



ICT Training Programme

Support to ICT Task Force Program Project
Planning Commission
Ministry of Planning
Government of the People's Republic of Bangladesh



Organized by:
Bangladesh Bureau of Educational Information & Statistics (BANBEIS)
Ministry of Education

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I. Introductions:

Bangladesh Bureau of Education Information and Statistics (BANBEIS), the only government organization responsible for collection, compilation and dissemination of educational information and statistics and management of national database on education. In the year 1976, the Bureau was established as an attached department of the Ministry of Education (MOE). Since then, this institution has been successfully contributing to different multidisciplinary development in the education sector.

Bangladesh-Korea ICT Training Centre for Education (BKITCE) is a newly established modern ICT Training Centre fully equipped with State-of-Art Technology for industry standard Human Resource Development in ICT to meet the National and International demand.

Bangladesh Bureau of Educational Information & Statistics (BANBEIS), under the Ministry of Education, has established this Centre with the Technical Assistance of the Govt. of the Republic of Korea through Korean International Cooperation Agency (KOICA).

BKITCE is been housed on the 4th Floor of the BANBEIS Bhaban at 1 Sonargaon Road (Palasi-Nilkhet), Dhaka-1205.

II. Objectives:

- To establish an International Standard Training Centre for Human Resource Development in ICT to meet the Challenges of 21st Century.
- To provide Diploma & Post-Graduate Diploma Training Courses on ICT.
- To conduct Standard Certification courses for the development of professional skills in ICT.
- To conduct customized courses for Govt. employees.
- On satisfactory completion of PGDCA (Post Graduate Diploma in Computer Application) course, the students will gather intensive knowledge in the fields of Computer Science. They will understand the nature of information and technology that is required for ICT based systems. They will be able to develop different software, website design and system networks which may be applied in the real world business situation. The syllabus describes the purpose of computer hardware, networking, multimedia, computer programming and Internet systems and many other topics

III. Facilities: International Standard Training Lab:

There are 5 (five) ICT Lab in BKITCE. Each lab contains 20 PCs, 1 Notebook for Instructor, Printer, Scanner, Multimedia Projector with automatic Tripod Screen, and Furniture for 20 Trainee in a batch. The total capacity in five lab is 100 at a time. All the lab, including the lounge, refreshment room and resting rooms are fully air-conditioned. An overview of the training lab is shown below:

- i) There are 5 (Five) well equipped Training Lab, each with:
 - 20 seats each lab
 - 100% Networked
 - Fully air-conditioned
 - Multimedia Presentation System
 - Audio System for Addressing
 - Internet Facility
 - Scanner
 - Printer
- ii) One special LAB for GIS equipped with Heavy Duty Plotter, Digitizer etc, Map

copier, Map Scanner.

iii) One special LAB for Multimedia, Equipped with Digital Camera, Digital Camcorder, Projection TV etc.

iv) Wireless network connectivity with adequate number of Switches, Routers and other accessories.



IV. Approach of the Assignment:

The main approach of the assignment is to train the government officials for establishing e-Governance in the ministries/divisions/directorates in use of ICT.

One of the most crucial needs for implementing e-Governance is to ensure that the government officials are adequately trained in use of ICT and sometimes in administration and maintenance of ICT systems. Without a strong capacity building program, e-Governance will never take off in Bangladesh.

On the basis of the experience of SICT and in light of the assessed needs, the objectives of the proposed IT training program may be the following:

- To provide computer literacy needed for effective use of IT for e-governance.
- To provide necessary technical skills for basic troubleshooting and maintenance of IT systems.
- To provide management skills for administering and monitoring e-Governance projects.
- To provide vision and leadership skills for guiding the process of transition to e-governance in different government officials.

The ICT training program for government officials may cover the following six broad categories:

- ❖ E-Governance Project Management
- ❖ Basic skills in using computers for official work based on Linux
- ❖ E-Government awareness and vision
- ❖ Maintenance of e-Governance system
- ❖ Maintenance of Websites and software
- ❖ Maintenance and troubleshooting of hardware and network

V. Technical Approach and Methodology

The training program will have to cover the following class I and class II Officers at the Ministry/Division level:

Module	No. of officials	No. of Batches	Trainees/Batch	Days/batch	Contact Hours
1	40	02	20	20	60
2	300	15	20	24	72
3	60	03	20	10	30
4	120	06	20	20	60
5	120	06	20	24	72
6	100	05	20	24	72
Total:	740	37 batch			

VI. The course outline of the proposed ICT training programme as follows:

Module-1: e-Governance Project Management

Module	Topics	Hours
Module-01	a. Steps of PPR-2003 for procuring -hardware,-software ,-LAN,WAN & MAN and ICT based training	3
	b. Evaluation criteria and process of the tender, EOI and RFP Stages/Development life cycle of software	6
	c. Estimating effort and time for developing software	3
	d. Estimating cost of hardware, software, LAN and ICT based training	3
	e. Project scheduling and monitoring	18
	i. MS Project	
	f. Technical issues	15
	Specification of hardware and accessories	
	Specification of LAN equipments	
	Advantages, limitations and applicability of software technologies	
	Front end languages for LAN based application	
	Backend languages-Databases	
	Server and client side languages for web applications	
	Web browser and web server	
	Languages for GIS	
	Open source vs. proprietorship technologies	
Interoperability		
g. Risk management in implementing e-Government project	3	
h. On completion, evaluation and testing of e-Government project	6	
	Total:	60

