

Activity: Training on the Gaiasoft Platform

Trainings Dates:

Maputo: 09 December 2015

Nacala: 15 December 2015

Nampula: 16 December 2015

Methodology

The methodology was consistently followed in all three cities where training took place. The training was conducted by Mr. Roberto Bernardo (UN-Habitat) and Dr. Laura Lima (Cities Alliance). In Maputo, the FCA intern, Mr. Gediminas Lesutis, also supported the training. The team took the opportunity of the training to offer an update on FCA, and the initial findings that had been collected in the participating cities. From there, the training was divided in four parts. The first consisted of a discussion on the use of knowledge and monitoring platforms. The second one focused specifically on the Gaiasoft Platform, how it works and its certification levels. Trainees were given time to familiarize themselves with the platform through exploring the different functions and uses that could be made of it. The third session of the platform consisted of exercises to for certification Level 1 and 2. The last session started with an open discussion on Gaiasoft followed by a focused discussion and presentation of what trainees thought of the platform. Finally, trainees presented pros & cons of the platform. In Maputo, at the request of the trainees, they added a section on what the platform could improve. This was then added this section to the other cities as well.

Training Material

All training material was presented in Portuguese¹ and these consisted of:

- 1) Formal invitation letter sent to the Ministries in Maputo
- 2) Formal invitation letter sent to the three FCA Cities
- 3) Gaiasoft Platform movie
- 4) FCA Quick Reference Source
- 5) Gaiasoft Training Evaluation
- 6) 1-pager on How Cities Learn
- 7) Training Certificate
- 8) Presentation of the FCA (Portuguese)
- 9) First findings of the FC (Perfil das Cidades)

¹ Files are available in the x drive at <X:\Programme Unit\DFID - Future Cities Africa\3 - Outputs - Project and Country Level\Output 3 - GAIA\Training\Mozambique\Training Material PT>

Workshop Agenda

No	Item/Agenda	Time
1	Arrival and registration	5 min
2	Introduction of participants	3 min
3	Opening Presentation <ul style="list-style-type: none"> • UN-Habitat – Urbanization in Mozambique 	25 min
4	Presentation – Future Cities Africa	20 min
5	Coffee Break	15 min
6	Knowledge and Monitoring Platforms <ul style="list-style-type: none"> • What are knowledge and monitoring platforms? • How can they support national and local governments? 	15 min
7	Discussion <ul style="list-style-type: none"> • Gaiasoft Platform and Resilience • How the platform works • FCA Certification Levels 	40 min
8	Learning with Gaiasoft <ul style="list-style-type: none"> • Certification Level 1 and 2 • Exercises • Relevance 	30 min
	Coffee Break	20 min
09	Discussion – How can this help my work? <ul style="list-style-type: none"> • What is the most useful thing about GAIASOFT? • How can this help us work together? • How can Gaiasoft save us time and effort and support us deliver better results? 	20 min

1. Overall Results

Place	Date	Attendees	M/F	Total
Maputo	9/12/2015	7	5/2	7
Nampula	16/12/2015	9	2/7	9
Nacala	15/12/2015	9	5/4	9
Tete	18/12/2015	-	-	-
Total Participants	12 male and 13 female			

Items	Scale				
	1	2	3	4	5
1. The training was important and timely				8	17
2. The methodology used was very good, I understand how to use knowledge platform.			2	11	12
3. The time allocated for the training was sufficient to learn the basic ideas of the knowledge platform.			3	3	19
4. Gaiasoft is a knowledge platform that is easy to be understood.			11	8	6
5. The lack of internet access, the lack of electricity, and availability of equipment may affect the regular use of the knowledge platform in my city.					25
6. The information presented and the resilience indicators corerctly reflect the current situation					25
7. I can use the platform and its data without additional support.			12	13	
8. Data and resilience indicators may be easily obtained.	19	6			
9. I would recommend the knowledge platform to other institutions as well.				11	14
10. I am happy with the explanation provided about this project through the 5 normative dimensions of the FCA.			4	6	15
11 Other Comments					
Positive					
<ul style="list-style-type: none"> It would be good to have data and indicators stored in one place where government staff would be able to access them. Stores data in one place; Ease of access to information; It saves time and improves efficiency. It would give ministries a way of looking at what is happening in cities at a glance. It would allow everyone to work in alignment and with clear objectives set for each city; It would allow cities to advocate better with the central government. It highlights responsibility, ownership and accountability of tasks; 					

- Cities Alliance has been working with us for a year – so they know what solutions the cities needs

