

Deliverable 7 Under ICT Strategy and Action Plan Consulting Services

**Report (ver. 2.0.0) on
VARIOUS WORKSHOPS AND TRAININGS TO BE FACILITATED
ON LGED'S BEHALF BY THE CONSULTANT AT IMPORTANT
STAGES IN EACH TASK**

Project Id: 035

**Submitted to:
Local Government Engineering Division (LGED)**

Submitted by:



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2.00	31-Mar-2019	Mr. S. M. Saifuddin	21-Mar-2019	Md. Delwar Hossain	28-Mar-2019	Separate objective, outline & Feedback along with the Outcome of all the trainings and workshops has been added from page 5 to 17; Resource person for each training and workshop has been added on page 5; Summarized the attached feedback form of ITIL from page 16 to 18; Removed the name of Md. Shakhawat Hossain from the trainee list of ePMS on page 13.

Approved By: Habibullah N Karim
Approved Date: 31-Mar-2019

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1 INTRODUCTION

1.1 Background

The RTIP II Project of LGED contracted **TECHNOHAVEN & IBCS-PRIMAX** for Consultancy Services regarding ICT Strategy and Action Plan implementation. As part of the deliverables various trainings and workshops were held under the contract signed on 21 December 2014.

TECHNOHAVEN & IBCS-PRIMAX were, thus, required to:

- Design and plan the training programs and workshops
- Prepare the modules
- Facilitate the trainings and workshops
- Submit a report

1.2 Objectives and Contents of the Workshops and Trainings

The objectives of the trainings and workshops included the following:

- Help participants to acquire the modern concepts, policies and practices of **Project Management Services & Technical Assistance for Implementation of Strategy & Action Plan to Enhance LGED IT-ICT-MIS Resources & Capacity under RTIP-II.**
- Help participants to acquire the skills of managing people strategically
- Help participants to explore tested and innovative strategies for improving the management of IT resources and infrastructure.

The trainings and workshops covered the following topics:

- Inception Workshop
- Revised ICT Strategy & Work-plan Review
- IS Usages Guideline Workshop
- ePMS Software Application Training
- PMIS Software Application Training
- uFMS Software Application Training
- ITIL Workshop

2 OVERVIEW OF WORKSHOP & TRAININGS

2.1 Target Group

The trainings and workshops were intended for management level officers as well as operating staff of LGED. *(List of participants and their details included in section 2.4)*

2.2 Training Materials

Training materials covering the contents for the program were prepared and packaged for the participants. Soft copies of all handouts and other related workshop documentations are submitted with this report to LGED.

2.3 Resource Persons

Resource persons were drawn from TECHNOHAVEN & IBCS-PRIMAX to conduct the trainings, presentations and live demonstrations on various topics and software applications under the overall guidance of the Team Leader.

Training/workshop	Resource Person
Inception Workshop	Mr. Habibullah N. Karim
Revised ICT Strategy & Work-plan Review	Mr. Habibullah N. Karim
IS Usages Guideline Workshop	Mr. Habibullah N. Karim
ePMS Software Application Training	Mr. Md. Delwar Hossain
PMIS Software Application Training	Mr. Md. Delwar Hossain
uFMS Software Application Training	Mr. Md. Delwar Hossain
ITIL Workshop	Engr. Mr. Md. Mushfiqur Rahman

2.4 Workshop & Training Process

2.4.1 Inception Workshop

Objective: The objective of this workshop included the following:

"Help participants to acquire the modern concepts, policies and practices of Project Management Services & Technical Assistance for Implementation of Strategy & Action Plan to Enhance LGED IT-ICT-MIS Resources & Capacity under RTIP-II."

Outline & Feedback: The workshop was held on 25 February, 2015 at the conference hall of the LGED HQ. It continued for about 3 hours and was conducted by the Managing Director & CEO of Technohaven Company Limited, **Mr. Habibullah N. Karim**. He went over the components of the project and emphasized the importance of leadership from the top regarding digital transformation at LGED. Engr. Iftekhar Ahmed, SE Planning and ICT of LGED presided over the workshop and gave guidance on LGED priorities. He also called on participants to take part actively and provide feedback so as to derive the maximum benefit from the ICT Strategy consulting project. The overall impression about the inception workshop is good. Apart from this, there were some incorporated observation and suggestions which are as follows:

Topic	Observation and Suggestions
IT-ICT-MIS strategy and Action Plan	One of the major components of this consultancy service is to review the existing IT-ICT-MIS strategy and Action Plan of LGED and assimilate this based on modern technology. Maybe the existing one needs to be modified. To do this, organization structure, business activities & process, different software & IT application uses by the organization need to be understood. A part of this strategy is to develop of IT infrastructure at HQ level as well as field offices so that uninterrupted data transfer and different IT application might be smoothly carried out. Therefore, specific methodology needs to be incorporated in Phase-2 and Phase-3.
IDSS feasibility analysis	<ul style="list-style-type: none"> Understanding LGED's major business activities and their processes Selection the business items which will be part of initial IDSS Integration of different applications or software which will be used to take decision of LGED management (such as; RSDMS, PMS, PMIS, UFMS, IWRM MIS, Urban MIS, GIS database etc.) Development of workflow is required to take decision by IDSS Preparation of detail design, technical specification and financial requirement to implement the IDSS

List of participants is attached below:

No	Name	Designation
1	Mr. IFTEKHAR AHMED	SE Planning and ICT
2	Mr. A K AZAD	SE, PEDP-3
3	Mr. MD. SHAFIQU L ISLAM AKONDO	Monitoring Engineer, Planning & ICT
4	Mr. MD. AHSAN HABIB	PD, CRDP and Head of MIS
5	Mr. MD. MOSTAFA KAMAL	PD, RTIP- II
6	Mr. G P CHOWDHURY	Executive Engineer, Training
7	Mr. SYED ABDUR RAHIM	XEN, Maintenance
8	Mr. SYED SHAFIQU L ISLAM	Coordinator, PMT
9	Mr. MOHAMMAD SHARIF UDDIN	XEN, Admin
10	Mr. KAZI SAIFUL KABIR	Executive Engineer, PM&E

