



**FIJI REVENUE AND  
CUSTOMS SERVICE**



# TEAM EXCELLENCE COMPETITION 2023

“Innovations for Higher Productivity”

# Team Name: Pathfinders

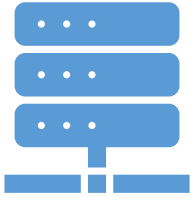
- Team Members

- Prashneel Prasad
- Kaushal Kumar
- Rajniel Lal
- Laisiasa Ratodro
- Olly Daugunu



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# Project - Service Optimization of IT Helpdesk



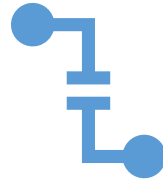
## Overview

### "Legacy Service Desk Challenges"

Previous service desk system (developed 5 years ago) faced critical issues:

Security, UI, and reliability problems.

Negative impacts on efficiency, productivity, and service quality.



### "Productivity Disruptions"

Valuable company time diverted to maintenance and recovery.

Delays in projects and reduced team productivity.



### "New Solution: IT Service Desk Transformation"

Introducing a solution to facilitate communication and collaboration across departments.

Aims to resolve and prevent glitches and breakdowns.

Features include ticket creation, assignment, tracking, and resolution.

Adaptable for various IT service desk roles beyond tech support.



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# Stakeholder

The following stakeholders were identified for communication regarding the project:

- Board
- CEO and Management
- Staff – Head office and outer ports
- Vendors

The communication medium used to keep stakeholders engaged are:

- Email
- Board paper reporting
- Face to face and online awareness by IT Department



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# CODE OF CONDUCT

Teamwork

Participation

Communication

Problem Solving

Meeting Guidelines



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# Project Timeline

- Initiate Project
- Team Formation and Leader selected
- Formation of Code of conduct
- Planning on project stages
- Project Selection

**September**

**October**

- Problem Identification
- Problem Analysis
- Data Collection
- Root Cause Analysis

- Solution Implementation

**November  
to December**

**April**

- Post Implementation Review
- Evaluate Results

- Get Feedback from internal customers
- Analyze Impact on Productivity & Sustainability

**May**



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# METHODS



## **Plan**

Team Formation and  
Meeting

Planning

Project Selection

Problem Identification

Problem Analysis



## **Do**

Implement Solution



## **Check**

Result Evaluation

Impact on Productivity  
and Sustainability

Data Collection



## **Action**

Learning outcome

Future Project  
Analysis

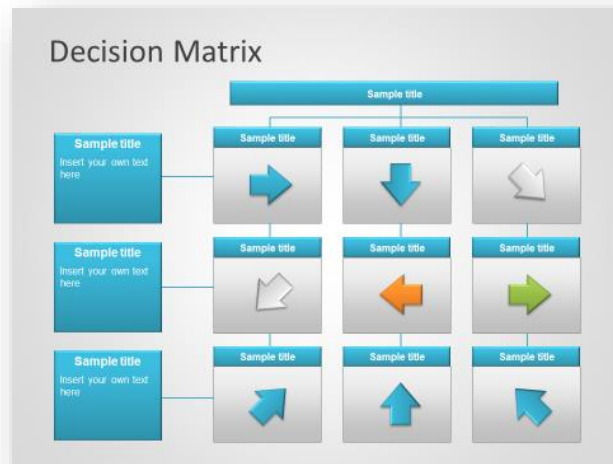
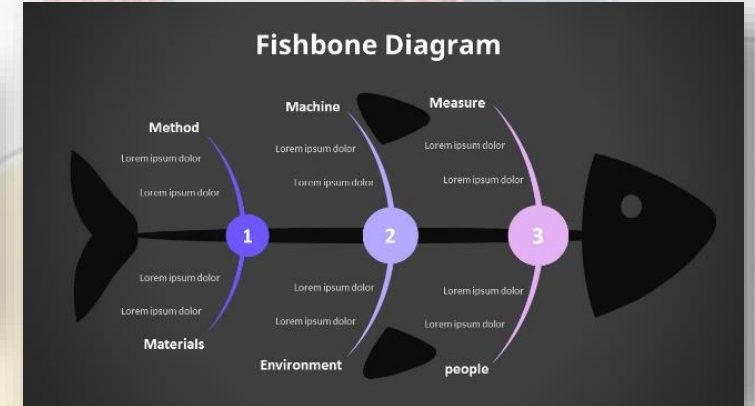


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## TOOLS & TECHNIQUES USED

- Brainstorming Ideas
- Identifying the Problem
- Problem Ranking
- Decision Matrix
- Fishbone Diagram





# PROBLEM IDENTIFICATION

After brainstorming the following problems were identified:

NO	PROBLEM
1	Excessive cost of maintenance i.e., replacement parts, toner/drum/cartridge
2	Lack of backup storage capacity - Development & Testing Environment
3	High bandwidth utilization from remote offices & low resiliency
4	Usability issues with the ServiceDesk – not being user friendly
5	Scalability issues with the ServiceDesk – lack of reporting capabilities & solution not being flexible for enhancements

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# PROBLEM SELECTION – DECISION MATRIX

<b><i>Problem</i></b>	Laisiasa	Olly	Prashneel	Rajniel	Kaushal	Total
<i>Excessive cost of maintenance i.e., replacement parts, toner/drum/cartridge</i>	3	1	2	2	2	10
<i>Lack of backup storage capacity - Development &amp; Testing Environment</i>	3	3	2	3	3	14
<i>High bandwidth utilization from remote offices &amp; low resiliency</i>	3	3	2	3	2	13
<i>Usability issues with the ServiceDesk – not being user friendly</i>	4	4	4	4	4	20
<i>Scalability issues with the ServiceDesk – lack of reporting capabilities &amp; solution not being flexible for enhancements</i>	4	5	4	4	4	21



# PROBLEM RANKING

<b><i>Problem</i></b>	<b>Score</b>	<b>Rank</b>
<i>Scalability issues with the ServiceDesk – lack of reporting capabilities &amp; solution not being flexible for enhancements</i>	21	1
<i>Usability issues with the ServiceDesk – not being user friendly</i>	20	2
<i>Lack of backup storage capacity – Development &amp; Testing Environment</i>	14	3
<i>High bandwidth utilization from remote offices &amp; low resiliency</i>	13	4
<i>Excessive cost of maintenance i.e., replacement parts, toner/drum/cartridge</i>	10	5



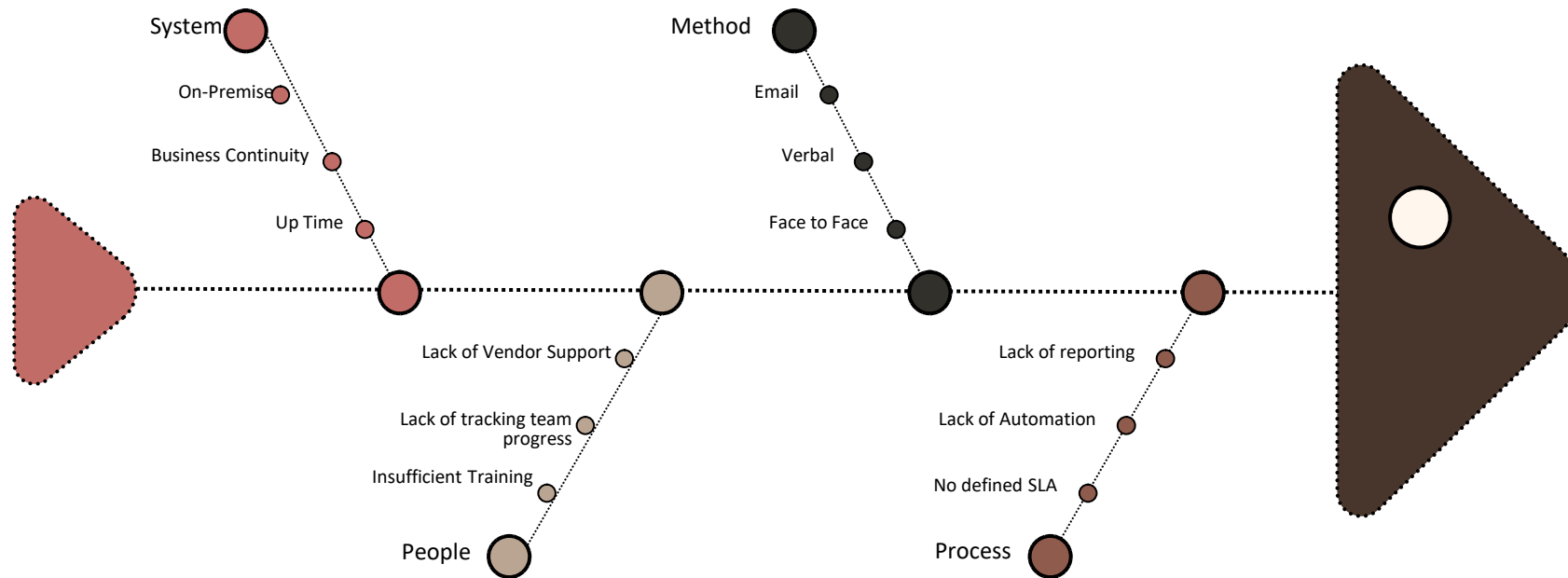
# PROBLEM STATEMENT

The service desk that was present in the organization was not performing as per the expectations and causing operational challenges. Alongside this, the locally hosted server had a hardware footprint on the on-prem server resulting in additional space and compute power requirements to maintain the system.



