

NEPAL

**Basic and Primary Education Programme II
Development of a Professional Publishing Capacity
for BPEP II**

PROGRESS ON COMPUTERISATION

10-24 April 1999

David Parker

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The computer consultant visited Nepal from 10 to 24 April 1999 to review the progress made by World Distribution regarding the development, installation and commissioning of the Book Progress Monitoring and Costing System (BPMCS) and to manage its testing in readiness for implementation. During the course of the visit considerable time was spent with the computer system supplier, World Distribution Nepal Pvt Ltd, carrying out very comprehensive testing, overseeing any corrections that were required, and adding some minor modifications to the system in order to add to its value.

The computer consultant is pleased to report that everything was carried out and completed within the deadlines determined in the overall implementation programme. The quality of the software, specified by the computer consultant and supplied by World Distribution, is completely accurate in terms of its functionality and efficient in terms of its speed of operation. The computer consultant is continuing discussions with World Distribution (via email) to monitor further progress on BPMCS and to resolve queries and issues that may occur.

A wrap-up meeting was held with BPEP management. Appendix 1 gives the paper written for the wrap-up and is a situation report to date.

The Terms of Reference for the consultancy were as follows:

In the United Kingdom:

- a) January-February 1999 – Check World Distribution’s BPMCS documentation and answer queries following the evaluation of the prototyping in 1998.

In Nepal:

- b) Check the quality, functionality and accuracy of the BPMCS programming.
- c) Correct any programming errors/misinterpretations and advise programmers on how to make the amendments/corrections.
- d) Prepare a comprehensive ‘System Testing Plan’, ensure that a testing team is appointed and briefed, and that the system is fully tested.
- e) Oversee a full systems test and ensure that all users understand the functionality of the systems and their roles.
- f) Ensure that the security aspects of the systems are accurate and fully understood, that the systems are correctly and accurately documented, and that easy-to-use ‘User Guides’ have been prepared. Implement the systems with World Distribution, and check that comprehensive back-up and support are being provided by the supplier.
- g) Include the PPC Production and Distribution Manager in as many of the work stages as possible to increase his knowledge of the system.
- h) Prepare a succinct wrap-up paper of progress and outstanding matters for a debriefing with the BPEP management.
- i) Write a short report which covers all matters and includes any conclusions drawn during the wrap-up meeting by BPEP management.

Abbreviations

BPEP	Basic and Primary Education Programme
BPMCS	Book Progress Monitoring and Costing System
PC	Personal computer
PPC	Primary Publishing Cell
PTTU	Primary Teacher Training Unit
RCDU	Resource Centre Development Unit

2 BOOK PROGRESS MONITORING & COSTING SYSTEM

2.1 BPMCS Development Status

When the computer consultant arrived in Nepal, the BPMCS, developed by World Distribution, was completed, as per the 'Project Programme'. The system and its associated management reports were comprehensively tested by the computer consultant on World Distribution's local area computer network, located at their offices. Some very minor errors were found which were corrected and re-tested by the computer consultant. Some minor enhancements were added in order to make the system more user-friendly.

2.2 System Documentation

Comprehensive, easy-to-use 'Help' facilities have been incorporated into the system. Where a user is not sure how to carry out a system operation, he/she simply 'clicks' with the mouse on the 'Help' icon for instruction. This capability is considerably more user-friendly than the use of a published 'Help Manual' which, in the experience of the computer consultant, usually gathers dust in the corner of an office.

2.3 Computer Hardware

All the computer hardware to be located in the Primary Publishing Cell at Sano Thimi had been installed when the computer consultant completed his visit apart from those PCs and laserjet printers to be installed in PTTU and RCDU, located in an adjacent building. It was agreed that World Distribution would liaise with Mr Niels Bentsen to arrange this.

Hardware to be located in the MoE's offices at Keshar Mahal had not yet been installed.

2.4 Communications Capabilities

Those Units located at Sano Thimi will all form part of the Primary Publishing Cell's local area network and, as such, do not require any communications capabilities.

The Units located at Keshar Mahal will be linked with the Primary Publishing Cell as early as possible. It was agreed that World Distribution would supply the BPEP Chief Adviser with a quotation to supply, install and commission the equipment and services required to enable remote communication with Sano Thimi in the immediate future. This will allow the users at Keshar Mahal to link directly into the BPMCS to input the required data, enquire into the progress of their books and educational materials, and to extract any required reports from the system.

Appendix 3 shows the targeted structure and geography of the overall system.

