Monthly Planning and Reporting template for Information technology Technical Assistant

Name of Hub Assosa Hub

Plan for the Month July Reporting Month June

Date of report (6/25/2024)

Reported by Bereda Abdissa

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I. Section one

A. plan performance

Planned activities in the month	Activities performed in the Month	Next Month Plan
1. To Assess the whole computer and plan to update their hardware and Software for ERP according to the system specification	The computer hardware and software have been fully upgraded and updated for SAP implementations.	Continuously follow up and update computer hardware and software to ensure the full operational functionality of the system at the Hub.
2. plan to swiftly integrate the newly acquired hardware into our computer systems to optimizing performance.	The newly acquired computer hardware fully integrated hub computer system to optimize performance, following a structured plan to ensure minimal disruption.	Plan to improve and optimize computer performance for SAP implementation.
3. To address computer system and computing device issues at the Hub efficiently and timely	Issues related computer system and computing device fully fixed on timely and efficiently	Plan to address system and computing device issues at the Hub efficiently and timely
4. To provide technical support to users at the hub	Issues happened and resolved ✓ 20 vitas issues ✓ 5 network issues and 2 printers	Plan To provide technical support to users at the hub
5. To attend VL_TWG meeting	facilitate and attend VL_TWG meeting	Plan To attend and facilitate next month VL_TWG

6. plan to address software and network issues happened at Hub	Software and network issues at the hub are addressed by working closely with other IT staff to provide effective solutions	plan to address software, hardware, and network issues at the hub, working closely with other IT staff to provide effective solutions
	Network connectivity at the Hub went down, but I minimized downtime by quickly communicating with the central hub and telecommunication providers to resolve the issue.	Continues to fix connectivity issues occur, I will quickly coordinate with the central hub and telecom providers to minimize downtime
7. Plan to support hub the in-pre-ERP implementation activities such as inventory	provide simultaneous support for both SAP and Vitas systems at our Hub	The Hub plans to go live with the SAP system soon, and we will continue to provide support during and after the implementation
8. To Train the user according to the schedule	Prepare schedule for users at hub	Continue to train the user according to the schedule
9. Plan to support inventory team regards to system used at hub such as vitas, Spir and SAP	I've been included in the inventory team at the Hub to support pre-inventory, inventory, and post-inventory activities, dedicating my full effort and time to supporting the team.	Plan to support to support and fix related issues.
10. Plan installing a new network at the Hub in coordination with the center.	We are currently installing a new network at the Hub in coordination with the center, and I have been assigned the to manage the installation activities.	After installation our Hub and Center plan to configure the network with SAP, and I will assist the Hub with this process.
	Assist the Hub with the installation new VPL line.	Plan to assist the Hub with configuration of new Network, VPN and SAP.

B. Unplanned activities performed in the month
- ✓ Attend Every meeting and training of ERP implementation at Assosa Hub
- ✓ Assist the installation of new VPN.

II. Section two -
A. Challenges encountered and solutions

Challenges	Solutions	Remark
At Assosa Hub we facing some item not synced due to the hub vitas system	This issue fixed by communicating with center and JSI	
Communicating with JSI for Vitas support is challenging as they take time to provide assistance.	Actively communicating with the Hub Manger and Center support team to fix the problem	
Another challenge facing is that hub users are undergoing ERP training, but I haven't received training myself. This limitation hinders my ability to provide adequate support	Support the hub users by communicating with the center support providers.	

B. Lesson Learnt/ Best Experience

The lesson learned is the power of effective communication and collaboration to overcoming challenges. procurement delays through proactive engagement, and supporting hub users by communicating with center support providers, we ensure smoother operations and successful outcomes.

C. Recommendation

Prioritize communication and collaboration to address challenges efficiently, ensuring all stakeholders receive necessary support and resources for successful project implementation.