TRAINING AND DIALOGUE PROGRAMS

This information pertains to one of the Group and Region-Focused Training of the Japan International Cooperation Agency (JICA), which shall be implemented as part of the Official Development Assistance of the-government of Japan based on bilateral agreement between both Governments.

I. Concept

Background

Information and communication technologies (ICT) are today recognized as key enablers for realizing sustainable development by offering tremendous opportunities for developing countries to fully share in the benefits of the globalization. ICT, in fact, enabled all citizens to access basic services, such as education, healthcare, agro-services or financial services regardless of sex, age, nationality, or any other factor created by society.

ICT has also been proven to be a key tool for government to improve its work efficiency and cost effectiveness. The use of ICT in governments' services (so-called "e-government") has therefore been rapidly increasing all around the world today. In Japan, the-government has started since 70's the promotion of various e-government initiatives such as online use of administrative procedures, electronic provision of government information, optimization of work and systems, improvement of government procurement related to information systems, and information security measures.

Nevertheless, such digitalization of government's services often remains a challenge in developing countries, not only because of the lack of adequate infrastructures but also because of the lack of highly skilled ICT officers. In this context, JICA Okinawa offers a series ICT training program with the view of empowering ICT officers to design, develop and manage efficient ICT solutions, which can assist governments of developing countries in their efforts of shifting towards e-government.

For what?

This system management course aims to assist the-governments of developing countries in designing, developing and implementing a reliable system operation management policy and measures.

For whom?
- System administrator;
- IT staff expected to become system administrator;
- IT staff involved in information system control and monitoring
- IT staff in charge of the upkeep, configuration, and reliable operation of information

How?

This course places its main focus on practical exercises rather than lectures, because JICA Okinawa believes that the more times that people practice something the more likely people are to learn and remember it. This is especially true for technical training program like this one.
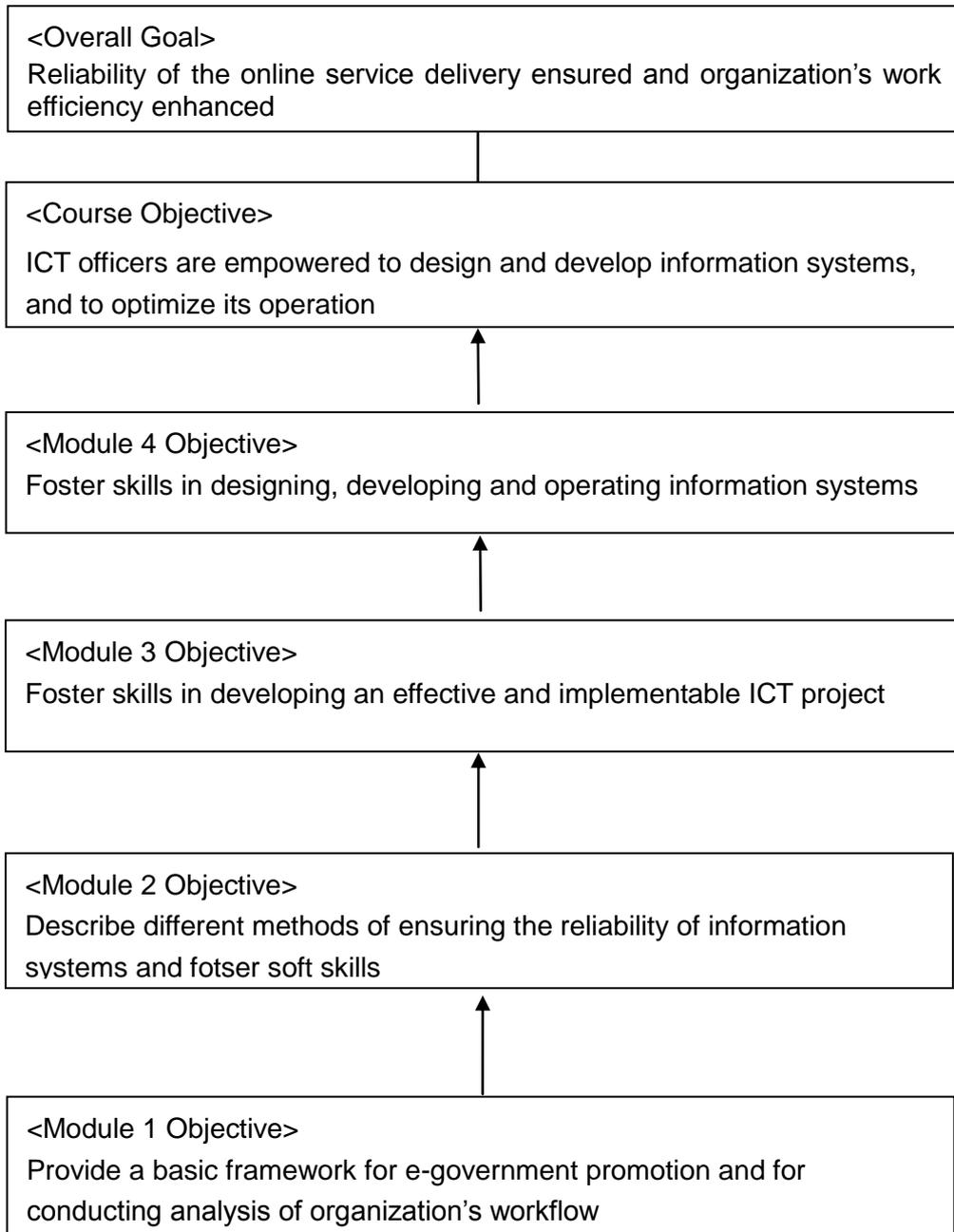
The course will therefore be composed of a variety of activities such as interactive lectures and observation tours to be conducted both in Okinawa and in mainland of Japan. Also, the Participants will undertake a 20 days practical group exercise to mark the end of the training. Using real case study, the Participants will design, schedule and implement their own ICT solutions. Such a practice oriented method enable the Participants to become truly skillful ICT officer.

