A Study Report on

Effectiveness of Training to IT officers of LGs' on "Linux System Administration"

Prepared By

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Summary

PLGSP, Sudurpaschim organized training on Information and Technology to Information technology officer training/Linux system administration training" for LGs' IT officer of Sudurpashchim Province from 14 September to 29 September 2021 under output number fourteen. The objectives of this study were to assess the changes in participants' knowledge, attitude and practices, to find out how training has added value to work and the documentation of the lessons learned from the training. To carry out this training a quantitative dominated mixed method was used. A survey questionnaire was administrated on google form and data were collected by sending the google form. Moreover, a telephonic interview (KII) was done to collect the qualitative data. Most of the IT officers in LGs were found, male and among them, more than 75% were from Bhramin and Kshetri communities. The ICT related training organized by the PLGSP has been found effective and it was able to change the knowledge, skill and attitude of the ICT officers. Numerically, 91.3% ICT officers believed that the training was effective and 91.4% believed training helped to change their knowledge, skill and attitude. The study found that the ICT training organized by the PLGSP was beneficial to institutionalize the IT systems of LGs. During the data collection, it has been found that IT officers have done the following work after training:

➢ When transferring important files from one section to another, file transfer is done directly from owncloud account without using file transfer.

➢ Use of government email and file server in ward offices and sections. It is planned to implement Web Security gradually.

➢ Offline software is hosted on the server and operated from the local server.

➢ The office's website has been managed and updated in a new way.

➢ Printing the information from own office in the respective sections

➢ Hosted digital profile in g-cloud.

➢ Own Cloud Server Setup. Various modules have been added to the website as per the municipality's requirement.

➢ By setting up a local server, owncloud app was used to manage files in LG and ward offices.

➢ Hosted revenue software in the g-cloud

➢ Taking cloud space with IP from NITC and making the profile data of the municipality web-based.

Therefore, training organized by the PLGSP is able to change the knowledge, attitude and practices of the trainees. Furthermore, the study reveals that the training was beneficial to added value to their work performance. So, training organized by the PLGSP is entirely successful in achieving its objective and capacitated to LGs staff on service delivery.

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Background

Nepal adopted a new constitution in September 2015 to transform the country from a centralized unitary state into a federal country with the guarantee of a non-hierarchic relationship between the three levels of government based on the principles of coordination, cooperation and coexistence. Three levels of government (Federal Government FG, Province Government PG and Local Government LG) as stipulated by the constitution and basic devolution of power are guaranteed to the various levels of government by the constitution through exclusive and concurrent powers and responsibilities as provided in schedules five to nine of the constitution. All three levels of government, specially LG, now have the full-fledged responsibility of local development and service delivery functions in all sectors and making the PGs and LGs effective and fully functional is a task of immediate and critical relevance.

Several federal, provincial and local legislations have already been enacted. However, several founding legislations are still in the pipeline as a work in progress. This will block the fully implementation of the constitution and ensure the delivery of services to the citizens and the development outcomes as per the spirit of the new constitution. Insufficient horizontal coordination between different federal stakeholders concerning implementing different aspects of the SNG's system,

Efforts with those at provincial and local government entities are yet to be created. The provincial and local governments lack the appropriate legislative, regulatory and administrative guidance to operate as 'whole government entities effectively. The institutional capacity of provincial and local government in terms of the number of staff in the new situation is not as expected, PG and LG elected officials are not sufficiently empowered to perform their constitutional functions, and the link between citizens and their newly elected local governments for meaningful participation and accountability is missing. In this context, the Provincial and Local Governance Support Programme (PLGSP) has been introduced by the MoFAGA with objectives of policy support, institution building and capacity building at the provincial and local levels.

