

CONTRACEPTIVE LOGISTICS MANAGEMENT INFORMATION SYSTEM

Facilitator Manual

August 2015



This is a living document and changes will be made as per current or updated system.

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INTRODUCTION TO MANUAL

This facilitator manual contains the training sessions for the “Training on Pakistan’s Contraceptive Logistics Management Information System (cLMIS)”. The steps required to design, develop and deliver the training cLMIS can be found in the “LMIS Training Plan”. The Training Plan outlines the objectives, needs, strategy, and curriculum to be addressed when training users on LMIS.

The manual introduces the web-based cLMIS application to the participants. Some of the participants might be familiar with the application and data entry. Facilitators must ensure that the new participants are brought up to speed with the application and its features as well as introduce them to the enhancements being implemented within the application.

BACKGROUND – USAID | DELIVER PROJECT

The USAID | DELIVER PROJECT (the Project) has been tasked by the Government of Pakistan with implementing a functioning Logistics Management Information System (LMIS) using a web-based approach. After several months of thorough consultations with all stakeholders from the private and public sectors, the Project adapted and enhanced the web-based application from the Bangladesh model. During the enhancement process, LMIS was contextualized to local stakeholder structure and devolution. The LMIS was launched by the Prime Minister of Pakistan on July 2011 as the first Logistics Management Information System of Pakistan.

LMIS has the flexibility to integrate other health commodities in addition to contraceptives. The Project plans to integrate other health products to meet the provincial integrated commodity management requirements. In addition to public sector, LMIS application is also able to record contraceptives data of the private sector. Currently, the system is able to respond to district level reporting by aggregating facility level data through paper-based reports. The future vision is to enhance the application for facility level reporting on logistics indicators for each district along-with district store commodities status. To strengthen reporting and visibility of private sector contraceptives, district level interface has been incorporated in LMIS applications which

enables provincial and regional health and population departments to see the contribution of private sector in their geographical areas.

For nationwide implementation of LMIS, the Project has trained the different level LMIS users on its use and functionality. The training provides skills and knowledge required to independently enter and upload data into web-based LMIS. Web-based LMIS plays a significant role in improving stock monitoring within the districts. The real time monitoring helps in eliminating stock-outs at the district level.

Alongside LMIS implementation, the Project is working closely with federal, provincial and regional governments to advocate for strengthening of the supply chain process through streamlining of supplies and reporting from central to district level. Some of the key policy decisions are, considering the stocks at Central Warehouse as national repository and integrated requisitioning through collaboration among stakeholders. In addition, LMIS web-based reporting is mandatory for all districts.

Timely and accurate data entry as well as submission of a monthly report at the district level is critical to the functioning of the LMIS. The data collected from the LMIS can then, subsequently be used at each level of the supply chain to enhance informed decision making to meet service delivery demands. Utilization of the LMIS depends heavily on the level of understanding of those trained on its various functionalities.

SESSION 1: INTRODUCTION AND OBJECTIVES

Time: 30 minutes

SESSION OBJECTIVES

- Know the overall Goal and Objectives of the Course.
- Know the fellow participants.
- Cite personal and group expectations from the course.

MATERIALS NEEDED

- Multimedia projector with screen
- Flip chart with stand
- White board with erasable markers
- Tape

DOCUMENTS TO DISTRIBUTE

- Handout-1.1: Self Introduction
- Handout-1.2: Training Goal and Objectives
- User Manual and Participants Guide

PRESENTATIONS REQUIRED

- Session Objectives
- Training Goal and Objectives
- Training norms for participants and trainers during training session

TRAINER PREPARATION

- Prior to starting the session, the trainer(s) must be sure that all materials and equipment needed for the session are ready at hand.
- If the session is planned to be co-facilitated, the facilitators should decide before the session, who will facilitate which part of the session and prepare accordingly.
- Each facilitator should introduce him/herself before start of the session.

ACTIVITIES

ACTIVITY 1.1: WELCOME THE PARTICIPANTS (LECTURE) – TIME: 05 MINUTES

WELCOME the District cLMIS Operators to the training and CONGRATULATE them for playing a key role in implementing the LMIS. Tell participants that the training team aims to impart skills and capacities to each of them so they can successfully implement web-based LMIS at district level. Tell participants that the automated reporting of logistics data will improve logistics management effectively and will avert stock-outs of contraceptives and other commodities at district and facility level. MENTION that this is the main focus of this course.

ACTIVITY 1.2 SELF INTRODUCTION: GET TO KNOW EACH OTHER (GAME) – TIME: 05 MINUTES

MENTION that District cLMIS Operators, coming from different districts may not know each other very well and this is quite natural. Other thing is that the participants and the training team members are also not known to each other. In order to make the course a success, both participants and trainers need to know each other well. Tell participants that the training team thinks that prior to starting the course, everybody in this room should get to know each other. Explain that this will help us work together more effectively. ASK the participants what do they think? Tell participants that both the participants and trainers can be known to each other through a simple game.

Option-1

Ask participants to write three things about themselves on a piece of paper. Two of these items must be true and third must be a lie. The participants then introduce themselves one by one and tell participants their three characteristics in any order they wish. The group then has to identify which statement or characteristic is lie by voting.

Option-2

EXPLAIN the ground rules of the game.

ASK the participants and the trainers to stand in a circle with pen and paper. Tell participants that you will ask some questions and they will find the participants who fit into the answers. Tell participants that they will get 10 minutes time to identify the people and after 10 minutes they will tell participants the names of their identified people. ASK if the instructions of the game are clear to them or not? If not, repeat the instructions.

Question-1: Which participants have names starting with A, S, M, N, B, K, J, K. L, R, P, S or H?

Question-2: Which participants are working in District Health or Population Welfare Department for five or more years?

Question-3: Who has worked as a LMIS trainer before?

Question-4: Who has worked as a trainer for three or more years?

Question-5: Which participants' youngest kid is three or less than 3 years?

Question-6: Who has travelled the most to attend this training?

Question-7: Which participants' Father / Guardian is still worried for his/her marriage?

Question-8: Who likes singing?

Question-9: Who is good at playing cricket?

Question-10: Who knows how to swim?

Training team member will also participate in this game.

Training team may distribute these questions to the participants in the form of ***Handout-1.1*** (Self Introduction) if they like.

Tell participants that by participating in this game, participants will each other in respect of personal liking, disliking, hobbies, professional life, etc.

ACTIVITY 1.3 TRAINING GOAL AND OBJECTIVES (LECTURE) – TIME: 10 MINUTES

Tell participants that now we shall discuss Goals and Objectives of the course. Distribute *Handout-1.2: Training Goal and Objectives*. ASK one of the participants to read the text from the handout.

Training Goal

To get participants acquainted with the features of the LMIS application as well as to build institutional capacity towards independent and sustainable data entry, importing and exporting of data and data analysis through cLMIS for decision making.

ASK participants that what they understand about the statement. Tell participants that each of the LMIS operators has a critical role in enabling their departments to independently enter, import and export data. Tell participants that cLMIS has valuable data and the use of which depends on system's ability to generate reports, maps and graphs. The meaningful analysis can be of great help in preventing stock-outs and formulating policy changes responsive to supply chain challenges.

Training Objectives

TELL PARTICIPANTS that by the end of the training, they will be able to;

1. Enter cLMIS data with almost 100% accuracy
2. Generate required reports, maps and graphs
3. Analyze and interpret reports, maps and graphs
4. Understand cLMIS problem solving approaches and how to contact helpdesk if needed

ACTIVITY 1.4: PARTICIPANTS AND TRAINERS EXPECTATION (LECTURE, GAME, Q&A) – TIME: 10 MINUTES

Tell participants that they have more practical experience of doing Logistics Management activities than the training team. But the training team has an extensive experience of designing training, developing training curriculum and facilitating training courses. Tell participants that the

course has been designed to implement and to put together the practical experiences of participants and experience of trainers.

The training team expects that the course will be enjoyable and fruitful with the spontaneous participation of the participants. Tell participants that this course has been arranged in order to train participants in Logistics Management Information System. The course will impart all required skills to successfully enter, upload and analyze logistics data through cLMIS. Tell participants that the success of the web-based system depends highly on their data collection and compilation skills gained in the existing reporting mechanisms. Tell participants that participants will take part in discussion in the light of their practical experiences which will benefit them in their practical works later on.

Ask participants that they might have some expectations out of this course. Similarly, the training team has also some expectations from the participants. Tell participants that their expectation might be to know the new features of cLMIS or to understand the things which they do not know well. Tell participants that they will work in small groups, to identify their expectations from this course. They will have five minutes time to list the expectations. DISTRIBUTE charts and marker pen to each group. Prior to starting work, TELL the groups that they will identify their expectations only related to LMIS, and not any administrative or financial aspects, because the training team does not have anything to do in this respect.

At the end of allotted time, ASK each of the groups to share their expectations. WRITE the key points of their expectations on the chart and paste in a suitable place in the training room so that everybody can see. Tell participants that the training team will do its best to fulfill all the expectations.

Tell participants that the training team also has some expectations. DISPLAY the expectations on Multimedia and ASK the participants if they agree to these. If yes, PASTE these at an easily visible place and draw participants' attention from time to time, if needed.

CONCLUDE the discussion by saying that both the participants and training team will sincerely try to fulfill the expectations of each other.

Trainers Expectations

Course norms (Copy on the FLIPCHART and post in training room)

- Punctuality, both of trainers and trainees
- Respect each other's opinion and no side talking
- Speak one at a time
- Draw attention of trainer, by raising hand, if there is any question.
- Active participations from all
- Help each other, cooperative learning
- Equal participation and no domination
- Keep mobiles off or on silent mode. Only attend essential calls and that too after permission from trainers
- Friendly behavior with each other and have fun

After the participants have met in small groups and thought about their expectations, review the lists of expectations with the whole group. Record the main ideas coming from the participants. When this is finished, call attention to some of the specific sessions that will be presented during the course, during which the specific expectation will be covered. Also mention any expectations that were mentioned by several participants. Finally, be sure to note (using a red circle or checkmark) any expectations that are not planned to be covered during the course.

How to handle topics not specifically covered

Comment that while some of the topics mentioned in the expectations may not be covered through specific sessions, these may be discussed throughout the course in other topics (site one or two specific examples as appropriate).

Comment that from the self-introductions, it was obvious that a lot of different expertise exists among the participants as well as the facilitators. Therefore, they should feel free to make use of the expertise of others in the group. For example, if there are topics that will not be covered in depth during the course, it is possible that extensive experience exists among other participants.

Comment that in any course such as this, learning can take place between participants as from the facilitator to the participant and participants should take advantage of this opportunity.

Also mention that due to time and other constraints, some topics simply will not be covered but participants are free to discuss among themselves during breaks, lunches, or in the evenings.

SESSION 2: BASIC COMPUTER SKILLS

Time: 2 hours

SESSION OBJECTIVES

By the end of this session, participants will be able to:

- Use a mouse to point, click and double-click
- Learn basic Keyboard usage
- Learn to open a website
- Log into cLMIS
- Know about the basic input tools in cLMIS

MATERIALS REQUIRED

- Laptops / Desktop Computers
- Multimedia projector with Screen
- Flip Charts with Stand
- White board with erasable markers

DOCUMENTS TO DISTRIBUTE

- User Manual and Participants Guide

PRESENTATIONS REQUIRED

- Basic Computer Skills

TRAINER PREPARATION

- Prior to starting the session, the trainer(s) must be sure that all materials and equipment needed for the session are ready at hand.
- If the session is planned to be co-facilitated, the facilitators should decide before the session, who will facilitate which part of the session and prepare accordingly.
- Each facilitator should introduce him/herself before start of the session.

ACTIVITIES

ACTIVITY 2.1: INTRODUCTION (LECTURE) – TIME: 10 MINUTES

Welcome the participants to a short, easy-to-master session on basic computer skills. Tell participants that in today's world, knowing how to use a computer is one of the most needed skills required to succeed in the workplace. In order to use the computer, it is necessary to understand how the computer works.

Explain to them that once they have understood these basics, they will have a clear understanding to build their future knowledge and skills with computers.

TELL PARTICIPANTS that to understand cLMIS properly, they need to have some basic understanding of computers.

ACTIVITY 2.2: BASIC DIFFERENCE BETWEEN A DESKTOP AND A LAPTOP – TIME: 10 MINUTES

Show the “Difference between a Desktop and a Laptop”. Explain to the participants the difference between a desktop computer and a laptop computer, as shown in the image below:



ACTIVITY 2.3: STARTING THE COMPUTER (DISCUSSION AND DEMONSTRATION) – TIME: 10 MINUTES

Explain the process of Starting the computer. Tell participants them that they need to click the



button on their laptops in order to start the computer.



Alternatively for a desktop computer, they need to click the button on the CPU to start the computer.

ACTIVITY 2.4: CHECKING INTERNET CONNECTIVITY (DISCUSSION AND DEMONSTRATION) – TIME: 05 MINUTES

Explain the process checking internet connectivity. Tell participants them to look at the right side

of the taskbar and look for icon for Wi-Fi connectivity or icon for LAN connection.

ACTIVITY 2.5: USING THE MOUSE – TIME: 15 MINUTES

Tell participants that mouse is a device that allows them to control the movement of the insertion point on the screen. Explain that the operator places the palm of the hand over the mouse and moves it across a mouse pad, which provides traction for the rolling ball inside the device. When the operator clicks the mouse the insertion point which indicates the area participants are working on the screen. They can also click the mouse and activate icons or drag to move objects and select text.

Clicking Using the Mouse

Left Click: Explain the features of click using the mouse with help of the image in the presentation. Tell participants them that pressing down on the left-mouse twice in rapid succession produces a **double click**. Explain that generally they double-click to open an onscreen object. Show them the image and explain how "My Computer" object to the right is dimmed, indicating a single click has activated it. Tell participants them that if they click on the dimmed object, their action will open the file represented by that object.

Right Click: Tell participants users that a Right-click is used to open the menu for exploring options related to that on-screen object.

Mouse Pointers: Tell participants that the Basic Pointer is a standard computer pointer. It normally appears on the desktop once the computer is done loading itself completely. This pointer is what to use to select and execute files, programs, etc.

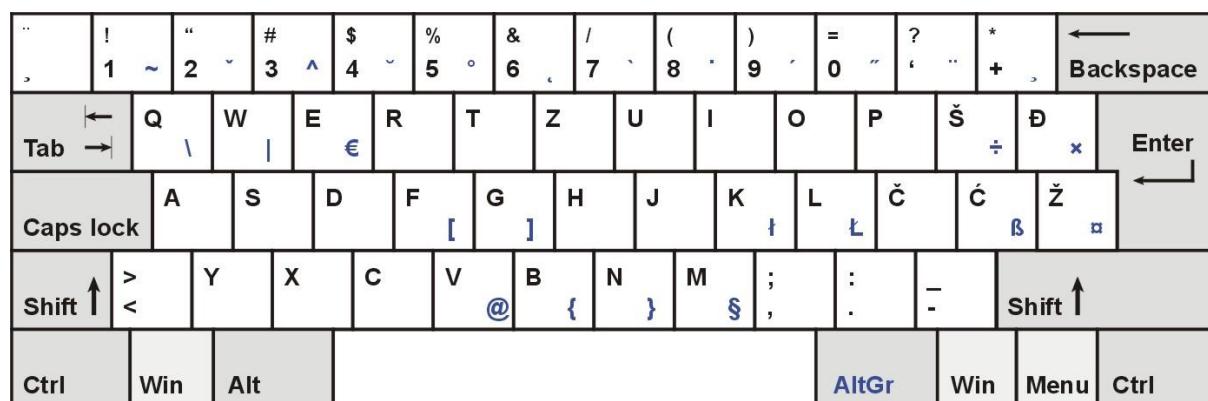
Conduct Exercise 2.1: “Using the Mouse”.