2.5 Staff Training

The Design Manager, Production Manager and his assistant were the only users of the BPMCS working in the Primary Publishing Cell at the time of the computer consultant's visit. The Production Manager and his assistant were unavailable for a considerable time due to their attendance of British Council-run English lessons, and they were therefore given a demonstration of the detailed functionality of the BPMCS on 21 April 1999. This is to be followed by their first stage of training. Both the demonstration and training will be conducted by World Distribution staff in order that they be taught in Nepali. All other members of the Primary Publishing Cell, and other users will follow this form of training. A 'Training Plan' was agreed with BPEP management (see Appendix 2). However, two units are missing from the plan and they should receive formal training from World Distribution.

Since the Design Manager of the Primary Publishing Cell will be a major user of the system, and is both very interested and computer-literate, he has been nominated to understudy the Publishing Manager in all aspects of BPMCS use.

2.6 Preparing the Book Progress Monitoring & Costing System for Use

In order that the BPMCS is both easy to use and flexible, many management-defined tables had to be set up from which the users will make their selections when introducing new or revised books and education materials. These tables were set up by the computer consultant, with assistance from the Primary Publishing Cell management. Tables such as Subjects, Grades, Languages, Types of Book, Authors, Copy Editors, Language Editors, Designers, Illustrators, Units (e.g. PTTU), Types of Production Cost, Printers, Paper Types, Paper Sizes and Binding Types have all been established in the system. Those members of the Primary Publishing Cell management team authorised to maintain these tables have all been trained in the process, apart from the Publishing Manager, who was unfortunately unavailable during the computer consultant's visit due to a family bereavement.

The computer consultant also input into the BPMCS a 'Master List' of all possible 'Tasks' that can be selected from when determining which tasks have to be carried out in order to develop and produce any individual book or education material. This 'Tasks Master List' can be added to or amended at any time in the future in order to accommodate new products that require to be published.

This BPMCS development represents the first stage of publishing management. However, to facilitate complete control of the "book sector", the extension of the BPMCS into a total publishing management system is recommended. Such a system would include distribution, production planning and trialling and evaluation and is standard practice internationally (see Appendix 4).

2.7 System Security & User Privileges

It was agreed that 'System User Privileges' will be set up in the system by World Distribution who will work with the Production Manager. From that stage onwards the Production Manager, with the Design Manager as a back-up, will maintain those privileges. The Production Manager, with the Design Manager as a back-up, will be trained to back-up the BPMCS database for security purposes.

2.8 Issues

2.8.1 Unavailability of System Users for Training

The computer consultant was concerned that several Primary Publishing Cell staff who will be users of the BPMCS were not, for a variety of reasons, available during his visit. He was also concerned that certain key staff posts (e.g. Language Editor and 1 Copy Editor) had not yet been filled. It is important that all of these system users are fully trained by World Distribution, and not by existing system users. Where existing system users train new users the quality of understanding of the functionality of the system becomes ever diluted, and bad habits are easily formed. The overall effect of this would be to reduce the effectiveness of the BPMCS which, in turn, would reduce the overall management and control of the Primary Publishing Cell.

2.8.2 Network Management Requirement

As recommended in the planning of the PPC (see reports by Carmelle Denning and David Parker March 1998, September 1998, December 1998), a separate network manager is needed in the PPC. The Production Manager is taking over the responsibility for the time being, but his production work will increase and he must have an assistant whose primary task will be management of the network. Recruitment of this staff member is now urgent.

2.8.3 Power Supply

While the requested steps have been taken to incorporate uninterrupted power supply capabilities to both the Book Progress Monitoring and Costing System's local area network and the Desktop Publishing System, the computer consultant continues to have reservations about both the quality and continuous supply of electricity to these systems. It is strongly suggested that this issue be monitored, on a continuing basis, by the Primary Publishing Cell management team, reporting back to BPEP management on a regular basis. A 'Down Time Log' should be introduced incorporating the following:

- Date & Time Supply Lost
- Date & Time Supply Reintroduced
- Hours/Minutes Down Time

Weekly 'Down Time Totals (Hours/Minutes)' should be formally reported, along with 'Number of Times Supply Lost'.

2.9 Wider Use of the Book Progress Monitoring & Costing System

From the outset of this project it was envisaged that the BPMCS should be developed as a generic system incorporating such flexibility that it would not only be used for the management and control of the development of books and education materials but also for any events or projects that incorporate the following:

- Tasks to be carried out
- Personal or team responsibilities for those tasks
- Deadlines to be met
- Costs to be recorded and monitored against budgets

The computer consultant suggests that it may be profitably used for the management and control of training courses, seminars, conferences, capital projects.