PLGSP is the sole national programme of GoN to implement governance reforms at sub-national levels. The PLGSP was approved for the period of four years from FY 2076/77 to 2079/80 (2019/20 to 2022/23) and executed by the Ministry of Federal Affairs and General Administration (MOFAGA) to build institutional, organizational and individual capacity at all levels of government, with special focus on the provincial and local levels. A Memorandum of

Understanding (MoU) was signed between the MoFAGA and OCMCMs of seven provinces to implement the Provincial and Local Governance Support Programme (PLGSP) in the province. The programme supports the implementation of governance reform strategy at provincial and local levels as envisaged in the National Plan of Nepal with principles of focus on federal devolution, Transparency and accountability in provincial and local governance, Mainstreaming GESI, Rights-based and Participatory approach, Devolved, contextual and flexible programme design and Adaptive Programming. Furthermore, this programme has been running with policy support on federalization and IG cooperative and coordinated relationships, institution building at provincial and local levels and CD of individuals in political leadership or the civil service at the provincial and local levels.

The federal system with three layers of government is a new practice for Nepal. After restructuring, the staff adjustment in three government tiers has also been recently conducted. Many LGs staff are deployed from various domains and with different expertise. Thus, both elected representatives and staff face challenges in delivering their day-to-day activities. Hence, to develop capacity and enhance the skill of elected representatives and staff of different sectors, orientation on various thematic areas has been organized by PCGG. Training to IT officers was one of the orientations organized by the PCGG. However, PCGG is unsure whether the IT officer uses or not to use their learning from the training in their working station. As an expert, our duty was to follow up on the training's effectiveness. This is the follow-up study of the training **Information and technology to Information technology officer training/**Linux system administration training" for LGs' IT officer of Sudurpashchim Province from 14 September to 29 September 2021 under output 14.

Significance of the Study

Performance improvement through learning is the motto of the PLGSP. PCGG has delivered several training for capacity building for elected representatives and staff of LG & PG. However, conducting/organizing training doesn't ensure the intended results are achieved. Hence, it requires a periodic assessment of the post-training changes in the trainees' performance. This activity has been planned by a monitoring and reporting expert in support of IT and e-governance expert for an outcome assessment of the training events, which PCGG organized during the last FY 2019.20.

Objective of the Study

The main objective of this assessment was to document the effectiveness of the "Information and technology to Information technology officer training/Linux system administration training" that was organized for LGs' IT officer from 14 September to 29 September 2021. Specific objectives of the study are:

- To assess the changes in knowledge, attitude and practices of the trainees after the training
- Assess participants' perception of how the training has been beneficial to them or how it has added value to their work performance?
- Document the lessons learned that could be replicated to improve future training.

Methodology of the Study

Data Collection Method:

A quantitative dominated Mixed method was adopted for the data collection. Both; quantitative and qualitative information were collected through a survey questionnaire. A survey questionnaire was administrated on google form, and data were collected by sending the google form to respondents.

Data collection tools:

The survey questionnaire was adopted as a data collection tool. This survey questionnaire was administered in the English language. A questionnaire was revised after taking the feedback from IT and E-governance experts and thematic experts. After revision, the questionnaire was translated into the Nepali language from English. Similarly, the questionnaire was again translated into English and verified the sense of questions. After that questionnaire was administrated in the google form.

Questions types:

As mentioned above, one survey questionnaire was administrated in the google form. The questionnaire was divided into four sections. The first section was related to demographic information . The second section was related to the self-evaluation of respondents. The third section was related to the exact outcome of the training. This section was focused on what they have learnt from the training and what they applied in their work. Finally, the fourth section was related to respondents' situations of agreed actions during the training period. Four types of

questions were administrated in the questionnaire. Unipolar Likert scale, multiple-choice, open-ended and dichotomous questions were administered.