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# FISH BONE DIAGRAM



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# 5 Why's



## Why 1

Why are IT requests taking too long to resolve?



## Why 2

Why is there a delay in IT request resolution?



## Why 3

Why are IT requests not being routed properly?



## Why 4

Why is there a lack of visibility into IT requests?



## Why 5

Why are we using a manual process to manage requests instead of an IT service desk software?



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# Impact on Productivity

- Customer Service Improved
- Accessibility- Services provided by mobile App is always available.
- Cost Efficient
- Time Management
- Controls in place
- Affordability
- Risk minimized



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# SOLUTION IMPLEMENTED

The multi-purpose role IT service desks fulfil within any organization requires a range of applications that expand beyond traditional tech support and management. As such, IT service desk software tends to include the following features:

- Ticket Management
- SLA Management
- Knowledge Base
- Service Catalogs
- Dashboards
- Automation
- Analytics



# Awareness Session 1

## Awareness Sessions for IT Service Desk



Helpdesk

To **DFRCS - ALL STAFF**



← Reply

⏪ Reply All

→ Forward



Thu 04/05/2023 9:20 am

Ni Sa Bula,

We wish to advise that the ICT service team will be providing awareness on the new service desk platform to all ports on Thursday & Friday this week.

Suva and Rakiraki ports will be scheduled for next week Monday 7<sup>th</sup> May, 2023.

The scheduled slots for each part is shown below with the link to join via Teams. Kindly join your session with the correct link below

The service desk awareness will be focus on the following:

- 1) ICT Service Desk
- 2) Properties Service Desk
- 3) NTIS Service Desk – AMS Support

We sincerely seek your participation in the awareness scheduled below.

Date	Ports	Registration Link
Thursday 4th May 2023	<b>Sigatoka</b> 12:00pm - 12:30pm	<a href="https://teams.microsoft.com/join/9b8b9y0rUmk3d8t8D9y6?E=Edw8p8t8G2w8M1Lo8N8Q_HAYW8c-SE2J_K08b8W8AGJ8_Y8d8QZW8G8E8J8_H8M8V8B8w8_G8H8K8V8d8U8P778y8n8d8L28h8v8?mode=read&amp;tenantid=cad11634-03c7-4935-8071-b5ec8ef5f16">https://teams.microsoft.com/join/9b8b9y0rUmk3d8t8D9y6?E=Edw8p8t8G2w8M1Lo8N8Q_HAYW8c-SE2J_K08b8W8AGJ8_Y8d8QZW8G8E8J8_H8M8V8B8w8_G8H8K8V8d8U8P778y8n8d8L28h8v8?mode=read&amp;tenantid=cad11634-03c7-4935-8071-b5ec8ef5f16</a>
Thursday 4th May 2023	<b>Lautoka</b> 2:30pm - 3:00pm	<a href="https://teams.microsoft.com/join/9b8b9y0rUmk3d8t8D9y6?E=Edw8p8t8G2w8M1Lo8N8Q_HAYW8c-SE2J_K08b8W8AGJ8_Y8d8QZW8G8E8J8_H8M8V8B8w8_G8H8K8V8d8U8P778y8n8d8L28h8v8?mode=read&amp;tenantid=cad11634-03c7-4935-8071-b5ec8ef5f16">https://teams.microsoft.com/join/9b8b9y0rUmk3d8t8D9y6?E=Edw8p8t8G2w8M1Lo8N8Q_HAYW8c-SE2J_K08b8W8AGJ8_Y8d8QZW8G8E8J8_H8M8V8B8w8_G8H8K8V8d8U8P778y8n8d8L28h8v8?mode=read&amp;tenantid=cad11634-03c7-4935-8071-b5ec8ef5f16</a>
Thursday 4th May 2023	<b>Levuka (1<sup>st</sup> Session)</b> 3:00pm - 3:30pm	<a href="https://teams.microsoft.com/join/9b8b9y0rUmk3d8t8D9y6?E=Edw8p8t8G2w8M1Lo8N8Q_HAYW8c-SE2J_K08b8W8AGJ8_Y8d8QZW8G8E8J8_H8M8V8B8w8_G8H8K8V8d8U8P778y8n8d8L28h8v8?mode=read&amp;tenantid=cad11634-03c7-4935-8071-b5ec8ef5f16">https://teams.microsoft.com/join/9b8b9y0rUmk3d8t8D9y6?E=Edw8p8t8G2w8M1Lo8N8Q_HAYW8c-SE2J_K08b8W8AGJ8_Y8d8QZW8G8E8J8_H8M8V8B8w8_G8H8K8V8d8U8P778y8n8d8L28h8v8?mode=read&amp;tenantid=cad11634-03c7-4935-8071-b5ec8ef5f16</a>
Thursday 4th May 2023	<b>Savucu</b> 3:30pm - 4:00pm	<a href="https://teams.microsoft.com/join/9b8b9y0rUmk3d8t8D9y6?E=Edw8p8t8G2w8M1Lo8N8Q_HAYW8c-SE2J_K08b8W8AGJ8_Y8d8QZW8G8E8J8_H8M8V8B8w8_G8H8K8V8d8U8P778y8n8d8L28h8v8?mode=read&amp;tenantid=cad11634-03c7-4935-8071-b5ec8ef5f16">https://teams.microsoft.com/join/9b8b9y0rUmk3d8t8D9y6?E=Edw8p8t8G2w8M1Lo8N8Q_HAYW8c-SE2J_K08b8W8AGJ8_Y8d8QZW8G8E8J8_H8M8V8B8w8_G8H8K8V8d8U8P778y8n8d8L28h8v8?mode=read&amp;tenantid=cad11634-03c7-4935-8071-b5ec8ef5f16</a>

Date	Ports	Registration Link
Friday 5th May 2023	<b>Levuka (2<sup>nd</sup> Session)</b> 9:00am - 9:30am	<a href="https://teams.microsoft.com/join/9b8b9y0rUmk3d8t8D9y6?E=Edw8p8t8G2w8M1Lo8N8Q_HAYW8c-SE2J_K08b8W8AGJ8_Y8d8QZW8G8E8J8_H8M8V8B8w8_G8H8K8V8d8U8P778y8n8d8L28h8v8?mode=read&amp;tenantid=cad11634-03c7-4935-8071-b5ec8ef5f16">https://teams.microsoft.com/join/9b8b9y0rUmk3d8t8D9y6?E=Edw8p8t8G2w8M1Lo8N8Q_HAYW8c-SE2J_K08b8W8AGJ8_Y8d8QZW8G8E8J8_H8M8V8B8w8_G8H8K8V8d8U8P778y8n8d8L28h8v8?mode=read&amp;tenantid=cad11634-03c7-4935-8071-b5ec8ef5f16</a>
Friday 5th May 2023	<b>Labasa (1st Session)</b> 10:00am - 10:00am	<a href="https://teams.microsoft.com/join/9b8b9y0rUmk3d8t8D9y6?E=Edw8p8t8G2w8M1Lo8N8Q_HAYW8c-SE2J_K08b8W8AGJ8_Y8d8QZW8G8E8J8_H8M8V8B8w8_G8H8K8V8d8U8P778y8n8d8L28h8v8?mode=read&amp;tenantid=cad11634-03c7-4935-8071-b5ec8ef5f16">https://teams.microsoft.com/join/9b8b9y0rUmk3d8t8D9y6?E=Edw8p8t8G2w8M1Lo8N8Q_HAYW8c-SE2J_K08b8W8AGJ8_Y8d8QZW8G8E8J8_H8M8V8B8w8_G8H8K8V8d8U8P778y8n8d8L28h8v8?mode=read&amp;tenantid=cad11634-03c7-4935-8071-b5ec8ef5f16</a>
Friday 5th May 2023	<b>Nadi (1st Session)</b> 10:00am - 10:30am	<a href="https://teams.microsoft.com/join/9b8b9y0rUmk3d8t8D9y6?E=Edw8p8t8G2w8M1Lo8N8Q_HAYW8c-SE2J_K08b8W8AGJ8_Y8d8QZW8G8E8J8_H8M8V8B8w8_G8H8K8V8d8U8P778y8n8d8L28h8v8?mode=read&amp;tenantid=cad11634-03c7-4935-8071-b5ec8ef5f16">https://teams.microsoft.com/join/9b8b9y0rUmk3d8t8D9y6?E=Edw8p8t8G2w8M1Lo8N8Q_HAYW8c-SE2J_K08b8W8AGJ8_Y8d8QZW8G8E8J8_H8M8V8B8w8_G8H8K8V8d8U8P778y8n8d8L28h8v8?mode=read&amp;tenantid=cad11634-03c7-4935-8071-b5ec8ef5f16</a>
Friday 5th May 2023	<b>Nadi (2nd Session)</b> 10:30am - 11:00am	<a href="https://teams.microsoft.com/join/9b8b9y0rUmk3d8t8D9y6?E=Edw8p8t8G2w8M1Lo8N8Q_HAYW8c-SE2J_K08b8W8AGJ8_Y8d8QZW8G8E8J8_H8M8V8B8w8_G8H8K8V8d8U8P778y8n8d8L28h8v8?mode=read&amp;tenantid=cad11634-03c7-4935-8071-b5ec8ef5f16">https://teams.microsoft.com/join/9b8b9y0rUmk3d8t8D9y6?E=Edw8p8t8G2w8M1Lo8N8Q_HAYW8c-SE2J_K08b8W8AGJ8_Y8d8QZW8G8E8J8_H8M8V8B8w8_G8H8K8V8d8U8P778y8n8d8L28h8v8?mode=read&amp;tenantid=cad11634-03c7-4935-8071-b5ec8ef5f16</a>
Friday 5th May 2023	<b>Ba</b> 11:00am - 11:30am	<a href="https://teams.microsoft.com/join/9b8b9y0rUmk3d8t8D9y6?E=Edw8p8t8G2w8M1Lo8N8Q_HAYW8c-SE2J_K08b8W8AGJ8_Y8d8QZW8G8E8J8_H8M8V8B8w8_G8H8K8V8d8U8P778y8n8d8L28h8v8?mode=read&amp;tenantid=cad11634-03c7-4935-8071-b5ec8ef5f16">https://teams.microsoft.com/join/9b8b9y0rUmk3d8t8D9y6?E=Edw8p8t8G2w8M1Lo8N8Q_HAYW8c-SE2J_K08b8W8AGJ8_Y8d8QZW8G8E8J8_H8M8V8B8w8_G8H8K8V8d8U8P778y8n8d8L28h8v8?mode=read&amp;tenantid=cad11634-03c7-4935-8071-b5ec8ef5f16</a>
Friday 5th May 2023	<b>Labasa (2nd Session)</b> 2:00pm - 2:30pm	<a href="https://teams.microsoft.com/join/9b8b9y0rUmk3d8t8D9y6?E=Edw8p8t8G2w8M1Lo8N8Q_HAYW8c-SE2J_K08b8W8AGJ8_Y8d8QZW8G8E8J8_H8M8V8B8w8_G8H8K8V8d8U8P778y8n8d8L28h8v8?mode=read&amp;tenantid=cad11634-03c7-4935-8071-b5ec8ef5f16">https://teams.microsoft.com/join/9b8b9y0rUmk3d8t8D9y6?E=Edw8p8t8G2w8M1Lo8N8Q_HAYW8c-SE2J_K08b8W8AGJ8_Y8d8QZW8G8E8J8_H8M8V8B8w8_G8H8K8V8d8U8P778y8n8d8L28h8v8?mode=read&amp;tenantid=cad11634-03c7-4935-8071-b5ec8ef5f16</a>