Furthermore, as one of major outcomes of this course, the Participants will develop an ICT project entitled "Action Plan", which aims to resolve the business problem of the Participating Organization. In order to assist the Participant in implementing the Action Plan, the training implementer will provide technical advices beyond the completion of the core phase in Japan for the period of six months.

II. Description

1. **Title (J-No.): Building Reliable Information System for the shift towards e-government (A) (J1404237)**

2. **Course Period in JAPAN**
   July 30 to December 17, 2014

3. **Target Regions or Countries**
   Fiji, India, Kyrgyz, Lebanon, Lybia, Montenegro, Palau, Uzbekistan, Vietnam,

4. **Eligible / Target Organization**
   This program is designed for a central government and other governmental organizations aimed at enhancing their ICT use in their work and service delivery.

5. **Course Capacity (Upper limit of Participants)**
   12 participants

6. **Language to be used in this program**: English

7. **Course Objective**

   This course aims to improve information operation and management systems of government and other governmental agencies, by fostering ICT officers' skill and by assisting them in developing an effective and implementable ICT project in the area of information systems.

8. **Overall Goal**
   Reliability of the online service delivery ensured and organization's work efficiency improved

Expected Module Output and Contents:

<Overall Goal>
Reliability of the online service delivery ensured and organization's work efficiency enhanced

<Course Objective>
ICT officers are empowered to design and develop information systems, and to optimize its operation

<Module 4 Objective>
Foster skills in designing, developing and operating information systems

<Module 3 Objective>
Foster skills in developing an effective and implementable ICT project

<Module 2 Objective>
Describe different methods of ensuring the reliability of information systems and fotser soft skills

<Module 1 Objective>
Provide a basic framework for e-government promotion and for conducting analysis of organization's workflow

<Structure of the program>

Aiming to foster Participants' skills and to assist them in developing **an effective and implementable ICT project ("Action Plan"),** this course is designed as below. Please carefully read this section and ensure the preparation.

1. **Preparatory Phase in Participants' country** (June 2014 to July 2014)

    Before coming to Japan, the Participants are requested to take following actions:

    1) Read carefully the present document entitled "General Information".
    2) Identify key business challenges of his/her organization and decide the topic of the Action Plan. Try to obtain the approval from the management to facilitate the implementation in the later stage.
    3) Fill out the preliminary study sheet and other required forms to be provided by the training implementer.

2. **Core Phase in Japan** (July 30 to December 17, 2014)

    N.B. This is an interim version and the content and duration of each subject can be modified in due course.

#	Subject name		
	Expected result (At the conclusion of each subject, participants should be able to:)	Teaching Methods	Duration

<Module 1 Objective> Provide a basic frameworks for e-government and for conducting analysis of organization's workflow <Module 2 Objective> Describe different methods of ensuring the reliability of information systems and foster soft skills			
1	Introduction to E-government		
	1. Provide rationale for the implementation of e-government. 2. Cite and discuss examples of e-government services.	Lecture and Exercise	2 days
2	Introduction to Enterprise Architecture(EA)		
	1. Identify reform methods appropriate to one's organization by considering its current work flow. 2. Indicate a process on how to design EA. 3. Cite and discuss examples of EA practices in different countries. 4. Compare different type of reference models by analyzing their methodology and advantages. 5. Describe a system required to design EA and its management.	Lecture and Exercise	2 days
3	Introduction to the effective use of OSS for problem-solving		
	1. Indicate how to introduce OSS in governmental institutions. 2. Identify key elements in smoothly introducing OSS. 3. Use OSS resources available at online platforms.	Lecture and Exercise	1 day
4	Security Basics		

	1. Recognize the importance of information security. 2. Illustrate basic security technologies. 3. Indicate how to manage security environment. 4. Apply security measures against different type of threats.	Lecture and Exercise	2 days
5	Cloud Computing Basics		
	1. Illustrate characteristics of cloud computing services. 2. Describe cloud computing infrastructure technologies. 3. Describe big data processing technologies. 4. Cite and discuss examples of big data use.	Lecture and Exercise	3 days
6	Introduction to Mobile Technologies		
	1. Indicate the outline of mobile internet and mobile contents. 2. Illustrate how to effectively use mobile services. 3. Describe the outline of mobile application development.	Lecture and Exercise	1day
7	Problem-solving and Facilitation		
	1. Apply problem-solving methods on the job. 2. Facilitate a process of consensus building and foster mutual-understanding among project team members. 3. Find solutions by applying efficient negotiation skill.	Lecture and Exercise	3 days
8	Logical Thinking		
	1. Think logically. 2. Fulfill a role of project manager by indicating clear instructions.	Lecture and Exercise	2 days
9	Presentation skills		
	1. Illustrate key factors for making an effective presentation. 2. Design effective promotional activities to mainstream new technology and techniques within one's organization. 3. Describe a process for, and indicate considering points in designing promotional activities. 4. Make an effective presentation.	Lecture and Exercise	3 days