Population and Sample of the Study:

IT officers of LGs who participated in the training were considered as a population of the study, and IT officers of LGs who attended the training on "Consultative training on Information and technology to Information technology officer of Local Governments Sudurpashchim."/Linux system administration training was considered as a sample as well. In this context, this study tends to the census. The questionnaire was sent to all IT officers of the LGs, who attended the training. Of the 78 forms sent to IT officers, only 58 were returned. This was 66% of the population. Thus the sample selection was scientific and adequate.
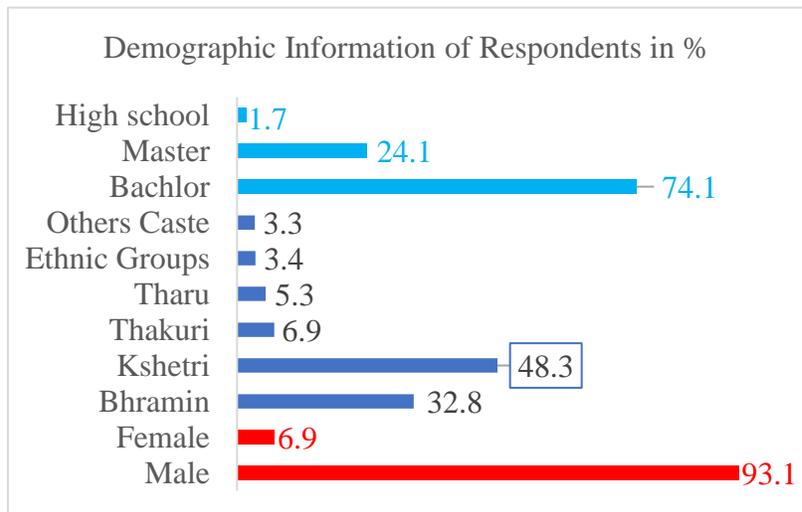
Data Analysis and Presentation:

Data were analyzed by using the SPSS. The data was coded and entered into the SPSS. Data was cleaning and analyzed by using statistical methods. Descriptive statistics were used for analyzed the data. Primarily, mean and frequency were used for data analysis. Chart, table, graph, and frequencies were used for the data analysis and photos were also incorporated as evidence of work. Direct quotes from the respondent were also incorporated. And data was triangulated by cross-matching the quantitative and qualitative information. Photographs were also used for the data triangulation.

Findings of the Study

Demographic Information of Respondents

This study found that the female IT officers in LGs were very few compare to the male IT officer. Among the 58 respondents, 93% were male and only 7 % were female IT officers. Regarding the caste and ethnic compositions, most of the IT officers were from Bhramin

Demographic Information of Respondents in %

High school 1.7
Master 24.1
Bachlor 74.1
Others Caste 3.3
Ethnic Groups 3.4
Tharu 5.3
Thakuri 6.9
Kshetri 48.3
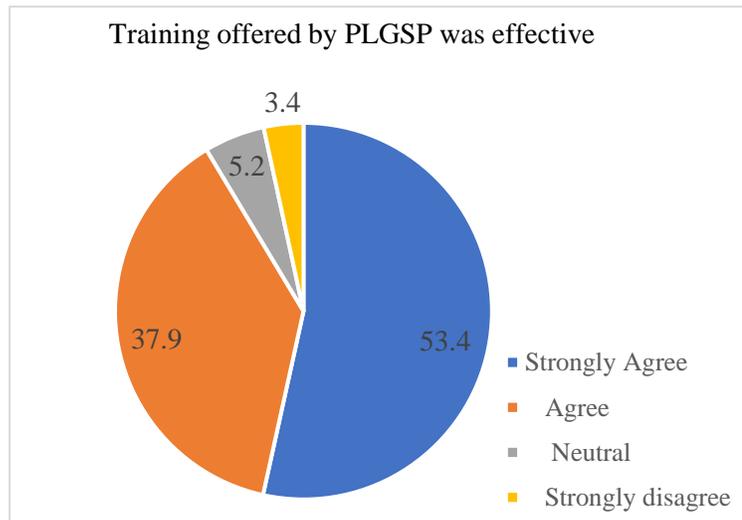Bhramin 32.8
Female 6.9
Male 93.1

and Kshetri communities. As per data, 48.3% of IT officers were from Kshetri 32.8% were from Bhramin and the rest of them were from Thakuri, Tharu, Ethnic groups, sanyasi and Dalit. The majority of the IT officers are completed a minimum bachelor's degree and very few are also undergraduate. For instance; 99% IT officers completed Bachlor degree and 2% of them are undergraduate.