- Using the mouse, try to open the location called “My Computer”.

ACTIVITY 2.6: USING THE KEYBOARD (LECTURE AND DEMONSTRATION) – TIME: 20 MINUTES

Introduce users to the keyboard. Tell participants them that it takes time to become fluent in typing and that it comes after a bit of practice and study to take advantage of a keyboard. Tell participants them that mostly those advantages will be learned through practice and additional instruction.

Using the Keyboard. Tell participants to look at the keyboard. Tell them that the basic QWERTY keyboard is displayed in the diagram below:



Explain to them that the main keys are the letter keys. Tell them that when they type just using these, they get lower-case print. However, if they hold down a 'shift key' at the same time as they type, they'll get UPPER-CASE letters.

Typing Basics. Tell participants that they can type lower case letters by pressing any letter key on the keyboard. For example, ask them to type the word, ‘hello’.

Tell participants that to type numbers, they should press a number key.

Backspace and Delete. Tell participants that if they make a mistake in typing, they can use these keys to fix that. First position the cursor to the right of a letter or number and then press the

backspace key to delete letters to the left of the cursor, or place the cursor just before the letter, click and press **Delete**.

Spacebar. Tell participants to use the **space bar** to type single spaces between words.

Conduct **Exercise 2.2: “Using the Keyboard”**.

Try typing:

Last night I won £2,475,638 on the lottery!

ACTIVITY 2.7: WORKING WITH THE WORLD WIDE WEB (DISCUSSION AND DEMONSTRATION) – TIME: 20 MINUTES

Introduce the participants to the web browser. Tell them that the web browser is a tool to view web pages over the Internet.

Basic Browsers. Tell participants the names of basic web browsers and demonstrate clicking on an icon.

Navigating To a Web Page. Tell participants that to navigate to a web page, they need to open the web browser.

Tell them that the browsers have an **address bar** that shows the web address (also called a URL) of the page. To go to a different page, they can type an address in the address bar and then press **Enter** (or **Return**).

Visiting Links inside a web Page and briefly talk about how to visit links in a web page.

Navigation Buttons. Tell participants that sometimes, after they click on a link, they might want to go back to the previous page. Tell participants that they can do this using the browser's **Back** button. Once they have pressed the Back button, they can press the **Forward** button to follow the link again.

Conduct Exercise 2.3: "Working with the World Wide Web".

1. Ask participants that if they want to go to a specific website address (URL), where to type this address in order to view the site?
2. Ask the participants to type one of the following web addresses:

www.yahoo.com

www.lmis.gov.pk

ACTIVITY 2.7: DATA ENTRY FOR BEGINNERS (DISCUSSION AND DEMONSTRATION) – TIME: 30 MINUTES

Logging into cLMIS. Tell participants that cLMIS is a web-based reporting and data entry application that makes it simple for beginners and experienced users to report data, view performance and graphical reports.

Instruct them to follow the following steps:

1. Open the LMIS Landing page by entering the URL: <http://lmis.gov.pk>.
2. Click **Contraceptives**. A new page will display.
3. Specify the **Username** and **Password** provided by the Administrator.
4. Click **Login**.

The Contraceptive Logistics Management Information System Welcome Screen displays.

Forms and Input Definitions. Tell participants that when using cLMIS, they will come across many different type of input or display fields that will enable them to enter or read the required information.

The basic input definitions used in cLMIS form is explained below:

- **Text box:** Text box defines a one-line input field that a user can enter text into. Below the first name and last name are example for such fields. Another text field that accepts text input is the Ref No. Field in cLMIS forms.
- **Password Field:** A password field is used to specify the password. Note that the characters in a password field are masked (shown as asterisks or circles).

- **Drop-down:** Drop-down displays a list of choices that they can select from. Each choice is called an **Option**.

Forms and Input Definitions and explain the following:

- **Date Fields:** The date fields are used for date selection in cLMIS. Participants can select the month and year using the drop-downs on top, and specify the date in a drop-down menu.
- **Radio Buttons:** Radio buttons let a user select ONLY ONE of a limited number of choices.

Forms and Input Definitions and explain the following:

- **Search box:** This type of text entry box enables the user to enter a keyword that it will search for in the database.
- **Data List:** A data list displays list of entries in form of a table.

Forms and Input Definitions and explain the following:

- **Legends:** Legends display color coded values for options. The options can be identified using color codes.
- **Submit Button:** A submit button is used to send form data to a server. The data is sent to the page specified in the form's action attribute. The file defined in the action attribute usually does something with the received input.
- **Save Button:** A save button is used to save data entered into the system.
- **Go Button:** OK button is used to filter data according to the selected options.

Conduct **Exercise 2.4: “Data Entry for Beginners”**.

Exercise 2.4: Data Entry for Beginners

1. Login to cLMIS website and navigate to the Data entry interface.

SESSION 3: CONTRACEPTIVE PIPELINE AND ORDERING

Time: 30 minutes

SESSION OBJECTIVES

By the end of this session participants will be able to:

- Describe the public healthcare system, stakeholders and their inter-relationships
- Describe the contraceptive supply and reporting flow within the public health system for different stakeholders

MATERIALS REQUIRED

- Multimedia projector with Screen
- Flip Charts with Stand
- White board with erasable markers

DOCUMENTS TO DISTRIBUTE

- Handout-3.1: Contraceptive Supply and Reporting Flow
- Handout-3.2: Roles and Responsibilities of Store keepers and Data Entry Operators
- User Manual and Participants Guide

PRESENTATIONS REQUIRED

- Contraceptive Pipeline and Ordering

TRAINER PREPARATION

- Prior to starting the session, the trainer(s) must be sure that all materials and equipment needed for the session are ready at hand.
- If the session is planned to be co-facilitated, the facilitators should decide before the session, who will facilitate which part of the session and prepare accordingly.
- Each facilitator should introduce him/herself before start of the session.

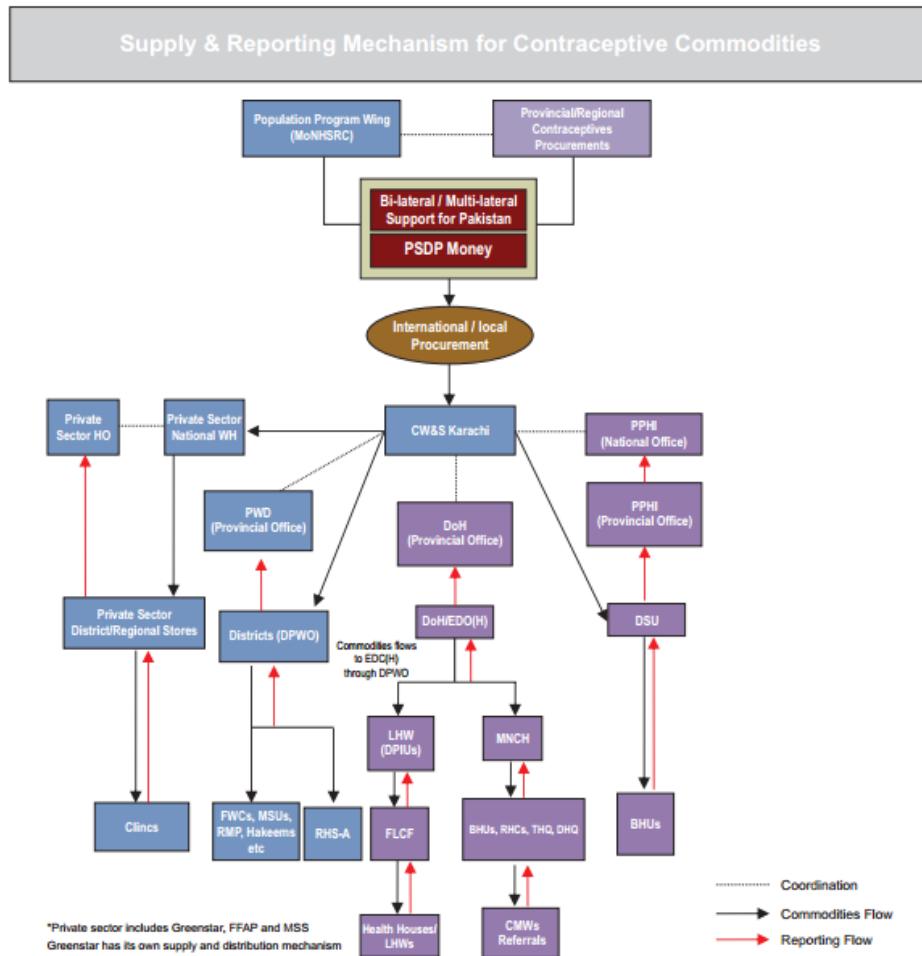
ACTIVITIES

ACTIVITY 3.1: INTERACTIVE PRESENTATION – TIME: 30 MINUTES

Tell participants that to understand LMIS properly, they need to have some basic understanding of the system it serves. Studying public health system enables us to understand the logistics environment we are working. Tell participants that they can relate the learning to the role LMIS is playing in strengthening this system.

Pipeline and Reporting for Contraceptive Logistics System

Ask students to identify their own roles in the pipeline. Write the different roles in the supply chain on a flipchart. Ask students to identify how these various supply and reporting roles are linked to each other. The students should be able to share their roles in the supply chain based on their experience. Most of the students are likely to share experiences related to supplies and reporting at the district and sub-district level.



Contraceptive Pipeline

Most of the contraceptives are procured internationally, apart from small local procurements in the past made by Lady Health Workers (LHW) Program for injectable and oral pills. The funding sources include government's public sector development program (PSDP), USAID and UNFPA. All international procurements are usually shipped through sea and received at Karachi port. Once cleared, the commodities are transported and stored at Central Warehouse & Supplies Karachi.

How contraceptives are ordered

In order for pull system to work, the consumption data from all service delivery points has to be recorded. All respective service delivery points of the departments of health and population

record their consumption and report to districts. The reports by the service delivery points of health department are called First Level Care Facility (FLCF) reports.

EDO Health and DPWO offices compile the total demand for their respective departments at district level through the SDP / FLCF reports. The two departments calculate their demand based on integrated CLR-6. The demand of EDO is then shared with DPWO and DPWO compiles one integrated CLR-6 in order to send to CWH. The EDO also includes the demand of Lady Health Workers Program in addition to requirements from Basic Health Units, Rural Health Centers and Tehsil Headquarter Hospitals.

In districts where Peoples Primary Healthcare Initiative (PPHI) manages BHUs, BHUs send its demand to the DPWO which forwards it on to the CWH. Once CWH receives the integrated CLR-6 from each DPWO, it will ship the required quantities to DPWO of that particular district. DPWO will then, receive all required contraceptives for the district and will send required quantities (initially indicated in integrated CLR-6, as discussed above) to each of the FP service provider (DOH & PPHI).

Pipeline for Health Commodities LHW Program

The flow of health commodities and LMIS reports in the Lady Health Workers Program can be seen from the figure above. Other programs in the Department of Health (Maternal Neonatal and Child Health, Tuberculosis Program etc.) also follow similar reporting and flow patterns with some variations.

Most of the times, the manufacturer or supplier is contracted to ship the commodities to District stores directly. For other districts, commodities are sent to PPIUs or CWH for storage and onward distribution to districts because some districts have geographical proximity to PPIUs and CWH and are easily supplied through these storage facilities (PPIU, CWH). Once in the district store, the commodities are distributed to LHWs via First Level Care Facilities (FLCF).

LHWs report the consumption of health commodities in the monthly FLCF report which is developed at the FLCF level by the In-charge (physicians mostly) and submitted to District Health Office by the second week of every month.

The District prepares a summary of all reports and sends it to the province. Provinces analyze the logistics data on regular basis to quantify and plan procurements and also sends feedback reports to Districts. The feedback could be informal during the monitoring visits or formally in the form of letters and communications. The districts are supplied by PPIUs based on their orders.

Job descriptions for Logistics Staff

Ask students to categorize various job responsibilities each staff has. They may say:

- Warehousing
- Ordering and receipt of commodities
- Distribution
- Reporting
- or others

List all these categories on flip charts. Ask students to list responsibilities under each category for all positions. Ask students to share their own job responsibilities or their knowledge of functions performed by various levels. Tell participants that details of job descriptions are available in **Participants Guide** and they can go through it later.

Tell participants to note that they are provided with two additional documents in the form of **handouts** that help explain how commodities and LMIS reports move within the Pakistan Public Health system. These are **Contraceptive Supply and Reporting Flow** and the **Pipeline for Health Commodities for Lady Health Workers Program**. Both have flow charts and explanations included. Encourage students to review these when they can.

SESSION 4: CONTRACEPTIVE LMIS FORMS AND BASIC LOGISTICS CONCEPTS

Time: 1 hour

SESSION OBJECTIVES

By the end of this session participants will have:

- Improved and complete understanding of various Contraceptive LMIS forms
- Improved and comprehensive understanding of key logistics concepts

MATERIALS NEEDED

- Multimedia Projector with Screen
- Tape, Whiteboard with markers
- Flipcharts with Stand

DOCUMENTS TO DISTRIBUTE

- Handout-4.1: Stock Register (CLR-5)
- Handout-4.2: Integrated Requisitioning (CLR-6)
- Handout-4.3: Transaction Records (CLR-7)
- Handout-4.4: Stock Register
- Handout-4.5: Bin Card
- Handout-4.6: Consumption Records
- Handout-4.7: SDP / Health Facility Monthly Report
- User Manual and Participants Guide

PRESENTATIONS REQUIRED

- Contraceptive LMIS Forms and Basic logistic concepts

TRAINER PREPARATION

- Prior to starting the session, the trainer(s) must be sure that all materials and equipment needed for the session are ready at hand.
- If the session is planned to be co-facilitated, the facilitators should decide before the session, who will facilitate which part of the session and prepare accordingly.

- Each facilitator should introduce him/herself before start of the session.

ACTIVITIES

ACTIVITY 4.1: CONTRACEPTIVE LMIS FORMS – TIME: 15 MINUTES

TELL PARTICIPANTS that for this activity, they will have the opportunity to look at and understand some of the forms used in public health logistics system.

Ask students to recall what they learned from the earlier session on pipeline and reporting flow. The cLMIS is depicted as the engine of supply chain management system. Pakistan has separate paper-based LMIS systems for the Department of Health and the Population Welfare Department. The Population Welfare Department (PWD) only deals with contraceptives while Department of Health has other health commodities in addition to contraceptives.

Population Welfare Department

Tell participants that we will discuss PWD forms in this section.

PWD LMIS Forms

Tell participants that we have chosen three basic forms from the PWD cLMIS. The four basic forms are:

- Stock register: CLR-5
- Requisitioning form: CLR-6
- Transaction Record: CLR-7
- District Contraceptive Stock Report: CLR-15

Stock register (CLR-5)

Distribute Handout-4.1: Stock Register (CLR-5)

Ask students to have a look at the stock register and identify what data is collected in this form. Ask students what experience they might have of working with this register. Encourage students to point out deficiencies if any.