<Module 3 Objective>

Foster skills in developing an effective and implementable ICT project

10	Business Requirement Analysis and Planning		
	1. Define business requirements. 2. Identify business process. 3. Sharpen business specifications. 4. Manage requirements.	Lecture and Exercise	3 days
11	Introduction to IT Strategy Consulting Methodology		
	1. Assemble the role and activities of the organization from the viewpoint of top-level management 2. Identify "issues" using different thinking method. 3. Apply SWOT framework.	Lecture and Exercise	3 days
12	BCM Basics		
	1. Describe the outline of BCM (Business Continuity Management) and the implementation process. 2. Illustrate BCM development process and its considering points.	Lecture and Exercise	1 day
13	Project Planning and Writing		
	1. Describe how to effectively manage a project. 2. Indicate a process and key elements for defining a project schedule. 3. Illustrate project defining process while considering	Lecture and Exercise	4 days

	specificity of the project. 4. Apply project planning methods at the workshop.		
1 4	RFP Formulation and Contract Management		
	1. Illustrate the role and importance of RFP(Request for Proposal) in ICT project 2. Indicate an entire process of ICT project from proposal writing to the conclusion of contract. 3. Identify procurement process.	Lecture and Exercise	2 days
1 5	System Management Basics		
	1. Describe the outline of system management and its importance. 2. Indicate the function and modality of system management. 3. Cite and discuss examples of useful system management tool.	Lecture and Exercise	2days
1 6	System Management Policy and Standards		
	1. Describe the model of performance design and evaluation. 2. Identify key elements of system management standards. 3. Indicate a process for defining system management standards. 4. Illustrate appropriate measures for system management.	Lecture and Exercise	2 days
1 7	BCP Formulation and the Management		
	1. Describe Business Continuity Plan (BCP) and its importance. 2. Make a BCP. 3. Foster the effectiveness of BCP.	Lecture and Exercise	3 days
1 8	System Operation and Management Design		
	1. Illustrate analytical methods and evaluation skills for system operation and management. 2. Make the rough estimate for system operation and management guidelines and its implementation. 3. Describe technical components of the system operation and management design. 4. Indicate a designing process for the system operation and management.	Lecture and Exercise	4 days
1 9	Linux Basics		
	1. Use basic commands of Linux. 2. Operate files and directories. 3. Use vim (vi) editor. 4. Use network commands for Linux. 5. Write and operate shell scripts.	Lecture and Exercise	4 days
2 0	Linux System Administration		
	1. Install a Linux system. 2. Start-up and shut-down systems. 3. Register and manage the users. 4. Install and remove software. 5. Manage the file system and network.	Lecture and Exercise	3 days
2 1	Internet Server Construction (Linux)		
	1. Describe the outline of Internet. 2. Set up a DNS server. 3. Set up a Mail server. 4. Set up a WWW server.	Lecture and Exercise	3 days

	5. Set up a Proxy server.			
2 2	IT Service Management Workshop			
	1. Describe how to implement and manage quality IT services based on ITIL(R)v3. 2. Indicate a process and function of ITIL(R)v3, and perform quality IT services. 3. Obtain the ITIL(R)v3 Foundation certificate.	Exercise	3 days	
2 3	Preventing Human Errors			
	1. Describe the outline of human errors on operation of ICT projects. 2. Indicate and discuss causes of human errors. 3. Propose effective measures against human errors.	Lecture and Exercise	1 day	
2 4	Observation Tours			
	1. Describe how ICT is utilized in Japanese-government. 2. Cite and discuss examples of ICT solutions in Japan. 3. Discuss challenges that Japan is currently facing in advancing e-government. 4. Identify Japanese ICT practices that can be transferrable to Participants' country.	Observa-tion	1day in Okinawa 5 days in main islands	

<Module 4 Objective>	
Foster skills in designing, developing and operating information systems	

2 5	Workshop		
	1. Design a system management policy based on organizational information assets. 2. Develop an evaluation plan to assess the compliance level of system management standards.	Exercise	20 days
2 6	Action Plan	Exercise	6 days
	1. Propose solutions and develop a detailed action plan to overcome challenges that one's organization is currently facing. 2. Define key indicators to monitor the progress of the action plan for three and six months later.		
Other activities			
- Opening Ceremony - General Briefing (about the life in Japan and Okinawa) - Course Orientation - Pretest - Opening and Mid-interviews - Final Exam - Course Evaluation (this is to get feedback from the training Participants) - Closing Ceremony			

3. **Finalization Phase in a Participant's home country** (December to June 2015) : **"Implementation of the Action Plan"**

The final phase of the training course consists of the implementation of the Action Plan developed at the module 4 in Japan. In order to monitor the progress and to provide technical advices, Participants are requested to submit the "Action Plan Implementation Report" to the training implementer in 3rd and 6th month from the date following their return.

In this respect, Participants' organizations are requested to provide support to the Participant in their efforts of implementing his/her Action Plan, particularly by:

1) Allocating required human and financial resources;
2) Including the Action Plan related tasks in Participant's daily workload;
3) Interacting with the training implementer through the "Action Plan Implementation Report"*.

* Note that the purpose of "Action Plan Implementation Report" is not only for JICA to monitor the impact of this training course, but also for Participants to obtain technical advices from highly skilled IT professionals whenever it is required. It is therefore strongly recommended to submit the report in a timely manner with accurate information.

