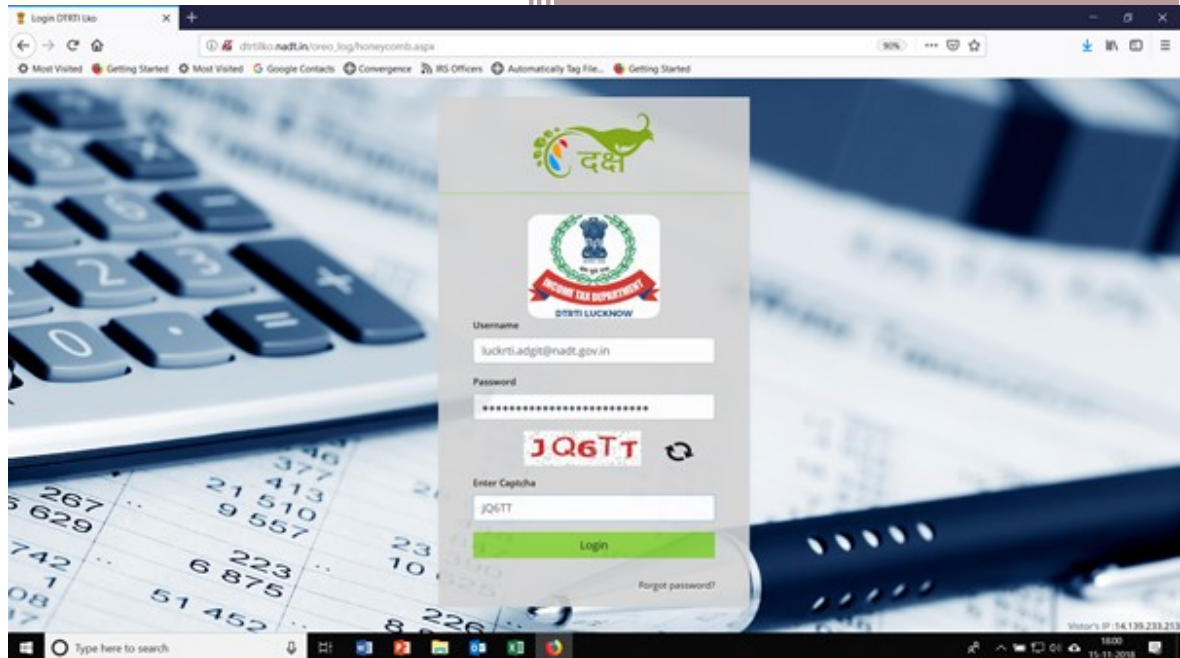


2018

‘DAKSH’ – A Training Management & Information System USER MANUAL



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11/15/2018

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1. Need for a Training management System:

An acute need for a training management system was felt at DTRTI Lucknow because of the following reasons:

- A structured training needs analysis is near impossible without such a system because of the huge volume of data compilation and analysis involved in the exercise. Even if the TNA is somehow conducted, it will be difficult to maintain and update the Training Needs data periodically without an IT system. Without a proper TNA, the design of the Annual Training Calendar and the course schedules cannot be optimal.
- At present, there is no way to find out whether each employee is getting the opportunity to attend trainings at DTRTIs/NADT. Experience shows that the same set of employees are repeatedly nominated for trainings - either because they can be spared easily or because they have an interest in visiting the city where the DTRTI is located. Corrective action cannot be taken because of lack of data of which all employees have received trainings and who have not.
- There is no way to find out if all required topics are being covered during an Academic Year. Analysis of course schedules of 2 DTRTIs - Delhi and Lucknow, reveals that several topics were being completely left out by one DTRTI when the other DTRTI was taking up those topics repeatedly. Considering that employees are recruited and transferred on an all India basis, the training needs of the employees should be more or less the same, barring some specific topics such as International Taxation which may not be required in non-metro stations. As such, the coverage of topics by various DTRTIs should have a larger commonality.
- The nominations are made by the CCIT office or the PCIT offices. It has been noticed that in several instances the employees are not communicated the fact of their nomination till the last minute as the communication is through snail mail. Making travel plans at the last minute is not easy for anyone, resulting in a significant difference between nominations and actual attendance in courses
- The institutional memory at DTRTIs is low because the officers and staff are posted only as a cooling off from field work for at most 2 years. As a result the new faculty initially struggle to conduct courses and to find good faculty. They primarily rely upon their personal network to find suitable faculty, rather than leveraging the institutional memory.
- Though DTRTIs collect participant feedback on topics and on the faculty regularly, however it is difficult to consolidate the feedback received from the numerous participants of a training for each faculty and topic. Manual consolidation of feedback from multiple trainings is practically impossible because of the huge volume of data.