Tell participants that the register is maintained by all warehouses and stores i.e. central and provincial warehouses, district stores, family welfare center stores and RHS-A centers. The Stock Register is used to form stock transactions at a specific level. It forms the information from where the shipments are received and to where they are going along with the names of consignee. The storekeepers can thus refer back to it in case of any discrepancies. The form also contains the signature and remarks of the person receiving or issuing the contraceptives. The Balance column (7) indicates the balance brought forward from the previous register and the result of regular entries thereafter. Tell participants that if they wish they may refer to this and other PWD forms in their **Participants Guide**. The stock register is shown along with a brief introduction to it.

Integrated Requisitioning (CLR-6)

Distribute Handout-4.2: Integrated Requisitioning (CLR-6)

Ask students to go through the various rows in integrated CLR-6. Tell participants that row A-1 forms consumption at all the facilities for respective stakeholders. A-2 and A-3 give stock at the end of last quarter in district store and service delivery points respectively. A-4 is the total stock (sum of A-2 and A-3). The desired stock for two quarters is usually the twice that of consumption for the recent quarter (A-5)

Tell participants that this form is being used by all district level public sector Family Planning Service Providers (DPWO, DOH & LHW, PPHI) for requesting contraceptives from Central Warehouse. A new electronic CLR-6 form has also been introduced in release-2 of cLMIS and it automatically generates the required stock based on the amount of stock used in the previous quarter. This form also indicates the stock status and consumption during the month and indicates the quantity requested for each contraceptive being used.

Transaction Records (CLR-7)

Distribute Handout-4.3: Transaction Records (CLR-7)

Transaction records are used to record information about the movement of stock from one storage facility to another. It is frequently desirable to include the current stock on hand as well as losses, adjustments, and consumption data. Transaction records are initiated any time when a facility requests or issues supplies. They are completed when the receiving facility confirms receipt of the items shipped. Transaction records are organized by date, which helps to identify the transaction. It can then serve as ticklers, reminders that a request was made and not yet received or that an item was issued, but confirmation of receipt is still pending. The most common formats are Issue/Receipt Voucher (CLR-7). A preprinted voucher number on each transaction record helps track individual shipments.

District Contraceptive Stock Report (CLR-15)

Distribute Handout-4.4: District Contraceptive Stock Report (CLR-15)

Tell participants that District Contraceptive Report summarizes consumption data occurring at district level. From the report, one can figure out the quantities which were received by district and the quantities issued to service delivery points. Ask students to focus on the far left column titled “District Store” and Tell participants them that it has the following basic indicators in separate rows (for part 1 which is for district store).

1. Opening balance
2. Received from CWH
3. Issued to field
4. Closing balance
 - a. District store
 - b. Field
5. Total
 - a. Expired stock
 - b. Untraceable stock

Each column is labelled for a commodity, and the information on each commodity is captured in its specified column.

Tell participants that the report has two parts. Part-I is related to the stock status at the District Store and Part-II indicates the stock and sales status at various categories of the field operational units. The commodities issued from district store should be the same as received by field level. The commodities issued from field levels (indicated as sold in the form) are used as a proxy for consumption where 'dispense to user' data is not available.

This section is completed by the field and it has following indicators:

1. Opening balance
2. Received form district store
3. Sold (as commodities are sold at facilities at nominal prices)
4. Closing balance

Each column is labelled at the top with a commodity and information on that commodity is formed in it.

Department of Health Forms

Tell participants that in this section they will discuss forms used by Department of Health (Lady Health Workers Program).

Bin card

Distribute Handout-4.5: Bin Card

Ask students if they have used Bin cards in their routine work. Ask anyone of those who has experience to describe what it is and how it is filled.

Tell participants that bin card indicates the balance of an item available in stock; it must be used for all levels of storage facilities. However, these are only as good as how often they are updated. Ask students to relate the example from the description. Tell participants that one bin card is used for each commodity. The left most Date column is used to form date of any transaction.

The column labelled ‘Quantity’ will indicate quantities received or issued (noted in respective sub-columns). The balance is calculated by addition / subtraction from the opening balance.

Receipt

The commodities received from provincial or central warehouse depending upon the warehouse level.

Issued

Issued to service delivery points or the district stores depending upon the warehouse level.

Have students open their **Workbook to LHW LMIS Forms Bin Card** and review the procedures with them for completing the Bin Card.

Consumption Records

Distribute Handout-4.6: Consumption Records

Consumption records contain dispensed-to-user data, to record the quantity of each item dispensed to a customer. Consumption records are filled out whenever supplies are dispensed to clients. They are totaled at the end of the reporting period, usually monthly or as required. The logistics data generated by the SDPs/health facilities is received on prescribed format and consolidated at the district level and entered into the web-based Logistics Management Information System (LMIS).

SDP / First level care facility (FLCF) Report

Distribute Handout-4.7: SDP / First level care facility (FLCF) Report

Tell participants that the SDPs/health facilities of health and population welfare departments will use following format for contraceptive reporting, as well as requisitioning from the concerned district offices, on a monthly basis, as per inventory level defined for them. This will include the contraceptive stock position in the respective SDPs.

ACTIVITY 4.2: INTRODUCTION TO BASIC LOGISTICS CONCEPTS – TIME: 15 MINUTES

Tell participants that once the data entry is done, it is visible worldwide and can be used for logistics decision and policy formulation. Stress the importance of utilizing data from district to national level. Tell participants that their role is not just limited to data entry but they should be proactive in using this data for district based logistics management. Each cLMIS operator MUST understand his/her role in analyzing and interpreting cLMIS data. Tell participants that in order to understand reports, they must grasp some basic logistics concepts. Tell participants that they may already be aware of some concepts from Release-1 and the exercises contained in this session will refine them further. Then, PRESENT and elaborate basic logistics concepts.

ASK participants what they understand by consumption of contraceptive. They may possibly reply that it is dispensing of contraceptives at the facility level or issuance of contraceptives to facilities by district store. Tell participants that ideally the consumption is computed by issuance / dispensing of contraceptives at the facility level to the clients. However, issuance of contraceptives to facilities by district store can be considered as proxy for consumption in case facility level issuance data is not available. In cLMIS, we are using the district level issuance data as consumption.

Tell participants that it is important to compute the average monthly consumption for forecasting and other policy decisions as consumption may vary from month to month due to various reasons. ASK participants on how they calculate their flour or other home requirements and how frequently they replenish those items. They may respond that every month they buy a month's consumption based on what has been consumed previous month. Tell participants that

contraceptive requirements can also be estimated keeping this principle in mind, however the estimation has to be more accurate. For a relatively accurate requirement of next month or so, Average Monthly Consumption is computed. Tell participants that AMC is computed by taking the average of previous three non-zero months, i.e.

$$\text{Average Monthly Consumption (AMC)} = \text{last three non-zero months} / 3$$

Non-zero months are those in which the reported consumption was not zero.

ASK participants that how they will estimate that how much time their current stock will last. They may respond that it will depend on future consumption. Tell participants that in order to estimate how much time their current stock will last, they will calculate ‘months of stock’ (MOS). MOS will inform us the number of months’ time before all stock is consumed. Tell participants that MOS is calculated by dividing the current Stock on Hand (SOH) by AMC.

$$\text{Months of Stock} = \text{SOH} / \text{AMC}$$

ACTIVITY 4.3: EXERCISE 1 CONSUMPTION – TIME 10 MINUTES

Give exercise one to all participants. ASK them to perform this exercise individually. Tell participants that they can do their calculations on calculator or excel sheet. GO around the hall to check if participants are having any difficulty in doing the exercise.

ASK participants to share their results. Compare the results with answer key and redo the calculation to make everyone understand how consumption is computed.

ACTIVITY 4.4: EXERCISE 2 AVERAGE MONTHLY CONSUMPTION, TIME: 10 MINUTE

Give exercise two to all participants. ASK them to perform this exercise individually. Tell participants that they can do their calculations on calculator or excel sheet. GO around the hall to check if participants are having any difficulty in doing the exercise.

ASK participants to share their results. Compare the results with answer key and redo the calculation to make everyone understand how average monthly consumption is computed.

ACTIVITY 4.5: EXERCISE 3 MONTHS OF STOCK, TIME: 10 MINUTES

Give exercise three to all participants. ASK them to perform this exercise individually. Tell participants that they can do their calculations on calculator or excel sheet. GO around the hall to check if participants are having any difficulty in doing the exercise.

ASK participants to share their results. Compare the results with answer key and redo the calculation to make everyone understand how average monthly consumption is computed.

SESSION 5: CLMIS INTRODUCTION, DATA ENTRY AND REQUISITIONS

Time: 3 hours

SESSION OBJECTIVES

At the end of the session, participants will be able to:

- Log in and browse the cLMIS web-based application
- Efficiently use various functions of cLMIS application
- Enter consumption data with 100% accuracy
- View requisition requests (CLR-6)

MATERIALS NEEDED

- Laptops for each participant (with external mouse, Microsoft Office, Internet explorer, Mozilla Firefox or Google Chrome, Wi-Fi)
- Multimedia projector with Screen
- WiFi / LAN connection
- Whiteboard and markers

DOCUMENTS TO DISTRIBUTE

- User Manual and Participants Guide

PRESENTATIONS REQUIRED

- cLMIS Introduction, Data Entry and Requisitions

TRAINER PREPARATION

- Prior to starting the session, the trainer(s) must be sure that all materials and equipment needed for the session are ready at hand.
- If the session is planned to be co-facilitated, the facilitators should decide before the session, who will facilitate which part of the session and prepare accordingly.
- Each facilitator should introduce him/herself before start of the session.

ACTIVITIES

ACTIVITY 5.1: INTRODUCTION TO CLMIS – TIME: 15 MINUTES

Tell participants that the basic role of cLMIS operators is to enter data into the application. This session will explain all steps required to carry out successful data entry. Tell participants that in this session we will learn what cLMIS is and how it can be accessed using Windows XP, Windows 7 or 8.

Tell participants about Team-viewer - what is team viewer and how it can be used for remote/telephonic support. Tell them that “User ID” and “Password” is required to access the application.

Tell participants to type in <http://lmis.gov.pk/> into their web-browser. Tell participants that this is web-based module they are accessing. Ask participants if they are able to see the web page. Tell participants that the module can only be accessible if connected to the internet. Ask participants to check if they can successfully access the internet and the LMIS application. Tell participants to log into the application using the assigned credentials.

ACTIVITY 5.2: USER NAMES AND PRIVILEGES – TIME: 15 MINUTES

Tell participants the convention used for usernames in LMIS. Tell them that PWD user name prefix is “DPWO_” and post fix is district name. Likewise DOH & LHW usernames prefix are “EDO_” & “DPIU_” respectively. Now tell participants to open home pages of cLMIS module and login with respective districts and stakeholder. Help participants to login.

Tell participants to login with same username in it and show users that user can view reports, monthly reports, inventory management, maps, graphs, LMIS explorer and data entry options.

ACTIVITY 5.3: ORIENTATION TO DATA ENTRY & UPDATE – TIME: 45 MINUTES

Tell participants that data entry for logistics reporting in one time activity in a month.

Tell participants users to open cLMIS homepage using the provided credentials. Also tell them to select Data Entry option from the main menu to show the report. Each district will show a list of

stores/facilities as well as field offices in the said district. The report will only show for the current reporting month.

TELL participants that user has to report on the following indicators;

- Opening balance
- Received
- Issued
- Adjustments (+ / -), and
- Closing balance

TELL participants that district store data is available stocks and issues from the district store and facility level data is aggregate of stocks and issues from all facilities that report to respective district.

Explain participants about read-only (grey box) and editable (white boxes) fields, where user can enter data and where data can be calculated automatically based on information added in white boxes.

Tell participants to look into training folders for the data entry exercises. TELL participants that they are provided with dummy data from three service delivery points. They will need to aggregate the SDP data on a blank sheet labeled as 'Aggregated Filed Monthly Contraceptive Report'. TELL participants that they are also provided with dummy district store data labeled as 'District Monthly Contraceptive Report'.

Tell participants to use calculators or excel spreadsheets for aggregate facility level data. Pay attention to all participants while they are doing aggregation exercise and help them where they feel difficulty to perform calculations. When participants are done with calculations, then display results of exercises results on projector screen to verify the results.

After calculation exercises advise participants to enter data for district store and aggregated field data in the application and save it. Repeat this exercise to enter data for another month.

ACTIVITY 5.4: GROUP WORK 1: DATA ENTRY – TIME: 30 MINUTES

Distribute handout 5.1. Divide participants in groups of three to four randomly. ASK each group to go through the handout. Answer any questions to clarify the group work. ASK participants to

start working on the computers and complete all tasks listed in the group work. ASK participants to develop a presentation demonstrating the completed tasks.

During the group work facilitators should go around the hall to see how the groups are performing. Facilitate the groups to complete the tasks wherever they are having difficulty. After 15 minutes, call time and assemble all groups for presentations. Allot 5 minutes to each group for a presentation of 3 to 5 minutes.

ACTIVITY 5.5: ACCESSING & ANALYZING REQUISITIONS (LECTURE + SCENARIOS + DISCUSSION) – TIME: 45 MINUTES

CONGRATULATE participants on successfully understanding the basics of inventory management in the last session. Tell participants that they will now be able to understand and interpret requisition requests easily. Tell participants that they need to clearly understand how to place a CLR-6 request electronically as well as view it within the application.

Tell participants that we are now going to talk in detail about requisitions. Ask participants about their understanding of requisition request and how these request are placed.

Tell participants that stock Requisition (CLR-6) form is being used by EDO (H) for commodities request from CW&S. EDO (H) staff prepares this requisition form on quarterly basis in consultation with storekeeper of DPWO. This form indicates the stock status and consumption during the quarter and indicates the quantity request for each contraceptive being used in respective districts.

EXPLAIN the process of placing requisition requests for approval. Tell participants that previously, users were required to fill out Requisition (CLR-6) based on the previous consumption of that district and submit to the Central Warehouse. However in Release-2 of cLMIS, Requisition (CLR-6) is auto generated using previous consumption trends for the required quantity of products for the next quarter.

SHOW participants that new requisition (CLR-6) auto-fills the fields by using previous consumption data of a district in a selected quarter. Tell participants users that they can create requisition and electronically submit it to the central warehouse. These requisitions will be reviewed by the management of central warehouse and stock will be issued as per stock availability and approval.

S. No.	Description	PCs Condom	Pill POP	Tab COC	IUD ECP	INJ Copper-T-380A	IMP Multiload	INJ 3-Month Inj	IMP Implanon	IMP Jadelle	Remarks
1	Quarterly Sale on the basis of last 3 months consumption										
2	Sale/Use last month										
3	Amount of sales proceeds deposited in bank/treasury (Attached original paid challan)										
4	Bank/Treasury challan no. & Date										
Part - A (District Population Welfare Office - DPWO)											
A-1	Average Quarterly Consumption	126,212	60	5,728	10	996	548	43	1,760	35	0
A-2	Stock at the end of last quarter at district Store	249,162	392	18,971	168	5,953	6,697	605	4,875	0	0
A-3	Stock at the end of last quarter at health outlets	431,270	12,191	8,199	27	7,899	3,485	1,932	7,994	182	0
A-4	Total Stock Available (A2+A3)	680,432	12,583	27,170	195	13,852	10,162	1,937	12,889	182	0
A-5	Desired stock level for 2 quarters (A1x2)	252,423	121	11,455	20	1,993	1,091	87	3,521	71	0
A-6	Replenishment Requested (A5-A4)	0	0	0	0	0	0	0	0	0	0
Part - C (To be filled at warehouse)											
5	Quantity Approved										
6	Relevant Issue Voucher										
Save CLR-6 Print											
Name: _____						Signature: _____					
Designation: _____						Date: _____					

SHOW participants that they can view a comprehensive list of requisition requests placed to other warehouses or stores.

