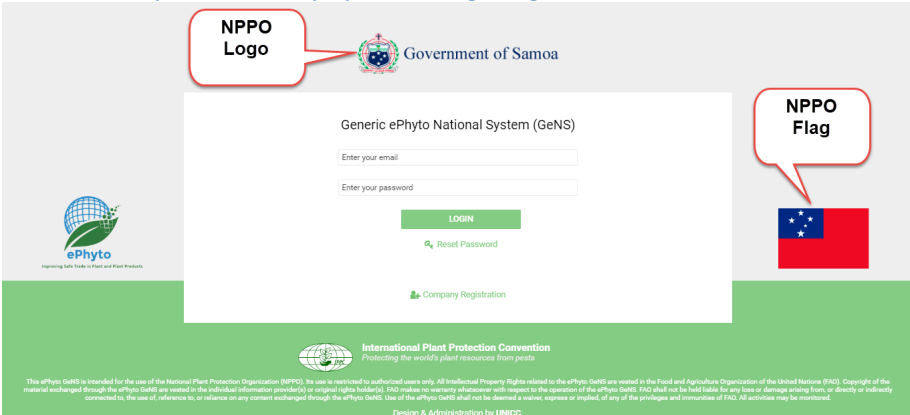# IPPC Generic ePhyto National System (GeNS) Survey

Public – IPPC/FAO

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1 Introduction

The Generic ePhyto National System (GeNS) – is capable of sending and receiving ePhytos as well as producing paper phytosanitary certificates (PC). The GeNS is expected to be used by countries without a national electronic phytosanitary system. Secure access to the GeNS will be provided to the NPPO who will manage access for their government and industry users. The information gathered in this document will help customize the GeNS for the particular NPPO.

2 NPPO Information for GeNS Customization

1.	NPPO PC Information	How many PCs are received per year?	
		How many PCs are issued per year?	
2.	NPPO port/office type where PCs are issued	How many seaports will issue PCs?	
		How many airports will issue PCs?	
		What other locations will issue PCs? (District office, headquarters, etc.)	
		Other locations?	
3.	Current PC Format (s)	Please bring a sample of your current "Paper Certificate". (Export and reexport PCs)	
4.	Logo	Please provide a logo of your NPPO or text. (Specification: PNG Format; size 340px x 70px; resolution 72) Please refer to https://00-uat.ephytoexchange.org/	
5.	National Flag	Please provide a link to or an image of the NPPO national flag. The image will be used to verify the correct flag to display in the Login page. Please refer to https://00-uat.ephytoexchange.org/	

2.1   Upload data

2.1.1 Users

What is the total number of staff in the NPPO that will use the GeNS?	

If you have a large number of users, we can assist in uploading all the users at one time instead of individually creating them by providing a list in the following format.

Name	Surname	Office/Port Name	Email	Roles
John	*Smith*	*Port Bali*	*j.smith@xyx.org*	*NPPO Officer*
John	*Doe*	*Port Jakarta*	*j.doe@xyx.org*	*NPPO Administrator*

* Examples are marked in **blue italics**. Please delete these entries and enter the current information that is relevant to your NPPO.

2.1.2 List of Offices/Port Names

Please provide a list of office locations/port names to be included in the GeNS.

Port Name/Office			
Bali Airport	*Central Office*	*Port Jakarta*	*Headquarters*

2.1.3 List of Exporters and Consignees

Please provide a list of Exporters and Consignees to be included in the GeNS.

Exporters

Alias	Exporter Name	Office Name	Contact email	Contact Phone	Address	City	Zip Code
Jakarta Grain Company - West	*Max Malian*	*Indochine*	*max@xyz.org*	*123456789*	*Cikutra No. 165*	*Jakarta*	*511243*

Consignees:

Alias	Consignee Name	Office Name	Contact email	Contact Phone	Address	City	Zip Code	Country
Malaysia Grain Company Inc.	*Milu aja*	*Jaka*	*mil@xyz.org*	*222222*	*Labuan bajo 18*	*Kuala Lumpur*	*12345*	*Malaysia*

3.1 NPPO Information Technology Capability

3.1.1   Overview

The GeNS is an IT system based on 'web-technology'; the users of the system do not need any specific IT setup on their computers. The information gathered will help the IPPC in determining the best set-up needed for each NPPO. These questions cover the configuration of computers used by NPPO officers, and inspectors who will use the GeNS.

The questions in this section will determine these 4 aspects:
1) Computer setup within the NPPO.
2) Connectivity and access to the internet from the NPPO's office(s).
3) File sharing capability within the NPPO Office(s).
4) General IT support and management.

3.1.2 NPPO Computer Hardware

How many laptops or desktops are currently used/available for use by NPPO officers, inspectors and other staff?	
What is the total number of plant protection staff in the NPPO?	

