

Ministry of Cultural Development

Executive Summary

Student Consultant, Rachel Crown
Community Partner, Sonny Williams

I. About the Organization

The Ministry of Cultural Development provides value to the community through four outputs: Administration, National Auditorium, National Museum and Anthropology, and National Archives and National Library.

The mission of the organization is five-fold. One: to preserve, perpetuate, and enhance Cook Islands Heritage. Two: to maintain cultural traditions and develop an appreciation for this important national resource. Three: to encourage growth and expansion of productive economic, social, and educational activities as may enrich cultural art forms. Four: to present where appropriate the varied elements of ancient and contemporary Cook Islands art and cultural forms. Five: to maintain the unique cultural national identity of the people of the Cook Islands.

Some challenges that the organization faces with regard to technology are the lack of programs to satisfy their needs, lack of knowledge about or training for existing programs, seriously restricted bandwidth, and systems that are out of date. The main issue involves their lack of a centralized server. Their buildings are not connected over one network, and the potential to connect them is made even more difficult by the fact that one of their divisions is located off-site. Many of the divisions have the opportunity to provide way more value to the community if they were able to improve some of their technology.

The Ministry has five divisions. There is the auditorium, which is the venue for many major Cook Island events. The four major events each year include Te Mire Atu (The Composer's Competition), Te Mire Ura (Dancer of the Year), Te Mire Tiare (Flower Festival), and Constitution Celebrations known as Te Maeva Nui ("The Most Important Celebration"). There is also the library, which has a book rental program and offers a photocopying service to the public. The library officer is also responsible for the maintenance of the ministry's website. A third division is the museum, which offers exhibits that rotate every couple of months and can be viewed for a small admission price. They also maintain anthropology materials about their culture and their past that they hope to put together into a publication for the library to benefit school children. The archives are home to all kinds of materials, from family trees and historical documents to videos of past cultural events. The final division, the admin office, enables all of this to happen by maintaining the finances and planning.

All divisions have Windows XP and either Microsoft Office 2007 or 2003 in some cases. There are wireless broadband connections in each building. Some divisions also have additional software, like MYOB Accounting Premiere in Admin and various AV software for editing in the Auditorium. Some of the hardware needs to be updated or replaced, and many divisions are in need of databases to manage their collections. More Ministry-wide problems include a lack of connectivity and centralization of files. The combination of these issues is causing the Ministry to produce value below the level at which it could be operating.

Technology management and planning in the Ministry is lacking, which does not aid their attempt to improve their use of technology. There is no dedicated technology advisory committee to which to bring

technology concerns, issues, and needs, and there is no designated IT worker for the Ministry. While the Auditorium's technical officer, Phillip Tangi, steps into this role on occasion, IT is not his job and ultimately should not be taking him away from his main concern, the Auditorium's technical work.

A major issue the ministry faces is in the form of information management. They have lots of information in different forms and different places or divisions, and they need a way to better handle it. Some divisions would really benefit from record management systems, and they would all seemingly benefit from a server that would enable them to centralize their files.

II. Generate Technology Plan

The Ministry of Cultural Development is faced with the challenge of a lacking existing technology structure coupled with no solid future technology plan. Their ad-hoc and unplanned way of managing their technology is simply not allowing them to operate at their best. Issues range from infrastructure problems to lack of staff IT knowledge to failing existing systems, just to name a few. The ministry could operate more efficiently if they had working programs to inventory the collections of library books, anthropology materials, museum exhibits, and archives items. With more training, better systems, and the necessary programs, they could provide more value to the community that they strive to serve.

The goal is to provide the Ministry with a technology plan articulating their current problems, a vision of where they want to be, goals and strategies of how to get there, and the resources that will be necessary to carry it out. By having a vision and a plan to achieve it, they will be thinking more broadly and more long-term. With this solid plan in place, they will be given the leverage they need to apply for additional funding and grants and be considered serious candidates. This plan and the necessary funding will enable the ministry to improve its use of technology and, with that, will give them the ability to be more efficient and provide more value to the community.