DTRTI Lucknow has developed a Training Management and Information System, titled “**Daksh**” in an attempt to address some of the above issues. The trial run of the first version 1.1 of the software has begun from 15/11/2018 on live courses. The software leverages the experience of earlier attempts at development of Training Management Software including the

one developed at DTRTI Kolkata. The suggestions received on the test version of Daksh from some of the DTRTIs have also been incorporated in Ver1.1 as far as possible.

This manual lists the features “Daksh” Ver 1.1 and explains the purpose/utility of those features. This manual should also suffice as a user manual for the users of the system.

2. Types of users envisaged in Daksh:

- i. DTRTI Staff & Officers
- ii. Employees of ITD
- iii. Departmental Faculty
- iv. External Faculty
- v. System Administrators

3. Features available in Version 1.1 for the various types of users:

3.1 Features for System Administrators:

One or two DTRTI staff are expected to act as System Administrators and be specifically responsible for management of Master Data in Daksh **as described below:** (See IMAGE 2)

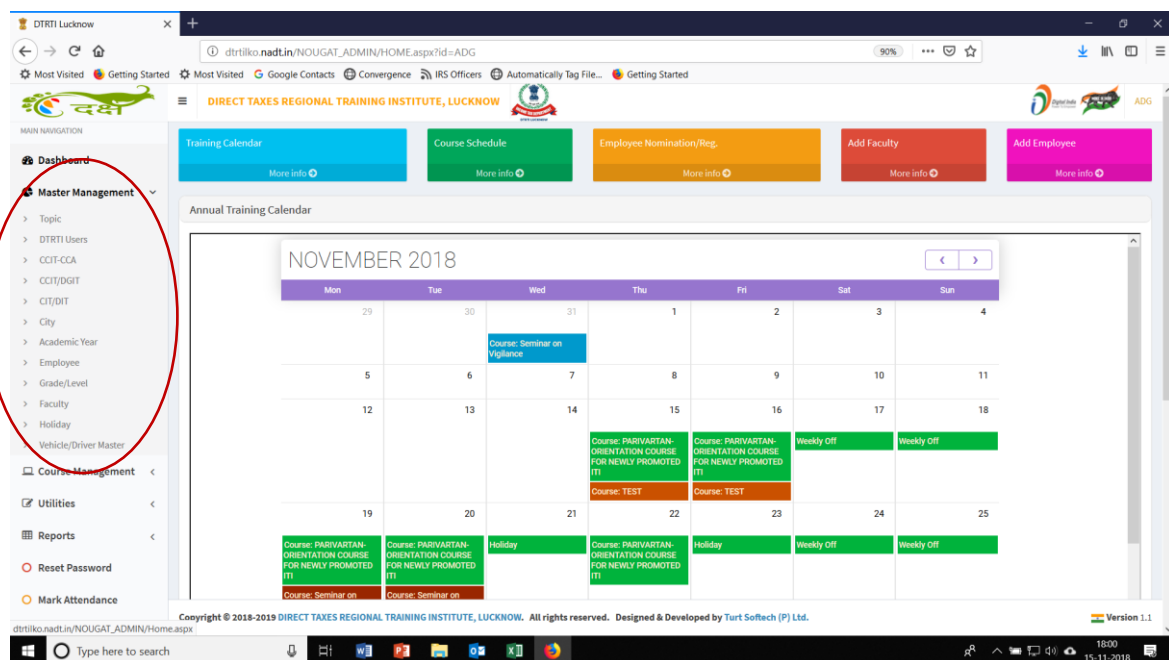


IMAGE 2

- **Standardised Topic Master-**
 - The software already has standardised topics as per the NADT prescribed syllabus of all the mandatory courses and all other commonly taught topics (over 800 in all). These have been standardised painstakingly by analysing

course schedules of two DTRTIs for over 2 years viz about 150 courses in all. As such, the topic list should be exhaustive. However, the system administrator can add or modify the topic if such a need arises.