Kind regards,

Helpdesk

Fiji Revenue & Customs Service Complex

Cnr of Queen Elizabeth Drive & Ratu Sukuna Road, Nasase, Suva

T: +679 3243000

helpdesk@frcs.org.fj | www.frcs.org.fj

[helpdesk@itcs.org](mailto:helpdesk@itcs.org) | [www.itcs.org](http://www.itcs.org)

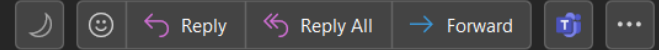
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# Awareness Session 2

## REMINDER - IT Service Desk Awareness for Nasese Port - Training Room 3 | Wednesday 16th August 2023



Helpdesk  
To



Wed 16/08/2023 1:59 pm

Bula vinaka Team,

Please be informed that service desk awareness for IT portal will be conducted on Wednesday 16<sup>th</sup> August 2023 for Suva port. The IT service desk categories have been revised after review by the service desk team for simplicity to our users.

The main goal of this awareness is to make users understand the following:

- 1) Revised Category names and intention
- 2) Importance of logging request via service desk
- 3) Getting all users accustomed to the IT service desk platform.

The scheduled slots for each sections are as follows: **Please note, the venue is at Training Room 3 for all sessions listed below.** We ask that all staff attend during their time slots indicated below and we appreciate your promptness.

Remaining sessions:

Division	Building	Sessions	Time slot
Border/Customs Revenue	Building 2 Ground floor - Border/Customs Revenue	Session 10	2.00 - 2.30pm
Revenue Taxation/Customs Revenue	Building 3 level 1 - Gold Card/Education team	Session 11	2.30 - 3.00pm
Revenue Taxation/Customs Revenue	Building 1 level 1 - DMU/Enforcement	Session 12	3.00 - 3.30pm
	Building 1 Ground floor - CEC/Customs Revenue	Session 13	3.00 - 3.30pm
	Building 1 level 1 - DMU/Enforcement	Session 14	3.30 - 4.00pm
	Building 1 Ground floor - CEC/Customs Revenue	Session 15	3.30 - 4.00pm

Kind Regards,  
Team IT

Helpdesk

Fiji Revenue & Customs Service Complex  
Cnr of Queen Elizabeth Drive & Ratu Sukuna Road, Nasese, Suva  
T: +679 3243000

[helpdesk@frcs.org.fj](mailto:helpdesk@frcs.org.fj) | [www.frcs.org.fj](http://www.frcs.org.fj)



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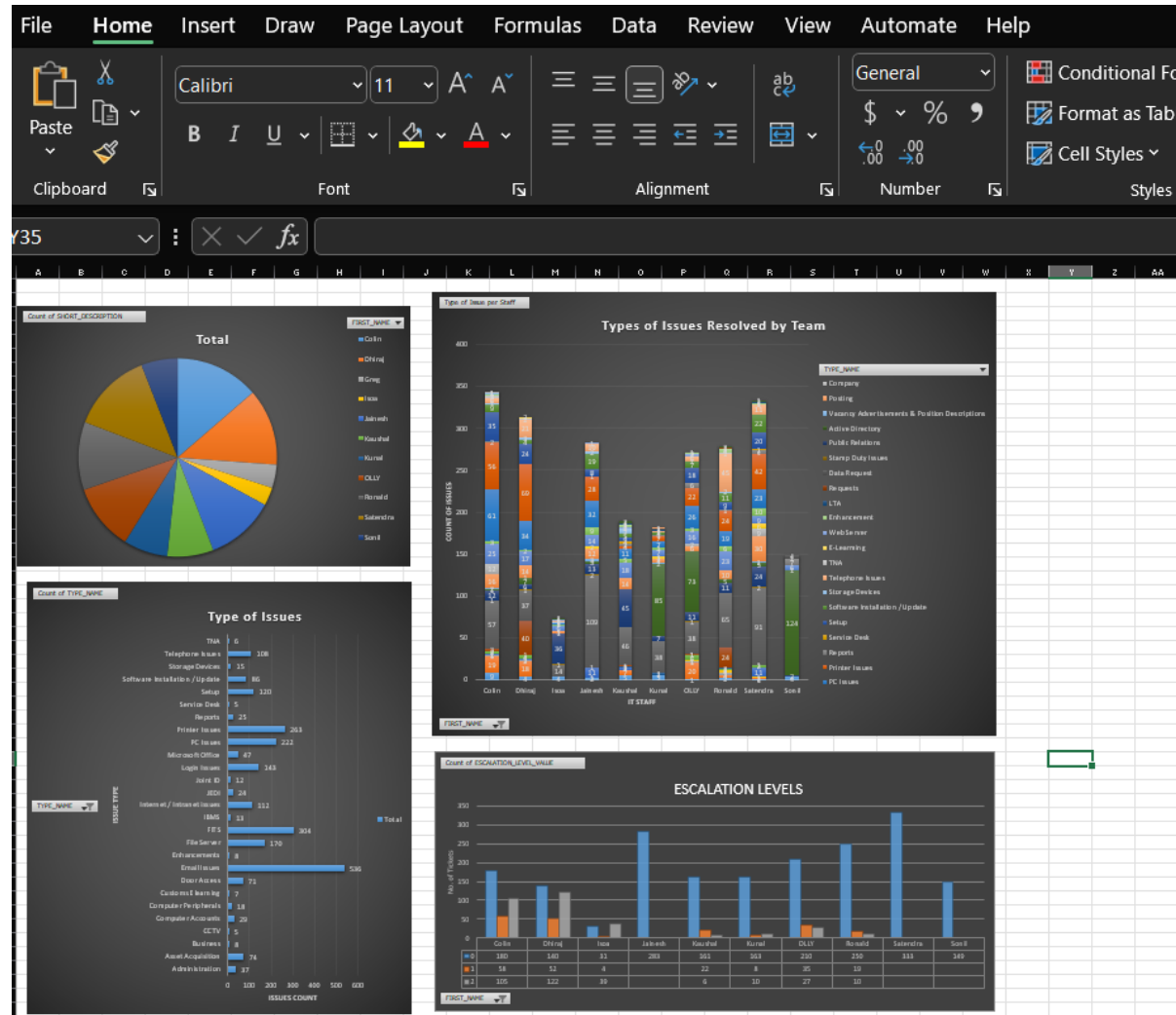
# System Data Analysis – Legacy System

