

TWINNING CONTRACT
Support to the Statistics

Kosovo



MISSION REPORT

on

Needs Assessment in the IT Area

Component no 4.1.1

Mission carried out by Povl Valeur and Bo Guldager Clausen, Statistics Denmark

31 March-4 April 2014

IPA 2012

Author's name, address, e-mail

Povl Valeur
Statistics Denmark
Sejrøgade 11
DK-2100 Copenhagen Ø
Denmark
Tel: +45 39 17 39 17
Email: pov@dst.dk

Bo Guldager
Statistics Denmark
Sejrøgade 11
DK-2100 Copenhagen Ø
Denmark
Tel: +45 39 17 39 17
Email: bgc@dst.dk

Table of contents

1. General comments.....	5
2. Assessment and results.....	6
3. Conclusions and recommendations	10
Annex 1. Terms of Reference	12
Annex 2. Persons met.....	15

List of Abbreviations

ASAP	As Soon As Possible
CMS	Content Management System
DBA	DataBase Administrator
DBMS	Database Management System
GIS	Geographic Information Systems
KAS	Kosovo Agency for Statistics
NA	Not Applicable
RTA	Regional Twinning Advisor
SCB	Statistiska Centralbyrån
SIDA	Swedish International Development Agency
ToR	Terms of Reference
UN	United Nations

1. General comments

This mission report was prepared within the Twinning Project „Support to Statistics”. It was the first mission to be devoted to improve IT systems and the quality of the IT services available to KAS within Component 4 „Information Technology System”. The mission was aimed at defining a strategic plan forming the base of the further implementation of the project in this statistical area.

The concrete objectives of the mission were:

- Report detailing relevant training needs for KAS IT staff and subject matter statisticians.
- Recommendations on best work share between SIDA and Twinning projects.

Recommendations regarding technical solutions for internal network have been removed from the mission, because this part will be planned and implemented by SIDA according to the agreement between SIDA representative and Twinning RTA.

The consultants would like to express their thanks to all officials and individuals met for the kind support and valuable information which we received during the stay in Kosovo, and which highly facilitated the work of the consultant.

This views and observations stated in this report are those of the consultant and do not necessarily correspond to the views of EU, KAS or Statistics Denmark.

2. Assessment and results

Activities during the mission:

Monday March 31

- Introduction to IT at KAS.
- Introduction to IT at Statistics Denmark.
- Assessment of software used in the statistical production at KAS.
- Start building matrix of software, present skills and required skills.

Tuesday April 1

- Presentation of KAS website.
- Continue building matrix of software, present skills and required skills.
- Meeting with SIDA Long Term Advisor Catrin Karling discussing best work share between SIDA and Twinning projects.
- Report writing.

Wednesday April 2

- Meeting with representatives from Kosovo Cadastral Agency discussing data exchange between KAS and the Geoportal.
- Presentation of results from meeting with SIDA.
- Report writing.

Thursday April 3

- Report writing.
- Debriefing.

Friday April 4

- Report writing.

Matrix of training needs. Training needs have been identified from interviews done in corporation with the KAS IT staff. Recommendations are based on bringing current skill levels to the desired level						
No.	Name	Usage	Remarks	Advanced users:	Basic Users	IT Staff
1	Visual Basic	Mostly Access/Excel (validation rules etc.)		See No. 4	NA	Training only needed for new employees
2	MS SQL server 2005/2008/2012	Multi-user SQL database	Strongly suggest to move to only version 2012	Making queries	NA	Advanced queries and DBA functions
3	MySQL	Website 2012 Census	Public domain	NA	NA	NA
4	MS Office 2003/2007/2010	All workstations will be upgraded/installed with Win7/Office 2010 ultimo 2014	Licenses provided by e-government	Advanced uses of Access/Excel (macro programming)	Training in Access/Excel	NA
5	IBM SPSS	Statistical analysis, tabulation, graphing	More than 5 licenses, at least one version 19.	Census consultants	Census consultants will be able to provide training "if allowed"	Same as for Advanced users
6	PC-Axis	Dissemination tool (output database)	Mission 4.2.1 should be changed to this topic. License situation	Training by DST	Training by DST	Training by DST

