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ANNUAL REPORT

2020 - 2021

*Adding Value,
Creating Efficiency*

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ANNUAL REPORT 2020-2021

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Notice of Meeting (AGM)

ANNUAL GENERAL MEETING

THE COMPANIES ACT 1995, Chap: 81:01

NOTICE OF ANNUAL GENERAL MEETING OF THE SHAREHOLDER OF THE 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 the Shareholder of the **NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED (the "Company")** will be convened by way of a Shareholder's Resolution in keeping with the By-Laws and/or the Companies Act for the following purposes:

1. **To receive and consider the financial statements of the Company for the fiscal year ended September 30, 2021, together with the report of the auditors thereon;**

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

"THAT the Auditor's Report and Financial Statements of the Company for the fiscal year ended 30 September, 2021 be and are hereby accepted."

2. **To reappoint the incumbent auditors for the ensuing year, at a remuneration to be fixed by the Directors of the Company**

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

"That PKF Chartered Accountants and Business Advisors are hereby appointed as Auditors of the Company and that their remuneration be fixed by the directors in respect of the period ending at the conclusion of the next annual meeting at which the accounts are laid before the Company"

3. **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 20th day of December 2021.

By Order of the Board,



Janet Peters
Corporate Secretary



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Safety, Convenience, Efficiency



Abbreviations

ANNUAL REPORT 2020-2021

| | | | |
|----------------|--|-----------------|--|
| AGLA | Attorney General and Legal Affairs | MPADT | Ministry of Public Administration and Digital Transformation |
| CARICOM | Caribbean Community | MSDFS | Ministry of Social Development and Family Services |
| CCC | Civilian Conservation Corps | MTS | National Maintenance Training and Security Company |
| CCTL | Columbus Communications Trinidad Limited | NALIS | National Library and Information System Authority |
| CMO | Contract Management Office | NAMDEVCO | National Agricultural Marketing and Development Corporation |
| CritSit | Critical Situation | NCPD | National Centre for Persons with Disabilities |
| CRM | Customer Relationship Management | NCR | National Child Registry |
| CSME | Caribbean Single Market and Economy | NCRHA | North Central Regional Health Authority |
| DSE | Designated Support Engineer | NEDCO | National Enterprise Development Company |
| ECL | Expected Credit Loss | NIB | National Insurance Board |
| ECMS | Enterprise Content Management System | NIDCO | National Infrastructure Development Company |
| EDRMS | Electronic Document and Records Management Solution | NISC | National Information System Centre |
| EOT | Equal Opportunity Tribunal | OPM | Office of the Prime Minister |
| ERHA | Eastern Regional Health Authority | PATT | Port Authority of Trinidad and Tobago |
| FVTP/L | Fair Value Through Profit and Loss | PBRs | Property Business Registration System |
| GIS | Geographic Information System | PSIP | Public Sector Investment Programme |
| GoRTT | Government of the Republic of Trinidad and Tobago | PTSC | Public Transport Service Corporation |
| GovNetT | Government Wide Area Network | RFA | Request for Approval |
| HCI | Hyper-Converged Infrastructure | RFS | Request for Specification |
| IASB | International Accounting Standards Board | SAM | Software Asset Management |
| ICT | Information and Communication Technology | SCCM | System Centre Configuration Manager |
| IESBA | International Ethics Standards Board for Accountants | SQL | Structured Query Language |
| IFRS | International Financial Reporting Standards | TATT | Telecommunications Authority of Trinidad and Tobago |
| IPO | Intellectual Property Office | TTCSIRT | Trinidad and Tobago Cyber Security Incident Response Team |
| ISA | International Standards on Auditing | TSTT | Telecommunications Services of Trinidad and Tobago |
| IT | Information Technology | URP | Unemployment Relief Program |
| ITIL | IT Infrastructure Library | UTM | Unified Threat Management |
| MALF | Ministry of Agriculture Land and Fisheries | USF | Universal Services Fund |
| MDA | Ministries, Departments and Agencies | VCC | Virtual Contact Centre |
| MDT | Ministry of Digital Transformation | WAN | Wide Area Network |
| MEA | Microsoft Enterprise Agreement | WLAN | Wireless Local Area Network |
| MiLAT | Military Led Academic Tuition | | |
| MNS | Ministry of National Security | | |
| MOH | Ministry of Health | | |
| MOL | Ministry of Labour | | |
| MOWT | Ministry of Works and Transport | | |
| MPA | Ministry of Public Administration | | |

The Chairman's Message



CHARLES A. CARTER

Chairman of the
Board of Directors

It gives me great pleasure to pen this iGovTT Annual Report 2020-2021 message as one of my first major tasks since my appointment as Chairman of the iGovTT Board in October 2021. I am truly delighted in my new role here at iGovTT, and I am sure, such similar sentiment is shared by my fellow Board Members. Let me offer plaudits to the former Chairman, Dr. Sean Rocke and the previous Board, for their stellar stewardship of the company over the past three years. It is noteworthy that this current directorate came on board to meet a company in good financial stead and of sound statutory repute, performance and integrity. For the past year our budgetary allocation (subvention) was in keeping with fiscal 2020 of \$31.20Mn. iGovTT continues to exercise financial prudence in its daily operations.

In fact, iGovTT's performance and integrity has been of such high calibre that after its appearance before the Public Accounts (Enterprises) Committee in April 2021, the Committee in its report, thereafter, dated July 6, 2021, noted that:

*iGovTT
diligently adhered to the
stipulations of the State
Enterprises Performance
Monitoring Manual and
should serve as an example
for other
State Enterprises.*

We should all not take such accomplishment and commendation for

granted, for such can only be attained by the honing of grit, good governance of the Board and Executive Management, and employee talent and commitment to service.

Moreover, it should also be noted, that these company achievements were hard-fought and won against the backdrop of a problematic pandemic, where, with work-from-home arrangements, the health and safety of our valued staff was prioritised and duly more assuredly secured. This worked not only to pre-empt and prevent the spread of infection but undoubtedly allowed staff to work with reduced anxiety and greater ease of mind for themselves and their loved ones. Ultimately, as noted, such also redounded positively, to the company's improved productivity and performance.

Unfortunately, way beyond the scope of the company, one notable regret we all share, is that at the close of 2021, the global community, instead of seeing the back of the COVID-19 pandemic, is now faced with a new challenge of the Omicron variant. Nevertheless, we at iGovTT are viewing this global pandemic as an opportunity to advance the Government's ICT agenda.

Undoubtedly, we have all seen, that the pandemic has been a catalyst that has thrust technology centre-stage, not only for providing answers for the pandemic, but in helping us to devise and provide ways to reform, revamp and re-invent systems and procedures of all manner of civic, corporate, community-based and non-profit activity. Consequently, as the pandemic continues, it is to be

The Chairman's Message (Cont'd)

expected that even more will be required of governments and particularly, from their tech-implementing organs such as ours. However, thankfully, from what I have come to see and know so far about iGovTT, I am confident that we will be able to meet whatever challenges lie ahead.

During the past year, the line Ministry under which iGovTT operates, went from the Ministry of Public Administration and Digital Transformation (MPADT) to exclusively under a newly formed and distinct Ministry of Digital Transformation (MDT) which was established in July, 2021. The establishment of the MDT is part of Government's strategy of seeking to hone a greater focus on technology in keeping with the National ICT Plan 2018-2022. Its creation is, of course, opportunely coincidental to the urgent and revived appreciation of information and communication technology (ICT), and the now habituated utility of enterprise collaboration tools, in facilitating social distancing as a *de rigeur* among pandemic protocols.

The formation of the MDT, with its mandate to facilitate the development of a digital Trinidad and Tobago, with our people having access to, and are skilled to adopt and use ICT, is indeed a companionate and synergistic line Ministry under which iGovTT can truly blossom and put its talents to work, helping to facilitate Government taking its services to the citizenry.

The Board continues to work with the Executive Management and Staff. Notably, the Board has several

responsibilities, among which includes that of overseeing the company's financial reporting process, planning, monitoring and controlling the company's activities to ensure resource optimisation and achievement of corporate objectives and to ensure that the company's policies and objectives reflect those of the Government of the Republic of Trinidad and Tobago (GoRTT).

With the transition to a new Board and line Ministry, the new line Minister charged the Board with facilitating the creation and enhancement of the country's current digital architecture, inclusive of the development of robust and secure solutions for fostering confidence and credibility, and for consolidating a firm pivot of digital dissemination and development for the country. The Government is truly set on digital transformation of Trinidad and Tobago, and in this venture, the Board, Executive Management and Staff, are most assuredly eager participants, and are likewise set on bringing about citizen-centric e-solutions for greater ease of doing business for all who live and work here in our wonderful country.

In this past year, prior to the formation of MDT, iGovTT released EmployTT, a recruiting platform for public sector jobs. This was followed up in August by e-Appointment, an online appointment scheduling platform for scheduling Government appointments. ttconnect, iGovTT's primary outreach entity, also now, has made eAppointment available to their customers, who can now schedule their visits to the ttconnect's seven (7) Service Centres, located

The Chairman's Message *(Cont'd)*

around the country.

As the digital expansion continues, iGovTT's various Units, and Teams thereof, need to be knowledgeable, and flexible toward the development of any variety of e-solutions that can meet the public's need. The beautiful irony with technology is that as it improves and becomes more advanced with incremental complexity, it in turn can create more convenient, simpler services with the end-result of a better-served and happier citizenry.

The Board, most certainly, acknowledges, that for the national transformation to continue, resources, re-skilling and upskilling at iGovTT will be needed. iGovTT has certainly achieved much in its current state, but the company cannot succeed in redoubling the government's digital services, and provide continuity and maintenance of any such additional services, without some transformation of its own resource and talent availability.

Resources of software and hardware aside, additions to the company's current talent pool must be augmented with 'the right people.' Given its success, surely 'the right people' are certainly what currently comprises the staff at iGovTT. Having 'the right people' for a company is simply a lesson taken from Jims Collins' lauded book, Good to Great, where he relates:

*"The right people don't
need to be tightly*

*managed or fired up, they
will be self-motivated by
the inner drive to produce
the best results and to
be part of creating
something great."*

And indeed, as we move forward, greatness is what we should all aspire to, as iGovTT continues to add value and create efficiency, with easy-to-use citizen-centric solutions and applications. The current pandemic has beset the world with troubling times. Yet, it is in adversity from which greatness is born. Greatness, surely, should be our goal, and we should all be enjoined by our conscience and commitment to endeavour to achieve no less. For the iGovTT I have seen thus far, this should not be a formidable feat: armed with the right resources, and dedicated staff, achieving a level of greatness for this company seems par for the course.



CHARLES A. CARTER

Chairman of the Board of Directors,
iGovTT

The Chief Executive Officer's Message



**CHARLES
BOBB-SEMPL**

Chief
Executive Officer (Ag.)

I firmly believe that having an 'attitude of gratitude' is always a good way to start and approach any task or circumstances and most definitely, as an advisable approach to life in general. As we come to the close of another year, certainly, there is much to be grateful for. I would like to start off by stating how grateful I am to be at the helm of a company such as ours and the high calibre of staff, which I lead. I am grateful for a year of success, amidst the continuing scourge of a persistent pandemic. I am grateful that our company, on being called to account, was not only found 'not wanting' but remarkably also held up as an exemplar state corporation. I am grateful that we effectively stood against the assault of the pandemic with measures that protected our staff and their families. I am grateful for the leadership that our previous Board of Directors provided, and likewise, equally grateful for the current and capable Board of Directors who are providing new stewardship in the continuing exciting endeavour of national digital transformation.

Here, at iGovTT, I am proud to say, we have an Executive Management team that maintains a focus for client-centered-service and results-oriented projects, and who are complemented with a wonderful corps of personnel, who are knowledgeable, talented and committed in performing their best in the services they provide. I have been a part of this company for almost twelve years, and this, my maiden message as CEO (Ag.) for this Annual Report 2020-2021, is an undertaking, for me, of wholehearted satisfaction.

Undeniably, a most notable development for the company within the past year, occurred in July, with the bifurcation of our line Ministry, the Ministry of Public Administration and Digital Transformation, into the Ministry of Public Administration and a newly formed Ministry of Digital Transformation; the latter being under which, we now

fall. This major development however, followed the commencement of a fiscal year, which saw the opening of an ICT Access Centre at Carenage and the transitioning of the Equal Opportunities Tribunal to virtual hearings with the use of enterprise collaboration technology via training and facilitation from iGovTT, both taking place in October 2020. This was followed by iGovTT being named as a finalist in the IDB's (International Development Bank's) 2020 Presidential Award for Excellence in the Public Sector: formally receiving the recognition for such in December. Not one to rest on our laurels, EmployTT, a public sector online recruiting platform, one of the winning projects of our 2019 HackTT initiative, was then launched in January 2021. EmployTT is available to all public sector agencies for the posting of their vacancies.

We thus commenced this fiscal on a strong note, and this served to provide some momentum for us moving forward. The end of March saw the launch of the Senior Citizens Pension (SCP) Automated Process, a collaboration between iGovTT, via ttconnect, and the Ministry of Social Development and Family Services. This initiative, in keeping with our *Moving from in line to online drive*, seeks to facilitate and encourage older persons, who tend to be more vulnerable to infection, to conduct their pension application online from the safety of their homes.

April saw us appear before the PAEC (Public Accounts Enterprises Committee). At this sitting, one Committee member saw it fit to state for the record their "tremendous satisfaction with the work of iGovTT," with another noting that iGovTT was "making a most wonderful and necessary contribution to the advancement of Trinidad and Tobago." In further commendation, in the Committee's final report, iGovTT was extolled for its diligent adherence to the guidelines of the State Enterprises Performance Monitoring Manual

The Chief Executive Officer's Message *(Cont'd)*

(SEPMM).

In July, the establishment of the Ministry of Digital Transformation brought much national focus and interest upon the topic of digital transformation. With this in mind, we embarked upon the production and posting of short informational videos of the newly formed Ministry and iGovTT's suite of service solutions on all our social media platforms. One of the initial videos posted, heralded the launch of TTravelPass, the traveler entry online platform which iGovTT tested and deployed in collaboration with the Ministry of National Security.

eAppointment, another HackTT project conception, was also launched in July. eAppointment is an online platform for scheduling appointments at public sector agencies. Currently eAppointment is in use at the Registrar General's Department, tconnect and with the Ministry of Foreign and CARICOM Affairs for CSME (Caribbean Single Market and Economy) appointments. This last aspect is notable for the fact that it helps to provide ease of business for our nationals to partake in opportunities across the region.

iGovTT's forward-facing arm, tconnect, with its website serving as a central online gateway to Government information and services, received just under 4 million visits to the tconnect portal this year and tconnect's marquee service, the tconnect ID, realised just over 20,000 new IDs.

The underpinning of Government data connectivity, an indispensable aspect of the national digital transformation

process, is achieved by our Government electronic backbone, GovNeTT. With such a key role, GovNeTT's availability is essential, with overall service uptime being kept at an average of 99.8% for the year. At present GovNeTT's Service Desk caters to approximately 530 sites and just over 20,000 users across 53 Ministries, Departments and Agencies. With such connectivity in mind and with the increased demand for enterprise collaboration technology, iGovTT continued in its role as the 'deployer' of Microsoft Teams in facilitating remote work across GoRTT Ministries, Departments and Agencies (MDAs). As per this report, at end of fiscal 2020-2021, iGovTT has provided just over 7,000 Microsoft Teams user accounts to over 100 of 136 MDAs throughout GoRTT.

With all these achievements and more, it is easily conceivable that the company achieved an 86% customer satisfaction rating, surpassing its overall target of 85% for FY1. In all this too, staff morale remained high, with such being sustained by several staff engagement activities over the year. These not only included fun activities, but also activities with respect to employee health and wellness and professional development.

It is said that the end of a journey only really marks the start of another. As we come to the end of the journey for this year, let us look forward to the commencement of our new journey in the year ahead. In addition, of course, let us make our way onwards with faith and gratitude.



CHARLES BOBB-SEMPL

Chief Executive Officer (Ag.),
iGovTT

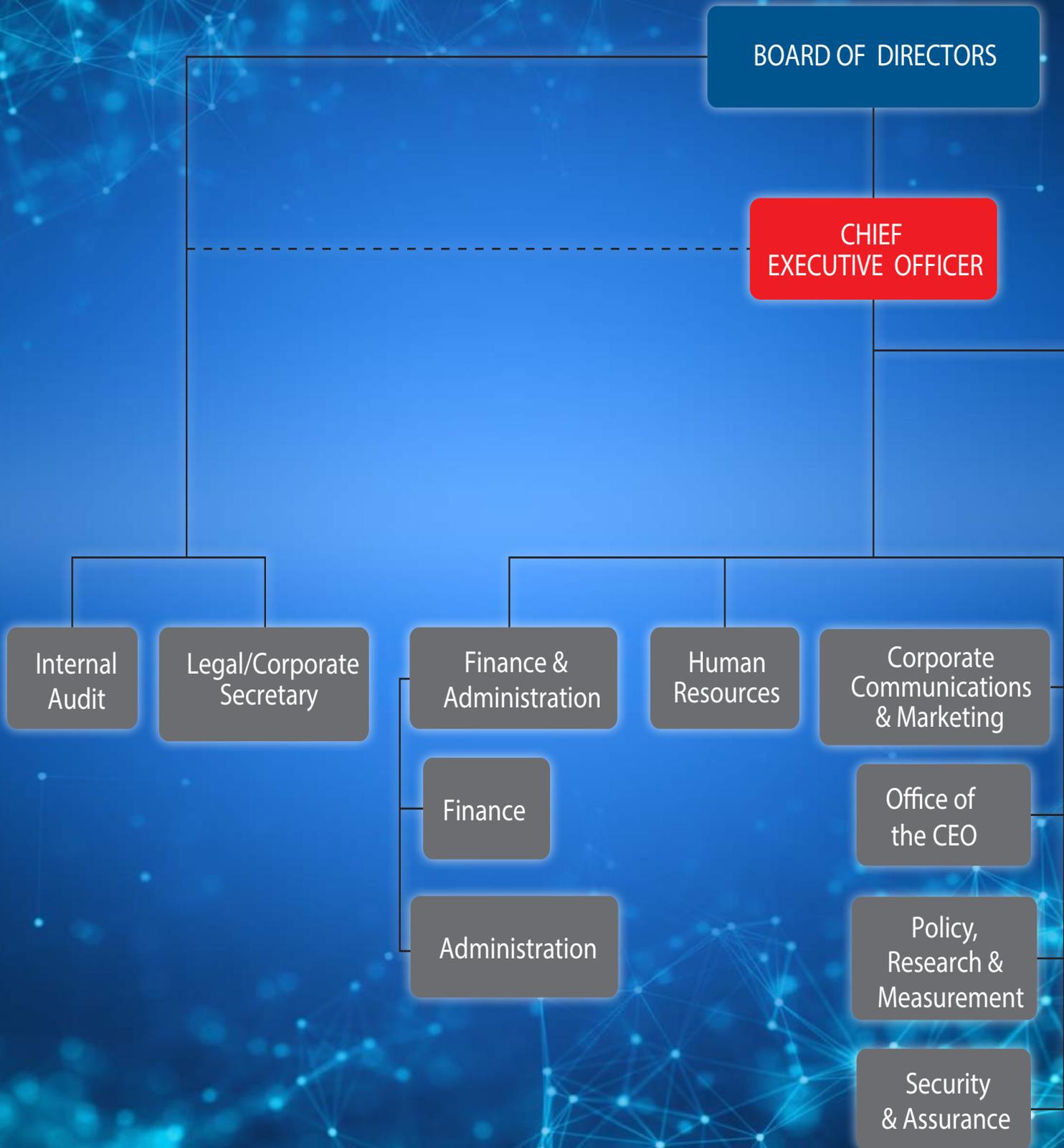
Corporate Governance

Organisational Chart

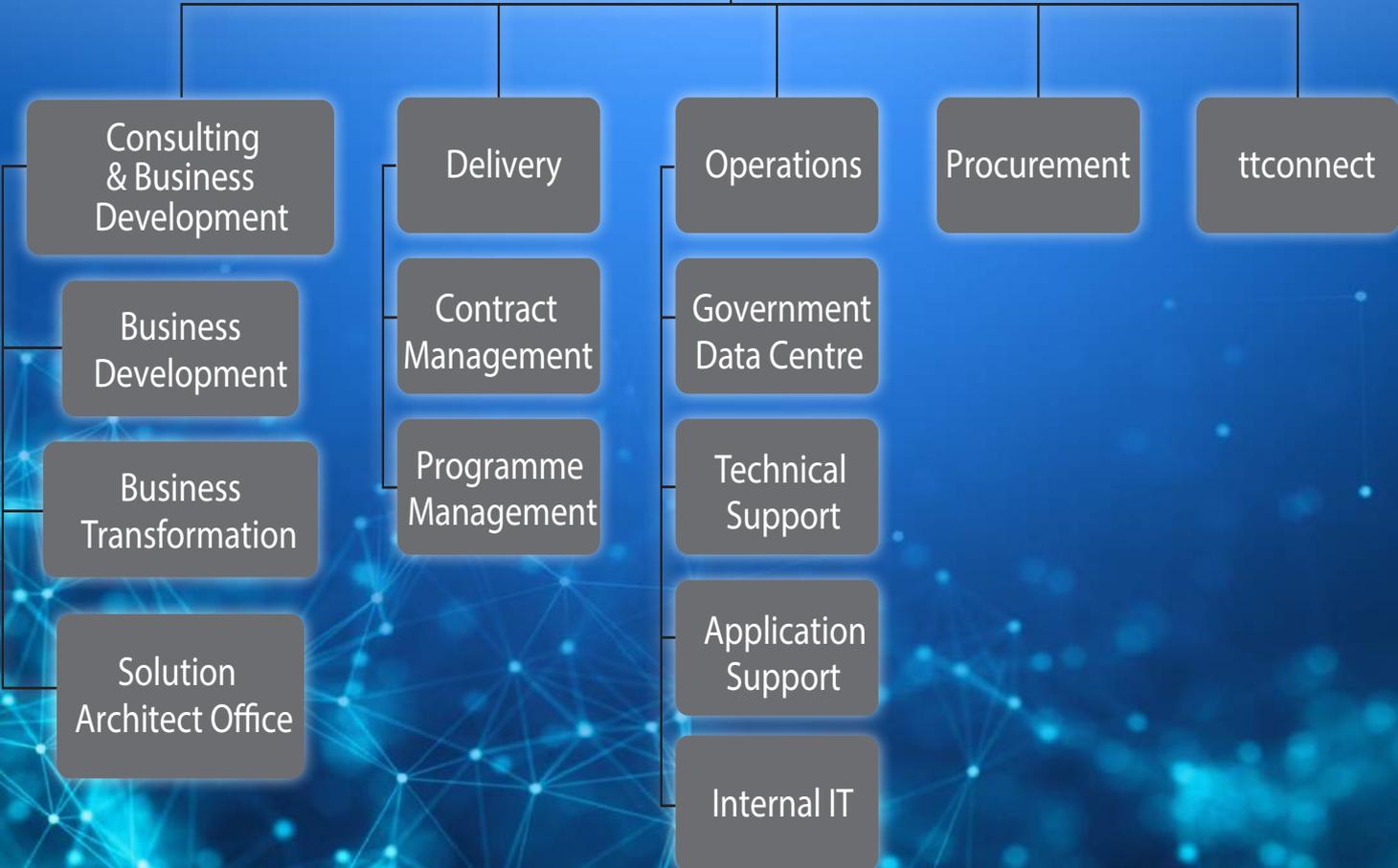
accountability
Mission
CORPORATE GOVERNANCE
team
business values
Vision
Staff
regulatory
roles
ethics
Board
shareholders
committees
market
mitigation

Corporate Governance

Organisational Chart



DEPUTY
CHIEF EXECUTIVE OFFICER



Corporate Governance

Board of Directors



Dr. Ken Sooknanan

Kurt G. Scott

Dr. Stacy Richards-Kennedy

Chandrakali Maharaj

Charles A. Carter

Kandyss Trancoso

Hans Des Vignes

Jiselle Renaud-De Silva

Kelly-Anne Amin

Corporate Governance

Board of Directors



CHARLES A. CARTER

CHAIRMAN



KELLY-ANNE
AMIN

DIRECTOR



CHANDRAKALI
MAHARAJ

DIRECTOR



HANS
DES VIGNES

DIRECTOR



JISELLE
RENAUD-DESILVA

DIRECTOR



DR. STACY
RICHARDS-KENNEDY

DIRECTOR



KURT G.
SCOTLAND

DIRECTOR



DR. KEN
SOOKNANAN

DIRECTOR



KANDYSS
TRANCOSO

DIRECTOR

Corporate Governance

Executive Management Team



**CHARLES
BOBB-SEMPLÉ**
CEO (Ag.)



**SHERWIN
RAGOONANAN**
Deputy CEO (Ag.)



JANET PETERS
Corporate Secretary/
Head, Legal and
Human Resources
(Ag.)