No	Name	Designation
11	Mr. MD. WAHIDUZZAMAN	Coordinator, ROSC
12	Mr. MD. GOLAM YAZDANI	DPD, RTIP II
13	Mr. MD. ABDUS SATTAR	XEN, Admin
14	Mr. PROSANTA KUMAR KABIRAZ	System Analyst
15	Mr. MUHAMMAD SHARIFUL ISLAM	Sr. AE, PU
16	Mr. MOHAMMAD ZAKIR HOSSAIN	Sr. Asst. Engineer, MIS
17	Mr. MD. SOHEL RANA	Sr. Asst. Engineer, GIS
18	Mr. MIR TANWEER HUSAIN	Sr. Asst. Engineer, RTIP-II
19	Mr. MD. SHAFIULLAH	Sr. Asst. Engineer, SRIIP
20	Mr. TAPAS CHOWDHURY	Sr. Asst. Engineer, Design Unit
21	Mr. A.K.M. MOSTAFA MORSHED	Asst. Engineer, Planning Unit
22	Mr. RAKIBUL HASAN	Sr. Asst. Engineer, GIS
23	Mr. MD. SHAKHAWAT HOSSAIN	ICT Specialist, UNDP (by invitation)
24	Mr. MD. ZIAUR RAHAMAN	Web Programmer, MIS Section
25	Mr. ZAKARIA MD. MASUD	Sr. Network Engineer

Outcome: The outcome of this workshop is very positive. The participants were able to acquire good knowledge on the components of the project and understand the importance of leadership from the top regarding digital transformation at LGED.

2.4.2 ICT Strategy & Work-plan Review

Objective: The objective of this workshop included the following:

“Help participants to understand the operational priorities of LGED going forward and the critical need for process owners for each software application and key ICT resource to Enhance LGED IT-ICT-MIS Resources & Capacity under **RTIP-II.**”

Outline & Feedback: This workshop was held on 03 May 2015. The session was conducted by the Team Leader Mr. Habibullah N. Karim. This review workshop was meant for dissemination of the findings of the second deliverable which was to prepare an implementation plan based on the ICT Strategy formulated by LGED in 2012. The review highlighted the operational priorities of LGED going forward and the critical need for process owners for each software application and key ICT resource. The half-day workshop was highly participatory and was presided over by the Additional Chief Engineer, Maintenance of LGED, Engr. Abul Kalam Azad. In this workshop the gap analysis reports for PMIS, ePMS and uFMS were also presented and the preliminary findings of IDSS feasibility were also shared. Over and above, the overall impression about this workshop is good.

List of participants are attached below:

No	Name	Designation
1	Mr. ABUL KALAM AZAD	ACE, Implementation
2	Mr. IFTEKHAR AHMED	SE, Planning and ICT
3	Mr. A K AZAD	SE, PEDP-3
4	Mr. MD. SHAFIQUUL ISLAM AKONDO	SE, Urban, Planning & ICT
5	Mr. MD. AHSAN HABIB	PD, CRDP
6	Mr. MD. MOSTAFA KAMAL	PD, RTIP- II
7	Mr. G P CHOWDHURY	Executive Engineer, Training
8	Mr. SYED ABDUR RAHIM	XEN, Maintenance
9	Mr. SYED SHAFIQUUL ISLAM	Coordinator, PMT
10	Mr. MOHAMMAD SHARIF UDDIN	XEN, Admin
11	Mr. KAZI SAIFUL KABIR	Executive Engineer, PM&E
12	Mr. MD. WAHIDUZZAMAN	Coordinator, ROSC
13	Mr. MD. GOLAM YAZDANI	DPD, RTIP II
14	Mr. MD. ABDUS SATTAR	XEN, Admin
15	Mr. PROSANTA KUMAR KABIRAZ	System Analyst
16	Mr. MUHAMMAD SHARIFUL ISLAM	Sr. AE, PU
17	Mr. MOHAMMAD ZAKIR HOSSAIN	Sr. Asst. Engineer, MIS
18	Mr. MD. SOHEL RANA	Sr. Asst. Engineer, GIS
19	Mr. MIR TANWEER HUSAIN	Sr. Asst. Engineer, RTIP-II
20	Mr. MD. SHAFIULLAH	Sr. Asst. Engineer, SRIIP
21	Mr. TAPAS CHOWDHURY	Sr. Asst. Engineer, Design Unit
22	Mr. A.K.M. MOSTAFA MORSHED	Asst. Engineer, Planning Unit
23	Mr. RAKIBUL HASAN	Sr. Asst. Engineer, GIS
24	Mr. MD. ZIAUR RAHAMAN	Web Programmer, MIS Section
25	Mr. ZAKARIA MD. MASUD	Sr. Network Engineer

Outcome: The half-day workshop was highly participatory and the outcome was also positive. The participants were able to understand the operational priorities of LGED going forward and the critical need for process owners for each software application and key ICT resource.

2.4.3 IS Usage Guideline Workshop

Objective: The objective of this workshop included the following:

"Help participants to explore and tested the innovative strategies for improving the management of IT resources and infrastructure."

Outline & Feedback: This workshop was held at Lakeshore Hotel on 27 April 2017. The Information Systems (IS) Usage Guideline, although not part of the listed deliverables, however, as per Consultant's recommendation this exercise was taken up and delivered to LGED as an additional deliverable. The half-day workshop went over all aspects of the IS Usage Guideline. The participants took active interest in the proceedings and gave pertinent

feedback for incorporation into the guidelines. Details of the feedbacks included the following:

Topic	Observation	Action Taken/ Remarks
Enterprise-Wide Applications	Who will set/maintain the standards?	The IS/IT Unit shall maintain these standards. Relevant section updated.
	National Enterprise Architecture	National Enterprise Architecture guideline included as annexure.
	Online availability of IS/IT strategy, action plan and usage guideline	These may be uploaded to the LGED website for access by internal users (Intranet)
Individual Productivity Applications	How can we switch from one version to another?	Individual productivity applications' versions shall be benchmarked centrally. Such version benchmarks shall be updated at least once a year.
	Should ICT policy be part of the IS usage guideline?	There is a national ICT policy available from the government. LGED needs to follow that policy as far as possible. However, LGED may have its own strategic directives which is a higher level document and is enclosed herewith as information system strategy for LGED. The IS usage guideline provides the overall information system operational framework for use by LGED. If and when LGED prepares a standard operations procedure (SOP) manual, the IS related procedures would be derived from the IS usage guideline provided.
	Use of standard applications	LGED may buy license for standard applications centrally or individually. Appropriate updates given in relevant section.
	AutoCAD version to be checked	Appropriate AutoCAD version updated in the guideline.
	Civil Engineering software names and versions to be checked	Appropriate Civil Engineering software names and versions updated in the guideline.
	How often should the versions be checked?	We have recommended version benchmarks to be updated at least

		once a year.
	Social media guideline to conform to government guidance	Social media guideline updated in conformity with government policy.
Data Storage and Backup	Data Storage, Backup and Recovery process	The guideline is meant for individual users and as such recovery is automatic when individual users copy from his/her backup. However, recovery has technical implication when done at a systems level on servers and data center.
	How would documents be managed?	Documents shall be saved by individual users on their PCs and will be backed up on a central storage provided by LGED. Details are available in the relevant section of the guideline.
	What would be the implementation procedures for storage & backup?	The guideline provides necessary directives for storage & backup. Detailed procedures can be part of LGED SOPs once they are made available.
Internet Security	Should all cookies be disabled?	Relevant section updated to reflect cookie usage as per operational needs.
	Does it comply with National ICT Act and Policy?	It generally complies with the ICT Act and the national ICT policy.
	Copyright of LGED data	Incorporated in the relevant section.
	What Anti-Virus software should be used?	Appropriate recommendation incorporated in the relevant section.
Use of e-Mail Systems	Recheck email addressing scheme	Email addressing system reviewed and updated to reflect operational needs at present.
Request for Services	LGED help desk support needs to be enhanced	No impact on usage guideline
SLA (Service Level Agreements) with vendors	Revise SLA list as per IT infrastructure of LGED	Updated
	Are SLAs compliant with PPR?	SLAs are technical benchmarks and have no conflict with PPR

	What will be the qualification criteria as well as vendor certification for recruiting outsource vendors ?	The SLAs provide the required guidance.
E- Waste Disposal Policy	How consumable items be handled?	Toxic consumable items to be disposed off in same manner of the toxic computer parts. The disposal policy already cover this.
	How would action/procedures be carried out?	The disposal policy is a guideline which provides necessary directives on how e-waste disposal should be carried out.
General comments	IS Strategy, Action Plan and Guidelines to be compiled together for easy reference	The IS Strategy, Action Plan and Guideline for LGED along with national IT Policy, national enterprise architecture guideline and ICT Act included as annexures for ready reference.
	IS strategy, action plan and usage guideline audit	The IS strategy consultants may carry out such audits once a year
	Training of IS officers for local and foreign training	The IS strategy and action plan includes such training provision
Implementation procedures	Content management	To be incorporated when such applications are used.
	Business Intelligence	
	Enterprise Application Integration	
	Messaging Service	
	Common security module	Incorporated
E-Waste Disposal	Is there any recycling processing plant in Bangladesh?	Not at present
	Are there any locations across the country for e-waste disposal ?	Not practiced at present.
	IT equipment disposal policy to comply with "Ministry of Environment" directives	No such directives currently exist.

Mr. Iftekhar Ahmed, ACE, Planning, LGED was the Chief Guest of the workshop and moderated the discussions. List of participants on behalf of LGED and their details attached below:

No	Name	Designation
1	Mr. IFTEKHAR AHMED	ACE (Planning)
2	Mr. A K AZAD	SE, PEDP-3
3	Mr. MD. SHAFIQUUL ISLAM AKONDO	SE, Urban, Planning & ICT
4	Mr. MD. AHSAN HABIB	PD, CRDB
5	Mr. MD. MOSTAFA KAMAL	PD, RTIP- II
6	Mr. G P CHOWDHURY	Executive Engineer, Training
7	Mr. SYED ABDUR RAHIM	XEN, Maintenance
8	Mr. SYED SHAFIQUUL ISLAM	Co-ordinator, PMT
9	Mr. MOHAMMAD SHARIF UDDIN	XEN, Admin
10	Mr. KAZI SAIFUL KABIR	Executive Engineer, PM&E
11	Mr. MD. WAHIDUZZAMAN	Coordinator, ROSC
12	Mr. MD. GOLAM YAZDANI	DPD, RTIP II
13	Mr. MD. ABDUS SATTAR	XEN, PU
14	Mr. PROSANTA KUMAR KABIRAZ	System Analyst
15	Mr. MUHAMMAD SHARIFUL ISLAM	Sr. AE, PU
16	Mr. MOHAMMAD ZAKIR HOSSAIN	Sr. Asst. Engineer, MIS
17	Mr. MD. SOHEL RANA	Sr. Asst. Engineer, GIS
18	Mr. MIR TANWEER HUSAIN	Sr. Asst. Engineer, RTIP-II
19	Mr. MD. SHAFIULLAH	Sr. Asst. Engineer, SRIIP
20	Mr. TAPAS CHOWDHURY	Sr. Asst. Engineer, Design Unit
21	Mr. A.K.M. MOSTAFA MORSHED	Asst. Engineer, Planning Unit
22	Mr. RAKIBUL HASAN	Sr. Asst. Engineer, GIS
23	Mr. MD. SHAKHAWAT HOSSAIN	IT Specialist, RTIP- II
24	Mr. MD. ZIAUR RAHAMAN	Web Programmer, MIS Section
25	Mr. ZAKARIA MD. MASUD	Sr. Network Engineer

Outcome: The half-day workshop went over all aspects of the IS Usage Guideline. The participants took active interest in the proceedings and gave pertinent feedback for incorporation into the guidelines and tested the innovative strategies for improving the management of IT resources and infrastructure.

2.4.4 ePMS Software Application Training

Objective: The objective of this training included the following:

“Help participants to acquire the skills for managing the ePMS Software Application to Enhance LGED IT-ICT-MIS Resources & Capacity under RTIP-II.”