Sr. No.	Duration	Requested On	Action
1	Aug-2014 to Oct-2014	10/07/2014	View
2	Jun-2014 to Aug-2014	07/08/2014	View
3	Apr-2014 to Jun-2014	24/07/2014	View
4	Mar-2014 to May-2014	24/07/2014	View
5	Feb-2014 to Apr-2014	27/07/2014	View
6	Jan-2014 to Mar-2014	09/07/2014	View
7	Dec-2013 to Feb-2014	02/08/2014	View
8	Nov-2013 to Jan-2014	28/07/2014	View

Tell participants that they can also see details of each requisition from this list.

Requisitions

<u>Contraceptive Requisition Form</u> (For PWD District Multan)											CLR-6	
											For Mar-2014 to May-2014	
											Requisition No: RQ000006	
											Requisition Date: 24/07/2014	
S. No.	Description			PCs	Pill	Tab	IUD	INJ	IMP	Remarks		
	Condom	POP	2-Month Inj	COC	ECP	Multiload	Copper-T-380A	3-Month Inj	Implanon	Jadelle		
Part - A (District Population Welfare Office - DPWO)												
1	Quarterly Sale on the basis of last 3 months consumption											
2	Sale/Use last month											
3	Amount of sales proceeds deposited in bank/treasury (Attached original paid challan)											
4	Bank/treasury challan no. & Date											
Part - B (To be filled by Requester)												
A-1	Average Quarterly Consumption		126,212	60	10	546	996	43	1,760	35	5,728	0
A-2	Stock at the end of last quarter at district Store		249,162	392	168	6,697	5,953	605	4,875	0	18,971	0
A-3	Stock at the end of last quarter at health outlets		431,270	12,191	27	3,465	7,899	1,332	7,894	182	8,199	0
A-4	Total Stock Available (A2+A3)		680,432	12,583	195	10,162	13,852	1,937	12,869	182	27,170	0
A-5	Desired stock level for 2 quarters (A1x2)		252,423	121	20	1,091	1,993	87	3,521	71	11,455	0
A-6	Replenishment Requested (A5-A4)		10,000	0	0	0	0	0	0	0	0	0
Part - C (To be filled at warehouse)												
5	Quantity Approved											
6	Relevant Issue Voucher											
Print												
Name: _____					Signature: _____							
Designation: _____					Date: _____							

TELL participants that central warehouses can manage requisition requests placed by the district stores or facilities. Central users can approve these requisition requests placed by the district users.

The cLMIS provides option to view detail Requisition (CLR-6), stock issue voucher against any requisition and approve.

Province	District	Stakeholder	Status	From	To	Requisitions #	Go	Reset
Punjab	Multan	PWD	Pending	01/08/2014	11/08/2014			
10 records per page								Search: _____
Sr. No.	Requisition No.	Stakeholder	Store Name	District	Requested On	Status	Issue Vouchers	Action
1	RQ000010	PWD	Multan (DPWO)	Multan	02/08/2014 06:00:15 PM	Pending	I000028, I000030, I000031,	Details Approve
2	RQ000011	PWD	Multan (DPWO)	Multan	07/08/2014 12:46:01 PM	Pending	N/A	Details Approve

Showing 1 to 2 of 2 entries

← Previous 1 Next →

Tell participants that they can use the Issue Voucher number to see the details and print the voucher.

P&D/Population Welfare Department
Store: CWH

Stock Issue Voucher as on: 11/08/14

Issue No.: I000028 **Date of Departure: 02/08/14**
Issue To: Multan

S. No.	Product	Batch No.	Quantity	Unit	Expiry Date
1	Condom	111111	10,000	PCs	26/07/14

Issued by - Name: _____
Designation: _____
Signature: _____

Received by - Name: _____
Designation: _____
Signature: _____

Print

Tell participants that central users can view the details of the requisition request placed by the district user.

Requisitions

Contraceptive Requisition Form
(For PWD District Multan)

CLR-6
For Dec-2013 to Feb-2014
Requisition No: RQ000010
Requisition Date: 02/08/2014

S. No.	Description	PCs Condom	Pill POP	Tab 2-Month Inj	IUD COC	INJ ECP	IMP Multiload	INJ Copper-T-380A	IMP 3-Month Inj	IMP Implanon	IMP Jadelle	Remarks
Part - A (District Population Welfare Office - DPWO)												
1	Quarterly Sale on the basis of last 3 months consumption											
2	Sale/Use last month											
3	Amount of sales proceeds deposited in bank/treasury (Attached original paid challan)											
4	Bank/Treasury challan no. & Date											
Part - B (To be filled by Requester)												
A-1	Average Quarterly Consumption	124,830	152	10	504	930	43	1,713	60	5,486	0	
A-2	Stock at the end of last quarter at district Store	449,262	392	168	7,167	9,092	605	10,301	0	35,738	0	
A-3	Stock at the end of last quarter at health outlets	426,805	12,372	27	4,632	7,749	1,332	7,849	32	7,897	0	
A-4	Total Stock Available (A2+A3)	876,067	12,764	195	11,799	16,841	1,937	18,150	32	43,633	0	
A-5	Desired stock level for 2 quarters (A1x2)	249,659	304	20	1,007	1,861	87	3,427	119	10,932	0	
A-6	Replenishment Requested (A5-A4)	10,000	0	0	300	0	0	0	100	0	0	
Part - C (To be filled at warehouse)												
5	Quantity Approved											
6	Relevant Issue Voucher											

Print

Name: _____ Signature: _____
Designation: _____ Date: _____

Also tell participants that they can approve or decline the requisition request placed by the district user.

Stock Issuance Approval Form

Requisition No.: RQ000010 Requisition Period : Dec-2013-Feb-2014 Store: PWD Multan

S. No.	Product	Requested Qty	Available Qty	Approved Qty	Action
1	Condom	249,659	134,661	10,000	<input checked="" type="radio"/> Approve <input type="radio"/> Decline
2	POP	304	49,588		<input type="radio"/> Approve <input checked="" type="radio"/> Decline
3	ECP	20	19,048		<input type="radio"/> Approve <input checked="" type="radio"/> Decline
4	Multiload	1,007	6,700	300	<input checked="" type="radio"/> Approve <input type="radio"/> Decline
5	Copper-T-380A	1,861	0		<input type="radio"/> Approve <input checked="" type="radio"/> Decline
6	2-Month Inj	87	0		<input type="radio"/> Approve <input checked="" type="radio"/> Decline
7	3-Month Inj	3,427	0		<input type="radio"/> Approve <input checked="" type="radio"/> Decline
8	Implanon	119	1,302	200	<input checked="" type="radio"/> Approve <input type="radio"/> Decline
9	COC	10,932	8,000		<input type="radio"/> Approve <input checked="" type="radio"/> Decline

Save **Cancel**



ACTIVITY 5.6: GROUP WORK 2: REQUISITIONS – TIME: 30 MINUTES

Distribute handout 5.2. Divide participants in groups of three to four randomly. ASK each group to go through the handout. Answer any questions to clarify the group work. ASK participants to start working on the computers and complete all tasks listed in the group work. ASK participants to develop a presentation demonstrating the completed tasks.

During the group work facilitators should go around the hall to see how the groups are performing. Facilitate the groups to complete the tasks wherever they are having difficulty. After 15 minutes, call time and assemble all groups for presentations. Allot five minutes to each group for a presentation of 3 to 5 minutes.

SESSION 6: DASHBOARDS, REPORTS, GRAPHS & MAPS

Time: 2 hours and 15 minutes

SESSION OBJECTIVES

By the end of this session, participants will be able to:

- Access various dashboards, reports, graphs and maps in the cLMIS application

MATERIALS NEEDED

- Laptops for each participant (with external mouse, Microsoft Office, Internet explorer, Mozilla Firefox or Google Chrome, Wi-Fi)
- Multimedia projector with Screen
- WiFi / LAN connection
- Whiteboard and markers

DOCUMENTS TO DISTRIBUTE

- User Manual and Participants Guide

PRESENTATIONS REQUIRED

- Dashboards, Reports, Graphs and Maps

TRAINER PREPARATION

- Prior to starting the session, the trainer(s) must be sure that all materials and equipment needed for the session are ready at hand.
- If the session is planned to be co-facilitated, the facilitators should decide before the session, who will facilitate which part of the session and prepare accordingly.
- Each facilitator should introduce him/herself before start of the session.

ACTIVITIES

ACTIVITY 6.1: ACCESSING DASHBOARDS (LECTURE + SCENARIOS + DISCUSSION) – TIME: 15 MINUTES

CONGRATULATE participants on successfully understanding the basics of requisition and data entry in the last session. TELL participants that they will now be able to access and understand dashboards, reports, maps and graphs easily. TELL participants that it would be good if they can try to understand how to interpret Dashboards in cLMIS.

ASK participants to share their understanding of how the data is represented on the dashboard. They may respond that it is collected and computed and represented in the form of maps, reports and graphs.

TELL participants that we are now going to talk in detail about cLMIS dashboards. The dashboards summarize the cLMIS data in meaningful and visual ways. EXPLAIN the type of dashboards available in cLMIS. TELL participants that reports are summarized at the central and district level.

SHOW what type of graphical data dashboards summarize. ASK participants to recall their understanding of stock consumption, average monthly consumption, stock on hand and couple years of protection (CYP) from the previous session. EXPLAIN participants that LMIS computes reporting rate by dividing the number of districts which had reported in LMIS with the total number of districts, i.e.

$$\text{Reporting rate} = \frac{\text{Number of districts having reported}}{\text{total number of districts}}$$

TELL participants that reporting rate helps managers to monitor the timely reporting from districts.

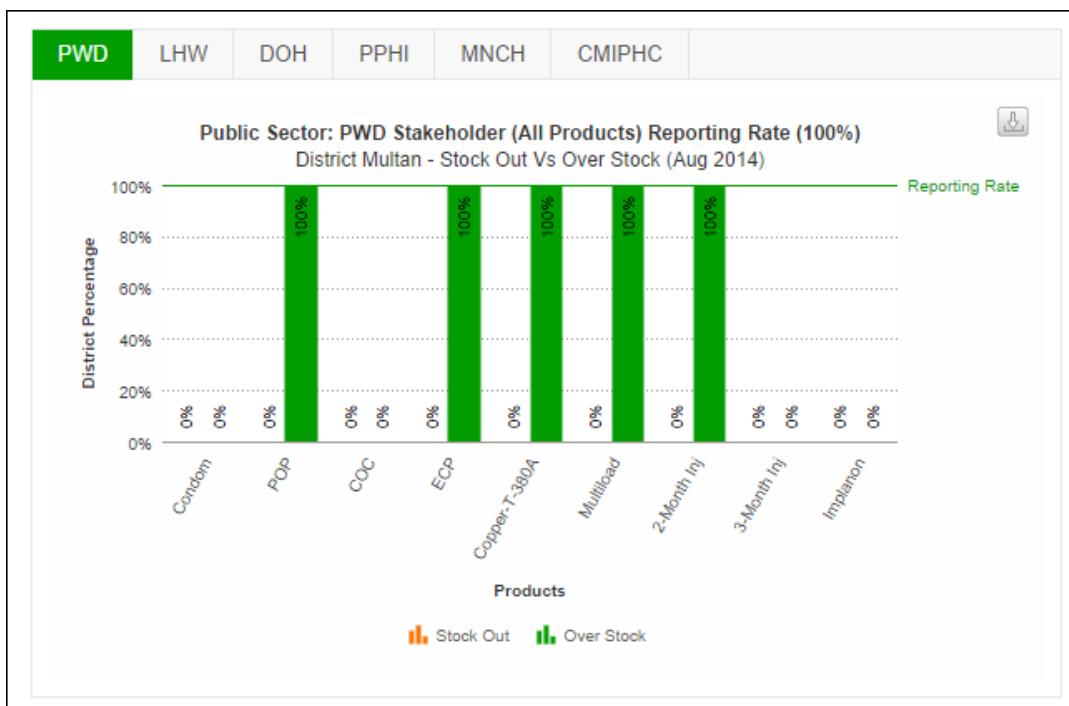
The availability rate gives the ‘months of stock’ at each level in the pipeline and thus quickly identifies the stock distribution issues e.g. under stock and over stock situations.

Demonstrate how to ACCESS reports by opening the LMIS first <http://www.lmis.gov.pk/>

ASK all participants to browse to the dashboards and GO around the hall to confirm all have been successful.

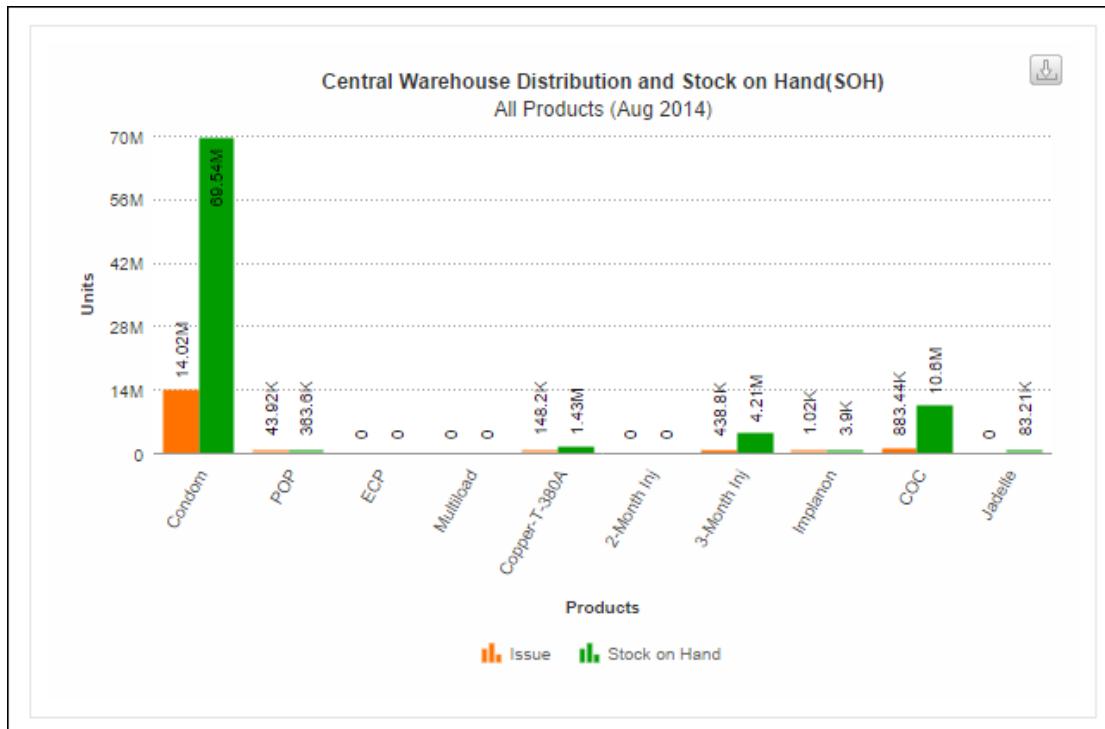
DESCRIBE the Public and Private sector dashboards. Explain to the participants that the Public Sector dashboard shows the data aggregation, maps and graphs for public sector stakeholders while the Private Sector dashboard shows the data aggregation, maps and graphs for private sector stakeholders.