EDSON EASTMAN
Head, ttconnect



CHRISTINE FERREIRA
Head, Finance &
Administration



SHERWYN CAMBRIDGE
Head, Delivery



**NEEALA
MAHARAJ-RACHA**
Head, Consulting



**JOANNE
SAMMERSTON**
Head,
Internal Audit

Reflections 2020-2021

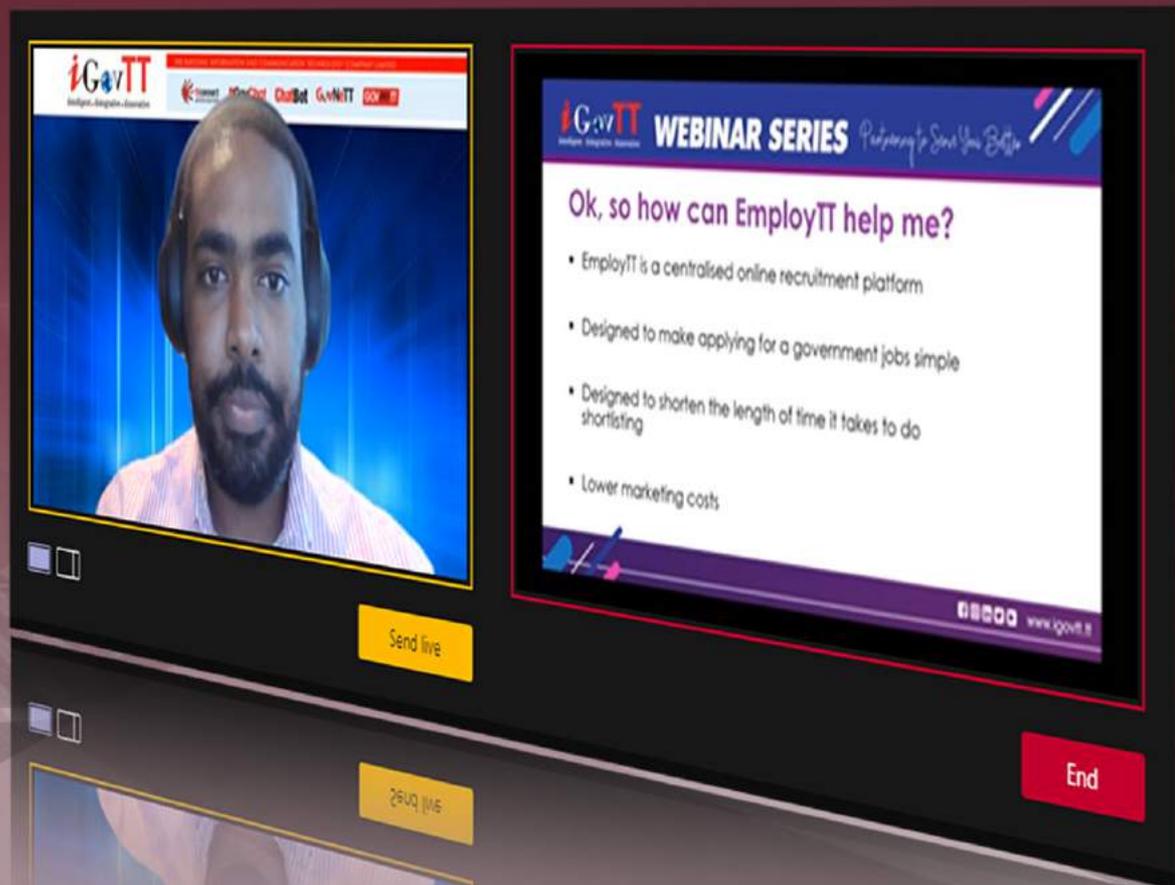


A Super Team Appreciation 2021

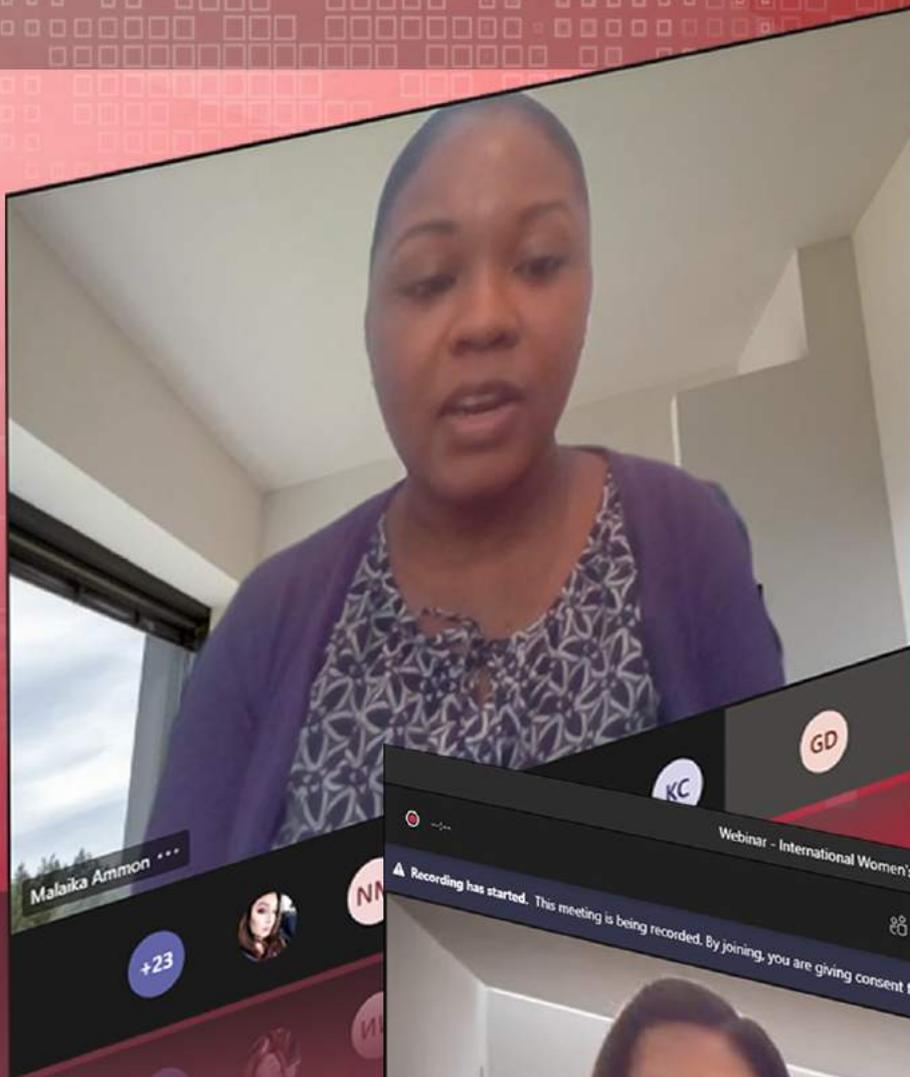
Reflections 2020-2021



Consulting Webinar 2021



Reflections 2020-2021



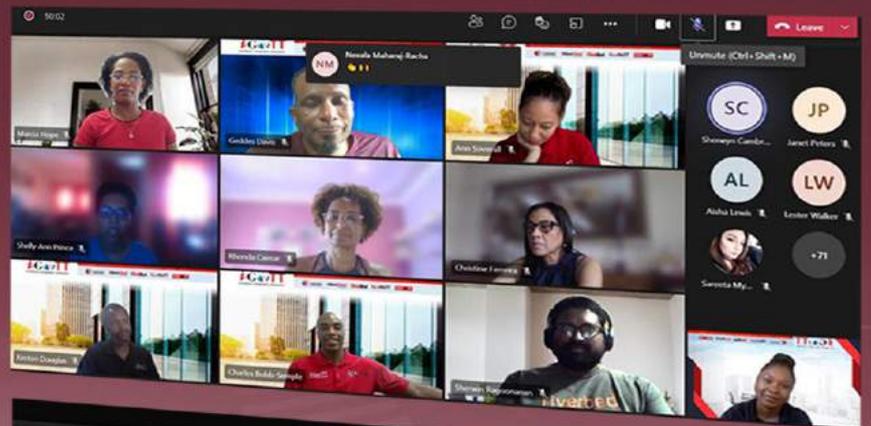
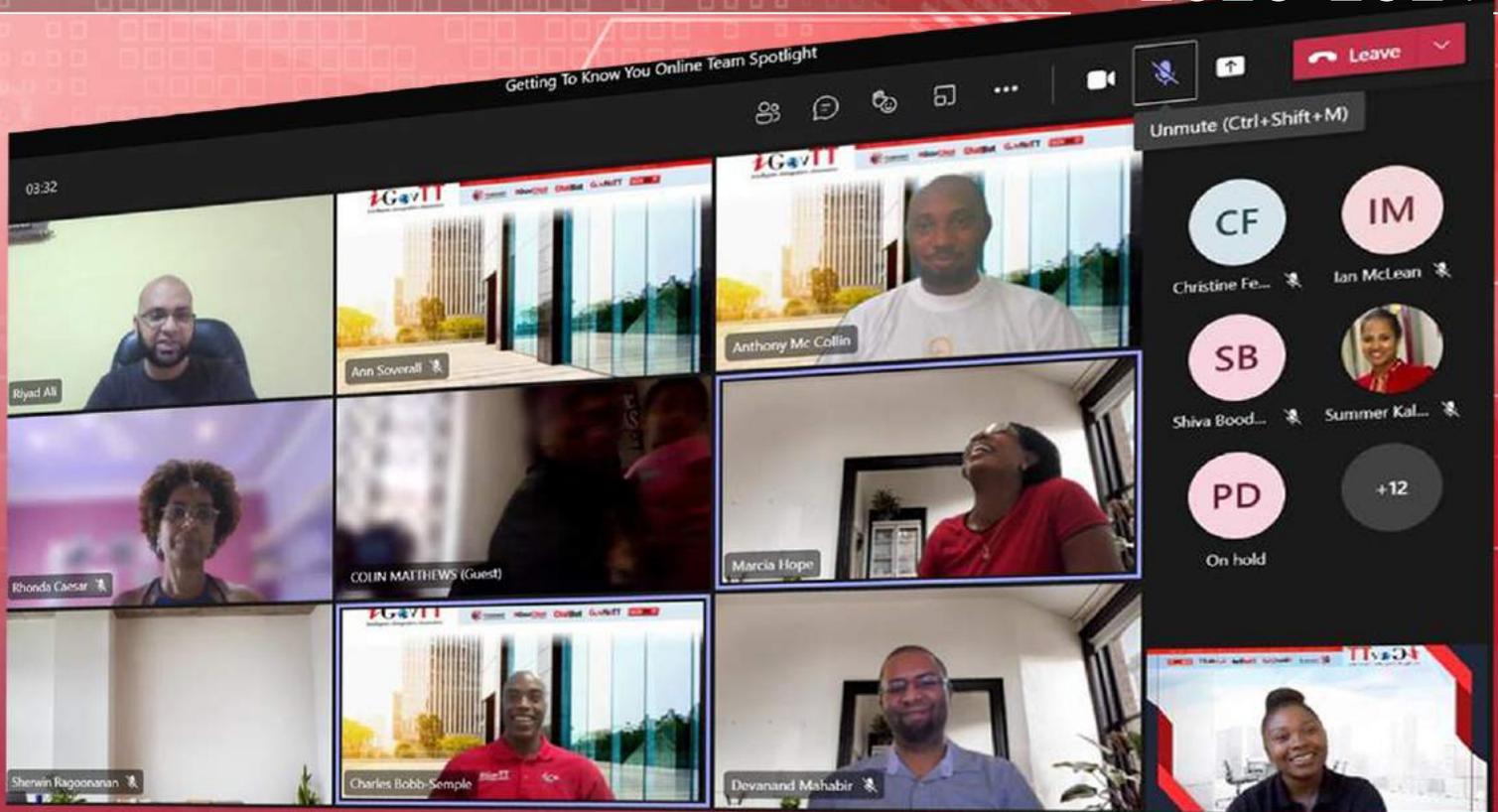
International Womens Day 2021

Reflections 2020-2021



Team Spotlight
2021

Reflections 2020-2021



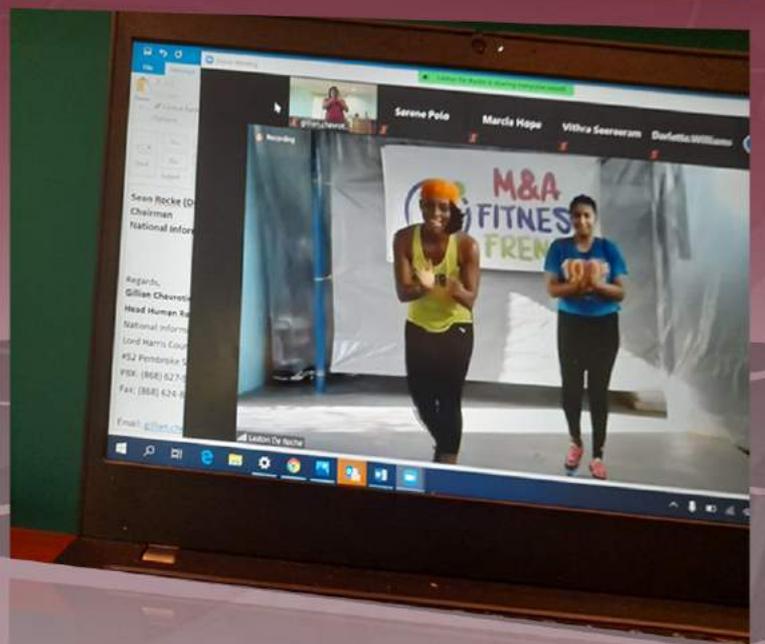
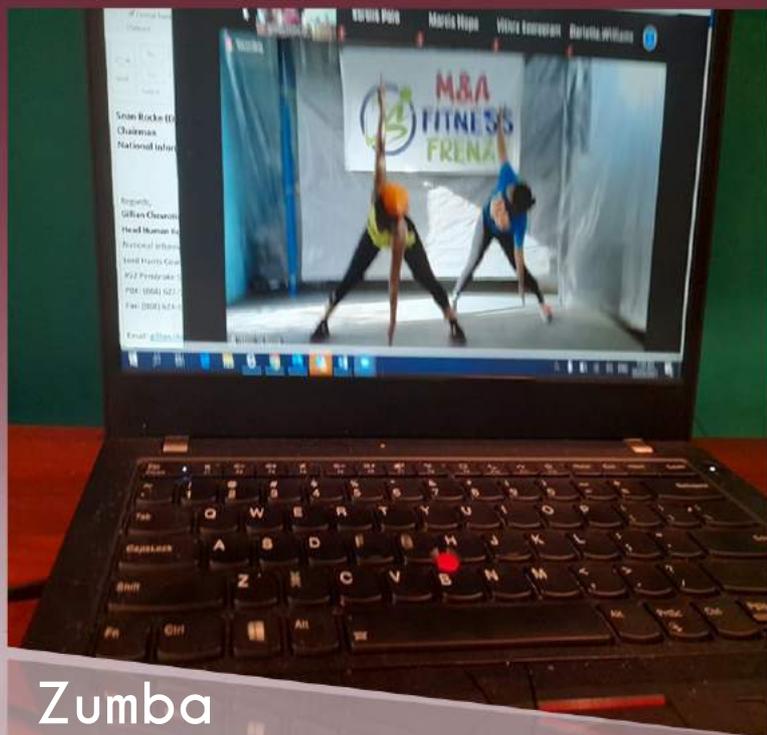
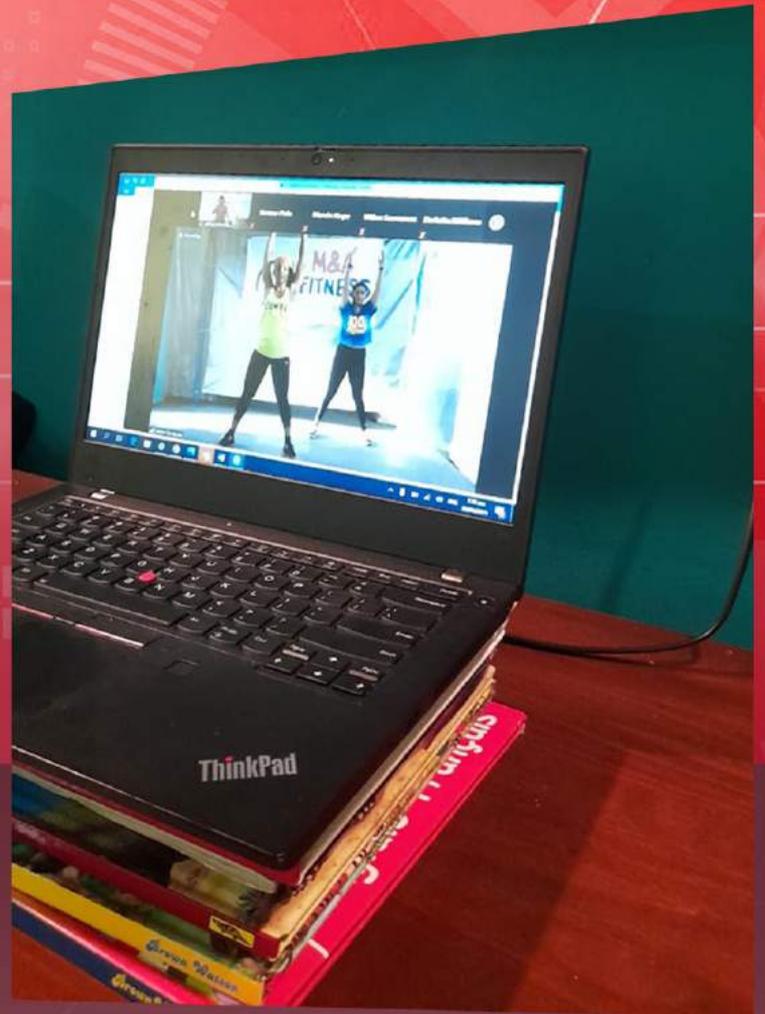
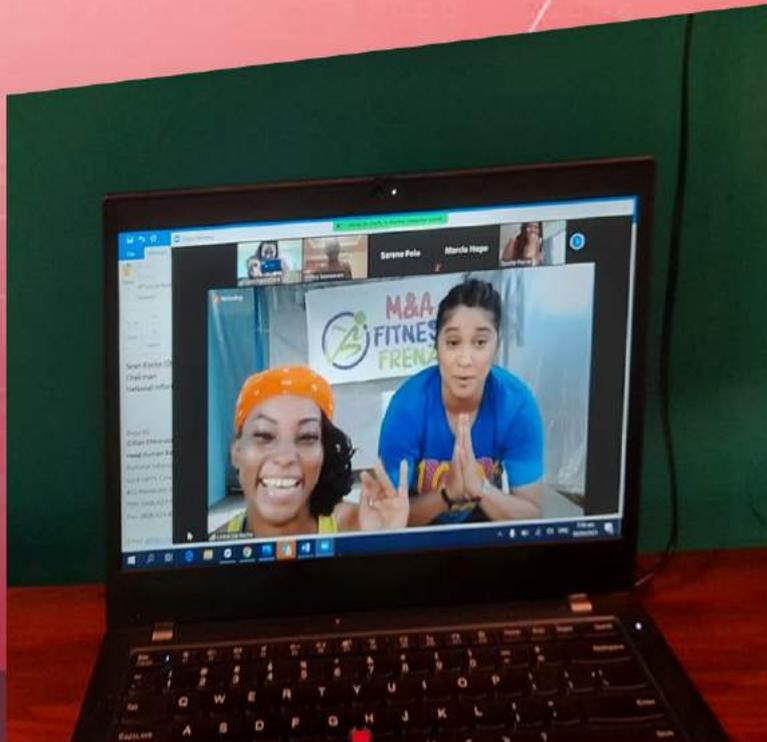
Team Spotlight
2021

Reflections 2020-2021



Vaccination
Drive 2021

Reflections 2020-2021



Zumba
2021

Business Review

VISION

To be the leading ICT solution enabler to the Government of the Republic of Trinidad and Tobago (GoRTT).