Outline & Feedback: A Comprehensive training was conducted as an on-job training for the RTIP- II on all modules. This training was held at LGED on 21 March 2019. The

Electronic Project Monitoring System (ePMS) Software is complete web-based project Management system software to contain different project in LGED. LGED officials can be created and maintain different project that is running in the different area in the Bangladesh. The full-day long Training went over all aspects of the ePMS Software Application. The participants took active interest in the proceedings and gave pertinent feedback for incorporation into the Application Training. The incorporated feedbacks included the following:

Topic	Observation
Common Master Data	Add new Project increase Code (Part1) and Code (Part2) length
Media News	Add Solve Status option entry page Yes, No and search option
Media News	Attachment option add
PMU	Project Details Page Program Under Revenue? Check box replace with Program under Non Development Budget
Project Details	Project Details page objective and Approval tab ADP Pages Serial No field Change Data type number to Text
Project Details	Project Details page Project Director tab view page header PD Live replace with PD lives in project location?
Project Details	Component Page all Layer Economy code length increase (100)
New Report	DPP Scheme List new report as per Planning Ministry requirement (Format provide RTIP2)
ADP Allocation	Create ADP Allocation page Actual Tab Highlight
Fund Release DO/PMO	Create Fund Release DO/PMO page Fund Source text replace with Source of Fund, When select Government of Bangladesh then Fund Type auto select GOB otherwise RPA and Fund type MPA replace with MFA
Procurement Plan	Create Procurement Plan replace with Create Annual Procurement Plan
Scheme/ Progress	Package / Scheme Create package page add one field for performance security amount
Scheme/ Progress	Scheme page Create New Scheme Road Segment and Create New Scheme Structure Segment add back button
Project Cost	Project Cost page add special field DPP version dropdown
Progress Reports	Fund Release And Expenditure report replace with Fund Distribution And Expenditure Report menu name and report header name also

List of participants on behalf of LGED and their details attached below:

Name	Designation
Mr. Sarthak Halder	AE, PM & E
Mr. Md Reazul Islam	Accounts officer RTIP-II
Mr. Mushfigur Rahaman	Officer RTIP-II
Mr. Md. Solaiman Mia	Computer Programmer, RTIP-II
Ms. Sultana	Computer Operator, RTIP-II

Outcome: The full-day long Training was highly interactive and the outcome was also positive. The participants were able to acquire the objective of this training.

2.4.5 PMIS Software Application Training

Objective: The objective of this training included the following:

"Help participants to acquire the skills for managing the PMIS Software Application to Enhance LGED IT-ICT-MIS Resources & Capacity under RTIP-II."

Outline & Feedback: A Comprehensive training was conducted for Admin and MIS Units as on-job training on all modules. This training was held at LGED. The Personnel Management Information System (PMIS) Software is complete web-based Human Resources Management software to contain LGED Personnel Information. LGED officials will be able to create his/her profile after successful registration to the system. The Training went over all aspects of the PMIS Software Application. The participants took active interest in the proceedings and gave pertinent feedback for incorporation into the Application Training. The incorporated feedbacks included the following:

Topic	Observation
Employee Report	Need to have Designation Wise Posting Report
Personnel Information with Photo	Hide the Personnel Information with Photo Search page
Personnel Information with Photo	In the Training information page, the country dropdown should be shown in ascending order
Employee Search by different Parameter	Add Grade Range Parameter (Exp. Grade 01 to Grade 06) and add Class Range Parameter (Exp. Class 3 to Class 4)
Employee Gradation wise List	Change the Gradation Type and Gradation number from mandatory to optional
Dashboard	Add new search option
Home page design	Change Home page design

List of participants on behalf of LGED and their details attached below:

Name	Designation
Mr. Dewan Abdus Sabur	Sr. AE, Administration Unit
Mr. Md. Ziaur Rahaman	Programmer RTIP-II
Ms. Luna	Data entry Operator, Training Unit

Outcome: The Training was highly interactive and the outcome was also positive. The participants were able to acquire the objective of this training.

2.4.6 uFMS Software Application Training

Objective: The objective of this training included the following:

"Help participants to acquire the skills for managing the uFMS Software Application to Enhance LGED IT-ICT-MIS Resources & Capacity under RTIP-II."

Outline & Feedback: A Comprehensive training was conducted as an on-job training for the RTIP- II team on all modules. The Uniform Financial Management System (uFMS), although not part of the listed deliverables, however, as per Consultant's recommendation this exercise was taken up and delivered to LGED as an additional deliverable. The Training went over all aspects of the uFMS Software Application. Apart from the lecture sessions, there were sessions for case discussions and group and individual realization. Such as:

- How to administer uFMS?
- How does the system maintain all records of financial transactions and generates reports as per donors' requirements., such as budgetary plans and various analysis?
- Presenting how all the entry screens and reports are organized using various push buttons where some of options have further sub-options. For the recording purpose of financial information, the ten menu option are available in uFMS like Setup, Chart of Accounts, Donor Fund Claim & Received, Bank Transfer (PIO), GOB Fund Received (PIO), Fund Released, Contract Information, Fund Claim/Expenditure, Budget/Plan and Reports.

The participants took active interest in the proceedings and gave pertinent feedback for incorporation into this Application Training. All the feedbacks were incorporated. The incorporated feedbacks are:

Topic	Observation
General Ledger Bank wise	Need to be shown the GoB Bank branch wise all reports with data
SOE (Cat - 1)	Need to have option to Prepare, Review and Authorize the report automatically
Non SOE (Cat - 1)	Need to have option to Prepare, Review and Authorize the report automatically
SOE (Cat - 2)	Need to have option to Prepare, Review and Authorize the report automatically
SOE (Cat - 3)	Need to have option to Prepare, Review and Authorize the report automatically
Sources & uses of fund	Need to have option to Prepare, Review and Authorize the report automatically
Statement of expenditure by components	Need to have option to Prepare, Review and Authorize the report automatically
Statement of Procurement and Contracts	Need to have option to Prepare, Review and Authorize the report automatically

Management	
Procurement and Contracts Management Summary	Need to have option to Prepare, Review and Authorize the report automatically
All expenditure (All Head)	Need to have Office and minor head wise search option
Component head wise expenditure	Need to have Office and minor head wise search option
Component head wise expenditure detail	Need to have Office and minor head wise search option
Salary Expenditure	Salary entry page will show only 4500, 4600 and 4700 head (also add new head)
Budget/Plan	Need to have a page for Budget/ Plan
Authorization	Information entry to Prepare, Review and Authorize and view page project wise
Closing option	Should have a closing option for month/ quarter closing after submission
Expenditure page	Voucher number should be shown as mandatorily and check year wise unique voucher. If voucher not saved then show message voucher already exist

List of participants on behalf of LGED and their details attached below:

Name	Designation
Mr. Md Reazul Islam	Accounts officer, RTIP-II
Mr. Mahabubul Hasan	Programmer, RTIP-II
Mr. Mushfiqur Rahman	Officer, RTIP-II
Mr. ABM Shamsuddin	Sr, FM Specialist, RTIP-II
Mr. Md. Abdur Razzak	Accounts officer, MGSP
Mr. Syed Abu Yousuf	FM Specialist, MGSP
Mr. Muhammad Shahidul islam	Accounts officer, MDSP

Outcome: The Training was highly interactive and the outcome was also positive. The participants were able to acquire the objective of this training.