DESCRIBE the Stock Out and Over Stock graph. TELL participants that this graph provides aggregate for all logistics indicators (mentioned above). The stock out vs over stock graph for each product in the selected district shows the availability of stock percentages for the selected stakeholder.

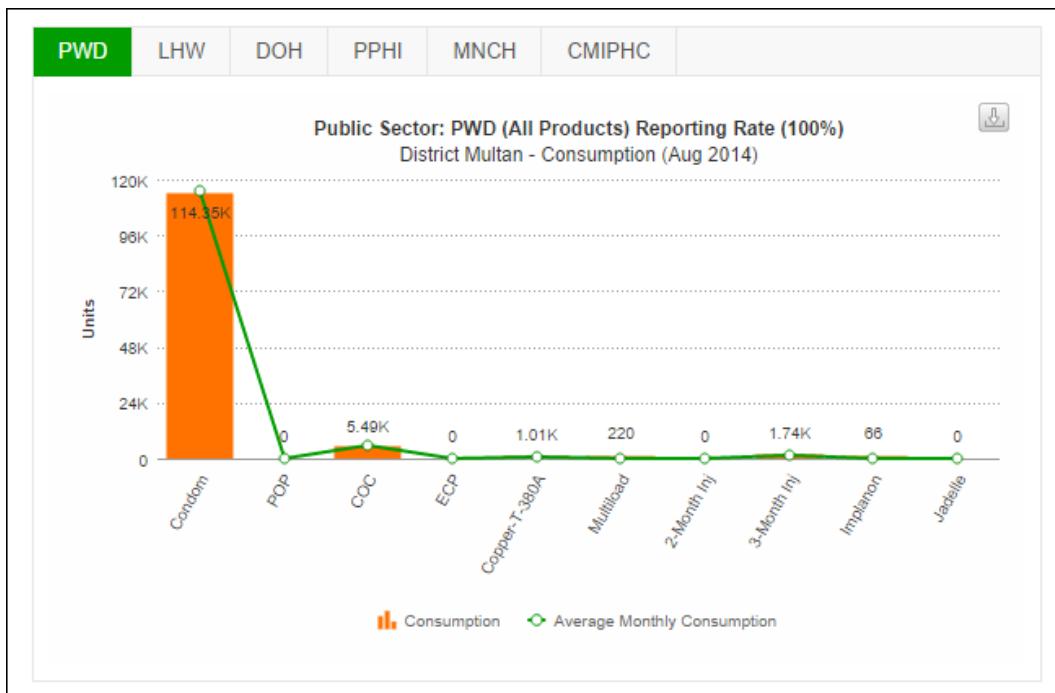


DESCRIBE the Stock Issue and Stock on Hand. TELL participants that this graph provides information about stock issue and quantities on hand of all products managed in the database.

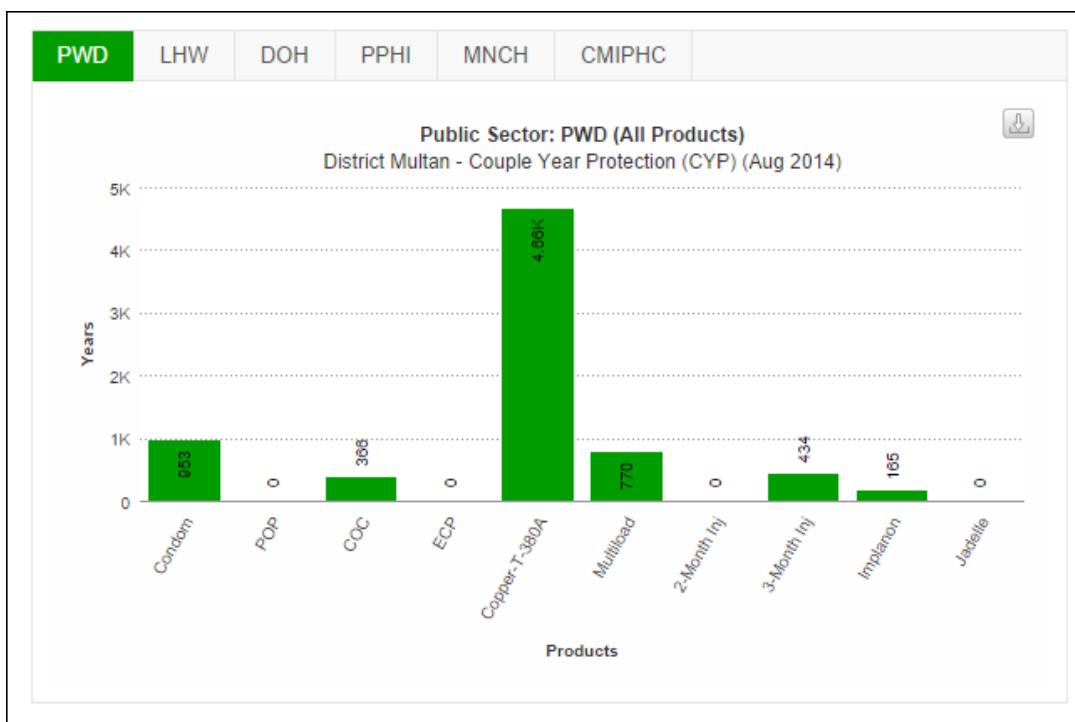
The stock issue vs stock on hand graph for each product in the selected district shows the availability of stock percentages for the selected stakeholder.



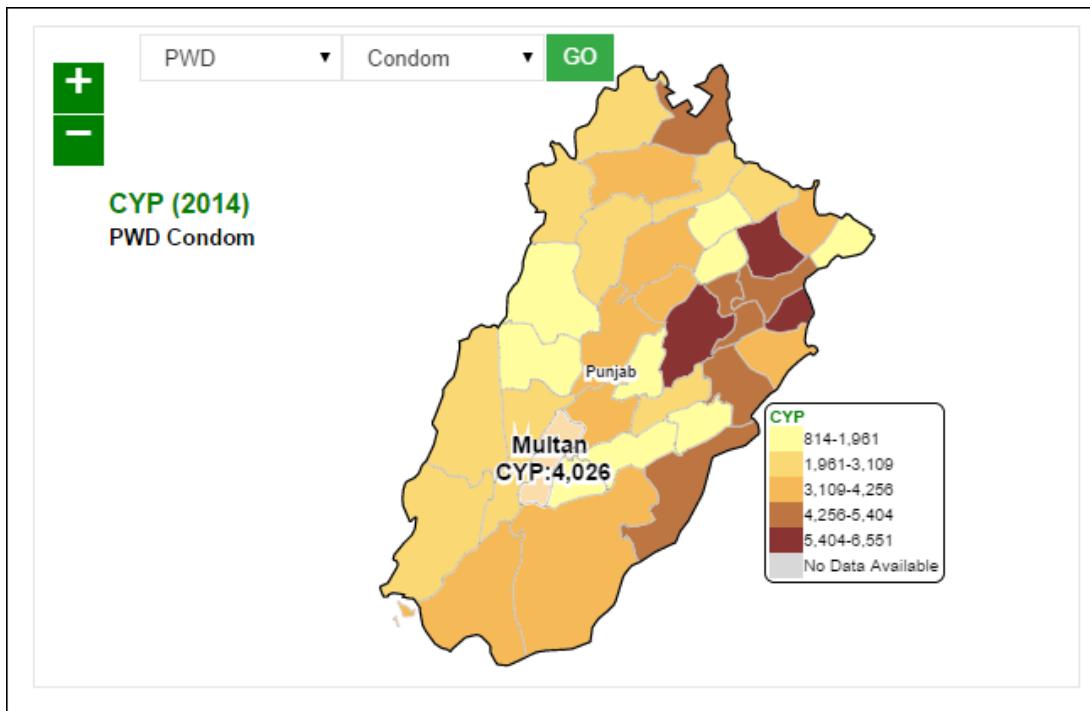
DESCRIBE the consumption and average monthly consumption graph. TELL participants that this graph summarizes the logistics indicators for stock consumption and its comparison with the average monthly consumption for the selected district. TELL participants that they can view graph for a specific stakeholder on the dashboard.



DESCRIBE the graph for couple year protection (CYP). TELL participants that couple year protection provided by all contraceptive products in the selected district can be view in a graphical manner from here.



TELL participants that CYP values for each stakeholder as well as product can be viewed on the provincial map for all districts.



GIVE participants scenarios to view:

- Stock Distribution
- Stock on Hand
- Stock Consumption
- Product Summary
- Month of Stock
- Couple Year Protection

ASK participants to view the desired graphs using the above options. GO around the hall to see if all have developed the required graphs.

Distribute handout 6.1: Group Work

GROUP WORK 1: DASHBOARDS – TIME: 15 MINUTES

Divide participants in groups of three to four randomly. ASK each group to go through the handout. Answer any questions to clarify the group work. ASK participants to start working on the computers and complete the group work.

During the group work facilitators should go around the hall to see how the groups are performing. Facilitate the groups to complete the tasks wherever they are having difficulty.

ACTIVITY 6.2: ACCESSING REPORTS (LECTURE + SCENARIOS + DISCUSSION) – TIME: 15 MINUTES

CONGRATULATE participants on successfully understanding the basics of dashboards in the last session. TELL participants that they will now be able to access and understand reports, maps and graphs easily. TELL participants that it would be good if they can try to understand how to interpret reports within cLMIS.

TELL participants that we are now going to talk in detail about reports. The reports summarize the cLMIS data in meaningful ways.

EXPLAIN the type of reports available in cLMIS. TELL participants that reports are summarized from national to district level. In addition, field and district store data can also be extracted separately through District and Field reports respectively.

TELL participants that they can get to know the distribution of stock for particular product from national to field level through the ‘Stock availability report’. The stock availability report provides the available stock at each level of supply chain i.e. from central store to district.

SHOW what type of indicators the reports summarizes. ASK participants to recall their understanding of consumption, average monthly consumption and stock on hand from the previous session. EXPLAIN participants that cLMIS computes reporting rate by dividing the number of districts which had reported in cLMIS with the total number of districts, i.e.

$$\text{Reporting rate} = \frac{\text{Number of districts having reported}}{\text{total number of districts}}$$

TELL participants that reporting rate helps to monitor the timely reporting from districts. The availability rate gives the ‘months of stock’ at each level in the pipeline and thus quickly identifies the stock distribution issues e.g. under stock and over stock situations.

Demonstrate how to ACCESS reports by opening the LMIS first <http://www.lmis.gov.pk/>

ASK all participants to browse to the report and GO around the hall to confirm all have been successful.

DESCRIBE the National Summary Report. TELL participants that National Summary Report provides aggregate for all logistics indicators (mentioned above). The national consumption reflects the total sum of issuance of a commodity from all district stores in Pakistan.

National Report for May 2014

Reporting and Availability Rates are displayed here

Use Filter options to filter data in the table below

Table displays National Summary of each contraceptive

Product	Consumption	AMC	On Hand	MOS	CYP
Condom	6,757,953	6,749,383.7	78,968,628	11.7	56,316
POP	22,428	21,268.3	696,353	32.7	1,495
COC	283,356	282,967.7	14,255,027	50.4	18,890
ECP	92	247.7	16,339	66.0	5
Copper-T-380A	65,356	67,350.7	1,356,981	20.1	305,238
Multiload	4,460	4,916.0	63,778	13.0	15,610
Safe Load	UNK	UNK	UNK	UNK	UNK
1-Month Inj	UNK	UNK	UNK	UNK	UNK
2-Month Inj	2,389	2,319.0	146,627	63.2	398

Give scenario-1 to participants and ASK them to develop the required Report. GO around the hall to ensure that everyone has developed the Report.

DESCRIBE the Stakeholder Summary Report. TELL participants that this report provides information about periodic consumption, average monthly consumption, quantities on hand of all products managed in the database and month of stock for each product. Average Monthly Consumption is calculated as average of aggregated consumption of the last three non-zero consumption months. Closing Balance is actual balance available at all reported facilities, which include central, provincial and district stores of all stakeholders.

National Summary Report by Stakeholder For May 2014

Reporting Rate	Field	51.15%	Store/Facility:	57.50%	Availability Rate	Field	50.00%	Store/Facility:	55.19%
	Field	51.15%	Store/Facility:	57.50%		Field	50.00%	Store/Facility:	55.19%
<small>This report provides information about consumption, average monthly consumption, quantities on hand, average of aggregated consumption of the report period and a sum of consumption from prior two months. Database and month of stock for each product. Closing Balance is actual balance available at all reported facilities, which include central, provincial and district stores of all stakeholders.</small>									
Select Product									
<small>Database and month of stock for each product. Closing Balance is actual balance available at all reported facilities, which include central, provincial and district stores of all stakeholders.</small>									
Click here to generate report in PDF & Excel File.									
Click GO.									
PDF Excel									
National Summary Report by Stakeholder For 'Condom' (May 2014)									
Stakeholder		Consumption	AHC						
PWD		6,757,953	6,749,383.7						
LHW		5,158,170	5,252,040.0						
DOH		473,622	485,012.0						
PPHI		UNK	UNK						
GS		UNK	9,289,734.0						
FPAP		UNK	2,847.0						
MSS		160,996	163,154.3						
MCHIP		UNK	UNK						

Give scenario-2 to participants and ASK them to develop the required Report. GO around the hall to ensure that everyone has developed the Report.

DESCRIBE the Provincial / Regional Summary Report. TELL participants that provincial summary report summarizes the logistics indicators at the provincial level, in the same way National Summary Report does it at National level. TELL participants that there are options available to select all stakeholders or a specific stakeholder for the provincial report. TELL participants that they can obtain reporting rate and availability rate for provinces same as in the case of national report.

Demonstrate how to BROWSE the provincial summary report as shown below:

Select Product & Stakeholder

Click GO.

Report for each province is displayed in the report table

Province/Region	Consumption	AMC	On Hand	MOS
Punjab	3,450,686	3,462,251.3	17,812,412	5.1
Sindh	1,518,975	1,524,448.0	10,605,715	7.0
Khyber Pakhtunkhwa	1,421,416	1,419,613.3	5,735,063	4.0
Balochistan	189,115	180,801.0	2,118,708	11.7
AJK	23,275	22,071.3	710,971	32.2
FATA	38,238	29,984.7	228,677	7.6
Gilgit Baltistan	15,132	11,845.7	457,193	38.6

DISCUSS utility of provincial summary report, especially in the context of current devolution.

GIVE scenario-3 to participants and ASK them to develop the required report. GO around the hall to see if all participants had correctly developed the report.

DESCRIBE the district summary report. TELL participants that district summary report is most critical of the reports for district level policy makers and logisticians. TELL participants that all logistics indicators are reported stakeholder vise in district monthly report.

The district reports can also be viewed by reviewing the provincial level reports and then selecting a particular province of interest, the user will be able to view the district report for that province.

District Report for December 2014

Reporting Rate: 100.0% Field, 100.0% Store/Facility

Availability Rate: 100.0% Field, 100.0% Store/Facility

Select Stakeholder, Province & Product

Filter by:

MOS: Stock Out (red), Under Stock (blue), Satisfactory (green), Over Stock (light blue)

Month: Dec, Year: 2014, Sector: Public, Stakeholder: PWD, Province/Region: Punjab, Product: Condom, GO

Click GO.

