keyboard
computer
connections
monitor
hardware
software hub
printer network
usb stick scanner
internet
memory
documents
mouse
cartridge
bluetooth
switch
CDrom
speakers cable
files
programmes
wireless
power
applications
anti-virus
centralprocessingunit

Basic Maintenance for Computers

Before switching on the computer:

1

- are all the computer parts present and correctly connected? (Central processing unit, monitor, keyboard, mouse, speakers, etc);
- does the computer look clean and inviting?
- is the working environment around the computer clean and functional?

After switching on:

- does the computer start up correctly?
- are any errors or warnings reported at start-up?
- is the monitor functioning correctly?
- is the keyboard usable?
- does the mouse work smoothly and correctly?
- print a test page of text to test the printer;
- do the main software applications on the computer start up correctly?
- is there any new unauthorized software installed on the computer?
- are the computer virus definition files current;
- scan the computer for computer viruses and note result.

Switch off the computer

- verify that the computer closes down correctly.

Steps to follow when a technical problem is observed by staff or reported by users:

Step 1.
- identify the nature of the problem;
- can the problem be tracked to a single piece of equipment?
- is it hardware or software related?

2

Step 2.
- check the maintenance file and see if the problem occurred before;
- what solution was used the first time the problem occurred?
- can staff correct the problem?
- if the problem is hardware related, check all the power and network/cable connections.

3

Step 3.
- contact the service technicians and ask for advice;
- note down in the maintenance report the advice and action taken.

1 **needs assessment** (mapping the community users of the center: age groups, gender, language, activities, special needs, infrastructure, resources, partners, etc.). It should be done regularly in order to adapt the services provided to the changing needs of the users.

2 **mission statement** which reflects the interests, needs and values of the community based on the needs assessment. (For example: bridging the information gap, etc).

3 **structure:** how will the center work (infrastructure, equipment, staff, roles and functions, element for managing programme content, finance, register/records of visitors, equipment and income).

4 **business plan** for a sustainable, viable, well managed entity.

5 **constitution** that is understandable to the members of the center. It should be written to help organize and achieve the goals of the MPCC.

6 **action plan** specifying the main steps and activities of the strategy of the center, namely: specific tasks (what will be done and by whom), timeframe, resource allocation.

7 **Induction for volunteers** providing them with training for enabling them to perform their duties in assisting users.

Rural communities are in urgent need of localized information on health, sanitation, human rights and criminal procedures, education, traditional knowledge, agriculture and eco-tourism that mainstream the information needs of specific communities such as women and young people. Multi-purpose community centres (MPCC) can play an important role in providing access to information in multiple formats. For this purpose, the Ministry of Information and Communication Technology is making Information and Communication Technology (ICT) accessible to rural communities through MPCCs, providing these centers with basic ICT equipment.

For the equipment to be used in an equitable and meaningful manner, at least 7 steps should be followed:

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Equipment & Technology

The Ministry of Information and Communication Technology provided the following equipment to all MPCCs in order to make ICT accessible to the community: customized solar systems and accessories (batteries, generators, etc.), digitalized public address systems and accessories, printer/photocopiers and facsimiles, computers and accessories, digitalized video cameras and software (Microsoft Office Packages).
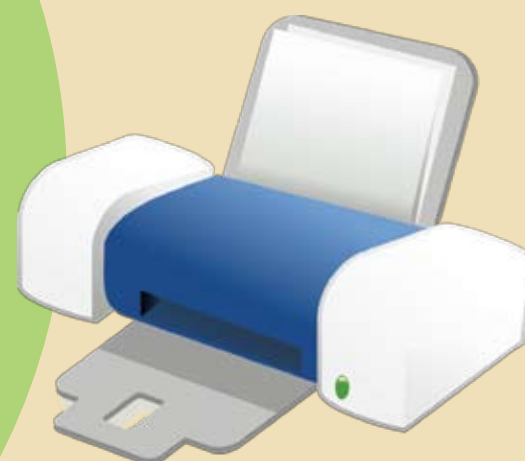
Maintenance/ repair of the equipment is the responsibility of the Ministry of Information and Communication Technology for a period of 5 years. Maintenance procedures are necessary to assure that the equipment continues to work optimally and to reduce equipment downtime to a minimum. ICT equipment should be checked by volunteers once per month in order to verify that it is functioning correctly and to report malfunctioning. The result of the maintenance should be added to the profile and specifications of equipment.

Inventory of equipment: The profile and specifications of all equipment should be kept on record. The profile and specifications include equipment type, serial number; purpose/expected usage, computer set-up and the names and versions of software packages installed. Safety copies of content and software should be kept on CD ROMs at the center. Make a copy of original CD ROMS and keep the originals in a safe place. Use only the copies in the centre so that the original CD ROMS are protected against wear and tear as well as misplacement and theft.

Ownership of the Equipment: the equipment should remain with the MPCC, although the Regional Councils are the custodians of the equipment.

