



# Computer Information Systems

## Statement of Capability

**Mr. Gerard A. James**  
**ICT Consultant**



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**Computer Information Systems** is a Grenadian owned web development and consulting company formed in 2002 specializing in utilizing modern ICT for social benefit. With the rapid advancement of information and communications technology, the conditions surrounding local public and private organizations are changing day by day and it is within this environment that Computer Information Systems continues to strive to effectively promote efficient and appropriate information technology advancements.

### ***Services Offered***

#### ICT Strategy Formulation

- Project Management and Project Directing
- Procedural Analysis and Review
- Technology integration into current processes
- Web and other information technology strategies
- Computer Usage Policy Development

#### Software Architecture and Development

- Full-lifecycle software development (RDBMS)

#### Marketing

- Consultancy
- Marketing Strategies
- E-mail Marketing
- Promotions/exhibitions/events
- Branding/corporate identity

#### Training

- Corporate Training
- Individual Training
- Classroom Training

### ***Project Management Solutions***

At Computer Information Systems we pride ourselves on a strong project management process. Before even starting to discuss the details of a task, we ensure that the overall mission, vision, purpose, and objectives have been identified and agreed to by all relevant parties. This step helps keep us on track during the development process and gives us an ability to measure its success when the project has been completed.

Using our project development process, we work with clients to determine the goals of the project, and then flesh out different methods of achieving those goals. We work closely with our clients to ensure they are fully involved in the design and development process and give our clients access to design documents and development versions of the project at nearly every stage of the activity. We also help clients bring in other stakeholders within and outside of their organizations as we understand that no project can succeed without institutional support.

We work with clients to identify the long term management process for the project, often by integrating the project into clients' ongoing business processes so that the project will be sustainable after we have delivered the final product.

### ***Development Platforms***

Our primary focus is to develop a technology solution that will integrate with current client infrastructure and be maintainable and financially sustainable. We can build custom applications or find appropriate off-the-shelf applications, dependant on the needs of the project.

### ***Client focused solutions***

One size does not fit all when it comes to ICT solutions. We understand the standards and requirements; we understand industry best practice. We also understand that every organization has its own capabilities, its own way of doing things, its unique culture, and its distinctive operating environment and objectives. We will provide services and solutions that suit the organization's environment, and its way of doing business.

### ***General ICT Consulting***

Within the ICT environment roles are not always clear and due to the extensive experience across all areas of the ICT environment we are flexible enough to act as advisors, implementers, team members or leaders of business activities as they relate to the management consulting scope of ICT.

### ***Skill and technology transfer***

Because we work closely with clients to understand needs and requirements, we team with people and create opportunities to share our expertise and improve the expertise and capabilities of the people within your organization.

### ***Vendor and Product Alignment***

We have worked with all major IT and network hardware and software providers. We are not vendor neutral – some products are better than others and we do not hesitate to recommend a product or solution that we believe – in consultation with our clients – is the best or most appropriate for the business requirement at hand. We will work with your vendor policies and relationships to produce the result that best suits your organization and its operational requirements.

### ***Associates***

Computer Information Systems partners with industry associates to provide the skills and experience to meet clients' requirements. All our associates are thoroughly vetted to meet the level of skills, experience, and professional conduct required by us and our discerning clientele.

### ***Most Recent ICT Consultation***

The Grenada Customs & Excise Division

- On the introduction of information Systems and upgrading of existing systems.
- On the development of specialized systems and the review of current procedures.
- On the formation of a Divisional Computer Usage Policy.
- On the formation of a Divisional ICT Advancement Plan.
- On the application of the SDLCP in the development of database applications.
- On the development of a divisional procurement policy guideline.
- On the creation of user manuals for developed database applications.
- On the development of standard operations procedure (SOP) manuals.
- On the establishment of a client-server network to facilitate computer network security.
- On the schematic diagrams and procurement of equipment to establish both a wired and wireless network.
- On the various ways to utilize the established network.
- On the establishment of media solutions for the promotion of public information.

### **Contact Details**

Mr. Gerard James  
Computer Information Systems  
P.O. Box 608,  
Green Street, St. George's,  
Grenada, West Indies.  
Tel: (473) 440-5023  
Fax : (473) 440-5038  
Mobile: (473) 407-5023  
E-mail: [cis@spiceisle.com](mailto:cis@spiceisle.com)  
Website : [www.cisgrenada.com](http://www.cisgrenada.com)

**Gerard James, ICT Consultant**

Mr. Gerard James has eighteen (18) years of professional training and expertise in the following areas, Relational Database Management Systems (RDBMS) programming, Web Programming and Design, Radio Broadcasting, Graphic Design, and Marketing.

Mr. James began his career in the ICT field in 1990 as a Programmer at Grenada's National Computer Center (N.C.C.) in the Ministry of Finance. Working on projects such as the Electoral Register, N.C.C.'s Error Database, the Trade Statistics and Customs Division's ASYCUDA and EUROTRACE Applications and the modification of countless software packages, provided Mr. James with a solid foundation in ICT.

Gerard then attended the College of International Radio Broadcasting in Barbados where he graduated with honors in the field of radio announcing, operating and communications development. On his return to Grenada he re-joined the Public Service as a Customs Officer at Grenada's Customs & Excise Division. Continuing in ICT, he attended a number of training courses in the field and proved to be an invaluable asset to the development of ICT at Grenada Customs.

In 1994, Mr. James attended the Combined Customs Automation Course, held at the Federal Law Enforcement Training Centre (FLETC) in Georgia, USA. He gained a considerable insight into US Customs Systems, the use of the Systems Development Life Cycle Plan (SDLC) in the creation of systems and the practical application of these systems to ensure customer compliance and satisfaction. His knowledge and experience of the use of ICT in both the public and private sectors was significantly increased when in 2001 he traveled to Japan for a course of study at Kansai Institute of Information Systems. The Information Systems Promoting course content was primarily focused on the use of ICT in e-governance and in private sector applications and ranged from Intellectual Property to the use of Global Information Systems. Japan and its e-policy made quite an impression on Mr. James in relation to the use of ICT in increasing efficiencies in public and private entities and the utilization of technologies in the delivery of professional services to society.

Continuing his studies in the ICT field, Mr. James has in the past few years completed a course of study in Web Design and Development with Penn Foster Career School in the USA. Mr. Gerard James is currently a regional trainer with the Pan American Health Organization (PAHO) in the Supplies Management Project (SUMA), the software utilized for supplies management in the aftermath of a Disaster, in its application he has earned a National Award of Recognition for outstanding service to the public during and in the aftermath of Hurricane Ivan. Mr. James is also currently the principal trainer in Grenada with UNEP-ROLAC in the Control and Monitoring of Ozone Depleting Substances (ODS).

Mr. James combines his deep understanding of technological systems with an understanding of customer needs – spoken and unspoken. He has strong skills in determining feasible and cost effective methods of achieving high impact technological solutions, using the resources and constraints facing any industry or company.

His software experience includes work with PHP, Java, C++, SQL, DHTML, XHTML, CSS, HTML, UNIX, all MS Office Applications, Macromedia Dreamweaver and Adobe Photoshop and is quite receptive to new technologies on an ongoing basis.