## **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** 

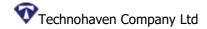
Submitted to:
Local Government Engineering Division (LGED)

Submitted by:



### **Technohaven Company Ltd.**

70 Green Road, Fattah Plaza, 9th floor, Dhaka-1205 Tel: +(880-2)-964-1266, Mob: +(880-17)-1500-8917 e-Mail: mailbox@technohaven.com



# VARIOUS WORKSHOPS AND TRAININGS TO BE FACILITATED ON LGED'S BEHALF BY THE CONSULTANT AT IMPORTANT STAGES IN EACH TASK

**Project ID: 035** 

#### **Revision History**

Ver. No	Date of Release	Prepared By	Prepared Date	Reviewed By	Review Date	List of changes from Previous Version
1.0.0	30-Jan-2019	Mr. S. M. Saifuddin	30-Nov- 2019	Md. Delwar Hossain	05-Dec-2019	
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

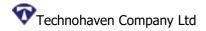
#### **Disclaimer**

All rights reserved. For translation, reprinting or copying by any means of this manual in part or in any different form requires our explicit approval.



## **Table of Contents**

1	INTR	ODUCTION	4
		ROUND	
	<b>1.2</b> Овјест	TIVES AND CONTENTS OF THE WORKSHOPS AND TRAININGS	. 4
2	OVEF	RVIEW OF WORKSHOP & TRAININGS	5
	2.1 TARGET	T GROUP	.5
	2.2 TRAINII	NG MATERIALS	. 5
		RCE PERSONS	
		SHOP & TRAINING PROCESS	
	2.4.1	Inception Workshop	
	2.4.2	ICT Strategy & Work-plan Review	
	2.4.3	IS Usage Guideline Workshop	
	2.4.4 2.4.5	ePMS Software Application TrainingPMIS Software Application Training	
	2.4.5 2.4.6	uFMS Software Application TraininguFMS Software Application Training	
	2.4.7	ITIL and IT Security Workshop	
3	TRAI	NING & WORKSHOP EVALUATION BY PARTICIPANTS	19
	3.1 RESPC	ONSES OF PARTICIPANTS:	19
4	CON	CLUSION AND FINAL REMARKS	21
	4.1 CONC	LUSION	21
		REMARKS	
5	ACRO	DNYMS AND ABBREVIATION	22
6	APPE	NDIX	23
	61 PARTI	CIPANT'S FFFDRACK FORM	23



#### 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.

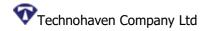
Training/workshop	Resource Person
Inception Workshop	Mr. Habibullah N. Karim
Revised ICT Strategy & Work-plan Review	Mr. Habibullah N. Karim
IS Usages Guideline Workshop	Mr. Habibullah N. Karim
ePMS Software Application Training	Mr. Md. Delwar Hossain
PMIS Software Application Training	Mr. Md. Delwar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

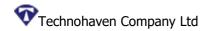


**Outline & Feedback:** The workshop was held on 25 February, 2015 at the conference hall of the LGED HQ. It continued for about 3 hours and was conducted by the Managing Director & CEO of Technohaven Company Limited, **Mr. Habibullah N. Karim**. He went over the components of the project and emphasized 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> <li>Understanding LGED's major business activities and their processes</li> <li>Selection the business items which will be part of initial IDSS</li> <li>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.)</li> <li>Development of workflow is required to take decision by IDSS</li> <li>Preparation of detail design, technical specification and financial requirement to implement the IDSS</li> </ul>

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. SHAFIQUL 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 SHAFIQUL 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
4	M. ADIII IZALAM AZAD	ACE Inches delice
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. SHAFIQUL 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 SHAFIQUL 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

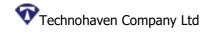
**Outcome:** The half-day workshop was highly participatory and the outcome was also positive. The participants were able to understand the operational priorities of LGED going forward and the critical need for process owners for each software application and key ICT resource.

#### 2.4.3 IS Usage Guideline Workshop

**Objective:** The objective of this workshop included the following:

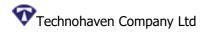
"Help participants to explore and tested the innovative strategies for improving the management of IT resources and infrastructure."