- **DTRTI User Master –**
 - To Add/Modify DTRTI Staff & Officer positions in the system. These will be the most frequent users of the system

- **CCIT-CCA, CCIT, CIT, City Masters -**
 - These masters contain the Hierarchy of geographical distribution of places of posting in the department viz – CCA Region/Directorate → Location of CCIT/DGIT → location of PCIT/ADG → City of Posting. This helps in accurately analysing the geographic coverage of the trainings
 - The all India Hierarchy of over 573 cities of the department is already fed into the system with the correct spellings of the cities. As such, minimal additions/corrections are expected.

- **Academic Year Master-**
 - To Add/Modify the Academic Years
 - As the system has data of several academic years for DTRTI Lucknow, it is possible to deactivate/reactivate any academic year so that only the active Academic Year is visible to other users while at the same time retaining the flexibility to see the earlier years data if required.

- **Employee data Master-**
 - contains the particulars of employees so that the data is not required to be fed in repeatedly

- **Level/Grade Master-**
 - To Add/Modify the various levels/grades of employees in the department viz, PCIT, JCIT, OS, ITI etc. About 38 levels/grades are already filled in.

- **Faculty Master –**
 - To Add/Modify the regular faculty.
 - The system has about 150 faculty (both departmental & external) who have been regularly teaching at DTRTI Lucknow. The all India list can be populated easily based on the work of the Committee working in this area. The Faculty master will automatically tag the topics on which a faculty has expertise and the overall faculty rating based on the course schedule and course wise feedback of the faculty.

- **Holiday Master-**
 - To Add/Modify the Holiday List in an Academic Year

- **Annual Training Calendar-**
 - To Add/Modify the Annual Training Calendar of the DTRTI

3.2 Features for DTRTI Staff & Officers

- **Create and Manage Course schedules (See IMAGE 3)**
 - The software makes this task easier as the standardised topic names and faculty names are already available in the system.
 - It also gives more structure to the trainings as the faculty is forced to choose a topic name from the standardised list. At the same time it allows flexibility by providing space for entering the topic details which can vary from course to course even for the same topic.
 - A faculty training history gets generated
 - A topic hit list gets generated showing how many times a topic has been taught. It thus helps in identifying topics that have been missed.
 - If a Topic or a faculty is not available in the master, the DTRTI Staff can still proceed by choosing **“To Be Decided”** for the topic or the faculty. The session can be edited when the masters have been populated with the new topics and faculty.

