

OPENCHS TRAINING REPORT

KE/TZ System upgrade

Prepared by Nelson Adagi



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Vision Plaza, Mombasa Rd, 2nd floor, P.O. Box 53691, 00200, NAIROBI-KENYA,

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Executive Summary

It is intended to familiarize the system user with the new features as a result of the upgrade. During the training, the development team tries to understand the pain points and address them during the upgrade

The Plan

Objective

- Provide users with hands-on experience of using the system, troubleshooting, and reporting errors whenever they occur.
- Test scripts should be reviewed by all users and feedback should be provided.

Methodology

To minimize the impact on the helpline's normal operations, the training was conducted in three shifts. We provided theoretical training to all users so they could have a general understanding of how the system works.

Each user was provided with a computer from which they performed real-life tasks and provided feedback.

Findings

Almost 90% of the Helpline staff went through the training, and all of them were able to perform the tasks assigned to them without supervision after completing the training.

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Conclusion

As a result of the training exercise, the helpline staff shared their experience and new ideas, which can lead to improvements.

Recommendation

To keep improving our system there is need to have consistent training

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List of Participants

Attendance Sign in Sheet

CSEMA OPENCHS
TRAINING

Date: 2/11/2022

Department: Consellers

Employee ID	Names	Mobile Number	Date	Signature
	ZANIA SALIM	0693645349	4th NOV. 22	
	Aloyce S. KATHIAS	0654369885	14 th NOV 22	

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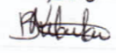


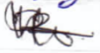


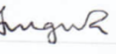
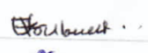

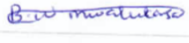



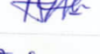
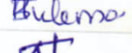
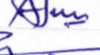


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Attendance Sign in Sheet

CSEMA OPENCHS
TRAINING

Date: 2/11/2022

Department: Consellers

Employee ID	Names	Mobile Number	Date	Signature
	MICHAEL JACKSON	0658395918	03/11/2022	
	NEVI BUKURU	0766463780	3/11/2022	
	FIDES SHAYO	0627559077	3 rd Nov 2022	
	PRUDENCE MWALEMWA	065973297	3 rd Nov 2022	
	ROSEMARY DEGRATIUS	0746481526	3 rd Nov 2022	
	KARJIANA GYRIAN	0718483994	3 rd 11/2022	
	JENIPHA KALMAN	0783394113	3 rd Nov 2022	
	NELSON MPAMWA	0788059007	3 rd Nov 2022	
	EVARISTER VALENTINE	0756440510	3 rd Nov 2022	
	MALAN RASHI	0693631539	3 rd Nov 2022	
	BEATRICE W. MWALUKA	069243960	4 th Nov 22	
	HILDA A. MUYA	075481088	4 th Nov 22	
	DOMINIC VIKI	0744877723	4 th Nov 22	
	HERIETH DANIEL MUYA	0687718226	4 th Nov 22	
	AQUINATA JOHN KOLIWAKA	0766001141	4 th Nov 22	
	THEREZA S. BULEMO	0692-06248	4 th Nov 22	
	ANDREW ANDREW	0743629840	4 th Nov 2022	
	BOSCO BOSCO	0759-288885	4 th Nov 2022	
	TILLY MATUMBA	0756182823	4 th Nov 2022	

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Activity: CHILD HELPLINE SYSTEM UPGRADE MEETING.


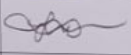

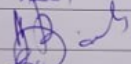

Venue: KABETE BOARD ROOM

Date: 20/01/2022

NO.	NAME	ORGANIZATION DESIGNATION	TITLE	PHONE NUMBER	SIGN
1.	CAROLINE NJOKI		volunteer counsellor	0711848394	
2.	Namiana Orya Ikaseuri	CHILDLINE KENYA	Volunteer Counsellor.	0738500762	
3.	Viola Ngangeri		Volunteer counsellor	0705043923	
4.	Martha Sunda	CHILDLINE KENYA	EXECUTIVE DIRECTOR	0724768681	
5.	JAMES KANGA	BITZ ITC	CEO	072055067	
6.	FAITH AKANYA	DCS	CO	0729656378	
7.	Enidah Jepkosei	childline Kenya	Head of finance	0724967523	
8.	Malath Ochieng	childline Kenya	Head of Programs	0715645110	


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 DEPARTMENT OF CHILDREN SERVICES


 Keeping Children Safe

9.	Beverly Karson	childline Kenya	P.O	0721474 683	
10.	JEFFERSON MICAH	CLK	Volunteer	0794526204	
11.	DTIEDO ASENATH	CLK	volunteer	0757486655	
12.	Nelson Adanyi	BITZ	Product Manager	0723457189	
13.	ANNE KITENGE	DCS	Manager	0725557199	
14.					
15.					
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