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Equipment & Technology

Removal of equipment: In case any of the equipment available at the center is removed from the premises of the MPCC, the following procedure should be followed:
- permission from the person in charge at the center should be obtained and granted in writing (where it is required for the borrower to sign-out the equipment);
- a form with all the details regarding the item and the person taking it should be filled in and filed;
- the equipment will be tested before and after handing/renting it out in presence of the person who is renting it;
- the equipment will always be accompanied by two of the volunteers to operate it so that communities cannot be held liable for the damage or stolen items during an event;
- the person/company/party who rent the equipment will also be responsible for refreshment or meal for the volunteer;
- the MPCC will not allow the equipment to be left over at any venue after use if it is not secure enough. The equipment should be brought back to the MPCC on the date agreed in the same conditions as when it was removed from the premises;
- renting arrangements should be made in 7 days advance. Full payments will also be done in advance;
- the MPCC will be responsible for the cleaning of the equipment before and after use.

Registration & Charge Sheet

Sample registration and charge sheet:

Date	User name	Service used	Purpose	Quantity	Rate	Total

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Basic Elements for a needs assessment:

You will find it very helpful to keep a record of all visitors to the center, at least in terms of gender, age group and the reason of their visit, as well as the services required which were not found. This will help to get a picture of trends over time, to see which services are most used and which are least popular. You can build on that with periodic surveys to ask users why they use services. The data collected should be analyzed at least every month.

Name	Gender	Group of age	Reason of visit	Services not found

1

mission statement which reflects the interests, needs and values of the community

2

Elements for the structure of the MPCC

- legal nature and personality of the center.
- objectives of the center (what the center hopes to do).
- management board, the group that the manager reports to.
- vacancies.
- powers and duties of the management board (what is expected of the board).
- management roles on what is expected of the manager/s of the center.
- financial administration on how and where the money is kept, when the financial reports are due and who must see and approve them.
- assets of the center containing a list of moveable and immoveable items which the center owns, which should be updated regularly.
- membership in case and organization or association runs the centre.
- dissolution on who decide to close the center.
- amendments on how changes can be made to the structure.
- roles and functions of staff and volunteers.

3

Basic elements for a Business plan

- goals and values of the center.
- history of the center.
- structure and organization.
- services offered.
- how it generates income.
- how much money it makes/ it plans to generate.
- how much money it plans to spend (monthly expenditure).
- maintenance of equipment (paper, tonner, etc).
- stipend volunteers (if appropriate).
- Improvements: purchase of new equipment, new activities or services, material (movies/ DVDs)…

4

5

Elements for a Constitution:

- Name: there is hereby established a center to be know as NAME.
- Mission: the mission statement should answer the following questions: what is the overall purpose for forming the group? What is the one big goal we hope to achieve?
- Objectives: this section sets the overall purpose and direction of the center.
- Aims: purpose of the center and the changes you hope to achieve as well as which people in the community you are trying to help.
- Objectives: more specific actions or strategies in order to achieve the aims: how can you bring the desired improvements? What activities are most important to focus on? How do we reach the people in the community?
- Membership
- Decision making
- Annual general meeting
- Management Committee
- General powers and duties of the management Committee
- Powers of the organization
- Finances and non-profit character
- Dissolution
- Constitutional amendments
- Signatures

Income generating activities

Renting equipment for use by the community

movie screening

use of printer, internet, electricity etc.

training/ workshops

ICT literacy training

The following workshops can be organized on the use of ICTs: word processing, emailing, searching the internet, using CD ROM for research purposes, HTML and basic hardware and software troubleshooting skills, how to develop a booklet, how to make brochures and posters, how to write notices, how to write a radio script, etc. Computer training resources are available at: http://opentraining.unesco-ci.org/cgi-bin/page.cgi?g=Categories%2FComputer_science_and_information_management%2FComputer_training%2Findex.html;d=1 (Resources can be obtained on basic computer skills, computer programming, computer refurbishment, creation of websites, internet and network etc.)

Training resources on film production, freedom of expression, journalism, multimedia centers, radio production can be found at: http://opentraining.unesco-ci.org/cgi-bin/page.cgi?g=Categories%2FMedia_and_communication%2Findex.html;d=1. ICT literacy training can be carried out in partnership with media houses. Media houses can be asked to train community members in User Generated Content (basic reporting skills, taking photographs, uploading news on websites etc.) See http://portal.unesco.org/ci/en/ev.php-URL_ID=31364&URL_DO=DO_TOPIC&URL_SECTION=201.html

The following activities can be organized in order to obtain income for the maintenance of the center:

PA System	TV	Projector	Printer	VCR
Weddings	Weddings	Training	Printing	Movies
Large meetings	Movies	Presentations	Training	Training
Parties		Movies		
Sport events	Screen events			
Traditional celebrations				Record celebrations

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Activities for the MPCC

The objective of the MPCCs is to provide access to a variety of information through the use of ICTs, as defined in the needs assessment. All activities should be discussed with community members. Some example of activities:

language

life skills

legal issues

management

media and communication

social problems

HIV & AIDS

health and sanitation

government policy

gender issues

environment

adult literacy

agriculture

community development

economy and sustainable development

entrepreneurship

engineering

computer science and information management

culture

development aid

education

employment

Applied training for volunteers and staff

The staff and volunteers need to have confidence in using the equipment in their daily work and to use it for a variety of activities. Repetition of initial basic courses and workshops should be included among the training courses, to ensure that new volunteers will be as competent and feel as valued as the earlier ones. The MPCC should have its own course programmes and manuals and do final tests to give a certificate at the end of the course. Online training courses and support material exists on the following topics. See http://opentraining.unesco-ci.org/cgi-bin/page.cgi?g=index.html;d=1 for training material.