Computer hardware type and models	Processor type/RAM/Disk Space	Number of computers with this specification
Desktop (e.g. HP Compaq xyz model)	*Intel Core i5 (4th Gen)/ 4 GB RAM / 500 GB disk*	*3*
Laptop (e.g. Dell latitude)	*Intel Core i3 (4th Gen) Mobile/ 4GB RAM / 128 GB SSD*	*2*
Desktop (unbranded and locally assembled)	*Intel Core i3 (2nd Gen)/2 GB RAM / 500GB disk*	*10*

*Examples are marked in *blue italics*. Please delete these entries and enter the current information that is relevant to your NPPO.

3.1.3 NPPO Computer Operating Systems

Computer operating system	Operating system version	Number of computers with this operating system
Windows	*Win 7 Professional*	*5*
Windows	*Windows XP Enterprise*	*3*
Linux	*Ubuntu 16.10*	*7*

3.1.4 NPPO Web Browsers

Primary web browser	Version	Number of computers using this web browser
Google Chrome	*Latest version*	*All PCs*
Firefox	*Latest version*	*All PCs*
Internet Explorer	*10*	*All PCs*

3.1.5 NPPO Software

Please provide the following details of the software installed on the computers. The objective is to understand the software (like MS Office and PDF) being used by the NPPO.

Software	Version	Comments (please provide any relevant details- e.g. if only a limited number of computers have this software)
Microsoft Office (specifically MS Word, MS Excel)		
LibreOffice (specifically Write and Calc)		
Any other Office Application (e.g. OpenOffice or LotusNotes)		

PDF Reader- Adobe Acrobat		
Any other PDF reader (e.g. Sumatra PDF reader)		

3.1.6 Network Infrastructure

This section is to identify internet capability from NPPO offices. The objective is to determine the network bandwidth for end users of the GeNS from the NPPO office(s). If the same internet link is used for 'hosting servers' or shared with a large group (beyond the GeNS users) – details should be provided in the 'Comments' column.

The NPPO may have multiple offices; however, the Internet connection point may be central (i.e. all offices connect via a limited number of locations). In this case please provide details in the 'comments' column.

Note: If a network diagram can be provided; it will help in understanding the NPPO's network structure and connection with the internet.

Office location	Total number of users sharing internet from this location	Bandwidth of the connection to internet	Quality of the internet connection • Very Good • Good • Acceptable, Poor • Very Poor	Internet connection – technology details (ADSL, SDSL, leased line etc.)	Comments
NPPO Head Office- Building 1, Street, City, Country	*50*	*10 Mbps Up & down*	*Very good. The connection is stable*	*Leased line*	*The Internet connection is also used to host the public website of the NPPO. 3 Mbps is available for users to browse Internet*
NPPO Branch office, Floor 3, Street, City, Country	*5*	*5 Mbps Down & 2 Mbps Up*	*Acceptable*	*ADSL*	*Remote office has site-to-site IPSec VPN with the head office. All traffic for Internet is through VPN tunnel (default route is via the IPSec). The remote office users share the same link as the head office.*
Field Office, Building A, Port City, Country	*3+ Others (don't know)*	*8 Mbps up & Down*	*Poor. The connection to Internet often breaks down is very slow.*	*E2 leased line*	*3 inspectors sit in a office with customs at the port. Internet is provided by customs IT. Inspectors use host-to-site IPSec VPN to the HQ and browse Internet locally.*

3.1.7 Office File Sharing Infrastructure

As the NPPO shifts to using the GeNS, there will be a need for officers, inspectors and other NPPO staff members to share electronic documents such as spread sheets, PDF or image files amongst themselves. This section will help IPPC to determine what infrastructure is present within the NPPO to share such documents.

Question	NPPO Response
Does the NPPO usually share information between officers, inspectors and other staff through email or portable drives?	
Does the NPPO have a common file share that is accessible to all officers, inspectors and other staff involved in issuing phytosanitary certificates? (e.g. MS Windows Fileserver, SAMBA based on Linux or Linux NFS)	
If YES – is the file server regularly backed up so that in event of a failure there is no data loss?	
Is the data on the computers backed-up? If yes, please provide details of the back-up technology.	

3.1.8 Technical Competency

The IPPC needs to understand the IT technical competency within the NPPO.

Question	NPPO Response
Is the IT support and management conducted by staff members of the NPPO?	
Is the IT support and management conducted by a qualified external supplier or contractor? *(If it is a mix of staff and contractors, please answer YES to both in the response.)*	
If the NPPO uses a common file server; who is the administrator for the server? (*e.g.*: patching the operating system, doing back-ups etc.)	

Any other information that the NPPO would like to provide:

3.1.9 Technical Test:

This test will determine the 'Return Trip Time' (RTT) between the NPPO's office and the GeNS data center. Any personnel responsible for IT services in the NPPO should be able to provide the relevant information and run the test below from any PC within the NPPO office.

These instructions are for MS Windows desktop OS to run the "ping" command.

Step A: Click on "Windows" button on bottom right corner **or** press "Start" and "r" together on the keyboard.
Step B: In the resulting window type "cmd".
Step C: This will show the *cmd.exe* program- click on this program.

STEP D: In the program that opens; type the following command:

ping 146.247.13.53

Step E: Note the entries for – 'Approximate round trip time in mili-seconds:' in the table below-

Minimum	Ms
Maximum	Ms
Average	Ms