MISSION

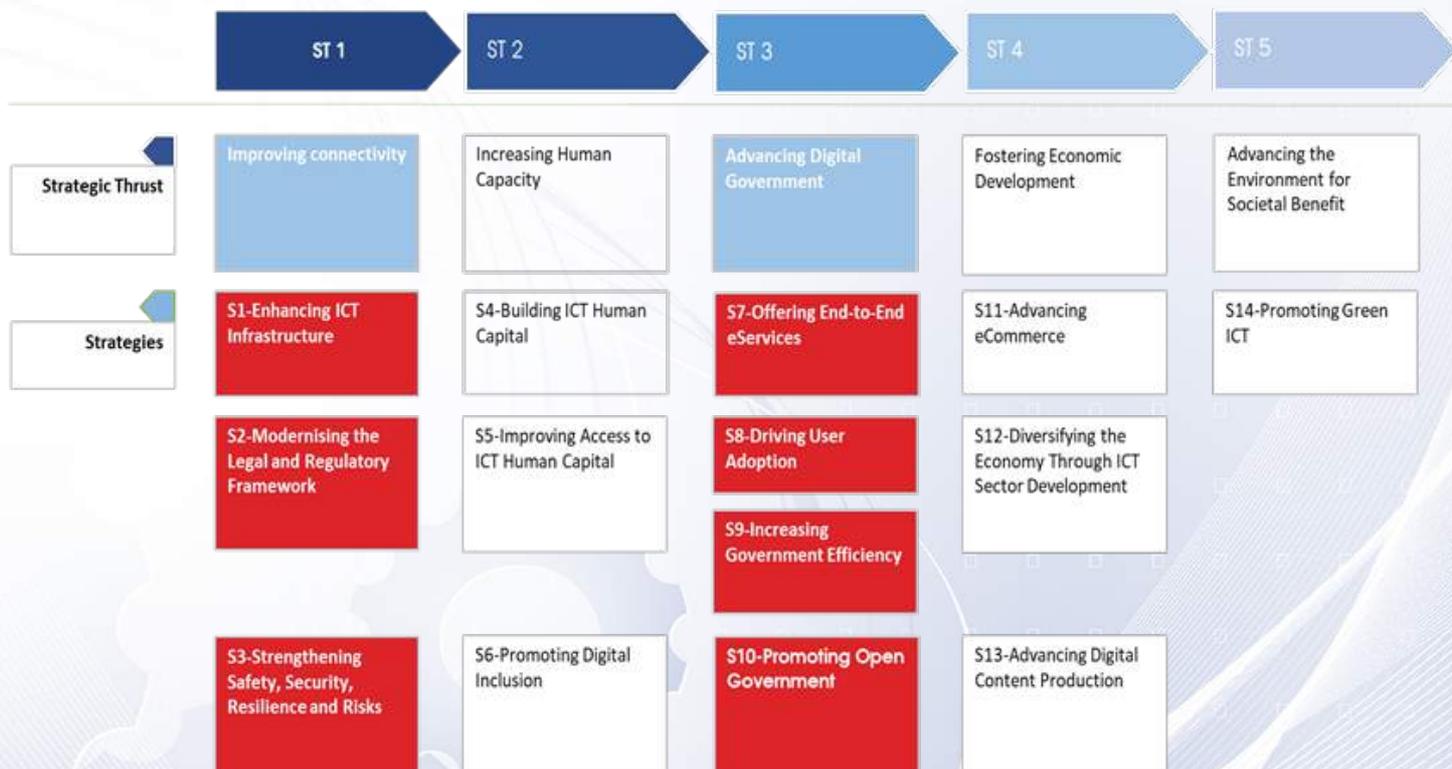
To deliver service excellence and value to GoRTT in support of advancing the National ICT transformation agenda.

CORE VALUES

Operational Excellence, Collaboration/
Teamwork and Enabling Service Excellence.

CONTRIBUTION TOWARDS THE NATIONAL ICT TRANSFORMATION AGENDA

NICT THRUSTS AND STRATEGIES



The company achieved 80-84% of its overall FY1 performance target.

Business Review



CUSTOMER SERVICE RATING

The Company achieved an 86% customer satisfaction rating, surpassing its overall target of 85% for FY1.

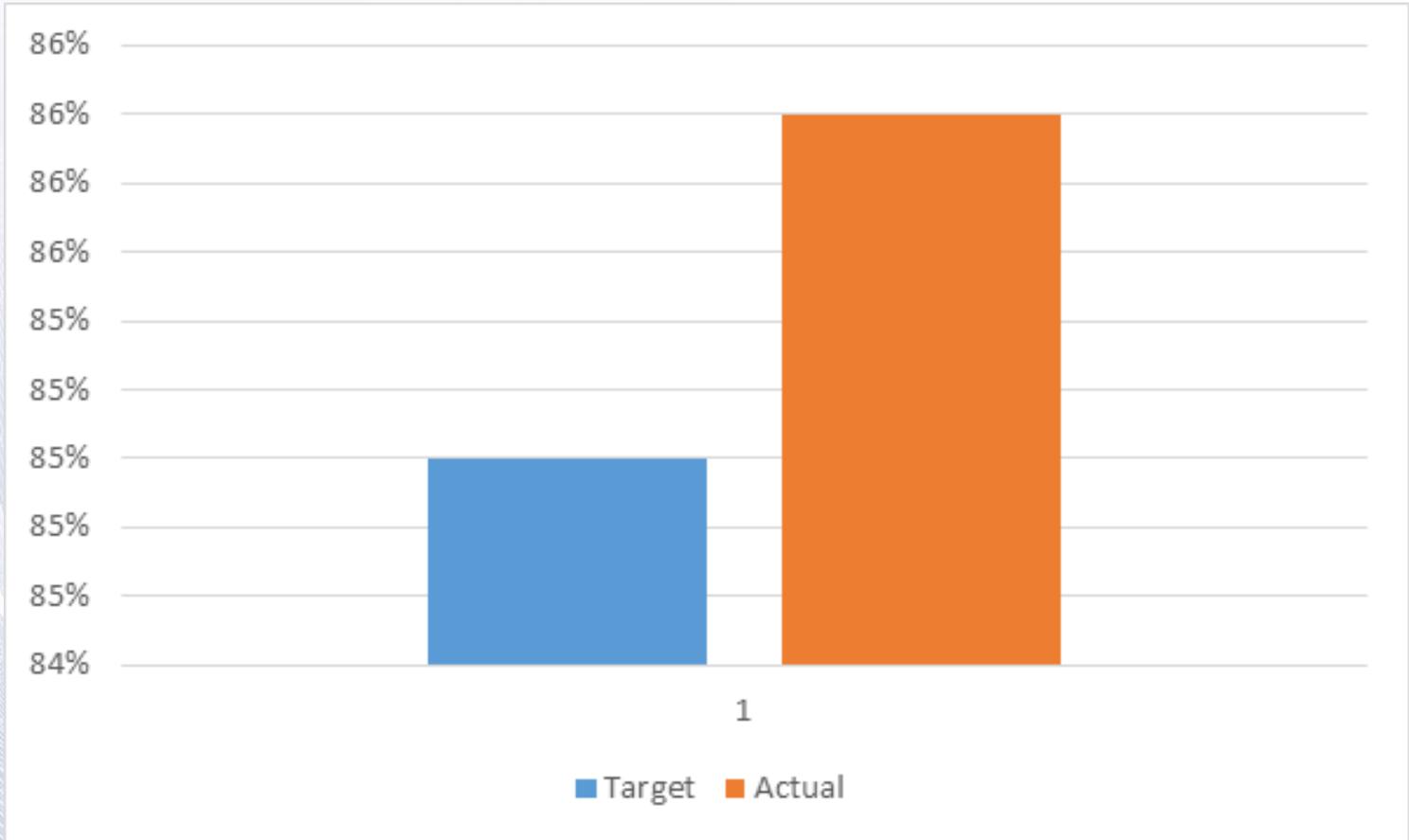


Diagram 1.0 - Customer service satisfaction - target vs actual

STRATEGIC PORTFOLIO

FY1 consisted of a total of 78 projects and the diagram 2.0 below illustrates the distribution across the 7 NICT strategies.

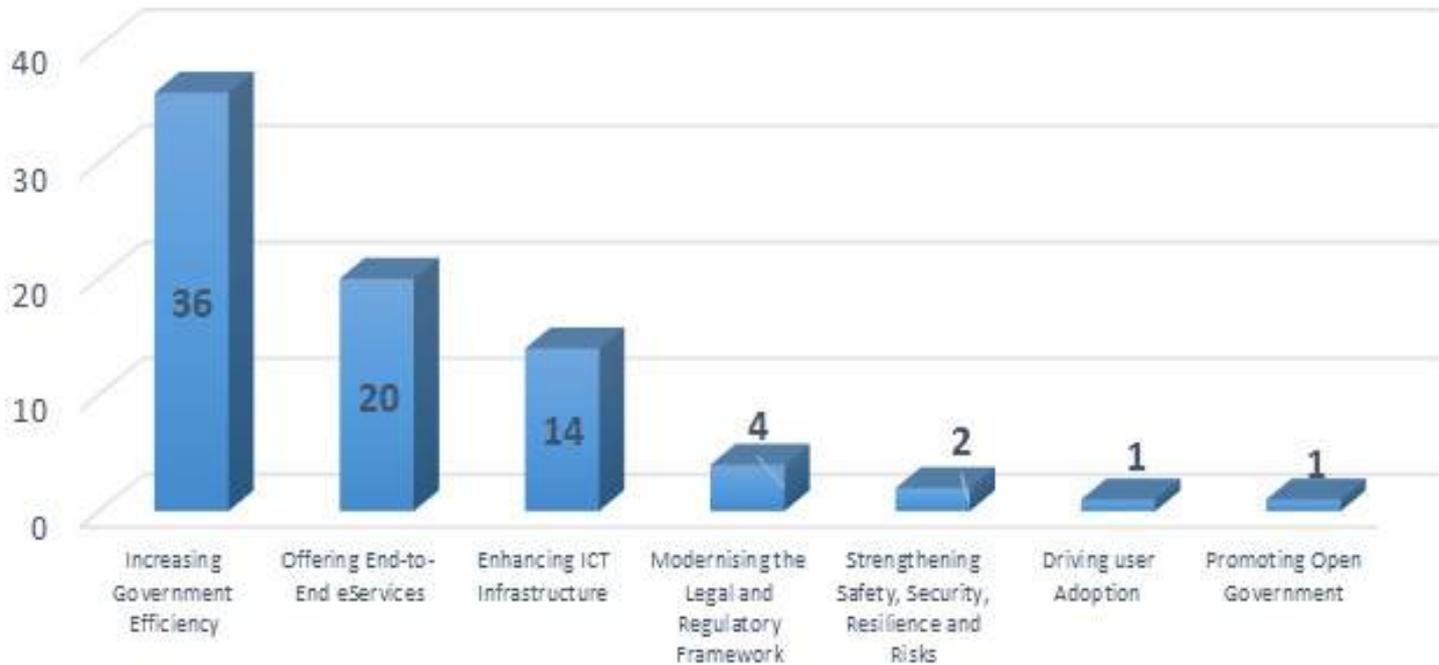


Diagram 2.0 - Strategies

31% of projects were completed, 46% of projects were in progress and are due to be completed over the remaining two years of the strategic plan period. 23% were deemed inactive as they were either placed on hold by the client or cancelled.

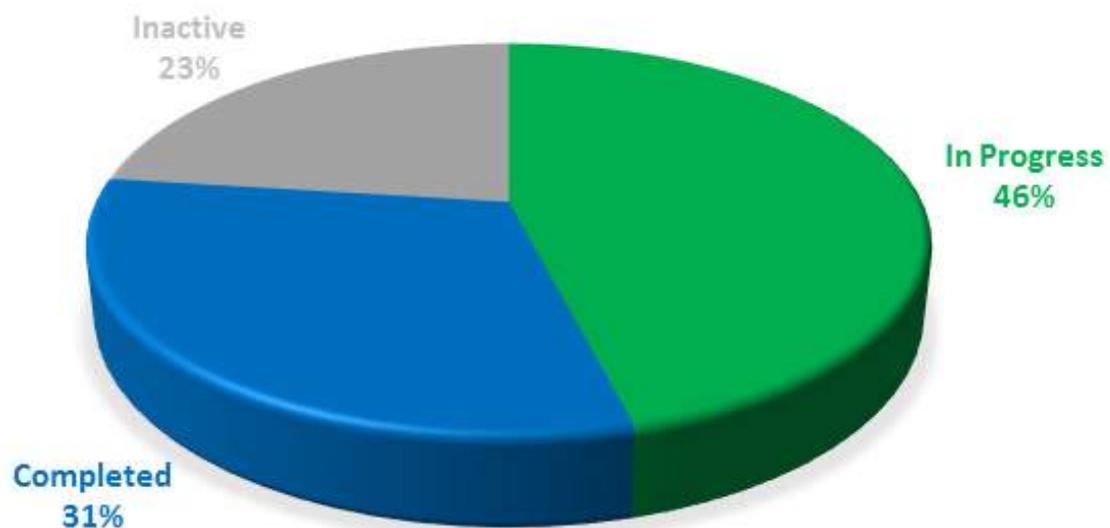


Diagram 3.0 - % Project by status

Business Review



DETAILED PROJECT BREAKDOWN

| COMPLETED | | |
|---|--|--|
| | PROJECT | SUMMARY |
| Driving user Adoption | | |
| 1 | EmployTT - HR | <p>Budget : N/A</p> <p>Go-live Date: 18 January</p> <p>Through the implementation of the EmployTT solution, iGovTT was able to save an annual subscription fee of TTD\$33,900.00 with Caribbean Jobs. Nine months after its implementation, there were over 2K users subscribed to EmployTT whilst facilitating 873 applicants for the recruitment of 19 jobs.</p> |
| Enhancing ICT Infrastructure | | |
| 1 | Implementation of the Governance framework of all Enterprise Solutions - GovNeTT | <p>Budget: N/A</p> <p>Completed: 02 November 2020</p> <p>A series of oversight committees that provides escalation path and direction for operational solutions. The framework is normally composed of four (4) committees</p> <ul style="list-style-type: none"> ▪ Steering Committee ▪ Operations Committee ▪ Change Advisory Board ▪ Stakeholders Board |
| 2 | Implementation of the Governance framework of all Enterprise Solutions eTender | <p>Budget: N/A</p> <p>Completed: 02 November 2020</p> <p>A framework to ensure that operations of the solutions are properly governed.</p> |
| Increasing Government Efficiency | | |
| 1 | Agri - HR Onbase - Engagement | <p>The Ministry of Agriculture Land & Fisheries (MALF) has agreed to move towards the implementation of a central repository in order to improve the management of its stakeholders' information. This repository will facilitate the manipulation of data efficiently and effectively. Once deployed, it will improve the way in which internal staff collects and routes information throughout the organisation. The beneficiary areas/stakeholders are; the Registry Units, Human Resources, Information Technology (tracking) GIS (Geographic Information System) Unit.</p> |

DETAILED PROJECT BREAKDOWN

| COMPLETED | | |
|-----------|--|--|
| | PROJECT | SUMMARY |
| | Increasing Government Efficiency | |
| 2 | Agri - Online Access to state land data - Engagement | <p>An essential element in MALF's digital transformation is the implementation of a Central State Land database, which can significantly reduce the time taken to process new leases, renewals, improve the accuracy of reports on state land, reserve land for designated purposes, and improve revenue collection from tenants.</p> <p>To this end, available capacity has been identified within the OnBase system, an Enterprise Content Management System (ECMS) managed by the Office of the Prime Minister (OPM). Therefore, the Client wishes to utilise this ECMS platform to create the Central State Land database. The use of the OnBase ECMS will also allow the Central State Land database to integrate with the ESRI Geographic Information Systems; this would provide the Ministry's users with immediate electronic access to the documentation associated with a parcel of land and the ability to view this documentation in an integrated format with map data, such as coordinates and boundary information stored in the ESRI database.</p> <p>The Ministry has identified a budget of 5 millionTTD for all the areas within their ECM needs</p> |
| 3 | Implementation of the Governance framework of all Enterprise Solutions eTender | <p>The EOT, in its drive towards digital transformation to facilitate electronic filing of cases, engaged iGovTT to assist with the consultancy and coordination of such a transformation. Through initial discussions with the EOT, iGovTT matched the potential scope of services required by the EOT to the service and solution offering of CrimsonLogic and thereby organised the Diagnostic Study with CrimsonLogic to discover the requirements of the EOT.</p> <p>This approach was selected as the most viable since the EOT had no identified budget nor awareness of the infrastructural requirements to facilitate the desired transformation.</p> |



DETAILED PROJECT BREAKDOWN

| COMPLETED | | |
|---|--|---|
| | PROJECT | SUMMARY |
| Increasing Government Efficiency | | |
| 4 | OPM - National Child Registry (NCR)- Implementation of the Information System - Engagement | <p>Budget: TT \$683,864.00</p> <p>The NCR is meant to be a Government data management and data-sharing system which will collect and record key developmental milestones/information of all children born and/or residing in Trinidad and Tobago under the age of 18 years. The NCR will enable data collection, collation, information-sharing between key stakeholders and generate disaggregated data whilst providing a holistic view of children in Trinidad and Tobago.</p> |
| 5 | Implementation of the iGovTT Virtual Contact Centre (VCC) | <p>Budget: N/A</p> <p>Implementation date: 27 July 2021</p> <p>The VCC is an Omni-channel approach to the delivery of GoRTT information and services. The VCC components comprises ttGovChat, ChatBot, telephone calls and inbound and outbound emails all delivered via the Government Wide Area Network or GovNetT.</p> |
| 5 | Travel Pass - Ministry of National Security (MNS) | <p>Budget: US\$179,800.00</p> <p>TTravelPass was launched on 14 July 2021</p> <p>Acquisition and implementation of a Covid-19 Information Technology Solution for Health Pre-screening Immigration, Travel Authorisation and Airport Health Screening for MNS.</p> |
| Offering End-to-End eServices | | |
| 1 | E-Appointment - RG | <p>Budget : N/A</p> <p>Go-live Date: 23 March 2021</p> <p>This was the first deployment of eAppointment. Over this period we were able to facilitate 60,967 appointments across 17 locations for 16 different services.</p> |

DETAILED PROJECT BREAKDOWN

| COMPLETED | | |
|--------------------------------------|---|--|
| | PROJECT | SUMMARY |
| Offering End-to-End eServices | | |
| 2 | E-Appointment - Ministry of Health Covid-19 Vaccinations | <p>Budget : N/A</p> <p>Implementaiton Period: 27 May – 4 June 2021</p> <p>This was the catalyst for the evolution of eAppointment Vs2.0. During the short period, 3,496 appointments were facilitated across ERHA and NCRHA. During this period the critical need for stringent practices across the application inclusive of load management was identified and has rolled into our current delivery practices.</p> |
| 3 | Online Registration of a Motor Vehicle - Development & Implementation - MOWT - Engagement | <p>Budget: N/A</p> <p>The National Information and Communication Technology Company Limited (iGovTT) was engaged to provide business and technical advisory, application development and project management serices with the goal to deliver a client-facing services portal to accommodate an Online Vehicle Registration application(s) system. iGovTT's scope includes design, development, implementation and post deployment support of the solution. At this time, solution development is completed and TTCSIRT is engaged to conduct security testing.</p> |
| 4 | Travel Exemption App Implementation - Ministry of National Security | <p>Budget: N/A</p> <p>Implementation Period: 25 January 2020 – 11 July 2020</p> <p>This facilitated travel authorisation (incoming and outgoing) and quarantine arrangements for incoming applicants. Over the period, there were 27,871 total applications, of which 12,372 were granted by MNS.</p> |
| 5 | Chatbots - Ministry of Agriculture | <p>Budget: N/A</p> <p>Implemented 02 December 2020</p> <p>The implementation of a computer programme designed to simulate a conversation with a user through messaging applications, websites and mobile apps or through the telephone.</p> |

Business Review



DETAILED PROJECT BREAKDOWN

| COMPLETED | | |
|---|--|--|
| | PROJECT | SUMMARY |
| Offering End-to-End eServices | | |
| 6 | E-Appointment Build Release 02 | <p>Budget: N/A</p> <p>Implementation: 19 June 2021</p> <p>Implemented caching of data to reduce the bottleneck produced by the large number of appointments in the system produced by the RHAs. Administrative users were also equipped with the ability to book appointments on behalf of citizens.</p> |
| 7 | E-Appointment Build Release 03 | <p>Budget: N/A</p> <p>Implementation: 15 October 2021</p> <p>The demand of clients such as ttconnect and IPO for the ability to specify sub-services from a blanket service, and the ability to identify exclusive services that citizens cannot book in the same day was implemented.</p> |
| Strengthening Safety, Security, Resilience and Risks | | |
| 1 | Develop a iGovTT Cyber Security Policy | <p>Budget: N/A</p> <p>Completed: 01 June 2021</p> <p>The Enterprise Security Policy is an overarching security policy within iGovTT that serves as a guide for the appropriate and acceptable handling of data and its protection.</p> |

OPERATIONAL

Consulting

Solutions Development

EmployTT was developed along with the Travel Exemption App for the Ministry of National Security.

Additionally, the following e-Services were deployed:

- EmployTT- iGovTT
- E-Appointment – Registrar General
- E-Appointment – Ministry of Health
- E-Appointment – CSME
- Grant Management System -Ministry of Social Development and Family Services

Consulting Services

The actual market value of services rendered amounted to \$5.9Mn, exceeding the targeted figure of \$2Mn. This is represented below in diagram 5.0



Diagram 5.0 – Market Value of services provided

Business Review



ttconnect

ttconnect IDs

Due to Covid-19 protocols, there was an overall increase in citizens' demand for online services as illustrated in diagram 6.0 below.

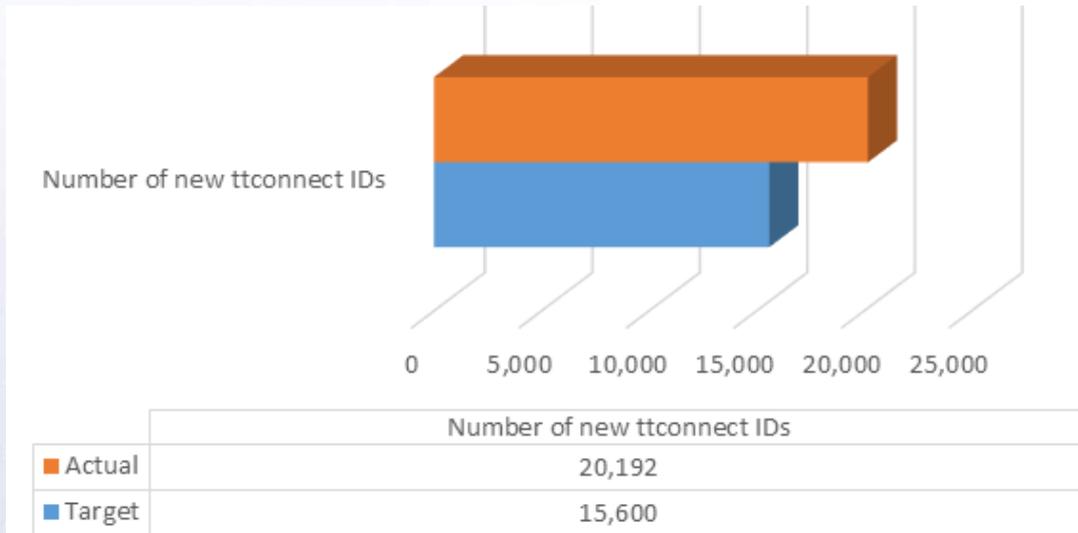


Diagram 6.0 – Number of new ttconnect IDs

LiveChat and Bots - Number of new MDAs

The Company did not meet its target of Live Chat and Bots deployment. Nevertheless, these were successfully deployed at 9 MDAs. The shortfall was due to compliance to the COVID19 Health Ordinances which required non-essential GoRTT offices to be closed for at least 3.5 months during the fiscal year.

This resulted in clients' availability and responsiveness being drastically reduced. As such, clients focus was directed to other internal projects and uptake of the service was not a priority for clients.