Module-2: Basic skills in using computers for official work based on Linux

Module	Topics	Hours
Module-02	Fedora – a Linux-based operating system that showcases the latest in free and open source software	08
	Open office/star office 8	
	Word processing using writer Create simple and sophisticated document Mail merge wizard Convert & share your document Unicode bangla	10
	Spreadsheet analysis using Cal	08
	Draw- delivers a collection of powerful, easy to use illustration tools that can have a dramatic impact on your documents and your	10

	audience.	
	Presentation – Impress	6
	Fundamental of databases – base	6
	Math- lets you create mathematical equations with a graphic user interface or by directly typing your formulas into the equation editor	6
	Internet browsing and email	6
	Unicode Bangla on Windows	12
	Total:	72

Module-3: e-Government awareness and vision

Modules	Topics	Hours
Module-03	Basis of e-governance	3
	e-governance experiences in Bangladesh	3
	e-governance experiences in other countries	3
	Policy issues of e-governance	3
	Technical issues of e-governance Understanding basic technological concept Understanding basic network concept Issues of data security, control and authenticity Open source technologies	9
	Legal and infrastructure issues of e-governance	3
	Standardization and Interoperability	3
	Maintenance issues of e-governance system at national and organizational level.	3
	Total:	30

Module-4: Maintenance of e-Governance system

Module	Topics	Hours
Module-04	Basic concept on maintenance of hardware, software, website, LAN and internet	3
	Concept of operating system, file format, performance tuning, disk fragmentation and partition, resources utilizing by different services, starting and stopping services.	9
	Basic concept and demonstration of troubleshooting of hardware, software, website, LAN and internet	15
	Installation of operating system (Windows-XP, Fedora), application software, driver software, configuration of LAN and file sharing.	15
	Protecting computer from viruses	3
	Installation issues for multiple operating systems	3
	Updating dynamic website and software	3
	Outsourcing vs. in house maintenance	3
	Service Level Agreement (SLA) for maintaining e-government system (for outsourcing)	3
	Budgeting for maintaining e-government system (both outsourcing and in house maintenance)	6
	Total:	60

Module-5: Maintenance of websites and software

Module	Topics	Hours
Modules-5	Updating dynamic website	6
	Password management	3
	Installing and configuring own web server (IIS, Apache and Tomcat) and uploading dynamic website to other server	9
	Database administration – Oracle and My SQL i. Basic SQL, creating table and view ii. Database creation	45

	iii. Performance tuning iv. Backup and recovery iii. User creation	
	LAN based software and network configuration management	9
	Total:	72

Module-6: Maintenance and troubleshooting of hardware and network

Module	Topics	Hours
-Module-6	How computers work, power supplies, motherboard, managing memory, pen and floppy drives and understanding and installing hard drives, supporting I/O devices, multimedia devices and mass storage, supporting modems, supporting printers and network printers	9
	Setting/building a PC and installation of operating system and drivers (Windows XP, Fedora)	9
	Troubleshooting and maintenance fundamentals	9
	Local Area Network (LAN) fundamentals and terminology	9
	Selection of LAN interface cards, cable, wiring plans, server hardware and operating system software	9
	Installing and configuring 3 (three) PC's LAN using switch (server client both Microsoft or Linux or mixed)	9
	Configuration and installation of two or more different LAN's and integrating LAN's into existing networks	9
	LAN maintenance and configuration management and handling viruses	9
	Total:	72

Number of Batches:

There will be 37(Thirty seven) batches for each course mentioned in section V. For each batch there will be maximum 20 seats.

Sessions: The Centre will run in three sessions as follows:

Sessions	Morning	Day	Evening (SICT)
Time	08:00-02:00	02:00-8:00	05:30-08.30

Venue of Training

The training programme will be conducted at Bangladesh-Korea ICT Training Centre for Education (BKITCE) in BANBEIS Bhaban, 1 Sonargaon Road (Palasi-Nilkhet), Dhaka-1205

Residential Accommodation

No residential accommodation will be provided for the participations.

Allowances

The participants will be provided a daily allowance of Tk.300/-(Three hundred).

Accessories

Each participants will be provided with the following accessories:

- Bag
- Course Materials
- Notepad
- Pen, Pencil etc.

Refreshment

Tea & Snacks will be provided to the participations daily for 3 hours course.

Methodology

Training will be provided through:

- ❖ Lectures
- ❖ Presentations
- ❖ Discussions
- ❖ Hands on practices
- ❖ Class Test

Evaluation

The participants will be evaluated on the basis of the following criteria:

- Attendance
- Class Participation
- Overall performance
- Examination

Award of Certificate:

Each participant will be awarded a Grade certificate after the successful completion of the course.

