

## **ANNEX 6.2: WEB-BASED SYSTEMS OPERATIONS AND MAINTENANCE WORKLOAD**

The work load is broken down as follows:

### **One Time Tasks**

Installation and commissioning of the hardware, and software. Training of end users in the operation of the system.

### **Recurring Tasks**

Archiving of data (Backup), maintenance of hardware, including security auditing, and user help desk

These tasks can be completed by one competent IT Technician at MoT, MoR and KRB main locations. The initial installation should be finished well within one week.

The total time required for user training is obviously a function of the method selected; if trained all together, a one hour session might be sufficient, otherwise one hour individually may be allocated. The recurring tasks are dependant upon the archive and security policies the client chooses to implement, but typically in total may amount to one half day per month. Provided the client has a suitable technician available, no additional staff are required.

### **Notes:**

1. As the IT departments in KRB/MoR and the MoT will have this system, each may require their own technician.
2. The existing MoT website will ultimately be the focal point for the Central Download Repository  
in Phase I, this will be undertaken by MoT Website Technician
3. The initial installation does not cover any building work unless the client decides to modify an existing room, or adding a new server room, etc.