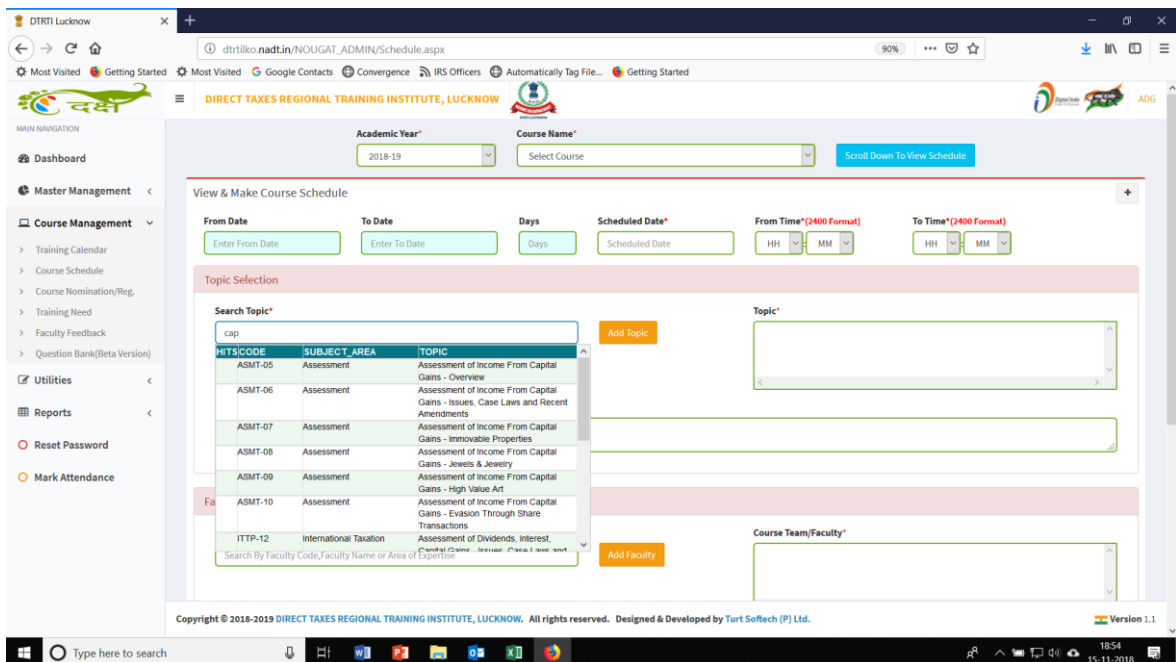


IMAGE 3

- **Upload Course Material session wise.**
This will help in creating a knowledge bank of the training material
- **Add nominations received for a course (See IMAGE 4)-**
 - The employees nominated for training can be added by searching on name or employee ID. It reduces data entry effort as well as data entry errors.
 - An SMS is sent to the employee informing him that she has been nominated for the course and thus addresses a very practical issue that the nominated employees sometimes are not even aware that they have been nominated for a course by the CC office or the PCIT office.

- This also creates an employee training history. A report can be generated (through the back end) about the employees who have attended/not attended any training over a period of time.
- The status of the employee can be changed from “Nominated” to “Reported” when the employee actually turns up for training at the DTRTI. This will help in identifying persons who have absconded from training despite being nominated

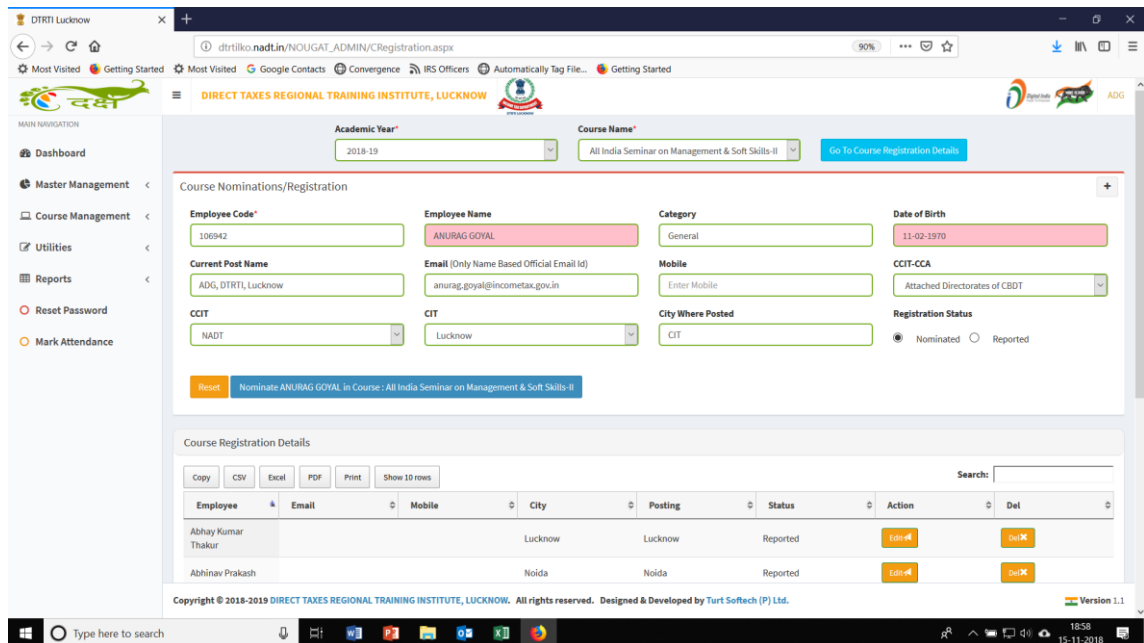


IMAGE 4

● **Record Attendance**

The attendance can be recorded during the training by simply punching in the employee codes of the persons registered for a training.