Self Realization of Respondent about Training

Seven questions were placed under this section. All of the questions were designed as Likert items. The training that the PLGSP provided was found effective because 91.3% responded and believed that "training was effective". Even though 5.2% of respondents did not want to answer the question and 3.4% responded that the training was ineffective. A study reveals that 91.4% of IT officers believe that the training organized by the PLGSP helped to change their

Training offered by PLGSP was effective

3.4
5.2
37.9
53.4

- Strongly Agree
- Agree
- Neutral
- Strongly disagree

knowledge, skill and attitude. One training reciever said, *"I had some idea on the local server, own cloud and G-cloud, but I didn't have enough knowledge and skills to use them. When I got training from PLGSP, I was very much confident to use those apps, software and managing servers ".* However, 3.4% of training reciever disagree with the statement "Training has changed the knowledge, skills and attitude". In addition, around 14% of participants do not believe training positively impacted their work performance. The study found that 80% of respondents believe fewer errors have been recorded after taking part in the training. This means that the training supported the error minimization of IT officers in their work. It was indicative that 93% of the respondents stated that their knowledge of the respective area had been increased after training and 72% of them believe that they are able to increase the satisfaction of service receivers after training. A male participant of the mountain region said, *"Before the training, I had little knowledge of Linux System now I am capable of Administering Linux Servers. Using the learnings of the training, I can setup LG's own Linux file server for cloud storage which has ultimately improved our service delivery at the LG. Before the training and file server setup , the ward*
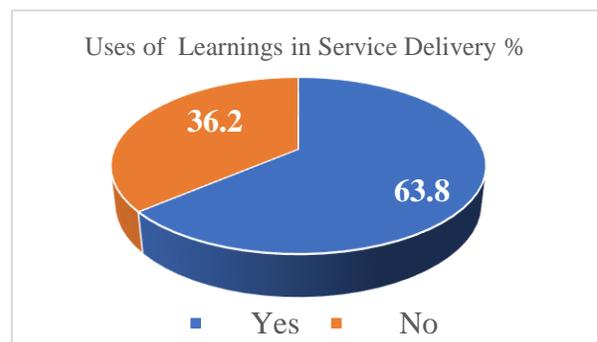
officials needed to physically visit the LG office for various reporting purposes carrying necessary printed copies, which took at least 3-4 hours. Now reporting can be done instantly by uploading and sharing files using the file server. After this, from PLGSP, I expect training on system security, advanced system administration and computer networking". Responses of participants to the given statements are presented below:

S. No.	Questions	Responses				
		Strongly Agree	Ag ree	Neu tral	Disag ree	Stro ngly disagr ee
1	Training offered by PLGSP was effective	53.4	37.9	5.2	0	3.4
2	Training supported the change in knowledge, skill and attitude	51.7	39.7	5.2	1.7	1.7
3	Training has impacted positively to perform better	44.8	41.4	12.1	1.7	0
4	Fewer errors have been recorded since taking part in the training	37.9	41.4	17.2	3.4	0
5	Client's (local government authority) satisfaction has increased after training	36.2	36.2	20.7	5.2	1.7

The above table explores that the training organized by the PLGSP was effective. It helped to change participants' knowledge, skill, and attitude and positively impacted them to perform better. Moreover, fewer errors have been recorded since taking part in the training. Thus this study found that training organized by the PLGSP succeeded in strengthening the capacity of the IT officers on the Linux system administrative system.