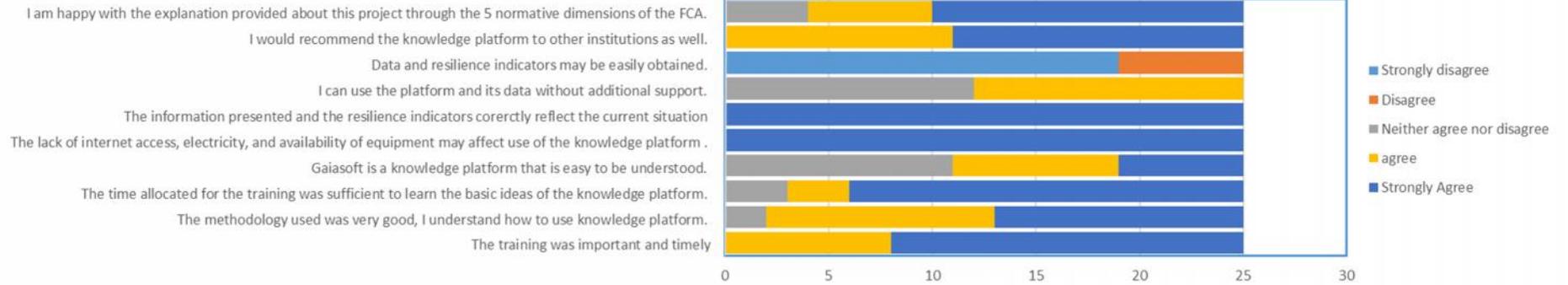
Negative

- The platform is mostly in English. It is difficult to read the Portuguese (translated) parts. Even if we have a Portuguese version in Mozambique, we will not be able to read the inputs and comments from other cities as they will be in English.
- The software is not for free. The country has had other companies offering software like that one but Mozambique is not in a position to pay for it.
- The software should include the indicators used by the Mozambican Government and cities rather than present their own indicators.
- It should include data from other development agencies that are working in Mozambique. UNICEF has already attempted to have a platform here.
- There is no help section in the platform and/or it is difficult to find the help section;
- The platform should automatically tell the user where the problem areas are (have a display on the screen when a due date is missed, for example);
- The specifications of the platform are not very refined.
- There should be an automatic exchange rate so that we could have values not only in Mozambican Metical but also in USD. Also, if we wanted to know what the local currency in another country would be in Metical, that should be available;
- The cities do not have an equipment to house the software database. They would like to have a data center but that would require better internet connection, a room with computer, people who are trained to keep feeding data to the platform and computer specialists to do maintenance.
- The platform looks outdated if they compare with what is available elsewhere on knowledge platforms.
- The city needs a platform that will enable it to produce reports if someone wants to print the data available in a format that can be read as a report.

Areas for Improvement

- The graphs are not very user-friendly. They seem unfinished and need polishing so they will be better presented and easier to grasp.
- The software seems unfinished. There are areas for improvement.
- The work area needs to be more user-friendly so that it can cater to the capacity needs of the cities.
- It needs to be user-friendly and easier to work with.
- It would be good if people from the field (data collectors) could feed the platform through their mobiles;
- There should be an app of this – in order to make access easier for people using mobiles and tablets;
- The population should be able to feed in information as well, such as areas that need garbage collection;
- There should be an app connected to this platform. This app could include ways that people working on the field can supply information;
- The population should also be able to supply information to the app;
- The graphs are not very nice.
- The platform should have a help section that would support people who are using it for the first time;

Gaiasoft Platform Training - Evaluation Survey (FCA-Mozambique)



2. Maputo Results

Items	Scale				
	1	2	3	4	5
1. The training was important and timely				4	3
2. The methodology used was very good, I understand how to use knowledge platform.				5	2
3. The time allocated for the training was sufficient to learn the basic ideas of the knowledge platform.			3	2	2
4. Gaiasoft is a knowledge platform that is easy to be understood.			4	2	1
5. The lack of internet access, the lack of electricity, and availability of equipment may affect the regular use of the knowledge platform in my city.					7
6. The information presented and the resilience indicators corerctly reflect the current situation					7
7. I can use the platform and its data without additional support.			2	5	
8. Data and resilience indicators may be easily obtained.	3	4			
9. I would recommend the knowledge platform to other institutions as well.				5	2
10. I am happy with the explanation provided about this project through the 5 normative dimensions of the FCA.			4	3	

1. Other Comments

Positive

- It would be good to have data and indicators stored in one place where government staff would be able to access them.
- It saves time.
- It would give ministries a way of looking at what is happening in cities at a glance.
- It would allow everyone to work in alignment and with clear objectives set for each city;
- It would allow cities to advocate better with the central government.

