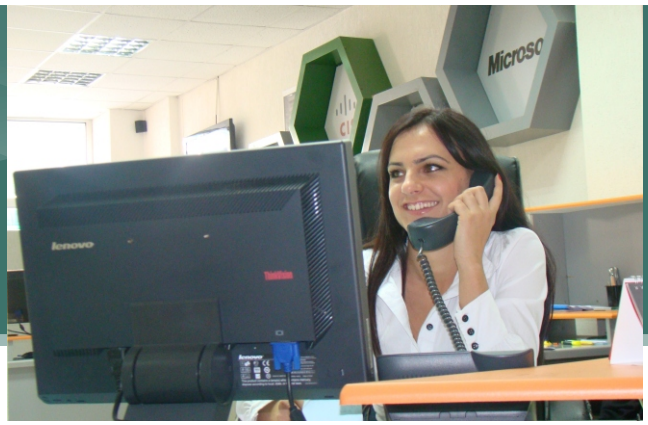
cacttus
integration • training • consulting



CASE STUDY

TAX ADMINISTRATION OF KOSOVO

Upgrade and Migration of ICT Infrastructure Services

Customer profile

Customer name	Tax Administration of Kosovo
Division	IT
Address	Rr. Nëna Terezë pn
City, state, ZIP Code	10000 Prishtina | KOSOVA
Web site address	http://www.atk-ks.org/
Industry	Goverment
Number of employees	650
Project name or title	Upgrade and Migration of ICT Infrastructure Services

Organization Profile

Tax Administration of Kosovo (TAK) is an administrative organization within the Ministry of Finance and Economy. As such, it was established on February 18, 2003 when the authority for Tax Administration was transferred from UNMIK reserved powers to the Ministry of Finance and Economy. The Tax Administration of Kosovo has approximately 650 employees. Central Office is responsible for execution of tax policy, determination of standards and organization of the implementation of regulations on taxes and overall revenue collection. There are 9 regional Offices of Tax Administration which are responsible for organizing immediate implementation of the determination, monitoring, and collection of taxes.

An Effective Tax Administration needs a modern ICT Systems for supporting the management and operations of Tax Administration. The first step to accommodate such a large and modern IT systems is to upgrade the existing IT infrastructure.

Technical Situation

IT department at TAK analyzed their infrastructure and found that there is a need to improve their ICT infrastructure. ICT infrastructure at TAK was not centralized and integrated. Setup was old and not in line with current developments in the ICT infrastructure. Administration of resources was de-centralized in such a way that HQ and 9 Regional Offices had their own domain and servers. There were also a same number of AD domains, while the mail services were hosted in one domain. This caused a use of multiple credentials to access different IT resources. This setup caused problems in administering network resources and limiting any future integration. Anti-Virus and patching systems were not centralized. Security Management was also a drawback in the existing infrastructure. Lack of documentation was found to be a big problem due to staff leaving the organization and taking all the knowledge without performing any skills transfer.

Thus, TAK IT announced the interest on changing the Infrastructure Setup and asked for services to improve Firewall Services (ISA 2006), integrate all resources (users, groups, PC) in one AD domain (Active Directory Reconfiguration), Upgrade E-mail Services (Microsoft Exchange 2007) and provide centralized patch and antivirus management. All this has to be followed by the comprehensive documentation.

Solution

Cacttus developed a migration and implementation plan for the above services. Through a series of meetings with the IT Team of TAK it was agreed standard naming conventions, change management, procedures and the final implementation plan. During the initial phase, our experts suggested a change of requirement in order to install the latest products (initially planned Exchange 2003 installation and configuration was changed to Exchange 2007 due to Cacttus recommendations). Cacttus used Microsoft Servers and products since government sector in Kosovo uses Microsoft platforms. ISA Server 2006 was implemented to provide Firewall, Proxy and Caching Services. Microsoft Exchange 2007 was implemented due to its robustness comparing to previous versions and particularly in

CACTTUS Kosova
Rexhep Mala nr.29, Aktash
10000 Prishtine, Republic of Kosova
Tel: + 381 (0) 38 24 68 88; 38 24 86 86
Fax: + 381 (0) 38 22 63 61
www.cacttus.com

CACTTUS Albania
Sheshi Willson, Pallati i Sigmes, Kati II
Tiranë, Shqipëri
Tel: +355 (4) 253 918
Fax: +355 (4) 264 878
info@cacttus.al

anti-spam and anti-malware protection. Patch Management (WSUS) and Antivirus solutions was implemented in Multiple Internally Synchronized Servers with upstream and downstream servers, thus making administration more centralized and reducing unnecessary network traffic. Finally, Cacttus for the first time documented the IT Infrastructure in TAK by drafting a comprehensive and contemporary documentation for all the services provided.

Benefits

TAK now has a centralized AD management of network resources, burden on Administration is reduced to a minimum. Management and monitoring of resources is improved, multiple credentials are removed, and systems are healthier than it's ever been. Continuous mail problems and mail server downtime is a history and the staff is more than ever prepared due to on-the-job training provided by CACTTUS. Security is improved due to reporting and monitoring features of the ISA Server, centralized anti-virus solution and centralized patch management. All Microsoft Server services have improved (DNS, DHCP, GPO, file and print services) by reducing a large number of problems and by providing redundancy. Now TAK has a single domain infrastructure, providing users with anywhere access (internally or remotely). For the first time TAK has their network infrastructure documented, which will provide them with the information and knowledge transfer in the future.

Products and services used

- Microsoft Windows 2003 Servers on Servers
- Microsoft XP and MS Office 2007 on client computers.
- ISA Server 2006 for Firewall, proxy and caching services.
- Windows Server Update Services (WSUS) for patch management
- Sophos Anti-Virus solution
- Microsoft Exchange Server 2007 as a mail services solution

Customer Testimonial

"The Terms of Contract have been respected fully, taking into consideration TAK needs, such as: cooperation with TAK IT personnel for the successful implementation of the Project, response to specific requirement from TAK, delivery time of the services provided, documentation, on-site staff training, and the support after the successful implementation of the Project.
We are fully satisfied with the implementation, system functionality and the cooperation of the CACTTUS sh.a company with TAK, also with their timely response to our queries.
If you have any questions regarding our experience with CACTTUS sh.a please do not hesitate to contact us"

Mentor Breznica, TAK, Systems Administration Manager.

Company	CACTTUS
Department	System Integration
Address	Rexhep Mala 29
City, state, ZIP Code	10000 Prishtina | KOSOVA
Phone number	+381 (0)38 246 888; 246868
Fax number	+ 381 (0) 38 226 361
E-mail address	info@cacttus.com
Web	www.cacttus.com