**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

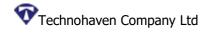


feedback for incorporation into the guidelines. Details of the feedbacks included the following:

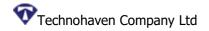
Topic	Observation	Action Taken/ Remarks
	Who will set/maintain the standards?	The IS/IT Unit shall maintain these standards. Relevant section updated.
Enterprise- Wide	National Enterprise Architecture	National Enterprise Architecture guideline included as annexure.
Applications	Online availability of IS/IT strategy, action plan and usage guideline	These may be uploaded to the LGED website for access by internal users (Intranet)
	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.
Individual Productivity Applications	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, 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.
Data Storage and Backup	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.
	Should all cookies be disabled?  Does it comply with National ICT	Relevant section updated to reflect cookie usage as per operational needs.  It generally complies with the ICT Act
Internet	Act and Policy?	and the national ICT policy.
Security	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	Revise SLA list as per IT infrastructure of LGED	Updated
Agreements) with vendors	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	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.
Disposal Policy	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
	Content management Business Intelligence	To be incorporated when such
Implementation procedures	Enterprise Application Integration  Messaging Service	applications are used.
	Common security module	Incorporated
	Is there any recycling processing plant in Bangladesh?	Not at present
E-Waste Disposal	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. SHAFIQUL 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 SHAFIQUL 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

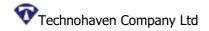
**Outcome:** The half-day workshop went over all aspects of the IS Usage Guideline. The participants took active interest in the proceedings and gave pertinent feedback for incorporation into the guidelines and tested the innovative strategies for improving the management of IT resources and infrastructure.

#### 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  $Page\ 12 \ of\ 38$ 



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:

Торіс	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. Mushfiqur 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:

Торіс	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:

Designation			
Sr. AE, Administration Unit			
Programmer RTIP-II			
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:

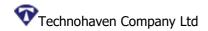
"Help participants to acquire the skills for managing the uFMS Software Application to Enhance LGED IT-ICT-MIS Resources & Capacity under RTIP-II."

**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	Need to have option to Prepare, Review and Authorize the report
expenditure by components	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:

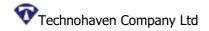
Name	Designation
Mr. Md Reazul Islam	Accounts officer, RTIP-II
Mr. Mahabubul Hasan	Programmer, RTIP-II
Mr. Mushfiqur Rahman	Officer, RTIP-II
Mr. ABM Shamsuddin	Sr, FM Specialist, RTIP-II
Mr. Md. Abdur Razzak	Accounts officer, MGSP
Mr. Syed Abu Yousuf	FM Specialist, MGSP
Mr. Muhammad Shahidul islam	Accounts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

Торіс	Feedback					
	Cyber Security					
What do you like most about the workshop?	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					
	Split it in two or three days					
	More Case study					
How can the workshop be improved to serve	Hands on practice and demonstration					
you better?	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:

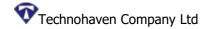
Trainers were evaluated at the end of sessions. The evaluation covered punctuality of Trainer's quality of presentation after the session. The cumulative score for all lecturers is 4.20 which indicated participants found Trainers to be very good.

#### 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]



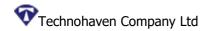
#### 4 CONCLUSION AND FINAL REMARKS

#### 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 expresses it 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

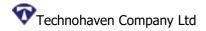
PMS Progress Monitoring System

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

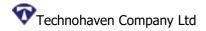
Md La ma	Hamide		we		
mo	GED .				
mo	tham dul a				
1	371001111111111111111111111111111111111	Jahoo,	com	077-11 404	652
1-1	Survices N	Tenener	mant to	5800 17	*//-
1-10-0			211	4	7.0
	•			- 28	
26	Jan 2019	60			
Le	Meridian	Hotel	10 1257 50		
				Very Good	Exce
ect				V	T
ion				V	111230000
					V
				V	
			3		
					100
			Parallel and		
		- 8			
مطغيان	V 1909 E0			. 6	
	Le	Unsatisfactory [1]	ect	Unsatisfactory Average Good [3]	Unsatisfactory Average Good Very Good [1] [2] [3] [4]

Any other suggestions / comments (Optional)?

