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Summary: *The month of August was the third month of field level implementation. For the MTOs, August 2013 also was busy with the shadowing of field workers (FWs) and providing basic trouble shooting services to them. For detailed information, please contact the pilot contact point; details can be found at the end of this report.*

Regular Monitoring and Basic Troubleshooting

Based on the monthly visit rotation, the Monitoring and Troubleshooting Officers (MTOs) visited each field worker (FW) twice in the month of August. During this rotation, the group of MTOs visited a total of 300 FWs (150 from Sylhet and 150 from Chittagong). The remaining three (3) workers were visited on the first day of September. During the visits the MTOs helped the FWs with the eToolkits and eLearning courses.

During the whole month of August in Sylhet a total of eight (8) troubleshooting services were provided to the FWs. The types of problems reported included i) eToolkit icon missing on desktop, ii) Keyboard not working, iii) Taskbar went upside down, iv) Netbook froze and was not shutting down from "Start" button; and v) One of the PDF files was not opening fast enough (because the FW removed the relevant supporting software).

All these problems were solved in the field by i) Reinstalling the eToolkit; ii) Restarting the netbook using the main power button (solved over the phone); iii) Installing the relevant supporting software for faster PDF file loading; iv) Setting the keypad setting from "Control Panel"; and v) Readjusting the display setting from "Control Panel."

From Chittagong in August, total 19 troubleshooting services were provided to the FWs. The types of problems reported included i) Installation of various software (Avro Bangla Typing Keyboard, Bangla Lion Internet Modem); ii) Having personal items (songs, movies and videos); iii) Changed the setting for keypad; iv) Changed the settings of speakers from notification area; v) Deleted the eToolkit icon from desktop and vi) Rotation of the display taskbar.

All these problems were solved in the field by i) Removing and uninstalling all the unnecessary objects and software from the netbook; ii) Setting the keypad setting from "Control Panel"; iii) Setting the speaker setting from "Control Panel"; iv) Reinstalling the eToolkit; and v) Readjusting the display setting from "Control Panel."

In addition, total two (2) netbooks had to be brought back to Dhaka to give to the vendor for repair. The problem was the functioning of the operating system. Both were covered by the manufacturer's warranty and were delivered back to the FWs within five (5) working days. While netbooks were being repaired, FWs were provided with a backup netbook to make sure that they could continue their counseling activities.

Key Challenges

The key challenges faced during this month include:

- The increased number of netbooks being used for personal purposes is hampering the intended use of the netbooks. This has been mainly observed among Health Assistants.

Next Steps

The next steps of this pilot include the following:

- September monthly visits
- Post-assessment