

53. NATIONAL COMPUTER BOARD

- 53.1 The National Computer Board (NCB) was set up in 1988 by the National Computer Board Act No. 43 to foster the development and growth of information technology, information systems and computer related services in Mauritius. It operates under the aegis of the Ministry of Technology, Communication and Innovation.
- 53.2 The NCB envisions to be the key enabler in transforming Mauritius into a cyber island and regional ICT hub. The core mission of the NCB is to accelerate this transition of Mauritius and ensure the swift realisation of government's objective to make ICT a key pillar of the economy.
- 53.3 The NCB's objectives consist in: e-powering people through the promotion of ICT culture; e-powering businesses by promoting and developing the ICT industry; and e-powering the public sector by participating in e-government initiatives.
- 53.4 In this digital era, the NCB is called upon to play a more prominent role in the development of the ICT sector in Mauritius. Several important projects and responsibilities have thus been entrusted to the Board namely the development of National ICT Strategic Plan and policies; setting up and running of the Government Online Centre (GOC); implementation of the Universal ICT Education Programme (UIEP); Community Empowerment Programme (CEP); Computer Emergency Response Team of Mauritius (CERT-MU); and setting up of the ICT Academy.
- 53.5 An Executive Director is at the apex of the organisation. He is responsible for the execution of policies as well as control and management of the day-to-day activities of the Board. The organisation structure also comprises the grades of Director and Manager at strategic level, whilst IT professionals and other staff provide technical and support services respectively.
- 53.6 In the last Report, the managerial hierarchy was strengthened through the creation of a grade of Director, whilst the grade of Assistant Manager was made evanescent, as it no longer met the functional requirements of the organisation. For this review exercise, Management has requested, among others, for a further consolidation of its organisational structure through a reinforcement of its finance, procurement and supply, HR and general services departments by creating several levels. In addition, proposals have also been made for the grant of duty exemption facilities to certain professional grades, restyling of grades and upgrading of salaries.

53.7 After examining the proposals, we are reinforcing the structure with the creation of a few grades at operational and professional levels to enable the organisation to better deliver on its mandate. We are also restyling the grades of Assistant Procurement and Supply Officer/Procurement and Supply Officer and Accounts Officer, whilst demerging that of Business Analyst/IT Consultant/Research Officer.

Procurement and Supply Officer Cadre

53.8 At present, there is only one merged grade of Assistant Procurement and Supply Officer/Procurement and Supply Officer, which is responsible for carrying procurement and supply duties. Management has submitted that the structure of the Procurement and Supply Unit should be consolidated owing to an expansion in the activities at the NCB and a growing budget. In this respect, request has been made for a supervisory level to oversee the unit.

53.9 After analysis, we view that the request for a new level is fully justified. We are, therefore, strengthening the structure with an addition level and reviewing the appellation of the grade of Assistant Procurement and Supply Officer/Procurement and Supply Officer to a more appropriate one in consonance with the level of duties performed by incumbents.

Procurement and Supply Officer/Senior Procurement and Supply Officer formerly Assistant Procurement and Supply Officer/ Procurement and Supply Officer

Recommendation 4

53.10 We recommend that:

- (i) the grade of Assistant Procurement and Supply Officer/Procurement and Supply Officer should be restyled Procurement and Supply Officer/Senior Procurement and Supply Officer and its duties be reviewed in line with what obtains in the Civil Service for the same grade;
- (ii) officers in the grade of Procurement and Supply Officer/Senior Procurement and Supply Officer, *formerly Assistant Procurement and Supply Officer/Procurement and Supply Officer* possessing a Diploma in Purchasing and Supply Management or an equivalent qualification should, on reaching their revised top salary, be allowed to move incrementally in the master salary scale up to salary point Rs 42325 provided they:
 - (a) have drawn the top salary for a year;
 - (b) have been efficient and effective in their performance during the preceding year; and

(c) are not under report.

Principal Procurement and Supply Officer (New Grade)

53.11 We recommend the creation of the grade of Principal Procurement and Supply Officer. Appointment, thereto, should be made by promotion, on the basis of experience and merit of officers in the grade of Procurement and Supply Officer/Senior Procurement and Supply Officer, formerly Assistant Procurement and Supply Officer/Procurement and Supply Officer possessing a Diploma in Purchasing and Supply Management and reckoning at least two years' service in a substantive capacity in the grade.

53.12 Incumbents would be required, *inter alia*, to oversee the Procurement and Supply Unit; exercise overall supervision over the procurement and supply functions; advise on procedures to be followed for procurement and stock control; and supervise the work of subordinates.

Human Resource Management Officer (New Grade)

53.13 The Bureau has been apprised that there is an imperative need to strengthen the HR Unit owing to an increase in the number of employees and in work complexity. After examination, we consider that the request is justified, the moreso there is only one grade dedicated to HR functions, namely Human Resource Officer/Senior Human Resource Officer. We are making a recommendation to that effect.

