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Strategic Objective #01: Increased Rule of Law and Transparency in  
Government**

***Mission of Technical Assistance in Computer Science***

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## **1. Introduction**

At the time of our first meeting with the Chief of Mission, we have been informed of the structures of both MSD and the Ministry of Justice, of research works made by other consultants before our mission to MSD, especially the reports by Michel Verge, AUGECO and Philippe Kubwimana. After that meeting we had the opportunity to be informed of our mission to MSD and of priorities.

The following report is the outcome of the consultant's mission according to the tasks specified in the terms of reference. Our mission to MSD started on March 11, 2002 and the mandate of that mission was:

1. Train the MINIJUST agents in stock management and preservation of their office equipment.
2. Train the agent in charge of maintenance in maintenance fundamental principles.
3. Assist the Ministry in designing standard forms that will be used by the prosecutors offices agents.
4. Train the staff with regards to their needs in computer sciences

Due to the unavailability of some information, the priorities order has been modified as follows:

1. Train the staff with regards to their needs in computer sciences courses
2. Train the MINIJUST agents in stock management and preservation of their office equipment
3. Assist the Ministry in designing standard forms that will be used by prosecutors offices agents
4. Train the agent in charge of maintenance in maintenance fundamental principles

In this report you will find what has been achieved in 30 working days and what remains to be accomplished.

## **1. Staff training in computer science courses**

Following contact with Eugene Kagina, Director of Human Resources and Support Service, Daphrose, Head of the Division of Financial Affairs and Logistics, Perrine, Head of the Department of Management and Human Resources Development, we have noticed that there is a need to organise a 7 hours training in chapters that fully described in brochures elaborated for this purpose.

### **1.1. Objective**

Agents receiving training will be able to find solutions to some problems concerning the fundamental manipulations of a computer and this will allow them to solve common problems and make up for lost time spent waiting for IT support.

### **1.2. Pedagogical notes**

The achievement of this training has necessitated the following steps

- **Reading the reports by Michel, Philippe and AUGECO**

Thanks to the report by Philippe, we have made the decision to organise training in Introduction to Computers and in Windows (95, 98 and 2000), in Word and Excel 2000 as well as in Norton Antivirus because these are the programmes that are installed in the users' computers.

- **Meeting with the MINIJUST authorities**

In order to efficiently organise the training we have met MINIJUST authorities including Eugene Kagina, Director of Human Resources and Support Service, Daphrose, Head of the Division of Financial Affairs and Logistics, Perrine, Head of the Division of Management and Human Resources Development. On the basis of that meeting, we have formulated the following recommendations:

- Approval of the training components proposed by the consultant
- Establishing the list of persons who will participate in the courses

- Converting the room in MINIJUST where the training shall take place
- Establishing the training schedule
- Elaboration of the courses' tables of contents

The synthetic syllabus have been elaborated and proposed to the Chief of Mission of MSD and to Consultant Irina Balta; these syllabi have been approved by both of them, and the elaboration of detailed syllabus has been finalised.

- **Preparation of the training room**

A room in MINIJUST building has been converted into a training room, with 5 computers rented by MSD in order to train 60 MINIJUST agents in basic tips, Windows, Word, Excel and Norton Antivirus.

- **Training**

The training took place between April 9<sup>th</sup>, 2002 and April 17<sup>th</sup>, 2002. This training has been organised for MINIJUST agents who have the basic knowledge of computer usage. There were 57 participants in these courses consisting of 20 male agents and 37 female agents.

### **1.3. Field of Intervention**

During the 7 days of training in MINIJUST, the 57 agents have been trained in the following modules:

<b>Subjects taught</b>	<b>Duration</b>	<b>Objectives</b>
Introduction to computers	1H	Fundamental principles allowing the user to improve computer skills i.e.: the different parts of a computer and the connection of different peripherals to the central unit
Microsoft Windows	2H	To allow the user to be familiar with the configuration of Windows
Microsoft Word	2H	Give the users additional knowledge of Word while resolving the usual problems relating to manipulations

Microsoft Excel	1H	Give the users additional knowledge of Excel while resolving the usual problems relating to manipulations
Norton Antivirus	1H	Give the users the basic knowledge of the use of the antivirus.

For the details of courses see Annexes of courses

#### 1.4. Training schedule

Every day there was a rotation of 6 groups with a maximum of 10 persons per each hour's training.

Date	Activities organised
09/04/02	Course of introduction to computers
10/04/02	Basic knowledge of Windows
11/04/02	Basic knowledge of Windows (continued)
12/04/02	Tips for Microsoft Word
15/04/02	Tips for Microsoft Word (continued)
16/04/02	Tips for Microsoft Excel
17/04/02	Microsoft Excel (continued)
18/04/02	Use of Norton Antivirus

#### 1.5. Participation in courses

Thanks to the methodology adopted for the elaboration of the schedule, there was a high percentage of agent participation due to the convenience of the one hour per day training.