2.10 System Live Running

At the time of the computer consultant's visit several publications were being worked on in the Primary Publishing Cell, all of which were at various stages of their development. This was an ideal time at which to commence the live running of the system without placing too much pressure upon its users. There is no substitute for on-the-job training, particularly with computer systems.

3. DESKTOP PUBLISHING SYSTEM

3.1 Current Status

The Desktop Publishing (DTP) System has been installed, commissioned and implemented.

The Design Department manager and his staff have been trained and are making excellent progress in the use of all the system capabilities. Indeed, already one publication has been completely designed and illustrated using the DTP system, and the creativity and use of all the new functionality is very encouraging, especially the proactive attitude and determination to succeed of the Design Manager.

3.2 The Way Forward

The computer consultant has taken steps to provide the Design Department with further on-the-job training. An agreement was made between the computer consultant and the supplier, Mac Support Professionals, that they would send a trainer to the Primary Publishing Cell, to work with the Design Manager and his team, for three days each week, free of charge, for one month commencing 26 April 1999. This will further raise their skills level, efficiency and effectiveness and reflect in the content quality of the publications passing through their department.

4. RECOMMENDATIONS

1. Recruit as soon as possible an assistant to the Production Manager with the primary task of managing the publishing management computer network. (2.8.2)
2. Ensure all new users of the BPMCS are trained by World Distribution and not by existing users. (2.8.1)
3. Plan a programme of training on the BPMCS for the staff of the two units which have not so far received full training (RMEU and NFEU). (2.5)
4. Study the extension of the BPMCS program to other key book sector areas, such as distribution. (2.6)
5. Monitor the repercussions on work output of electricity cuts. (2.8.3)

COMPUTERISATION OF THE PUBLISHING CELL - SITUATION AT 23 APRIL 1999

Book Progress Monitoring & Costing System (BPMCS)

- The development of the Book Progress Monitoring & Costing System, by World Distribution Nepal PVT. Ltd, is complete, as per the 'Project Programme'.
- The system and its associated management reports have been comprehensively tested, on the internal network at the World Distribution PVT. Ltd premises, by the Computer Consultant.
- Some very small errors were found. These have now been corrected and will be re-tested by the Computer Consultant.
- Some minor enhancements have been added to the system in order to make it more user-friendly
- Comprehensive, easy-to-use 'Help' facilities have been incorporated into the system. Where a user is not sure how to carry out a system operation, he/she simply 'clicks' with the mouse on the 'Help' icon for instruction. This capability is considerably more user-friendly than the use of a published 'Help Manual' which would usually 'gather dust' in the Computer Consultant's experience.
- All computer hardware has been installed and commissioned, by World Distribution PVT. Ltd, at the Primary Publishing Cell (PPC) except the PCs and printers to be installed in PTTU and RCDU. World Distribution PVT Ltd are ready to carry out this task, at any time, and will liaise with BPEP to arrange a date and time
- Hardware required for the 'remote offices', located at Keshar Mahal, has not yet been installed.
- The communications capabilities (phone lines and modems) required to link the users at Keshar Mahal to the Primary Publishing Cell (PPC) have not yet been ordered. When the system goes live, the management reports for the 'remote users' at Keshar Mahal will be printed out at the Publishing Cell and transported to Keshar Mahal until those 'remote users' have been linked directly into the computer network at the PPC.
- The BPMCS was installed and commissioned on the network at the Primary Publishing Cell on Tuesday, 20 April 1999
- Since the Design Manager and the Production Manager, and his assistant, are the only people working in the Publishing Cell at present, they were provided with a demonstration of the detailed functionality of the BPMCS on Wednesday, 21 April 1999 which will be followed up by their first stage of training. Since the Design Manager will be a major user of the system, and is very computer-literate, he has been nominated as the understudy for the Publishing Manager in all aspects of BPMCS use.
- The computer consultant has set up all the system tables on the network (e.g. Types of Book, Subjects, Grades, Languages, BPMCS Tasks etc) ready for live running.
- 'System User Privileges' will be set up by World Distribution PVT. Ltd staff prior to the live running of the system. These have been defined by the Computer Consultant.
- The Computer Consultant is concerned that many of the users of the BPMCS are not present at the Primary Publishing Cell at present. This means that the demonstration of the BPMCS cannot be carried out until their return, causing an unavoidable delay in live running of the system.
- Several publications are being developed at present. These are, of course, at different stages of their development. This forms an ideal situation at which to implement the live running of the system without placing too much pressure on the users.