Recommendation 5

53.14 We recommend the creation of the grade of Human Resource Management Officer. Appointment thereto should be made by selection from among candidates possessing a degree in Human Resource Management or an equivalent qualification and at least four years post qualification experience in the field of Human Resource Management.

53.15 Incumbent would be called upon to, *inter alia*, advise on all human resource matters; ensure that human resource policies, rules, regulations and procedures are properly interpreted and consistently applied; provide professional human resource services through effective administration and management of human resource systems, procedures and policies; facilitate the implementation of the Performance Management System; conduct training needs analysis and assist in the mounting of appropriate training courses; develop and implement organisation design and work processes; and act as Chairperson/Member of Committees and boards on human resource matters.

Internal Auditor (New Grade)

53.16 The NCB has proposed the creation of a grade of Internal Auditor, further to the recommendation of the National Audit Office and Code of Corporate Governance. In addition, internal auditing would contribute in improving an organisation's governance, risk management and management controls. The Bureau is agreeable to the proposal, the more so this level is important in an organisation to detect and prevent fraud, among others. We are, therefore, providing the grade of Internal Auditor.

Recommendation 6

53.17 We recommend the creation of the grade of Internal Auditor. Appointment thereto should be made by selection from among candidates possessing a pass at the final examination required for admission to membership of one of the following bodies: The Institute of Chartered Accountants of England and Wales; The Institute of Chartered Accountants of Scotland; The Institute of Chartered Accountants of Ireland; The Association of Chartered Certified Accountants; The Chartered Institute of Management Accountants; and the Chartered Institute of Public Finance and Accountancy and reckon at least three years' experience in auditing.

53.18 Incumbent would be required, among others, to be responsible for the day-to-day management of the Internal Audit System; devise, plan and monitor programmes of checks and internal audit; and monitor the effectiveness by the internal control systems and procedures.

IT Support Officer

IT Support Officer (Shift) (New Grade)

53.19 The Government Online Centre(GOC) is one of the key divisions of the NCB. It is the centralised data centre providing government services on a 24/7 basis to citizens, businesses, government officers and non-citizens. It has been submitted that with an increase in the volume of e-transactions and number of servers, coupled with more and more complex network infrastructure, the number of cases requiring urgent technical interventions after normal working hours has increased significantly.

53.20 Against this background, Management views that it would be more effective to have a dedicated grade to attend to these technical problems round the clock, thereby delivering a prompt and better service to its customers. The Bureau subscribes to the views of the NCB and is making an appropriate recommendation to that effect.

Recommendation 7

- 53.21 We recommend the creation of the grade of IT Support Officer (Shift). Appointment, thereto, should be made by selection from among candidates possessing a Diploma in Computer Science or Information Technology or an equivalent qualification and who are conversant with internet and office automation tools.**
- 53.22 We further recommend that officers in the grade of IT Support Officer in post as at 31 December 2015, should be given the option to join the grade of IT Support Officer (Shift) and be granted one additional increment upon joining, subject to the top salary of the new grade.**
- 53.23 Incumbents would be called upon, *inter alia*, to install and configure hardware and common PC-related software; provide preventive measures and technical support, operate computer systems; commission IT equipment, troubleshoot computer hardware and software and develop and maintain multimedia products and websites.

Night Duty Allowance

- 53.24 Generally shift workers who perform night shift are paid a night duty allowance. We are recommending same for officers in the grade of IT Support Officer (Shift).

Recommendation 8

- 53.25 We recommend that IT Support Officers (Shift) who effectively work on night shift, should be paid a Night Duty Allowance equivalent to 25% of the normal rate per hour for the hours between 2300 hours and 0500 hours.**

Business Analyst/IT Consultant/Research Officer (Personal)

Business Analyst (New Grade)

Research and Development Officer (New Grade)

- 53.26 At present, there is a merged grade of Business Analyst/IT Consultant/Research Officer where incumbents perform either as Business Analyst or Research Officer. Management has requested for a demerging of the grade into two defined grades of Business Analyst and Research and Development Officer, as the duties performed by an officer as Business Analyst differ from those of the Research Officer.
- 53.27 The Bureau normally advocates for flatter structures and merging of grades wherever the need arises. In this particular case, it is observed that there are marked differences in the duties of the different positions. In this perspective, we deem it appropriate that the combined grade be demerged, as requested by

Management, into two distinct grades of Business Analyst and Research and Development Officer. We are, therefore, making appropriate recommendations to that effect.

Recommendation 9

53.28 We recommend:

- (i) the creation of the grade of Business Analyst. Appointment thereto should be made by selection from among candidates possessing a degree in Information and Communication Technology or Economics and reckoning at least four years post qualification experience in the field of ICT;**
- (ii) the creation of the grade of Research and Development Officer. Appointment thereto should be made by selection from among candidates possessing a degree in IT and reckoning at least four years post qualification experience in the field of ICT; and**
- (iii) that in a first instance, incumbents in the evanescent grade of Business Analyst/IT Consultant/Research Officer should be absorbed in the new grades of Business Analyst or Research and Development Officer, whichever relevant, depending on the duties performed.**

53.29 Officers in the grade of Business Analyst would be required, among others, to analyse and advise on matters pertaining to the development and promotion of the IT industry; assist in managing IT industry projects; and conduct analysis, compile up-to-date information on the industry and export markets; and assist in the preparation and formulation of IT policies and strategies.

