



# Training on formatting techniques using MS Office applications and basic hardware and software troubleshooting in divisional headquarters



**Bangladesh Forest Department**  
**18-20 February 2018**



The Forest Department of Bangladesh leads actions to improve forest management and conservation, adopting forward thinking, innovative approaches in its management of approximately 1.55 million hectares of land across the country.

In 2015, the Forest Department began a process to establish a National Forest Inventory and Satellite Land Monitoring System for improved forest and natural resource management. The process supports national objectives related to climate change mitigation and provides information in support of the UN-REDD programme aimed at Reducing Emissions from Deforestation and Forest Degradation (REDD+). The process also addresses domestic information needs and supports national policy processes related to forests and the multitude of interconnected human and environmental systems that forests support.

The activities implemented under the Bangladesh Forest Inventory process are collaboration between several national and international institutions and stakeholders. National partners from multiple government departments and agencies assist in providing a nationally coordinated approach to land management. International partners, including the United States Agency for International Development (USAID) and the Food and Agriculture Organization of the United Nations (FAO) are supporting the development of technical and financial resources that will assist in institutionalizing the process.

The results will allow the Forest Department to provide regular, updated information about the status of trees and forests for a multitude of purposes including for assessment of role of trees for firewood, medicines, timber, and climate change mitigation.

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#### **Disclaimer**

This report is designed to reflect the activities and progress related to the project GCP/GD/058/USAID “Strengthening National Forest Inventory and Satellite Forest Monitoring System in support of REDD+ in Bangladesh”. This report is not authoritative information sources – it does not reflect the official position of the supporting international agencies including USAID or FAO and should not be used for official purposes. Should readers find any errors in the document or would like to provide comments for improving its quality they are encouraged to contact one of above contacts.

## **EXECUTIVE SUMMARY**

To increase productivity of Bangladesh forest department personnel, who are end level ICT equipment and facility users. The requirement analysis was performed with the close consultation with BFD officers and the end level users, reviewed by them; and finally training content was prepared.

It is observed that many time gets wasted with small or silly lack of knowledge and also involves a significant amount of maintenance cost. Sometimes the documents they prepare contains silly formatting anomalies. So, this training will guide them in developing standard documents, reduce time and cost by learning basic troubleshooting of the systems.

There were training for two batches for Dhaka division. There were 15 participants of each batch attended in the training. All participants are from Dhaka forest department.

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## **1. INTRODUCTION**

To chase increasing requirement of automation in office activities, computer literate and ICT enabled man power is required by the forest department. Forest department decided to educate their existing manpower in IT knowledge. In the continuation of that this training was organized. A remarkable portion of participant had no prior computer knowledge.

Since now a days forest department deals with many national & international stakeholders, who maintains international standard documentation format. Manual format introduces many anomalies in font type, size, indentation, line spacing etc. Standard formatting technique eliminates those anomalies as well as reduces time consumption to prepare big documents.

## **2. OBJECTIVES**

- Enabling staffs & officers to use standard formatting technique using MS Word, Excel and PowerPoint
- Enabling them to chase troubles arises in every day computer uses
- Faster output delivery by the mid and lower level officers.

## **3. SUMMARY OF THE TRAINING**

This 3-days whole day instructor-led training program consists of 2 sessions called 'interactive lecture' and 'Evaluation & assessment'. This in-house training was conducted by two IT professionals of the project. In the interactive lecture, the standard formatting techniques were discussed. At the same time, issues faced by participants while their working, were discussed and solved.

On the first day, MS word, on second day excel and on first-half of the last and final day PowerPoint was taught. And an evaluation and assessment were performed in second-half of the last day.

In the evaluation & assessment session, a question paper consists of 30 multiple-choice type questions were delivered which is known as written test. A practical test was also conducted after that. We assessed the written test and practical test after finishing the evaluation and informed them at once.

Finally, a review session were conducted to assess participants overall understating on the topics.

## **4. RECOMMENDATIONS FOR NEXT STEPS**

The training was arranged for the lower to mid-level officers of the forest department to enhance editing and formatting capability using MS office applications, the following measures were discussed during the sessions:

- Team can be split into some groups, and each group should take the course as their convenience.
- Participants should be ensured the full scale of involvement with any training; official work and training at a time, is not an effective way. The organisation, here the forest department should fully release his staffs during training.
- Should consider more female candidates in the training.

- The training session should be conducted for two categories, as we observed that there were number of participants were ever new in using computers, and some of them are good in computing. Both parties get hampered with that.