The outcome of Training:

The third section of the study was related to how participants used their training knowledge in their works. Eight questions were administrated under this section. The study found that training was able to increase the knowledge of the ICT officer. In responses to knowledge enhancement, 93.1% of participants agreed the training was able to increase their knowledge. However, among total training receivers, 36.2% did not use the training learning in their work. Factors that kept them from using the training learning were; they didn't have the resources that
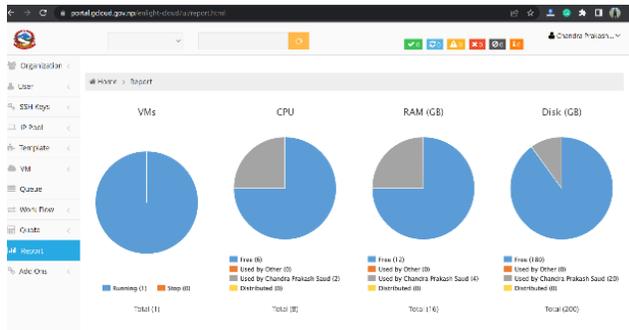
Figure 1: Screenshot of Gcloud

they needed, opportunities to use what they learned and time to use what they learned. One of the participants argued, *" I know this training enhanced my knowledge, lots of skills I can use in service delivery, however, I needed the resources and time for this. But management is not ready to provide such resources and opportunities. Because they want just a computer operator for letter typing, not an IT officer."* Another participant added that, *"Though I am not able to implement G-Cloud because of some reason, but I am able to setup LGs own' Linux web server on which I have hosted a file management web application called OwnCloud by which file sharing has become much easier than before. Even in the absence of individual staff, because of file sharing using OwnCloud service delivery is not interrupted. Now I request PLGSP to organize trainings on Security, Data Management and digital signatures".*

This study further revealed that 40% of IT officers who participated in training did not get support from the elected officers and colleagues. 15% of the respondents argue that the training content was not enough. The study found that ICT officers have made a significant change in service delivery after training. For instance; most of them setup their own cloud server, and the module has been added to LGs websites. Furthermore, some IT officers set up a local server and used the owncloud app for file management of LGs and ward offices. One of the IT officers said, *" I am able to make changes in service delivery by setting up a local server and VPN. Furthermore, I installed and used the OwnCloud app to manage files in LGs and ward offices. After setting local server, VPN and OwnCloud, LG's data can access remotely from the LGs network even internet service is not working".* The ICT training was able to solve the internet problem of LGs as well. After getting training from PLGSP, participants established data-sharing systems that help to get data from anywhere, and service delivery will not be stopped if the responses

Figure 2: Screenshots of OwnCloud installed by IT officers

person is not available. Moreover, some of the IT officers organized the Information and Technology related training for LGs staff as well. Moreover, IT officers started to digitize, demanded Public IP at NITC, and hosted the digital profile after training. However, some of them did not do anything because of a lack of resources, little support from the management team and time constraints. The study further found that IT officers have changed the working modalities of the same activities before and after training. One of the participants claimed, *" I have changed my working strategies after participating in the training for instance; when transferring important files from one section to another section of LGs, file transfer is done directly from owncloud account without using file transfer".* Another participant added that, *"The training helped us to setup Linux Server at the local level. On the other hand, I am able to manage Government Cloud (G-Cloud), and we have started hosting web applications into G-Cloud".*

The study found that the ICT training organized by the PLGSP was beneficial to institutionalize the IT systems of LGs. During the data collection, it has been found that IT officers have done the following work after training:

➢ When transferring important files from one section to another, file transfer is done directly from owncloud account without using file transfer.

➢ Use of government email and file server in ward offices and sections. It is planned to implement web Security gradually.

➢ Offline software is hosted on the server and operated from the local server at LG

➢ The office's website has been managed and updated in a new way.

➢ Printing the information from own office in the respective sections

➢ Hosted digital profile in g-cloud.

➢ Own Cloud Server Setup in LG. Various modules have been added to the website as per the municipality's requirement.

➢ By setting up a local server, owncloud app was used to manage files in LG and ward offices.

➢ Hosted revenue software in the G cloud.

➢ Taking cloud space with IP from NITC and making the profile data of the municipality web-based.