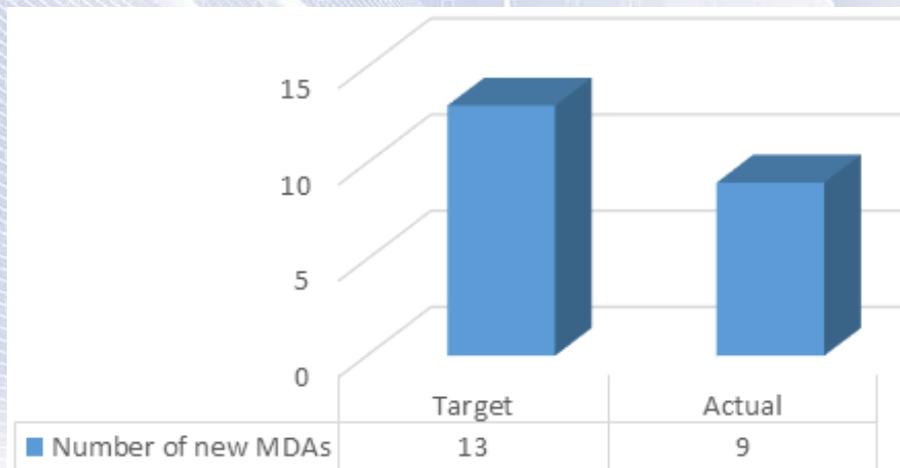


Diagram 7.0 – Number of new MDAs

The 9 MDAs are:

- Ministry of Agriculture, Land and Fisheries (MALF)
- Ministry of Health (MOH)
- National Centre for Persons with Disabilities (NCPD)
- Ministry of Labour (MOL)
- Ministry of National Security (MNS)
- Ministry of National Security - TTTravelPass Website
- CARICOM Single Market and Economy (CSME) – Ministry of Foreign and CARICOM Affairs
- Civilian Conservation Corps (CCC)
- Military-led Academic Training Programme (MiLAT)

PROCUREMENT

The procurement initiatives were valued at \$74Mn.

| PROCUREMENT | | SUMMARY |
|-------------------------------------|--|--|
| Enhancing ICT Infrastructure | | |
| 1 | Access Centres - Procurement of ICT equipment-Peripheral-MPADT - ITT | <p>Budget: TT\$314,753.24</p> <p>95% Completed.</p> <p>Procurement of ICT Equipment and Installation Services for the La Horquetta, Beetham and La Pastora Community Access Centres - Peripheral (switches, cables) ICT Equipment</p> |
| 2 | Access Centres - Procurement of ICT equipment - Main - MPADT - ITT | <p>Budget: TT\$313,078.51</p> <p>90% Completed.</p> <p>The procurement of ICT equipment for Community Based ICT Access Centres for the provision of government services, free Internet access, ICT and community "needs-based" training, conference facilities and other services to the citizens and business communities across the country.</p> |
| 3 | MPADT WLAN Assessment - Procurement of a Vendor to do assessment | <p>Budget: TT\$159,594.24</p> <p>100% Completed.</p> <p>A Complete Assessment, Documentation and Recommendation for the Redesign of the Local Area Network and Wireless Networks for the Ministry of Public Administration and Digital Transformation.</p> |
| 4 | Procurement of HCI and Switches-DPP Office - ITT | <p>HCI Budget: TT\$811,113.75</p> <p>100% Completed.</p> <p>Supply, installation, configuration, testing and implementation of a Hyper-Converged Infrastructure for the Ministry of the Attorney General and Legal Affairs DPP Office, Port of Spain.</p> <p>Switches Budget: TT\$767,188.13</p> <p>100% Completed.</p> <p>Supply, installation and configuration of a Unified Threat Management (UTM) and Network Switches and Wireless access point on each floor at the Ministry of the Attorney General and Legal Affairs DPP Office, Port of Spain.</p> |

Business Review



PROCUREMENT

| PROCUREMENT | | SUMMARY |
|---|--|--|
| Enhancing ICT Infrastructure | | |
| 5 | End Point Protection - MPADT - RFP | <p>Budget: TT\$1,790,116.52</p> <p>93% Completed.</p> <p>The Supply and Maintenance of Endpoint Security for Servers for the Government of the Republic of Trinidad and Tobago for a three year period.</p> |
| 8 | MPADT WLAN Assessment - Procurement of a Vendor to do assessment | <p>Budget: TT\$159,594.24</p> <p>100% Completed.</p> <p>An Assessment, Documentation and Recommendation for the Redesign of the Local Area Network and Wireless Networks for the Ministry of Public Administration and Digital Transformation.</p> |
| 9 | Procurement of HCI and Switches-DPP Office - ITT | <p>HCI Budget: TT\$811,113.75</p> <p>100% Completed</p> <p>Supply, installation, configuration, testing and implementation of a Hyper-Converged Infrastructure for the Ministry of the Attorney General and Legal Affairs DPP Office, Port of Spain.</p> <p>Switches Budget: TT\$767,188.13</p> <p>100% Completed</p> <p>Supply, installation and configuration of a Unified Threat Management (UTM) and Network Switches and Wireless access point on each floor at the Ministry of the Attorney General and Legal Affairs DPP Office, Port of Spain.</p> |
| Increasing Government Efficiency | | |
| 1 | Procurement of ICT Hardware-MOL - ITT | <p>Budget: TT\$1,500,000.00</p> <p>99% Completed.</p> <p>Procurement of a variety of ICT equipment, inclusive of laptops, desktops and other peripheral accessories on behalf of the Ministry of Labour.</p> |

PROCUREMENT

| PROCUREMENT | | SUMMARY |
|---|---|---|
| Increasing Government Efficiency | | |
| 2 | Procurement for DPP - Video Conferencing Equipment - ITT | <p>Budget: TT\$500,000.00</p> <p>Tender cancelled. 100% Completed.</p> <p>Procurement of Video Conferencing Equipment for the DPP Offices.</p> |
| 3 | Administrator Portal & ID for ttConnect - MPADT - RFP | <p>Budget: TT\$5,000,000.00</p> <p>65% Completed.</p> <p>The Procurement for a New ttConnect Portal and ttConnect ID Service would function as the sole unique identifier or digital ID system for access to all GoRTT eServices.</p> |
| 4 | CASA - MS for schools - ITT | <p>Budget: US\$2,466,668,19</p> <p>100% Completed.</p> <p>Procurement of Microsoft Software Licenses for Products and Services utilised by the Ministry of Education in its Campuses, Schools, Offices and Agencies for a three (3) year period.</p> |
| 5 | Ministry of Health Information System - Phase 1 - Procurement of a Consultancy Firm - RFP | <p>Budget: TT\$3,729,375.00</p> <p>100% Completed.</p> <p>Procurement and implementation of a Consultancy Firm to oversee the implementation of a Health Information System for the Ministry of Health.</p> |
| 6 | Procurement of a Consultant -National Child Registry - RFP | <p>Budget: TT\$683,864.00</p> <p>100% Completed.</p> <p>The Development, Implementation and Support of a Web-Based Application for a data management and data sharing system that would capture and hold information on all children aged 0 to 18 and in some instances up to age 25.</p> |

Business Review



PROCUREMENT

| PROCUREMENT | | SUMMARY |
|----------------------------------|---|---|
| Increasing Government Efficiency | | |
| 7 | Procurement of ICT Hardware-MOE - ITT | <p>Budget: TT\$50,000,000.00</p> <p>100% Completed.</p> <p>The acquisition and delivery of twenty thousand (20,000) laptops to allow students to access Online Learning and Live Classroom delivery of lectures on behalf of the Ministry of Education.</p> |
| 8 | MiFi Connectivity devices - ITT | <p>Budget: TT\$4,700,000.00</p> <p>99% Completed.</p> <p>Procurement of MiFi Connectivity Devices and a three (3) month subscription plan for Students attending Government and Government-assisted Primary and Secondary Schools in Trinidad and Tobago for Online Learning during the COVID-19 Pandemic on behalf of the Ministry of Education.</p> |
| 9 | Procurement of Consultancy Firm for EDRMS - Service Commission -ITT | <p>Budget: TT\$6,960,076.83</p> <p>70% Completed.</p> <p>Implementation of a proprietary Electronic Document and Records Management Solution (EDRMS) under a Shared Service arrangement with the Office of the Prime Minister (OPM).</p> |
| 10 | Lot4-ICT Equipment-MOL - ITT | <p>Budget: TT\$2,000,000.00</p> <p>15% Completed.</p> <p>Procurement of ICT Equipment for the Ministry of Labour inclusive of Laptops, Desktops, Video Conferencing Devices and a Hyper-Converged Infrastructure.</p> |
| 11 | Procurement of Health Information System | <p>Budget: TT\$20,500,000.00</p> <p>10% Completed.</p> <p>Procurement of a Proponent for the Implementation of the Health Information System on a Pilot basis at the Point Fortin and Arima Hospitals.</p> |

PROCUREMENT

| PROCUREMENT | | SUMMARY |
|---|---|--|
| Increasing Government Efficiency | | |
| 12 | GovPayTT Phase 2 - Shared Service ePayment facility for GoRTT - Phase 1 - Procurement of a Vendor | <p>Budget: TT\$502,518.00</p> <p>75% Completed.</p> <p>Procurement of a Vendor for the administration of a Shared Service ePayment facility for GoRTT.</p> |
| | Ministry of Health Information System - Phase 1 - Procurement of a Consultancy Firm - RFP | <p>Budget: TT\$3,729,375.00</p> <p>100% Completed</p> <p>Procurement and implementation of a Consultancy Firm to oversee the implementation of a Health Information System for the Ministry of Health.</p> |
| | Procurement of a Consultant -National Child Registry - RFP | <p>Budget: TT\$683,864.00</p> <p>100% Completed</p> <p>The Development, Implementation and Support of a Web-Based Application for a data management and data sharing system that would capture and hold information on all children aged 0 to 18 and in some instances up to age 25.</p> |
| Increasing Government Efficiency | | |
| 1 | GovPayTT Phase 2 - Shared Service ePayment facility for GoRTT - Phase 1 - Hosting (Servers) - ITT | <p>Budget: TT\$300,656.95</p> <p>10% Completed.</p> <p>Procurement of Hosting of the Cloud Infrastructure with Disaster Recovery - Purchase of two (2) Servers for the GovPayTT Environment.</p> |

CONTRACT MANAGEMENT

The following are updates on the management of contracts for the fiscal 2020/2021:

1. **Microsoft Enterprise Agreement**

iGovTT is GoRTT's agent in the administration and management of the Microsoft Enterprise Agreement (MEA) to approved public sector entities. By

Cabinet No. 1355, July 28 2020, granted approval to negotiate and procure MEA 2020-2023 and agreed to the following:

- i. The Ministry of Public Administration and Digital Transformation (MPADT), in accordance with the provisions of Section 20A (1) (c) of the Central Tenders Board Act, Chapter 71:91, contract the National Information and Communications Technology Company Limited (iGovTT) to act on its behalf; and provide procurement and contract management services for the Microsoft Agreement;
- ii. The commencement of negotiations between the National Information and Communications Technology Company Limited (iGovTT) on behalf of GoRTT and the Microsoft Corporation; and
- iii. The award of a contract, following the negotiations, on a sole selective basis for a Microsoft Enterprise Agreement for the period of three (3) years from July 1, 2020 to June 30, 2023 with an annual sum not exceeding Five Million, Five Hundred Thousand United States Dollars (US\$5,500,000.00).

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 2020 for the provision of Microsoft products and services for a period of three (3) years with effect from 01 July 2020 to 30 June 2023 in the sum of Sixteen Million, Eighty - Nine Thousand, Four Hundred and Eighty-Five United States Dollars and Nineteen Cents (**USD16,089,485.19**).

For the period October 2020 to September 2021 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 utilisation of the products and services of the agreement, ensuring compliancy measures, utilisation tracking of the software assets and also providing technical troubleshooting and support services to the technical users.



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)**

2. **GovNeTT Stabilisation**

GoRTT facilitated a solution refresh and upgrade of GovNeTT Phase II infrastructure for secure communication between MDAs. For the period October 2020 – September 2021, iGovTT was focused on ensuring the continued availability of the GovNeTT and recognised 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.

CONTRACT MANAGEMENT

3. Oracle

The Contract Management Office (CMO) coordinated the validation exercise for the legacy licences purchased under the National Information System Centre (NISC). The results of this exercise were used within the Cabinet Note prepared by the Ministry of Digital Transformation to seek approval and funding for the renewal of the Oracle Software Support. Additionally, CMO upon request from MDT sought the Board of Director's approval for iGovTT to facilitate payment to PBS Technology Group on MDT's behalf.

4. Appancea

For the fiscal October 2020 to September 2021, iGovTT engaged Appancea Canada Inc. for on-call proactive and/or reactive expert backline support for all components on the ttconnect Portal to ensure continued upkeep and functionality of the services provided to the citizenry through ttconnect.

5. Finance and Administration Contracts

During fiscal 2020-2021, contract management support was provided for the following internal contracts:

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

6. Office of the Prime Minister (Gender and Child Affairs) - National Children's Registry

During the fiscal October 2020 to September 2021 The Office of the Prime Minister (Gender and Child Affairs) engaged iGovTT for Procurement, Project and Contract Management Services for the Implementation of a web-based application for the National Children's Registry. The contract management office coordinated and contributed to the development of Service Level Agreement and is currently providing contract administration services.

7. Ministry of Social Development and Family Services - Social Services Information Management System

Within fiscal October 2020 to September 2021, contract management services for both parent and child contracts were provided for the development and implementation of the Ministry of Social Development and Family Services' Social Services Information Management System.

8. Ministry of National Security (MNS) - Travel Exemption Application

Contract Management Services were provided during fiscal October 2020 to September 2021 for coordination and development of the Service Level Agreements for the TTravel Pass Solution for travel exemptions into Trinidad and Tobago. The contract is still ongoing and contract management services are currently being provided.

9. Attorney General and Legal Affairs (AGLA) - Property Business Registration System (PBRs)

Contract management services were provided for the procurement of AGLA's PBRs within fiscal October 2020 to September 2021 which ensure efficient validation of deliverables before the execution of the payment process to the vendor as there were numerous delays due to Covid-19 which impacted imports.

Business Review



OPERATIONS

Due to Covid-19 protocols, clients were unavailable to provide feedback on tickets in a timely manner resulting in delayed ticket closures.

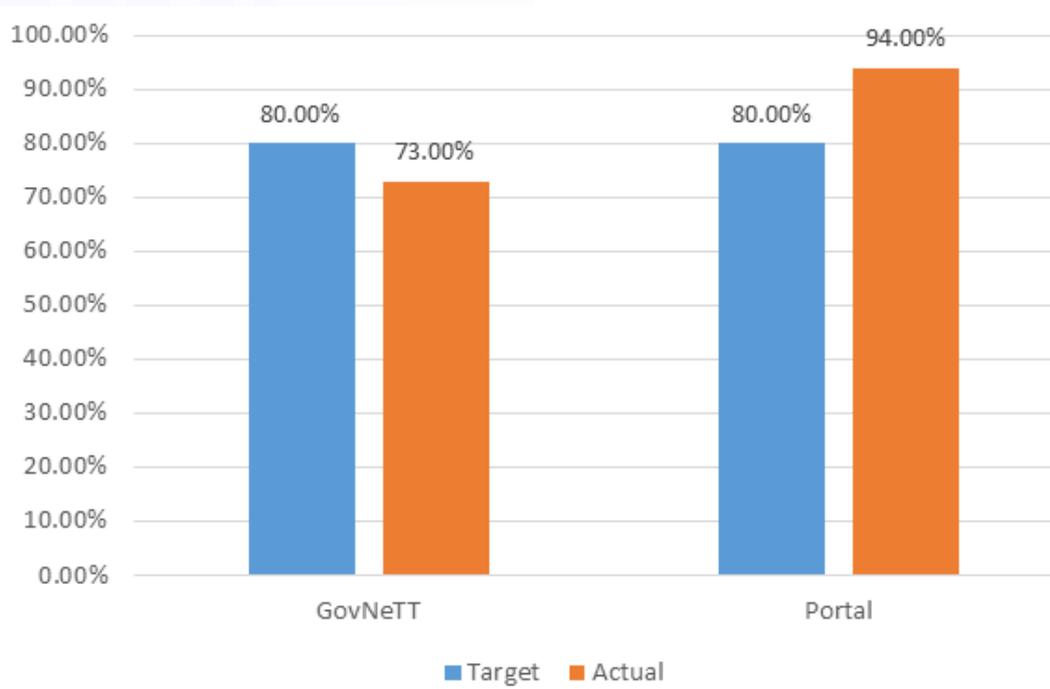


Diagram 9.0 – Incident Closure Rate – GovNeTT and Portal

Uptime across both the GovNeTT and tconnect Portal platforms performed

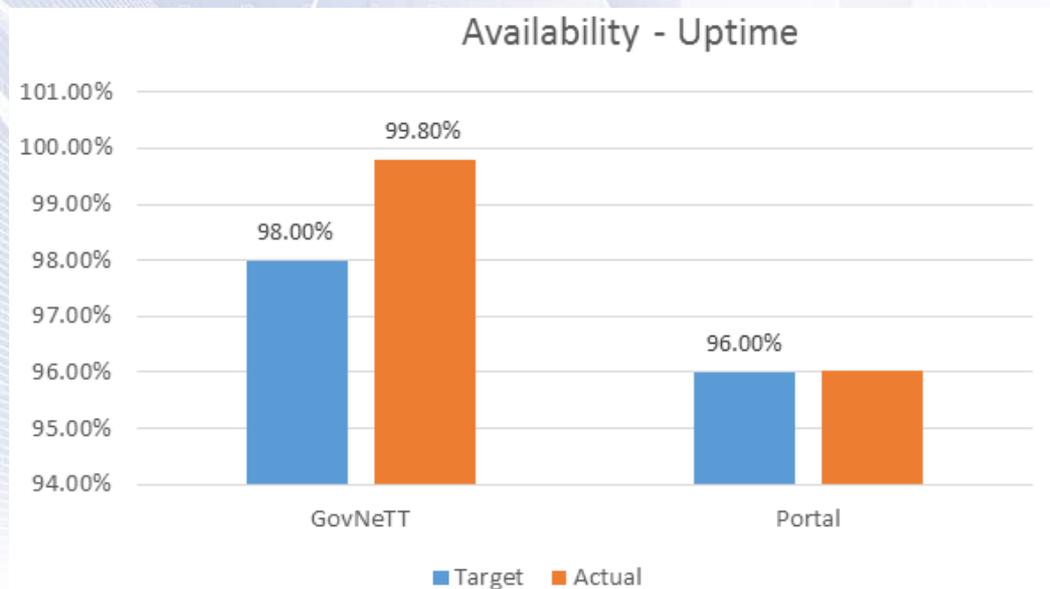


Diagram 9.1 Availability Uptime – GovNeTT and Portal

OPERATIONS

| OPERATIONS : PROVIDING ICT INFRASTRUCTURE TO GORTT | | | | | |
|--|-----------------------|------------------|--------|---|---|
| Performance Goal/Measures/Indicators | | Targets/baseline | Actual | | Comments |
| ttconnect Portal | Uptime | 96.00% | 96.04% | > | |
| | Incident closure rate | 80.00% | 94.00% | > | |
| GovNeTT Support | Availability | 98.00% | 99.80% | > | |
| | Incident Closure Rate | 80.00% | 73.00% | < | Due to Covid-19 protocols, client availability for feedback on tickets did not happen in a timely manner resulting in delays in ticket closure. |

Operations Support Services

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.

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. These include:

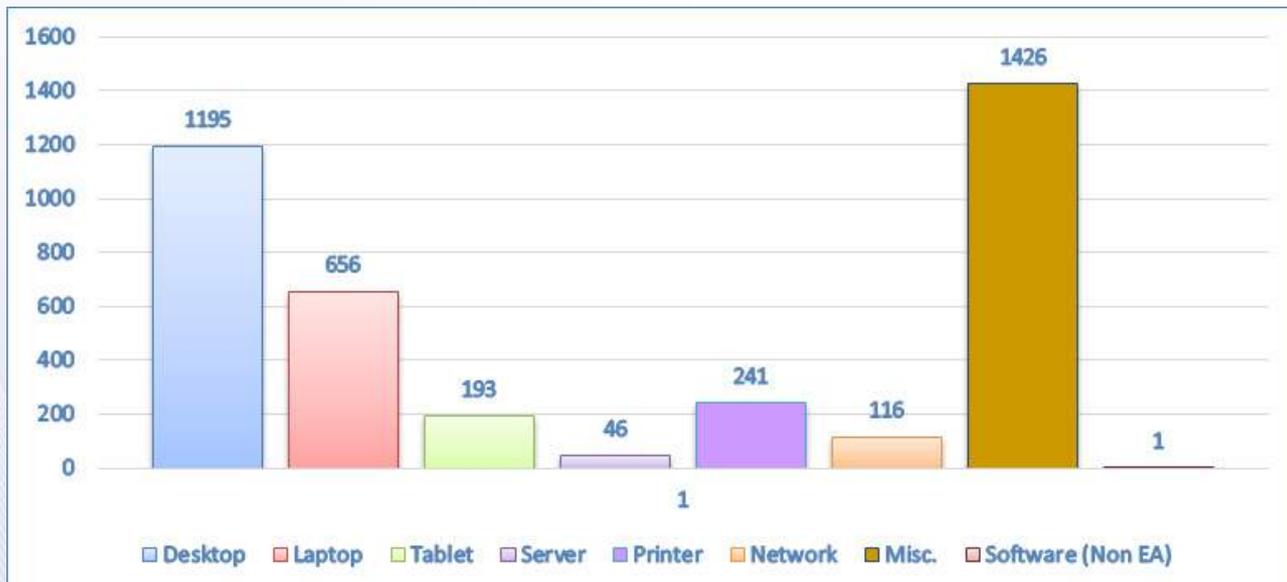
- **79** individual Request for Approval (RFA) for Information Systems/Information Technology hardware and software [Refer to Figure 1],
- **108** individual Request for Specification (RFS) [Refer to Figure 1],
- **6,710** client(Desktops/Laptops) software installations inclusive of New licenses, Replacements, Re-installations, and Upgrades to software
- **823** Server software installations.

Business Review

OPERATIONS

The depicted software licenses relate to the Microsoft Enterprise Agreement (MEA), a Volume Licensing contract between the Government of Trinidad and Tobago (GoRTT) and the American multinational Microsoft Corporation.