2.4.7 ITIL and IT Security Workshop

Objective: The objective of this training included the following:

"Help participants to understand the key principles of IT Service Management and acquire a high-level overview of each of the core publications within ITIL to Enhance LGED IT-ICT-MIS Resources & Capacity under RTIP-II."

Outline & Feedback: The ITIL and IT Security workshop was held on 26 January 2019 at the Le Meridien Hotel. The workshop was conducted by Engr. Md. Mushfiquir Rahman, a leading IT security expert and ITIL certified trainer. The day-long workshop covered all aspects of IT Infrastructure Library and IT security issues as they pertain to LGED. The interactive sessions were broken up into six sessions and continued from 10 in the morning till 8:30 in the evening. It was a highly participatory workshop where the participants evinced keen interest in the utility of ITIL and IT security operations for LGED and gave pertinent feedback for incorporation into this workshop. The two segments of the participant's feedbacks included the following:

Topic	Feedback
What do you like most about the workshop?	<ul style="list-style-type: none"> • Cyber Security • Security System of IT • CSOC • Combination of modules with practical experience • RACI Model • ERP • IDSS • Topic Identification • Scope of the Topic • Software Security • Security Design
How can the workshop be improved to serve you better?	<ul style="list-style-type: none"> • Split it in two or three days • More Case study • Hands on practice and demonstration • Conducting workshop at LGED • Information on Cyber Security to enhance awareness

The list of participants is attached below:

No	Name	Designation
1	Mr. MD. GOLAM YAZDANI	DPD, SupRB
2	Mr. MD. HAMIDUL HAQUE	DPD, CRDP

No	Name	Designation
3	Mr. MD. WAHIDUZZAMAN	Coordinator, ROSC
4	Mr. SYED ABDUR RAHIM	XEN, Maintenance
5	Mr. MD. ABDUS SATTAR	XEN, PU
6	Mr. MD. RUHUL AMIN KHAN	XEN, PM & E
7	Mr. SHARFUL ANAM KHAN	XEN, Training
8	Mr. MD. GOLAM MOWLA	XEN, RTIP- II
9	Mr. PROSANTA KUMAR KABIRAZ	System Analyst
10	Mr. MD. SOHEL RANA	Sr. Asst. Engineer, GIS
11	Mr. MOHAMMAD ZAKIR HOSSAIN	Sr. Asst. Engineer, MIS
12	Mr. MIR TANWEER HUSAIN	Sr. Asst. Engineer, RTIP-II
13	Mr. DEWAN ABDUS SABUR	Sr. Asst. Engineer, Admin
14	Mr. MD. SHAFIULLAH	Sr. Asst. Engineer, SRIIP, RCIP
15	Mr. TAPAS CHOWDHURY	Sr. Asst. Engineer, Design Unit
16	Mr. ABINASS HOSSNEARA	Sr. Asst. Engineer, RTIP-II
17	Mr. RAKIBUL HASAN	Sr. Asst. Engineer, GIS
18	Mr. A.K.M. MOSTAFA MORSHED	Asst. Engineer, Planning Unit
19	Mr. TANVIR RASHID	Asst. Engineer, GIS Section, ICT Unit
20	MD. ZIAUR RAHAMAN	Web Programmer, MIS Section
21	Mr. ZAKARIA MD. MASUD	Sr. Network Engineer

Outcome: The Workshop was highly interactive and the outcome was also positive. The participants were able to acquire the objective- "understanding the key principles of IT Service Management and acquire a high-level overview of each of the core publications within ITIL to Enhance LGED IT-ICT-MIS Resources & Capacity under RTIP-II of this Workshop".

3 TRAINING & WORKSHOP EVALUATION BY PARTICIPANTS

At the end of every section of the Training & Workshop participants were asked to evaluate the training in terms of relevance and effectiveness of delivery as well as meeting their objectives and expectations. The key evaluation criteria are:

- Instructor's knowledge of subject
- Instructor's quality of presentation
- Instructor's capability of handling questions
- Instructor's communication skill
- Usefulness of topics
- Fulfillment of objectives
- Administrative arrangement
- Overall satisfaction

Almost all the listed participants took part in evaluations of different training sessions. The grading ranges from 1=Unsatisfactory to 5=Excellent. A summary of the responses obtained from the participants is as follows:

3.1 RESPONSES OF PARTICIPANTS:

- **Instructor's knowledge of subject:**

Each Trainer was evaluated at the end of session. The evaluation covered Trainer's knowledge of subjects after the session. The cumulative score for all lecturers is 4.33 which indicated participants found Trainers to be very good.

- **Instructor's quality of presentation:**

Trainers were evaluated at the end of sessions. The evaluation covered punctuality of Trainer's quality of presentation after the session. The cumulative score for all lecturers is 4.20 which indicated participants found Trainers to be very good.

- **Instructor's capability of handling questions:**

This section assessed the Trainer's capability of handling questions after the session. The cumulative score for all lecturers is 4.45 which indicated participants found Trainers to be very good.

- **Instructor's communication skill:**

Each Trainer was evaluated at the end of session. The evaluation covered, punctuality of Trainer, ability to communicate, preparedness and availability after the session. The cumulative score for all lecturers is 4.5 which indicated participants found Trainers to be very good.

- **Usefulness of topics:**

This section assesses the following as relate to the training/workshop: the content and scope of work, the time of the session, training/workshop structure and overall value of the training/workshop. The cumulative score for quality of modules is 4.39 which indicated participants found the overall session was very good.