			should be clarified			
7	MapInfo	Geographic information system version 10.5	Will be replaced by ArcGIS	NA	NA	NA
8	ArcGIS	Geographic information system	Troels Vestergaard & Lars Knudsen from Statistics Denmark	Training needed (advanced lvl)	NA	Training needed (advanced lvl)
9	MS Publisher	Desktop publishing		Training needed (2 users)	NA	NA
10	CSPro	Census and survey processing (US)		NA (Census consultants)	NA	Future new staff need training
11	DevInfo/CensusInfo	Dissemination tool (output database) (UN)		On demand (UN)	On demand (UN)	On demand (UN)
12	Joomla!	Website content management system		NA	NA	NA
13	Sharepoint	Future Intranet		Training by IT staff	NA	Administration
14	Windows Server 2012					Administration and virtualization

Comments to matrix of training needs:

1. Visual Basic.
Training for IT staff and advanced users might be done by Søren Netterstrøm from Denmark. There have been discussions among the KAS IT staff if C# is going to be KAS standard programming language for software development in the future. If this is the case, there should be training for the IT staff. Training might be provided by SIDA, or alternatively official Microsoft course(s).
2. MS SQL server 2005/2008/2012.
Training will be provided by SIDA both for statistical use and DBA functions. Consider official Microsoft training for the DBA functions. The Microsoft course “Administering Microsoft SQL Server 2012 Databases” will give a good introduction to daily DBA tasks. <http://www.microsoft.com/learning/en-us/course.aspx?ID=10775A&Locale=en-us>
3. MySQL
No training needed. MySQL is only used for the website CMS system and Census 2012. It is recommended to outface MySQL and migrate to MS SQL, in order to minimize the number of DBMS used at KAS. Joomla supports MS SQL server since 2.5. Unclear if Census 2012 website supports MS SQL Server.
4. MS Office 2003/2007/2010
It is recommended to upgrade all office installations to version 2010. This will give a more standardized workstation at KAS. KAS already has the licenses from the E-Government program. Training will be provided by IT staff for basic users, and SIDA will provide training for advanced users.
5. IBM SPSS
Census consultants will be able to provide training “if allowed”.
6. PC-Axis
Training in PC-Axis will be provided by consultants from Statistics Denmark in connection with missions on dissemination.
7. MapInfo
MapInfo software will be outphased and ArcGIS will be the future GIS software in KAS.
8. ArcGIS
The consultants on mission 4.3.2a “Strategy for presentation of geographic information“ will be able to provide training/workshop in ArcGIS for IT staff and advanced users. “Lars Knudsen and Troels Vestergaard” from Statistics Denmark should have this information before the mission. Mission 4.3.2a should be changed to training instead of recommendations for standard tool for presenting data on maps / GIS. KAS has already chosen ArcGIS as the standard tool.
9. MS Publisher
Training are needed for two advanced users from Dissemination department. This must be funded by either SIDA or the Twinning project.
10. CSPro
On the Census project there are consultants with high skills within CSPro, and they will be able to do the training of advanced users and IT staff members “if allowed”.

11. DevInfo/CensusInfo

DevInfo/CensusInfo software are provided by UN and they will also provide necessary training on demand.

12. Joomla!

No training needed.

13. Sharepoint

The IT staff can provide training for advanced users. The IT staff must participate in official Microsoft courses, or alternatively staff from SCB can do the training.

14. Windows Server 2012

The IT staff must participate in official Microsoft courses. This must be funded by either SIDA or the Twinning project.

3. Conclusions and recommendations

It is not clear if the Twinning project has budget for training from external professional partners. The RTA will check the possibility of including activities of this kind into the project. Official training/certification provides an important foundation for secure and stable IT operations.

