

## Annex - 7

### Course Outline for Training for Cyber Café personnel / Telecentre Manager cum Operators

#### Objectives:

- To train telecentre manager cum operator in the operation and first level maintenance of ICT equipments in telecentres and management and operations of telecentres.
- To train cybercafe personnel in cybercafe operation and as a technician to be able to do basic hardware and software maintenance of computer and related equipments.

#### Entrants:

- Minimum SLC level Preferably with Science background and
- Some basic computer training and be able to work on Microsoft office applications.

#### Expected Outcome:

After the completion of the course, the trainees are expected to be able to:

- Understand basic concepts of social mobilisation and information as resource
- manage cybercafe / telecentre operation
- operate computer, Internet/Email, printer, photocopy machine etc
- Trouble shoot in the operation of equipment at the first level and solve minor problems but are not expected to maintain computers and other equipments.
- In case of cybercafe operators they will be able to carry out basic computer hardware/software maintenance.

**Duration:** 30 working days approximate

#### Contents:

##### A. Info mobilization and operation and management of telecentres (10 days)- Conducted by RUPP

###### a. Info social mobilization – ( Deal briefly on the following topics)

- i. Concept of social mobilization, definitions, issues and purposes
- ii. Process of social mobilization (baseline survey, process of trust building, formation of community organizations, resource mobilization, group work)
- iii. Human resource development in social mobilization (quality of social mobiliser, do's and don'ts for a social mobiliser)
- iv. Effective communication in social mobilization, (appreciative inquiry - AI)
- v. Concepts of group Dynamics,
- vi. Participatory Rural Appraisal

**b. Information as a resource (deal briefly on following topics)***i. Economic Value*

- Role of Information in PEA (Productive Economic Activities) including agriculture – examples
- Role of information/communication in Entrepreneurship development

*ii. Social Value – ICTs for Development*

- Role of information in strengthening rule-of-law, democratic dispensation and enhancing transparency
- Information and knowledge – key drivers of economy
- Prospects for efficient public service delivery - E-governance
- Tele-medicine
- Distance education
- Virtual networking fora

*iii. Survival Value*

- Information and healthcare
- Examples of survival value of information

*iv. Data/ information representation fundamentals*

- Image/ graphics
- Voice (MP3 etc)
- Video
- Text

**c. Institutional sustainability**

- i. Mediated information delivery mechanism -Mediating information searches/ delivery on behalf of illiterates and handicapped
- ii. Creating value through ICTs:
  - social appropriation issues (Make participants identify local problems/analyze knowledge and information dimensions/ analyze role of ICT's)
- iii. Sustainable operational framework
  - Focus on key 'cost centres'
    - Electricity charges
    - Telephone and connectivity charges

**d. Telecentre operation and management** – trainer will prepare formats of the log (records) to be kept. And these formats will be used for practice.

- i. Basic book keeping
- ii. Recording of expenses and incomes
- iii. Account keeping of – vouchers, cheques, authorization
- iv. Keeping records of materials
- v. Keeping log of the visitors,
- vi. Keeping log of use of type of communications, email, browsing, chat, phone calls, duration of use etc.
- vii. Services like photocopy and others

- viii. Log of maintenance of equipment
- ix. Routine functions in the telecentre
- x. Monthly summary of all log
- xi. Monthly Summary of income expenditure
- xii. Annual summaries
- xiii. Methods Costing of services (to calculate charges) based on the inputs - e.g., costs of photocopy, printing, scanning a page, etc.
- xiv. Technique of preparing work plan and budget preparation

**B. Basic Computers and Hardware and Software including Email-Internet (20 days)- to be out sourced from training facilities**

Durations given along the topic covered are approximate.

**1. Basics of Computers (5 days)**

- Introduction to computers, their parts, peripherals and their operations
- Logical architecture of a computer system
- Operating system, utilities
- Computer & their peripheral operation
- Using Microsoft Office (Word, Excel, Access) - 2 days practice sessions
- Virus, Virus Protection, Virus Cleaning-practical work
- Backup & Data security-practical work

**2. Basic electricity, Electronics and Basic telecommunications (3 days)**

- Current and voltages, ohms law, batteries in series and parallel,
- Power supplies – types, batteries, uninterruptible power supplies
- Lightning protection,
- Safety from high voltages for people and equipment.
- Digital / Analogue Systems
- Telephones
- Modems,
- Radio Communication
- Satellite Communication

**3. Hardware/software (3 days) - practical sessions manly**

- Disassembly & assembly of computers
- Hardware & software preventive maintenance
- Diagnostics (hardware/software) - practical work
- Photocopy technology & operation and care

**4. Nepali language computing- Nepali UNICODE and other developments (1 day)**

**5. Email/Internet (8 days) and practical sessions**

- Internet and Email
- Internet, ISPs, WWW-world wide web,
- Internet and Email settings, browsers

- Application of Favourites, or bookmarks
- Customizing browsers
- Internet chatting, voicemail, PC to PC phones,
- Various important government and non-government websites.
- Web mails, HTTP, URLS
- Hands-on learning experience
  - Image digitalization -scanning fundamentals – project work
  - Using a web camera – project work
  - Optimizing computing resources
  - Introduction to Internet/intranet and enabling infrastructure
  - Search engines and browsing
  - (Project work on information retrieval in key thematic areas)
  - Methods of connecting to Internet
    - Dial-up
    - Leased line
  - Connecting to Internet and sending and receiving e-mails (project work)
  - Attaching files and images in email messages

**Notes:**

- For cybercafe operators – training content will not include – A.
- The cybercafe operator will need additional training on hardware maintenance and software applications of 12 working days which will be basically hands-on practice on assembly of hardware, and preparing backups and software loading including change of operating systems on the computers etc and diagnosis of hardware and software problems. *This is required to give them more than first line maintenance capability to be able to provide such services in the DHQ.* Training facilities will be asked to offer the proper design of the following component in the offer.
  - a. Hands-on learning experience
    - Disassembly & assembly of computers
    - Hardware & software diagnosis - practical work
    - Preventive maintenance
    - Preparing backups and software loading including change of operating systems
    - Image digitization -scanning fundamentals – project work