- Hardware & Software Approval (Oct 2020 - Sept 2021)



- Hardware & Software Approvals | Specifications/Month (Oct 2020 - Sept 2021)

| Month | Requests (for Purchase) | Requests (for Specs) |
|------------------|-------------------------|----------------------|
| October | 8 | 10 |
| November | 5 | 11 |
| December | 2 | 10 |
| January | 8 | 7 |
| February | 14 | 10 |
| March | 5 | 5 |
| April | 10 | 9 |
| May | 5 | 5 |
| June | 6 | 7 |
| July | 4 | 14 |
| August | 10 | 13 |
| September | 2 | 7 |
| Sub-Total | 79 | 108 |
| Total | 187 | |

Figure 1

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

OPERATIONS

Client (Desktops & Laptops) and Server Installations (Oct 2020 - Sept 2021)

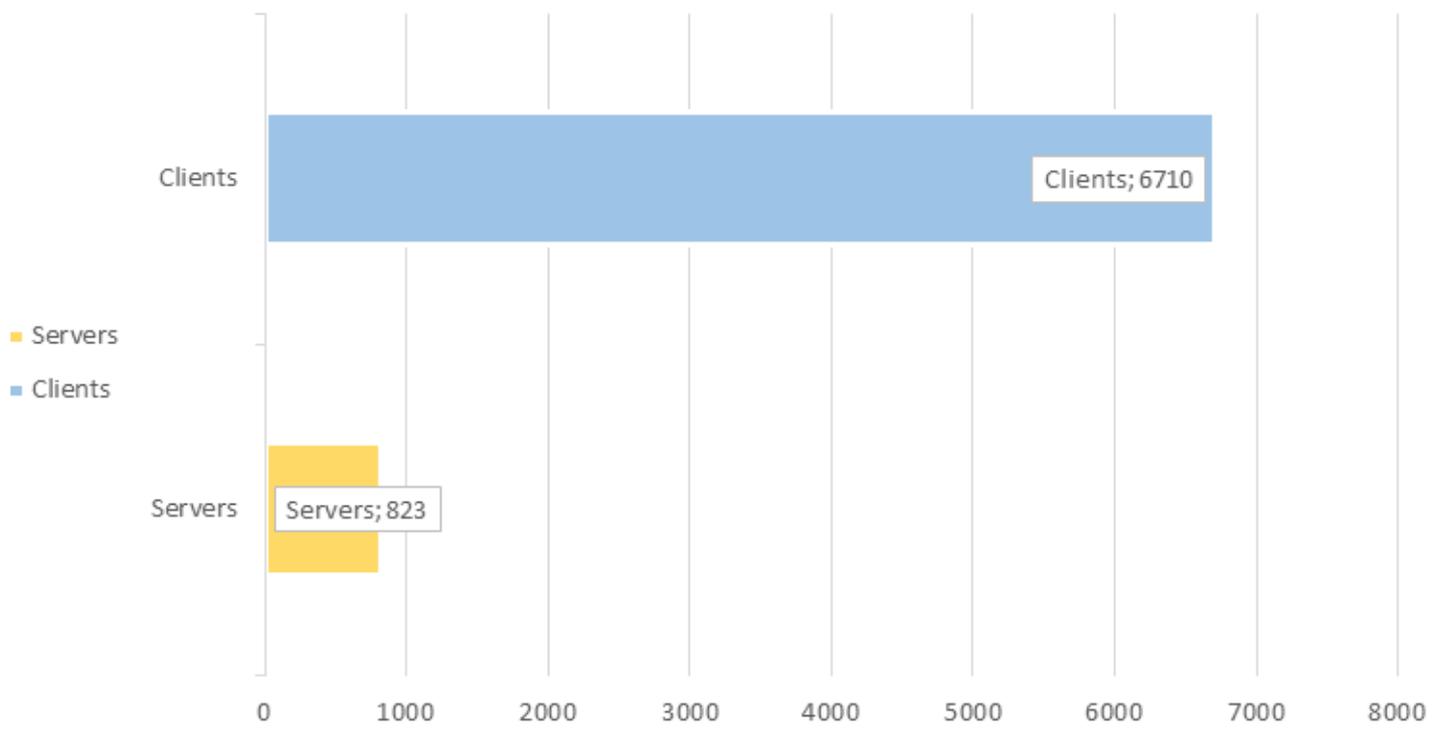


Figure 2 - Client (Desktops & Laptops) and Server Installations (Oct 2020 - Sept 2021)

Premier Proactive Engagement Services

End-to-end managed support for GoRTT's Microsoft technologies that are deployed under the Microsoft Enterprise Agreement 2020-2023. Premier Support lets GoRTT to realise value on software investments by minimising risk and reducing downtime. Support includes: Service Management with a Technical Account Manager to assist with escalations; Problem Resolution Services for critical failures; and Proactive Services using workshops to evaluate and maintain new and existing technologies.

i. Premier Support Workshops

The Operations Unit - Technical Support team also facilitated specialised Microsoft IT training for 60 government participants from

across 40 Ministries, Departments, Agencies, and statutory bodies, via 4 Microsoft Premier Workshops listed below. This training served to foster proactive maintenance of Microsoft client \server solution deployments within the respective institutions.

- SQL Server Features and Administration
- Microsoft Windows Hyper-V
- Securing Windows Active Directory
- Managing Microsoft Teams

OPERATIONS

ii. Cases and Proactive Requests by Technology

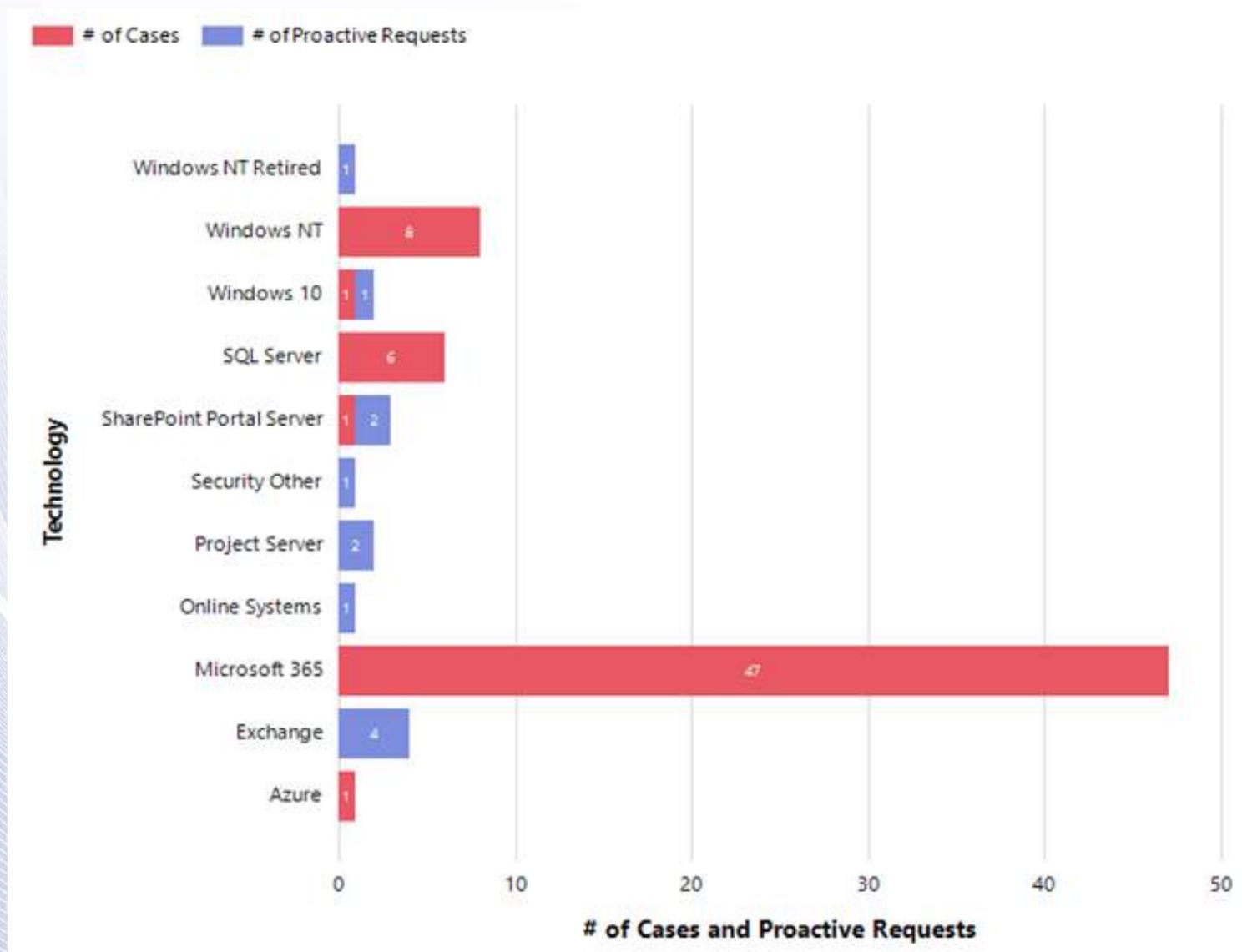


Figure 3 - Cases and Proactive Requests by Technology

OPERATIONS

iii. Consumption for Hourly based Services

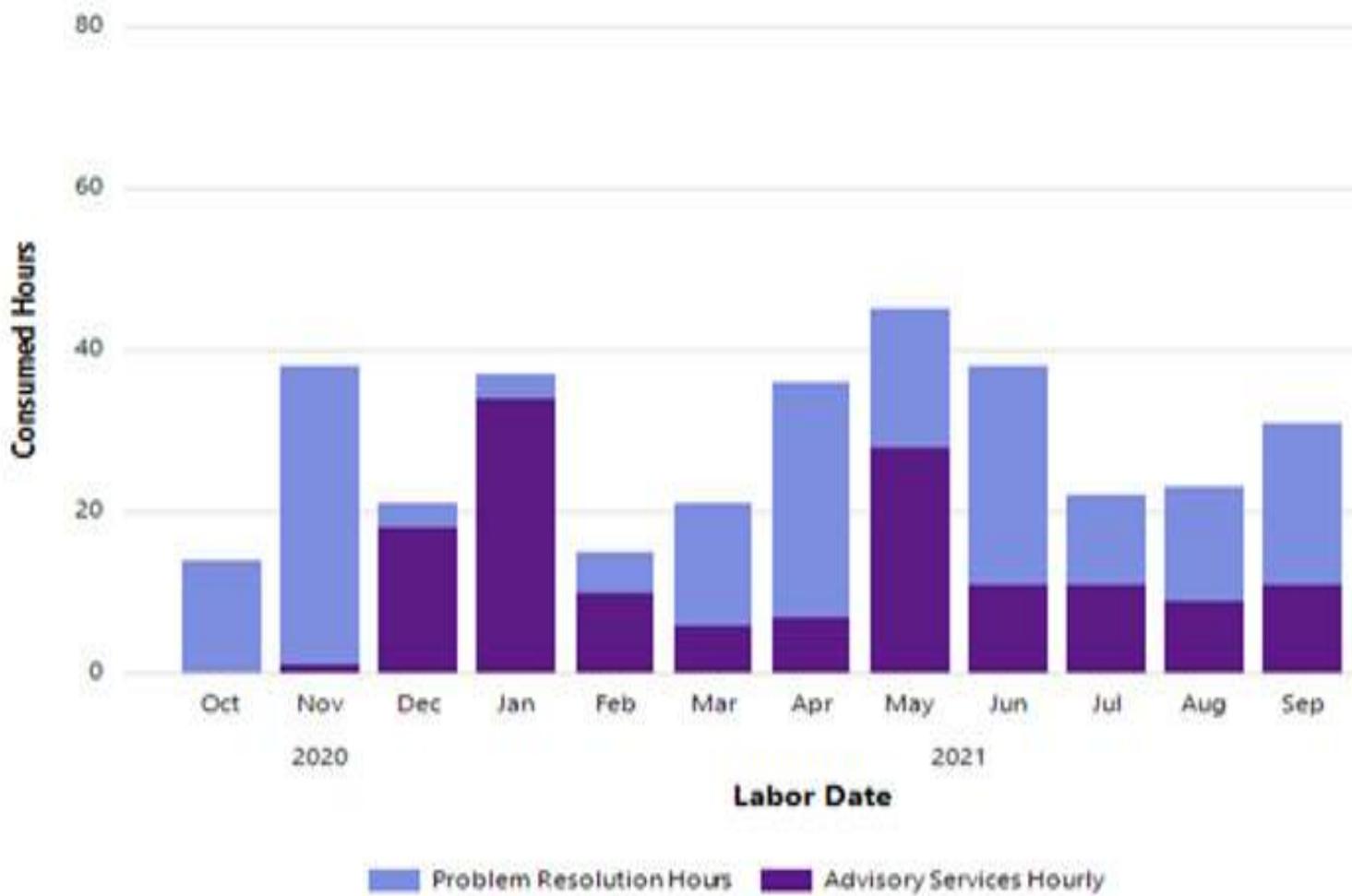


Figure 4 - Consumption for Hourly based Services

OPERATIONS

iv. Consumption for Hourly based Services by Technology

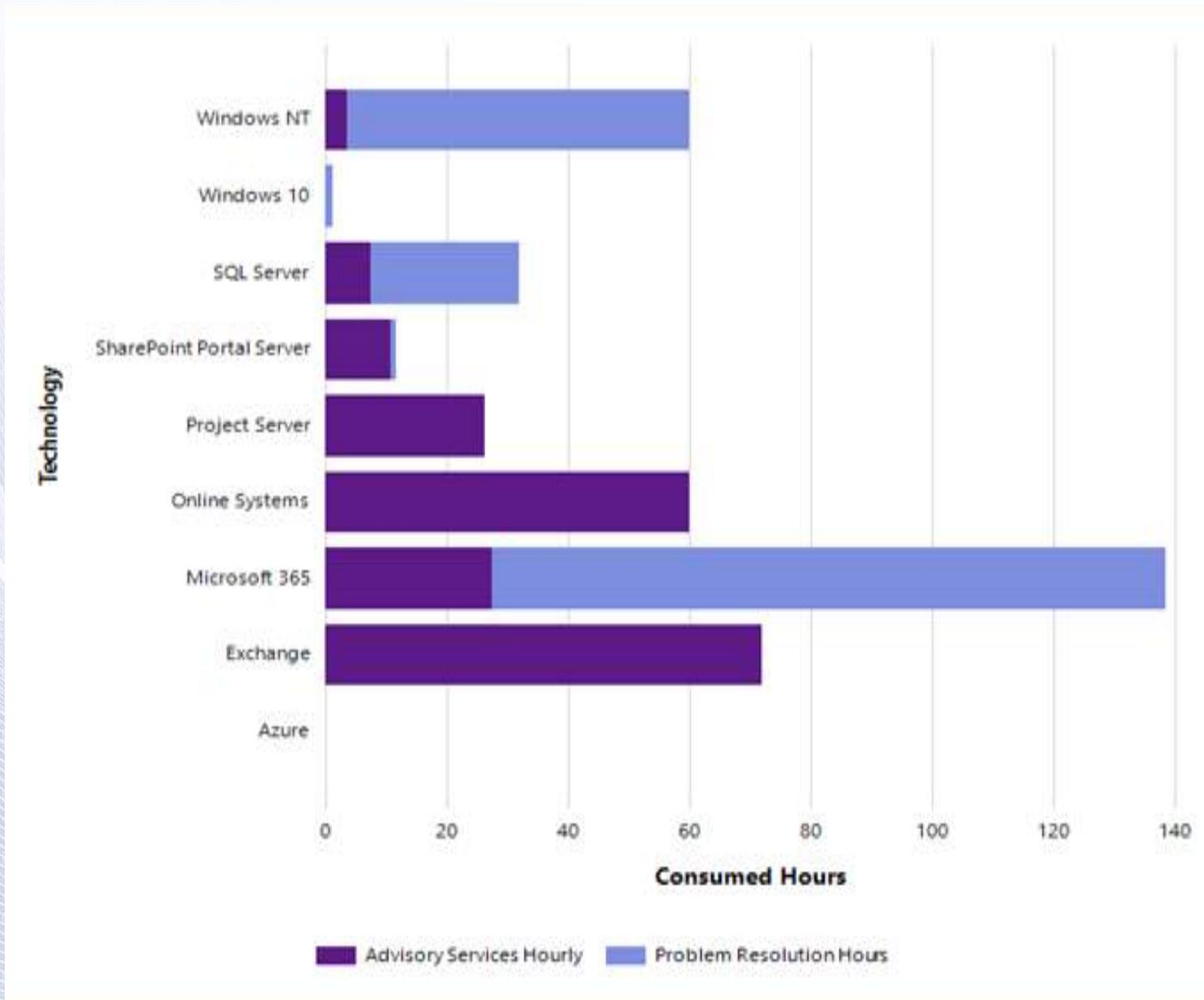


Figure 5 - Consumption for Hourly based Services by Technology

OPERATIONS

v. Proactive and DSE Service - Closed Requests and Cases

| Request Arrival Date | Number | Title | Request Status | Service | Type | Consumed |
|----------------------|----------------------|---|----------------|--|------|----------|
| 04/06/2021 | RMOT2021020102323537 | Securing Windows Active Directory - Closed Workshop | Complete | Workshop - Generic 3 Day - Closed Workshop | Each | 1 |
| 04/13/2021 | RMOT2021020102323542 | Windows Server: Hyper-V - Closed Workshop | Complete | Workshop - Generic 3 Day - Closed Workshop | Each | 1 |
| 05/18/2021 | RMOT2021020102323545 | SQL Server: Features and Administration - Closed Workshop | Complete | Workshop - Generic 3 Day - Closed Workshop | Each | 1 |
| 01/20/2021 | ROSS2020112402270539 | Custom - Project Server 2019 Administration/ Best Practices | Complete | Workshop - Generic 3 Day - Closed Workshop | Each | 1 |

Table 2 - Proactive and DSE Service - Closed Requests and Cases

vi. Case and CritSit Inflow by Year and Month

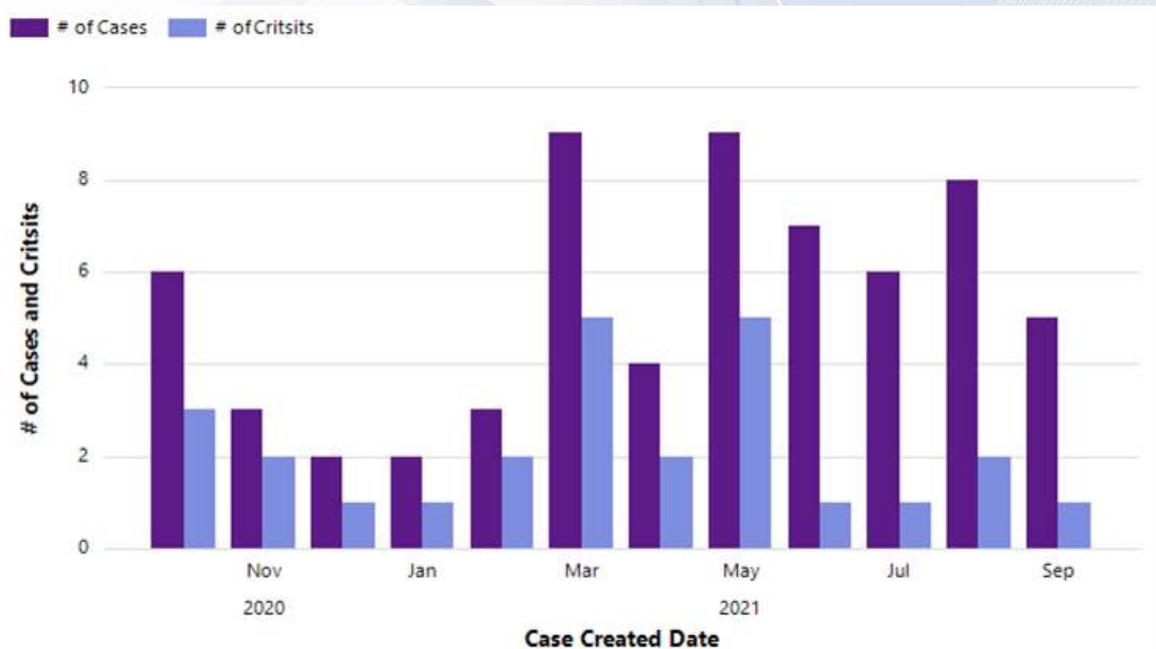


Figure 6 - Case and CritSit Inflow by Year and Month

OPERATIONS

vii. Reactive and Advisory Service Summary

| Requests By Service Category | | |
|------------------------------|------------|----------|
| Service Category | # of Cases | Request |
| Advisory Services | 7 | 8 |
| Problem Resolution Support | 57 | |
| Total | 64 | 8 |

| Cases By Status | | |
|-----------------|------------|---------------|
| Case Status | # of Cases | Request |
| Closed | 61 | 227:53 |
| Open | 3 | 4:36 |
| Total | 64 | 232:29 |

| Cases By Status | | |
|-----------------|------------|---------------|
| Max Severity | # of Cases | Request |
| A - Critical | 26 | 135:43 |
| B - Urgent | 30 | 74:18 |
| C - Important | 8 | 22:28 |
| Total | 64 | 232:29 |

Table 3 - Reactive and Advisory Service Summary

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 utilising standardised processes for Incident, Request, Change, Availability and Capacity Management.

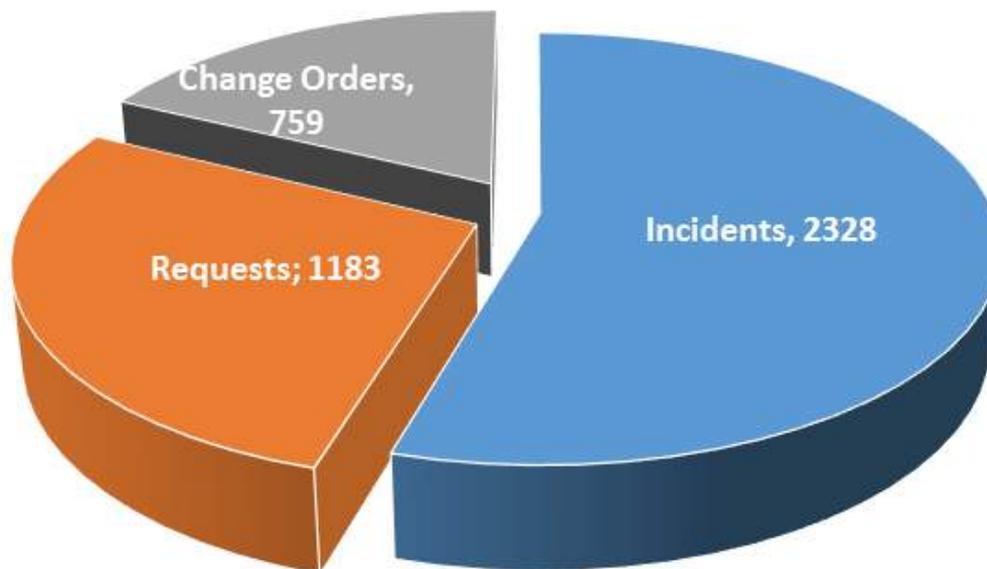
Over the past year, iGovTT focused its efforts toward ensuring the continued availability of the platform as well as growing and optimising utilisation. Overall Service Uptime was maintained at an average of 99.8% for the year.