III. Provide training with current technologies to officers to improve performance in the present

The end of the fiscal year brought to light some challenges that the divisions were having working on their finances in Excel. It became clear that additional training in this area would be very beneficial. I was able to sit down with the library staff to go through the functions of Excel that would benefit them. Due to time constraints during the busiest time of the year for the ministry, I was unable to sit down with the other divisions, but the hope would be that the library staff could pass on their knowledge to others to continue the improvements.

Consulting Partner

Sonny Williams
sonny@culture.gov.ck

Ministry of Cultural Development
Rarotonga, Cook Islands
http://www.mocd.gov.ck

About the Consultant

Rachel Crown
Rachel.Crown210@gmail.com

Rachel is a junior studying Information Systems with a minor in Business Administration at Carnegie Mellon University.

Ministry of Cultural Development

Final Consulting Report

Student Consultant, Rachel Crown
Community Partner, Sonny Williams

I. About the Organization

Organization

The Ministry of Cultural Development is located just off of the main road past town. It is open to the public for a number of events and services, such as library book rental and museum exhibit viewing. Many people on the islands also come to watch the events that take place in the auditorium.

The mission of the organization is five-fold. One: to preserve, perpetuate, and enhance Cook Islands Heritage. Two: to maintain cultural traditions and develop an appreciation for this important national resource. Three: to encourage growth and expansion of productive economic, social, and educational activities as may enrich cultural art forms. Four: to present where appropriate the varied elements of ancient and contemporary Cook Islands art and cultural forms. Five: to maintain the unique cultural national identity of the people of the Cook Islands.

Some challenges that the organization faces with regard to technology are the lack of programs to satisfy their needs, lack of knowledge about or training for existing programs, seriously restricted bandwidth, and systems that are out of date. The main issue involves their lack of a centralized server. Their buildings are not connected over one network, and the potential to connect them is made even more difficult by the fact that one of their divisions is located off-site. Many of the divisions have the opportunity to provide way more value to the community if they were able to improve some of their technology.

Facilities

The Ministry of Cultural Development has a number of buildings and offices that house their various divisions. There is a building that houses the administrative offices as well as the library. Just across the way, there is the museum building. Behind these is the auditorium, where many national events take place. The auditorium can hold 1,800 people for terrace and floor seating for events like the Miss Cook Islands Pageant and 1,150 for sporting events where only the terrace is used for seating. Finally, there are the archives, which are at a further off-site location. All locations seem to be comfortably sized and they all lock, so security does not appear to be an issue.

Divisions

The Ministry has five divisions. There is the auditorium, which is the venue for many major Cook Island events. The four major events each year include Te Mire Atu (The Composer's Competition), Te Mire Ura (Dancer of the Year), Te Mire Tiare (Flower Festival), and Constitution Celebrations known as Te Maeva Nui ("The Most Important Celebration"). There is also the library, which has a book rental program and offers a photocopying service to the public. The library officer is also responsible for the maintenance of the ministry's website. A third division is the museum, which offers exhibits that rotate every couple of months and can be viewed for a small admission price. They also maintain anthropology materials about their culture and their past that they hope to put together into a publication for the library to benefit school children. The archives are home to all kinds of materials, from family trees and historical documents to videos of past cultural events. The final division, the admin office, enables all of this to happen by maintaining the finances and planning.