Conclusion

ICT related training organized by the PLGSP is very effective in the service delivery in the LGs. Training able to enhance the knowledge and skill of the IT officers to serve their ToR. Furthermore, training is able to increase the satisfaction of the client as well. Even though IT officers didn't get the resources to implement their acquired knowledge from the training, they changed their working modalities by using local and available resources. The study further found that knowledge acquired from the training has been supporting the data management, data transfer, service delivery and confidentiality of the data as well. So, training organized by the PLGSP is able to change the knowledge, attitude and practices of the trainees. Furthermore, the study reveals that the training was beneficial to added value to their work performance. So, training organized by the PLGSP is entirely successful in achieving its objective and capacitated to LGs staff on service delivery.

Annex I: Questionnaire

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प्रदेश सरकार

सुदुरपश्चिम प्रदेश

मुख्यमन्त्री तथा मन्त्रिपरिषद्को कार्यालय

प्रदेश तथा स्थानीय सरकार सहयोग कार्यक्रम

सर्वेक्षण प्रश्नावली

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नमस्कार!! हामीले प्रदेश तथा स्थानीय शासन सहयोग कार्यक्रम (PLGSP) बाट संचालित तालिम "Linux system administration training to Information and technology officer" को प्रभावकारीता तथा तालिममा सहमत भएका कार्यहरुको अनुगमन सम्बन्धमा एक अध्ययन गर्न गैरहेका छौ | त्यसकारण तपाईहरुको केहि समय यो सर्वेक्षण प्रश्नावलीलाइ पुरा गर्न दिनुहुनेछ भन्ने आशा गरेका छौ | यो प्रश्नावली पुरा गर्न अधिकतम १५ मिनेट लाग्नेछ |

➢ हामी तपाईहरु सहभागी हुनुभएको तालिमले दैनिक कार्यसम्पादन र कार्यालयको सेवा प्रवाहमा के सकारात्मक प्रभाव पर्यो भनी बुझ्न खोज्दैछौ र यसको निष्कर्ष थप कार्यक्रम/तालिम निर्माणको सम्बन्धमा प्रयोग हुनेछ । तपाई आफ्नो स्वेच्छाले कुनै पनि प्रश्नको उत्तर नदिन वा यो अन्तरवार्ता छोड्न सक्नु हुनेछ ।

➢ यो तपाईको मूल्यांकन होईन यसले तपाईको कार्यालयको मूल्यांकनलाइ केहि प्रभाब पार्दैन |

➢ तपाईको नाम तथ्याङ्किय प्रयोजन बाहेक गोप्य रहने छ । तपाईको सहभागिता यो अध्ययनमा पूर्णरुपले स्वेच्छिक रहनेछ ।

➢ तपाइले गरेका नविनतम कार्यहरुलाई सफलताको कथाको रुपमा कार्यक्रमको माथिल्लो निकाय, सहकर्मीहरु र अन्य सरोकारवालाहरु बीचमा प्रस्तुत गरिने छ | त्यसैले तालिमबाट सिकिएको सिप प्रयोग गरि गरिएका गतिविधिहरु उल्लेख गर्न अनुरोध गर्दछौ।

➢ प्रश्नावलीमा चार खण्डहरू छन् | खण्ड A मा जनसांख्यिकीय बिबरण र खण्ड B मा प्रशिक्षण पछि उत्तरदाताको स्व-मूल्याङ्कनका (self-assessment) लागि प्रश्नहरु समावेश छन्। खण्ड C ले तालिमको प्रभावकारिताको जाँच गर्दछ र खण्ड D मा सहमत योजनामा भएको प्रगतिसँग सम्बन्धित प्रश्नहरू छन्।

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खण्ड A: उत्तरदाताको बिबरण

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उत्तरदाताको लिंग: क) पुरुष ख) महिला

उत्तरदाताको जात/जाति: क) ब्राहमण/क्षेत्री/संन्यासी/ठकुरी ख) आदिवासी/जनजाति ग. दलित घ. मधेसी ई. थारु च). अन्य