III. Conditions and Procedures for Application

1. **Expectations from the Participating Organizations:**

    (1) This training program aims to assist government and other related organizations in their efforts of implementing e-government initiatives, particularly by fostering skills of their IT officers and by assisting them in developing an effective and implementable ICT project (so-called "Action Plan").

    (2) In the view of above and to maximize the impact of this training course, Participating Organizations are expected to provide full support to the Participants, particularly by providing following assistance:

    <u>Before departure:</u>

    Undertake brainstorming sessions to identify Organization's most important business challenges and define the theme of the Action Plan.

    <u>During the core Phase in Japan:</u>

    Monitor the progress of Participant's Action Plan and make sure that it aligns with Organization's current priority.

    <u>After completion of the Japan phase:</u>

    Support the Participant in implementing the Action Plan as described in the Section II-3.

2. **Nominee Qualifications:**

    Applying Organizations are expected to select nominees who meet the following qualifications.

    (1) Essential Qualifications

    1) Current Duties: be responsible for the IT system operation and management in government or other related organizations

    2) Experience in the relevant field: have more than 3 years' experience in the field of system administration

    3) Educational Background: Undergraduate or post graduate degree.

    4) Language: Excellent command of spoken and written English equivalent to TOEFL iBT 79 or higher (Note that all the Participants will be required to make presentations, participate in group discussions and formulate their action plans in English. Please attach a photocopy of an official certificate for English ability such as TOEFL, TOEIC, IELTS etc).

    5) Health: Must be in good health, both physically and mentally, to participate in the Program in Japan, which will run in total for 4 months.
    Pregnant candidates should carefully read the point 3 (1) of this chapter.

    6) Must not be serving any form of military service.

    (2) Recommendable Qualifications

    Expectations for the Participants:

    1) Age: Between the ages of twenty-five (25) and forty (40) years.

2) Job position: Executive officer/Management level or higher

3. **Required Documents for Application**

   (1) **Application Form**: The Application Form is available at **the JICA office (or the Embassy of Japan).**

   *Pregnancy

   Pregnant participants are strictly requested to attach the following documents in order to minimize the risk for their health.

   1) letter of the participant's consent to bear economic and physical risks
   2) letter of consent from the participant's supervisor
   3) doctor's letter with permission of her training participation.

   More information will be provided by National Staffs of JICA office in country in this respect.

   (2) **Nominee's English Score Sheet**: to be submitted with the application form. If you have any official documentation of English ability. (e.g., TOEFL, TOEIC, IELTS)

   (3) **Photocopy of passport**: to be submitted with the application form, if you possess your passport which you will carry when entering Japan for this program. If not, you are requested to submit its photocopy as soon as you obtain it.
   *Photocopy should include the followings:
   Name, Date of birth, Nationality, Sex, Passport number and Expire date.

   (4) **ANNEX 1 (APPLICANT'S PROFESSIONAL EXPERIENCE IN THE FIELD OF ICT):** Information collected from this form will be used to evaluate the eligibility of each candidate to the present course. It is therefore imperative to include the duly completed form in the application.

   (5) **ANNEX 2 (COUNTRY REPORT)**

4. **Procedures for Application and Selection**：

   (1) Submission of the Applications:

   Closing date for applications: **Please inquire to the JICA office (or the Embassy of Japan).**

   （After receiving applications, the JICA office (or the Embassy of Japan) will send them to **the JICA Center in JAPAN** by May 23, 2014）

   (2) Selection:

   After receiving the documents through proper channels from your government, the JICA office (or the embassy of Japan) will conduct screenings, and then forward the documents to the JICA Center in Japan. Selection will be made by the JICA Center in consultation with concerned organizations in Japan. *The applying organization with the best intention to utilize the opportunity of this program will be highly valued in the selection.*

(3) Notice of Acceptance

Notification of results will be made by the JICA office (or the Embassy of Japan) **not later than 30 June, 2014.**

5. **Conditions for Attendance:** to strictly adhere to the program schedule.
   (1) not to change the program topics.
   (2) not to extend the period of stay in Japan.
   (3) not to be accompanied by family members during the program.
   (4) to return to home countries at the end of the program in accordance with the travel schedule designated by JICA.
   (5) to refrain from engaging in any political activities, or any form of employment for profit or gain.
   (6) to observe Japanese laws and ordinances. If there is any violation of said laws and ordinances, participants may be required to return part or all of the training expenditure depending on the severity of said violation.
   (7) to observe the rules and regulations of the accommodation and not to change the accommodation designated by JICA.

IV. Administrative Arrangements

1. **Organizer:**
   (1) Name: JICA Okinawa
   (2) Contact: Ms. YAMANAKA Mika (oicttp@jica.go.jp)

2. **Implementing Partner:**
   (1) Name: To be decided
   (2) URL: N/A
   (3) Remark: The training implementer is expected to be decided in May 2014.

3. **Travel to Japan:**
   (1) Air Ticket: The cost of a round-trip ticket between an international airport designated by JICA and Japan will be borne by JICA.

   (2) Travel Insurance: Coverage is from time of arrival up to departure in Japan. Thus traveling time outside Japan will not be covered.