<i>Marks</i>	<i>Letter Grade</i>	<i>Numeric Grade</i>
>=80% or above	A +	4.0
>=70% but <80%	A	3.5
>=60% but <70%	A-	2.5
>=50% but <60%	B	2.0
>=33% but <50%	C	1.5

VII. Training Schedule: ICT Training for Government officials

SL #	Course ID	Course Title	Duration (05.30-08.30)	Tentative Dates	Participants	Pre-requisites
01	BKITCE-SICT001	E-Governance Project Management	60-Hours 20-days 3 Hours/day	October'07 To December'07	40	Class-I, Class-II Govt. Officials at any level
02	BKITCE-SICT002	Basic skills in using computers for official work based on Linux	72-Hours 24-days 3 Hours/day	October'07 To March'08	300	Class-I, Class-II Govt. Officials at any level
03	BKITCE-SICT003	E-Governance awareness and vision	30-Hours 10-days 3 Hours/day	November'07 To April'08	60	Class-I, Class-II Govt. Officials at any level
04	BKITCE-SICT004	Maintenance of e-governance system	60-Hours 20-days 3 Hours/day	January'08 To June'08	120	Class-I, Class-II Govt. Officials at any level
05	BKITCE-SICT005	Maintenance of Websites and software	72-Hours 24-days 3 Hours/day	February'7 To June'08	120	Class-I, Class-II Govt. Officials at any level
06	BKITCE-SICT006	Maintenance and troubleshooting of hardware and network	72-Hours 24-days 3 Hours/day	April'07 To July'08	100	Class-I, Class-II Govt. Officials at any level

VIII. about SICT (Support to ICT Task Force Programme project):

Building a country-wide ICT infra-structure will ensure access to information by every citizen to facilitate empowerment of people and enhance democratic values and norms for sustainable economic development by using the infra-structure for human resources development, e-governance, public utility service and all sorts of ICT enabled services. It is necessary to take integrated activities through the related different authority, entrepreneur, consultant and personalities under the integrated policy and effective institutional structure, creating favorable atmosphere and play helpful role by the government.

Considering the importance of ICT the Govt. of Bangladesh has formed a national ICT Task Force with Honorable Prime Minister as its Chairperson. The project titled "Support To ICT Task Force Programme" has been undertaken under the Planning Division as it's implementing agency with the directives of National ICT Task Force and prior approval of Honorable Prime Minister.

Mission

Support to National ICT Taskforce to ensure access to information by every citizen to facilitate empowerment of people and enhanced democratic values and norms for sustainable economic development by using the infrastructure for human resources development, e-governance, public utility services and all sorts of on-line ICT-enabled services.

Objectives and Targets

The objectives of the project are:

1. Create favorable atmosphere in the country and play effective role for the development of the ICT sector and utilize its opportunity for effective and efficient decision-making.
2. Provide assistance for development, expansion and implementation of ICT related integrated programs.
3. Assist and support in implementing ideas and views in the form of decision taken by ICT Task Force.
4. Launch e-governance for increasing dynamism and efficiency of the government utilizing the Information and Communication Technology in a planned way.
5. Undertake and implement different programs/pilot projects in order to re-enforce the stakeholders for motivation and more participation in ICT sector.
6. Support ICT Task Force in formulating related policies and monitor the activities undertaken by concerned Ministries/Govt. and Non-govt. agencies to implement the decision taken by the ICT Task Force.
7. Any activity entrusted by the National ICT Task Force Program wise detailed implementation targets will be fixed-up in consultation with the consultants which are yet to be recruited.

Projects stated below:

- **Video-conferencing:** An alternate communication network, which will provide maximum reliability and security of communication and enhance speed and efficiency in decision- making and follow up of compliance status.
- **e-Police :** Establish connectivity between citizen and police accessible through all possible way (e.g on-line GD, e-mail etc) and empowering police department for monitoring and supervising activities of patrol police.
- **Digital Divisional Town:** Provide electronic processing of major citizen services, empower local representatives, introduce electronic form of institution and introduce kiosk to increase accessibility of citizen to the digital form of contents.

- **Web Portal:** Help citizens to improve their employment or income-generation potential and move the efforts as first step towards the e-governance.
- **E-Governance Initiatives:** Improve the efficiency, effectiveness, transparency and accountability of government using information and communications technologies.
- **Building e-Government Platform:** Build IT infrastructure having unique shape to facilitate any e-Governance initiatives.

Major Components

- Video-Conference
- e-Police
- Digital Division Town
- Web Portal
- ICT & Urbanization
- e-Government Initiatives
- Implementation of Decision of Task Force

Nomination of participants:

ICT Training for Executives will commence on October'2007 and the date of the subsequent batches and course will be notified in due course of time after receiving the nomination from the Ministry/Division. Nomination of the Participation against each course should reach to the project Director, SICT Project, Block 13, Plaining Commission, Sher-e-Bangla Nagar, Dhaka in due time as per the nomination deadline in Training Schedule.