Negative

- The platform is mostly in English. It is difficult to read the Portuguese (translated) parts. Even if we have a Portuguese version in Mozambique, we will not be able to read the inputs and comments from other cities as they will be in English.
- The software is not for free. The country has had other companies offering software like that one but Mozambique is not in a position to pay for it.
- The software should include the indicators used by the Mozambican Government and cities rather than present their own indicators.
- It should include data from other development agencies that are working in Mozambique. UNICEF has already attempted to have a platform here.
- There is no help section in the platform and/or it is difficult to find the help section;
- The platform should automatically tell the user where the problem areas are (have a display on the screen when a due date is missed, for example);
- The specifications of the platform are not very refined.

Areas for Improvement

- The graphs are not very user-friendly. They seem unfinished and need polishing so they will be better presented and easier to grasp.
- The software seems unfinished. There are areas for improvement.
- The work area needs to be more user-friendly so that it can cater to the capacity needs of the cities.



3. Nampula Results

Items	Scale				
	1	2	3	4	5
1. The training was important and timely				3	6
2. The methodology used was very good, I understand how to use knowledge platform.				5	4
3. The time allocated for the training was sufficient to learn the basic ideas of the knowledge platform.				1	8
4. Gaiasoft is a knowledge platform that is easy to be understood.			4	5	
5. The lack of internet access, the lack of electricity, and availability of equipment may affect the regular use of the knowledge platform in my city.					9
6. The information presented and the resilience indicators correctly reflect the current situation					9
7. I can use the platform and its data without additional support.			4	5	
8. Data and resilience indicators may be easily obtained.	7	2			
9. I would recommend the knowledge platform to other institutions as well.				5	4
10. I am happy with the explanation provided about this project through the 5 normative dimensions of the FCA.				2	7

11. Other Comments

Positive

- It may save time of the work done by the municipal staff and the mayor;
- It highlights responsibility, ownership and accountability of tasks;
- It may be a way for municipal staff to follow the work of other sectors of the municipality without having to go personally go ask their colleagues what they are doing (ease of access to information);
- Cities Alliance has been working with us for a year – so they know what solutions the cities needs

Negative

- It is not in Portuguese. In Mozambique, they will not be able to talk to other cities in Africa (unless they are in Angola);
- There should be an automatic exchange rate so that we could have values not only in Mozambican Metical but also in USD. Also, if we wanted to know what the local currency in another country would be in Metical, that should be available;
- Nampula does not have the equipment requirements to have that. We would like to have a data center but that would require better internet connection, a room with computer, people who are trained to keep feeding data to the platform and computer specialists to do maintenance.
- The platform is private. In November, another software company came to Nampula to offer software solutions but they were private. We want to work with open software because it is free.
- The platform looks outdated if we compare with what is available on the internet on knowledge platforms.
- Whoever supplies the software should know that the city will also have other needs in order to be able to keep it up: good computers, reliable internet connection, reliable electricity, staff that is properly trained to deal with the platform. Nampula is not in a position to pay for this.

Areas for Improvement

- It needs to be user-friendly and easier to work with.
- It would be good if people from the field (data collectors) could feed the platform through their mobiles;
- There should be an app of this – in order to make access easier for people using mobiles and tablets;
- The population should be able to feed in information as well, such as areas that need garbage collection;



4. Nacala Results

Items	Scale				
	1	2	3	4	5
1. The training was important and timely				1	8
2. The methodology used was very good, I understand how to use knowledge platform.			2	1	6
3. The time allocated for the training was sufficient to learn the basic ideas of the knowledge platform.					9
4. Gaiasoft is a knowledge platform that is easy to be understood.			3	1	5
5. The lack of internet access, the lack of electricity, and availability of equipment may affect the regular use of the knowledge platform in my city.					9
6. The information presented and the resilience indicators correctly reflect the current situation					9
7. I can use the platform and its data without additional support.			6	3	
8. Data and resilience indicators may be easily obtained.	9				
9. I would recommend the knowledge platform to other institutions as well.				1	8
10. I am happy with the explanation provided about this project through the 5 normative dimensions of the FCA.					9

11. Other Comments

Positive

- Nacala has been looking for a way to have all of its data stored in one place with ease of access for some time. This could be a solution.
- It saves time.
- It can improve efficiency of our work.
- It has potential for improving when it is finalized – the city could include other areas to the platform.

Negative

- It is in English. Even the parts that are in Portuguese are difficult to understand because they do not appear on the screen. It will be difficult to share with other cities because of language barriers. So we do not see how this was designed for people who do not speak English.
- The platform needs a lot of improvement as its standards do not seem as high as of other software that has been introduced to us.
- It is not free. There is free software we can use – that would be much cheaper as we could use the money to train people, buy equipment, etc.
- The city needs a platform that will enable it to produce reports if someone wants to print the data available in a format that can be read as a report.

Areas for Improvement

- There should be an app connected to this platform. This app could include ways that people working on the field can supply information;
- The population should also be able to supply information to the app;
- The graphs are not very nice.
- The platform should have a help section that would support people who are using it for the first time;