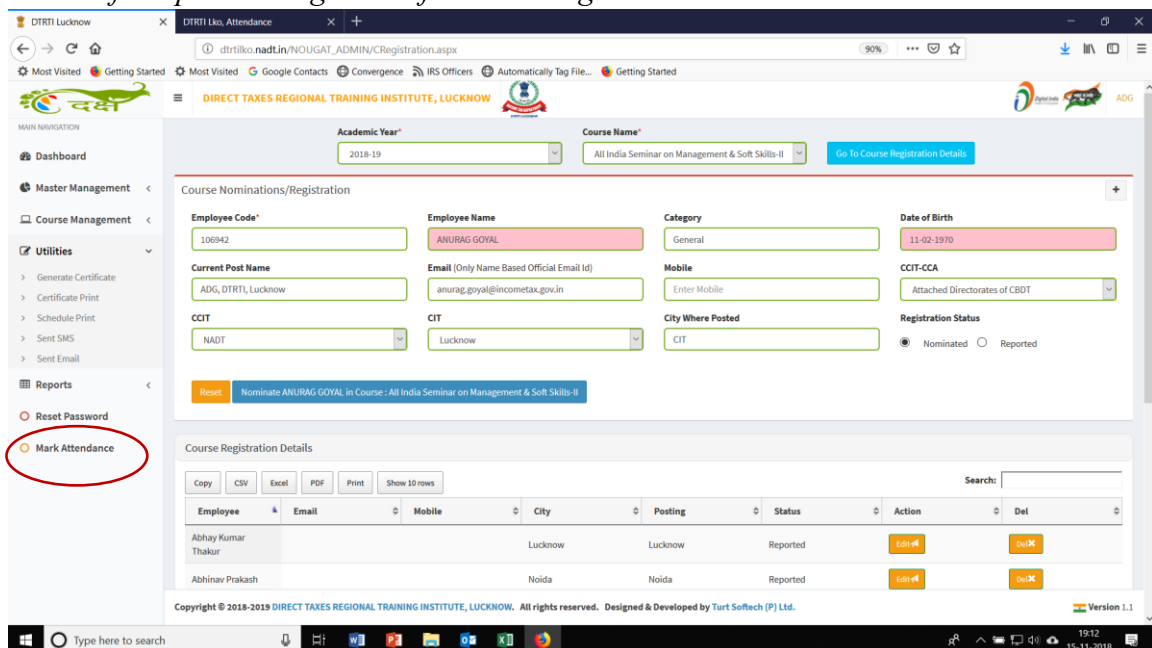


IMAGE 5

- Record feedback for each session. See IMAGE 6

This helps in consolidating the feedback received from all the participants automatically. The consolidated faculty rating is displayed in the faculty profile as well thereby allowing for an informed decision on whether to repeat the faculty in subsequent courses or changes if any required in the session.