This type of knowledge shering on Cyber Security is important for all LGED officials.

DOCUMENT ID, 019

QMS Ver: 1.0.0 Release Ver: 1.0





#### PARTICIPANT'S FEEDBACK FORM

Participant's Name		Md, wehidere	mon			
Organization Name		Md, wahid 1330mcn 66 D				
Participant's email & Cell		01711-131588 3ames kla leed 07 c has Cen				
Training Title/ Topic	Ce	Certifiction Course on 1714				
Workshop/Training ID						
Instructor/Faculty Name	Λ	Md. Mushfair Rehmen				
Date		26/01/2019				
Venue		Le-Mendia	in			
Total Score						
		Unsatisfactory [1]	Average [2]	Good [3]	Very Good	Excellent [5]
Instructor/Faculty	7.70	<u> </u>				
Instructor's knowledge of su	bject					~
Instructor's quality of presen	tation					~
Instructor's handling questions						V
Instructor's communication skill						V
Training/Workshop		Section 1				
Usefulness of topics						V
Fulfillment of objectives						V
Quality of case studies (if any	/)	45				V
Quality of exercises (if any)				3		V
Quality of workbook (if any)				19		V
Others						
Administrative arrangement					100	2
Overall satisfaction						V

What did	you like	most about	the	training?
----------	----------	------------	-----	-----------

 mer and for into more about the claiming.								
Cy ber	Security,	5	CSOZ,					

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

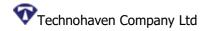
Will be able to maintein better management of LGBD's Sicurity
System

Any other suggestions /comments (Optional)?

good, corregement.

DOCUMENT ID. 019

QMS Ver: 1.0.0 Release Ver: 1.0





	PAR'	TICIPANT'S FEED	BACK FOR	M		
Participant's Name	Sy	ed Abdur 1	Pahim			
Organization Name	LG	ED	Sec. 2011			
Participant's email & Cell	ra	himbok @ rat	noo.com	017	12-207811	0
Training Title/ Topic	Cer	himbolk@yallificate Gurse	on IT S	rvice P	langeme	mt (ITIL)
Workshop/Training ID	_					
Instructor/Faculty Name	En	gr. Md. Mush	figur Ro	hman	1	
Date	26	101/2019				
Venue		Meridien, Dr	aka			
Total Score	90	out of 100	4			
		Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]
Instructor/Faculty	All he					
Instructor's knowledge of sub	oject				194	V
Instructor's quality of present	ation					V
Instructor's handling question	s					V
Instructor's communication sk	ill		ASSESSED FOR STREET			~
Training/Workshop	ne de					
Usefulness of topics					V	
Fulfillment of objectives					V	
Quality of case studies (if any	)			V		
Quality of exercises (if any)	×			V		
Quality of workbook (if any)				V		
Others						
Administrative arrangement					•	~
Overall satisfaction		8				V
What did you like most ab	out th	e training?				,
	i i					
How can the training/work	kshop	be improved to s	erve you b	etter?		
		8				
Any other suggestions /co	mmer	nts (Optional)?				
9				•		

DOCUMENT ID, 019

QMS Ver: 1.0.0 Release Ver: 1.0



Technohaven Company Limited

What did you like most about the training?

Participants Feedback Form

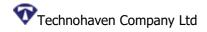
### PARTICIPANT'S FEEDBACK FORM

			Drivin Cit	\$100 B			
Participant's Name	M	d Abdus	Sat	tar	S		
Organization Name	L	ocal Gove	en men	A Ch	gineenty	Depart	
Participant's email & Cell	20	n. procureme	wt Q Gec	1. vog. 1	2013 017	68-10060	
Training Title/ Topic	17	7 Service Mgt 171L					
Workshop/Training ID	0500000	0 -		2			
Instructor/Faculty Name	14	Mush figur Kahman					
Date	2	26-01-19					
Venue	1	e Meridi	an				
Total Score		90/00	2			u;	
		Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]	
Instructor/Faculty							
Instructor's knowledge of sub	ject					~	
Instructor's quality of presenta						1	
Instructor's handling questions	S					-	
Instructor's communication sk	ill					-	
Training/Workshop						Haracon Control	
Usefulness of topics					9 21	1	
Fulfillment of objectives						1	
Quality of case studies (if any)	)	10					
Quality of exercises (if any)				V			
Quality of workbook (if any)				1			
Others							
Administrative arrangement Overall satisfaction					<u> </u>		