- The Computer Consultant has certain reservations about the Production Manager's capability to manage the day-to-day operation of the computer network at the Primary Publishing Cell and urges BPEP to appoint a capable, interested person to manage the computer network if he does not reach expectations in this area.
- The Computer Consultant continues to have reservations regarding the continuous electricity feed to the Publishing Cell, particularly during the heavy winter demands upon the Nepali national electricity supply. Uninterrupted Power Supply Units (UPS) have been purchased for each piece of computer equipment and need to be installed as soon as possible.
- It must be remembered that the BPMCS can be used to manage not only the development of education materials but also any event or project where tasks, responsibilities and deadlines require to be monitored and managed. The system has been developed with this in mind (as mentioned at the December 1998 visit 'wrap-up meeting').

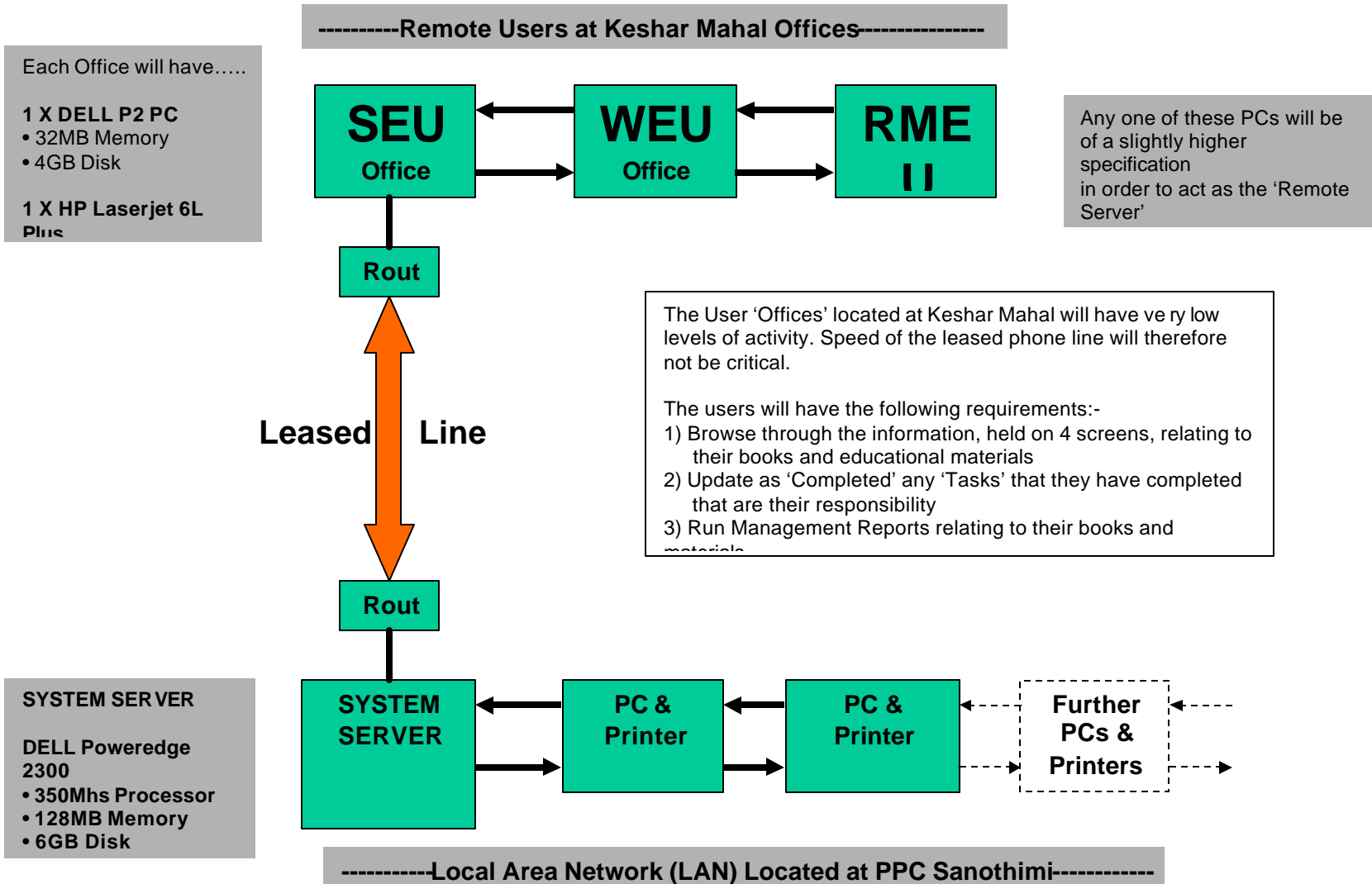
Desktop Publishing System

- The system has been installed, commissioned and implemented, and the users trained.
- Excellent progress has been made by the Design Manager and his staff.
- Already one book has been completely designed using the DTP System. The creativity and use of the new capabilities are very impressive.
- Steps have been taken to provide the Design Department with further on-the-job training. The Computer Consultant has arranged with Mac Support Professionals that they send a trainer to the Publishing Cell, to work with the Design Manager and his team, every three days over the next month. This will further raise their skills, efficiency and effectiveness which will reflect in the content quality of the books and educational materials.

BOOK PROGRESS MONITORING AND COSTING SYSTEM – USER TRAINING PROGRAMME

Training Module	Introduction to BPMCS	Table Maintenance	Basic Information	Book/Materials Statistics	Costing Information	Task Information	Management Reports	Network Management
Group								
Publishing Manager	Yes 2-6 May 1999	Yes 2-6 May 1999	Yes 2-6 May 1999	Yes 2-6 May 1999	Yes 2-6 May 1999	Yes 2-6 May 1999	Yes 2-6 May 1999	