4. **Accommodation in Japan:**
   JICA will arrange the following accommodations for the participants in Japan:

   > JICA Okinawa International Center (JICA OKINAWA)
   > Address: 1143-1 Aza-Maeda, Urasoe-shi, Okinawa 901-2552, Japan
   > TEL: +81-98-876-6000   FAX: +81-98-876-6014
   > (where "81" is the country code for Japan, and "98" is the local area code)

   If there is no vacancy at JICA OKINAWA, JICA will arrange alternative accommodations for the participants.

5. **Expenses:**
   The following expenses will be provided for the participants by JICA:
   (1) Allowances for accommodation, meals, living expenses, outfit, and shipping
   (2) Expenses for study tours (basically in the form of train tickets.)
   (3) Free medical care for participants who become ill after arriving in Japan (costs related to pre-existing illness, pregnancy, or dental treatment are not included)
   (4) Expenses for program implementation, including materials
   For more details, please see "III. ALLOWANCES" of the brochure for participants titled "KENSHU-IN GUIDE BOOK," which will be given before departure for Japan.
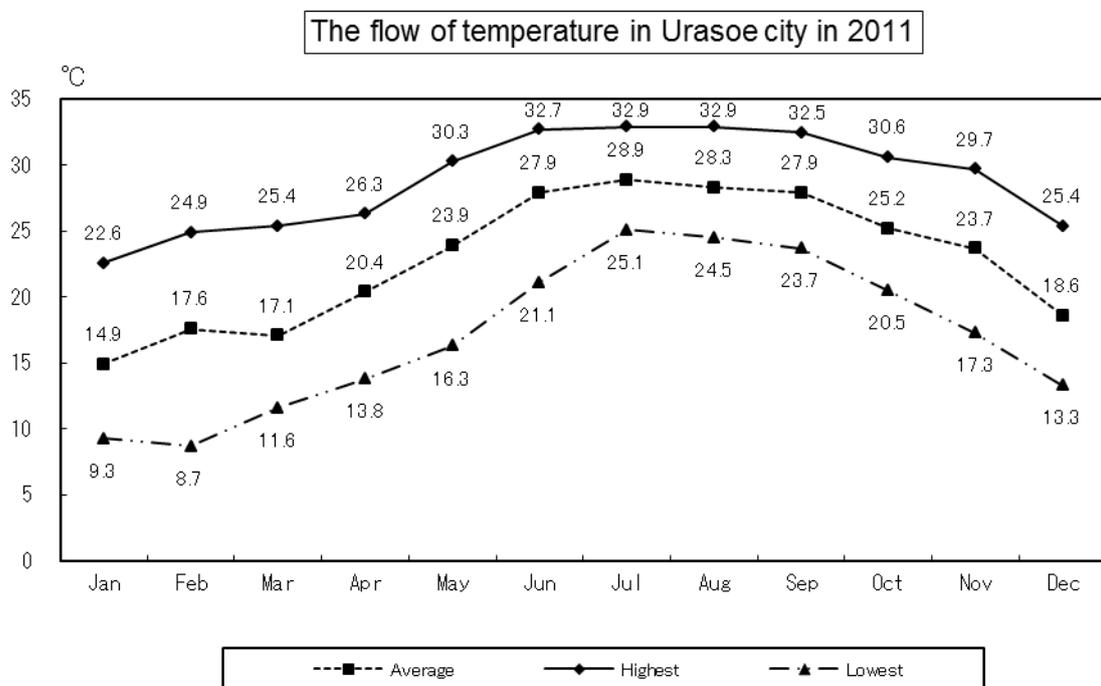
6. **Pre-departure Orientation:**
   A pre-departure orientation will be held at the respective country's JICA office (or Japanese Embassy), to provide participants with details on travel to Japan, conditions of the workshop, and other matters.

V. Other Information

1. Climate of Okinawa

Okinawa is located at sub-tropical zone (southern edge of Japan) but climate varies depending upon seasons. While it is hot and heavily humid in the summer season (June to October), it becomes a bit chilly in the winter season (December to March) due to strong northerly wind. Participants are recommended to bring <u>suitable clothing</u> (details are mentioned in below4.)

The following diagram is the flow of temperature in Urasoe city where JICA Okinawa International Center (OIC) is located (Data source: homepage of Urasoe City).

The flow of temperature in Urasoe city in 2011

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Highest	22.6	24.9	25.4	26.3	30.3	32.7	32.9	32.9	32.5	30.6	29.7	25.4
Average	14.9	17.6	17.1	20.4	23.9	27.9	28.9	28.3	27.9	25.2	23.7	18.6
Lowest	9.3	8.7	11.6	13.8	16.3	21.1	25.1	24.5	23.7	20.5	17.3	13.3

2. Main facilities in JICA OIC

OIC is equipped with a variety of facilities for training and welfare activities such as seminar rooms, library, study room with computers, accommodation rooms (details are mentioned in below 3.), dining hall, clinic for medical consultation, gym, tennis court, a swimming pool (available from May to October), Japanese-style room for tea ceremony and recreation rooms.

At OIC dining hall, "HALAL" meals for the Muslim and vegetarian meals are available.

Internet connection available (either by cable or WiFi) at accommodation rooms and

other buildings.

3. Accommodation in JICA OIC

OIC accommodation building has 96 single rooms. Every room is furnished with bed, desk, chair, bookshelf and closet. Also, there are TV (with satellite channel), DVD player, safety box, telephone, LAN cable jack, etc. in each room.