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H26		CLOSE																							
TICKET_ID	TICKET_REF_NO	ASSET_NO	ASSIGNED_TO	ASSIGNED_DATE	REQUESTOR_ID	STATUS	STATUS_VALUE	TYPE_ID	TYPE_NAME	SUBTYPE_ID	SUBTYPE_NAME	PRIORITY	PRIORITY_VALUE	LOCATION_ID	LOCATION_VALUE	BRANCH_ID	BRANCH_VALUE	DEPARTMENT_ID	DEPARTMENT_VALUE	TEAM_ID	TEAM_VALUE	SHORT_DESCRIPTION			
65703	35467	0	chackley	25:23.9	urukana	105	CLOSE	0	Administration	20506	Connectivity	65	HIGH	53	L0001	54	B0002	68	D0001	63	NULL	Our front counter PC			
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65720	35480	0	chackley	15:05.4	chad	105	CLOSE	4	PC Issues	17	Upgrade PC	65	MED	53	L0001	54	B0025	68	D0001	63	T0010	Attn: Colin Setup sdr			
65745	35503	0	chackley	15:40.1	maicha	105	CLOSE	9	Setup	20472	Relocation of PC	65	HIGH	53	L0001	54	B0002	68	D0001	63	T0010	Good Morning Team			
65764	35522	0	chackley	28:01.8	menamani	105	CLOSE	2	Printer Issues	6	Cannot print	65	HIGH	53	L0001	54	B0002	68	D0001	63	T0010	Kindly connect my co			
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65786	35544	0	chackley	08:24.1	hoga	105	CLOSE	10059	Email Issues	20239	Cannot Access Email Archives	65	LOW	53	L0001	54	B0002	68	D0001	63	T0010	Please kindly assist L			
65787	35545	0	chackley	51:34.2	zavous	105	CLOSE	4	PC Issues	13	Relocation of Staff	65	HIGH	53	L0001	54	B0002	68	D0001	63	T0010	Movement from my r			
65827	35585	0	chackley	23:00.2	scams	105	CLOSE	2	Printer Issues	86	Unable to access printer	65	LOW	53	L0001	54	B0002	68	D0001	63	T0010	Please note that PCC			
65819	35577	0	chackley	32:08.1	javulala	105	CLOSE	2	Printer Issues	35	Unable to access printer	65	HIGH	53	L0001	54	B0002	68	D0001	63	T0010	we just got transform			
65867	35625	0	chackley	00:41.3	edayal	105	CLOSE	8	Telephone Issues	35	No Connection	65	HIGH	53	L0002	54	B0003	68	D0001	63	T0010	B2/L4 - VAT Section			
65868	35627	0	chackley	19:42.7	chackley	105	CLOSE	4	PC Issues	19	No Power	65	LOW	53	L0001	54	B0028	68	D0001	63	T0010	Disable BTL4, BTL3,			
65871	35629	0	chackley	06:54.1	affito001	105	CLOSE	3	Door Access	10	Access Update	65	LOW	53	L0006	54	B0007	68	D0001	63	T0010	Provide access B2/L			
65872	35630	0	chackley	51:43.4	ibilligi	105	CLOSE	2	Printer Issues	86	Unable to access printer	65	HIGH	53	L0001	54	B0002	68	D0001	63	T0010	Unable to access pri			
65873	35631	0	chackley	19:05.4	chackley	105	CLOSE	2	Printer Issues	8	Installation	65	LOW	53	L0001	54	B0028	68	D0001	63	T0010	Litita T. Senibulu, cstr			
65905	35663	0	chackley	09:23.2	chackley	105	CLOSE	3	Door Access	3	New Access	65	LOW	53	L0001	54	B0028	68	D0001	63	T0010	Door access B2/L3 f			
65906	35664	0	chackley	15:32.2	chackley	105	CLOSE	2	Printer Issues	86	Unable to access printer	65	LOW	53	L0001	54	B0028	68	D0001	63	T0010	Jals Samwari Unable			
65909	35667	0	chackley	27:43.0	ssoniroga	105	CLOSE	27	Administration	175	HPRM	65	HIGH	53	L0001	54	B0002	68	D0001	63	T0010	If Trim IRS could be			
65910	35668	0	chackley	15:35.3	chackley	105	CLOSE	10059	Email Issues	10221	Update Email Signature	65	LOW	53	L0001	54	B0028	68	D0001	63	T0010	Sofia Khan. Update			
65918	35676	0	chackley	18:48.2	JTamarivula	105	CLOSE	2	Printer Issues	86	Unable to access printer	65	MED	53	L0001	54	B0026	68	D0001	63	T0010	Access to printer @			
65922	35680	0	chackley	34:55.0	chackley	105	CLOSE	10059	Email Issues	10221	Update Email Signature	65	LOW	53	L0001	54	B0028	68	D0001	63	T0010	Samoni Saratatala			
65928	35686	0	chackley	27:13.2	maicher	105	CLOSE	10059	Email Issues	10221	Update Email Signature	65	LOW	53	L0001	54	B0002	68	D0001	63	T0010	RE: Signature setup			
65937	35715	0	chackley	28:21.4	nasingh001	105	CLOSE	27	Administration	186	Dashboard	65	HIGH	53	L0001	54	B0002	68	D0001	63	T0010	need to add our CA I			
65953	35717	0	chackley	38:23.3	eddayal	105	CLOSE	4	PC Issues	17	Upgrade PC	65	LOW	53	L0001	54	B0002	68	D0001	63	T0010	Lap top not able to c			
65961	35719	0	chackley	52:13.9	rmals	105	CLOSE	20109	Administration	20506	Connectivity	65	HIGH	53	L0001	54	B0002	68	D0001	63	NULL	Landline not working			
66003	35761	0	chackley	46:24.5	hoga	105	CLOSE	2	Printer Issues	4	No connection	65	HIGH	53	L0001	54	B0002	68	D0001	63	T0010	Please can anyone as			
66036	35794	0	chackley	06:51.1	hratodro	105	CLOSE	4	PC Issues	17	Upgrade PC	65	HIGH	53	L0001	54	B0002	68	D0001	63	T0010	Install Pay Global on			
66065	35823	0	chackley	41:17.0	nasavulidi	105	CLOSE	4	PC Issues	20412	Monitor not working	65	HIGH	53	L0001	54	B0002	68	D0001	63	T0010	COMPUTER IS NOT			
66094	35852	0	chackley	28:33.5	mcavaleva	105	CLOSE	20117	TNA	20536	Device Communication issues	65	HIGH	53	L0001	54	B0002	68	D0001	63	T0010	Email sent on 11/05/			
66120	35878	0	chackley	04:10.0	fnasucbalavu	105	CLOSE	2	Printer Issues	6	Cannot print	65	LOW	53	L0001	54	B0002	68	D0001	63	T0010	Urgent assistance to			
66143	35907	0	chackley	16:46.9	chackley	105	CLOSE	3	Setup	20472	Relocation of PC	65	LOW	53	L0001	54	B0028	68	D0001	63	T0010	Setup CGT Counters			
66150	35908	0	chackley	09:01.2	chackley	105	CLOSE	3	Setup	20472	Relocation of PC	65	LOW	53	L0001	54	B0028	68	D0001	63	T0010	Setup 3rd JEDI PC f			
66152	35910	0	chackley	14:12.2	chackley	105	CLOSE	35	Telephone Issues	35	No Connection	65	LOW	53	L0001	54	B0028	68	D0001	63	T0010	Setup new extension			
66164	35922	0	chackley	48:26.0	javulala	105	CLOSE	3	Setup	41	Video Conferencing	65	HIGH	53	L0001	54	B0002	68	D0001	63	T0010	Hi, Please kindly requ			
66172	35930	0	chackley	17:50.5	chackley	105	CLOSE	2	Printer Issues	4	No connection	65	LOW	53	L0001	54	B0028	68	D0001	63	T0010	Printer down at Cour			
66180	35938	0	chackley	28:01.6	mnaru001	105	CLOSE	20090	Microsoft Office	20415	Excel	65	LOW	53	L0001	54	B0002	68	D0001	63	T0010	hello team, Colin was			
66187	35945	0	chackley	41:12.7	zprasad007	105	CLOSE	2	Printer Issues	8	Installation	65	HIGH	53	L0001	54	B0002	68	D0001	63	T0010	Setup new extension			
66192	35950	0	chackley	16:33.9	chackley	105	CLOSE	3	Setup	20461	Dashboard	65	LOW	53	L0001	54	B0028	68	D0001	63	T0010	Download Dropbox			
66201	35959	0	chackley	23:43.2	mkotoileva	105	CLOSE	20105	Enhancement	20490	IT System	65	HIGH	53	L0001	54	B0002	68	D0001	63	T0029	reconnection of telep			
66230	35988	0	chackley	48:45.9	chackley	105	CLOSE	4	PC Issues	20412	Monitor not working	65	LOW	53	L0001	54	B0028	68	D0001	63	T0010	Assisted Ecs Alfred			
66278	36037	0	chackley	34:37.3	ipravara	105	CLOSE	6	Internet / Intranet Issues	28	Cannot access link	65	LOW	53	L0001	54	B0002	68	D0001	63	T0010	Please assist Ragnir			
66294	36052	0	chackley	00:20.8	zuluiviki	105	CLOSE	4	PC Issues	16	No Network	65	HIGH	53	L0001	54	B0002	68	D0001	63	T0010	PCD Marais's PC is			
66295	36053	0	chackley	53:16.5	fwali	105	CLOSE	2	Printer Issues	7	Drum Issues	65	HIGH	53	L0001	54	B0002	68	D0001	63	T0010	The printer is giving			
66304	36062	0	chackley	33:34.2	chwhippy	105	CLOSE	4	PC Issues	13	Relocation of Staff	65	LOW	53	L0001	54	B0002	68	D0001	63	T0010	we have new team me			
66307	36065	0	chackley	10:51.3	maimai	105	CLOSE	13	Relocation of Staff	13	Relocation of Staff	65	HIGH	53	L0001	54	B0002	68	D0001	63	T0010	Please urgently assist			
66313	36071	0	chackley	22:18.6	fnasucbalavu	105	CLOSE	1	Cannot Login	1	Cannot Login	65	LOW	53	L0001	54	B0002	68	D0001	63	T0010	Please can fix our Bic			
66330	36088	0	chackley	05:16.6	psalaba	105	CLOSE	27	Administration	184	Email Blurb	65	HIGH	53	L0001	54	B0002	68	D0001	63	T0010	Cannot access my or			
66416	36174	0	chackley	47:13.0	chackley	105	CLOSE	1	Login Issues	2	Cannot Login	65	LOW	53	L0001	54	B0028	68	D0001	63	T0010	OMIS Apple TV not r			
66423	36181	0	chackley	47:06.5	chackley	105	CLOSE	5	Software Installation / Update	88	Sanysystem	65	LOW	53	L0001	54	B0028	68	D0001	63	T0010	Visitation for Nig			
66424	36182	0	chackley	38:40.7	chackley	105	CLOSE	5	Software Installation / Update	88	Sanysystem	65	LOW	53	L0001	54	B0028	68	D0001	63	T0010	Setup Vision for Nig			
66429	36187	0	chackley	17:31.9	llumar	105	CLOSE	10059	Email Issues	20476	Retrieve Emails	65	LOW	53	L0001	54	B0002	68	D0001	63	T0010	Archive files missing			
66438	36246	0	chackley	26:36.6	zprasad003	105	CLOSE	2	Printer Issues	4	No connection	65	LOW	53	L0001	54	B0002	68	D0001	63	T0010	Printer was extremely			
66439	36247	0	chackley	16:00.2	dysona	105	CLOSE	4	PC Issues	19	No Power	65	HIGH	53	L0001	54	B0002	68	D0001	63	T0010	PC at the conference			
66435	36253	0	chackley	36:14.6	KirikoVerata	105	CLOSE	6	Internet / Intranet Issues	23	Cannot access the Intranet	65	HIGH	53	L0001	54	B0002	68	D0001	63	T0010	Request access to IT			
66508	36266	0	chackley	30:03.0	chand003	105	CLOSE	2	Printer Issues	4	No connection	65	HIGH	53	L0001	54	B0002	68	D0001	63	T0010	Arti			