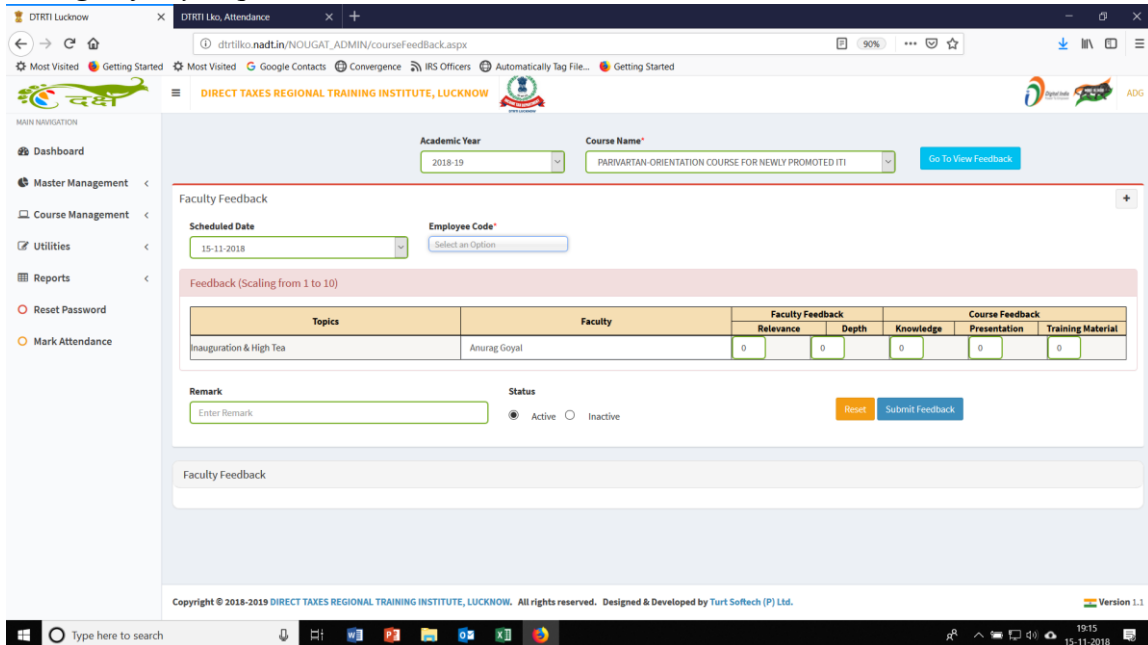


IMAGE 6

- Record Training Needs. See IMAGE 7

It is envisaged that the training needs will be collected on 2 different occasions – one, at the beginning of the year for all employees of the region; & two, at the time of each seminar which an employee attends.

Because the topics have already been standardised, the software automatically consolidates the topic wise training needs of a large number of employees’.

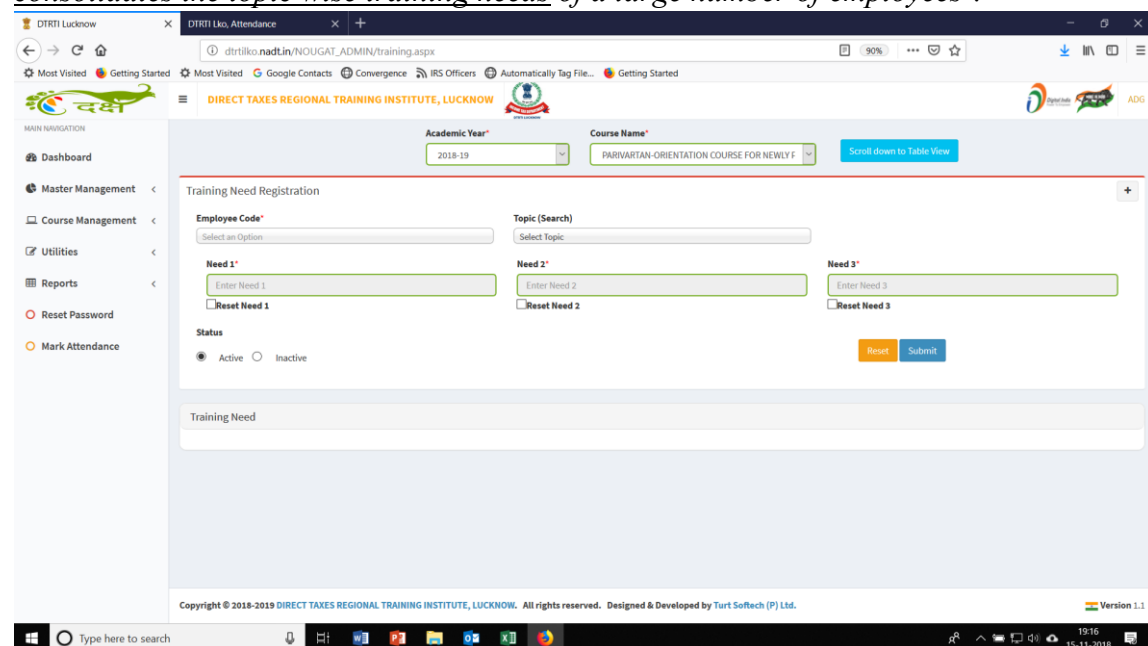


IMAGE 7

- **Generate & Print certificates**
Reduces time and effort to print certificates for those who have actually attended the course
- **Print Course schedule**
- **Print list of Trainees for a course.**