Staff

Admin

- Department Head: Sonny Williams
- Personal Assistant: Terai Joseph
- Admin Manager: Pehau Browne
- Senior Finance Officer: *(currently vacant)*
- Finance Officer: Mita Akama
- Admin Assistant: Poko Kamana

Archives

- Manager: George Paniani
- Archives Officer: Tui Tupa
- Archives Assistant: Tumutoa Henry

Auditorium

- Manager: Robert Ioaba
- Events Officer: Joseph Rae
- Technical Officer: Phillip Tangi
- Auditorium Assistant: Kylie Herman
- Technical Assistant: Teui Ahiao
- Five additional "casual workers" who work half days, including one who serves as their in-house tech whiz to help their main technical officer and technical assistant

Library

- Manager: George Paniani
- Library Officer: Odile Urirau
- Library Assistant: Toni Moeroa

Museum

- Manager: Justina Nicholas

- Anthropology Officer: Mauri Toa
- Museum Assistant: Teuru Naikar

Everyone here is very much willing to learn, and they are fully capable of learning what they need to in order to take their jobs to the next level, but many of them have not had the opportunity to receive the ideal training. Odile, for example, has had little to no experience with Joomla, making it difficult for her to manage the website and keeping it a constant learning experience. The divisions each have a limited number of computers, some of which do not quite have the capabilities to handle what they need to.

Technology Infrastructure

Division	OS	Primary Software	Database
Admin	Windows XP	MYOB Accounting Premiere 19 Microsoft Office 2007	N/A
Archives	Windows XP	Microsoft Office 2007	N/A (Using Excel to keep track of information)
Auditorium	Windows XP	Microsoft Office 2007 Sound Forge Adobe CS5 Virtual DJ	N/A
Library	Windows XP	Microsoft Office 2007 Website in Joomla	Koha
Museum	Windows XP	Microsoft Office 2003 or 2007 (2 computers) Adobe CS2 or CS4	N/A (Using Excel and Word to keep track of collections currently)

The buildings are all equipped with wireless broadband. There are three different routers for the different buildings, as well as an additional router at the archives off-site. There is currently no centralized server for file sharing.

The existing systems are not terrible by any means, but some of the hardware is out of date and cannot support what the ministry needs it to do. For example, the museum had three computers for its three workers, but one of them will no longer turn on. The library's cataloging database crashed because the hardware of the server completely failed, as it was too old to handle it. Additionally, many divisions are lacking software or databases that would enable them to better manage their collections. On top of all this, the divisions suffer from a lack of connectivity and centralization.

The combination of these issues is prohibiting the ministry from being the best it can be and providing the most value to the community.

Technology Management

There really is not much technology management in place. There is no IT division of the ministry, which means that there is no single person or entity to go to in the event that something breaks or in order to voice a need for technology. If things do break, they tend to see if they can fix them themselves first and, if that fails, they go to Mitch at the Office of the Prime Minister or an external professional. Mitch, however, is very busy, so he is not always able to get them what they need immediately, and professionals, like “The Computer Man”, are costly. As for backing things up, the museum does not appear to do so, but then again, a lot of what they have has not even been digitized yet, like the numerous anthropology items. The auditorium has some things backed up externally on one of their worker’s computers because he does a good deal of the work in a program that he has on his computer, meaning that the original copy is there, off-site. Each division tends to take care of technology management itself on an ad-hoc basis. The technology management in place is not ideal and is not aided by the lack of a designated technology professional for the ministry.

Technology Planning

The technology planning responsibility does not appear to fall on any one person or group of people in the organization. Again, this is something that seems to fall within each division. Since budgets for IT are so tight, they have all gotten into a mindset that, though they wish for better things that could significantly improve their work and their value to the community, they simply have to make do with what they have. Some issues seem to have to go through the Office of ICT, which is really busy and does not always prioritize the Ministry of Culture’s technology needs. Within the organization, since there is no dedicated IT person, there is really not anyone who the divisions can go to with their needs, wants, or ideas for the purpose of discussing, planning, and budgeting technology needs, other than potentially the department head in times of applying for more funding. They do not work with a plan so much as they get what they get when they get it. When I asked for clarification about whether the folks in the museum were talking about a database being online or just an inventory for themselves, they replied, laughing, “Well we’d love it to eventually be online. But that’s probably more like a 5 or 10 year goal!” This comment just further illustrated how people have grown accustomed to not getting what they could really use and have therefore gotten used to just dealing with what they have and not expecting much more in any hurry. This Ministry does seem to be relatively on par with its counterparts, though. It does not appear to be suffering significantly more or less in the area of technology. I believe it is just difficult with the lack of IT professionals on the island to give everyone all the technology and training they need to be successful.