Previous Next

District Report for Sector = 'Public' Stakeholder(s) = 'PWD' Province/Region = 'Punjab' And Product = 'Condom' (December 2014)

Districts	Consumption	AMC	On Hand	MOS
Attock	104,072	114,805.7	1,059,543	■ 9.2
Bahawalnagar	138,796	124,713.3	383,933	■ 3.1
Bahawalpur	73,404	82,163.0	206,786	■ 2.5
Bhakkar	64,209	63,214.3	228,764	■ 3.6
Chakwal	102,614	98,292.0	543,611	■ 5.5
Dera Ghazi Khan	52,446	66,488.0	83,502	■ 1.3
Faisalabad	185,793	171,023.3	548,439	■ 3.2
Gujranwala	189,966	192,409.3	429,674	■ 2.2
Gujrat	91,158	91,059.3	214,918	■ 2.4

Report for each district is displayed in the report table

Tell participants that the district report provides district level information on average monthly consumption, stock on hand, months of stock and couple years of protection by each commodity in each district.

BROWSE the district monthly report as shown and give each participant scenario-4 to develop the desired report. GO around the hall to see if each participant is able to browse the report correctly.

TELL participants that item availability report shows stock at every level of supply chain up to the district store level. TELL participants that item availability report gives availability by stakeholder and province.

TELL participants that reporting rate helps to analyze the number of districts which have successfully uploaded the data for a particular month. The reporting rate quickly identified the non-reporting districts and helps managers to resolve issues and challenges in reporting.

GIVE participants more scenarios for;

- District Stock Report
- Stock Availability Report
- Non/Reported Districts
- Quarterly Reporting Rate
- Provincial Reporting Rate
- Projected Contraceptive Requirements
- Central/Provincial Warehouse
- Provincial Yearly Report
- Private Sector Yearly Report
- Public-Private Sector Report

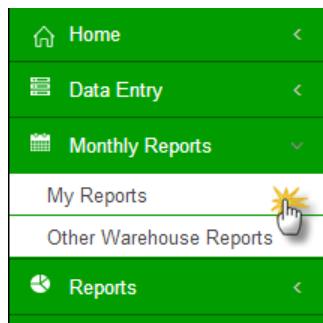
ASK participants to develop the desired reports using the above options. GO around the hall to see if all have developed the required reports.

MONTHLY REPORTS (LECTURE + SCENARIOS + DISCUSSION) – TIME: 15 MINUTES

CONGRATULATE participants on successfully understanding the basics of reports in the last session. TELL participants that they will now be able to access and understand monthly reports. TELL participants that it would be good if they can try to understand how to interpret monthly reports within cLMIS.

TELL participants that we are now going to talk in detail about monthly reports. These reports summarize the cLMIS data in meaningful ways.

District Users can view monthly reports of facilities / stores assigned to them as well as view reports of stores present in other districts.



My Reports

User can view already reported reports by clicking “My Reports”. User can select any of his/her assigned facility /store to view data of that particular month.

View Monthly Store/Facility Report

Filter by

Month	Year	Store/Facility
JULY	2014	Select  Go  <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> Select Multan FHC Civil Hospital Multan FHC MTC Nishtar Hospital Multan FHC THQ Hospital Jalalpur Pirwala FHC THQ Hospital Shujabad FWC Basti Nau FWC Peer Colony FWC (Desk)- CMH Hospital FWC (Desk)- Garrison FWC Al Quresh FWC Allah Abad FWC Ansar Colony FWC Baggrain FWC Bahadarpur FWC Basti Malook FWC Basti Mithu FWC Basti Nandla FWC Booty Wala FWC Budhla Sant </div>

User can now view the report for the selected month.

View Monthly Store/Facility Report

Filter by

Month	Year	Store/Facility	Go
JULY	2014	Multan	Click Go

Monthly Store/Facility Report for Multan (July 2014)

Product	Opening Balance	Received	Issued	Adjustments		Closing Balance	Last Modified
				(+)	(-)		
Condom	131,362	0	100,700	0	0	30,662	06/08/2014 02:29 PM
POP	392	0	0	0	0	392	06/08/2014 02:29 PM
COC	13,107	0	5,756	0	0	7,351	06/08/2014 02:29 PM
ECP	168	0	0	0	0	168	06/08/2014 02:29 PM
Copper-T-380A	4,868	0	1,091	0	0	3,777	06/08/2014 02:29 PM
Multiload	6,697	0	0	0	0	6,697	06/08/2014 02:29 PM
2-Month Inj	605	0	0	0	0	605	06/08/2014 02:29 PM
3-Month Inj	2,971	0	1,622	0	0	1,349	06/08/2014 02:29 PM
Implanon	0	0	0	0	0	0	06/08/2014 02:29 PM
Jadelle	0	0	0	0	0	0	06/08/2014 02:29 PM

Other Warehouse Reports

User can also view already reported reports from other warehouses by clicking “Other Warehouse Reports”. User can select any of the stores / facilities in a district to view data of a particular month.

View Monthly Store/Facility Report
Select the Filters
Click Go
Go
X

Filter by	Month	Year	Stakeholder	Province/Region	Store/Facility	Go
	JUN	2014	PWD	Punjab	Vehari Field Office	Go

Monthly Store/Facility Report for Stakeholder = 'PWD' Province = 'Punjab' and Store/Facility = 'Vehari Field Office' (June 2014)								
Product	Store/Facility	Opening Balance	Received	Issued	Adjustments	Closing Balance	Last Modified	
					(+)	(-)		
Condom	Vehari Field Office	136,560	62,900	71,418	0	0	128,042	02/07/2014 10:38 AM
POP	Vehari Field Office	1,050	0	245	0	0	805	02/07/2014 10:38 AM
COC	Vehari Field Office	6,909	1,376	3,651	0	0	4,634	02/07/2014 10:38 AM
ECP	Vehari Field Office	0	0	0	0	0	0	02/07/2014 10:38 AM
Copper-T-380A	Vehari Field Office	1,921	276	907	0	0	1,290	02/07/2014 10:38 AM
Multiload	Vehari Field Office	0	0	0	0	0	0	02/07/2014 10:38 AM
2-Month Inj	Vehari Field Office	0	0	0	0	0	0	02/07/2014 10:38 AM
3-Month Inj	Vehari Field Office	2,253	354	991	0	0	1,616	02/07/2014 10:38 AM
Implanon	Vehari Field Office	192	0	0	0	0	192	02/07/2014 10:38 AM
Jadelle	Vehari Field Office	0	0	0	0	0	0	02/07/2014 10:38 AM

GROUP WORK 2: REPORTS – TIME: 15 MINUTES

Divide participants in groups of three to four randomly. ASK each group to go through the handout. Answer any questions to clarify the group work. ASK participants to start working on the computers and complete the group work.

During the group work facilitators should go around the hall to see how the groups are performing. Facilitate the groups to complete the tasks wherever they are having difficulty.

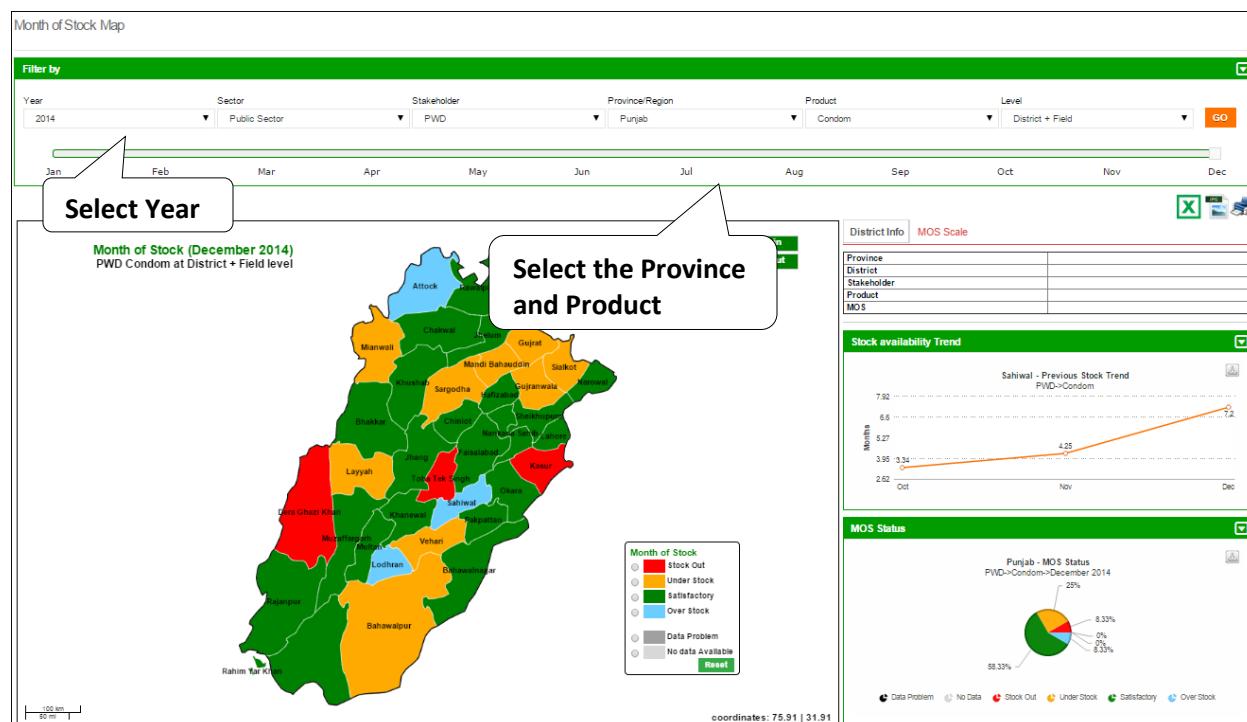
ACTIVITY 6.3: ACCESSING MAPS (LECTURE + SCENARIOS + DISCUSSION) – TIME: 15 MINUTES

TELL participants that they we will now talk about maps. TELL participants that Graphs are a visual way to present the data. In case of cLMIS, the same data visible in the form of reports can be displayed in the form of maps.

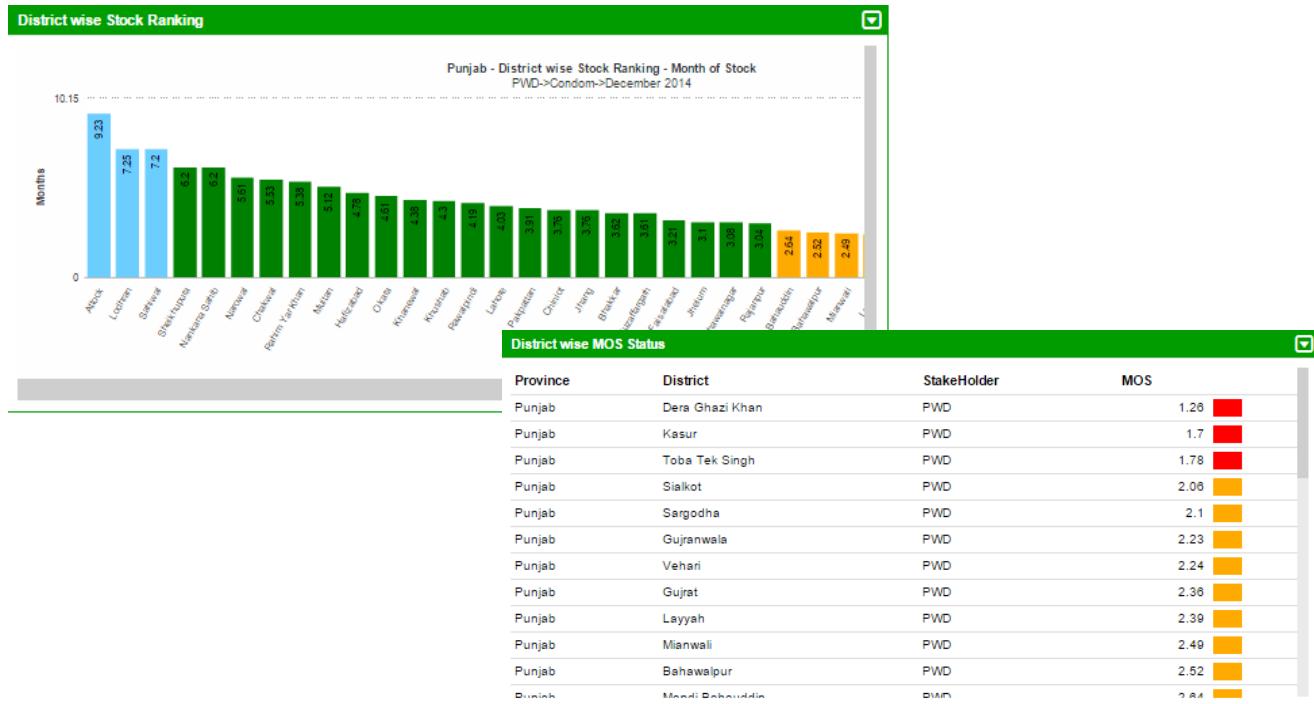
TELL participants to browse the available maps such as:

- Month of Stock
- Consumption
- Couple Year Protection
- CYP By Population
- Reporting rate