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CUSTOMS SERVICE

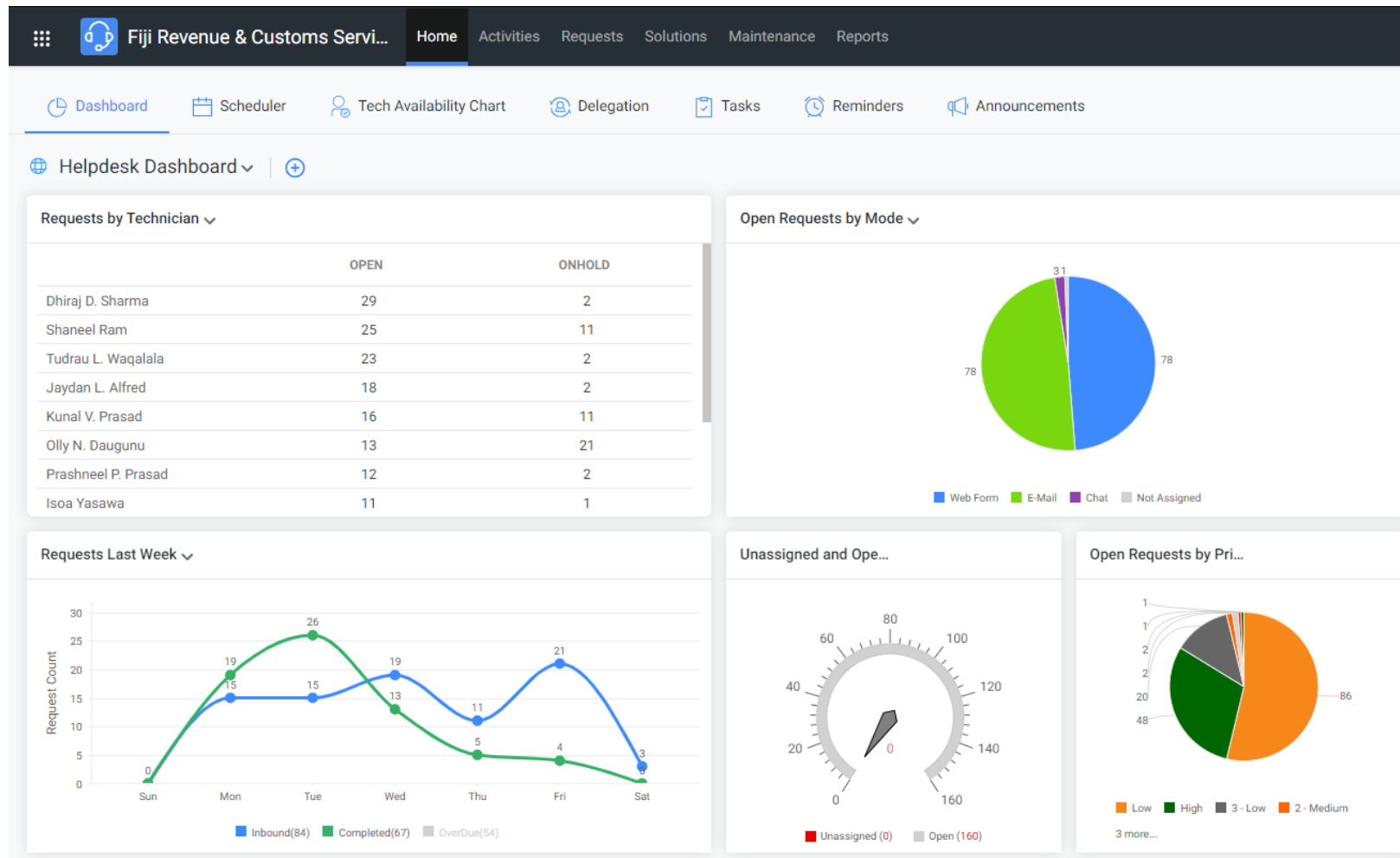
# System Data Analysis – Legacy System



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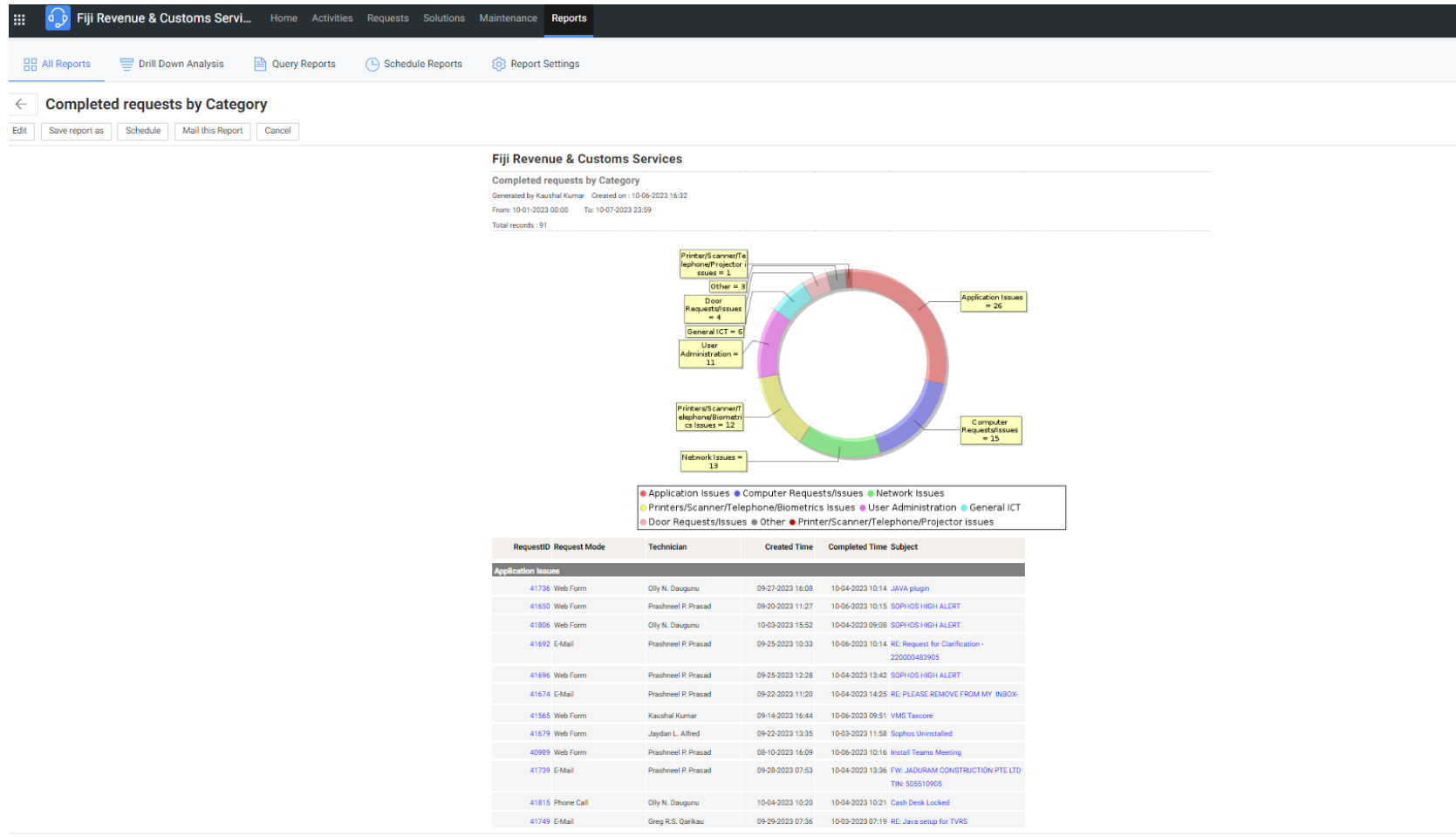