Internal & External Communications

The organization's main means of internal communication is certainly email. For quick questions, the office phones are also used. For external communication, it is a similar situation. There are mailings and things sent out over email, but there are also phone calls for bookings and setting up meetings and things that need to be handled as well. Mailings might include a flyer about a new exhibit or upcoming event, for example. These are not sent out all that often, but when they are, they are sent to a number of people, generally through people's connections and networks. The organization would love to get a server so that they can email internally without wasting their extremely limited bandwidth because external communications with flyer attachments to large mailing lists and such things take up a good deal of their allotted quota. The organization does maintain a website that they try to keep up to date with photos and information about their events. Truly their biggest issue is their restricted Internet. They have to be so careful with how much web surfing and emailing sending they do, which makes communicating internally and externally trickier than it should be. They would definitely benefit from connecting with a server so that they wouldn't waste bandwidth on internal email communication, including emailing of photos for the website. Unfortunately, because of the restrictions, services like YouTube and Skype, while they might be helpful, are impractical.

Information Management

The organization has a variety of information, from bookings for events to anthropology documents about their history to library book information. Important information from the admin office is handled in either paper format or electronic, depending on its nature. Invoices are kept in an invoice book in paper copy, payroll is handled through Excel, and accounting is tracked through MYOB Premiere 19. The anthropology documents are currently all in hard copy, from papers to tapes, but they would really like to digitize the collection of papers and convert the tapes to DVDs. Currently all those materials are simply sitting around in boxes, which is useless. They will not be valuable until they can be converted to useful formats that can be shared with the public. They also try to store their inventory information in a database but have not yet been able to get a program that works for them. The library had a system in place to keep all the data on their books and checkouts of books, but since it went down, due to a complete hardware failure, they have been unable to use it. The information of each division, which generally consists of inventories and records, does not really need to be accessed by the different divisions, so that is not the big issue. It would be useful if all computers within a division could easily access the same information, though. The fact that the divisions do not always have the information stored in a working system in the way they think would make the most sense is a challenge here. Any programs that they do have were given to them and are supposed to be used and maintained by them, but they do not receive much training on how to use these programs. For example, though she was charged with maintaining the website and library database, the library officer was given little to no training in Joomla or Koha. The museum and library are both using Excel quite a bit currently for their inventories as well as their finances and data tracking of who comes in, when, and some data on their visit. Even for a program as standard as Excel, the museum and library officers are not taught all of the tips and tricks to Excel that would make what they are doing better and easier. They also do not have things centralized on one network, nor do they have any standardization in place. They are wondering whether it would be best to standardize their databases with each other or to

standardize each one with its international equivalent since they do a lot of programs and training in Australia and New Zealand and want to ideally maintain compatibility with their systems.

Business Systems

The admin office uses MYOB Accounting Premiere 19 to handle their accounting processes. They were using an older version in 2010, but at the beginning of 2011 they chose the upgrade so that multiple users could access and edit the information at the same time. Their payroll reconciliation is handled in Excel, and invoices are tracked in a physical invoice book. Bookings are handled through the following process: an organization pays a deposit to confirm their booking, then that comes to the admin office, at which point they give them an invoice, and they process it into the system. These processes, they believe, are working quite well for them and are producing the results that they need.

II. Generate Technology Plan

Problem

The Ministry of Cultural Development is faced with the challenge of a lacking existing technology structure coupled with no solid future technology plan. Their ad-hoc and unplanned way of managing their technology is simply not allowing them to operate at their best. Issues range from infrastructure problems to lack of staff IT knowledge to failing existing systems, just to name a few. The ministry could operate more efficiently if they had working programs to inventory the collections of library books, anthropology materials, museum exhibits, and archives items. With more training, better systems, and the necessary programs, they could provide more value to the community that they strive to serve.

