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# USAID ENERGY POLICY PROGRAM

## TRAINING EVALUATION REPORT STORAGE AREA NETWORK TRAINING CPPA, LAHORE

SEPTEMBER 15-19, 2014

October 2014

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# STORAGE AREA NETWORK TRAINING

## CENTRAL POWER PURCHASING AGENCY

### LAHORE, SEPTEMBER 15-19, 2014

EPP delivered a five-day training session on the Storage Area Network (SAN) for the Assistant Managers of Central Power Purchasing Agency's (CPPA) IT department staff at EPP's Lahore office. A total of seven participants, six males, and one female attended the session. The training agenda included technical overview of SAN, Upgrading, Administrating, monitoring, preventive maintenance of Chassis and performance statistics.

At the end of the training evaluation forms were distributed to the SAN training participants to gauge their overall impression about the training. The forms were also intended to determine how the training impacted the participants, improved their knowledge and added value to their skills.

This report highlights three aspects, impressions about: Overall Training Delivery, Training content and Training Duration, areas missing and suggestions. All of 7 participants answered the questionnaires representing 100% of the total number of participants who attended the training.

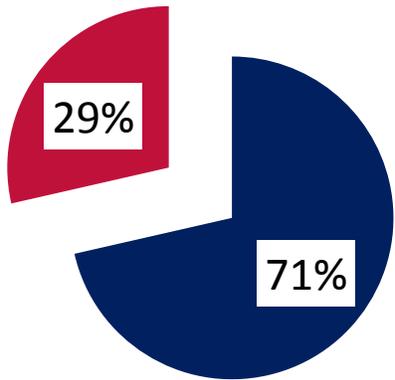
## OVERALL COURSE DELIVERY

The first part was related to various aspects of the training. Participants were asked to provide ratings from 1 to 5 with 1 for "Did not meet expectations" and 5 for "Outstanding"

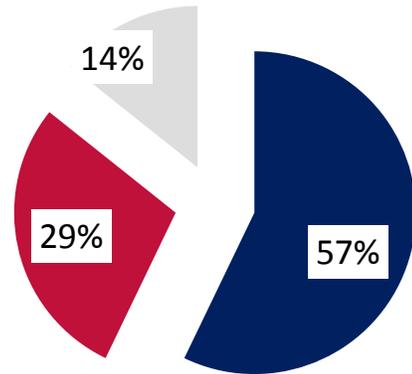
**5 = Outstanding, 4 = Very good, 3 = Satisfactory, 2 = Needs Improvement, 1 = Did not meet expectations**

I. Program Rating	Did not meet expectations	Needs improvement	Satisfactory	Very good	Outstanding
Relevance to your organization's work area	0	0	0	5	2
Relevance to your work within the organization	0	0	1	4	2
Structure of the program	0	0	2	2	3
Topics covered in the program	0	1	3	2	1
Quality of class room interactions	0	0	0	3	4
Quality of training and reading materials	0	0	2	4	1
Appropriateness of reading materials	0	0	2	5	0
Quality of Speakers/Trainers	0	0	2	3	2
II .Program Content & Trainer					
Training Content & Relevance	0	0	0	6	1
Trainer/Speaker Effectiveness	0	0	0	5	2

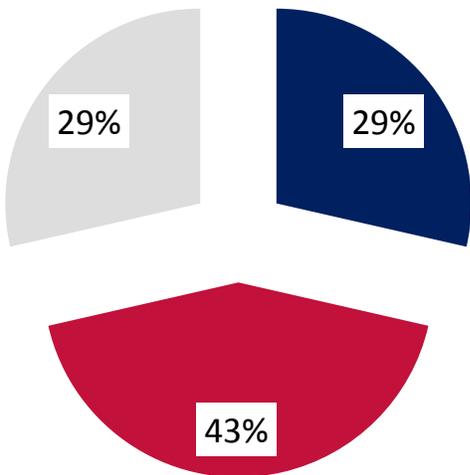
**Relevance to your organization work area**