उत्तरदाताको योग्यता: क. स्नातक वा सो सरह ख। स्नातकोत्तर वा सो सरह ग. अन्य

कार्यरत जिल्लाको नाम:

उत्तरदाताको काम गर्ने स्थानीय तहको नाम:

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भाग B: उत्तरदाताको स्व-मूल्याङ्कन

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तपाइँ निम्न कथनहरु संग कत्तिको सहमत हुनुहुन्छ:

१. PLGSP द्वारा प्रदान गरिएको तालिम सान्दर्भिक थियो

क) पूर्ण सहमत

ख) सहमत

ग) तटस्थ

घ) असहमत

ङ) पूर्ण असहमत

२. PLGSP द्वारा प्रदान गरिएको तालिम प्रभावकारी थियो

क) पूर्ण सहमत

ख) सहमत

ग) तटस्थ

घ) असहमत

ङ) पूर्ण असहमत

३. प्रशिक्षणले तपाईंको ज्ञान, सीप र मनोवृत्ति परिवर्तन गरेको छ

क) पूर्ण सहमत

ख) सहमत

ग) तटस्थ

घ) असहमत

ङ) पूर्ण असहमत

४. तालिमले कामप्रति सन्तुष्टि बढाएको छ

क) पूर्ण सहमत

ख) सहमत

ग) तटस्थ

घ) असहमत

ङ) पूर्ण असहमत

५. तालिमले तपाईंको कार्यसम्पादनमा सकारात्मक प्रभाव पारेको छ

क) पूर्ण सहमत

ख) सहमत

ग) तटस्थ

घ) असहमत

ङ) पूर्ण असहमत

६. तालिममा सहभागी भएपछि कार्यसम्पादनमा हुने त्रुटिहरू कम भएका छन्

क) पूर्ण सहमत

ख) सहमत

ग) तटस्थ

घ) असहमत

ङ) पूर्ण असहमत

७. तालिम पछिको कार्यसम्पादनले सेवा प्रबाहमा सेवाग्राहीको सन्तुष्टि बढेको छ

क) पूर्ण सहमत

ख) सहमत

ग) तटस्थ

घ) असहमत

ङ) पूर्ण असहमत

खण्ड C: तालिमको परिणाम मूल्याङ्कन

१. तालिम पछि सम्बन्धित विषय क्षेत्रको आफ्नो ज्ञान (वा सीप) मूल्याङ्कन गर्नुहोस्।

क) पहिले भन्दा धेरै अलमलमा छु

ख) तालिम लिनु भन्दा पहिलेको जस्तै छ

ग) अलिकति बढेको छ

घ) धेरै नै बढेको छ

२. तपाइको कार्यसम्पादनमा तालिमको प्रभाव कस्तो रह्यो ?

क प्रभावकारी रहेन

ख थोरै प्रभावकारी रह्यो

ग मध्यम प्रभावकारी रह्यो

घ धेरै प्रभावकारी रह्यो

ङ अति प्रभावकारी रह्यो

३. यस तालिममा सिकेको कुरालाई आफ्नो काममा प्रयोग गर्नुभयो ?

क) गरें (५ मा जानुहोस्)

ख) गरिन

४. तालिमको सिकाइलाई प्रयोग गर्न रोक्ने कारक तत्वहरु के के हुन् (लागू हुने सबै चयन गर्नुहोस्)

क तालिममा आवश्कता अनुसारको विषयवस्तु पुगेन

ख मैले तालिममा सिकाइएका विषयबस्तुलाई सम्झिन सकिन

ग सिकेको सिप प्रयोग गर्न चाहिने स्रोतसाधन उपलब्ध छैन

घ मैले सिकेको कुरा सदुपयोग गर्ने अवसर पाएको छैन

ङ. मैले सिकेको कुरा सदुपयोग गर्ने समय ब्यबस्थापन गर्न सकेको छैन

च सिकेको कुरा प्रयोग गर्न उच्च अधिकारीबाट सहयोग प्राप्त भएन

छ सिकेको कुरा प्रयोग गर्न सहकर्मीहरू बाट सहयोग प्राप्त भएन

ज पाठ्यक्रम सामग्री/प्रशिक्षण मेरो कामसँग सान्दर्भिक थिएन

झ अन्य (कृपया उल्लेख गर्नुहोस्):

५. तपाईंले यस पाठ्यक्रममा सिकेका कुराहरूलाई आफ्नो काममा कति हदसम्म प्रयोग गर्नुभएको छ?