OIC accommodation building has tea lounge, smoking room and laundry room on each floor. And also washing machines and irons are available for free. Towels and toiletries are provided upon check-in. Please note that cooking at OIC accommodation is strictly prohibited.

4. Clothing

It is recommended to bring appropriate clothing according to the season during Participants stay in Okinawa. *refer 1. Climate of Okinawa.

There are a few occasions like opening and clothing ceremonies when training participants are kindly requested to wear formal clothing. Nevertheless, casual clothing is acceptable even during training hours of most of the training program.

It is strongly recommended to bring your national or traditional dress for opening & closing ceremony and for other activities that participants may have opportunities to join. And also any handicrafts and folk crafts items which could be used to exhibit your culture are welcomed. OIC has display corner to introduce world culture to the visitors.

If your training program includes practices such as plant visit or outdoor activities, suitable uniform/clothing will be provided by JICA or a visiting site upon arrival.

5. International Exchange Program with Local Communities

JICA encourages international exchange between JICA participants and local communities. Participants are therefore strongly recommended to bring their national or traditional dress and materials like photographs, video tapes, DVDs and audio CDs that demonstrate their countries' interesting culture. This may make the exchange program more fruitful. Furthermore, any other items which may be useful to exhibit your culture are welcomed. JICA OKINAWA has displays which introduce world culture to visitors.

6. Environmental conservation activities in JICA OIC

JICA OIC emphasizes on the environmental conservation activities such as energy saving, rubbish separation and recycling etc. Participants are kindly requested to cooperate to these activities during their stay at JICA OIC. Details will be given on

arrival to JICA OIC.

7. For your Information

Information of Okinawa is available at following URLs.

1) Homepage of Urasoe city (where JICA OIC is located)
   Urasoecity:http://www.city.urasoe.lg.jp/archive/8761234/kokusai/english/index.html *Basic information of Urasoe city is covered in English.*

2) HP of Okinawa Prefecture: http://www.pref.okinawa.jp/english/index.html
   Basic information of Okinawa prefecture is covered (Urasoe city is one of the municipalities of Okinawa prefecture) in English.

3) HP of Okinawa Convention & Visitors Bureau: http://www.ocvb.or.jp/en/

   More information is available at the reception of JICA OIC.

VI. ANNEX:

Please fill out the Forms attached as ANNEX1 and ANNEX2, and submit them along with the filled Application Form (or the filled Form A2A3).

ANNEX 1

APPLICANT'S PROFESSIONAL EXPERIENCE IN THE ICT FIELD

ANNEX 2

COUNTRY REPORT

Applicants are required to typewrite the ANNEX1 and ANNEX2. There are many applicants disqualified from the selection because of the illegibility of these documents.

You can download electronic forms of ANNEX1 and ANNEX2 at:

http://goo.gl/Oj44i9

ANNEX 1

APPLICANT'S PROFESSIONAL EXPERIENCE IN THE ICT FIELD

You are requested to describe your experience in the ICT field. <u>Please carefully read questions and fill in the blanks with your answers as much precise as possible.</u> Please note that collected information will be used for the evaluation and selection of your application.

Course Name: <u>"Building Reliable Information System for the shift towards e-government(A)"</u>
<u>(J14-04237)</u>

	Surname	Given name
Applicant's Name: "		"

1. Experience in the ICT Field

How long and what type of ICT work have you been involved until now (multiple choice is possible) in a business context? Please select the job type(s), which is/are closer to your past ICT experiences using the table below.

Job Classification	Job Description		Duration
Chief Information Officer	Top management level. Defining, planning and leading the implementation of Organization's IT strategy and reform		Year(s)
ICT Division Manager	Senior management level. Leading an ICT Division/Section		Year(s)
ICT Project Manager	Coordinating every aspect of the ICT system project from concept to delivery		Year(s)
System Analyst	Analyzing current systems, identifying issues and planning new system developments		Year(s)
IT Architect	Analyzing business and designing architecture of ICT System		Year(s)
Application Specialist	Design	Designing application programs	Year(s)
	Coding and test	Coding and testing application programs	Year(s)
Network Specialist	Design	Designing networks	Year(s)
	Administration and Maintenance	Administrating and maintaining networks	Year(s)
Database Specialist	Design	Designing database	Year(s)
	Administration and Maintenance	Administrating and maintaining database	Year(s)
Security Specialist	Design	Designing security policies and measures	Year(s)
	Administration	Administrating security policies and measures	Year(s)
System Administrator	Administration	Administrating information processing systems	Year(s)
System Operator	Operating information processing systems		Year(s)
Instructor	Conducting training courses in the field of ICT		Year(s)
Data Entry	Data Entry for information processing systems		Year(s)
Other (if any) :			Year(s)

2. **System Management Experience**

By filling in the table below, please evaluate your knowledge and experiences about system management process in a business context from 1 to 4

    1. No experience at all or never heard of it

    2. I have learnt about it but have not had an opportunity to practice it

    3. I have experience working in accordance with it

    4. I have experience managing it

	Self evaluation (1-4)
1. Incident Management	
2. Problem Management	
3. Change Management	
4. Release Management	
5. Configuration Management	
6. Service Level Management	
7. Availability Management	
8. Capacity Management	
9. IT Service Continuity Management	
10. IT Service Financial Management	
11. Others ( )	

3. **Database Experience**

By filling in the table below, please evaluate your knowledge and experiences about different types of database operation system in a business context from 1 to 4:

    1. No experience at all or never heard of it

    2. I have learnt about it but have not had an opportunity to practice it

    3. I can design/develop a database using this system but may need technical support

    4. I can use and perform complex tasks using this system all by myself

	Self evaluation (1-4)
1. Oracle	
2. PostgreSQL	
3. MySQL	
4. Microsoft Access	
5. Microsoft SQL Server	
6. DB2	
7. Others ( )	

4. Network Administration Experience

By filling in the table below, please evaluate your knowledge and experiences about different types of network related products in a business context from 1 to 4:

1. No experience at all or never heard of it
2. I have learnt about it but have not had an opportunity to practice it
3. I can design/develop a network using this product but may need technical support
4. I can use and perform complex tasks using this product all by myself

	Self evaluation (1-4)
1. Client Configuration/Administration	
2. DHCP Server Configuration/Administration	
3. Windows Domain Server Configuration/Administration	
4. NFS/NIS server Configuration/Administration	
5. Windows File share Sever Configuration/Administration	
6. Web server Configuration/Administration	
7. Mail server Configuration/Administration	
8. DNS server Configuration/Administration	
9. Proxy server Configuration/Administration	
10. Router Configuration/Administration	
11. Switching HUB Configuration/Administration	
12. Firewall Configuration/Administration	
13. SNMP Manager Administration	
14. Others ( )	

5. Operating System Administration Experience

By filling in the table below, please indicate your knowledge and experiences in the area of operation system in a business context from 1 to 4:

1. No experience at all or never heard of it
2. I have learnt about it but have not had an opportunity to practice it
3. I can use it but may need technical support
4. I can use and perform complex tasks

|	Self evaluation (1-4)
1. Unix	
2. Linux	
3. Windows Client OS (i.e. XP, Vista, 7, 8)	
4. Windows Server OS (i.e. Windows Server 2003, 2008, 2012)	
5. Others ( )	

6. Configuration of the Information Processing System in your organization

Please describe information you have, if any, on the information processing system including hardware and software (packages and application programs) in your organization.

		Number of hardware	Remarks	
Server	Windows File share		OS (	)
	DHCP		OS (	)
	Windows Domain		OS (	)
	DNS		OS (	)
	Mail		OS (	)
			Software (	)
	Web		OS (	)
			Software (	)
	Proxy		OS (	)
			Software (	)
	NFS/NIS		OS (	)
	Application		OS (	)
			Software (	)
	Database		OS (	)
			RDBMS (	)
Client			OS (	)
			Software (	)
			Others (	)
Networking	Router		Product Name (	)
	Switching HUB		Product Name (	)
	Firewall		Product Name (	)
	Others		Product Name (	)
Internet	Network Service		Telephone line / ISDN / leased line / DSL	
	Line Speed		bps	

7. Your organization's structure

1) Referring to the example, please attach the organization chart by highlighting your department/division/section and showing the number of staff working in each unit.
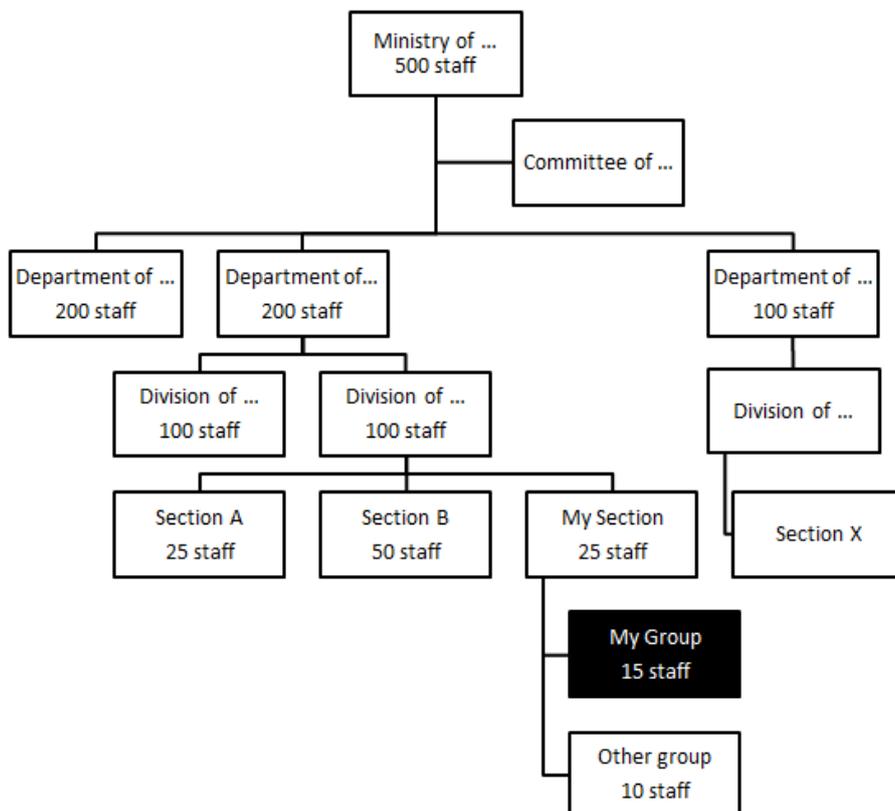
2) Please complement the organization chart by filling in the table below.