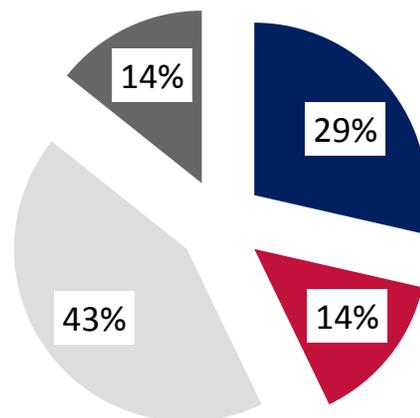
**Relevance to your work within the organization**



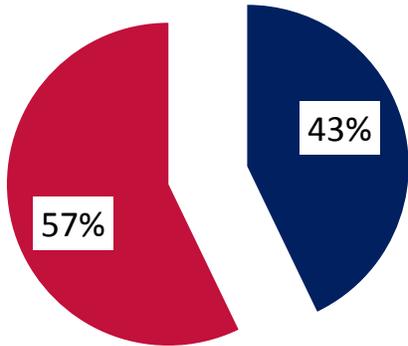
**Structure of the Program**



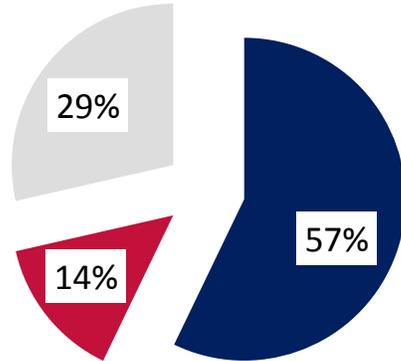
**Topics covered in the program**



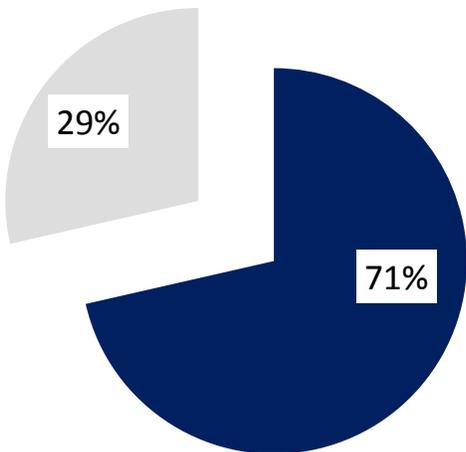
**Quality of calss room interaction**



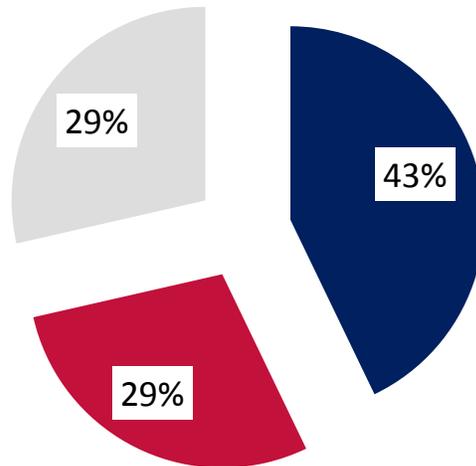
**Qaulity of Training and reading materials**



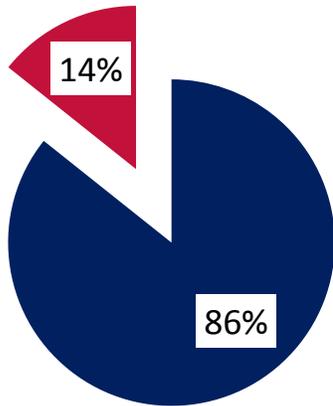
**Appropriatness of reading materials**



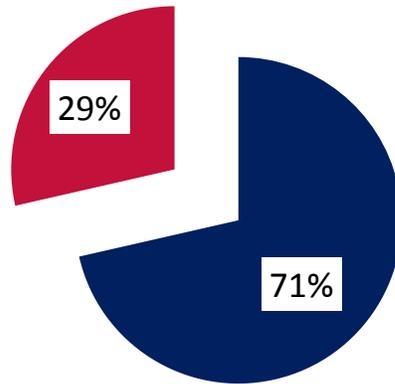
**Qaulity of speakers**



### Training Content & Relevance



### Trainer/Speaker effectiveness



## PARTICIPANT'S FEEDBACK

### Program Impact:

**To improve the implementation of SAN for data storage, participants were asked to share how their organization will benefit in the short and long term with the information and knowledge gained through this training:**

