$)	<u>LEASE- HOLD IMPROVE- MENTS</u> (\$)	<u>WORK IN PROGRESS</u> (\$)	<u>TOTAL</u> (\$)
Cost:							
Balance as at 1 October 2019	349,240	3,765,698	8,195,245	2,494,104	6,000,935	567,392	21,372,614
Additions	4,900	10,648	53,179	5,960	-	-	74,687
Reclassifications	-	-	372,446	44,150	-	(416,596)	-
Balance as at 30 September 2020	354,140	3,776,346	8,620,870	2,544,214	6,000,935	150,796	21,447,301
Accumulated Depreciation:							
Balance as at 1 October 2019	151,388	2,268,198	5,573,858	1,946,403	2,639,845	-	12,579,692
Charge for the year	35,130	315,836	746,666	144,233	420,136	-	1,662,001
Balance as at 30 September 2020	186,518	2,584,034	6,320,524	2,090,636	3,059,981	-	14,241,693
Net Book Value:							
Balance as at 30 September 2020	167,622	1,192,312	2,300,346	453,578	2,940,954	150,796	7,205,608
Balance as at 30 September 2019	197,852	1,497,500	2,621,387	547,701	3,361,090	567,392	8,792,922

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NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

7. Property, Plant and Equipment (Cont'd):

	<u>FURNITURE AND FITTINGS</u> (\$)	<u>OFFICE EQUIPMENT</u> (\$)	<u>COMPUTER EQUIPMENT</u> (\$)	<u>MOTOR VEHICLES</u> (\$)	<u>LEASE- HOLD IMPROVE- MENTS</u> (\$)	<u>WORK IN PROGRESS</u> (\$)	<u>TOTAL</u> (\$)
Cost:							
Balance as at 1 October 2018	285,340	3,558,880	6,767,946	2,430,574	6,000,935	170,956	19,214,631
Additions	63,900	206,818	1,427,299	52,200	-	407,766	2,157,983
Reclassifications	-	-	-	11,330	-	(11,330)	-
Balance as at 30 September 2019	349,240	3,765,698	8,195,245	2,494,104	6,000,935	567,392	21,372,614
Accumulated Depreciation:							
Balance as at 1 October 2018	112,185	2,052,417	5,049,989	1,769,130	2,159,690	-	11,143,411
Charge for the year	39,203	215,781	523,869	177,273	480,155	-	1,436,281
Balance as at 30 September 2019	151,388	2,268,198	5,573,858	1,946,403	2,639,845	-	12,579,692
Net Book Value:							
Balance as at 30 September 2019	197,852	1,497,500	2,621,387	547,701	3,361,090	567,392	8,792,922
Balance as at 30 September 2018	173,155	1,506,463	1,717,957	661,444	3,841,245	170,956	8,071,220

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

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8. Lease Assets/Liabilities:

With the introduction of IFRS 16, leases that were previously recorded as operating leases were evaluated to establish if they were right-of-use assets (RoUAs). Opting for the modified retrospective approach, these RoUAs were measured at the amount equal to their equivalent lease liabilities as shown in the table

below. The lease liabilities were measured as the present value of the remaining lease payments – discounted using an incremental borrowing rate of 7.50% at the date of initial application of 1 October 2018 (Source: Central Bank of Trinidad and Tobago).

Subsequent to the initial application, depreciation was provided on a straight-line basis over the expected term of the RoUAs. Lease payments were apportioned to an interest element as well as a payment against the discounted lease liabilities.

LEASE ASSETS 2020	PROPERTY (\$)	OFFICE EQUIPMENT/ FIXTURE (\$)	TOTAL (\$)
Cost:			
Balance as at 1 October 2019	7,280,559	321,458	7,602,017
Restatement	(22,774)	-	(22,774)
Additions for the period	1,750,712	-	1,750,712
Disposals for the period	(3,760,074)	-	(3,760,074)
Balance as at 30 September 2020	5,248,423	321,458	5,569,881
Accumulated Depreciation			
Balance as at 1 October 2019	1,453,231	186,834	1,640,065
Restatement	1,434	-	1,434
Charge for the period	1,434,253	134,624	1,568,877
Disposal for the period	(1,457,445)	-	(1,457,445)
Balance as at 30 September 2020	1,431,473	321,458	1,752,931
Net Book Value			
Balance as at 30 September 2020	3,816,950	-	3,816,950
Balance as at 30 September 2019	5,827,328	134,624	5,961,952

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NOTES TO THE FINANCIAL STATEMENTS

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8. Lease Assets/Liabilities (Cont'd):