The following is the table showing the participants in courses

#### List of participants

Date	G1			G2			G3			G4			G5			G6		
	M	F	Tot															
9/4/2002	3	3	6	1	5	6	2	5	7	0	7	7	3	5	8	5	1	6
10/4/2002	4	4	8	1	5	6	2	4	6	0	9	9	2	6	8	7	2	9
11/4/2002	4	4	8	1	4	5	2	4	6	0	9	9	2	7	9	7	2	9
12/4/2002	4	5	9	1	4	5	3	5	8	0	6	6	2	7	9	6	2	8
15/4/2002	1	2	3	1	3	4	2	5	7	0	5	5	2	5	7	6	1	7
16/4/2002	3	2	5	1	3	4	2	5	7	0	7	7	2	4	6	6	1	7
17/4/2002	3	2	5	1	2	3	2	4	6	0	7	7	2	4	6	7	2	9
<b>Total of participants</b>	9			7			8			10			13			10		
	M		F	M		F	M		F	M		F	M		F	M		F
	4		5	1		6	2		6	0		10	5		8	8		2

Legend

G1 =Group 1

M	=Male
F	=Female
Tot	=Total of participants per day

On the basis of the total number of participants in the courses, the following graphic represents the total of participants and daily participation in the courses.

### **Courses MINIJUST**

You will also find attached the list of persons who have participated in the training.

#### **1.6. Problems encountered**

During the training we had to face the following problems:

- Participation in the courses of some persons who had no previous knowledge of computer science; they only had elementary knowledge of key typing and printing.
- The absence in complete sessions of training due to the combination of courses and daily workload (see graphic above).

#### **1.7. Recommendations**

At the time of the training, we have given a questionnaire to the participants that will allow evaluation of their knowledge of common programmes (Windows, Word and Excel) and we have drawn the following conclusions:

See attached the standard questionnaire

- All MINIJUST staff needs advanced training in Microsoft Word (Advanced course in Word)
- All the staff must follow the complete course of Microsoft Excel
- It is necessary to insert the new courses in the basics of networking and internet so that the implementation of the communication system could be made when the staff has the basic knowledge in that field.

- To establish a new list of agents who have no knowledge at all in computer science so that they take the complete courses of Introduction and Windows, Microsoft Excel and Microsoft Word.

### 1.8. List of participants in the courses

Names	Sex	Service	Complementary courses taken	
			Advanced Word	Advanced Excel
Nsengimana Amiel	M	Notary office Div.	X	X
Kayitesi Josiane	F	Centr. Secr.	X	X
Kanzayire Rose	F	Crim. Rec. Div.	X	X
Mukankusi Perrine	F	Hum. Res.	X	X
Ndibwami Alain	M	Not. Of. Div.	X	X
Munyamaho Faustin	M	Vehicles fleet	X	X
Mukandori Eugene	M	R.S.J.	X	X
Kangabo Benjamin	M	Hum. Res.	X	X
Umutesi Marie Claire	F	Hum. Res.	X	X
Dusenge Claudine	F	DRHSA/DAF	X	X
Uwibambe	F	DGDRH	X	X
Nzoz Alice	F	CTB	X	X
Habiyambere Clément	M	DLSC	X	X
Mukandarasi Annociata	F	DAP	X	X
Niyonkuru Françoise	F	DAP	X	X
Namanya Esther	F	R.S.J.	X	X
Barasa Alphonsine	F	Centr. Secr.	X	X
Sifa Espérance	F	Not. Of. Div.	X	X
Basominger Albert	M	SCAJE	X	X
Mbonimpaye Christine	F	DRH	X	X
Mukamabano Patrice	M	DLSC	X	X
Mukabukombe Catherine	F	BPS	X	X
Rutinduka Claire	F	Project U.E.	X	X
Gisanabagobo Jotham	M		X	X
Mukarango Antoinette	F	DAJ	X	X
Muhibambe Agnes	F	DRSJ	X	X
Umurerwa Flora	F	DAJ	X	X
Mukabarisa Catherine	F	SG	X	X
Mukaremera Donatha	F	Processing		
Mukaruranga Pélagie		SC		
Mukamurera Régine		DCJ		
Mukakarera Louise	F		X	X
Kamucyo Jeanne	F		X	X
Maliza Siphora	F	Centr. Secr.	X	X
Mukabalisa Bernadette	F	Centr. Secr.	X	X
Mukarusine Spéciose	F	Centr. Secr.	X	X
Muderwa Juliet	F	Collect. Serv.	X	X
Ndagijimana Emmanuell	M	DPE	X	X
Mukamuzima J d' Arc	F	SCAJE	X	X
Mukakigeri Janvière	F	DDH	X	X
Munyagishali Emmanuel	M	SC&RI	X	X
Mutoni Sylvia	F	SC&RI	X	X
Mujawinyange Alphonsine	F	SC&RI	X	X
Kayondo Solange	F	DLSC	X	X
Sifa K. Espérance	F		X	X
Senyonga Thadéo	M	DLJ	X	X
Malick Kayumba	M	BPS	X	X
Ngerageze Leonard	M		X	X
Mukangabo Beata	F	SCAJE	X	X
Stanislas Kabalira	M	SCAJE	X	X
Muvara Pothin	M	SCAJE	X	X
Niyitegeka J.Pierre	M	BPS	X	X
Shema Gérard	M	SCAJE	X	X
Rukata Michel	M	DAJ	X	X
Rwabigwi Augustin	M	SCAJE	X	X
Karemare George	M	SCAJE	X	
Rutwaza Emmanuel	M	SCAJE	X	X
Niyonsaba Aline	F	SCAJE	X	X
			X	X