OPERATIONS

GovNeTT Service Uptime



GovNeTT Service Delivery

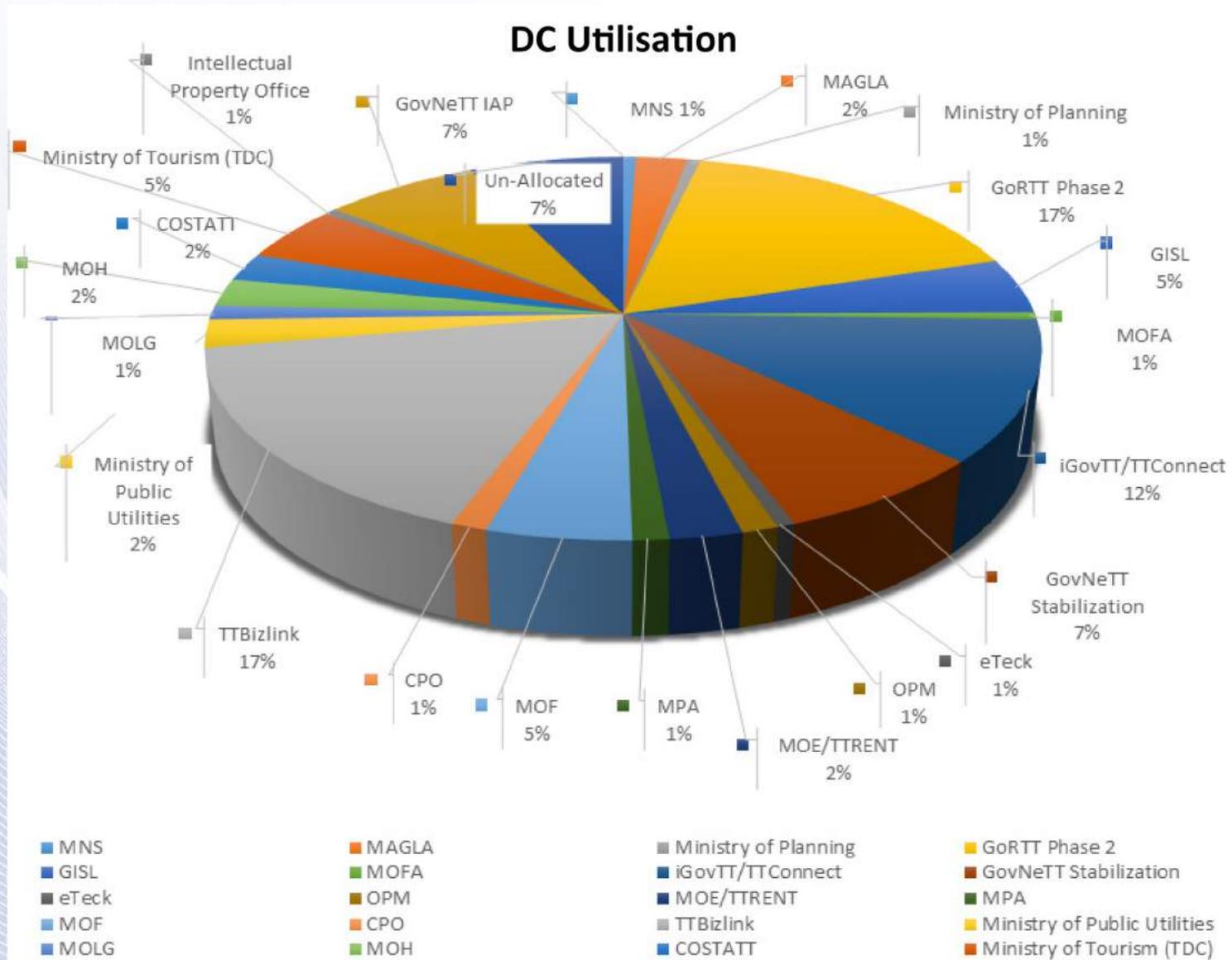


The GovNeTT Data Center Service is a bundled service which provides a secured, controlled and managed space with multiple connectivity options to house computing, storage, telecom and networking equipment for GoRTT.

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

OPERATIONS

- The facility supports 20 Ministries and Agencies and is currently at 92.5% of its 40 rack capacity.



OPERATIONS

Application Support

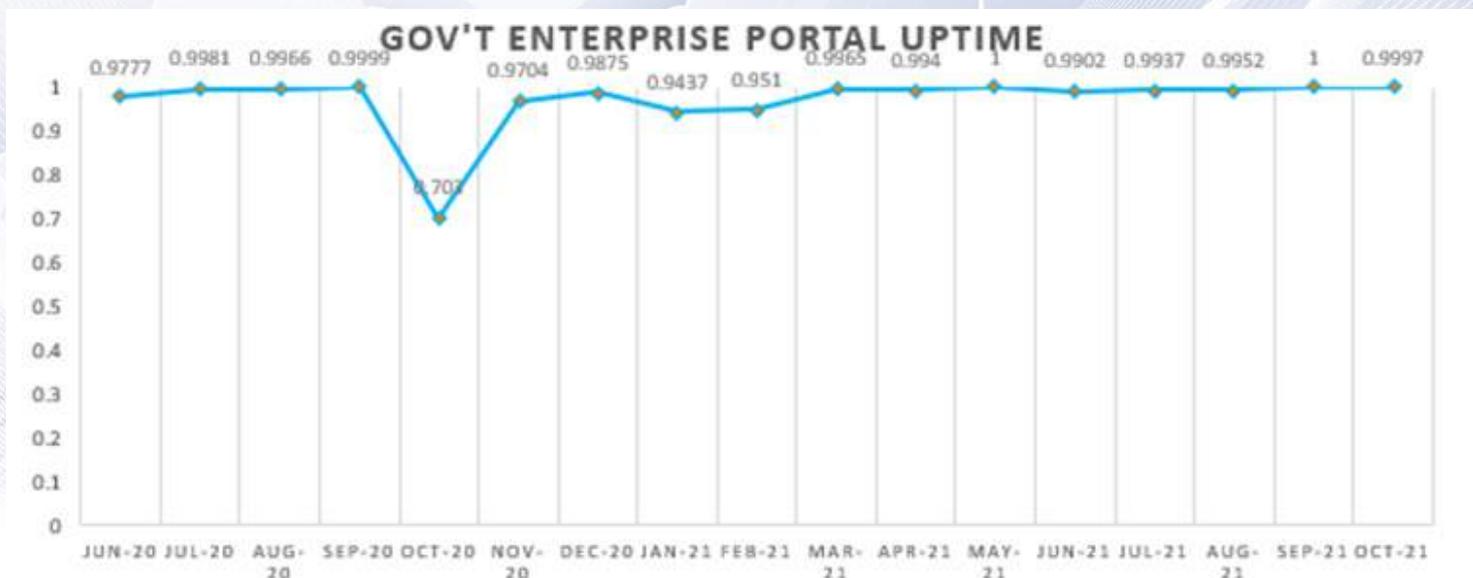
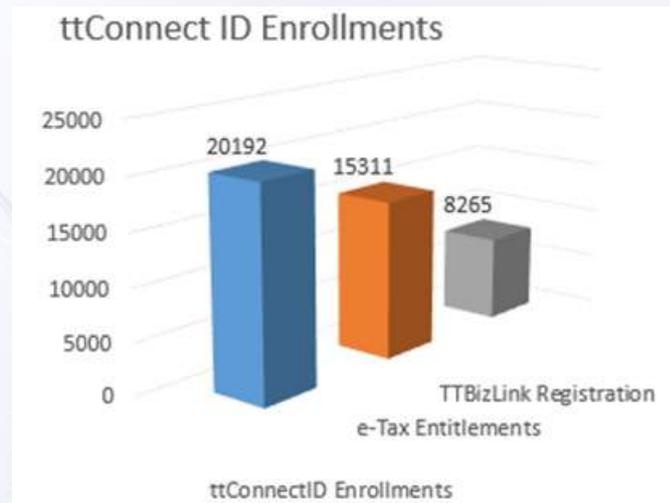
The Government Enterprise Portal (ttconnect Portal) provides a central online gateway to Government information and services as well as facilitates the critical authentication service of the Government of the Republic of Trinidad and Tobago (GoRTT) for GoRTT e-Services via the ttconnect ID solution.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

- 3,950,970 visits made to the ttconnect portal
- 412,179,730 hits
- 96.04% availability of the ttconnect portal
- 20,192 ttconnect IDs created
- 43 Tender Notices published online

ttconnect Portal Uptime



Business Review



OPERATIONS

The Application Support Team also provides Tier 2 support for several public-facing systems providing Government-related services:

- TTravelPass
- EAppointment
- EmployTT
- TtGovChat/ChatBot

The team also serves as a source for the development and deployment of custom systems for agencies, beginning with the Ministry of Works and Transport Vehicle Registration system. This system provides a much-needed link between vehicle importers and the licensing division for the vehicle registration process.



In-house consultancy is also provided to various units, providing assistance with business processes and the generation of reports.

Stakeholder 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 – Technical Support made notable contributions towards the following national ICT projects and initiatives over the financial period ending 30 September 2021:

- 1. 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

[Completed]

- 2. ICT Access Centres -** Assist the Ministry of Public Administration to implement ICT Access Centres throughout Trinidad and Tobago during 2020. First facility commissioned at Point Cumana – Carenage was delayed due

OPERATIONS

to COVID-19 pandemic and resulting GoRTT national “Stay at Home” order. However, the facility was subsequently opened to the public on 9th October 2020.

Additionally, site visits were conducted for upcoming centres which are targeted to come on stream in 2021 at the following locations. All three are undergoing refurbishment but the prevailing SOE and pandemic conditions have delayed completion:

- i. La Pastora – Santa Cruz
- ii. Beetham Gardens – Laventille
- iii. Regional Complex – La Horquetta

[In Progress]

3. **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 and subsequent SOE to combat the COVID-19 global pandemic. As at the end of fiscal 2020-21 quarter 4, iGovTT has now provided approximately 7257 user accounts to 113 (of 136) MDAs throughout GoRTT.

[In Progress]

4. National Free Wi-Fi initiatives

Phase I

Wi-Fi on Buses completed, but pending handover of support arrangements by vendor to iGovTT.

Phase II

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 that include libraries (NALIS), hospitals (MoH) and transport hubs (MoWT). Collaboration occurred (TATT, MPA, iGovTT, Flow, Digicel and TSTT) to conduct site assessments at the various locations throughout Trinidad and Tobago:

Free Wi-Fi sites (26) currently provisioned in Trinidad and Tobago by associated providers are now live as at September 2021:

PUBLIC SPACE

- Queen's Park Savannah (TSTT)

TRANSPORT HUBS

- PTSC Port-of-Spain (TSTT)
- PTSC San Fernando (Digicel)
- NIDCO Water Taxi, Port-of-Spain (Digicel)
- PATT Ferry Terminal, Scarborough (Digicel)
- PTSC Chaguanas (Digicel)
- PATT Ferry Terminal, Port-of-Spain (TSTT)
- NIDCO Water Taxi, San Fernando (TSTT)
- PTSC Sangre Grande (TSTT)
- PTSC Pt Fortin (CCTL)

PUBLIC LIBRARIES

- Port-of-Spain Library (TSTT)
- Tunapuna Library (TSTT)
- Arima Library (TSTT)
- Mayaro Library (CCTL)
- Siparia Library (CCTL)
- Couva Library (TSTT)
- Moruga Library (TSTT)
- Pt Fortin Library (TSTT)
- Rio Claro Library (TSTT)
- Sangre Grande Library (Digicel)
- San Fernando Carnegie Library (Digicel)
- Chaguanas Library (Digicel)
- Maloney Library (TSTT)
- Charlotteville Library
- Roxborough Library
- Scarborough Library

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, Departments, and Agencies.

[In Progress]

OPERATIONS

5. System Centre Configuration Manager (SCCM)

Subsequent to the Microsoft Audit of 2014-2015, the implementation of a Software Asset Management (SAM) Tool within GoRTT serve as a strategic move to assist with licence compliance within the Microsoft Enterprise Agreement contract. System Centre Configuration Manager (SCCM) is 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 aim 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).

Additional features enabled during Phase II:

- | | | |
|--|---|--|
| <ul style="list-style-type: none"> Provisioning Clients Operating System Deployment Windows 10 Management | <ul style="list-style-type: none"> Application Delivery Software Update Management Endpoint Protection | <ul style="list-style-type: none"> Compliance and Settings Management Power Management Client Health and Monitoring |
|--|---|--|

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

- | | | |
|---|---|--|
| <ul style="list-style-type: none"> The National ICT Company Limited The Ministry of Labour and Small Enterprise Development The Chief Personnel Officer The Ministry of Planning and Development THA – Division of Sport and Youth Affairs | <ul style="list-style-type: none"> THA – Division of Education, Innovation and Energy The Ministry of the Attorney General and Legal Affairs The Ministry of Trade and Industry The Office of the Prime Minister – Gender and Child Affairs The Office of the Prime Minister – Head Office | <ul style="list-style-type: none"> The Ministry of Works and Transport The Ministry of Rural Development and Local Government The Ministry of Finance The Ministry of Communication Ministry of Sport and Youth Affairs The Auditor General Department |
|---|---|--|

OPERATIONS

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 fiscal 2019 - 2020, the Operations - Technical Support team initiated and conducted "proof-of-concept" demos with 10 MDAs in order to highlight the benefits and features of the SCCM tool. POC demos continued in fiscal year 2020-2021 among the following:

1. Port-of-Spain City Corporation
2. Office of the Ombudsman
3. National Enterprise Development Company Limited
4. Equal Opportunity Tribunal
5. Fire Services of Trinidad and Tobago
6. The National Maintenance Training and Security Company Limited
7. Unemployment Relief Program
8. Civil Conservation Corps
9. NAMDEVCO
10. Evolving TecKnologies and Enterprise Development Company Limited
11. Tax Appeal Board

6. Ministry of Public Administration and Digital Transformation

Establish Microsoft Community Training platform in Azure to facilitate a national mobile-based Learning Management System for GoRTT citizens. Currently at the implementation phase to approve content managers and begin to upload courses.

[In Progress]

7. Azure functions to test Ministry of Works and Transport Licensing Application

This Azure hosting is being used by the Operations Unit - Applications Support Team as a test platform to develop a vehicle registration system for the Ministry of Works and Transportation (MOWT) Licensing Division.

[In Progress]

8. Symantec Endpoint Renewal for Servers

Endpoint Evaluation completed and awaiting award of contract by the Ministry of Public Administration (MPA).

[In Progress]

9. 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.

Business Review

OPERATIONS

| Ministry / Department / Agency | Number of Nodes | Windows Quantity | | Pending Upgrade | Anti-Virus Utilisation | | Notes |
|---|-----------------|------------------|---------|-----------------|------------------------|---------------------------|--|
| | | Win 10 | Win 8.1 | | Win Defender | Other Anti Virus Software | |
| 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 Symatec | 71 Completed, client is in the process of upgrading the remaining. Software request was sent for 230 Upgrades |
| Inland Revenue Division | 872 | 486 | 0 | 386 | | | 420 Completed, client is in the process of upgrading the remaining. Software request was sent for 800 Upgrades |
| Integrity Commission | 47 | 7 | 0 | 40 | | | 7 Upgrades were done by iGovTT |
| Ministry of Foreign and CARICOM Affairs | 276 | 272 | 1 | 3 | | | Software request was sent for 1 Upgrades |
| 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. Software request was sent for 400 Upgrades |
| 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 Commission for Self Help Ltd. | 54 | 2 | 2 | 50 | | | Software request was sent for 3 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 48 Upgrades |

OPERATIONS

| Ministry / Department / Agency | Number of Nodes | Windows Quantity | | Pending Upgrade | Anti-Virus Utilisation | | Notes |
|--|-----------------|------------------|---------|-----------------|------------------------|---------------------------|--|
| | | Win 10 | Win 8.1 | | Win Defender | Other Anti Virus Software | |
| Port Authority of Trinidad and Tobago | 302 | 29 | 0 | 273 | | 302 Symatec | 25 Completed, client is in the process of upgrading the remaining. |
| Project IHRIS | 99 | 6 | 0 | 93 | | | Software request was sent for 57 Upgrades |
| 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 | | Software request was sent for 209 Upgrades |
| THA - Division of Infrastructure, Quarries and the Environment | 140 | 20 | 0 | 120 | | | Software request was sent for 20 Upgrades |
| 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 141 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 |
| Central Statistical Office (CSO) | 300 | 8 | 1 | 291 | | | Software request was sent for 210 |
| Environmental Commission | 19 | 2 | | 17 | | | Software request was sent for 5 |
| Equal Opportunity Tribunal | | | | | | | Software request was sent for 2 |
| Industrial Court | 97 | 272 | | 97 | | | Software request was sent for 93 |
| Ministry of Foreign and CARICOM Affairs | 276 | 224 | | 3 | | | Software request was sent for 13 |
| National Security Council Secretariat (NSCS) | 224 | 11 | | 0 | | | Software request was sent for 5 |
| NIDCO | 250 | | | 239 | | | Software request was sent for 25 |
| Office of the Ombudsman | 67 | | | 67 | | | Software request was sent for 65 |
| POS Corporation | 161 | | | 161 | | | Software request was sent for 125 |

Business Review

OPERATIONS

| Ministry / Department / Agency | Number of Nodes | Windows Quantity | | Pending Upgrade | Anti-Virus Utilisation | | Notes |
|---|-----------------|------------------|-------------|-----------------|------------------------|---------------------------|-----------------------------------|
| | | Win 10 | Win 8.1 | | Win Defender | Other Anti Virus Software | |
| THA - Division of Finance and the Economy | 210 | 1 | 208 | | | | Software request was sent for 1 |
| THA - OPM (Central Administrative Services Tobago) | 140 | 140 | 0 | | | | Software request was sent for 37 |
| Trinidad and Tobago Regiment | 454 | 67 | 387 | | | | Software request was sent for 42 |
| OPM - Communications | 96 | | 0 | | | | Upgrades done by iGovTT |
| Ministry of Planning and Development | 396 | 184 | 173 | | | | Software request was sent for 407 |
| National Archives of Trinidad and Tobago | 46 | | 45 | | | | Software request was sent for 60 |
| SWRHA | 960 | 17 | 930 | | | | Software request was sent for 754 |
| Office of Disaster Preparedness and Management (ODPM) | 109 | 43 | 63 | | | | Software request was sent for 50 |
| TOTAL | 9786 | 3075 | 2373 | 210 | 302 | | |

[In Progress]

10. 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 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 enhances services through the deployment of upgraded

technologies to the platform and ensure business continuity for GovNeTT services currently utilised 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 stabilisation project allows GoRTT to continue to gain value from GovNeTT through upgraded and refreshed services.

Currently, the following enhancements were implemented:

| SERVICE | PHASE II | STABILISED | Status |
|--------------------------|-----------------------------|------------------------------|--------|
| Email mailboxes | Min 300Mb | Min 1Gb | ☑ |
| WAN Bandwidth | Min 1Mbps | Min 10Mbps | ☑ |
| Enhanced Security | Single VPN solution | Dual service VPN solution | ☑ |
| Collaboration Service | MS OCS 2007 | Cisco Webex 2019 | ☑ |
| Service Desk Application | CA ServiceDesk 12 | CA ServiceDesk 17 | ☑ |
| Data Center 2 Upgrade | Tier 2 DC | Tier 3 DC | ☑ |
| Network Design | Hierarchical Hub and Spoke | True Hub and Spoke | ☑ |
| User Administration | Limited User Administration | Enhanced User Administration | ☑ |
| Mobility Solution | BlackBerry BES 2008 | BlackBerry UEM 2019 | 🔄 |

OPERATIONS

| HUMAN RESOURCES: | | | | |
|--------------------------------------|----------------|--------------------------|--------------------|---|
| Performance Goal/Measures/Indicators | | Planned Targets/baseline | Actual Achievement | Comments |
| Employee Satisfaction Rating | | 4.06 | 3.95 | A section aimed at evaluating the AWA (Alternative Work Arrangements) initiative was included in the 2021 Employee Satisfaction Survey. For the most part employees signaled their satisfaction with the arrangement save and except in the areas of stress brought about by the area and the provision of technology support which were rated negatively. This accounts for the decline reflected in the actual achievement. |
| Execution of Training Plan | | 487,000 | 338,730 (70%) | Due to Covid-19, significant restrictions prevented most of the planned 'face-to-face' training. However the company attempted to treat with this challenge with the implementation of the Udemy learning Platform. |
| Attrition Rate | | 10% | 8% | Even though the attrition rate was lower than baseline, 2 key positions were loss this FY - CEO and HR manager |
| Notes | | | | |
| Vacancies | 8 | Recruitment in progress | | |
| Industrial Relations Risk | \$2,192,151.76 | | | |

Employee Satisfaction Rating



Business Review



OPERATIONS

Employee Relations

For the 2020 - 2021 fiscal year, due to the Covid-19 restrictions, the company was unable to embark on the usual face to face employee relations activities given that it operated in a virtual environment. The company therefore sought to embark on innovative strategies aimed at maintaining its relationship with employees aimed at boosting morale and ensuring well-being.

Several virtual fun and supportive events were held during the fiscal period aimed at engendering esprit-de-corps as outlined hereunder:

- Zumba classes
- ICT Trivia competitions
- International Women's Day Toast
- Administrative Professional Day Celebration
- Christmas Cooking event and recipe sharing
- HR informative briefs
- Mental health Workshop
- NIB Seminar
- Effective Communication Skills in the Workplace Workshop
- Breast Cancer wellness webinar

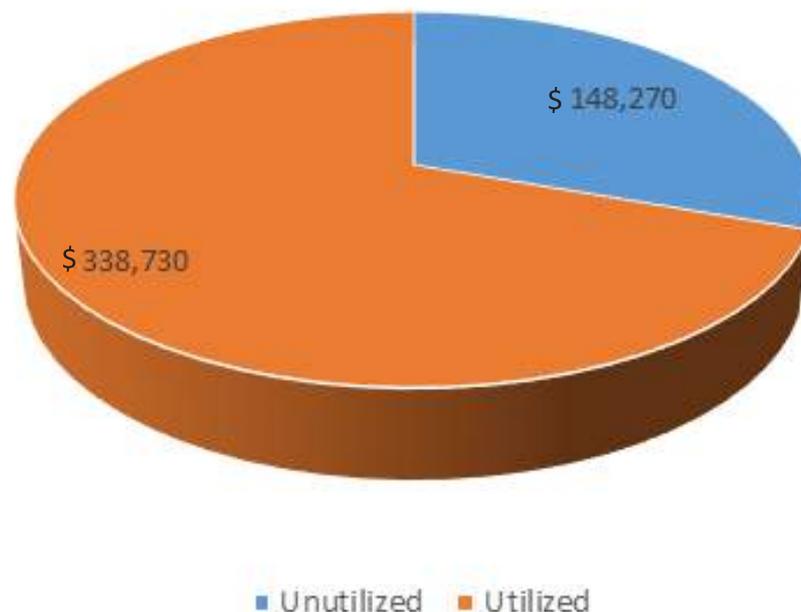
The Company ensured that employees were reminded of the Employee Assistance Programme (EAP) facility that they could access.