Solution

The goal was to provide the Ministry with a technology plan articulating their current problems, a vision of where they want to be, goals and strategies of how to get there, and the resources that will be necessary to carry it out. By having a vision and a plan to achieve it, they will be thinking more broadly and more long-term. With a plan in place, they will increase their chances of getting additional funding by demonstrating that they have a solid grasp of what they need in the big picture. This plan includes specific goals to remedy problems.

- Connecting the divisions on one network
- Purchasing a server to enable easy sharing of files
- Establishing a technology advisory committee for the ministry
- Standardizing databases with international counterparts
- Applying for grants to acquire the money necessary to make some of these updates
- Acquiring an additional museum computer

- Clean up the auditorium computer so that it can run the AV programs necessary without freezing
- Purchasing a museum database software in accordance with UNESCO's standards
- Purchasing a software for the museum to be able to scan documents to an editable format in order to make a compilation of anthropology materials for the library
- Getting the library officer training with both Joomla/WordPress and Koha so that she can better operate the website and library database
- Getting the Koha database back up and running
- Hire an expert to restructure the website
- Getting the archives a records management system so that they can locate items with better ease and efficiency and to minimize the risk of losing all of that information if their one current hardcopy is lost or destroyed
- Digitizing the records in the archives, from bringing AV materials to NZ for assistance to getting volunteers to help scan and organize documents

Expected Outcomes

The idea behind providing a technology plan for the ministry is that it will help them see and work toward goals over a period of time, instead of continuing with the unplanned, ad-hoc methods to which they are currently victim. With this solid plan in place, they will be given the leverage they need to apply for additional funding and grants and be considered serious candidates. This plan and the necessary funding will enable the ministry to improve its use of technology and, with that, will give them the ability to be more efficient and provide more value to the community.

Steps

1. Meet with all of the divisions to establish how they use technology and what issues they run into. [Completed]
2. Determine wants and needs of divisions. [Completed]
3. Work with staff to determine the organization's vision. [Completed]
4. Research availability and costs of solutions to issues. [Completed]
5. Develop a plan of how to achieve this vision [Completed – See Appendix A for the list of needs]
6. Continue to revise and update this plan as more research is done and more things come up [Ongoing]

Additional Impacts

Currently, divisions of the Ministry are not able to do their jobs to the fullest extent and provide the greatest value to the community because they are restricted by lack of technology or technical skills. For example, if the museum and anthropology sections got a program that would enable them to scan their hard copy anthropology documents so that they could edit them and make them accessible to the public, school children would be able to have access to these wonderful resources in order to learn more about their culture and heritage. Ultimately, having and executing a plan for

ICT improvements would enable the Ministry to better fulfill its mission to preserve, perpetuate, and enhance Cook Islands heritage.

Feasibility

Providing this plan was a very feasible solution. I talked to the various divisions about what they do, their use of technology, and what they would love to see improved. By compiling this information, doing research looking into possible solutions for them, and determining their vision and the steps necessary to achieve it, I was able to provide a detailed, comprehensive technology plan. I have some concerns about implementation and support after I'm gone, but they are certainly excited about these potential solutions, so I would imagine they would do everything possible to see them happen. With some support, they should be successful in doing so, but that support would be key.

III. Provide training with current technologies to officers to improve performance in the present

Motivation

As the fiscal year came to an end and divisions struggled to get their finances done, Pehau determined that some additional training in Excel would help them significantly in the present. Challenges included formulas, protecting cells, and graphing – tasks that are relatively simple if you know the right steps. Their struggle with Excel was causing stress and unnecessary panic as deadlines loomed and finances were not completed. With some additional training, this process could become much more efficient.