Activities for the MPCC

Some more example of activities:

Training for young people to encourage creativity

The UNESCO Young Digital Creators Educators' kit is designed to generate and manage project-based learning activities with young people. Free editing software for creative projects which contains tools for editing audio, images and web pages is available at: http://unesco.uiah.fi/ydc-book/cdrom/. The focus is on the creative use of information and communication technologies, global challenges of development, cultural diversity and inter-cultural dialogue. See also the Power of Peace Network http://www.thepowerofpeacenetwork.com/

Fulfilling information needs related to cultural heritage

Community Members can contribute towards the Digital Namibian Archives (DNA) Project which contributes towards developing a rich digital resource that reflects the diversity of voices and cultural stories of Namibian people. Community members can collect, capture and organize historical and cultural artifacts, documents, visuals and audio recording. Recording could be made, using the equipment in the center in order to preserve and make cultural heritage of the community accessible by keeping copies of the recordings on the computer in the MPCC and by uploading content to the DNA website http://dna.polytechnic.edu.na/

When organizing any of the above listed activities, it is important to consider and to accommodate people's needs and constrains, taking into account their work schedules, the learning curves and interests in order to make the different trainings available to them (offering the same courses at different times for example).

Print and display on display boards' information for the community

Print information from the internet or via email: e-books, journals, newspapers, newsletter to which you can subscribe, etc. Some useful links are: www.comminit.org, www.oneworld.net, the World Bank's portal and the different UN websites. Another strategy for accessing printable material is through collaboration and partnership with newspapers in order to get the electronic version of the newspaper publications.

Radio, TV, audio and video material: some of them will entail a cost to be considered in your budget. But often, international broadcasters and international organizations will welcome your request for free sources because it is in their interest to distribute their programmes as widely as possible. Find out about the content produced by national or local producers, such as NGOs in your country, and then contact them directly. http://www.unmultimedia.org/radio/english/

CDs that you can request from the organization which produced them

Accessing audio and video online (portals for audio, online databases, internet radio listening, internet radio stations, scripts, online video…) http://www.youtube.com/unesco

Information which is in your community already (local content). Gather this information, do questionnaires, record interviews, and build a resource bank of this knowledge for you community to benefit from and add to.

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Basic Elements for Records Management

It is essential to the efficient and accountable performance of the center.

It includes: classifying, storing, securing, preserving/destruction of records, pursuing an efficient and systematic control of tangible object or digital information as evidence.
The following elements should be determined:

content analysis: kind of information to be considered and classified

filing system: how to keep the record, policies applicable, for how long should each record be retained, how the records should be disposed, person responsible for managing them.

Plan compliance reporting and documentation

Computer based (rather than paper format)

Storing records: it must be done in a way that they are accessible and safe from damage or loss (theft, humidity, fire…)

Storage

Examples

RECORDS

Student Data Files

For records management publications:
http://www.archives.gov/publications/records-mgmt.html

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Activities for the MPCC

Regional visits

Exchanges among the members of the different MPCCs should be promoted and organized in order to improve networking and to share and learn from others' success and good practices. Here are the other centers:

Ohangwena region:
Okongo Community Centre (Okongo Constituency)
Endola Centre (Endola Constituency)

Kavango region:
Mukekete School Centre (Mpungu Constituency)
Rundu Youth Centre (Rundu rural Constituency)

Oshana region:
Eheke Centre (Ondangwa Constituency)
Uukwiyu Centre (Uukwiyu Constituency)

Caprivi region:
Sachona School Centre (Linyanti Constituency)
Ibbu School Centre (Sibinda Constituency)

Kunene region:
Queen Sophia Centre (Outjo Constituency)
Okangwati Centre (Epupa Constituency)

Oshikoto region:
Tsintsabis Centre (Guinas Constituency)
Eengodi Centre (Eengodi Constituency)

Erongo region:
Henties Bay Centre (Arandis Constituency)
Otjiperongo Centre (Daures Constituency (close to Omatjete))

Khomas region:
to be implemented

Omaheke region:
Eiseb School Centre (Otjombinde Constituency)
Du Plessis Plaas Centre (Steinhaussen Constituency)

Karas region:
Aus School Centre (Lüderitz Constituency)
Aroab Community Centre (Keetmanshoop Rural Constituency)

Hardap, Otjozondjupa & Omusati regions: to be implemented

Map regions:
OMUSATI · OHANGWENA · OSHANA · OSHIKOTO · KAVANGO · CAPRIVI · KUNENE · OTJOZONDJUPA · ERONGO · OMAHEKE · KHOMAS · HARDAP · KARAS

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