Explanation	Organization Name	Total number of personnel
Name of ministry or the highest level organization to which your organization belongs.		
If there are any organizations between the above and yours, please indicate by the order of hierarchy.	1.	
	2.	
	3.	
Name of your organization		
If there are any organizations under yours, please indicate by the order of hierarchy.	1.	
	2.	
	3.	

8. Work assignment upon the completion of the training course

Upon the completion of the training course, is your current work assignment envisaged to be changed or modified?

☐ Yes ☐ No

If your answer is yes, please describe tasks that would be newly/supplementary added to your work assignment. In case you are supposed to be assigned to a completely different new position, please also indicate the name and major tasks.

New tasks to be added in addition to your current work assignment
New job title (if it is applicable)

9. Course subjects of your organization's interest

Referring to the training subjects described in Page 6-11, what would be the most important subject(s) in tackling the business issue(s) that faces your organization? By filling in the table below, you are also requested to specify the reason why that subject can resolve the issue.

Priority	Course subject	Motif of your choice (why this subject can contribute to resolve your organization's business issue?)
1st:		
2nd:		
3rd:		
4th:		

10. **Action Plan**

This training program falls into one of JICA's training categories **"<u>SOLUTION CREATION TRAINING"</u>**. Such program aims to facilitate solving problems in organizations by enabling the participants to acquire necessary knowledge and skills, which can address innovative solutions.

The creation of Action Plan therefore constitutes a core of this training course especially because it defies the roadmap to solve organization's business issues.

In this context, please describe business problems that your organization is interested in addressing within the framework of this training course. Some of those can be the scope of your future Action Plan.

	Business problems that should be addressed	Reason why your organization is interested in solving the problem	Proposed solutions
1			
2			
3			
4			

I certify that the above statements made by me in this form are true to the best of my knowledge.

Date : .... Signature : ....

COUNTRY REPORT

Please describe in detail as much as possible. This report aims to better understand the level of your country's and government's approach to ICT deployment including e-government.

Course Name: <u>"Building Reliable Information System for the shift towards e-government(A)"</u>
<u>(J14-04237)</u>

	Surname	Given name

Applicant's Name: "_____ "

1. **National E-government Policy**
   （For improving citizen service delivery or integrating ICT solutions in government work, etc.）

(1) Name of the policy

(2) Leading organization in the policy implementation within government ministries and institutions

(3) Background and the outline of the policy
（current status, current issues, solutions, scope, implementation plans and stakeholders, etc.）

2. National ICT Policy/Vision
（universal access to ICT, private sector development, E-learning or E-agriculture, etc.）

(1) Name of the ICT policy/vision

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(2) Leading organization in promoting ICT policy/vision within government ministries and institutions

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(3) Background

Overview of ICT usage in your country

Total yearly sales of ICT industry (US$): (including foreign companies)

Percentage of the domestic IT industry's yearly sales (US$)

Benchmark data on ICT usage used for the ICT policy/vision

(4) Outline of the policy
（overarching objectives, target; scope, stakeholders and implementation plans, etc.）

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For Your Reference

JICA and Capacity Development

The key concept underpinning JICA operations since its establishment in 1974 has been the conviction that "capacity development" is central to the socioeconomic development of any country, regardless of the specific operational scheme one may be undertaking, i.e. expert assignments, development projects, development study projects, training programs, JOCV programs, etc.

Within this wide range of programs, Training Programs have long occupied an important place in JICA operations. Conducted in Japan, they provide partner countries with opportunities to acquire practical knowledge accumulated in Japanese society. Participants dispatched by partner countries might find useful knowledge and re-create their own knowledge for enhancement of their own capacity or that of the organization and society to which they belong.

About 460 pre-organized programs cover a wide range of professional fields, ranging from education, health, infrastructure, energy, trade and finance, to agriculture, rural development, gender mainstreaming, and environmental protection. A variety of programs and are being customized to address the specific needs of different target organizations, such as policy-making organizations, service provision organizations, as well as research and academic institutions. Some programs are organized to target a certain group of countries with similar developmental challenges.

Japanese Development Experience

Japan was the first non-Western country to successfully modernize its society and industrialize its economy. At the core of this process, which started more than 140 years ago, was the *"adopt and adapt"* concept by which a wide range of appropriate skills and knowledge have been imported from developed countries; these skills and knowledge have been adapted and/or improved using local skills, knowledge and initiatives. They finally became internalized in Japanese society to suit its local needs and conditions.

From engineering technology to production management methods, most of the know-how that has enabled Japan to become what it is today has emanated from this "*adoption and adaptation*" process, which, of course, has been accompanied by countless failures and errors behind the success stories. We presume that such experiences, both successful and unsuccessful, will be useful to our partners who are trying to address the challenges currently faced by developing countries.

However, it is rather challenging to share with our partners this whole body of Japan's developmental experience. This difficulty has to do, in part, with the challenge of explaining a body of "tacit knowledge," a type of knowledge that cannot fully be expressed in words or numbers. Adding to this difficulty are the social and cultural systems of Japan that vastly differ from those of other Western industrialized countries, and hence still remain unfamiliar to many partner countries. Simply stated, coming to Japan might be one way of overcoming such a cultural gap.

JICA, therefore, would like to invite as many leaders of partner countries as possible to come and visit us, to mingle with the Japanese people, and witness the advantages as well as the disadvantages of Japanese systems, so that integration of their findings might help them reach their developmental objectives.

CORRESPONDENCE

For enquiries and further information, please contact the JICA office or the Embassy of Japan. Further, address correspondence to:

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