with practical experience.	
with practical experience.	
How can the training/workshop be improved to serve you better?	
should be dispersed in	
should be dispersed in 2-dags	
Any other suggestions /comments (Optional)?	
NX.	

DOCUMENT ID. 019

QMS Ver: 1.0.0 Release Ver: 1.0





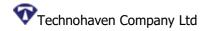
#### PARTICIPANT'S FEEDBACK FORM

Participant's Name	MD	RUHUL AMIN KH	AN			
Organization Name	10	ocal Govt Enfine	ering Dep	potreat		
Participant's email & Cell	ru	had Iged @ Yahor	. com , pm	201910	you be 01	712644911
Training Title/ Topic	77	hulland Qyahor Service Man	asengent-	through	SITIL	
Workshop/Training ID	2					
Instructor/Faculty Name	M	d Mushfigur	- Rahman	*		
Date	2	5/01/2019				
Venue	L	e Meridien Du	akc i			
Total Score				0.5		
		Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]
Instructor/Faculty						
Instructor's knowledge of sub	oject				39	~
Instructor's quality of presenta	ation					1
Instructor's handling question	S					
Instructor's communication sk	ill			2		
Training/Workshop						
Usefulness of topics		A STATE OF THE STA	1.130)181798			
Fulfillment of objectives					V	
Quality of case studies (if any	)					
Quality of exercises (if any)				3		
Quality of workbook (if any)						
Others						
Administrative arrangement				y ranced to be		V
Overall satisfaction						1

What did you like most about the training?	,
Cyber Securily, RACI Model	
How can the training/workshop be improved to serve you better?	
Making a workshop at LGED	
Any other suggestions /comments (Optional)?	

DOCUMENT ID. 019

QMS Ver: 1.0.0 Release Ver: 1.0





#### PARTICIPANT'S FEEDBACK FORM

Participant's Name	Md. Bola	in Mow	a		
Organization Name	Local Goir	azonme	nt B	1997 D	ept.
Participant's email & Cell	Local Gov tury 1870640	dyahoo.	Com	01711359.	462
Training Title/ Topic	T Service	Manage	emer	2-throug	41TIL
Workshop/Training ID	37 27 - July 2011 240 - 11 - 12 - 12 - 12 - 12 - 12 - 12 - 1				(1
Instructor/Faculty Name	pur biovuse 1	2ah ma	2		
Date	16.1.19		SHARLES -		
Venue	Le Marid	anDh	aka		
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	1				1
Instructor's handling questions					
Instructor's communication skill					
Training/Workshop					
Usefulness of topics		Contract March			1
Fulfillment of objectives				34	2
Quality of case studies (if any)					
Quality of exercises (if any)			- 1		
Quality of workbook (if any)		zum tra com	11		
Others					
Administrative arrangement					
Overall satisfaction					1

What did you like most about the training?
enter-security, csoe. ERP, IDSS
How can the training/workshop be improved to serve you better?
will give better detrom.
Any other suggestions /comments (Optional)?

DOCUMENT ID. 019

QMS Ver: 1.0.0 Release Ver: 1.0



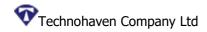


Page 1 of 1

#### PARTICIPANT'S FEEDBACK FORM Participant's Name Organization Name Participant's email & Cell proshan Training Title/ Topic Workshop/Training ID Instructor/Faculty Name Date Venue Total Score Unsatisfactory Average Good Very Good Excellent [1] [2] [3] [5] [4] 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)?