	<u>PROPERTY</u> <u>(\$)</u>	<u>OFFICE</u> <u>EQUIPMENT/</u> <u>FIXTURE</u> <u>(\$)</u>	<u>TOTAL</u> <u>(\$)</u>
LEASE ASSETS 2019			
Cost:			
Balance as at 1 October 2018	-	-	-
Restatement	7,280,559	321,458	7,602,017
Additions for the period	-	-	-
Balance as at 30 September 2019	7,280,559	321,458	7,602,017
Accumulated Depreciation			
Balance as at 1 October 2018	-	-	-
Charge for the period	1,453,231	186,834	1,640,065
Balance as at 30 September 2019	1,453,231	186,834	1,640,065
Net Book Value			
Balance as at 30 September 2019	<u>5,827,328</u>	<u>134,624</u>	<u>5,961,952</u>
Lease Liabilities 2020			
Balance as at 1 October 2019	5,601,107	132,635	5,733,742
Restatement	372,948	-	372,948
Additions	1,454,950	-	1,454,950
Disposals	(2,503,950)	-	(2,503,950)
Payments	(1,255,197)	(132,635)	(1,387,832)
Balance as at 30 September 2020	<u>3,669,858</u>	-	<u>3,669,858</u>
Current portion	882,694	-	882,694
Non-current portion	2,787,164	-	2,787,164
	<u>3,669,858</u>	-	<u>3,669,858</u>

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

8. Lease Assets/Liabilities (Cont'd):

<u>LEASE ASSETS 2019</u>	<u>PROPERTY</u> <u>(\$)</u>	<u>OFFICE</u> <u>EQUIPMENT/</u> <u>FIXTURE</u> <u>(\$)</u>	<u>TOTAL</u> <u>(\$)</u>
Balance as at 1 October 2018	-	-	-
Restatement	7,280,559	321,458	7,602,017
Payments	(1,679,452)	(188,823)	(1,868,275)
Balance as at 30 September 2019	5,601,107	132,635	5,733,742
Current portion	1,558,465	118,263	1,676,728
Non-current portion	4,042,642	14,372	4,057,014
	5,601,107	132,635	5,733,742

9. Deferred Tax (Asset)/Liability:

	30 September	
	<u>2020</u> <u>(\$)</u>	<u>2019</u> <u>(\$)</u>
Balance at beginning of year	(601,096)	958,152
Effect on Statement of Comprehensive Income	487,891	(1,559,248)
Balance at end of year	(113,205)	(601,096)
Deferred taxation is attributable to the following items:		
Deferred tax asset	(1,100,957)	(1,720,122)
Deferred tax liability	987,752	1,119,026
Balance at end of year	(113,205)	(601,096)

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

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10. Accounts Payable and Accruals:

	30 September	
	<u>2020</u> (\$)	<u>2019</u> (\$)
Trade payables	21,102,422	705,069
Accruals	2,239,258	3,929,021
Project expense – Microsoft	-	33,574,110
Gratuity payable	704,102	-
Other	1,672,237	999,163
	25,718,019	39,207,363

11. Deferred Income:

	30 September	
	<u>2020</u> (\$)	<u>2019</u> (\$)
<i>Advance Payments -</i>		
Balance at beginning of the year	519,562	2,560,227
Advanced billings	10,413,687	1,806,364
Transfer to Statement of Comprehensive Income	(10,820,618)	(3,847,029)
Balance as at end of the year	112,631	519,562
<i>Microsoft Agreement -</i>		
Balance at beginning of the year	25,391,473	-
Increases	18,302,968	33,574,110
Amortisation during the year	(25,391,472)	(8,182,637)
Balance as at end of the year	18,302,969	25,391,473
	18,415,600	25,911,035

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

12. Contributed Capital:

	30 September	
	<u>2020</u> <u>(\$)</u>	<u>2019</u> <u>(\$)</u>
Authorised Unlimited number of shares at no par value		
Issued and outstanding 10 shares at no par value	10	10
Issued and fully paid 5,000,000 shares at no par value	5,000,000	5,000,000
Share application *	393,913	393,913
	5,393,923	5,393,923

* This relates to assets vested in the company by GORTT. This forms part of the company's contributed capital as instructed by Cabinet decision dated 23 April 2009.

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

13. Related Party Transactions:

As the company is wholly owned by GORTT, and given its mandate, these are the significant transactions entered into with other government-controlled entities (Ministries and State Agencies):

- Contracts for Procurement
- Contract Management for enterprise wide government agreements for government ministries.

Key management personnel

Key management personnel receive compensation in the form of short-term, employee benefits and post-employment benefits.

	30 September	
	2020 (\$)	2019 (\$)
Short-term benefits:		
Directors	589,008	558,335
Executive Management	8,495,753	6,111,611
Post employment benefits:		
Executive Management	-	204,3629,0
	9,084,761	6,874,308

GORTT itself is not considered a related party.