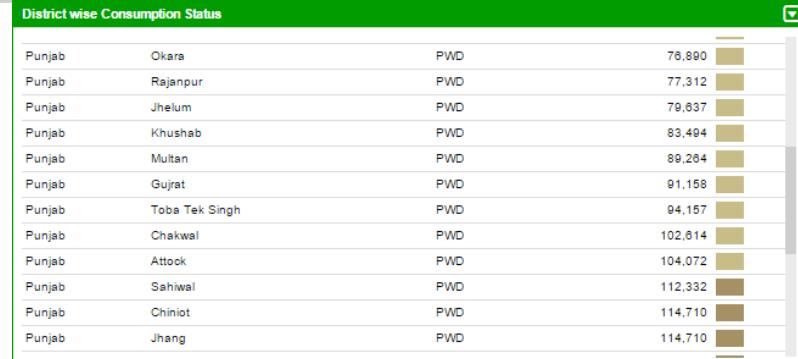
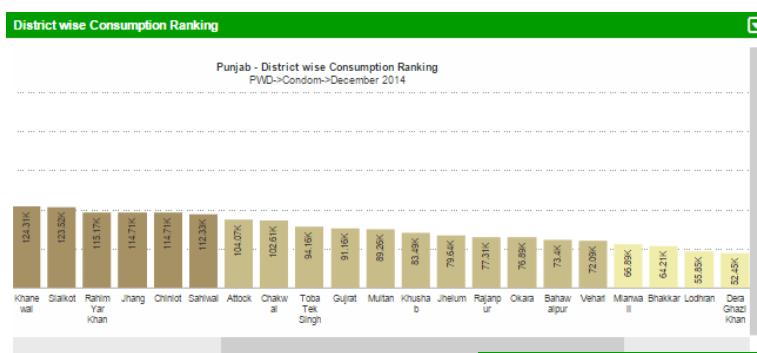
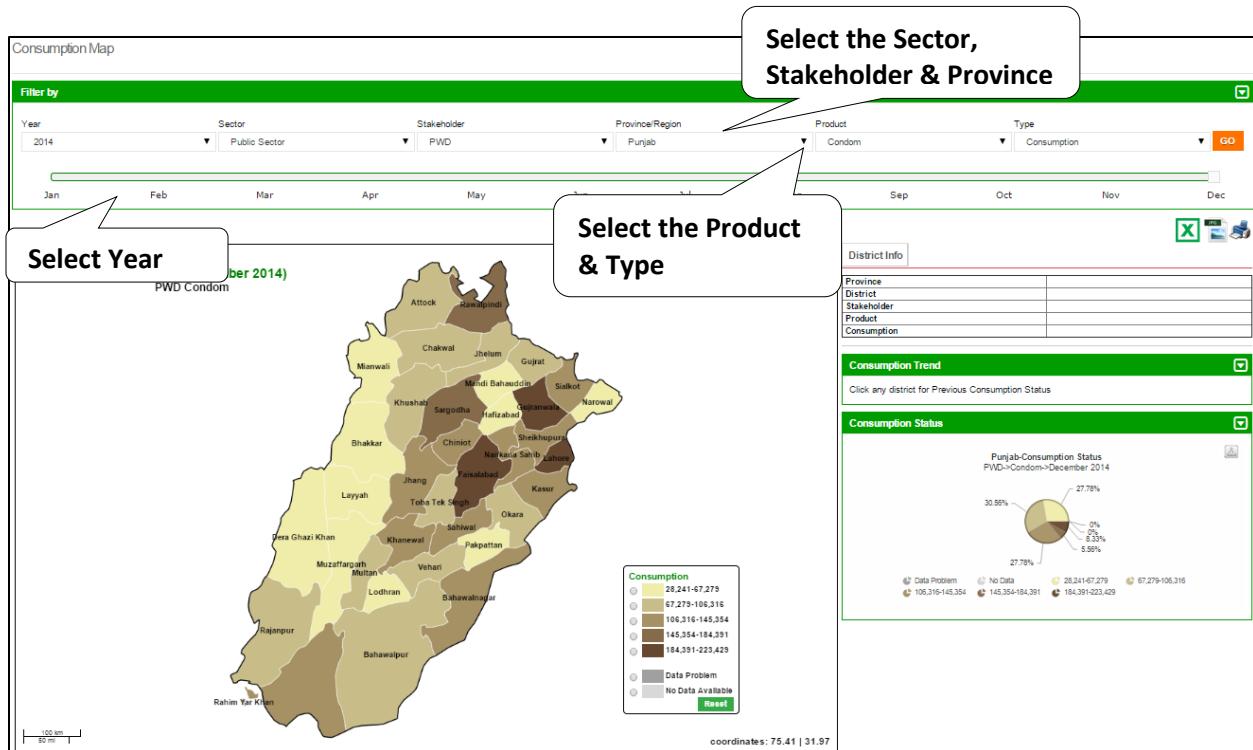
TELL participants that Month of Stock (MOS) map provides many filter options to the user. User can select Month, Year, Sector, Stakeholder, Province/Region, Product as well as Level to analyze MOS for each district in the selected province. The detailed information can be seen once the



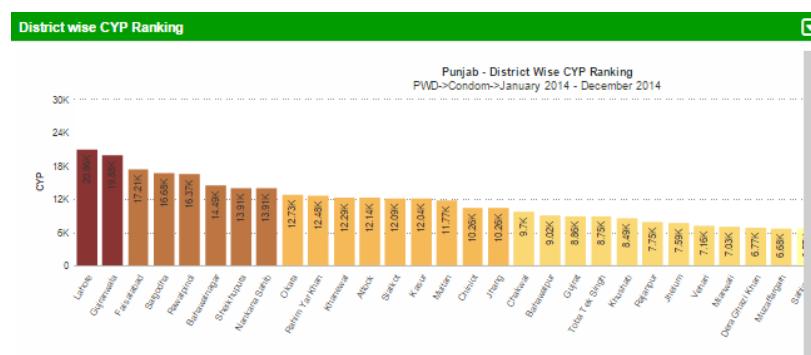
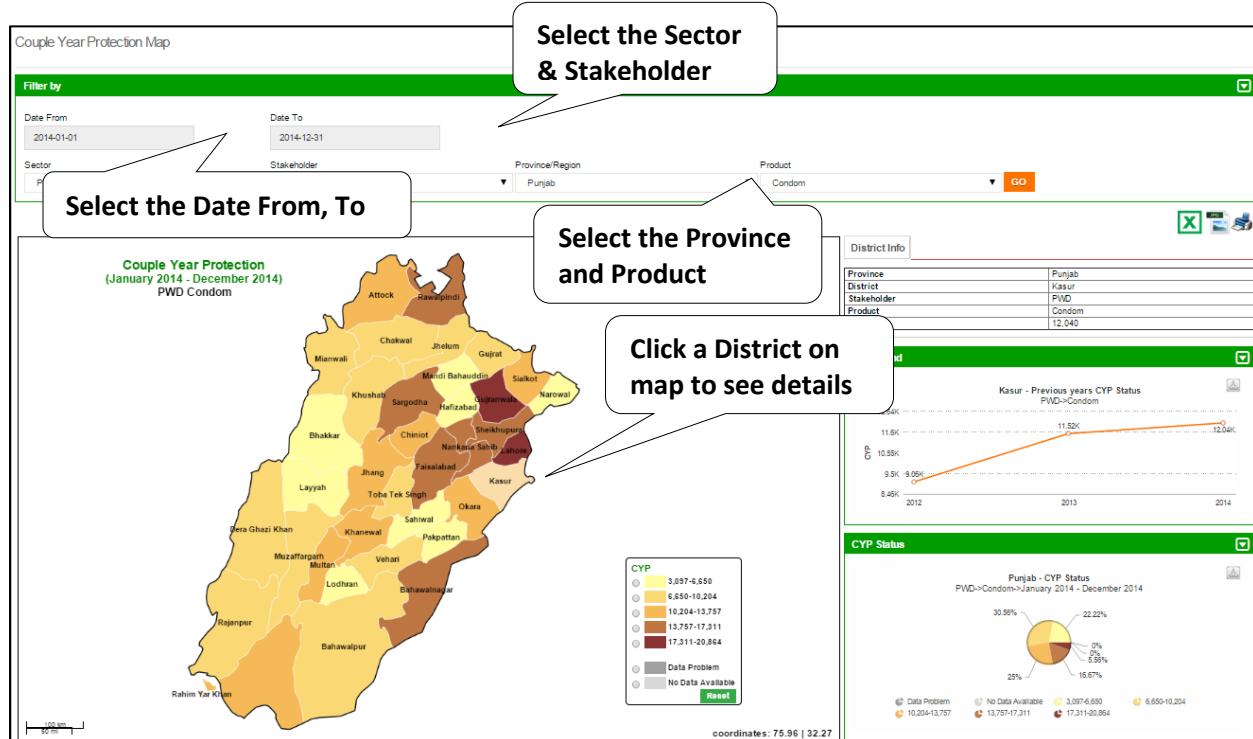
user clicks a particular district on the map.



Tell participants that Consumption map provides user with filter options such as Month, Year, Sector, Stakeholder, Province/Region, Product as well as Type (Consumption and Avg. Monthly Consumption) to analyze product consumption for each district in the selected province. The detailed information can be seen once the user clicks a particular district on the map.

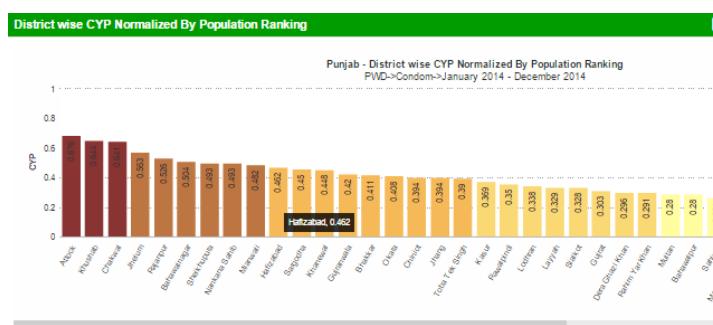
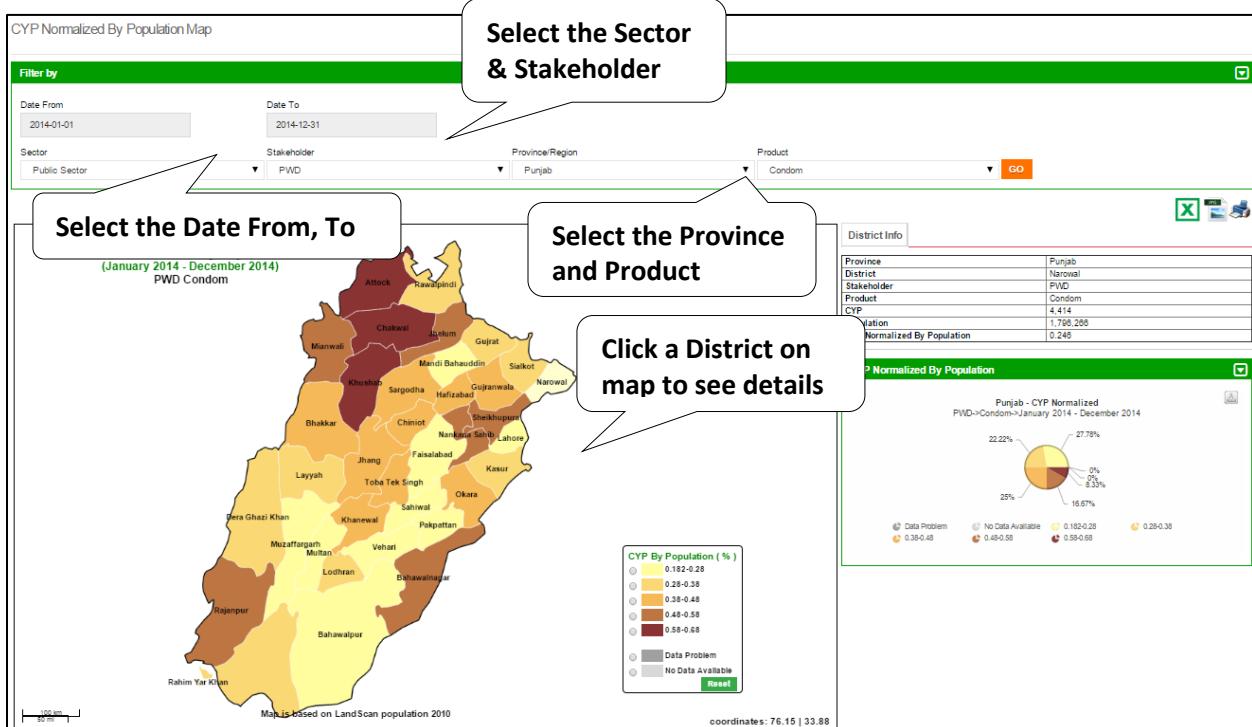


Tell participants that Couple Year Protection map provides user with filter options such as Month, Year, Sector, Stakeholder, Province/Region and Product to analyze number of couples protected for each district in the selected province. The detailed information can be seen once the user clicks a particular district on the map.

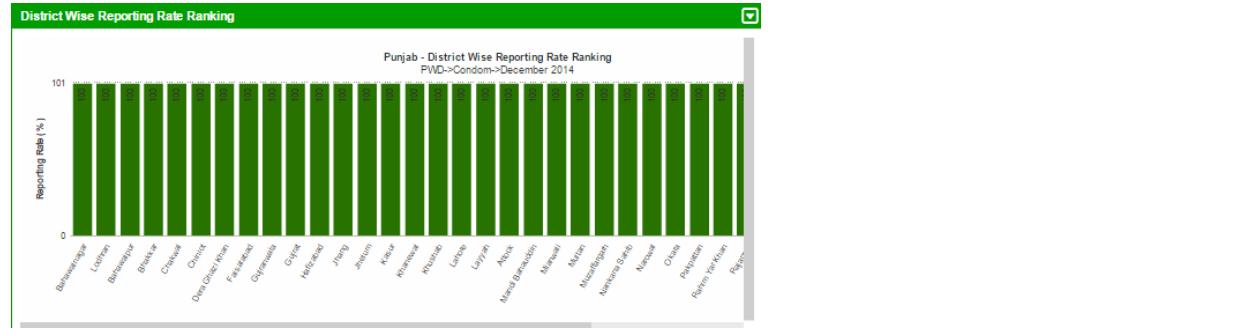
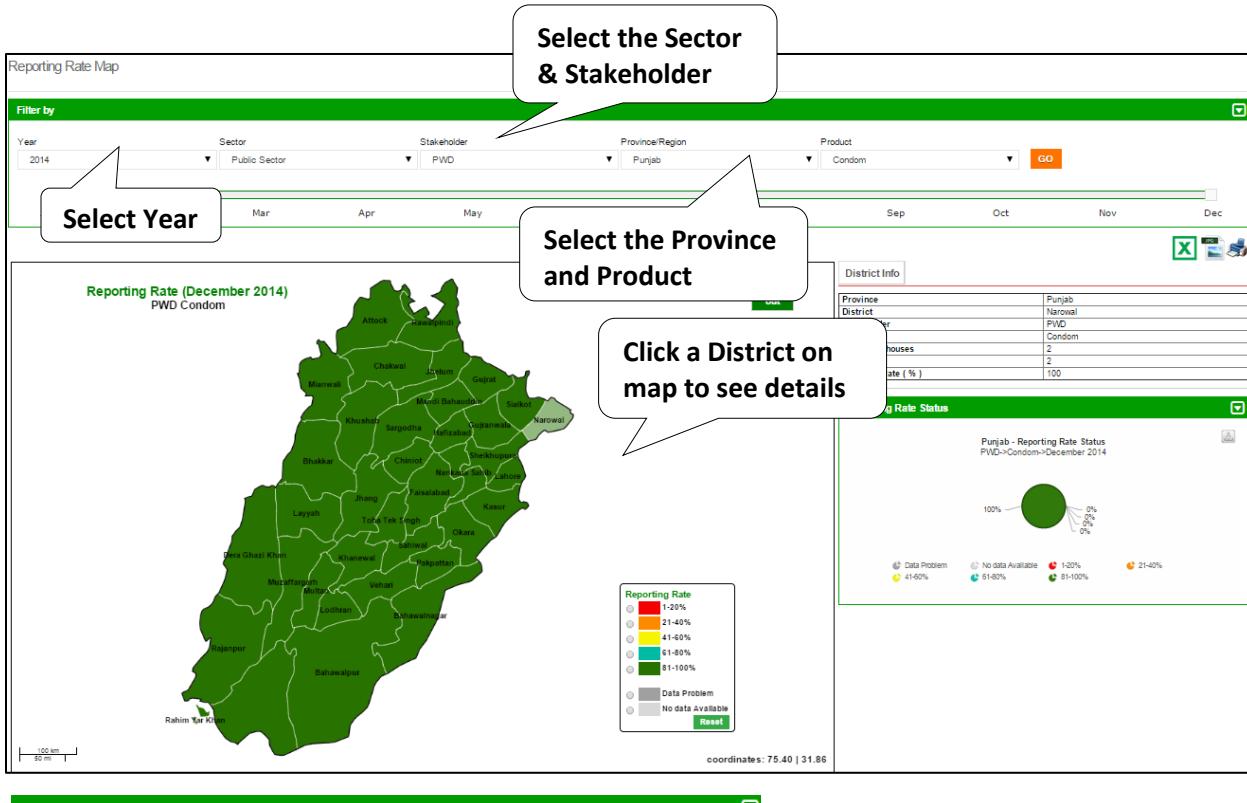


District wise CYP Status				
Punjab	Chakwal	PWD	9,697	
Punjab	Jhang	PWD	10,262	
Punjab	Chiniot	PWD	10,262	
Punjab	Multan	PWD	11,773	
Punjab	Kasur	PWD	12,040	
Punjab	Attock	PWD	12,139	
Punjab	Khanewal	PWD	12,285	
Punjab	Rahim Yar Khan	PWD	12,484	
Punjab	Okara	PWD	12,725	
Punjab	Nankana Sahib	PWD	13,913	
Punjab	Sheikhupura	PWD	13,913	
Punjab	Rehwallwana	PWD	14,484	

Tell participants that Couple Year Protection map can also be normalized based on the population of the province. It provides user with filter options such as Month, Year, Sector, Stakeholder, Province/Region and Product to analyze number of couples protected for each district in the selected province based on the population of that district. The detailed information can be seen once the user clicks a particular district on the map.



