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**Summary:** For the Monitoring and Troubleshooting Officers (MTOs), October 2013 was also busy with providing basic trouble shooting services to the field workers (FWs). For detailed information, please contact the pilot contact person; details can be found in this report.

## Basic Troubleshooting

During the month of October, the project did not need any extra monitoring; the number of MTOs was reduced from eight to four – two in each district. In October 2013, MTOs visited FWs that had troubleshooting issues with their netbook. During the whole month, a total of 62 troubleshooting services were provided to the FWs.

Since there were fewer MTOs, circulating every month now instead of every two weeks, the FWs started to use the netbooks for personal use (e.g. watching movies, loading songs) and while loading these files they also loaded viruses and damaged the USB port. The monitoring team felt that the reduction in frequency of monitoring visits was one of the reasons why the troubleshooting services were much higher than last month.

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.”

In addition, total 11 netbooks had to be brought back to Dhaka to give to the vendor for repair. The problem was solved using 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 increased number of netbooks being used for personal purposes hampered the intended use of the netbooks. The personal use of the netbooks led to more netbooks being misused and needing repair. Those computers were sent back to the vendor for servicing during which time netbooks activities could not be done by those FWs. This has been mainly observed among HAs.

## Next Steps

The next steps of this pilot include the following:

- Data entry and analysis of the post-assessment
- November monthly visits