Outcomes

I sat down with Odile Urirau, the library officer, and Toni Moeroa, the library assistant, to help them learn more efficient ways to use Excel for their financial purposes. Initially due to time constraints, I sat down with Odile and made her the graphs and things she needed. Then, when we had more time, I returned to sit down with her and Toni for a few hours to show them step-by-step how to do all the things they were hoping to learn more about. Odile documented the step-by-step instructions in her own writing so that she would understand exactly what she meant if she forgot how to do something and needed to refer to her instructions later. Now she is faster and better equipped to handle the tasks for which she needs Excel.

Pehau and I were really hoping that I would be able to sit down with other divisions as well, but due to the busy nature of this time of year for the Ministry of Cultural Development, it unfortunately did not turn out to be feasible. At least now, though, I will be leaving a couple of people who have further training with Excel and should be able to pass it along to other divisions if necessary.

Recommendations

Based on the usefulness of this additional training, I would recommend that Odile pass on her knowledge, both to the other divisions and to a future successor. One of the best ways to have well-trained workers is to train them once and then have them pass along their knowledge. That way, the knowledge will grow exponentially, instead of potentially dying out with the retirement of those officers who were originally trained.

About the Consultant

Rachel Crown is a junior in Information Systems with a minor in Business Administration at Carnegie Mellon University. She has been an avid equestrian since age seven but has recently been competing less because she is away at school, which has enabled her to devote more time to new opportunities. She is an active member of her sorority, Kappa Alpha Theta, and currently holds the position of Scholarship Director. She also plans to begin a job as a teaching assistant for the Statistics department in the fall.

Appendix A.

PRIORITY NEEDS

High Priority

These items are the most critical either because of their necessity or because of the great impact they would have on current processes. Note that numbering is only to give an idea of how many items each division needs, not a means of further prioritizing.

Museum

1. Database to catalog items for museum and anthropology
 - a. To assist the museum in tracking and managing their collection
 - b. To improve the way the items are cataloged so that all of the desired information can be stored efficiently
 - c. The alternative is to maintain their inventory in Excel, but this option cannot fully satisfy their needs regarding what information they want to store and how they want to store it. A custom solution could be designed, but the better solution would be something off the shelf, since the ultimate goal is to standardize with UNESCO approved databases so as to be on par with international counterparts. A product with a MySQL backend would be ideal because that would enable the collection to be linked to the website in the future.
2. Software to scan documents and make them editable
 - a. To increase the usefulness of the numerous anthropology materials that are currently sitting in boxes providing no value to anyone by enabling Mauri to put them into a publication for the library. The documents are currently off limits to the public and remain stored in boxes where no one can learn from their rich material. Once scanned and put into a publication, people of all ages would be able to learn more about their Cook Islands' heritage.

Library

1. Get the necessary hardware to get Koba database back up and running
 - a. To improve the efficiency of the library by allowing them to manage their information in a functioning database, instead of track it by hand as has been happening since the crash of their server

Archives

1. Create a records management system in the form of a database to store information on their materials, including storage location and link to a digitized copy
 - a. To improve their tracking and inventorying of materials and assist them in finding requested materials
 - b. To reduce the chance of disaster if the one hard copy record of their inventory were to be lost
2. Digitize their records by having volunteers help scan and organize boxes of documents and by bringing AV items to NZ, where they can be properly digitized
 - a. To bring them up to speed with their international counterparts and to reduce the risk that information is lost forever if the single hard copy is destroyed

Ministry-wide Objectives

1. Connect the main buildings on one broadband network
 1. To allow the buildings to connect to one network to lower costs