On the meeting with Catrin Karling from SIDA project, the work share between SIDA and the Twinning projects was discussed, in order to avoid overlapping activities and to maximize the outcome of the resources. It was agreed that SIDA will cover all activities regarding planning and implementation of new hardware/software infrastructure. This includes, but is not limited to, servers, network components, storage, Windows Server 2012, SQL Server 2012 and SharePoint 2013. KAS already has licences for Microsoft software through the E-Government agreement.

SIDA is responsible for providing sufficient training for KAS IT staff and advanced users when applicable. Catrin Karling will check if the SIDA project can finance external training from professional partners, or alternatively the training will be done by experts from SCB. In addition Catrin will investigate the situation about missing PC-Axis license.

Based on work spilt between SIDA and Twinning, the planned mission 4.2.1 “Preparation of technical specifications for the IT supply contract” is no longer relevant. This was clarified by both KAS and the RTA. The mission can be reallocated to for example the dissemination project where more resources could be needed.

Even the objective for this mission is limited to training within the IT area, there has been discussions on metadata and statistical methods. Eurostat has a training programme with 43 different courses covering different areas of statistical production

The European Statistical Training Programme (ESTP) is an essential part of the ESS- Learning and Development Framework. The ESTP aims at raising the overall quality of European statistics; raising the qualification of statisticians in the ESS in order to promote their independence in line with the Code of Practice; encouraging both theoretical and practical learning and development and encouraging the exchange of best practices, know how and experience.

Specifically metadata was a subject during discussions, and is also the subject for future missions within activity 1.3.1 and 1.3.1.1. Of special interest for this subject are the courses “Statistical Metadata – Introductory Course” and “Statistical Metadata – Advanced Course” in the ESTP training programme. Link to full ESTP 2014 course programme

http://epp.eurostat.ec.europa.eu/portal/page/portal/pgp_ess/0_DOCS/estat/2014_Catalogue_v1.1_Dec.pdf

KAS has rather few human resources in the IT department, which makes it important to focus and prioritize between the concurrent projects and tasks. If KAS try to implement all ideas in a short time of period, there is a significant risk that no projects will be successful. This prioritization should be made on a strategic and managerial level.

Actions needed for preparing the next missions

Action	Deadline	Responsible person
It should be examined whether the Twinning can pay for attending external courses.	ASAP	RTA
Mission 4.2.1 must be cancelled with its current content and be replaced by a mission within the field of dissemination.	ASAP	RTA
If Lars Knudsen and Troels Vestergaard are going to do training in ArcGIS, they should be notified. Mission 4.3.2a	ASAP	RTA
PC-Axis training should be done in one or more of the missions in component 4.3. Annegrete Wulf and Jesper Ellemose Jensen should be notified.	ASAP	RTA

Annex 1. Terms of Reference

Component 4: Information Technology System Activity 4.1.1: Needs Assessment in the IT Area

Scheduling:

Tor –ready date: 14. March 2014
Start / end of activity: 31 March-4 April 2014
Reporting time: 16. April 2014

Mandatory result of the component:

Mandatory Result	Intervention logic	Benchmarks	Sources of information	Assumptions
Mandatory Result 4.1.1	Needs Assessment in the IT area	<ul style="list-style-type: none"> Mission report detailing relevant training needs for KAS IT staff and statisticians uploaded on project homepage Recommendations on most optimal division of work between SIDA and the Twinning developed 	<ul style="list-style-type: none"> Twinning quarterly reports Mission Report Agreement SIDA/MS 	<ul style="list-style-type: none"> Sufficient absorption capacity Low turn-over of staff involved in implementation Staff works on project related tasks in between missions A detailed Terms of Reference is developed in a timely manner detailing tasks (input), expected output, participants of the activity and agenda

Subject / purpose of activity: 4.1.1 activity

Description of current state of play regarding the use of information technology at KAS.

Expected output of the 4.1.1 activity

Mission report detailing relevant training needs for KAS IT staff and subject matter statisticians.
Recommendations on division of work between SIDA and Twinning Project.

