

TOOLKIT7

**Workshops, Training and Master Trainers
Certification Programme**



Workshop for Content Managers

Pre-requisites:

- Notification of the ePrastuti Governance Structure :Project Steering Committee and Support Structures
- Content Managers who are a part of the Support Structure Mechanism need to be identified from all the sections.

Purpose:

To identify and group content in the department by following Toolkit -Identifying and Grouping Content as per the Target Audience

Who will organize and Who will conduct?

Department will need to organize the venue, laptop and Projector for the Sessions. Workshop will be conducted by the Website Development Cell.

How many workshops are required for a department?

Minimum two workshops are required to be conducted.

Who should attend?

1. All Content Mangers of the department and its constituent organisations
2. Web Information Manager
3. Master Trainers
4. NIC Department Coordinator(s) as per the Project Steering Committee Notification

****Note:** It is recommended that the organizations under the department or associated with the department are involved right from the start as the websites of these organizations would eventually become a part of the main department website. Therefore, similar approach and activities will need to be undertaken by the organizations.

Where will it be conducted?

At the venue organised by the department.

What should be the preparedness of the Content Managers?

Content Managers need to study the Toolkits 1 and 2 before attending the workshop.

Methodology of Workshop

Department Content Managers will follow the Activities outlined in the Tool kits 1, 2 and 3.

Blank A4 sheets are required for the exercise.



Content Manager's workshop

Outcome

- (i) User and User needs identification
- (ii) Content from each unit of the department will be identified and grouped
- (iii) Content Categorised as per the Target User Group
- (iv) The final Content Categorised need to be consolidated by the Website Information Manager.
- (v) The Website Information Architecture need to be drawn up as per Toolkit 3



Content Identified Category

Master Trainers Certification : Training and Evaluation

Training: Each Department needs to build their core competencies which lie in their Master Trainers. It is only the pooled knowledge and technical capacities of these Master Trainers by which a Department can provide significant benefit to its end users. In the future, these Master Trainers will be trained, retrained after an interval of every six months to adapt them with the nitty-gritty of the web technicalities so that the project remains sustainable.

The Training for Master Trainers is of three to three and half days duration. It will cover the following broad areas:

- User Interaction, Usability and User Experience
- e-Prastuti Introduction, Standardisation Need and methodologies
- Standardised Website Framework, Website Management, Content Management, Content Publishing, Access Management and Archiving
- Web Authoring and Best Practices
- Information Architecture, Grouping and placement of contents
- Guidelines and Best Practices for Scanning and Information Management
- Image and Photo editing

After the training, the Master Trainers are required to complete assignments as a part of the evaluation. The assignments include

- Training their department staff
- Developing Questionnaires for identifying users and gathering their requirements



Evaluation

Based on their evaluation at the end of the Programme, Certificates (upon successful completion of Level I), will be awarded to the Master Trainers. The next higher evaluation of Level-II Certification Programme will be done in every six months. Those Master Trainers who do not qualify in the three day Certification Programme will be retrained.



Online evaluation at Assam Administrative Staff College



Written Evaluation at Assam Administrative Staff College

Outcome & Benefits

- Creation of a core workbench within the Government of Certified Master Trainers.
- These Master Trainers will in turn train other officials of government departments.
- They will also be retrained after every six months to keep the workforce updated with new technologies.
- Building Capability within the Government and thereby ensuring the sustainability of the programme.