# System Data Analysis – Cloud Platform



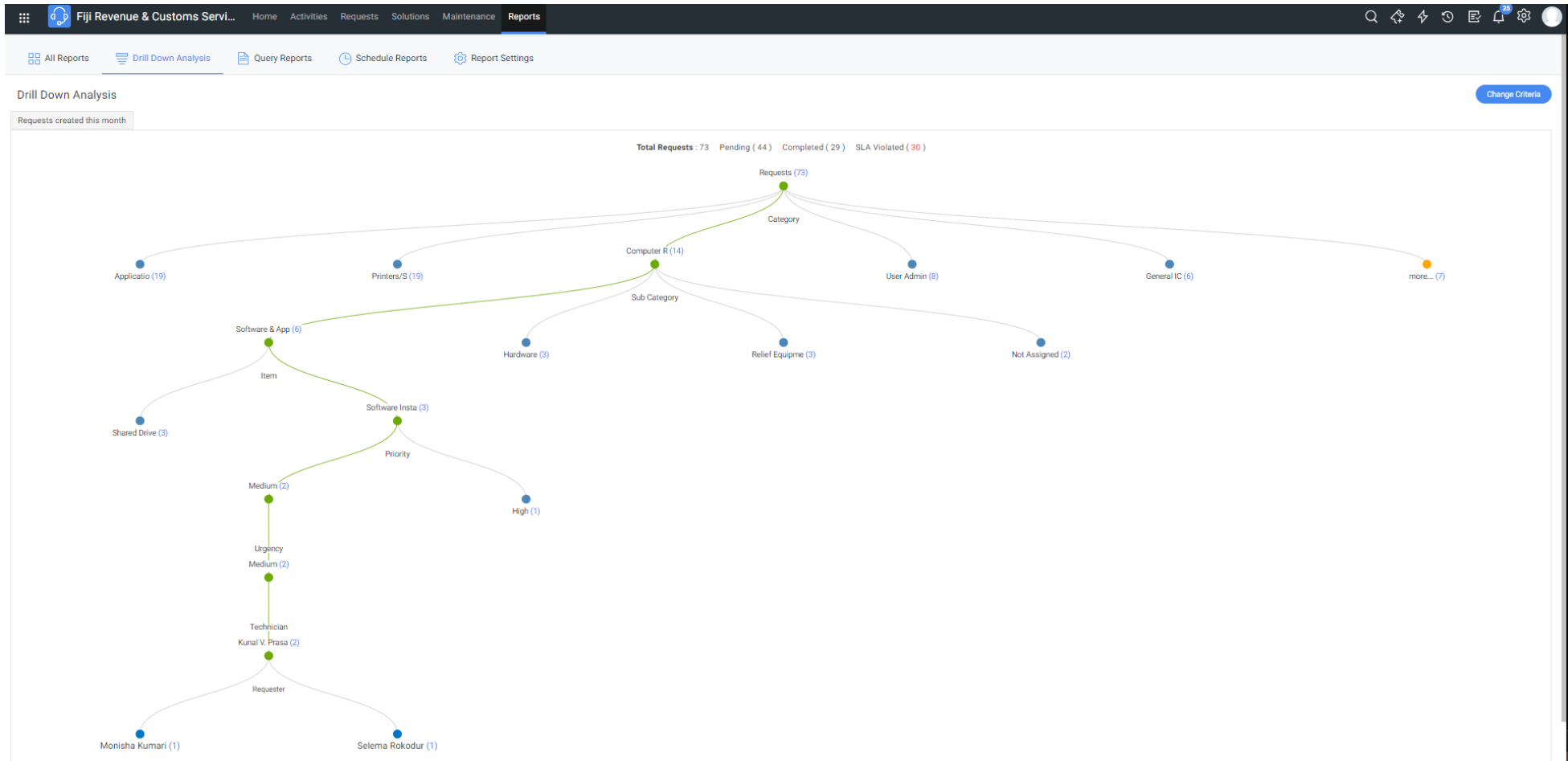
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# System Data Analysis – Cloud Platform



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# System Data Analysis – Cloud Platform



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# Awareness

## Awareness Sessions for IT Service Desk



Helpdesk

To **DFRCs - ALL STAFF**



Reply

Reply All

Forward



Thu 04/05/2023 9:20 am

Ni Sa Bula,

We wish to advise that the ICT service team will be providing awareness on the new service desk platform to all ports on Thursday & Friday this week.

**Sova and Ralibaki** ports will be scheduled for next week **Monday 7<sup>th</sup> May, 2023.**

The scheduled slots for each port is shown below with the link to join via Teams. Kindly join your session with the correct link below.

The service desk awareness will be focus on the following:

- 1) ICT Service Desk
- 2) Properties Service Desk
- 3) NTS Service Desk - AMS Support

We sincerely seek your participation in the awareness scheduled below.

Date	Ports	Registration Link
Thursday 4th May 2023	<b>Sigatoka</b> 12:00pm - 12:30pm	<a href="https://teams.microsoft.com/registration?bbltyoc=DNLMdc8u8Dnyf_g_Ekhwkgp8x02wnMlLooxNQ_ThAYW6c4E2U08nRWACjg_YorFuZV6GEGHxJlRSMvVw_PsoW_GH4KQV34P77Vg_rupds12fmbY7_Quo5f9q1a2mode-read&amp;tenantid=cad11634-03c7-4935-8071-b5ecf0e5f216">https://teams.microsoft.com/registration?bbltyoc=DNLMdc8u8Dnyf_g_Ekhwkgp8x02wnMlLooxNQ_ThAYW6c4E2U08nRWACjg_YorFuZV6GEGHxJlRSMvVw_PsoW_GH4KQV34P77Vg_rupds12fmbY7_Quo5f9q1a2mode-read&amp;tenantid=cad11634-03c7-4935-8071-b5ecf0e5f216</a>
Thursday 4th May 2023	<b>Lautoka</b> 2:30pm - 3:00pm	<a href="https://teams.microsoft.com/registration?bbltyoc=DNLMdc8u8Dnyf_g_Ekhwkgp8x02wnMlLooxNQ_ThAYW6c4E2U08nRWACjg_wwAK0WYKEWnNvsNOTRA_GweY2W-Q_Dm20DgrMLPwPpMTg28WgZPOG0GpD8g2mode-read&amp;tenantid=cad11634-03c7-4935-8071-b5ecf0e5f216">https://teams.microsoft.com/registration?bbltyoc=DNLMdc8u8Dnyf_g_Ekhwkgp8x02wnMlLooxNQ_ThAYW6c4E2U08nRWACjg_wwAK0WYKEWnNvsNOTRA_GweY2W-Q_Dm20DgrMLPwPpMTg28WgZPOG0GpD8g2mode-read&amp;tenantid=cad11634-03c7-4935-8071-b5ecf0e5f216</a>
Thursday 4th May 2023	<b>Levuka (1<sup>st</sup> Session)</b> 3:00pm - 3:30pm	<a href="https://teams.microsoft.com/registration?bbltyoc=DNLMdc8u8Dnyf_g_Ekhwkgp8x02wnMlLooxNQ_ThAYW6c4E2U08nRWACjg_Bkckck80DYRKVMlyLe_g_eBd1ItoH8Wk4Yp0HwqZy7yHfCqAcImn4OU1ImAg2mode-read&amp;tenantid=cad11634-03c7-4935-8071-b5ecf0e5f216">https://teams.microsoft.com/registration?bbltyoc=DNLMdc8u8Dnyf_g_Ekhwkgp8x02wnMlLooxNQ_ThAYW6c4E2U08nRWACjg_Bkckck80DYRKVMlyLe_g_eBd1ItoH8Wk4Yp0HwqZy7yHfCqAcImn4OU1ImAg2mode-read&amp;tenantid=cad11634-03c7-4935-8071-b5ecf0e5f216</a>
Thursday 4th May 2023	<b>Savusavu</b> 3:30pm - 4:00pm	<a href="https://teams.microsoft.com/registration?bbltyoc=DNLMdc8u8Dnyf_g_Ekhwkgp8x02wnMlLooxNQ_ThAYW6c4E2U08nRWACjg_umd5SaMS0K6PcnbaPK1BQ_W51ATPP8US8rPgeNpY_A_X3-1Rh8KU606ncPd5q1Q7mode-read&amp;tenantid=cad11634-03c7-4935-8071-b5ecf0e5f216">https://teams.microsoft.com/registration?bbltyoc=DNLMdc8u8Dnyf_g_Ekhwkgp8x02wnMlLooxNQ_ThAYW6c4E2U08nRWACjg_umd5SaMS0K6PcnbaPK1BQ_W51ATPP8US8rPgeNpY_A_X3-1Rh8KU606ncPd5q1Q7mode-read&amp;tenantid=cad11634-03c7-4935-8071-b5ecf0e5f216</a>