Activity 4.1.1 will ensure the following outputs:
List of software / it systems used by KAS

Matrix of softwares, present skills and required skills to help understand training requirements
 List of training requirements for the coming 24-36 months period in general
 List of training requirements derived from known activities in the twinning project
 Initial discussion / recommendations regarding technical solutions for internal network – inputs to tender documents (to be defined further in activity 4.1.2)

KAS resources:

Mr. Burim Limolli, Head of IT - Division, burim.limolli@rks-gov.net KAS
 Dardan Gjoshi, IT Administrator, dardan.gjoshi@rks-gov.net, KAS
 Mentor Shala, Software Developer, mentor.shala@rks-gov.net, KAS
 Idriz Shala, GIS expert, [idrizz.shala@rks-gov.net](mailto:idriz.shala@rks-gov.net), KAS
 Liridon Uka, IT Expert, liridon.uka@rks-gov.net, SIDA
 Drita Sylejmani, Dissemination Officer, Drita.sylejmani@rks-gov.net, KAS

KAS Twinning team:

Project Leader Mr. Ilir T. Berisha, Director of Economic Statistics and National Accounts, Ilir.T.Berisha@rks-gov.net
 RTA Counterpart Ms. Teuta Zyberi, International Relations Officer, teuta.zyberi@rks-gov.net

Member state resources:

Mr Povl Valeur, Head of IT, Statistics Denmark, pov@dst.dk
 Ms Bo Guldager, Chief Adviser IT, Statistics Denmark, bgc@dst.dk

Twinning resources:

Mr Per Knudsen, RTA, pkn@dst.dk
 Ms Nora Zogaj, RTA assistant, nzogaj@yahoo.com

Background

All parts of the statistical business process are supported by various IT tools. The IT infrastructure and the used software tools shape the daily work of the NSI and ensure quality and efficient production. The cooperation project between SCB/SIDA and KAS includes a number of interventions designed to improve IT at KAS.

The Twinning Project has three mandatory results:
 Tender specification for internal network (Intranet)
 KAS website and user friendliness improved
 Dissemination Database installed and available

Other activities planned in component 4 will be dedicated to design guidelines for electronic dissemination and work that generally supports the IT department in dealing with administrative records from other government agencies and integrating the production process.

In general the activities in component 4 will address the following issues:

- Provide training to the ASK IT department based on training needs assessment;
- Build an internal network (Intranet) for ASK and the regional offices; and assist in preparing the technical specifications for the IT supplies contract;
- Improve web dissemination for selected statistics including improvement of ASK's website to make it a more user-friendly and flexible dissemination tool;
- Develop guidelines for the design of tables and graphs, also to be applied for dissemination on the web;
- Develop a dissemination database, including more complete metadata covering different aspects related to data quality;

- Build up a unified system in the field of information technology

The activities in component 1 (A Quality System for Statistics) will influence the work processes at the IT department. A system for storage, management and dissemination of metadata will most likely be required to full fill the objectives of component 1. Support of such software will either be through the SIDA funded project and/ or through activities planned under component 1.

Acitvities to be undertaken in preparation for the mission:

List of attached documents

- Adapted Global Assessment report (AGA)
- Program of official statistics 2013 -2017
- Strategic Development Plan 2009- 2013
- Swedish Support to Statistics development at the Kosovo Agency of Statistics
(SIDA)
- ICT in the Kosovo National Statistical System – Baseline review and
Recommendations for development (Dekker)

Annex 2. Persons met

KAS:

Mr. Burim Limolli, Head of IT
Dardan Gjoshi, IT Administrator
Mentor Shala, Software Developer
Idriz Shala, GIS expert
Liridon Uka, IT Expert
Drita Sylejmani, Dissemination Officer

SIDA:

Catrin Karling Long Term Advisor

RTA Team:

Per Knudsen, RTA
Nora Zogaj, RTA Assistant

Kosovo Cadastral Agency:

Denis Pitarka, Geoportal Manager
Besfort Thaqi, IT Expert