## APPENDIX 1. AGENDA

<b>Day-1</b>	09:00 AM – 09:50 AM	<p><b>Initial Assessment</b></p> <p>Some Hardware/software related issues/unpleasant experiences:</p> <ul style="list-style-type: none"> <li>→32 bit Vs 64 bit – 4 GB RAM</li> <li>→When suddenly power gets down, Safe mode and blue screen</li> <li>→Printer/scanner not detected</li> <li>→Hard disk partition shows occupancy, but actually nothing you kept there</li> <li>→Outlook configuration with yahoo/Gmail account</li> <li>→Spam folder issue- Somebody sends you email but you are not getting</li> <li>→Everything is fine but NIC shows disconnected.</li> </ul> <p>Increase my RAM:  <a href="https://lifehacker.com/5415355/do-you-really-need-more-than-4gb-of-ram">https://lifehacker.com/5415355/do-you-really-need-more-than-4gb-of-ram</a></p>
	09:50 AM – 10:00 AM	<b>Monotony breaking events</b>
	10:00 AM – 11:00 AM	<p>→Causes of slow performance of your PC / Laptop- 30 mins</p> <p>→Network Basics: - 30 mins</p>
	11:00 AM – 11:10 AM	<b>Light refreshment</b>
	11:10 AM – 12:00 PM	<p><b>MS Word-1:</b></p> <ul style="list-style-type: none"> <li>• Basics of a Report- 05 mins</li> <li>• Challenges of Report Writing – 15 min</li> <li>• Page Layout and setting Margins – 15 min</li> <li>• Setting Styles and Heading – 15 min</li> </ul>
	12:00 PM – 12:10 PM	<b>Monotony breaking events</b>
	12:10 PM – 01:00 PM	<p><b>MS Word-2:</b></p> <ul style="list-style-type: none"> <li>• Inserting citations and Footnotes – 10 min</li> </ul>

		<ul style="list-style-type: none"> <li>• Inserting cation and cross referencing – 15 min</li> <li>• Inserting Bibliography/References - 10</li> <li>• Inserting page numbers – 15 min</li> </ul>
	01:00 PM – 02:00 PM	Prayer & lunch break
	02:00 PM – 02:50 PM	<p>MS Word-3:</p> <ul style="list-style-type: none"> <li>• Inserting list of figures and tables – 10 mins</li> <li>• Inserting table of contents – 10 min</li> <li>• Editing a report – 10 mins</li> </ul> <p>Discussions on requirements from end users :</p> <ul style="list-style-type: none"> <li>- Jukto-Barna (Joint character in Nikosh font)</li> <li>- Table moving problem in Word Document</li> <li>- Table cannot be separated in second page when continuation from previous page</li> <li>- Horizontal/vertical ruler setting problem sometimes</li> </ul>
	02:50 PM – 03:00 PM	Monotony breaking events
	03:00 PM - 03:50 PM	<p>Discussions on requirements from end users :</p> <ul style="list-style-type: none"> <li>- Creating Envelop and printing</li> <li>- Short-cut keyboard command</li> <li>- Header/Footer/Page number/Footnote</li> <li>- Table of content</li> <li>- References</li> <li>- How to get help from Word or Internet</li> <li>- Adding file location in the footer</li> <li>- Auto-sum in MS Word</li> <li>- Picture / texts side by side in Word</li> </ul>
	03:50 PM – 04:50 PM	<p>Review of the day, short/instant evaluation, Tea/Coffee</p> <p><b>Exercise-1</b></p>
<b>Day-2</b>	09:00 AM – 09:50 AM	<p>MS Excel-1:</p> <ul style="list-style-type: none"> <li>- Worksheet and Workbooks-5 mins</li> <li>- Some tricky area (Style) of Home Tab – 40 mins</li> </ul>
	09:50 AM – 10:00 AM	Monotony breaking events



	10:00 AM – 11:00 AM	<p>MS Excel-2:</p> <ul style="list-style-type: none"> <li>- How to prepare a table (avoid merging cells): in each columns a title/acronyms</li> <li>- Format Painter</li> <li>- Conditional formatting</li> <li>- Wrap text, Cell merging, text orientation</li> <li>- Cell formatting</li> </ul>
	11:00 AM – 11:10 AM	Light refreshment
	11:10 AM – 12:00 PM	<p>MS Excel-3:</p> <ul style="list-style-type: none"> <li>- How to name/rename/move the worksheets</li> <li>- How to link the worksheet</li> <li>- Embedding a table- Word-Excel vice versa</li> <li>- Sort and Filter</li> <li>- Adding signature line, different type of charts</li> <li>- Find and Formula</li> </ul>
	12:00 PM – 12:10 PM	Monotony breaking events
	12:10 PM – 01:00 PM	<p>MS Excel-4:</p> <ul style="list-style-type: none"> <li>- Page layout tab (Print Title, Scale)</li> <li>- Inserting comment, showing all comment at a time</li> <li>- Protecting sheet and workbook</li> <li>- How to create a page of content and disclaimer to ensure the proper understanding of the content of the .xls file</li> <li>- Print Preview and necessary adjustments</li> </ul>
	01:00 PM – 02:00 PM	Prayer & lunch break
	02:00 PM – 02:50 PM	<p>Discussions on requirements from end users :</p> <ul style="list-style-type: none"> <li>- Short-cut keyboard command</li> <li>- Inserting header, footer, page number</li> <li>- Creating Chart/graph</li> <li>- Formula for result sheet preparation</li> <li>- Filter</li> <li>- Freeze pan</li> <li>- Print setup/page setup, page break preview</li> <li>- Summation between two sheet cells and two files</li> </ul>