QMS Ver: 1.0.0 Release Ver: 1.0

DOCUMENT ID. 019

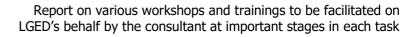




	PAR	TICIPANT'S FEED	BACK FOR	КМ		
Participant's Name	D	ewan A bo	lus Sa	abui	/	
Organization Name		GED				
Participant's email & Cell		dasabura	vahvo u	m C	5171115	0712
Training Title/ Topic	6	Ertified Cou		17 C	rvice Man	w.m. + 1 T/)
Workshop/Training ID	-	1100 000	The Oxi	11 38	101 CE Man	eyeng
Instructor/Faculty Name	1	Ingg. Md.	Mushfie	aux C	Zahman	
Date	2	6.1.2010	)	[	20.777	
Venue		e Mericker		(0)		
Total Score	راحيا	C 1	, o v corp			
7 3 44 7 5 5 5 7 5		Unsatisfactory	Average	Good	Very Good	Excellent
		[1]	[2]	[3]	[4]	[5]
Instructor/Faculty	Same N					
Instructor's knowledge of sub	ject					TV.
Instructor's quality of presenta	ation					
Instructor's handling questions						
Instructor's communication sk	ill					
Training/Workshop						
Usefulness of topics					~	
Fulfillment of objectives			Sin: 25	-	~	
Quality of case studies (if any)	NA					
Quality of exercises (if any)	MA			4		
Quality of workbook (if any)	NA			1	1	
Others				C252 C 1952		
Administrative arrangement					V.	
Overall satisfaction					~/	F 20 20 2
h						4
What did you like most abo	out th	e training?			100	
How can the training/work	shop	be improved to s	erve you b	etter?		
		63				
Any other suggestions /cor	nmer	nts (Optional)?				
			7,157.6	•		
7/2						

DOCUMENT ID, 019

QMS Ver: 1.0.0 Release Ver: 1.0









	PAR	TICIPANT'S FEED	BACK FOR	M		
Participant's Name	٨	LOHAMMED	SHAF	TULL	AIF	
Organization Name		GED				
Participant's email & Cell	R	national @	- laca. 9	tov. be	1;01722	417757
Training Title/ Topic	11	service ma	regening	- 468	01-42 LT	11_
Workshop/Training ID			-			
Instructor/Faculty Name		-				CHCCH
Date	2	6/01/2019				
Venue	La	- menidian	, Dhak	مه		
Total Score						
		Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]
Instructor/Faculty					Ne sukresti	o alovenie
Instructor's knowledge of su					90	~
Instructor's quality of presen						~
Instructor's handling questio						V
Instructor's communication s	kill					
Training/Workshop						
Usefulness of topics	1.73					V
Fulfillment of objectives				NESCHOOL		レ
Quality of case studies (if an	y)					1
Quality of exercises (if any)		*				x
Quality of workbook (if any)						- 1
Others						-Ne. 1947
Administrative arrangement					1/4	V
Overall satisfaction						V
What did you like most al	out th	e training?		,		
Scope of point town	the ye	topic of	115 to	Y .	Je po	swhy
How can the training/wor	rkshop	be improved to s	erve you b	etter?		
more care	72h	udy,				
Any other suggestions /co	mmen	its (Optional)?				
2				,		

DOCUMENT ID, 019

QMS Ver: 1.0.0 Release Ver: 1.0

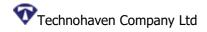




	PAR	TICIPANT'S FEED	BACK FOR	M			
Participant's Name		apas Chowd	nury				
Organization Name	16	ED.		7.0		-	
Participant's email & Cell	tape	aschowdhunge	lged gor b	d,	0771331174	0	
Training Title/ Topic		IT service Management Horough 17/4					
Workshop/Training ID					1		
Instructor/Faculty Name	Mu	shfigur Ruhman			15		
Date	20	1-01-2019					
Venue	Le	Menidien , 2	Shaha				
Total Score	in in			11-7-11-7			
		Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]	
Instructor/Faculty							
Instructor's knowledge of su	ubject					1	
Instructor's quality of presen	tation					-	
Instructor's handling questio	ns						
Instructor's communication s	kill					V	
Training/Workshop			To come				
Usefulness of topics							
Fulfillment of objectives					+		
Quality of case studies (if an	y)						
Quality of exercises (if any)							
Quality of workbook (if any)			(				
Others	5				TO STATE OF THE ST		
Administrative arrangement						1	
Overall satisfaction							
Traines presental	100 /	skill and wa	Jos an	sserved	ng the co	itical	
How can the training/wo	rkshop	be improved to s	erve you b	etter?		The second second	
tend copy of train					my		
Any other suggestions /c	ommer	nts (Optional)?		,			
45					8		

