

MOE Jamaica OpenEMIS P2692, P2794

Strengthening the OpenEMIS in Jamaica through capacity building and 24X7 help desk



Community Systems Foundation (CSF) is providing capacity building and hosting support to the Ministry of Education, Jamaica as they roll out OpenEMIS nationwide.

Under two separate agreements, CSF is supporting national education authorities as they configure and deploy OpenEMIS across the country.

At the request of the Ministry, CSF is providing a series of tailored trainings, customized to meet the needs and learning requirements of government counterparts. This includes training on the management of EMIS data, the production of key performance indicators and the dissemination of education data through online data dashboards. The use of OpenEMIS software is at the center of all training workshops, ensuring the Ministry is well equipped to manage and implement OpenEMIS with autonomy.

CSF also provided a dedicated service desk to the administrators of the system. This help desk is active 24 hours a day, seven days a week and can be used to report bugs or ask any questions.

Features

- Service Desk subscription that addresses questions or bugs that the administrators may have
- Providing a dedicated service desk is available 24 hours / 7 days a week.
- Capacity building trainings and support measures assist administrators in operating the system independently.

Benefits

- Ability to independently manage OpenEMIS content and dashboard
- Understanding common troubleshoot methods to solve minor bug fixes
- Continuous support to ensure sustainability of management system

Facts

Stakeholder	Ministry of Education
Area	Jamaica
Time Period	2021-2022
Topics	OpenEMIS
Project Administrator	Jon F. Kapp: jkapp@communitysystemsfoundation.org

Budget

USD	.015 million
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