- **Fulfillment of objectives:**

This section assessed the clarity, appropriateness and achievement of stated objectives. The cumulative score for training/workshop objectives is 4.33 which indicated that the workshop objectives were *very much achieved*.

- **Administrative arrangement:**

Participant also evaluated the conduciveness of the administrative arrangement. The cumulative score for this section is 4.75 which indicated participants found learning environment to be excellent.

- **Overall satisfaction:**

This section evaluated relevance, adequacy and overall quality of the materials used. The cumulative score for quality of modules is 4.60 which indicated participants found modules very useful and of high quality.

[Forms of Participant's Feedback is attached in the Appendix]

4 CONCLUSION AND FINAL REMARKS

4.1 CONCLUSION

The evaluation of the participants indicated that the workshops and trainings were highly effective. The objectives of the workshops and expectations of participants were largely met. The knowledge and experience of resource persons and interactive engagement with participants made facilitation friendly and lively.

4.2 FINAL REMARKS

TECHNOHAVEN & IBCS-PRIMAX wish to express its gratitude to LGED for the opportunity given to undertake the trainings & workshops. The lessons learned from the workshops are of immense importance to LGED and can reap big dividends if pressed into service.

5 ACRONYMS AND ABBREVIATION

ACE	Additional Chief Engineer
BCC	Bangladesh Computer council
CCB	Change Control Board
CE	Chief Engineer
DPD	Deputy Project Director
ePMS	Electronic Project Monitoring System
GIS	Geographic Information System
ICT	Information and Communication Technology
IDSS	Integrated Decision Support System
ITIL	IT Infrastructure Library
LAN	Local Area Network
LGED	Local Government Engineering Department
MIS	Management Information System
NOC	Network Operation Centre
PM&E	Project Monitoring & Evaluation Unit
PMIS	Personnel Management Information System
PMS	Progress Monitoring System
RTIP-II	Second Rural Transport Improvement Project
Sr. AE	Senior Assistant Engineer
UAT	User Acceptance Test
uFMS	Uniform Financial Management System
XEN	Executive Engineer

6 APPENDIX

6.1 PARTICIPANT'S FEEDBACK FORM



Technohaven Company Limited

Participants Feedback Form

PARTICIPANT'S FEEDBACK FORM

Participant's Name	Md. Hamidul Hogue				
Organization Name	LGED				
Participant's email & Cell	mdhamidul@yahoo.com 01711404652				
Training Title/ Topic	IT Services Management through ITIL				
Workshop/Training ID					
Instructor/Faculty Name					
Date	26 Jan 2019				
Venue	Le Meridian Hotel				
Total Score					
	Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]
Instructor/Faculty					
Instructor's knowledge of subject				✓	
Instructor's quality of presentation				✓	
Instructor's handling questions					✓
Instructor's communication skill					✓
Training/Workshop					
Usefulness of topics				✓	
Fulfillment of objectives				✓	
Quality of case studies (if any)				✓	
Quality of exercises (if any)					
Quality of workbook (if any)					
Others					
Administrative arrangement				✓	
Overall satisfaction				✓	

What did you like most about the training?

Security system of Information Technology

How can the training/workshop be improved to serve you better?

Information on cyber security as enhanced awareness

Any other suggestions / comments (Optional)?

This type of knowledge sharing on cyber security is important for all LGED officials.

PARTICIPANT'S FEEDBACK FORM

Participant's Name	Md. Wahiduzzaman				
Organization Name	LGED				
Participant's email & Cell	01711-131588 zamana_kh_lged@techno.com				
Training Title/ Topic	Certification Course on ITIL				
Workshop/Training ID					
Instructor/Faculty Name	Md. Mushfiqur Rahman				
Date	26/01/2019				
Venue	Le-Meridian				
Total Score					
	Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]
Instructor/Faculty					
Instructor's knowledge of subject					✓
Instructor's quality of presentation					✓
Instructor's handling questions					✓
Instructor's communication skill					✓
Training/Workshop					
Usefulness of topics					✓
Fulfillment of objectives					✓
Quality of case studies (if any)					✓
Quality of exercises (if any)					✓
Quality of workbook (if any)					✓
Others					
Administrative arrangement					✓
Overall satisfaction					✓

What did you like most about the training?

Cyber Security, CSOC,

How can the training/workshop be improved to serve you better?

Will be able to maintain better management of LGED's Security System

Any other suggestions / comments (Optional)?

good, arrangement.

PARTICIPANT'S FEEDBACK FORM

Participant's Name	Syed Abdur Rahim				
Organization Name	LGED				
Participant's email & Cell	rahimbdk@yahoo.com, 01712-207811				
Training Title/ Topic	Certificate Course on IT Service Management (ITIL)				
Workshop/Training ID	—				
Instructor/Faculty Name	Engr. Md. Mushfiqur Rahman				
Date	28/01/2019				
Venue	Le-Meridien, Dhaka				
Total Score	90 out of 100				
	Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]
Instructor/Faculty					
Instructor's knowledge of subject					✓
Instructor's quality of presentation					✓
Instructor's handling questions					✓
Instructor's communication skill					✓
Training/Workshop					
Usefulness of topics				✓	
Fulfillment of objectives				✓	
Quality of case studies (if any)			✓		
Quality of exercises (if any)			✓		
Quality of workbook (if any)			✓		
Others					
Administrative arrangement					✓
Overall satisfaction					✓

What did you like most about the training?

How can the training/workshop be improved to serve you better?

Any other suggestions / comments (Optional)?

PARTICIPANT'S FEEDBACK FORM

Participant's Name	Md Abdus Sattar				
Organization Name	Local Government Engineering Department				
Participant's email & Cell	zen.procurement@lged.gov.bd / 01768-100600				
Training Title/ Topic	IT Service Mgt ITIL				
Workshop/Training ID					
Instructor/Faculty Name	Mush-Rezvir Rahman				
Date	26-01-19				
Venue	1c Meridian				
Total Score	90/100				
	Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]
Instructor/Faculty					
Instructor's knowledge of subject					✓
Instructor's quality of presentation					✓
Instructor's handling questions					✓
Instructor's communication skill					✓
Training/Workshop					
Usefulness of topics					✓
Fulfillment of objectives					✓
Quality of case studies (if any)				✓	
Quality of exercises (if any)			✓		
Quality of workbook (if any)			✓		
Others					
Administrative arrangement				✓	
Overall satisfaction				✓	

What did you like most about the training?