14. Fair Values:

Fair value is the amount for which an asset could be exchanged, or a liability settled between knowledgeable, willing parties in an arm's length transaction. The existence of published price quotation in an active market is the best evidence of fair value. Where market prices are not available, fair values are estimated using various valuation techniques, including using

recent arm's length market transactions between knowledgeable, willing parties, if available, current fair value of another financial instrument that is substantially the same and discounted cash flow analysis.

The following methods have been used to estimate the fair values of various classes

of financial assets and liabilities:

Current Assets and Liabilities

The carrying amounts of current assets and liabilities are a reasonable approximation of the fair values because of their short-term nature.

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

15. Capital Risk Management:

The company manages its capital to ensure that it will be able to continue as a going concern while maximising the return to its shareholder, whilst providing value to

the clients. The company's overall strategy remains unchanged from previous years. The capital structure of the company consists of equity attributable to its

shareholder, and comprises stated capital and accumulated surplus.

16. Operating Leases:

	30 September	
	2020 (\$)	2019 (\$)
Non-cancellable operating lease rentals are payable as follows:		
Less than one year	1,416,720	1,936,560
Between one and five years	5,666,880	7,746,240
	7,083,600	9,682,800

During the year, **\$93,728** (2019: **\$14,400**) was recognized as an expense in the Statement of Comprehensive Income in respect of operating leases.

In accordance with IFRS 16, amounts paid to lessors during the year were discounted and allocated between Interest and Lease Liabilities. See **Note 8**.

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

17. Subvention:

	30 September	
	2020 (\$)	2019 (\$)
Subventions received during the year – iGovTT	24,000,000	24,000,000
Subventions received during the year – ttconnect	7,200,000	7,200,000
Recognised in Statement of Comprehensive Income	(31,200,000)	(31,200,000)
	-	-
Balance, end of the year	-----	-----

Funding for the operations of the company is provided through Government subventions. During the year, the company received subventions for recurrent expenditure in the sum of **\$31,200,000** (2019: **\$31,000,000**).

18. Project Income:

	30 September	
	2020 (\$)	2019 (\$)
Advance Payments	386,047	3,297,110
Microsoft Agreement	38,324,282	10,111,561
	38,710,329	13,408,671

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

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19. Operating Costs:

	30 September	
	<u>2020</u> <u>(\$)</u>	<u>2019</u> <u>(\$)</u>
Contracted Services - Local	28,840,007	10,332,693
Contracted Services - Foreign	9,911,018	3,446,971
	38,751,025	13,779,664

Operating costs comprise expenses incurred by the company in engaging service providers with respect to the physical infrastructure, software and maintenance services associated with the

provision of ICT services to the GORTT, for projects such as Government Wide Area Network (GovNeTT), Single Electronic Window (SEW), Portal, Microsoft and others.

20. Administrative Expenses:

	30 September	
	<u>2020</u> <u>(\$)</u>	<u>2019</u> <u>(\$)</u>
iGovTT (Note 21)	30,454,763	26,002,417
ttconnect (Note 22)	6,751,407	6,368,562
	37,206,170	32,370,979

STATEMENT OF FINANCIAL POSITION

NOTES TO THE FINANCIAL STATEMENTS

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21. Administrative Expenses - iGovTT:

	30 September	
	2020 (\$)	2019 (\$)
Advertising	22,625	43,459
Audit fees	158,970	150,809
Bank charges	9,544	11,339
Board expenses	34,161	56,387
Building maintenance	349,939	434,083
Depreciation	1,662,001	1,436,281
Depreciation (RoUAs)	763,820	858,844
Director fees	589,008	558,335
Electricity	224,406	269,869
Employee assistance programme	34,300	15,690
Equipment repairs and maintenance	18,271	64,261
Functions	-	12,670
Insurance	161,260	115,517
Janitorial	385,015	455,331
Lease interest	81,142	33,828
Legal fees	196,805	115,220
Loss/(gain) on disposal	107,206	(200)
Meeting	12,075	17,196
Minor equipment	-	633
Motor vehicles	17,864	36,345
National Insurance	1,077,423	1,031,819
Office	107,398	172,136
Penalties and Interest	36,583	-

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NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2020