Training and Development

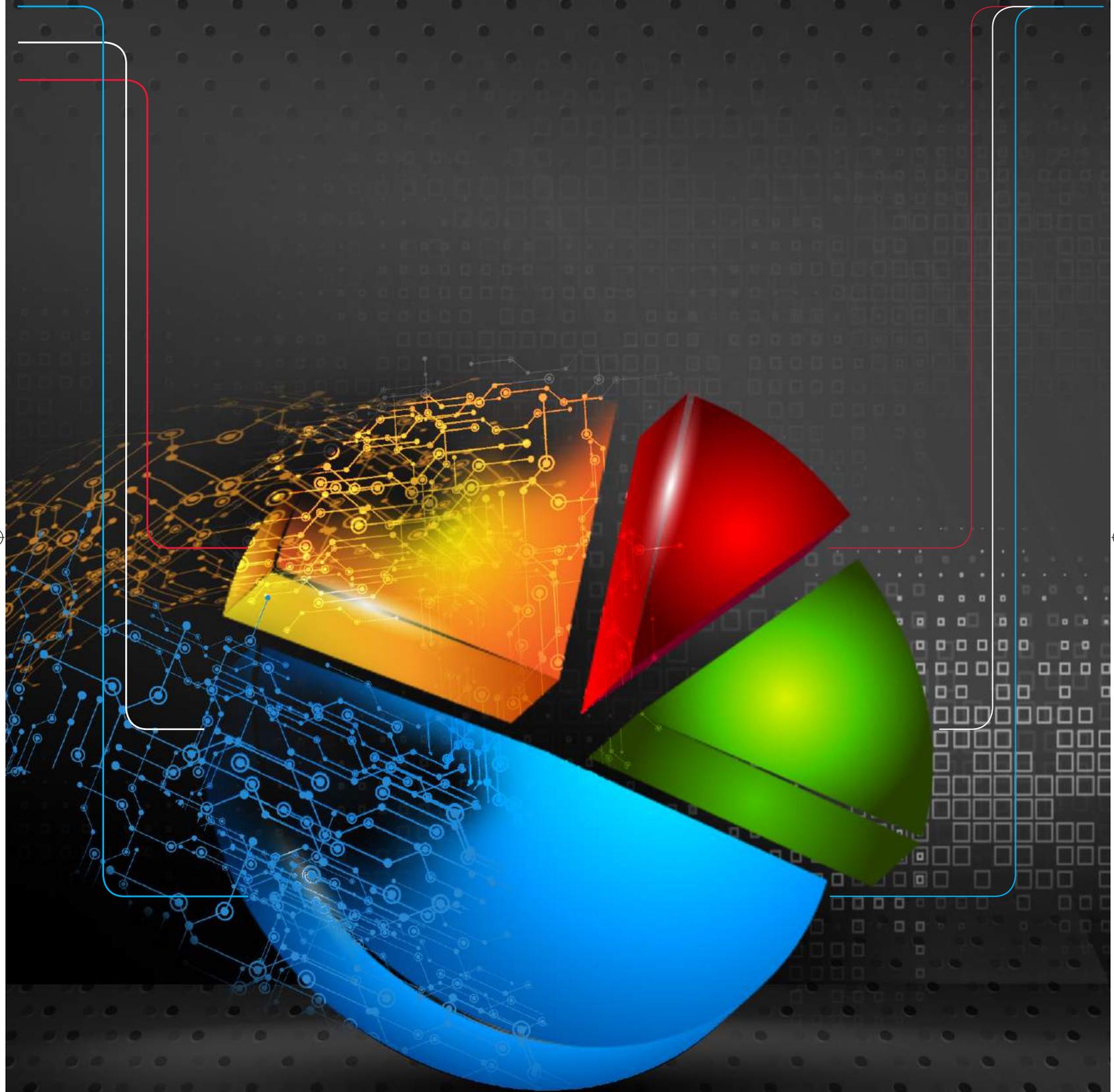
For the 2020-2021 fiscal year, a contract was executed with the Udemy Platform Provider for online training in specialised and generalised areas. Unit Heads were instructed to both set training sessions as well as to encourage their team members to embark on additional sessions and to facilitate the necessary time off for training.

In order to encourage employee development and holistic appreciation for the organisation, the informal cross training initiative continued and employees were able to benefit and granted the opportunity to intern in selected or requested departments for a specified time period.

Training Expenditure



Analysis of Financial Operations For 2021



Analysis of Financial Operations For 2021

INCOME

The company's operations are financed primarily through the system of Parliamentary appropriations, where approved funds are identified under various sub-heads and are disbursed through our line Ministry, initially for this financial year, the Ministry of Public Administration and Digital Transformation, and the now the Ministry of Digital Transformation.

Income earned for the financial year ending September 30, 2021 inclusive of interest and other income amounted to \$118,290,883. Subvention received was consistent with fiscal 2020. The composition of income for the period is shown in Figure 1 below.

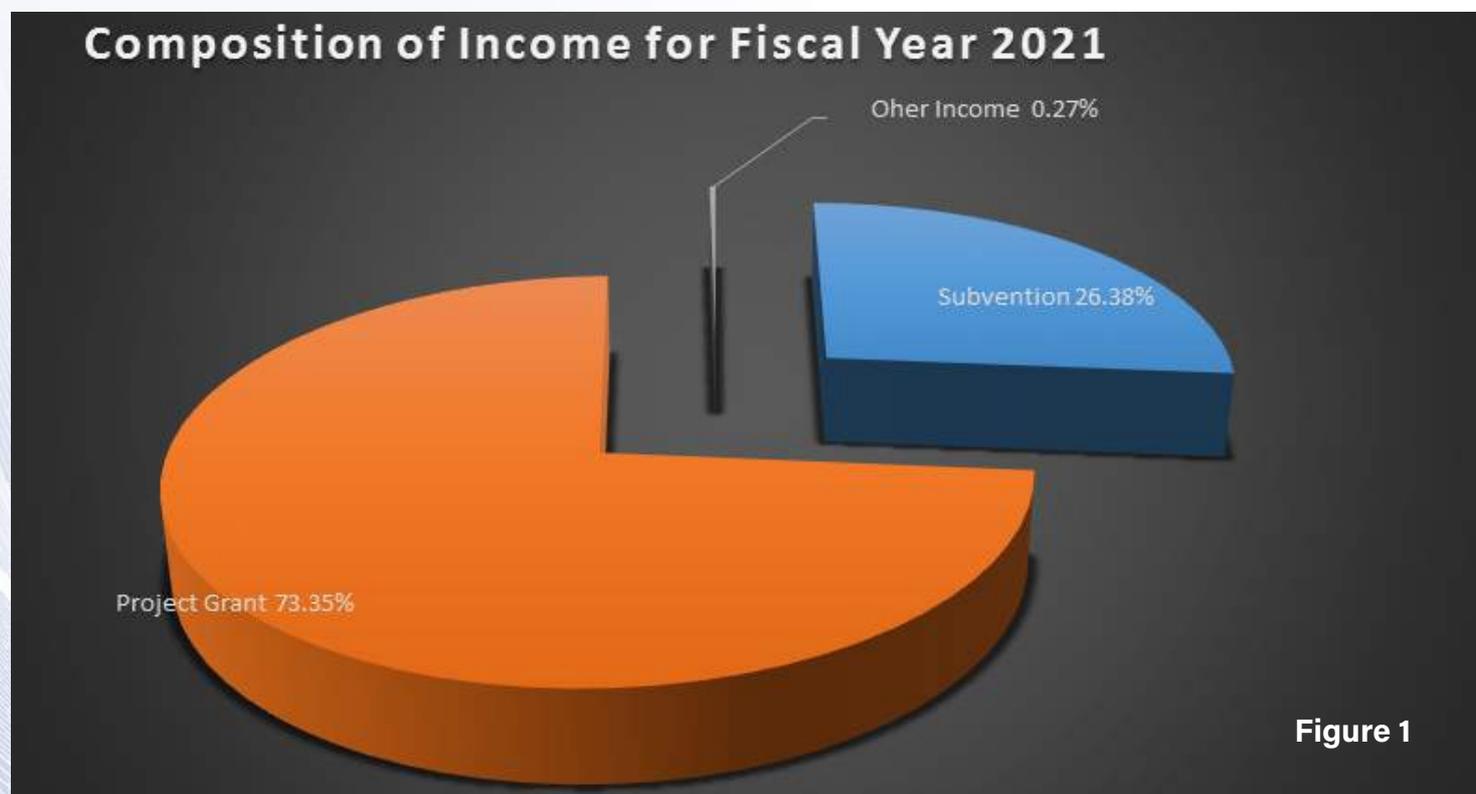


Figure 1

Table 1 below, summarises the three types of income against budgetary allocation for the year under review.

TABLE 1

| Income and Subvention for Fiscal Year 2021 | | | |
|--|---------------------|----------------------|---------------------|
| Income Category | Budgeted Allocation | Actual Income | Variance |
| Recurrent Subvention | 31,408,000 | 31,200,000 | (208,000) |
| Project Grant ** | 25,391,473 | 86,771,144 | 61,379,671 |
| Other Income | 780,000 | 319,739 | (460,261) |
| TOTAL INCOME AND SUBVENTION | \$57,579,473 | \$118,290,883 | \$60,711,410 |

** Budgeted Project Grant relates to the Microsoft Enterprise Agreement.

Analysis of Financial Operations For 2021

EXPENDITURE

Total expenditure inclusive of projects, operating costs, taxes and capital expenditure for the financial year was \$128,429,523 representing an increase of 67.27% over the prior period of 2020.

This increase is primarily attributable to project expenditure line from \$38.75Mn in fiscal 2020 to \$91.53Mn in fiscal 2021 for the Microsoft Enterprise Agreement and the Ministry of Education Laptop Project.

Figure 2 shows an analysis of expenditure for the period.

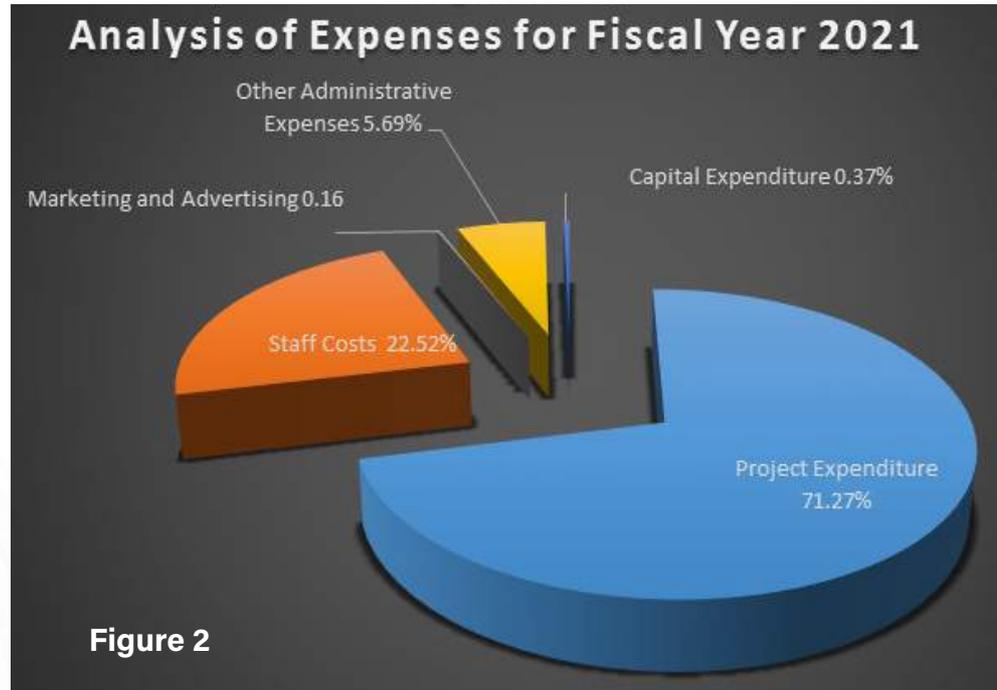


Figure 2

TABLE 2

| Expenditure for Fiscal 2021 | | | |
|--------------------------------------|---------------------|----------------------|-----------------------|
| Income Category | Budgeted Allocation | Actual Expenditure | Variance |
| Project Expenditure | 25,591,473 | 91,528,779 | (66,137,306) |
| Staff Costs | 31,743,070 | 28,917,458 | 2,825,612 |
| Marketing and Advertising | 332,150 | 204,288 | 127,862 |
| Other Administrative Expenses | 10,338,380 | 7,302,948 | 3,035,432 |
| Total Administrative Expenses | 42,413,600 | 36,424,693 | 5,988,907 |
| Capital Expenditure | 4,314,174 | 476,051 | 3,838,123 |
| TOTAL EXPENDITURE | \$72,119,247 | \$128,429,524 | (\$56,310,277) |

CAPITAL EXPENDITURE

A total of \$476,051 was expended on the purchase of fixed assets for the period. An analysis of the capital items purchased is set out in Table 3 on the right.

The Audited Financial Statements for the year ended September 30, 2021 are provided on pages XX to XX.

TABLE 3

| Analysis of Capital Expenditure for Fiscal 2021 | |
|---|--------------------|
| Capital Classification | Actual Expenditure |
| Furniture and Fixtures | 3,045 |
| Computer Equipment | 443,359 |
| Office Equipment | 29,647 |
| TOTAL CAPITAL EXPENDITURE | 476,051 |

Statement
of Financial Position

**NATIONAL INFORMATION AND
COMMUNICATION
TECHNOLOGY COMPANY LIMITED**

FINANCIAL STATEMENTS

30 SEPTEMBER 2021



Statement of Financial Position

NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

I N D E X

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| Statement of Financial Position | 71 |
| Statement of Comprehensive Income | 72 |
| Statement of Changes in Equity | 73 |
| Statement of Cash Flows | 74 |
| Notes to the Financial Statements | 75 - 105 |

Statement of Financial Position



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 30 September 2021, 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 control that assures security of the company's assets, detection/prevention of fraud, and the achievement of company operational efficiencies;
- ensuring that the system of internal control operated effectively during the reporting period;
- producing reliable financial reporting that comply 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 (Ag.)
Date: 15th December, 2021

Chief Financial Officer
Date: 15th December, 2021



Statement of Financial Position

INDEPENDENT AUDITORS' 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 2021, 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 2021 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: III Eleventh Street, Barataria, Trinidad,
West Indies
Mailing Address: PO Box 10205, Eastern Main Road,
San Juan

Partners: Renée-Lisa Philip Mark K. Supervilte

Statement of Financial Position

INDEPENDENT AUDITORS' REPORT (Cont'd)

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.

PKF

Barataria
TRINIDAD

15 December 2021

Statement of Financial Position

NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

ASSETS

| | Notes | 30 September | |
|-------------------------------------|-------|--------------------|--------------------|
| | | 2021 (\$) | 2020 (\$) |
| Current Assets: | | | |
| Cash and cash equivalents | 5 | 106,838,085 | 111,236,453 |
| Accounts receivable and prepayments | 6 | 50,822,346 | 39,638,664 |
| Taxation refundable | | 317,675 | 318,411 |
| Total Current Assets | | 157,978,106 | 151,193,528 |
| Non-Current Assets | | | |
| Property, plant and equipment | 7 | 6,356,694 | 7,205,608 |
| Lease assets | 8 | 4,870,030 | 3,816,950 |
| Deferred tax asset | 9 | 1,292,374 | 1,100,957 |
| Total Non-Current Assets | | 12,519,098 | 12,123,515 |
| Total Assets | | 170,497,204 | 163,317,043 |

LIABILITIES AND SHAREHOLDER'S EQUITY

| | | | |
|---|----|--------------------|--------------------|
| Current Liabilities: | | | |
| Accounts payable and accruals | 10 | 27,087,796 | 25,718,019 |
| Deferred income | 11 | 32,769,682 | 18,415,600 |
| Lease liabilities | 8 | 976,815 | 882,694 |
| Total Current Liabilities | | 60,834,293 | 45,016,313 |
| Non-Current Liabilities: | | | |
| Lease liabilities | 8 | 3,887,124 | 2,787,164 |
| Deferred tax liability | 9 | 912,562 | 987,752 |
| Total Non-Current Liabilities | | 4,799,686 | 3,774,916 |
| Total Liabilities | | 65,633,979 | 48,791,229 |
| Shareholders' Equity: | | | |
| Contributed capital | 12 | 5,393,923 | 5,393,923 |
| Accumulated surplus | | 99,469,302 | 109,131,891 |
| Total Shareholder's Equity | | 104,863,225 | 114,525,814 |
| Total Liabilities and Shareholder's Equity | | 170,497,204 | 163,317,043 |

These financial statements were approved by the Board of Directors and authorised for issue on 15 December 2021 and signed on their behalf by:



Director



Director

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

Statement of Financial Position



NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

STATEMENT OF COMPREHENSIVE INCOME

For the year ended
30 September

| | <u>Notes</u> | <u>2021</u> <u>(\$)</u> | <u>2020</u> <u>(\$)</u> |
|--|--------------|----------------------------|----------------------------|
| Income: | | | |
| <u>Operating Income:</u> | | | |
| Subvention Income | 17 | 31,200,000 | 31,200,000 |
| Project management fees | | - | 27,283 |
| Tender fees | | 71,823 | 26,870 |
| Consulting fees | | 100,866 | 15,585 |
| Project income | 18 | <u>86,771,144</u> | <u>38,710,329</u> |
| | | 118,143,833 | <u>69,980,067</u> |
| Less: Operating costs | 19 | <u>(91,528,779)</u> | <u>(38,751,025)</u> |
| Operating surplus | | 26,615,054 | 31,229,042 |
| <u>Other Income:</u> | | | |
| Interest income | | 3,503 | 320 |
| Other income | | <u>143,547</u> | <u>167,841</u> |
| Total Income | | <u>26,762,104</u> | <u>31,397,203</u> |
| Expenditure: | | | |
| Administrative expenses | 20 | 36,879,853 | 37,206,170 |
| Net impairment (gain)/loss | | (168,249) | 100,143 |
| (Gain)/loss on foreign exchange translation | | <u>(23,182)</u> | <u>157,250</u> |
| Total Expenditure | | <u>36,688,422</u> | <u>37,463,563</u> |
| Net loss before taxation | | (9,926,318) | (6,066,360) |
| Taxation | 23 | <u>263,729</u> | <u>(488,584)</u> |
| Total Comprehensive Loss for the year | | <u>(9,662,589)</u> | <u>(6,605,180)</u> |

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

Statement of Financial Position

NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

STATEMENT OF CHANGES IN EQUITY

30 SEPTEMBER 2021

| | Contributed Capital (\$) | Accumulated Surplus (\$) | Total Equity (\$) |
|---------------------------------------|--------------------------------|--------------------------------|-------------------------|
| Balance as at 1 October 2019 | 5,393,923 | 115,686,835 | 121,080,758 |
| Total Comprehensive Loss for the year | - | (6,554,944) | (6,554,944) |
| Balance as at 30 September 2020 | 5,393,923 | 109,131,891 | 114,525,814 |
| Balance as at 1 October 2020 | 5,393,923 | 109,131,891 | 114,525,814 |
| Total Comprehensive Loss for the year | - | (9,662,589) | (9,662,589) |
| Balance as at 30 September 2021 | 5,393,923 | 99,469,302 | 104,863,225 |



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

Statement of Financial Position



NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

STATEMENT OF CASH FLOWS

| | For the year ended 30 September | |
|---|------------------------------------|--------------------|
| | 2021 (\$) | 2020 (\$) |
| Operating Activities: | | |
| Net loss before taxation | (9,926,318) | (6,066,360) |
| Adjustment for: | | |
| Expected credit loss | (168,249) | 100,143 |
| Depreciation | 1,324,965 | 1,662,001 |
| Depreciation on RoUAs | 966,617 | 1,568,877 |
| Gain on IFRS 16 termination | (2,692) | (201,322) |
| IFRS 16 adjustments | - | 307,327 |
| Acquisition of Right of Use Asset | (572,640) | (1,750,712) |
| Acquisition of lease liability | 572,640 | 1,454,950 |
| Lessor COVID-19 concessions (IFRS 16) | - | (73,758) |
| Interest portion of lease payment | 292,223 | 483,318 |
| | <u>(7,513,454)</u> | <u>(2,515,536)</u> |
| Changes in non-cash working capital: | | |
| Net change in accounts receivable and prepayments | (11,015,433) | 27,748,161 |
| Net change in accounts payable and accruals | 1,369,777 | (13,489,344) |
| Net change in deferred income | 14,354,082 | (7,495,435) |
| Taxation paid (net) | (2,142) | (1,905) |
| | <u>(2,807,170)</u> | <u>4,245,941</u> |
| Cash (used in)/provided by operating activities | | |
| | <u>(2,807,170)</u> | <u>4,245,941</u> |
| Investing Activities: | | |
| Purchase of property, plant and equipment | (476,051) | (74,687) |
| | <u>(476,051)</u> | <u>(74,687)</u> |
| Cash used in investing activities | | |
| | <u>(476,051)</u> | <u>(74,687)</u> |
| Financing Activities: | | |
| Interest portion of lease payments | (292,223) | (468,133) |
| Principal portion of lease payment | (822,924) | (1,239,429) |
| | <u>(1,115,147)</u> | <u>(1,707,562)</u> |
| Cash used in financing activities | | |
| | <u>(1,115,147)</u> | <u>(1,707,562)</u> |
| Net change in cash resources | (4,398,368) | 2,463,692 |
| Cash resources, beginning of year | <u>111,236,453</u> | <u>108,772,761</u> |
| Cash resources, end of year | <u>106,838,085</u> | <u>111,236,453</u> |
| Represented by: | | |
| Cash and cash equivalents | <u>106,838,085</u> | <u>111,236,453</u> |

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



Statement of Financial Position

NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2021

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 ttConnect – 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



NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2021

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

(c) New Accounting Standards and Interpretations -

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 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 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 9 | Financial Instruments - Amendments regarding replacement issues in the context of the interest rate benchmark reform (effective for accounting periods beginning on or after 1 January 2021). |
| 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 - Amendment to extend the exemption from assessing whether a COVID -19 related rent concession is a lease modification (effective for accounting periods beginning on or after 1 April 2021). |
| IFRS 16 | Leases - Amendments regarding the accounting treatment of lease incentives (effective for accounting periods beginning on or after 1 January 2022). |

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



Statement of Financial Position

NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2021

| | | | |
|----------------|--|---------------|--|
| IFRS 17 | Insurance Contracts (effective for accounting periods beginning on or after 1 January 2023). | 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 1 | Presentation of Financial Statements - Amendments regarding the disclosure of accounting policies (effective for accounting periods beginning on or after 1 January 2023). | IAS 39 | Financial Instruments: Recognition and Measurement - Amendments regarding replacement issues in the context of the IBOR reform (effective for accounting periods beginning on or after 1 January 2021). |
| 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 41 | Agriculture - Amendments regarding taxation in fair value measurements (effective for accounting periods beginning on or after 1 January 2022). |
| IAS 8 | Accounting Policies, Changes in Accounting Estimates and Errors - Amendments regarding the definition of accounting estimates (effective for accounting periods beginning on or after 1 January 2023). | | |
| IAS 12 | Income Taxes - Amendments regarding deferred tax on leases and decommissioning obligations (effective for accounting periods beginning on or after 1 January 2023). | | |
| IAS 16 | Property, Plant and Equipment - Amendments regarding proceeds before intended use (effective for accounting periods beginning on or after 1 January 2022). | | |

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

Statement of Financial Position

NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2021

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.

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.



Statement of Financial Position

NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2021

2. Significant Accounting Policies (Cont'd):

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 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.

