Lord Provost Malawi 2012 Humanitarian Visit

On Sunday 2nd Sept at 2.25pm the Lord Provost Malawi /ACCESS team boarded a plane in Glasgow for London, Johannesburg and arrived in Lilongwe on Monday 3rd Sept at 2.30pm. This year all our luggage and laptops arrived in Malawi – great start!

Tuesday 4th Sept

Work started work at 9am in the Lilongwe Civic Assembly where the council board room has been designated our ICT equipment base / workshop for the duration of our visit. At 10.30am a flatbed truck arrived laden with boxes full of ICT equipment shipped 3 months earlier. By 11am all the 107 boxes we unloaded and separated into equipment type ready for distribution to recipients.

At 12 noon, 26 donated HP D530 desktops were taken to Wenela, the Lilongwe Civic Assembly training centre to swap out old and broken desktops. Each desktop had virus protection and asset software installed. All were networked to ensure they could print to the one working printer in the training room.

Desktops which could be repaired were boxed and sent back to the Civic building for re-use in other locations. Repairs are being done by the 2 Civic Assembly technicians, Ishmail and Dalitso under instruction of Sammy.

Wednesday 5th Sept.

2 teams to install desktops to schools and repair where possible existing equipment, install free virus software and asset all equipment for the master Asset manager database held at the Lilongwe Civil Assembly. All Assets can now be managed better by the Assembly ICT staff.

Mike Simpson (yes he still helps at lockup every Tuesday), Julie and Thoko (ICT trainer from Assembly) visited the following primary schools:

- Kafulu LEA – 5 new desktops. Old school EPC desktops are beyond repair.
- Mlodza LEA – 2 new desktops. Power cut means 1 x virus riddled old desktop had to be taken back for rebuild to the Assembly ICT staff.

Maria and Sammy organised ICT equipment to be transported to Dedza City Assembly for work to start on Sunday 9th September. Technicians were shown how to re-build desktops.

Thursday 6th September

3 teams now incorporating Civic Assembly staff as part of the ongoing knowledge transfer; Maria and Thoko visited 2 Primary schools

- Chuzimbi LEA – 5 new desktops installed and networked, but power failed so return visit required.
- Chinsapo LEA – 5 new desktops installed and networked.
- Installing a new desktop in the Civic Assembly planning department (they were using a 9 year old Vectra for their planning application!)

Julie & Mike visited 2 primary schools:

- Lilongwe LEA – replaced and networked 6 desktops and 1 printer.
- Molodza School – no power for 2nd day.
- Chimutu LEA – 2 desktops replaced, original 2 desktops virus checked and all networked with a networked printer.

Friday 7th September

Sammy and Mike Visited Dzaleka Refugee camp, the largest refugee camp in a non conflict zone, with 19,000 displaced people.
Desktops were repaired, networked, virus checked and added the new asset database. The training centre technician was briefed on how to update virus software.

The training centre comprised of 22 desktops, all heavily used by the camp community.

Maria and Julie visited

- Dae Yang Luke Hospital – delivered 4 new desktops and demonstrated the asset management software to ICT Technician Kingsley.
- Kamuzu Central Hospital Prosthetics ICT training lab re-placed 4 faulty desktops, cleaned desktops of viruses and asset managed desktops.
- Kamuzu Central Hospital Prosthetics reception – replaced 1 faulty desktop
- International Pastoral Care Centre – Networked 12 desktops, installed virus check software and replaced 3 faulty desktops.

Saturday 8th September

Mike and Sammy returned to the Civic Assembly to tidy the ICT (board room), box repaired desktops and distribute spares to the Assembly ICT technicians.

20 desktops will be deployed in Civic Assembly offices by the technicians by Wednesday.

Maria and Julie spent Saturday building laptops for the 500 miles Prosthetics Outreach Project, Kafulu Girls out reach organisation, preparing for GIS training courses in Dedza and MS Office training courses for 36 teachers in Wenela training centre, Lilongwe.

Sunday 9th September

Maria and Sammy left for Dedza at 8am to ensure they arrived to start refreshing the Dedza Civic training room with the Raymond (ICT technician as well as many other roles within Civic).
Training centre desktops were refreshed or repaired. Work was completed by 5pm before the team returned to their basic accommodation in the Dedza pottery.
Mike and Julie, staying at Lilongwe continued to prepare training material for ICT training courses being delivered to Teachers and Assembly staff on Monday- Wednesday.

Monday 10th September

Dedza Agriculture, Forestry, Judiciary, Health Internet Café had new desktops installed. Dedza Linthipe Secondary School and Mtendere Primary and Secondary schools had desktops and networked printers installed and broken/obsolete desktops refreshed.

Lilongwe – 4 Teachers from 2 Primary schools and a local firefighter attended the ICT intermediate training course scheduled to start at 7.30am at the Wenela training Centre. Due to the Nigerian President visiting Malawi and the congestion this caused the teachers finally arrived at 9am. The teachers had a limited understanding of ICT, so an basic ICT overview was required before training on Microsoft Word could begin. Their enthusiasm and desire to know more is exhausting.
By lunchtime the class had created a formatted and spell checked word document without help from me. Mastering the mouse was still proving tricky for some so they have taken away some paint home work to improve their mouse skills.
Mike visited Kumuzu hospital dropping off repaired desktops from the assembly and organising remaining kit to be delivered to outlying projects we would not be visiting this year.