- *“Short term course has developed the interest to perform the duties in this fields without any hesitation and long term training will benefit all trainees as well as organization”*
- *“At present this training helped me to deploy SMS project to the server and in long term if there is any other SAN being employed to the organization I will be very beneficial”*
- *“In short term the organization will have all the real time date and critical information can be securely saved. In Long term organization will benefit from this system that how to plan project, current state and future planning by using these pattern of data”*
- *“In both the short term and long term this training will be very useful as company has some trained people they will facilitate company as well”*
- *“On short term basis SAN training would be helpful for data storage of our existing applications/DB. On long term basis we would have to face no/least issues regarding data storage of mega projects like ERP,We would have expertise to handle it efficiently and effectively”*
- *“After exercising my skills on NTDC our IT team will be prominent among other public sector organization hence will develop prestige of NTDC”*

**Participants were asked how they will integrate their lessons from this training into their office. They shared:**

- *“This knowledge should be transferred to other colleagues as well as sub ordinate to avoids any complexity in future”*
- *“In future and present I have developed my organization's application on the server and used SAN as a storage media*
- *After training I can help in troubleshooting of this solution as well as in installation and configuration of system”*
- *“I can use this SAN in working backup of routine work of office like billing , damages”*
- *“SAN is implemented in NTDC/CCPA.We try our best to trouble shoot the problems at our end and make this solution very useful for the company”*
- *“Knowledge which I have learned in this training would be useful to run day to day operations. Perform any kind of trouble shooting at level I support”*
- *“I will traing my upcoming sub ordinates and counterparts”*
- *“We have an opportunity to utilize optimal and efficient data storage for highly important information/data of this organization.”*

**Participants were asked to share the skills which they developed during the training and the responses were :**

- *“With this training I can provide level I support to SAN infrastructure and under the super version of an expert I might be able to build SAN from scratch and also manage it”*
- *“I learned integration of SAN and server installation, configuration and trouble shooting of the whole system.SAN being used in V3700”*
- *“In this training concept of server and SAN is cleared & how the difference between server and SAN working as well as architecture”*

- *“A brief understanding/base knowledge of SAN. Understanding of SAN architecture at hardware level. At software level understanding various options available but could not perform them practically”*
- *“SAN Administration and configuration”*
- *“After a lapse of six months every trainee should be able to monitor, operate and maintain the SAN”*

## Training material

**Participants were asked to give their feedback on trainer and training material used .They wrote.**

- *“Trainer is competent in this particular field and training was really exceptional”*
- *“Training was effective for me as I got an opportunity to learn technology that is new to me .There was less focus on hands-on practice”*
- *“Training contents and topics covered are awesome. This training program is very useful for us and company in which we are working”*
- *“The trainer has fullknoeledge of his field. However there should be simulation and normall/very often occurring problems should be discussed in this training”*
- *“Training program is relevant to our organizational work. Trainer has a sound grip over topics and has excellent opening power. Logistics are relevant to training”*
- *“Training Regarding this field must be updated from time to time and shared through conference, Email etc.”*

## Suggestions

**In order to improve future training participants were asked to give their suggestions based on their experiences during the training Participants wrote:**

- *“To improve the building capacity in public sector entities such refresher courses must be arranged for time to time”*
- *“Please add the above mentioned missing part this might improve the training”*
- *“In future the training could be improved by being more practical material as well as the trainer should know all of his audience and presentation should be made audience specific”*
- *“Some part of training should be practical and training period should be of some couple of weeks”*
- *“Training should be more practical oriented as compared to theoretical based”*
- *“Extensive training of at least one month duration must be commenced visits to Data centers already Developed by vendors must be visited”*

**Participants were asked to pinpoint the areas which needed improvement during the training program, responses were:**

- *“Before selection the trainee interested persons regarding without education or degree or scale may please be considered by the advice of organization management”*
- *“Simulations were missing which might have explained how different phenomena of SAN work “*
- *“Practical hands on and simulation was missing which I think is very important for learning the whole system and for quick trouble shooting”*
- *“Some trainer was missed/absent in the training session”*
- *“In time delivery of helping materials to read”*
- *“Time period was short enough to grasp this exceptional technology”*

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