Statement of Financial Position

NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2021

2. **Significant Accounting Policies (Cont'd):**

e) **Financial Instruments (Cont'd) -**

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 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.



Statement of Financial Position

NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2021

2. **Significant Accounting Policies (Cont'd):**

e) **Financial Instruments (Cont'd) -**

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.

Statement of Financial Position

NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2021

2. Significant Accounting Policies (Cont'd):

e) Financial Instruments (Cont'd) -

Critical accounting judgements and key sources of estimation uncertainty (cont'd)

Establishing groups of assets with similar credit risk characteristics:

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 a 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.



Statement of Financial Position

NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2021

2. **Significant Accounting Policies (Cont'd):**

e) **Financial Instruments (Cont'd) -**

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.
- (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.

Statement of Financial Position

NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2021

2. **Significant Accounting Policies (Cont'd):**

e) **Financial Instruments (Cont'd) -**

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.

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.



Statement of Financial Position

NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

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2. Significant Accounting Policies (Cont'd):

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.

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.

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3. Financial Risk Management (Cont'd):

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:

| | 2021 | |
|-------------------------------------|------------------------------------|--------------------------------|
| | Carrying Value (\$) | Fair Value (\$) |
| Financial Assets | | |
| Cash and cash equivalents | 106,838,085 | 106,838,085 |
| Accounts receivable and prepayments | 50,822,346 | 50,822,346 |
| Financial Liabilities | | |
| Accounts payable and accruals | 27,087,796 | 27,087,796 |
| Lease liabilities | 4,863,939 | 4,863,939 |
| | 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 |

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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3. **Financial Risk Management (Cont'd):**

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

Interest Rate Sensitivity Analysis (cont'd)

| | | 2021 | | | | | |
|-------------------------------------|-----------------------------------|----------------------------------|----------------------------------|----------------------------------|--|-----------------------|--|
| | Interest Rate (\$) | Up to 1 year (\$) | 1 to 5 years (\$) | Over 5 years (\$) | Non-Interest Bearing (\$) | Total (\$) | |
| Financial Assets | | | | | | | |
| Cash and cash equivalents | 0.08% | 106,830,085 | - | - | 8,000 | 106,838,085 | |
| Accounts receivable and prepayments | 0.00% | - | - | - | 50,822,346 | 50,822,346 | |
| | | <u>106,830,085</u> | - | - | <u>50,830,346</u> | <u>157,660,431</u> | |
| Financial Liabilities | | | | | | | |
| Accounts payable and accruals | 0.00% | - | - | - | 27,087,796 | 27,087,796 | |
| Lease liabilities | 7.50% | 976,815 | 3,887,124 | - | - | 4,863,939 | |
| | | <u>976,815</u> | <u>3,887,124</u> | - | <u>27,087,796</u> | <u>31,951,735</u> | |
| 2020 | | | | | | | |
| 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 | |
| | | <u>111,228,453</u> | - | - | <u>39,646,664</u> | <u>150,875,117</u> | |
| Financial Liabilities | | | | | | | |
| Accounts payable and accruals | 0.00% | - | - | - | 25,718,019 | 25,718,019 | |
| Lease liabilities | 7.50% | 882,694 | 2,787,164 | - | - | 3,669,858 | |
| | | <u>882,694</u> | <u>2,787,164</u> | - | <u>25,718,019</u> | <u>29,387,877</u> | |

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,

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3. Financial Risk Management (Cont'd):

b) *Credit Risk (cont'd)* -

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.

The maximum exposure to credit risk at year end was:

| | 30 September | |
|---|--------------------|--------------------|
| | 2021 (\$) | 2020 (\$) |
| Trade receivables, net | | |
| Cash | 36,958,777 | 8,114,227 |
| | 106,838,085 | 111,236,453 |
| | 143,796,862 | 119,350,680 |
| <i>Credit risk</i> | | |
| The aging of trade receivables at year-end was: | | |
| Current | 13,046,209 | 6,704,928 |
| 1-30 days due | 17,600,179 | 1,227,030 |
| 31-90 days due | 124,247 | 59,063 |
| Over 90 days due | 14,402,387 | 8,421,543 |
| | 45,173,022 | 16,412,564 |

Impairment losses in the sum of **\$168,249** were recognised for trade receivables in 2021 (2020: **\$100,143**).

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:

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3. Financial Risk Management (Cont'd):

| | <u>2021</u> | | | <u>Total (\$)</u> |
|-------------------------------------|----------------------------------|----------------------------------|----------------------------------|-----------------------|
| | <u>Up to 1 year (\$)</u> | <u>1 to 5 years (\$)</u> | <u>Over 5 years (\$)</u> | |
| Financial Assets | | | | |
| Cash and cash equivalents | 106,838,085 | - | - | 106,838,085 |
| Accounts receivable and prepayments | 50,822,346 | - | - | 50,822,346 |
| | 157,660,431 | - | - | 157,660,431 |
| Financial Liabilities | | | | |
| Accounts payable and accruals | 27,087,796 | - | - | 27,087,796 |
| Lease liabilities | 976,815 | 3,887,124 | - | 4,863,939 |
| | 28,064,611 | 3,887,124 | - | 31,951,735 |
| <u>2020</u> | | | | |
| | <u>Up to 1 year (\$)</u> | <u>1 to 5 years (\$)</u> | <u>Over 5 years (\$)</u> | <u>Total (\$)</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 |
| 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 |

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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.

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.



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

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.

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.

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5. Cash and Cash Equivalents:

| | 30 September | |
|--------------------------|--------------------|--------------------|
| | 2021 (\$) | 2020 (\$) |
| Cash in hand | 8,000 | 8,000 |
| Cash at bank – iGovTT | 101,540,372 | 104,895,708 |
| Cash at bank – ttConnect | 5,289,713 | 6,332,745 |
| | <u>106,838,085</u> | <u>111,236,453</u> |

6. Accounts Receivable and Prepayments:

| | 30 September | |
|---|--------------------|--------------------|
| | 2021 (\$) | 2020 (\$) |
| Trade receivables | 45,173,022 | 16,412,564 |
| Provision for expected credit loss | <u>(8,214,245)</u> | <u>(8,382,494)</u> |
| | 36,958,777 | 8,030,070 |
| Deferred expenses | 10,870,992 | 9,148,755 |
| VAT recoverable | 2,848,371 | 3,922,787 |
| Microsoft Enterprise Agreement | - | 18,302,967 |
| Other receivables | 144,206 | 234,085 |
| | <u>50,822,346</u> | <u>39,638,664</u> |
| <u>Provision for Expected Credit Loss</u> | | |
| Revised balance at beginning of year | 8,382,494 | 8,282,351 |
| Expected credit loss | 11,787 | 100,143 |
| Recoveries | <u>(180,036)</u> | <u>-</u> |
| Balance at end of year | <u>8,214,245</u> | <u>8,382,494</u> |

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7. Property, Plant and Equipment:

| | <u>Furniture and Fittings</u> (\$) | <u>Office Equipment</u> (\$) | <u>Computer Equipment</u> (\$) | <u>Motor Vehicles</u> (\$) | <u>Leasehold Improve- ments</u> (\$) | <u>Work in Progress</u> (\$) | <u>Total</u> (\$) |
|---------------------------------------|---|-------------------------------------|---------------------------------------|-----------------------------------|---|-------------------------------------|----------------------|
| Cost | | | | | | | |
| Balance as at 1 October 2020 | 354,140 | 3,776,346 | 8,620,870 | 2,544,214 | 6,000,935 | 150,796 | 21,447,301 |
| Additions | 3,045 | 29,647 | 443,359 | - | - | - | 476,051 |
| Balance as at 30 September 2021 | 357,185 | 3,805,993 | 9,064,229 | 2,544,214 | 6,000,935 | 150,796 | 21,923,352 |
| Accumulated Depreciation | | | | | | | |
| Balance as at 1 October 2020 | 186,518 | 2,584,034 | 6,320,524 | 2,090,636 | 3,059,981 | - | 14,241,693 |
| Charge for the year | 21,107 | 150,399 | 672,445 | 113,394 | 367,620 | - | 1,324,965 |
| Balance as at 30 September 2021 | 207,625 | 2,734,433 | 6,992,969 | 2,204,030 | 3,427,601 | - | 15,566,658 |
| Net Book Value | | | | | | | |
| Balance as at 30 September 2021 | 149,560 | 1,071,560 | 2,071,260 | 340,184 | 2,573,334 | 150,796 | 6,356,694 |
| Balance as at 30 September 2020 | 167,622 | 1,192,312 | 2,300,346 | 453,578 | 2,940,954 | 150,796 | 7,205,608 |

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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>Leasehold 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 | <u>354,140</u> | <u>3,776,346</u> | <u>8,620,870</u> | <u>2,544,214</u> | <u>6,000,935</u> | <u>150,796</u> | <u>21,447,301</u> |
| 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 | <u>186,518</u> | <u>2,584,034</u> | <u>6,320,524</u> | <u>2,090,636</u> | <u>3,059,981</u> | - | <u>14,241,693</u> |
| Net Book Value | | | | | | | |
| Balance as at 30 September 2020 | <u>167,622</u> | <u>1,192,312</u> | <u>2,300,346</u> | <u>453,578</u> | <u>2,940,954</u> | <u>150,796</u> | <u>7,205,608</u> |
| Balance as at 30 September 2019 | <u>197,852</u> | <u>1,497,500</u> | <u>2,621,387</u> | <u>547,701</u> | <u>3,361,090</u> | <u>567,392</u> | <u>8,792,922</u> |

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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.

| <u>Lease Assets 2021</u> | <u>Property</u> (<u>\$</u>) | <u>Office Equipment/ Fixture</u> (<u>\$</u>) | <u>2020</u> (<u>\$</u>) |
|--|----------------------------------|---|------------------------------|
| Cost | | | |
| Balance as at 1 October 2020 | 5,248,423 | 321,458 | 5,569,881 |
| Renewals | (89,876) | - | (89,876) |
| Additions for the period | - | 572,640 | 572,640 |
| Disposals for the period | <u>(104,194)</u> | <u>(321,458)</u> | <u>(425,652)</u> |
| Balance as at 30 September 2021 | <u>5,054,353</u> | <u>572,640</u> | <u>5,626,993</u> |
| Accumulated Depreciation | | | |
| Balance as at 1 October 2020 | 1,431,473 | 321,458 | 1,752,931 |
| Renewals | (1,574,336) | - | (1,574,336) |
| Charge for the period | 934,804 | 31,813 | 966,617 |
| Disposal for the period | <u>(66,791)</u> | <u>(321,458)</u> | <u>(388,249)</u> |
| Balance as at 30 September 2021 | <u>725,150</u> | <u>31,813</u> | <u>756,963</u> |
| Net Book Value | | | |
| Balance as at 30 September 2021 | <u>4,329,203</u> | <u>540,827</u> | <u>4,870,030</u> |
| Balance as at 30 September 2020 | <u>3,816,950</u> | <u>-</u> | <u>3,816,950</u> |

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

| <u>Lease Assets 2021</u> | <u>Property</u> <u>(\$)</u> | <u>Office Equipment/ Fixture</u> <u>(\$)</u> | <u>2020</u> <u>(\$)</u> |
|--------------------------------------|--------------------------------|---|----------------------------|
| 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 | <u>(3,760,074)</u> | <u>-</u> | <u>(3,760,074)</u> |
| Balance as at 30 September 2020 | <u>5,248,423</u> | <u>321,458</u> | <u>5,569,881</u> |
| 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 | <u>(1,457,445)</u> | <u>-</u> | <u>(1,457,445)</u> |
| Balance as at 30 September 2020 | <u>1,431,473</u> | <u>321,458</u> | <u>1,752,931</u> |
| Net Book Value | | | |
| Balance as at 30 September 2020 | <u>3,816,950</u> | <u>-</u> | <u>3,816,950</u> |
| Balance as at 30 September 2019 | <u>5,827,328</u> | <u>134,624</u> | <u>5,961,952</u> |
| <u>Lease Liabilities 2021</u> | | | |
| Balance as at 1 October 2020 | 3,669,858 | - | 3,669,858 |
| Renewals | 1,484,460 | - | 1,484,460 |
| Additions | - | 572,640 | 572,640 |
| Disposals | (40,095) | - | (40,095) |
| Payments | <u>(806,309)</u> | <u>(16,615)</u> | <u>(822,924)</u> |
| Balance as at 30 September 2021 | <u>4,307,914</u> | <u>556,025</u> | <u>4,863,939</u> |
| Current portion | 796,870 | 179,945 | 976,815 |
| Non-current portion | <u>3,511,044</u> | <u>376,080</u> | <u>3,887,124</u> |
| | <u>4,307,914</u> | <u>556,025</u> | <u>4,863,939</u> |

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

| <u>Lease Assets 2021</u> | <u>Property</u> (<u>\$</u>) | <u>Office Equipment/ Fixture</u> (<u>\$</u>) | <u>2020</u> (<u>\$</u>) |
|---------------------------------|----------------------------------|---|------------------------------|
| 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 | 3,669,858 | - | 3,669,858 |
| Current portion | 882,694 | - | 882,694 |
| Non-current portion | 2,787,164 | - | 2,787,164 |
| | 3,669,858 | - | 3,669,858 |

9. Deferred Tax (Asset)/Liability:

| | 30 September | |
|--|------------------------------|------------------------------|
| | <u>2021</u> (<u>\$</u>) | <u>2020</u> (<u>\$</u>) |
| Balance at beginning of year | (113,205) | (601,096) |
| Effect on Statement of Comprehensive Income | <u>(266,607)</u> | <u>487,891</u> |
| Balance at end of year | <u>(379,812)</u> | <u>(113,205)</u> |
| Deferred taxation is attributable to the following items: | | |
| Deferred tax asset | <u>(1,292,374)</u> | <u>(1,100,957)</u> |
| Deferred tax liability | <u>912,562</u> | <u>987,752</u> |
| Balance at end of year | <u>(379,812)</u> | <u>(113,205)</u> |

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30 SEPTEMBER 2021

10. Accounts Payable and Accruals:

| | 30 September | |
|------------------|--------------------|--------------------|
| | <u>2021</u> (S) | <u>2020</u> (S) |
| Trade payables | 25,081,210 | 21,102,422 |
| Accruals | 951,426 | 2,239,258 |
| Gratuity payable | 255,600 | 704,102 |
| Other | 799,560 | 1,672,237 |
| | <u>27,087,796</u> | <u>25,718,019</u> |

11. Deferred Income:

| | 30 September | |
|---|--------------------|--------------------|
| | <u>2021</u> (S) | <u>2020</u> (S) |
| <i>Advance Payments -</i> | | |
| Balance at beginning of the year | 8,091,664 | - |
| Reclassification | 69,296,578 | 10,413,687 |
| Advanced billings | (54,937,438) | (10,820,618) |
| Transfer to Statement of Comprehensive Income | | |
| | 22,563,435 | 112,631 |
| Balance as at end of the year | | |
| <i>Microsoft Agreement -</i> | | |
| Balance at beginning of the year | (8,091,664) | - |
| Reclassification | 53,931,482 | 18,302,968 |
| Increases | (53,936,540) | (25,391,472) |
| Amortisation during the year | | |
| | 10,206,247 | 18,302,969 |
| Balance as at end of the year | <u>32,769,682</u> | <u>18,415,600</u> |

12. Contributed Capital:

| | | 30 September | |
|------------------------|--|--------------------|--------------------|
| | | <u>2021</u> (S) | <u>2020</u> (S) |
| Authorised | Unlimited number of shares at no par value | 10 | 10 |
| Issued and outstanding | 10 shares at no par value | 5,000,000 | 5,000,000 |
| Issued and fully paid | 5,000,000 shares at no par value | 393,913 | 393,913 |
| Share application * | | <u>5,393,923</u> | <u>5,393,923</u> |

* 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.

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NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

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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 | |
|----------------------|------------------|------------------|
| | 2021 (\$) | 2020 (\$) |
| Short-term benefits: | | |
| Directors | 594,000 | 589,008 |
| Executive Management | <u>8,617,528</u> | <u>8,495,753</u> |
| | <u>9,211,528</u> | <u>9,084,761</u> |

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.

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.

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16. Operating Leases:

| | 30 September | |
|---|------------------|------------------|
| | 2021 (\$) | 2020 (\$) |
| Non-cancellable operating lease rentals are payable as follows: | | |
| Less than one year | 1,536,600 | 1,416,720 |
| Between one and five years | <u>6,146,400</u> | <u>5,666,880</u> |
| | <u>7,683,000</u> | <u>7,083,600</u> |

During the year, **\$364,640** (2020: **\$93,728**) was recognised 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.**

17. Subvention:

| | 30 September | |
|--|---------------------|---------------------|
| | 2021 (\$) | 2020 (\$) |
| 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 | <u>(31,200,000)</u> | <u>(31,200,000)</u> |
| Balance, end of the year | <u>-</u> | <u>-</u> |

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 (2020: **\$31,200,000**).

18. Project Income:

| | 30 September | |
|---------------------|-------------------|-------------------|
| | 2021 (\$) | 2020 (\$) |
| Advance Payments | 53,292,107 | 386,047 |
| Microsoft Agreement | <u>33,479,037</u> | <u>38,324,282</u> |
| | <u>86,771,144</u> | <u>38,710,329</u> |

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19. Operating Costs:

| | 30 September | |
|-------------------------------|--------------------------|--------------------------|
| | 2021 (\$) | 2020 (\$) |
| Contracted Services - Local | 90,789,063 | 28,840,007 |
| Contracted Services - Foreign | <u>739,716</u> | <u>9,911,018</u> |
| | <u>91,528,779</u> | <u>38,751,025</u> |

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 | |
|---------------------|--------------------------|--------------------------|
| | 2021 (\$) | 2020 (\$) |
| iGovTT (Note 21) | 29,295,061 | 30,454,763 |
| ttConnect (Note 22) | <u>7,584,792</u> | <u>6,751,407</u> |
| | <u>36,879,853</u> | <u>37,206,170</u> |

21. Administrative Expenses - iGovTT:

| | 30 September | |
|----------------------|--------------|--------------|
| | 2021 (\$) | 2020 (\$) |
| Advertising | 26,632 | 22,625 |
| Audit fees | 152,890 | 158,970 |
| Bank charges | 11,748 | 9,544 |
| Board expenses | 6,000 | 34,161 |
| Building maintenance | 160,751 | 349,939 |
| Depreciation | 1,324,965 | 1,662,001 |
| Depreciation (RoUAs) | 13,971 | 763,820 |
| Director fees | 594,000 | 589,008 |
| Electricity | 138,432 | 224,406 |

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

| | 30 September | |
|--------------------------------------|-------------------|-------------------|
| | 2021 (\$) | 2020 (\$) |
| Employee assistance programme | 6,400 | 34,300 |
| Equipment repairs and maintenance | - | 18,271 |
| Insurance | 169,792 | 161,260 |
| Janitorial | 290,426 | 385,015 |
| Lease interest | 1,551 | 81,142 |
| Legal fees | 7,900 | 196,805 |
| Loss on disposal | - | 107,206 |
| Meeting | - | 12,075 |
| Motor vehicles | 28,041 | 17,864 |
| National Insurance | 1,203,731 | 1,077,423 |
| Office | 42,531 | 107,398 |
| Penalties and Interest | - | 36,583 |
| Postage | 510 | 1,788 |
| Printing and stationery | 4,652 | 27,462 |
| Professional fees | 947,069 | 670,194 |
| Publications | 55,525 | 60,492 |
| Publicity and promotion | 168,260 | 48,490 |
| Recruitment | 56,492 | 81,373 |
| Rental – equipment | 67,720 | 21,984 |
| Rental – vehicle | - | 4,706 |
| Salaries and wages | 22,015,772 | 22,009,784 |
| Short-term employment | 301,916 | 25,615 |
| Security services | 275,491 | 357,146 |
| Specialised ICT equipment | 11,098 | - |
| Staff and organisational development | 17,672 | 51,176 |
| Software licences | 268,250 | 445,171 |
| Subscriptions | 109,944 | 12,242 |
| Telephone | 348,706 | 386,265 |
| Training | 225,890 | 133,597 |
| Travel and accommodation – Local | - | 3,374 |
| Travel and accommodation – Foreign | - | 3,321 |
| Transportation and storage | 210,450 | 42,500 |
| Utilities | 29,883 | 18,267 |
| | <u>29,295,061</u> | <u>30,454,763</u> |

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NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

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22. Administrative Expenses - ttConnect:

| | 30 September | |
|--------------------------------------|-------------------------|-------------------------|
| | 2021 (\$) | 2020 (\$) |
| Advertising | - | 20,379 |
| Building maintenance | 57,340 | 205,401 |
| Depreciation (Right of Use Assets) | 952,646 | 805,057 |
| Electricity | 65,790 | 86,318 |
| Employee assistance programme | 6,400 | 3,600 |
| Equipment repairs and maintenance | 4,410 | 6,488 |
| (Gain)/Loss on disposal | (2,692) | - |
| Insurance | 17,624 | 22,497 |
| Lease interest | 290,672 | 402,176 |
| Janitorial | 427,912 | 290,134 |
| Meeting expenses | - | (2,225) |
| Motor vehicle expenses | 8,808 | 421,418 |
| NIS – Employer’s contributions | 270,967 | 248,828 |
| Office expenses | 49,154 | 113,510 |
| Postage | 6,527 | 5,218 |
| Printing and stationery | 17,635 | 14,687 |
| Publicity and promotion | 9,396 | 158,805 |
| Rental – equipment | 72,520 | 22,344 |
| Salaries and wages | 4,531,070 | 3,275,346 |
| Security | 378,636 | 369,943 |
| Staff and organisational development | 2,700 | 4,745 |
| Software licences | 173,808 | 78,679 |
| Subscriptions | 66,225 | - |
| Telephone | 152,448 | 178,966 |
| Training | 14,246 | 12,505 |
| Travel and accommodation – Local | 650 | 5,388 |
| Transportation and storage | 9,900 | 1,200 |
| Total Expenses | <u>7,584,792</u> | <u>6,751,407</u> |

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NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

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23. Taxation:

| | 30 September | |
|--|-----------------------|-------------------------|
| | 2021 (\$) | 2020 (\$) |
| Business Levy | (1,919) | (462) |
| Green Fund Levy | (959) | (231) |
| Deferred taxation | <u>266,607</u> | <u>(487,891)</u> |
| | <u>263,729</u> | <u>(488,584)</u> |
| Net loss before taxation | <u>(9,926,318)</u> | (6,066,360) |
| Theoretical tax calculated at 30% | 2,977,895 | 1,819,908 |
| Expenses not deductible for tax purposes | 42,975 | (36,235) |
| Business Levy | (1,919) | (462) |
| Green Fund Levy | (634) | (231) |
| Tax losses impaired | (2,933,387) | (1,652,399) |
| Lease liabilities | 191,417 | 619,165 |
| Other | <u>(12,293)</u> | <u>-</u> |
| | <u>263,729</u> | <u>(488,584)</u> |

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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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 \$5,379,772 (2020: \$5,208,237) for its existing staff complement of 124 (2020: 116) 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.
- Nineteen (19) 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 matters are presently before the Industrial Court. The hearing is scheduled to be heard on 27 April 2022.

iGovTT

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