क थोरै

ख ठिकै

ग धेरै

६. तालिमबाट प्राप्त सीपलाई कसरी प्रयोग गर्नु भयो ? कृपया आफुले गरेका क्रियाकलापहरु उल्लेख गर्नुहोस

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७. तालिम पछी तपाइको कार्यस्थलमा पहिले भन्दा के नयाँ काम गर्नु भयो ? तपाइले गरेको नयाँ कामको ब्याख्या गर्नुहोस | (यदि सम्भव छ भने पहिले र पछिको अवस्था दर्शाउने फोटोहरू राख्नुहोस)
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८. के तपाइले तालिम पछी तपाइको कार्यस्थलमा तालिम लिनु भन्दा पहिले नै गरिरहेको कामलाई फरक तरिकाले गर्नु भएको छ ? गर्नु भएको छ भने उल्लेख गर्नु होस् (सम्भब भए सम्म फोटोहरु पनि राख्नुहोला)

Chapter C: Status of Agreed Action (सहमत कार्यको स्थिति)

1. Status of G-Cloud Account Registration and Activation
   a. Completed
   b. In progress
   c. Not initiated
   d. Not applicable

   If not initiated,

2. यदि नगर्नु भएको भए शुरु नगर्नुको कारणहरु उल्लेख गर्नुहोस

   Please explain, why you are not initiated to G-Cloud Account Registration and Activation

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   ……

3. Status of Local File Server Establishment
   a. Completed
   b. In progress
   c. Not initiated
   d. Not applicable

   If not initiated,

4. Please explain, why you are not initiated to local file server establishment
   ………………………………………………………………………………………………………
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5. Local File Server Establishment ले तपाइको कार्यसम्पादनमा (Service Delivery) कस्तो फरक पार्यो ? उल्लेख गर्नुहोस

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6. Status of local web server establishment
   a. Completed
   b. In progress
   c. Not initiated
   d. Not applicable

7. यदि नगर्नु भएको भए शुरु नगर्नुको कारणहरु उल्लेख गर्नुहोस

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8. Local web server establishment ले तपाइको कार्यसम्पादनमा (Service Delivery)कस्तो फरक पार्यो

   ? उल्लेख गर्नुहोस

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9. Status of Migrate locally developed web application into G-Cloud
   e. Completed
   f. In progress
   g. Not initiated
   h. Not applicable

   If not initiated,

10. Please explain, why you are not initiated to Migrate locally developed web applications into G-Cloud

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11. Migrate locally developed web application into G-Cloud ले तपाइको कार्यसम्पादनमा (Service

    Delivery)कस्तो फरक पार्यो ?

    ………………………………………………..

12. Status of Migrate locally developed web application into local web server
    i. Completed
    j. In progress
    k. Not initiated
    l. Not applicable

    If not initiated,

13. Please explain, why you are not initiated to Migrate locally developed web application into local web server

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14. Migrate locally developed web application into local web server ले तपाइको कार्यसम्पादनमा
(Service Delivery) कस्तो फरक पार्यो ?

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Annex II: List of Participants (KII)

Navaraj Ojha	-	IT officer, Alital RM
Prmod Sing Monyal	-	IT officer, Apihimal RM
Shiva Raj Badu	-	IT officer, Byans RM
Prakash Bhandari	-	IT officer, Thalara RM
Chandra Prakash Saud	-	IT officer, Mellekh RM
Lekh Raj Rawal	-	IT officer, Kedarsew RM