Tell participants that Reporting rate map shows the number of stores and facilities which have provided the report for each district. User can see filter options such as Month, Year, Sector, Stakeholder, Province/Region and Product to analyze the reporting rate for each district in the selected province based on the number of facilities in that district. The detailed information can be seen once the user clicks a particular district on the map.



Province	District	Stakeholder	Total	Reported	Reporting Rate (%)
Punjab	Lodhran	PWD	2	2	100
Punjab	Attock	PWD	2	2	100
Punjab	Bahawalpur	PWD	2	2	100
Punjab	Bhakkar	PWD	2	2	100
Punjab	Chakwal	PWD	2	2	100
Punjab	Chiniot	PWD	2	2	100
Punjab	Dera Ghazi Khan	PWD	2	2	100
Punjab	Faisalabad	PWD	2	2	100
Punjab	Gujranwala	PWD	2	2	100
Punjab	Gujrat	PWD	2	2	100
Punjab	Hafizabad	PWD	2	2	100
Punjab	Ikran	PWD	2	2	100

GROUP WORK 3: MAPS – TIME: 15 MINUTES

Divide participants in groups of three to four randomly. ASK each group to go through the handout. Answer any questions to clarify the group work. ASK participants to start working on the computers and complete the group work.

During the group work facilitators should go around the hall to see how the groups are performing. Facilitate the groups to complete the tasks wherever they are having difficulty.

ACTIVITY 6.4: ACCESSING GRAPHS (LECTURE + SCENARIOS + DISCUSSION) –TIME: 15 MINUTES

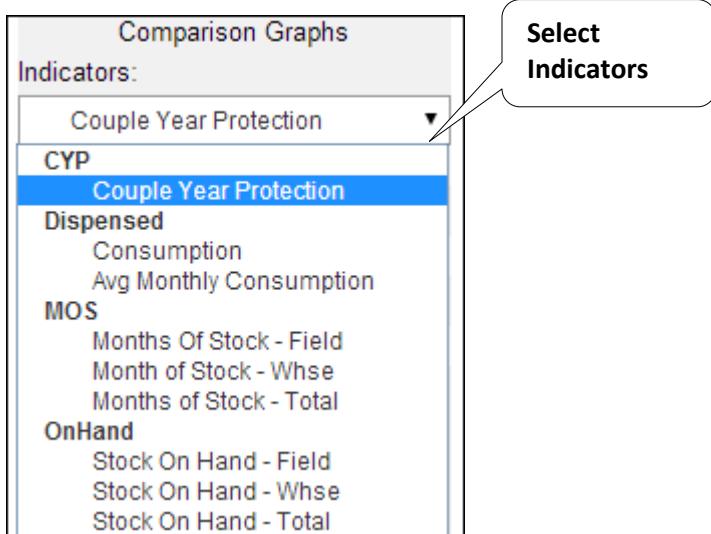
TELL participants that they we will now talk about graphs. TELL participants that Graphs are a visual way to present the data. In case of cLMIS, the same data visible in the form of reports can be displayed in the form of graphs. TELL participants that graphs make it easy to observe trends and unusual changes over time. TELL participants that cLMIS graphs have time in months on x-axis and the indicators on y-axis. Elaborate the x and y-axis on chart if needed.

TELL participants that LMIS has two types of graphs, simple graphs and comparison graphs. ASK participants to browse the two types of graphs.

TELL participants that the graph indicators are the same as they have observed in reports. TELL participants that Couple Years of Protection (CYP) is an additional indicator in graphs. CYP is a measure representing the total number of years of contraceptive protection provided to a country's or community's family planning population.

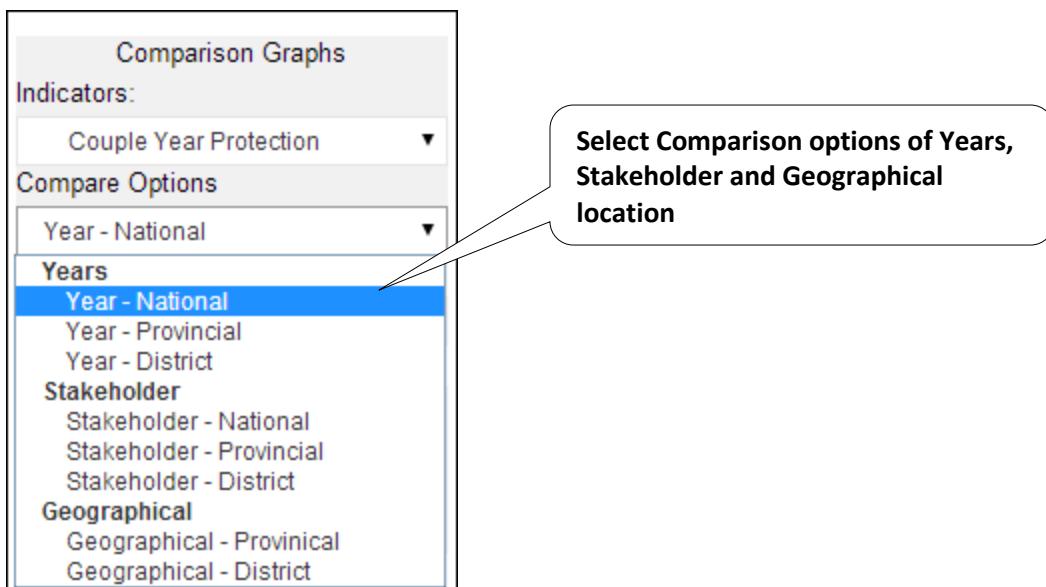
For each contraceptive method, the CYP is calculated by taking the number of units distributed to clients during a specified period and dividing this number by a constant representing the number of contraceptive units needed or estimated to protect one couple from pregnancy for one year. The value of these constants is method-specific and is derived from empirical evidence on the amount of each method used by a couple during a year for full protection from pregnancy. Elaborate the CYP formula on the chart if needed for more clarity.

Show participants how to browse and select the indicators as given below:

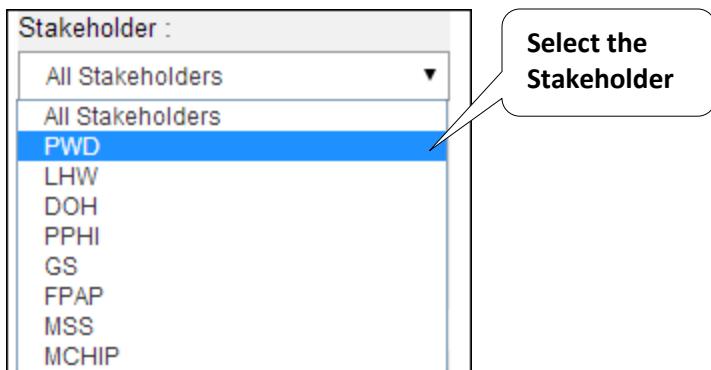


TELL participants that there are various options to disaggregate the data in graphs. One of the options is to disaggregate the data on geographical basis. The data can be disaggregated on national, provincial and district level.

Demonstrate participants on how to select from various geographical options as shown below:



TELL participants that the LMIS data can be disaggregated by stakeholder. Demonstrate how to browse for and select stakeholder as shown below:

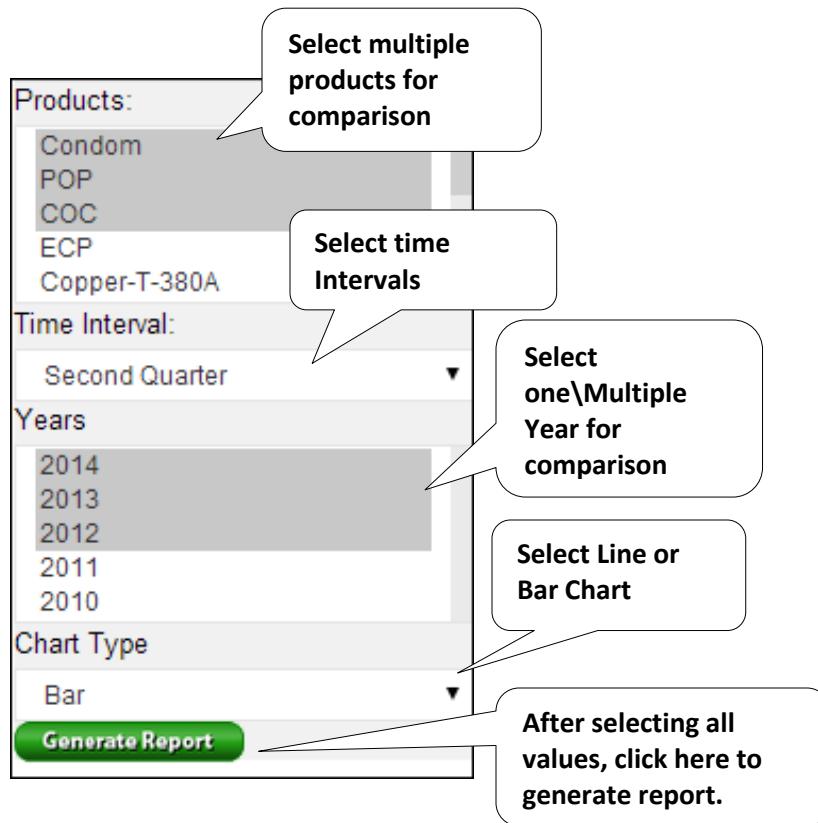


TELL participants that LMIS users can select the time interval they wish to observe the indicators trend for. ASK one of the participants to read the options of time interval.

TELL participants that LMIS users can select which years data should be displayed in graphs.

TELL participants that LMIS users can select the type of graph they want to create. The options available are bar and line graphs. For CYP, there is only one option of stacked bar in which proportionate contribution from each product is shown in a single bar in different colors. The stacked bar for different months can compare the total CYP and proportionate contribution from each product can show the share of that product for a particular month.

Demonstrate on how to select these options as shown below:



TELL participants that the graph shown is developed by following the instructions they have gone through. ASK participants to read the title of the graph.



ASK participants about what options they need to select in the graphs menu to develop this graph. Facilitate participants to come up with correct options. Demonstrate how to develop the given graph and TELL participants that after they have selected all the required options, they need to click the button ‘Generate Graph’ to develop the graph.

TELL participants that this is another graph developed by following the instructions. ASK participants to develop this graph on their own computers. GO around the hall to confirm that every participants has completed this task. Help the participants still having difficulty in creating this graph

TELL participants that in addition to simple graphs, LMIS also gives the option of comparison among relevant indicators.

Demonstrate participants on how to browse the comparison graphs.

TELL participants that there are three types of comparison attributes available in cLMIS as given below:

1. Years – National, Provincial and District
2. Stakeholder – National; Provincial and District
3. Geographical – Provincial and District

TELL participants that it is essential to understand these comparison attributes to understand the comparison graphs. TELL participants that all options in comparison graphs menu are the same except with the addition of comparison attributes. A user can select the any of the option to compare the desired indicators. Following is the description of what every option compares;

1. Year
 - a. Year – National: compares multiple years data at national level
 - b. Year – provincial: compares multiple years data at provincial level
 - c. Year – district: compares multiple years data at district level

2. Stakeholder

- a. Stakeholder – National: compares different stakeholders at national level
- b. Stakeholder – Provincial: compares different stakeholders at provincial level
- c. Stakeholder – district: compares different stakeholders at district level

3. Geographical

- a. Geographical – Provincial: compares provincial data
- b. Geographical – District: compares various districts

ASK participants to develop a graph based on the query posted. GO around the hall to see if participants have correctly developed the graph.

Show participants the resulting graph. This shows the actual data in a tabulated form. TELL participants to go through the tabulated data then observe how the data is shown in a visual form in the graph shown above. Participants should appreciate the ease of interpretation through graph.

ASK participants to develop the required graph. GO around the hall to make sure that every participant develops the graph on their computer.

GROUP WORK 4: GRAPHS – TIME: 15 MINUTES

Divide participants in groups of three to four randomly. ASK each group to go through the handout. Answer any questions to clarify the group work. ASK participants to start working on the computers and complete the group work.

During the group work facilitators should go around the hall to see how the groups are performing. Facilitate the groups to complete the tasks wherever they are having difficulty.

SESSION 7: TROUBLESHOOTING AND ACCESSING HELPDESK

Time: 15 minutes

SESSION OBJECTIVES

The participants should be able to:

- Troubleshoot basic issues encountered while accessing and using cLMIS
- Able to access helpdesk in case of any unresolved issues

MATERIALS NEEDED

- Laptops for each participant (with external mouse, Microsoft Office, Internet explorer, Mozilla Firefox or Google Chrome, Wi-Fi)
- Multimedia projector with Screen
- WiFi / LAN connection
- Whiteboard and markers

DOCUMENTS TO DISTRIBUTE

- *Handout 7.1 – Troubleshooting and how to access helpdesk*
- User Manual and Participants Guide

PRESENTATIONS REQUIRED

- Troubleshooting and Accessing Helpdesk

TRAINER PREPARATION

- Prior to starting the session, the trainer(s) must be sure that all materials and equipment needed for the session are ready at hand.
- If the session is planned to be co-facilitated, the facilitators should decide before the session, who will facilitate which part of the session and prepare accordingly.
- Each facilitator should introduce him/herself before start of the session.

ACTIVITIES

ACTIVITY 7.1: TROUBLESHOOTING – TIME: 15 MINUTES

TELL participants that there are some common issues being faced by cLMIS operator in successfully running the application. These issues can be easily resolved without any external help if cLMIS users follow some simple steps. TELL participants that they will now go through some basic issues and how to resolve them

Issue one: homepage does not appear. TELL participants that sometimes they may not be able to open the home page. The reasons for this issue are multiple and some of the common ones are;

1. Inserting wrong web-address
2. No connectivity to the internet

TELL participants to copy and paste the address <http://www.lmis.gov.pk/> in the web-browser. The users should write this address somewhere to enable them to check and verify if they are entering the correct address. TELL participants that they can also save the web-page in their browser's favorite list for ease of access.

TELL participants that after checking and verifying the address; if the homepage still does not open, the participants should check the internet connection (open some other website). Internet connection should be restored before the homepage could open.

TELL participants to access the helpdesk by emailing at the system administrator <mailto:support@lmis.gov.pk> in case the above steps don't work.

Issue two: Unable to login. TELL participants that this is also a very common problem and usually occurs due to inserting wrong user name or password. TELL participants that they should check if they have caps lock on in the computer before inserting the password. If the participant is still unable to login after verifying the user name and password, he/she should contact system administrator as mentioned above.