3.3 Features for Trainees (Employees of ITD)

- **View DTRTI Training Calendar**

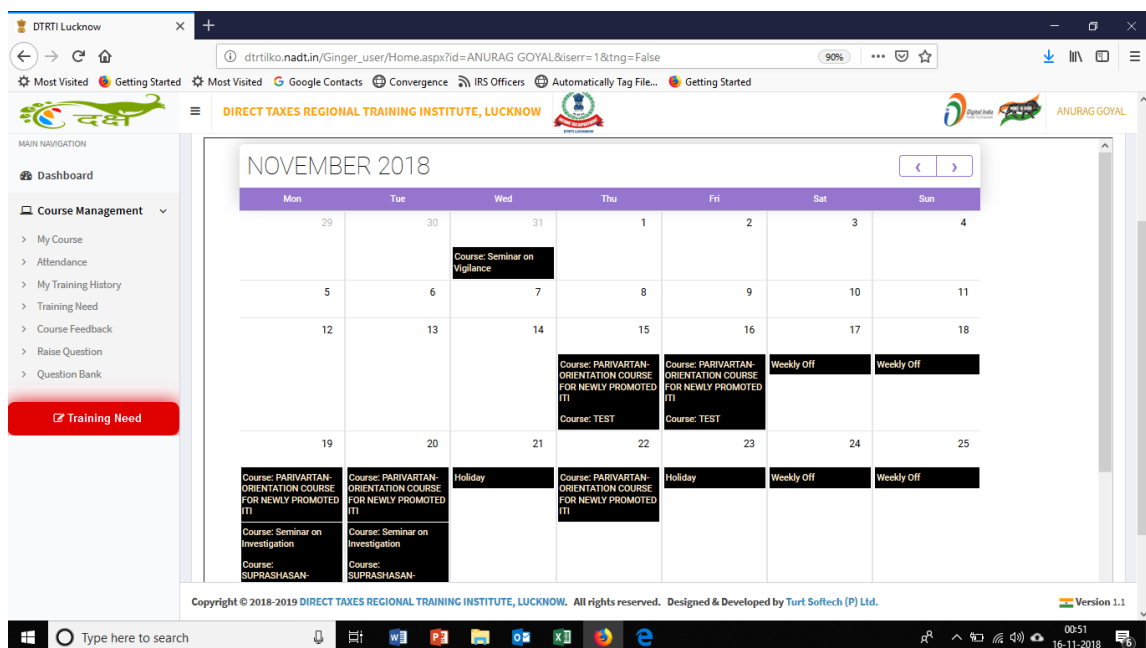


IMAGE 8

- **Download Course Material**
 - Employees can see the courses where they are nominated and download course material that is uploaded by the faculty. Eliminates the need to distribute training material by CDs or Hard Copies.
- **View Training History**
 - Employee can view their training histories. her Can view their training history (SEE IMAGE 9)