53.30 Officers in the grade of Research and Development Officer, would be required, among others, to undertake studies and analysis in the use of ICT in the various socio economic sectors; analyse and monitor the development of IT in Mauritius; assist in the identification and promotion of innovative technologies; and liaise and collaborate with stakeholders on matters relating to the development of the ICT Sector.

Accounts Officer/Senior Accounts Officer formerly Accounts Officer

53.31 In line with representations made, the Bureau has reassessed the grade of Accounts Officer and consequently is reviewing its appellation to a more appropriate one, in consonance with the level of duties performed. This element has been taken into consideration whilst arriving at the salary of the grade.

Recommendation 10

53.32 We recommend that the grade of Accounts Officer be restyled Accounts Officer/Senior Accounts Officer.

Human Resource Officer/Senior Human Resource Officer

Recommendation 11

53.33 We recommend that officers in the grade of Human Resource Officer/Senior Human Resource Officer possessing a Diploma in Human Resource Management or a Diploma with Human Resource Management as a major component or an equivalent qualification, should be allowed to move incrementally in the master salary scale up to salary point Rs 42325 provided they :

- (i) have drawn the top salary for a year;
- (ii) have been efficient and effective in their performance during the preceding year; and
- (iii) are not under report.

53. NATIONAL COMPUTER BOARD

SALARY SCHEDULE

NCB 1 : Rs 11970 x 260 – 14050 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19575 x 475 – 21475

Office Attendant/Senior Office Attendant

NCB 2 : Rs 12750 x 260 – 14050 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200

Driver

Driver/Office Attendant

NCB 3 : Rs 14050 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200 x 775 – 23975

Head Office Attendant

NCB 4 : Rs 13790 x 260 – 14050 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200 x 775 – 29400

Word Processing Operator/Telephonist

NCB 5 : Rs 14875 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200 x 775 – 31725

Administrative Support Assistant

Help Desk Officer

NCB 6 : Rs 17375 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200 x 775 – 32500

Accounts Clerk

- NCB 7 : Rs 19200 x 375 – 19575 x 475 – 21950 x 625 – 23200 x 775 – 32500 x 925 – 37125 x 1225 – 38350**
Confidential Secretary
- NCB 8 : Rs 22575 x 625 – 23200 x 775 – 32500 x 925 – 37125 x 1225 – 38350**
Senior Administrative Support Assistant
- NCB 9 : Rs 19575 x 475 – 21950 x 625 – 23200 x 775 – 32500 x 925 – 37125 x 1225 – 40800**
Human Resource Officer/Senior Human Resource Officer
- NCB 10 : Rs 22575 x 625 – 23200 x 775 – 32500 x 925 – 37125 x 1225 – 40800**
Procurement and Supply Officer/Senior Procurement and Supply Officer
formerly Assistant Procurement and Supply Officer/Procurement and Supply Officer
- NCB 11 : Rs 19575 x 475 – 21950 x 625 – 23200 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 42325**
IT Support Officer
- NCB 12 : Rs 22575 x 625 – 23200 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 43850**
Accounts Officer/Senior Accounts Officer
formerly Accounts Officer
- NCB 13 : Rs 28625 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 45375**
Principal Procurement and Supply Officer (New Grade)
- NCB 14 : Rs 21000 x 475 – 21950 x 625 – 23200 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 46900**
IT Support Officer (Shift) (New Grade)
- NCB 15 : Rs 25525 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 56450**
Human Resource Management Officer (New Grade)
- NCB 16 : Rs 26300 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 56450**
Incident Handler
- NCB 17 : Rs 27075 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 56450**
Marketing Officer

53. NATIONAL COMPUTER BOARD (Contd)

- NCB 18 : Rs 28625 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 56450**
IT Support Specialist
Internal Auditor (New Grade)
- NCB 19 : Rs 28625 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 49950
x 1625 – 62950**
Accountant/Senior Accountant
formerly Accountant
Administrative Secretary
- NCB 20 : Rs 29400 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 49950
x 1625 – 62950**
Business Analyst/IT Consultant/Research Officer (Personal)
Business Analyst (New Grade)
Database Administrator
Information Security Analyst
Information Security Consultant
Network Administrator
Portal Administrator
Project Supervisor
Research and Development Officer (New Grade)
Systems Administrator
Web Developer
- NCB 21 : Rs 42325 x 1525 – 49950 x 1625 – 62950 x 1850 – 68500 x 1950 –
70450**
Assistant Manager (Personal)
Communication Manager
Finance and Administrative Manager
- NCB 22 : Rs 62950 x 1850 – 68500 x 1950 – 74350 x 2825 – 80000 x 3000 –
86000**
Manager
- NCB 23 : Rs 83000 x 3000 – 89000**
Director
- NCB 24 : Rs 110000**
Executive Director