Date	Ports	Registration Link
Friday 5th May 2023	<b>Levuka (2<sup>nd</sup> Session)</b> 9:00am - 9:30am	<a href="https://teams.microsoft.com/registration?bbltyoc=DNLMdc8u8Dnyf_g_Ekhwkgp8x02wnMlLooxNQ_ThAYW6c4E2U08nRWACjg_xcDwklCuVEKs1hYh7dKjg_PmHrA1v2E0B1wagPef5QJfMwP1U8t3g_LUPpncD0w4KQ7mode-read&amp;tenantid=cad11634-03c7-4935-8071-b5ecf0e5f216">https://teams.microsoft.com/registration?bbltyoc=DNLMdc8u8Dnyf_g_Ekhwkgp8x02wnMlLooxNQ_ThAYW6c4E2U08nRWACjg_xcDwklCuVEKs1hYh7dKjg_PmHrA1v2E0B1wagPef5QJfMwP1U8t3g_LUPpncD0w4KQ7mode-read&amp;tenantid=cad11634-03c7-4935-8071-b5ecf0e5f216</a>
Friday 5th May 2023	<b>Labasa (1st Session)</b> 9:30am - 10:00am	<a href="https://teams.microsoft.com/registration?bbltyoc=DNLMdc8u8Dnyf_g_Ekhwkgp8x02wnMlLooxNQ_ThAYW6c4E2U08nRWACjg_78LPhpGqjESThCfC0AtP_SASPL-WkU06QWwYAG06dA_BeF11Yp0D51YLAMBydw7mode-read&amp;tenantid=cad11634-03c7-4935-8071-b5ecf0e5f216">https://teams.microsoft.com/registration?bbltyoc=DNLMdc8u8Dnyf_g_Ekhwkgp8x02wnMlLooxNQ_ThAYW6c4E2U08nRWACjg_78LPhpGqjESThCfC0AtP_SASPL-WkU06QWwYAG06dA_BeF11Yp0D51YLAMBydw7mode-read&amp;tenantid=cad11634-03c7-4935-8071-b5ecf0e5f216</a>
Friday 5th May 2023	<b>Nadi (1st Session)</b> 10:00am - 10:30am	<a href="https://teams.microsoft.com/registration?bbltyoc=DNLMdc8u8Dnyf_g_Ekhwkgp8x02wnMlLooxNQ_ThAYW6c4E2U08nRWACjg_a0I_13Wq20WZTP0X0gXOUw_80CHPUNH4XUAS07NfUAA_m6D0UyP6YK009-clt6P5Q2mode-read&amp;tenantid=cad11634-03c7-4935-8071-b5ecf0e5f216">https://teams.microsoft.com/registration?bbltyoc=DNLMdc8u8Dnyf_g_Ekhwkgp8x02wnMlLooxNQ_ThAYW6c4E2U08nRWACjg_a0I_13Wq20WZTP0X0gXOUw_80CHPUNH4XUAS07NfUAA_m6D0UyP6YK009-clt6P5Q2mode-read&amp;tenantid=cad11634-03c7-4935-8071-b5ecf0e5f216</a>
Friday 5th May 2023	<b>Nadi (2nd Session)</b> 10:30am - 11:00am	<a href="https://teams.microsoft.com/registration?bbltyoc=DNLMdc8u8Dnyf_g_Ekhwkgp8x02wnMlLooxNQ_ThAYW6c4E2U08nRWACjg_5jN7QL79D-ITR6UJ112D_Cweb2d0u20_vGpYAsuV_g_29wFQJUA_EWQYm2_03j6cQ7mode-read&amp;tenantid=cad11634-03c7-4935-8071-b5ecf0e5f216">https://teams.microsoft.com/registration?bbltyoc=DNLMdc8u8Dnyf_g_Ekhwkgp8x02wnMlLooxNQ_ThAYW6c4E2U08nRWACjg_5jN7QL79D-ITR6UJ112D_Cweb2d0u20_vGpYAsuV_g_29wFQJUA_EWQYm2_03j6cQ7mode-read&amp;tenantid=cad11634-03c7-4935-8071-b5ecf0e5f216</a>
Friday 5th May 2023	<b>Ba</b> 11:00am - 11:30am	<a href="https://teams.microsoft.com/registration?bbltyoc=DNLMdc8u8Dnyf_g_Ekhwkgp8x02wnMlLooxNQ_ThAYW6c4E2U08nRWACjg_aNaU1G0TD0U11878BfHw_5JT670SOJA_gje9gW6RbCD_857pg0r0bK9CINPeK03Pa7mode-read&amp;tenantid=cad11634-03c7-4935-8071-b5ecf0e5f216">https://teams.microsoft.com/registration?bbltyoc=DNLMdc8u8Dnyf_g_Ekhwkgp8x02wnMlLooxNQ_ThAYW6c4E2U08nRWACjg_aNaU1G0TD0U11878BfHw_5JT670SOJA_gje9gW6RbCD_857pg0r0bK9CINPeK03Pa7mode-read&amp;tenantid=cad11634-03c7-4935-8071-b5ecf0e5f216</a>
Friday 5th May 2023	<b>Labasa (2nd Session)</b> 2:00pm - 2:30pm	<a href="https://teams.microsoft.com/registration?bbltyoc=DNLMdc8u8Dnyf_g_Ekhwkgp8x02wnMlLooxNQ_ThAYW6c4E2U08nRWACjg_4bbCCLask-8j4Nv3MXU0gJk_C_OJLkaSMCHPHGyKwLibESURVE_AZqLQCM603g7mode-read&amp;tenantid=cad11634-03c7-4935-8071-b5ecf0e5f216">https://teams.microsoft.com/registration?bbltyoc=DNLMdc8u8Dnyf_g_Ekhwkgp8x02wnMlLooxNQ_ThAYW6c4E2U08nRWACjg_4bbCCLask-8j4Nv3MXU0gJk_C_OJLkaSMCHPHGyKwLibESURVE_AZqLQCM603g7mode-read&amp;tenantid=cad11634-03c7-4935-8071-b5ecf0e5f216</a>

Kind regards,

Helpdesk

Fiji Revenue & Customs Service Complex

Cnr of Queen Elizabeth Drive & Ratu Sukuna Road, Nasese, Suva

T: +679 3243000

[helpdesk@frcs.org.fj](mailto:helpdesk@frcs.org.fj) | [www.frcs.org.fj](http://www.frcs.org.fj)



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CUSTOMS SERVICE**

# Awareness

## Service Desk Planned Maintenance

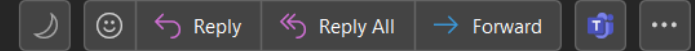


Helpdesk

To: Helpdesk; Kunal V. Prasad

Bcc: **DFRCS - ALL STAFF**

This message was sent with High importance.



Wed 31/05/2023 3:24 pm

Good afternoon,

Please be advised that IT Service Desk will be undergoing urgent maintenance works from today, Wednesday 4.30pm until next week, Tuesday 7<sup>th</sup> June, 2023.

During this period, for any IT related issues please email:

1. IT Helpdesk: [helpdesk@frcs.org.fj](mailto:helpdesk@frcs.org.fj) – Ext: 3717
2. Kunal Prasad: [kprasad003@frcs.org.fj](mailto:kprasad003@frcs.org.fj) – Ext: 3717

We do apologize for the inconvenience caused.

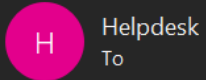
Kind Regards  
Team IT



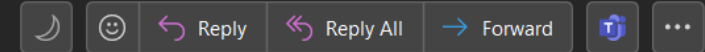
**FIJI REVENUE AND  
CUSTOMS SERVICE**

# Awareness

## REMINDER - IT Service Desk Awareness for Nasese Port - Training Room 3 | Wednesday 16th August 2023



Helpdesk  
To



Wed 16/08/2023 1:59 pm

Bula vinaka Team,

Please be informed that service desk awareness for IT portal will be conducted on Wednesday 16<sup>th</sup> August 2023 for Suva port. The IT service desk categories have been revised after review by the service desk team for simplicity to our users.

The main goal of this awareness is to make users understand the following:

- 1) Revised Category names and intention
- 2) Importance of logging request via service desk
- 3) Getting all users accustomed to the IT service desk platform.

The scheduled slots for each sections are as follows: **Please note, the venue is at Training Room 3 for all sessions listed below.** We ask that all staff attend during their time slots indicated below and we appreciate your promptness.

