

2019

Training Report on "Enhancing Basic IT skills"



Information and Communication
Technology Section
Thimphu Dzngkhag Administration

Table of Content

Table of Content	2
1.0 Background	3
2.0 Objectives.....	3
3.0 Contents of the Training	4
3.1 Basic and common troubleshooting	4
3.2 Printer operation	4
3.3 Projector operation.....	4
3.4 Photocopy Machine operation	4
4.0 Methodology.....	5
5.0 User Training.....	5
6.0 Issues and Challenges	6
6.1 Issues.....	6
6.2 Challenges	7
7.0 Conclusion.....	7
Annexure 1: List of participants in first batch	8
Annexure 2: List of participant in second batch training.....	10
Annexure 3: Certificate of completion	11

1.0 Background

In order to establish clarity about annual priorities, provide an objective and fair basis for evaluating the overall performance, Annual Performance Agreement (APA) has been signed between GPMD and Dzongkhag Administration, which is then signed with the respective sector and agencies under Dzongkhag Administration.

Similarly, for the ICT sector, the common APA was drafted after consultative meetings and discussions with ICT professionals from ministries, agencies and Dzongkhags for effective and efficient ICT service delivery.

For 2018-2019 FY, "Enhance basic ICT skills by providing training to non ICT staffs" has been identified and approved as mandatory APA indicators for Thimphu Dzongkhag Administration.

It is also expected that ICT professionals carry-out the above activities as part of their basic responsibilities.

2.0 Objectives

The ICT Section of Thimphu Dzongkhag Administration is mandated to provide user training on basic ICT skills for non-ICT staff especially the support staffs (Personal Assistant, Messenger, Office Assistant, Technicians, and Health Assistants) under Thimphu Dzongkhag Administration.

The one day user training was conducted with the objective to reduce work load of ICT professionals in a way that ICT professionals can utilize the time ICT core activities. The training also aims at reducing turn-around time of providing basic troubleshooting services such as basic and common network troubleshooting, computer troubleshooting, printer setup, projector setup, etc).

3.0 Contents of the Training

The contents of the training are as follows-

3.1 *Basic and common troubleshooting*

- Ruling out common causes
- Hardware problems
- Network error types
- Printer issue
- Frozen computer
- Keyboard not working
- Mouse not working

3.2 *Printer operation*

- Turning the printer on/off
- Adding a printer
- Duplex setting in a printer
- Printer cartridge inserting and removing
- Paper jam fixing
- Paper loading

3.3 *Projector operation*

- Projector and "AC IN" port and power cable
- Connecting the laptop to the projector (Windows and MAC)
- Functions of each button/menu on the projector
- Display option
- Position functions
- Aspect Ratio functions
- Keystone functions

3.4 *Photocopy Machine operation*

- Menu and functions of each option
- Using document feeder

- Scanning / photocopying document
- Paper loading
- Changing and inserting cartridge/toner in the machine
- Solving paper jam issues

4.0 Methodology

To maintain uniformity, training materials were prepared by referring to common APA document which was provided by Department of Information Technology and Telecom, Ministry of Information and Communication.

To accomplish training goals and to run effective training session, trainees were also involved in hands-on session. To encourage participation, participants were also asked to share their experience on the most common issues they encounter. Other techniques like question and answer session and live demo of basic troubleshooting were also applied.

5.0 User Training

The user training was conducted in two batches. First batch was conducted on 8th March, 2018 at Royal Institute of Management, IAC Lab. Participants are from Basic Health Unit and Thimphu Dzongkhag. The list of participants is in annex 1.

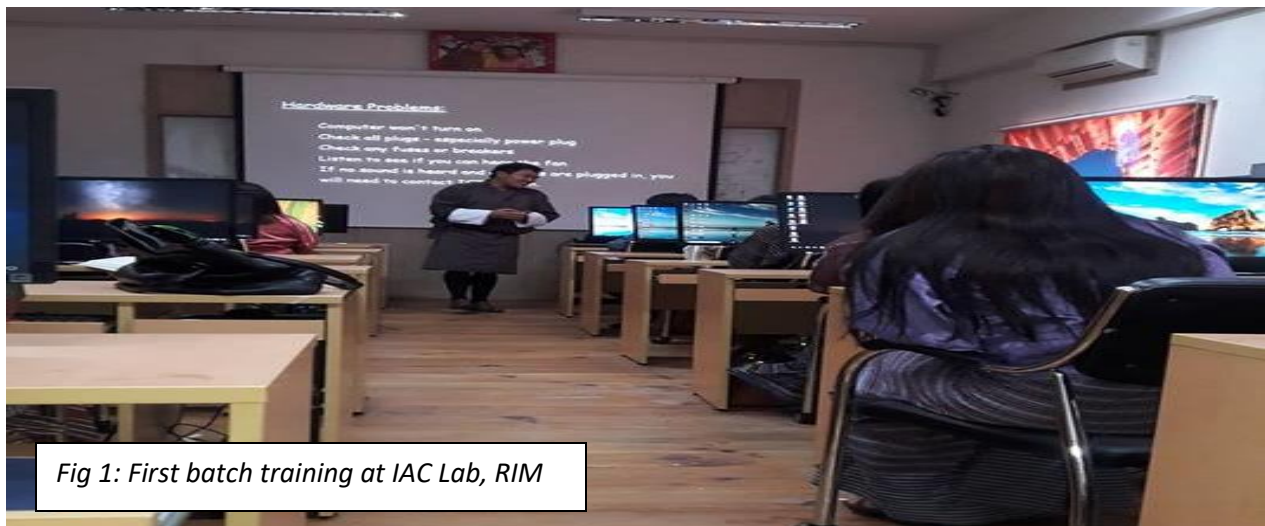


Fig 1: First batch training at IAC Lab, RIM

Second batch of training was conducted on 15th April at Dzongkhag Tshogdu hall. Participants were from eight geogs (Gups and Geog Administrative Officers). The list of participants is in annex 2.



Fig 2: Second batch training.

6.0 Issues and Challenges

6.1 Issues

- Dissimilarity of equipment's used during training

The presentations are made using features of the available equipment in our office but the distinctiveness of equipment used in their office has built confusion within trainees.

6.2 Challenges

- Comprehension capability of the participants.

7.0 Conclusion

At the end of the training, participants were awarded certificates of completion of the training. This training event was an open platform where participants could share ideas and views. The event also provided participants an opportunity to discuss other IT related challenges they face while delivering services, outside agenda.

Apart from the basic IT training, participants were also acquainted with common security issues that can be avoided with simple course of action. In addition, the participants were also sensitized regarding the phishing emails, spam and on information security (such as auto-fill forms and/or password in chrome).

Annexure 1: List of participants in first batch

Attendance Sheet for Non ICT Skill training

Venue: RIM, Simtokha

Date: 8th April 2019

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GSP. III

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Annexure 3: Certificate of completion



Submitted by:

ICT Section.
Thimphu DA.