## **2. Training in stock management and office equipment good preservation**

Stock management in MINIJUST is done manually (use of printed stock sheets), it is then impossible to teach MINIJUST agents the use of a stock management programme which does not exist.

With regards to problems enumerated in the other consultants' report and to problems that people responsible for stock management, we have in our mission to look for a valuable and long term solution that will allow stock sound management.

After a debate with MSD Chief of Mission and other consultants, we have drawn the conclusion that it would better to have a stock management application that is easy to manipulate and having all the data required for exploitation.

### Procedures to follow

- In collaboration with the Chief of Division of Financial Affairs and Logistics, make a list of all the requirements that we will propose for the conception of a stock management programme.
- Visit other Ministries and see if there is no stock management programme in use.
- Prepare specifications relating to all the needs.

When all these information will be updated, we will then be able to continue this tasks allocation.

## **3. Designing standard forms for the public prosecutors' offices**

This work should be carried out on the basis of data from all the prosecutors' offices and collected by Consultant Innocent. These data are not yet ready and this work will be carried out after the elaboration of the standard forms.

## **4. Training of the agent responsible for maintenance**

At the beginning of my mission with the MSD project, the training of the person responsible for maintenance was necessary for basic interventions near users for them not to call for common troubles, but till the end of my mission, nobody was responsible for maintenance. This training will be implemented only when someone will be available.

## **5. Conclusion**

The training of MINIJUST agents in order to complete their knowledge in Word and Excel programmes as well as in the basics of networking and internet is necessary. As for stock management, a programme is necessary for the exploitation of the data on stock management, inventory and fuel and vehicles fleet management.

## **6. Annexes**

## **6.1. Model of questionnaire**

## Questionnaire for computers' users in MINIJUST

### 0. User's identification

First name  
Second name  
Service  
Position

### 1. Introduction and Windows

Do you know how to connect a computer and its peripherals?      Yes ف    No ف  
(Connect the screen, the key board, the printer to the central unit)

Do you know how to connect the computer to the UPS?      Yes ا    No ا

Which operating system do you use?

Windows 95 ا      Windows 98 ا      Windows 2000 ا      None ا

Do you know how:      Yes    No?

- To configure a printer      ا      ا
- To configure a keyboard      ا      ا
- To configure a mouse      ا      ا
- To update the date and the time      ا      ا
- To use the display icon      ا      ا
- To use a scandisk      ا      ا
- To use a disk cleanup      ا      ا
- To use Window explorer      ا      ا
- To use diskettes      ا      ا

### 2. The antivirus

- Do you know how to get rid of viruses      ا      ا
- Do you know how to update the antivirus      ا      ا

### 3. Microsoft Word

	Yes	No
Do you know:		
<input type="radio"/> Microsoft Word	Í	Í
<input type="radio"/> Operations on tables	Í	Í
<input type="radio"/> How to create texts in columns	Í	Í
<input type="radio"/> How to merge files	Í	Í
<input type="radio"/> How to make up-pages (Numbers, headers and footers insertion, etc ...)	Í Í	Í Í
<input type="radio"/> How to generate a table of contents	Í	Í
<input type="radio"/> How to import files from Excel to Word	Í	Í
<input type="radio"/> How to create standard files	Í	Í
<input type="radio"/> How to arrange the Word office tools	Í	Í
<input type="radio"/> How to protect a document	Í	Í

### 4. Microsoft Excel

Are you able to do the following operations?	Yes	No
<input type="radio"/> Identifier Microsoft Excel	Í	Í
<input type="radio"/> Use fix formulas	Í	Í
<input type="radio"/> Use absolute formulas	Í	Í
<input type="radio"/> Use integrated formulas	Í	Í
<input type="radio"/> How to create graphics	Í	Í
<input type="radio"/> How to use a data base (Alphabetic sort, filter, sub-totals)	Í Í	Í Í
<input type="radio"/> How to create standard files	Í	Í
<input type="radio"/> How to arrange Excel office tools	Í	Í
<input type="radio"/> How to protect a file	Í	Í

<b>7. Acronym List</b>	
<b>Acronym</b>	<b>Definition</b>
AUGEKO	(Rwandan Auditing and Management Consulting Firm)
MINIJUST	Ministry of Justice