

Notes for Revised ICT Master Plan Budget

No	Item Description	Remark
1	WAN Connection	<ul style="list-style-type: none"> - no need to extend additional 3 months because Metfone started charge at very late stage - there is one site (SEZ Poipet) that Metfone cannot complete, Finance to discuss this matter with Metfone
2	Internet Connection at MOC	<ul style="list-style-type: none"> - Current Internet connection at MOC not so reliable, too slow because everyone uses it - We need to have a backup Internet connection from different ISP mainly to host CO automation , Trade Website etc.
3	Warranty or maintenance services for non-critical equipment such as air corn	<ul style="list-style-type: none"> - we don't want to extend a fix service contract, instead only reserve some funds as needed to use when issues arise
4	Contractor to maintenance and supply diesel for backup generator of data center	<ul style="list-style-type: none"> - when we go-live with our (interim) CO automation, trade website and other automations, it is critical to have our data center operational 24/7
5	(Mini) Disaster Recovery or Backup Site e.g. at Camcontrol	<ul style="list-style-type: none"> - currently we don't have off-site backup of MOC data center, if e.g. fire outbreaks we would have long time system outage - it is especially critical when we go-live with (interim) CO automation, Trade Website and other automations
6	Run additional network cables within CO departments	<ul style="list-style-type: none"> - using WiFi for normal internet usage is OK but not for CO officers to use (interim) CO automation on daily basis; it is more reliable to use wired network
7	System Management Support Unit	<ul style="list-style-type: none"> - we prefer to recruit individual consultants instead of international company with local staff - we would need 1 network support staff, 2 software application & helpdesk support staff
8	Call center and Helpdesk system for ICT support	<ul style="list-style-type: none"> - when rollout CO automation, Trade website and other automations it is critical to have proper call center system - propose an IP call center system that can run on our existing network infrastructure (LAN + WAN) with

		<p>enough handsets so that CO officers from anywhere (MOC, provincial offices or SEZ) can call helpdesk for free per internal extension numbers</p>
9	Advanced workflow application for CO automation	<ul style="list-style-type: none"> - advanced workflow application such as K2 can work seamlessly with SharePoint to speed up the development of our CO automation hugely (a few months) and also can be used as very power tools for any other in-house development including CO interim solution - it could be purchased in separate package like e-signature appliance
10	System Trainings	<ul style="list-style-type: none"> - want to reserve enough budgets for many types of trainings i.e. General ICT infrastructure, CO automation (including interim solution) and trade websites - include end-users and system admin trainings to MOC staff, provincial offices, SEZ, exporters/GMAC, MEF staff for TIW