Tuesday 11th September

Dedza – Dedza Mayani CDSS and Mphuzi CDSS had 6 new desktops installed. Sammy and Raymond spend the day fixing broken desktops, configuring audit software to enable Dedza City Council to audit and manage their ICT equipment and software.
Maria spent morning working with Dedza planning officer Moffat to show him new version of MapWindow.
Desktops were donated to Mua school for the deaf and recipients were given overview on how to use them.

Lilongwe – Training started at 8am with 5 teachers and 2 assembly staff. There was varying degree of ICT knowledge but better control of the mouse, which made training easier. By 3pm the class had created formatted and spell checked a word document, spreadsheet with basic formulae, a pie chart and copied excel data into their word document. Trainees took their work away on memory pens and homework to keep practicing – all have requested more training next year.
Kochilira Community Day Sec School had 6 desktops installed and networked.

Wednesday 12th September

Dedza – Legacy desktops had asset and virus software installed. Sammy and Maria returned to Lilongwe City Assembly by 2pm.
Lilongwe – Training started today at 8.30 with only 4 teachers (4th arriving at 9.30am after walking from her school, no money for transport!). 2 Teachers from Kafulu LED Secondary School attended training I'd delivered 2 years earlier. The other 2 teachers had just received computers at their school but were very quick learners.
Training was delivered for -

- MS Word – Formatting documents, creating tables with basic formulae, spelling and grammar checks.
- Excel spreadsheet - formulae, graphs and pivot tables.
- PowerPoint – creating a presentation using Word and excel documents created earlier.

All trainees have requested follow on training next year.

At 4pm Maria and Julie visited Kafulu Girls Organisation, 4 laptops were donated to the project which has is now in its 3rd year of operation. Later that evening the girls sent their 1st email thanking us for their new equipment.

Thursday 13th September

Advanced ICT maintenance training for 3 x technician delivered by Sammy and Mike at the Civic Assembly building. The technicians will support the desktops in all the schools, assembly buildings and Dzaleka Refugee training centre.
Projects requests for 2013 in Kamuzu hospital were discussed with Julie and Maria. The International Pastoral Care Centre desktops were refreshed, audit and virus protection software installed.

Friday 14th September

Advance ICT maintenance and asset maintenance training was delivered to 3 x Lilongwe City Assembly technicians by Sammy and Mike.
Maria configured new Planning desktop (server) for the Lilongwe Civic assembly planning department, refreshing the 1999 desktop which was in use.

Julie delivered one to one advanced MS Office training to the ICT teacher at Tsonkanasi School. A laptop was donated to the school to ensure they could continue to develop ICT course material as the school suffered so many power failures.

Saturday 15th September

Day off. Mike, Maria and Julie spent time with Viola, an NGO working for the Education department in Lilongwe. We were shown what daily life in Malawi consists of - markets, street food stalls, local tailor (£4 to make a dress) and queuing for petrol!

A laptop was donated to HODIC a Malawian charity which has started an inclusion project for children with special educational needs. Maria arranged introductions with other projects who are delivering services to children with handicaps or special educational needs in the Lilongwe area.

Sunday 16th September

Transport picked up at Wendles guest house at 10am for return flight to Johannesburg, London then Glasgow. We arrived in wet and windy Glasgow on Monday 17th Sept at 1pm.

Summary of donated desktops and laptops for 2012

Equipment	No	Recipient
Desktop	**2**	**Chimutu LEA School**
Desktop	**5**	Chinsapo LEA School
Desktop	**5**	Chuzimbi LEA School
Desktop	**1**	Cleansing Dept
Desktop	**4**	Dae Yang Luke
Desktop	**4**	Dedza Agriculture
Desktop	**2**	Dedza Forestry
Desktop	**5**	Dedza Health Internet
Desktop	1	Dedza Judiciary
Desktop	**5**	Dedza Linthipe Sec School
Desktop	4	Dedza Mayani CDSS
Desktop	**2**	Dedza Mphuz1 CDSS

Desktop	1	Dedza Mtendere Primary school
Desktop	**4**	**Dedza Mtendere Sec School**
Desktop	1	Dedza Prison Service
Desktop	**12**	Dr Masache - Health Science
Desktop	**8**	Dr Masache - Health Science
Desktop	**4**	Dzaleka Refugee camp
Desktop	**6**	Father Francis Kachere, Father Mathew
Desktop	1	GIS - Assembly
Desktop	**2**	Herberson - School
Desktop	3	IPCC
Desktop	**1**	IPCC
Desktop	**1**	Kafulu LEA Schools
Desktop	**4**	Kamuzu Central Hospital - Physio
Desktop	**4**	Kamuzu Central Hospital Library
Desktop	**2**	Kamuzu Prosthetics Lab
Desktop	**6**	Kochilira Community Day Sec School, Mchinji
Desktop	**7**	Lilongwe LEA School
Desktop	**1**	Mlodza LEA school
Desktop	**6**	Mtsilizea LEA School
Desktop	**10**	Olivia - Mazzuzi clinic
Desktop	2	Tsonkanasi School
Desktop	**26**	Winela Training Centre
Desktop	24	Assembly
Desktop	4	Dedza, MUA School for the deaf
Laptop	1	Prosthetics Clinic
Laptop	4	Kafulu Girls Organisation
Laptop	1	Tsonkanasi School
Laptop	1	Dedza City Assembly
Laptop	1	HODIC SEN projects