Remaining sessions:

Division	Building	Sessions	Time slot
Border/Customs Revenue	Building 2 Ground floor - Border/Customs Revenue	Session 10	2.00 - 2.30pm
Revenue Taxation/Customs Revenue	Building 3 level 1 - Gold Card/Education team	Session 11	2.30 - 3.00pm
Revenue Taxation/Customs Revenue	Building 1 level 1 - DMU/Enforcement	Session 12	3.00 - 3.30pm
	Building 1 Ground floor - CEC/Customs Revenue	Session 13	3.00 - 3.30pm
	Building 1 level 1 - DMU/Enforcement	Session 14	3.30 - 4.00pm
	Building 1 Ground floor - CEC/Customs Revenue	Session 15	3.30 - 4.00pm

Kind Regards,  
Team IT

Helpdesk

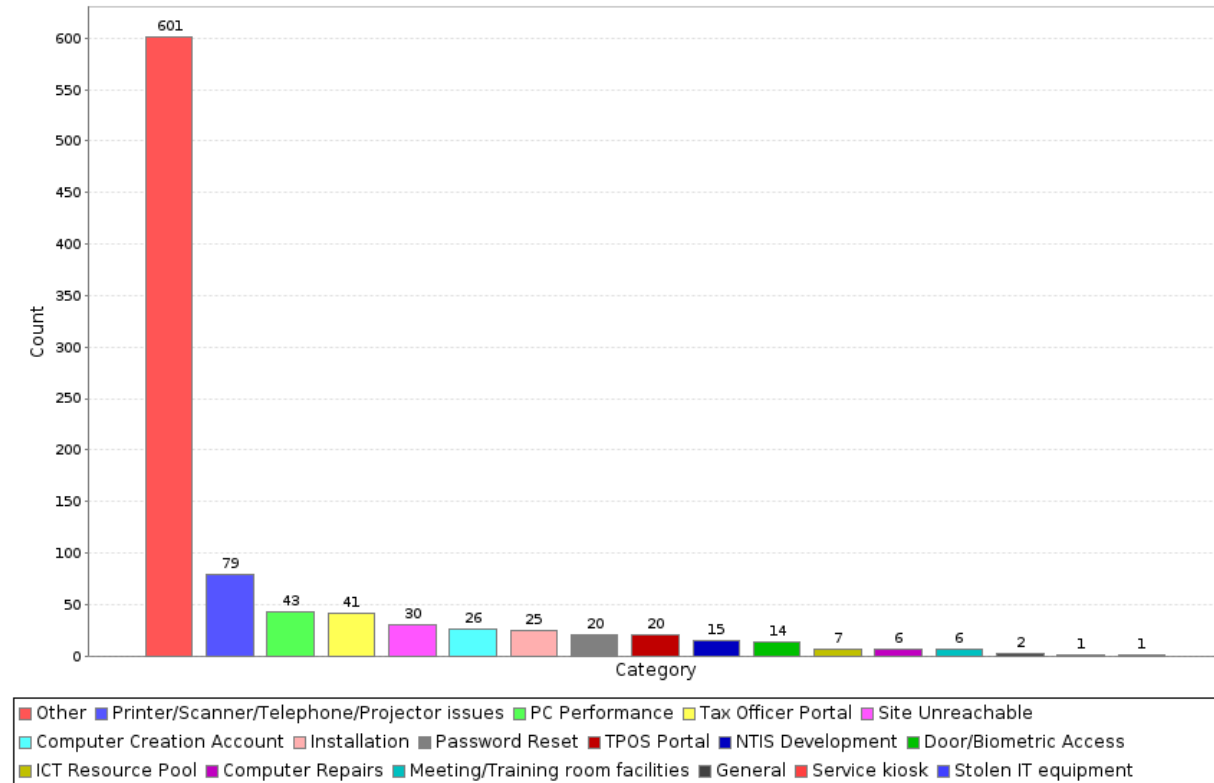
Fiji Revenue & Customs Service Complex  
Cnr of Queen Elizabeth Drive & Ratu Sukuna Road, Nasese, Suva  
T: +679 3243000  
[helpdesk@frcs.org.fj](mailto:helpdesk@frcs.org.fj) | [www.frcs.org.fj](http://www.frcs.org.fj)



**FIJI REVENUE AND  
CUSTOMS SERVICE**

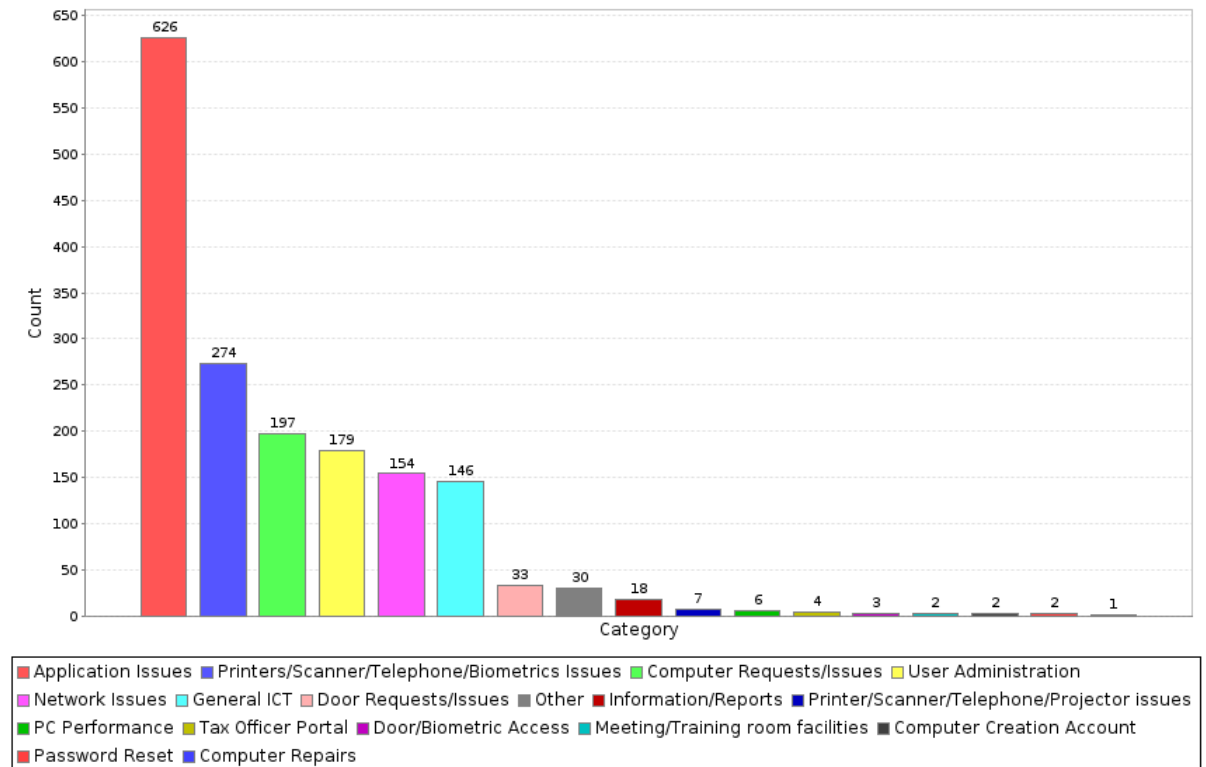
# Ticket Lodgment Comparison

Graph View



Jan – May Data

Graph View



June – September Data



**FIJI REVENUE AND  
CUSTOMS SERVICE**

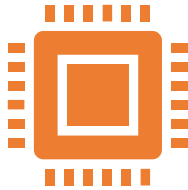


# TANGIBLE/INTANGIBLE RESULTS

Tangible Results	Intangible Results
Improved incident response times	Enhanced Customer Satisfaction
Cost Saving	Increased Productivity
Compliance and Reporting	Prioritization of Work
Knowledge Management	Service Level Agreement (SLA) adherence



# Positive Impact

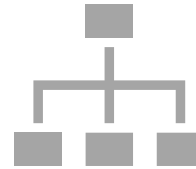


## **Some of the key impacts of completing the implementation of the service desk include:**

### **Improved Efficiency and Productivity:**

Faster IT incident resolution reduces downtime.

Enhanced customer satisfaction and employee productivity.



## **Efficient resource allocation and cost savings.**

### **Streamlined IT Operations:**

Compliance tracking and reporting.

Effective knowledge management and SLA adherence.

Centralized communication.



## **Enhanced Organizational Resilience:**

Proactive risk mitigation and remote workforce support.

Employee training and data-driven decision-making.

Positive impact on the entire organization's success.



**FIJI REVENUE AND  
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# FUTURE TREND

- After Successful implementation of the cloud service desk solution, similar instances has been proposed to be a benefiting medium for other departments such as our customer service center alongside the Properties team who receive multiple requests and logging of each request for analytical purposes becomes cumbersome.
- Predictive Analytics: Service desks will use predictive analytics to proactively identify potential IT issues, reducing downtime and improving service quality.
- Remote Work Support: With the prevalence of remote work, service desks will prioritize providing secure remote access to corporate resources and efficient troubleshooting for remote employees.
- Enhanced Self-Service: Self-service portals and knowledge bases will offer personalized recommendations, video tutorials, and interactive guides, empowering users to resolve common issues independently.



# CORPORATE SOCIAL RESPONSIBILITY

News

## FRCS staff give back to community, clean Savusavu schools



Elenoa Turagaiviu  
Editor North  
eosborne@fbc.com.fj

OCTOBER 8, 2022 7:40 AM



Around 90 staff of the Fiji Revenue and Customs Service in Suva along with their families, yesterday turned up at the Savusavu Special School and Nasavusavu District School armed with mops, brushes and supplies to clean the schools.

Director Taxation Momina Beg says the staff are members of FRCS's Social Club and they organize and hold events that give out to the community every year.

Beg says this time around they are in Savusavu and one of the events organized is to clean the two schools and help the teachers set it up for the new school term.



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Kriz Signage



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**Questions?**

Vinaka

