

Proposed Economic Governance II Capacity Building Strategy for the Central Organization for Statistics and Information Technology (COSIT) Information Technology Staff

Under the U.S. Agency for International Development (USAID)-Funded Economic Governance II project, BearingPoint is developing a number of Internet sites for various ministries of the Government of Iraq (GoI). These Internet sites will improve the transparency of Government actions, especially in terms of accountability to its citizens and the international donor community. Without skilled staff to support and maintain these sites, the GoI will not receive the intended long-term benefit from this investment.

Maintaining and Supporting the Web Site

COSIT IT staff currently do not have the specific technical skills needed to support and maintain the web site deployed as part of the project. The project has established a support contract with a private organization to update and maintain the web site. Transitioning full operational responsibility to COSIT requires establishment of a capacity building program that includes developing skills within the IT section to effectively manage the technology and human resources, professional training associated with the technologies and personalized in-house training relevant to the actual website.

Proposed Approach

The approach is focused on those skills necessary to support the system as deployed.

1. Training Program

Provide five technical staff with training in utilizing FrontPage to create and edit HTML based web pages. This will be formal, instructor-led training. BearingPoint will identify third-party training vendors, and, depending upon funding availability, will enroll GoI IT staff in relevant coursework.

Suggested Curriculum

Day	Subject	Hours
1	HTML and the Web	2
	HTML Structure	
	HTML Syntax and Rules <ul style="list-style-type: none">• elements• Attributes• Entities	
	Page's Title	
	Defining Metadata	

Day	Subject	Hours
	Working with Blocks of Text <ul style="list-style-type: none"> • Paragraphs • Headings • Block quotes • Lists • Adding line breaks and horizontal rules 	2
2	Formatting <ul style="list-style-type: none"> • Defining Colors in HTML • Setting Colors and Backgrounds • Working with Font Faces , Colors and Sizes 	2
	Using Images <ul style="list-style-type: none"> • The Role of images in Web Page • Adding images to the page • Creating an image map • Creating animated GIFs • Making transparent image Creating an HTML Toolbox	2
3	Table <ul style="list-style-type: none"> • Table Basics • Adding borders • Padding and spacing • Shifting alignment • Column spans • Row spans • Populating Cells Form <ul style="list-style-type: none"> • Basic form structure • Designing Forms • Sending form's data 	2
	Frames <ul style="list-style-type: none"> • Introduction to the frames • Building a set of frame • Building the frame content Targeting Links within a Frameset	2
4	<i>Using MSFrontPage</i>	4
5	<i>Using MSFrontPage</i>	4

2. Technical Capacity Building

Establish a test environment based at the COSIT office to house a test version of the COSIT web site. This will provide opportunities to reinforce newly acquired skills in a structured, controlled environment that will not impact on the production environment.

A process will be established whereby during 2006 all update requests will be forwarded to the company contracted to maintain the web site on a monthly basis. The IT support staff who receive the formal training will be provided with the updates and will be required to perform the updates on the test environment. The technical staff will also have the opportunity to utilize their skill to expand the test site and to trial pages they have developed. Once the technical staff display the skills and confidence to perform the updates technical management of the site will be turned over to COSIT.

3. Management Capacity Building

Establish a Steering Committee to manage the development of the web site. The steering committee will have responsibility for

- Determining new content
- reviewing requests for new content
- establishing a review procedure for all content
- approving web site design changes

Appoint a coordinator to manage the web content. The role will involve coordinating the linkages between the business sections that have ownership of the data and the technical section responsible for updating and maintaining the web site. The position will be required to:

- Create a schedule for reviewing all data stored on the website. This requires classifying data according to daily, weekly, monthly and yearly updates
- Work with each business section to ensure the data reviews are conducted
- Liaise with the technical group to update the data based on the review schedule
- Work with the business sections to assist in identifying new initiatives that can be added to the web site
- Provide assistance to the steering committee

4. Performance

By June 2006 COSIT will have the capacity to fully manage the web site.

Implementation

January

- identify suitable equipment within COSIT to house the test environment and establish the test environment with a copy of the current web site.

February

- five technical staff attend formal FrontPage training
- establish steering committee
- appoint a web coordinator

February – June

- Provide mentorship and individual training to the
 - Steering Committee
 - Web Coordinator
 - Web Technical Team