Combination of modules
with practical experience.

How can the training/workshop be improved to serve you better?

Should be dispersed in
2 days

Any other suggestions / comments (Optional)?

NK

PARTICIPANT'S FEEDBACK FORM

Participant's Name	MD RUHOL AMIN KHAN				
Organization Name	Local Govt Engineering Department				
Participant's email & Cell	ruhul_lged@yahoo.com, ame@lged.gov.bd 01712644911				
Training Title/ Topic	IT Service Management through ITIL				
Workshop/Training ID					
Instructor/Faculty Name	Md. Mushtaqur Rahman				
Date	25/01/2019				
Venue	Le Meridien Dhaka				
Total Score					
	Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]
Instructor/Faculty					
Instructor's knowledge of subject					✓
Instructor's quality of presentation					✓
Instructor's handling questions					✓
Instructor's communication skill					✓
Training/Workshop					
Usefulness of topics					✓
Fulfillment of objectives				✓	
Quality of case studies (if any)					
Quality of exercises (if any)					
Quality of workbook (if any)					
Others					
Administrative arrangement					✓
Overall satisfaction					✓

What did you like most about the training?

Cyber Security, RACI Model

How can the training/workshop be improved to serve you better?

Making a workshop at LGED

Any other suggestions / comments (Optional)?

PARTICIPANT'S FEEDBACK FORM

Participant's Name	Md. Golam Moata				
Organization Name	Local Government Engg. Dept.				
Participant's email & Cell	tuty187064@yahoo.com, 01711359462				
Training Title/ Topic	IT Service Management through ITIL				
Workshop/Training ID					
Instructor/Faculty Name	Engr. Musbiul Karim Rahman				
Date	26.1.19				
Venue	Le Maridiana Dhaka				
Total Score					
	Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]
Instructor/Faculty					
Instructor's knowledge of subject					✓
Instructor's quality of presentation					✓
Instructor's handling questions					✓
Instructor's communication skill					✓
Training/Workshop					
Usefulness of topics					✓
Fulfillment of objectives					✓
Quality of case studies (if any)					
Quality of exercises (if any)					
Quality of workbook (if any)					
Others					
Administrative arrangement					✓
Overall satisfaction					✓

What did you like most about the training?

Cyber Security, CSOC, ERP, IDSS

How can the training/workshop be improved to serve you better?

Sub training Module supply previous, it will give better outcome.

Any other suggestions / comments (Optional)?

PARTICIPANT'S FEEDBACK FORM

Participant's Name	PROSHANTO KOMER KOBERA2				
Organization Name	LGED				
Participant's email & Cell	proshantoict@yahoo.com, 0171736574				
Training Title/ Topic	AS it is				
Workshop/Training ID	40 (forty)				
Instructor/Faculty Name					
Date					
Venue					
Total Score					
	Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]
Instructor/Faculty					
Instructor's knowledge of subject					✓
Instructor's quality of presentation					✓
Instructor's handling questions					✓
Instructor's communication skill					✓
Training/Workshop					
Usefulness of topics					✓
Fulfillment of objectives					✓
Quality of case studies (if any)					✓
Quality of exercises (if any)					✓
Quality of workbook (if any)					✓
Others					
Administrative arrangement					✓
Overall satisfaction					✓

What did you like most about the training?

Topic identification i.e. ITIL & security

How can the training/workshop be improved to serve you better?

Hands on practice & demonstration

Any other suggestions /comments (Optional)?

More demonstration/practice

PARTICIPANT'S FEEDBACK FORM

Participant's Name	Dewan Abdus Sabur				
Organization Name	LGED				
Participant's email & Cell	dasabur@yahoo.com 01711150712				
Training Title/ Topic	Certified Course on IT Service Management ITIL				
Workshop/Training ID					
Instructor/Faculty Name	Engg. Md. Mushtaqur Rahman				
Date	26.1.2019				
Venue	Le Meridien, Dhaka				
Total Score					
	Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]
Instructor/Faculty					
Instructor's knowledge of subject					✓
Instructor's quality of presentation					✓
Instructor's handling questions				✓	
Instructor's communication skill				✓	
Training/Workshop					
Usefulness of topics				✓	
Fulfillment of objectives				✓	
Quality of case studies (if any) NA			✓		
Quality of exercises (if any) NA			✓		
Quality of workbook (if any) NA			✓		
Others					
Administrative arrangement				✓	
Overall satisfaction				✓	

What did you like most about the training?

How can the training/workshop be improved to serve you better?

Any other suggestions /comments (Optional)?

PARTICIPANT'S FEEDBACK FORM

Participant's Name	MOHAMMED SHAFIULLAH				
Organization Name	LGED				
Participant's email & Cell	shafinullah@lged.gov.bd; 01722417757				
Training Title/ Topic	IT Service management through ITIL				
Workshop/Training ID					
Instructor/Faculty Name					
Date	26/01/2019				
Venue	La Meridian Dhaka				
Total Score					
	Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]
Instructor/Faculty					
Instructor's knowledge of subject					✓
Instructor's quality of presentation					✓
Instructor's handling questions					✓
Instructor's communication skill					✓
Training/Workshop					
Usefulness of topics					✓
Fulfillment of objectives					✓
Quality of case studies (if any)					✓
Quality of exercises (if any)					✓
Quality of workbook (if any)					✓
Others					
Administrative arrangement					✓
Overall satisfaction					✓

What did you like most about the training?

Scope of the topic & its coverage power point coverage by the trainer.

How can the training/workshop be improved to serve you better?

More case study.

Any other suggestions /comments (Optional)?