DOCUMENT ID. 019

QMS Ver: 1.0.0 Release Ver: 1.0





#### PARTICIPANT'S FEEDBACK FORM

Participant's Name	A	BINASS	7+05S	NEA	RA	
Organization Name	1	GED	30 gall.			
Participant's email & Cell	ah	inashey	ahoo.co	m.	01712163	3224
Training Title/ Topic	ĬŤ	Service &	lanage	ment	Thomas	7711
Workshop/Training ID		1) ()	V		1.403	41.0
Instructor/Faculty Name	M	ushligur	Rahr	on.	10	
Date	2	26/11/9				
Venue	le	11 - 11 11				
Total Score						
		Unsatisfactory	Average	Good	Very Good	Excellent
Instructor/Faculty		[1]	[2]	[3]	[4]	[5]
Instructor's knowledge of sub	iect				V.	
Instructor's quality of presenta					<u> </u>	
Instructor's handling questions						
Instructor's communication sk				(2)		
Training/Workshop			120 8			
Usefulness of topics			1		~	
Fulfillment of objectives				V	81	
Quality of case studies (if any)	)					
Quality of exercises (if any)						
Quality of workbook (if any)						
Others						INC. COMPANY
Administrative arrangement						
Overall satisfaction					V	
What did you like most about this training security.			ise ful	es	pe cially	soffu
How can the training/work	shop	be improved to s	erve vou b	etter?		
How can the training/work  Line for this.					nining	about

DOCUMENT ID, 019

QMS Ver: 1.0.0 Release Ver: 1.0





Page 1 of 1

Participant's Name	1	anvirt Kash	id .				
Organization Name		LGIED	10-		OST		
Participant's email & Cell			a a amait.	com	8 017174	\$1000	
Training Title/ Topic	engritanvirtama@gmail.com & 01717441008 Contificate Course on 2T Survice Management though						
Workshop/Training ID	200	7.040		LIUDU	,	PTIL	
Instructor/Faculty Name		Mor- Mushfia			***		
Date		26.01-19					
Venue		Le Meridian.					
Total Score		48					
73.01.03.010		Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]	
Instructor/Faculty							
Instructor's knowledge of subj	ect				w.	~	
Instructor's quality of presental	tion					V	
Instructor's handling questions			-77		~		
Instructor's communication skil					V		
Training/Workshop	division in						
Usefulness of topics	-				V		
Fulfillment of objectives					V		
Quality of case studies (if any)		1004				V	
Quality of exercises (if any)				1		V	
Quality of workbook (if any)					V	-	
Others	No.						
Administrative arrangement					V		
Overall satisfaction							
What did you like most abo		The state of the s	iòn I - Va		100-	and alest	
very mostly interesting is to the How can the training/works	ink	fing train various about o	case on co	stud	ios whi	de let	
	shop	be improved to s	erve you b	etter?			
10 00-5 0	U,	training - Showld	and think	strus	ful to	5 •	
It sho Managem							
Hamagem Any other suggestions / com	ımer	nts (Optional)?		,			