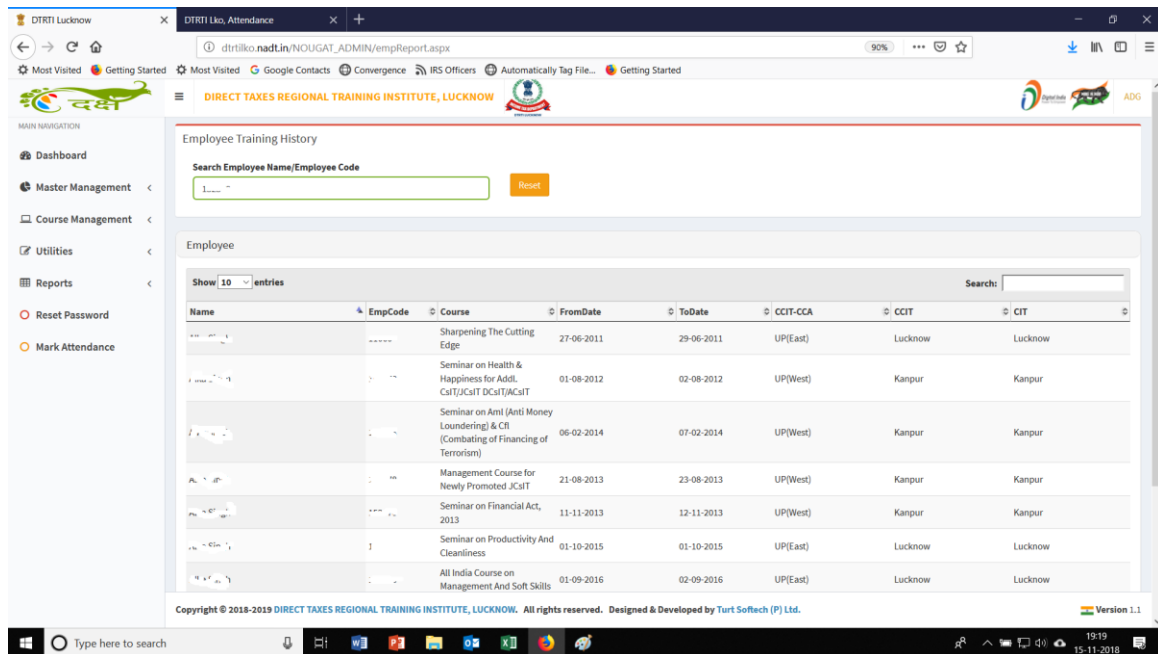


IMAGE 9

- **Give feedback on courses and Faculty**
 - As the application has been built on a responsive framework, it can also be accessed on the mobile devices. It is possible to give the feedback immediately after each session through their mobiles. Helps in better recall value about the session.
- **Register their training needs**
 - As explained earlier, training needs are proposed to be collected on two occasions. One, at the beginning of each Academic Year for each employee of the region; and two, when an employee attends any training during the year. The only practical way to collect the Annual Training Need is through the System employees can easily login from his home/office and register their training needs.
- **Raise Questions on any topic.**
 - This will help build up a question bank of questions actually arising in the minds of the employees
- **Manage their profile viz –**
 - Telephone, place of posting etc. (only the data which changes with time)

3.3 Features for Faculty

- View DTRTI Training Calendar
- See the courses where they are supposed to deliver lectures
- Upload course material
- See their session history
- See their rating
- Manage their profile viz – telephone, email, IFSC Bank Account No etc.

3.4 Other Features

- Reports of various types

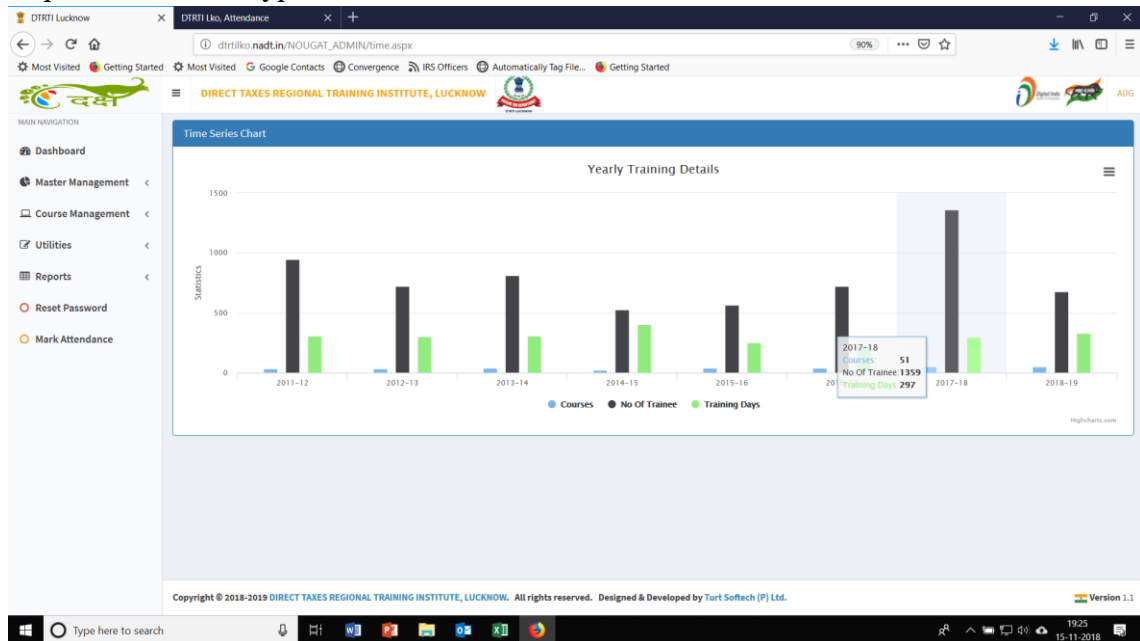


IMAGE 10

4. Features Planned for Version 2 onwards

- A discussion forum is proposed to be integrated so that employees can raise a topic for discussion and anyone can answer. There can be a designated team of moderators to moderate the discussions
- A knowledge Bank will automatically develop based on the answers through the discussion form. A formal document can also be uploaded.
- More reports