Design Manager	Yes 21-Apr	Yes 2-6 May 1999	Yes 2-6 May 1999	Yes 2-6 May 1999	Yes 2-6 May 1999	Yes 2-6 May 1999	Yes 2-6 May 1999	Yes 2-6 May 1999
Copy Editors Pramad Shah 2nd Copy Editor to be appointed	Yes 2-6 May 1999 As available		View Only 2-6 May 1999 as available	View Only 2-6 May 1999 as available	View Only 2-6 May 1999 as available	Yes 2-6 May 1999 as available	Yes 2-6 May 1999 as available	
Language Editor Date will only apply if appointed	Yes as available		View Only as available	View Only as available	View Only as available	Yes as available	Yes as available	
Production Manager Ratna Man Shakya Uddhav Chalise (Production Assistant)	Yes 21-Apr-99 21-Apr-99	Yes 2-6 May 1999 2-6 May 1999	Yes 2-6 May 1999 2-6 May 1999	Yes 2-6 May 1999 2-6 May 1999	Yes 2-6 May 1999 2-6 May 1999	Yes 2-6 May 1999 2-6 May 1999	Yes 2-6 May 1999 2-6 May 1999	Yes 2-6 May 1999 2-6 May 1999
RCDU Office Yuba Raj Laudari Padam Dhungana (Liaison Officer) Takendra B. Karki (Unit Chief) Surendra Acharya (Liaison Officer)	Yes 25-Apr-99 25-Apr-99 As available 25-Apr-99		View Only 9-13 May 1999 9-13 May 1999 16-20 May 1999 16-20 May 1999	View Only 9-13 May 1999 9-13 May 1999 16-20 May 1999 16-20 May 1999	View Only 9-13 May 1999 9-13 May 1999 16-20 May 1999 16-20 May 1999	Yes 9-13 May 1999 9-13 May 1999 16-20 May 1999 16-20 May 1999	Yes 9-13 May 1999 9-13 May 1999 16-20 May 1999 16-20 May 1999	
PTTU Office Chet Nath Sharma (Liaison Officer) Rajendra Prasad Yadav (Liaison Officer) Lok Bilas Pant (Unit Chief)	Yes 25-Apr-99 25-Apr-99 As available		View Only 9-13 May 1999 9-13 May 1999 16-20 May 1999	View Only 9-13 May 1999 9-13 May 1999 16-20 May 1999	View Only 9-13 May 1999 9-13 May 1999 16-20 May 1999	Yes 9-13 May 1999 9-13 May 1999 16-20 May 1999	Yes 9-13 May 1999 9-13 May 1999 16-20 May 1999	
SEU Office Gyaendra Niraula (Liaison Officer)	Yes 25-Apr-99		View Only 16-20 May 1999	View Only 16-20 May 1999	View Only 16-20 May 1999	Yes 16-20 May 1999	Yes 16-20 May 1999	
WEU Office Padma Dhakal (Liaison Officer)	Yes 25-Apr-99		View Only 16-20 May 1999	View Only 16-20 May 1999	View Only 16-20 May 1999	Yes 16-20 May 1999	Yes 16-20 May 1999	

Linking up the remote users at Keshar Mahal to the BPMCS



THE WAY AHEAD THE COMPUTERISED 'PUBLISHING MANAGEMENT SYSTEM'