		- Help
	02:50 PM – 03:00 PM	Monotony breaking events
	03:00 PM - 03:50 PM	<b>Exercise-2</b>
	03:50 PM – 04:50 PM	Review of the day, short/instant evaluation, Tea/Coffee b
<b>Day-3</b>	09:00 AM – 09:50 AM	Good Practices with PC/Laptop/Smartphone Using social media
	09:50 AM – 10:00 AM	Monotony breaking events
	10:00 AM – 11:00 AM	MS PowerPoint-1:  <ul style="list-style-type: none"> <li>- Type of Slides – 10 mins</li> <li>- Create power point template: For branding – 30 mins</li> <li>- Modification of the master slide functions – 05 mins</li> <li>- Insert page numbering – 05 mins</li> <li>- Embedding other multimedia objects – 10 mins</li> </ul>
	11:00 AM – 11:10 AM	Light refreshment
	11:10 AM – 12:00 PM	MS PowerPoint-2:  <ul style="list-style-type: none"> <li>- Setting animation</li> <li>- How to prepare a presentation (page of content, numbering titles, page numbering, avoiding use of acronyms in titles, ensuring a clear message in each slide)</li> <li>- Inserting header, footer, comment, page number</li> </ul> <p>Discussions on requirements from end users:</p> <ul style="list-style-type: none"> <li>- Creating Slide and setting animation</li> <li>- How to show through projector</li> <li>- Inserting table, photos, chart into a slide</li> </ul>
	12:00 PM – 12:10 PM	Monotony breaking events
	12:10 PM – 01:00 PM	Requirements from end users on email and internet:  <ul style="list-style-type: none"> <li>- Using Webmail and Mail Client</li> <li>- Understanding Reply/Reply all/Forward</li> <li>- Spam folder</li> <li>- Picture resize and send as attachment</li> </ul>

		<ul style="list-style-type: none"> <li>- How to search necessary information</li> <li>- Some tips on Googling</li> </ul>
	01:00 PM – 02:00 PM	Prayer & lunch break
	02:00 PM – 02:50 PM	<b><u>Problem Solving – 2</u></b>
	02:50 PM – 03:00 PM	Monotony breaking events
	03:00 PM - 03:50 PM	<b><u>Evaluation (50 mins test, Full Marks- 50)</u></b> Word – 10 Excel – 10 PowerPoint – 10 Email/Internet - 10 Hardware/Software - 10
	03:50 PM – 04:50 PM	Discussion, Feedback/criticism on training from audiences with Tea/Coffee

## APPENDIX 2. PARTICIPANT LIST

Name	Gender	Organization	Designation
<b>Begum Fahima Akter</b>	F	Forest Department	Data Entry Operator
<b>Mr. Mizanur Rahman Gazi</b>	M	Forest Department	Office Assistant cum Computer Operator
<b>Mst. Nurbanu Khatun</b>	F	Forest Department	Data Entry Operator
<b>Begum Nargis Akhter</b>	F	Forest Department	Computer Operator
<b>Mr. Md. Moshtain Rayhan</b>	M	Forest Department	Office Assistant cum Computer Operator
<b>Begum Ambia Khanom</b>	F	Forest Department	Office Assistant cum Computer Operator
<b>Mr. Md. Jamal Mridha</b>	M	Forest Department	Office Assistant cum Computer Operator
<b>Ms. Monju Mon Ara</b>	F	Forest Department	Office Assistant cum Computer Operator
<b>Mr. Md. Rezaul Karim (Uzzal)</b>	M	Forest Department	Accountant
<b>Mr. Md. Mamun Miah</b>	M	Forest Department	Data Entry Operator
<b>Mr. Md. Shahidul Islam</b>	M	Forest Department	Steno typist
<b>Mr. Md. Edris Ali</b>	M	Forest Department	Office Assistant cum Computer Operator
<b>Mr. Md. Habibur Rahman</b>	M	Forest Department	Office Assistant cum Computer Operator
<b>Mr. Md. Fayez Ahmed</b>	M	Forest Department	Office Assistant cum Computer Operator
<b>Mr. Nihar Prashad Roy Chowdhury</b>	M	Forest Department	Office Assistant cum Computer Operator

Male = 10; Female = 5; Total = 15

## **APPENDIX 3. EVALUATION**