21. Administrative Expenses - iGovTT (Cont'd):

	30 September	
	2020 (\$)	2019 (\$)
Postage	1,788	2,072
Printing and stationery	27,462	64,034
Professional fees	670,194	529,507
Publications	60,492	23,957
Publicity and promotion	48,490	157,542
Recruitment	81,373	35,229
Rental - equipment	21,984	-
Rental - vehicle	4,706	-
Salaries and wages	22,009,784	17,159,867
Short-term employment	25,615	52,577
Security services	357,146	419,317
Specialised ICT equipment	-	4,109
Staff and organisational development	51,176	37,966
Software licences	445,171	284,537
Subscriptions	12,242	9,531
Telephone	386,265	418,666
Training	133,597	410,050
Travel and accommodation - Local	3,374	3,224
Travel and accommodation - Foreign	3,321	15,189
Transportation and storage	42,500	5,236
Uniforms	-	19,000
Utilities	18,267	15,704
Workshops and seminars	-	445,251
	30,454,763	26,002,417

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22. Administrative Expenses - ttconnect:

	30 September	
	2020 (\$)	2019 (\$)
Advertising	20,379	4,231
Building maintenance	205,401	59,879
Depreciation (Right of Use Assets)	805,057	781,222
Electricity	86,318	125,731
Employee assistance programme	3,600	-
Equipment repairs and maintenance	6,488	12,021
Insurance	22,497	22,334
Lease interest	402,176	30,857
Janitorial	290,134	317,251
Meeting expenses	(2,225)	2,225
Motor vehicle expenses	421,418	7,540
NIS - Employer's contributions	248,828	250,013
Office expenses	113,510	78,719
Postage	5,218	17,500
Printing and stationery	14,687	38,485
Publicity and promotion	158,805	53,367
Rental - equipment	22,344	-
Rental - property	-	100
Salaries and wages	3,275,346	3,742,966
Security	369,943	519,669
Staff and organisational development	4,745	1,800
Software licences	78,679	31,035
Telephone	178,966	186,177
Training	12,505	78,340
Travel and accommodation - Local	5,388	6,300
Transportation and storage	1,200	800
Total Expenses	6,751,407	6,368,562

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23. Taxation:

	30 September	
	2020 (\$)	2019 (\$)
Business Levy	(462)	(4,317)
Green Fund Levy	(231)	(2,158)
Deferred taxation	(487,891)	1,559,248
	(488,584)	1,552,773
Net loss before taxation	(6,066,360)	(8,157,953)
Theoretical tax calculated at 30%	1,819,908	2,447,386
Expenses not deductible for tax purposes	(36,235)	79,190
Business Levy	(462)	(4,317)
Green Fund Levy	(231)	(2,158)
Tax losses impaired	(1,652,399)	(2,601,230)
Lease liabilities	619,165	1,720,122
Other	-	(86,220)
	(488,584)	1,552,773

The Ministry of Finance – Inland Revenue division issued an opinion dated 3 July 2018 which states that subventions and project payments from Ministries were not subject to Corporation Tax, Business

Levy and Green Fund Levy. As a result, the tax returns for the income tax years 2013 to 2017 were refiled with the Board of Inland Revenue resulting in a total tax recoverable of **\$43,291,588**.

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NOTES TO THE FINANCIAL STATEMENTS

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24. Contingencies:

Contingent liabilities:

Details and estimates of maximum amounts of contingent liabilities are as follows:

- a) Gratuities are payable to eligible employees pursuant to fulfilment of the following two criteria:
 - i) The employee must be in the employed with the company to the end of employment contract; and
 - ii) The employee's performance assessments during the contract period must have been deemed satisfactory.

At the close of the financial year, the estimated gratuity payable equates to \$5,208,237 (2019: \$5,528,321) for its existing staff complement of 116 (2019: 108) staff members.

b) Legal Claims -

- A former employee who was assigned to the Corporate Communication Unit, contract was terminated on the grounds of negligently dealing with

company funds submitted a claim on 24 May 2016. Legal advice obtained indicates that it is unlikely any significant liability will arise and the company is not mindful to settle given the nature of the termination.

- Eighteen (18) ttconnect employees submitted a claim on 15 March 2018 on the ground of outstanding gratuity, vacations and sick leave during the period in which the Unit was not assigned to the company. These claimants are represented by the Banking Insurance and General Workers Trade Union, The matter is presently before the Industrial Court. The matters are scheduled to be heard on the 2 June and 3 June, 2021. Additionally, three of these employees have filed separate claims for alleged severance pay. These matters are presently before the Industrial Court and are scheduled to be heard on 1 July, 2021.
- A former employee who was assigned to the ttconnect Unit whose contract of employment was not renewed submitted a dispute claim on the grounds of unfair dismissal. The

claimant is being represented by Banking Insurance and General Workers Union. The matter is presently before the Industrial Court at the Case Management stage.

- A former employee who was assigned to the Human Resource Unit, whose contract of employment was not renewed submitted a dispute claim through Advocate Trade Union. The matter is before the Industrial Court is scheduled to be heard on 14 July, 2021.



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