PARTICIPANT'S FEEDBACK FORM

Participant's Name	Tapas Chowdhury				
Organization Name	LGED				
Participant's email & Cell	tapaschowdhury@lged.gov.bd : 0713311740				
Training Title/ Topic	IT Service Management through ITIL				
Workshop/Training ID					
Instructor/Faculty Name	Mustafizur Rahman				
Date	26-01-2019				
Venue	Le Meridien, Dhaka				
Total Score					
	Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]
Instructor/Faculty					
Instructor's knowledge of subject					✓
Instructor's quality of presentation					✓
Instructor's handling questions				✓	
Instructor's communication skill					✓
Training/Workshop					
Usefulness of topics					✓
Fulfillment of objectives				✓	
Quality of case studies (if any)					✓
Quality of exercises (if any)					✓
Quality of workbook (if any)					✓
Others					
Administrative arrangement					✓
Overall satisfaction					✓

What did you like most about the training?

Trainer's presentation skill and way of answering the critical issues in a very simple manner.

How can the training/workshop be improved to serve you better?

Hard copy of training materials should be given.

Any other suggestions / comments (Optional)?

PARTICIPANT'S FEEDBACK FORM

Participant's Name	ABINASS HOSSNEARA				
Organization Name	LGED				
Participant's email & Cell	abinassh@yahoo.com, 01712163224				
Training Title/ Topic	IT Service Management through ITIL				
Workshop/Training ID	DO				
Instructor/Faculty Name	Mustafizur Rahman				
Date	26/11/19				
Venue	Le Meridien				
Total Score					
	Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]
Instructor/Faculty					
Instructor's knowledge of subject				✓	
Instructor's quality of presentation				✓	
Instructor's handling questions				✓	
Instructor's communication skill				✓	
Training/Workshop					
Usefulness of topics				✓	
Fulfillment of objectives			✓		
Quality of case studies (if any)				✓	
Quality of exercises (if any)					
Quality of workbook (if any)					
Others					
Administrative arrangement				✓	
Overall satisfaction				✓	

What did you like most about the training?

This training is very useful especially software security.

How can the training/workshop be improved to serve you better?

I can join any other training about this.

Any other suggestions /comments (Optional)?

PARTICIPANT'S FEEDBACK FORM

Participant's Name	Tanvir Rashid				
Organization Name	LGED				
Participant's email & Cell	engtanvir@gmail.com & 01717441008				
Training Title/ Topic	Certificate Course on IT Service Management thought ITIL				
Workshop/Training ID					
Instructor/Faculty Name	Mr. Mushfiq.				
Date	26.01.19				
Venue	Le Meridiam.				
Total Score	48				
	Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]
Instructor/Faculty					
Instructor's knowledge of subject					✓
Instructor's quality of presentation					✓
Instructor's handling questions				✓	
Instructor's communication skill				✓	
Training/Workshop					
Usefulness of topics				✓	
Fulfillment of objectives				✓	
Quality of case studies (if any)					✓
Quality of exercises (if any)					✓
Quality of workbook (if any)				✓	
Others					
Administrative arrangement				✓	
Overall satisfaction				✓	

What did you like most about the training?

Very much interesting training. ~~the~~ Most important and interesting is various case studies which let us ~~have~~ ^{force to think about our case}

How can the training/workshop be improved to serve you better?

It was a long training and stressful too.
~~It~~ ^{the} Management should think about this.

Any other suggestions /comments (Optional)?

PARTICIPANT'S FEEDBACK FORM

Participant's Name	Md. Ziaun Rahman				
Organization Name	LGED				
Participant's email & Cell	zia.oss@gmail.com, 01817046188				
Training Title/ Topic	ITIL				
Workshop/Training ID					
Instructor/Faculty Name					
Date	26/01/2019				
Venue	Le Medicien Dhaka				
Total Score					
	Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]
Instructor/Faculty					
Instructor's knowledge of subject					✓
Instructor's quality of presentation				✓	
Instructor's handling questions				✓	
Instructor's communication skill					✓
Training/Workshop					
Usefulness of topics				✓	
Fulfillment of objectives					✓
Quality of case studies (if any)					
Quality of exercises (if any)					
Quality of workbook (if any)					
Others					
Administrative arrangement					✓
Overall satisfaction					✓

What did you like most about the training?

Information security and security Design

How can the training/workshop be improved to serve you better?

Time should be increased.

Any other suggestions / comments (Optional)?

PARTICIPANT'S FEEDBACK FORM

Participant's Name	Zakaria Mohammad Majid.				
Organization Name	LAED.				
Participant's email & Cell	zakaria@laed.gov.bd. 01711556081				
Training Title/ Topic	IT Service Management Through ITIL.				
Workshop/Training ID					
Instructor/Faculty Name	MD. Musfiqueen Rahman.				
Date	26/01/2019				
Venue	Le Meridian.				
Total Score					
	Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]
Instructor/Faculty					
Instructor's knowledge of subject				✓	✓
Instructor's quality of presentation				✓	✓
Instructor's handling questions				✓	✓
Instructor's communication skill				✓	✓
Training/Workshop					
Usefulness of topics					✓
Fulfillment of objectives				✓	
Quality of case studies (if any)	/	N/A			
Quality of exercises (if any)	/	N/A			
Quality of workbook (if any)	/	N/A			
Others					
Administrative arrangement				✓	
Overall satisfaction				✓	

What did you like most about the training?

SSOC.

How can the training/workshop be improved to serve you better?

Not make it in one day. Split it in two or three days.

Any other suggestions / comments (Optional)?

PARTICIPANT'S FEEDBACK FORM

Participant's Name	MD GOLAM YAZDANI				
Organization Name	LGED				
Participant's email & Cell	mdgolam93dani@yahoo.com, 01711-181991				
Training Title/ Topic	Certificate course on IT Service Management through ITIL				
Workshop/Training ID					
Instructor/Faculty Name	Engr. Md. Mushfiqur Rahman				
Date	26-01-2019				
Venue	Le Meridien Dhaka				
Total Score					
	Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]
Instructor/Faculty					
Instructor's knowledge of subject					5
Instructor's quality of presentation					5
Instructor's handling questions					5
Instructor's communication skill					5
Training/Workshop					
Usefulness of topics					✓
Fulfillment of objectives				✓	
Quality of case studies (if any)					
Quality of exercises (if any)					
Quality of workbook (if any)					
Others					
Administrative arrangement					✓
Overall satisfaction					✓

What did you like most about the training?

Cyber security

How can the training/workshop be improved to serve you better?

Cyber Security will introduce in my organisation in wide range.

Any other suggestions /comments (Optional)?

Arrange more training in LGED