2. Purchase and set up a file sharing server
 1. To improve efficiency between divisions by enabling them to centralize files on a server instead of physically going to each other to look into things
3. Standardize all databases with New Zealand counterparts (e.g. museum with UNESCO standards, library with New Zealand library, and archives with New Zealand archives)
 1. To maximize value and effectiveness of trainings and international assistance and to allow for potential future integration
4. Form a technology advisory committee
 1. To create one body of Ministry staff to deal with the technology concerns of the Ministry in order to be proactive rather than reactive
5. Hire an expert to do a restructuring of the website
 1. To improve the design to make it more user friendly and easier for the webmaster to operate
 2. The website can be maintained the way it is or slightly tweaked, but the way it was set up is messy and confusing to the person who is supposed to be maintaining it. This is making it much harder to maintain and to update content, so it often remains out of date and unappealing. That also makes it less helpful to the public who might seek it out for information. You could work with it and edit things, but it will likely be simpler in the long run to just hire someone to completely redo it from scratch so that it isn't always requiring patches and tweaks.
 3. Victor Bond is offering to redo the website design completely and migrate much of the content over while also adding additional content. He would do this in WordPress, instead of Joomla, so it would be a change for the Ministry, but it would be a change that could play out very well in the long run because it appears to be something that would be more attractive on the front-end and also much easier for the Ministry staff to maintain and update. Victor is also offering training and support, which would be fantastic and would enable Odile and even more of the Ministry staff to become familiar and comfortable with this new website design.

Of the high priority items, if I had to recommend the **top four** items that are the most critical to implement and would have the most value, they would be the following, in order:

1. Server
 - a. Centralization is necessary.
2. Library Koha database
 - a. Library cannot keep operating on a paper-based system, especially when they have an ideal system that is simply out of commission.
3. Archives records management system
 - a. Archives' record keeping should not keep operating in a paper-based fashion. It is at risk for losing everything in the case of a disaster, and utilizing technology would make it so much safer and more efficient.
4. Scanning software for anthropology
 - a. This would be a small price to pay for an exponential leap in value of anthropology documents currently sitting in boxes providing no value to anyone.

Medium

These items are slightly less critical to operations. Some would be beneficial but are not immediately necessary and others, such as the item regarding the Auditorium computer, should not take a significant amount of effort for the temporary solution, and the long-term solution will hopefully fall into place once a server is set up.

Museum

1. Acquire an additional computer to replace the one that stopped working
 - a. To reduce the employee to computer ratio so that each employee has his or her own computer in the Museum so that all three can be working simultaneously

Library

1. Get Joomla extension for photo galleries [DONE]
 - a. To improve the quality of the ministry's website by providing a way of putting photo galleries up from events in an aesthetically pleasing way
2. Get Library officer further training with Joomla or with WordPress, if the decision is made to switch the website over to WordPress.
 - a. To support her web development skills in order to improve the website
 - If the Ministry remains using Joomla: Seeing as there is a general standardization of Joomla across the ministries and other organizations around the island of Rarotonga, an IT resource dedicated to improving user understanding of Joomla would be extremely beneficial. This person could go around and train the relevant Joomla users individually more specific to their uses of the language, as well as potentially hold trainings or workshops for overall Joomla skills.
 - If the Ministry switches over to WordPress: Victor Bond has offered his time and efforts to train and support WordPress, which would be extremely beneficial to the Ministry, especially in starting out using something they never have before.

Auditorium

1. Clean up the main computer regularly so that it doesn't run out of the capacity to run AV programs. The computer itself has enough RAM to run these applications, but it is so full of saved files that it can't keep up.
 - a. To increase the ability of the tech officers to do their work without the computer freezing due to a full hard drive
 - If they are able to get a file server, this problem could be easily remedied by storing AV files on the server instead of directly on this computer, which would free up a significant amount of space. A temporary solution would be to clean the computer out regularly. Check for files that can be deleted or moved to an external hard drive instead of maintained directly on that machine. By deleting or moving the files off the computer's hard drive, it will again enable the computer to run AV software more efficiently. Having a server to save files to directly will also be more efficient because someone will not have to spend time going through files on the computer to determine what can be erased or moved – a job that over time will likely fall by the wayside.