QMS Ver: 1,0.0 Release Ver: 1.0

DOCUMENT ID. 019



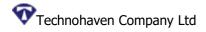


	PAR	TICIPANT'S FEED	BACK FOR	M		
Participant's Name	M	d, Ziam 1	Rahmo	en		
Organization Name	1 -	GED				
Participant's email & Cell	5	jaigss@gm	ai · co	m, 0	18170461	28
Training Title/ Topic		TIL "				
Workshop/Training ID						
Instructor/Faculty Name		•			50	
Date	20	5/01/2019				
Venue	Le	· Meditien	- Dhal	=0\		
Total Score						
		Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]
Instructor/Faculty						
Instructor's knowledge of su	bject				+	~
Instructor's quality of presen	tation				V	
Instructor's handling questions					N	
Instructor's communication s	kill					2
Training/Workshop					A TOP	
Usefulness of topics					~	14
Fulfillment of objectives						~
Quality of case studies (if any	y)					
Quality of exercises (if any)			- N - U-N - 11 - 11 - 11 - 11 - 11 - 11	3		
Quality of workbook (if any)				i i		
Others						
Administrative arrangement					21 - 11 - 11 - 11 - 11 - 11 - 11 - 11 -	
Overall satisfaction						L
What did you like most at	out th	o training?			,	
Information	sec	wrog and			y Desn	~
How can the training/wor	A. 144			etter?		
Time shoul	2	se Incore	ane is			

should be increased. Any other suggestions /comments (Optional)?

DOCUMENT ID. 019

QMS Ver: 1.0.0 Release Ver; 1.0



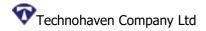


#### PARTICIPANT'S FEEDBACK FORM

	PAR	TICIPANT'S FEED	BACK FOR	tM		
Participant's Name	Z	akaria Me	hamm	Cas	Marin D.	
Organization Name		La120,		10	:	
Participant's email & Cell	7	akania@ 1202.	20v. bd	. 0	17115560	281
Training Title/ Topic	T	T Senvice Ma	chagen	ent 7	honorah -	ITIL,
Workshop/Training ID	1					
Instructor/Faculty Name	N	12. Musti	anon K	chn	~~~	
Date		26/01/2019				
Venue	1	e Menidian				
Total Score						
		Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]
Instructor/Faculty						
Instructor's knowledge of su	bject				-	V
Instructor's quality of present	tation				1	1
Instructor's handling question	าร					
Instructor's communication s	kill					
Training/Workshop						22 (1) (1) (2) (4)
Usefulness of topics						1
Fulfillment of objectives						
Quality of case studies (if any	1) /	X //A				
Quality of exercises (if any)		11/14	7			
Quality of workbook (if any)						
Others						
Administrative arrangement						
Overall satisfaction						
	1557816	omica osobao roes			,	700
What did you like most ab	out th	ne training?				
SSOC .  How can the training/wor	kshop	be improved to s	erve you b	etter?		
Not make it three days.	in	one day.	181 Sph1	+ 11	Fin t	wo on
Any other suggestions /co	mmer	nts (Optional)?				
=						
¥3						

DOCUMENT ID, 019

QMS Ver: 1.0.0 Release Ver: 1.0



#### PARTICIPANT'S FEEDBACK FORM

Participant's Name	MI	GOLAM YAZ	DANI				
Organization Name	LGED						
Participant's email & Cell	andgolamy93dani @79500.00m, 0/11-181991						
Training Title/ Topic	Ce	Certificate course on IT Service Management through					
Workshop/Training ID	50		8 9/ ·	-			
Instructor/Faculty Name	Engr. Ma Mush from Rolman						
Date	Section 1	26-01-2019					
Venue	Le	Le Meridier Dhika					
Total Score	100	40 200					
		Unsatisfactory [1]	Average [2]	Good [3]	Very Good [4]	Excellent [5]	
Instructor/Faculty							
Instructor's knowledge of s	ubject					5	
Instructor's quality of presen	ntation					(5)	
Instructor's handling question	ons					50	
Instructor's communication skill						9	
Training/Workshop							
Usefulness of topics					La-8/31	-	
Fulfillment of objectives					1		
Quality of case studies (if ar	ny)						
Quality of exercises (if any)					1		
Quality of workbook (if any)							
Others	Till and the						
Administrative arrangement					0)	~	
Overall satisfaction						1	
				27			

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)?

ATTRANGE MORE training in LGED

DOCUMENT ID. 019

QMS Ver: 1.0.0 Release Ver: 1.0