



Training Report

DZONGKHAG ADMINISTRATION, GASA

Digital Literacy Training, Khamaed GT Hall, May 18-20, 2022 | ICT Cluster Services

Overview of the Training:

Purpose: Providing Digital Literacy training as part of Digital Drukgyul Flagship programme initiated by DITT to enhance digital skills of the citizen.

Venue: GT Hall, Khamaed gewog

Duration: 3 days

Date: 18-20 May, 2022

Coordinator: ICT Cluster Servcies

Driver of the tour:

The Digital Literacy training is one of the initiatives of Department of Information technology and Telecomm (DITT) under Digital Drukgyul program. Any technology will be insufficient if people do not understand how to put it to effective use as part of their lives or their works, either because they are not trained to use it or they are unable to imagine the benefits. The main objective of Digital Literacy program is to enhance the digital skills of the citizen for ICT adoption. Considering the ICT effects and positive impact on our daily life, the three days training covering around 18 participants including LG members, gewog staff, and corporate employee, unemployed youths residing in and around Laya gewog. The agendas for the training are prepared as per the agenda shared by the department and the contents were updated. The resource person in their capacity attuned the content based on needs of the participants.

A total of 18 unemployed youths participated in the training.

Proceeding of the training program

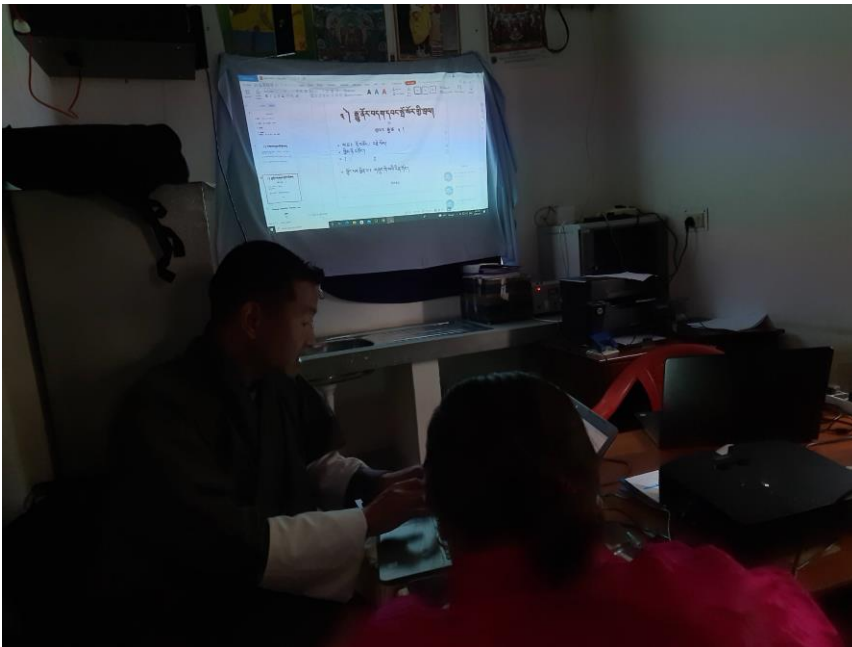


The training programme was started by welcoming all participants and brief introduction on the history of digital literacy training and the agenda for the whole training by offtg. ICTO. ICT field is given due importance. The guest of honor, Laya gewog Mangmi told

the floor that the training was timely and much needed for everyone. Mangmi said that ICT knowledge is must in this era and digital world. Sooner after the keynote address we took a tea break.

The basic computer troubleshooting is introduced to the participants. Mr. Jigme Namgyel, ICTTA providing an introduction to computer peripheral and network equipment. The ICT professionals in the District spent most of their office time for basic computer and network troubleshooting which actually are just in the finger tips for all. He encouraged the participants to work with keyboard instead of using mouse by showing them all the short cut keys. He touched on activating windows, installing or uninstalling device driver and antivirus. The session encouraged the partakers to have hands-on practice on their laptop along with the presenter. Besides, printer troubleshooting and setting up plus managing projector were taught. The basic computer maintenance and troubleshooting including disk clean were taught.

After the lunch break, the session continued on Dzongkha Unicode. They were taught on Dzongkha Unicode and how to install the Unicode, use of Dzongkha font and also golden dictionary for Dzongkhga English Translation.



On the second day agenda, CSE also taught the ekaasel system, G2C payment and digital identity. Since the system emerged with COVID-19 times are deemed important and almost mandatory for everyone, we touched on CMPS and Bhutan Vaccine registration in BVS system. They were briefed on all G2C services from Citizen Services portal. The Single Sign-On for all the G2C Services were taught with demonstration.

After the tea break, we ran through the topics covered the previous day reminding ourselves once again with the importance of digital literacy. Offtg. ICTO took the participants through Communication Tools and email, the most prominently used tool worldwide. The participants were taught on all google GSuite that is now rebranded as google workspace: all google apps that comes with email. Live demonstration on the usage of google application including google sheet, docs, forms, drive, Groups, contacts and calendar and their benefits. To be very thorough with the Google workspace, we had a hands-on practical session of the Google Apps after the lunch break investing equal time and importance to each Workspace to realize their usage and benefits. The floor was encouraged to make best use to all the Apps in their work and daily life. Also, they were informed on the impacts and positive usage of online video conference apps and software were shown. The usefulness of the navigating tools and scheduler are presented and the participants practiced along with the presenter.

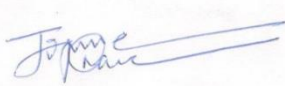
In the Online Security and Protection session, the participants were taken through Cyber Security, password management, safe browsing, email security, software security, social network security, mobile device and wireless security, USB device security and Malware.

They were taught about major security problem and there solutions. Various security aspects using software and other measures against their password, email, file, social networking, browsing sites, mobile device and wireless security, software security and USB security were taught citing real time examples.

Finally, they were introduced with the social media platform. Taught on differentiating the social Medias. The participants were brainstormed on the positive and negative impacts of using social media in their life. The advantages and benefits of using the social media such as facebook, LinkedIn, wechat, orkut for reducing cost, faster customer service and reaching every corner to give better services were being discussed. We have segregated the negative and positive impacts of using social media to realize how they should be take up only the good things that comes with the social media. We have watched two videos on what social media and media can do to us and what we can get from it. The participants are told on how to behave on the social media not to deceive anyone and not to be a victim as well. Since the hall was occupied by the youths, we shown them do's and don'ts on media as tabled in the code of conduct.

The three days training was concluded by closing remarks by Offtg. ICTO

Submitted by:



Jigme Namgyel
Offtg. ICTO