

## ANNEX VI

### FINAL NARRATIVE REPORT

- This report must be completed and signed by the Contact person.
- The information provided below must correspond to the financial information that appears in the financial report.
- Please complete the report using a typewriter or computer (*you can find this form at the following address <Specify>*).
- Please expand the paragraphs as necessary.
- *Please refer to the Special Conditions of your grant contract and send one copy of the report to each address mentioned.*
- The Contracting Authority will reject any incomplete or badly completed reports.
- Unless otherwise specified, the answer to all questions must cover the reporting period as specified in point 1.6.
- Please do not forget to attach to this report the proof of the transfers of ownership referred to in Article 7.3 of the General conditions.

#### 1. Description

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- 1.1. Name of beneficiary of grant contract: [The Chamber of Cyprus Turkish Computer Engineers](#)
- 1.2. Name and title of the Contact person: [Erkan Emirzade, Chairman, Project Manager](#)
- 1.3. Name of partners in the Action: [N/A](#)
- 1.4. Title of the Action:
  - 1.4.1. [Basic Computer Training Campaign For Unemployed People](#)
  - 1.4.2. [Implementation of International Software Standards in Turkish Cypriot Information & Communication Technologies \(ICT\) Sector](#)
- 1.5. Contract number: [CRIS No 2008-167-826](#)
- 1.6. Start date and end date of the Action: [10 Dec 2008 – 10 Dec 2009](#)
- 1.7. Target country(ies) or region(s): [Northern Cyprus](#)
- 1.8. Final beneficiaries &/or target groups<sup>1</sup> (if different) (including numbers of women and men):

#### [Action 1: Basic Computer Training Campaign For Unemployed People](#)

[The target group was the unemployed Turkish Cypriot community. The aim was to help them gain computer skills. Especially participation of women is encouraged to the training courses in order to increase computer literacy among women and to support gender and social equality within the Turkish Cypriot community. Announcements of these basic computer](#)

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<sup>1</sup> “Target groups” are the groups/entities who will be directly positively affected by the project at the Project Purpose level, and “final beneficiaries” are those who will benefit from the project in the long term at the level of the society or sector at large.

training courses were to the unemployed Turkish Cypriot community. Approximately 16% of the participants were Male and 84% of the participants were Female. The numbers of participants were 152 and 127 of them were female whereas 25 of them were male.

#### Action 2: Implementation of International Software Standards Awareness & Training for Turkish Cypriot ICT Sector

The target group was initially the Private ICT Sector companies and their employees to be able to increase the level of standards of software produced in Northern Cyprus and achieve progress in the competitiveness of these companies in the international markets.

Announcements of these events were to the ICT sector in general, without any distinction of Private or Public, Banking or Telecommunications, ICT Companies or Universities. But the interest from the Banking and Public sectors was more than the others in general. Final beneficiaries are the participants from all sector employees that participated in the activities and also co-workers of these participants that actually applied the knowledge in their institutions.

##### Action 2 – Activity 1: Virtualization Seminar (Sanallaştırma Teknolojileri Semineri)

- 11 Private Sector / 17 Public Sector Personnel
- 5 Female / 23 Male Participants
- 11 Participants from Banking Sector / 9 Civil Servants / 7 ICT Company Employees / 1 Participant from an International Organisation

##### Action 2 – Activity 2: Secure Application Development Seminar (Güvenli Uygulama Yazılımı Semineri)

- 5 Private Sector / 15 Public Sector Personnel
- 3 Female / 17 Male Participants
- 5 Participants from Banking Sector / 10 Civil Servants / 4 ICT Company Employees / 1 Participant from a University

##### Action 2 – Activity 3: Software Project Management Training (Yazılım Proje Yönetimi Eğitimi)

- 5 Private Sector / 7 Public Sector Personnel
- 1 Female / 11 Male Participants
- 4 Participants from Banking Sector / 3 Civil Servants / 5 ICT Company Employees

1.9. Country(ies) in which the activities take place (if different from 1.7): Northern Cyprus

## **2. Assessment of implementation of Action activities**

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### 2.1. Executive summary of the Action

Please give a global overview of the Action's implementation for the whole duration of the project

For the 2 activities a team was setup to organize, implement, monitor and evaluate the project.

Management Team Setup is as follows;

Project Manager (Cyprus Turkish Chamber of Computer Engineers)  
Project Assistant (Cyprus Turkish Chamber of Computer Engineers)  
Project Secretary (Cyprus Turkish Chamber of Computer Engineers)  
Project Advisor (ICT Expert)

Organization of the Action 1: Basic Computer Training Campaign for Unemployed People.

The Management Team announced the action to the members of our chamber and investigate the members who were willing for the basic computer training. One of our unemployed member is chosen as a basic computer trainer. After that, the management team and the trainer decided the work-book. For the trainings computer laboratory was rent and the Basic Computer Training Campaign for Unemployed People is announced by the media in order to reach to unemployed people and explain them the benefits of the computer skills.

Monitoring & Evaluation

The number of applications and the applicants is reported and diagnosed frequently. The attendance of trainees and trainer is reported every week. Evaluation of the courses have been done after completion for each group. Evaluations rate the content of course notes, laboratories, trainer and trainees. Participants entitled for a certificate were questioned through e-mail, whether they have found a job or not. Our evaluation performance indicator was the number of certified participants.

Reporting

After the completion of a 16 hours training session for each group, trainees filled the questionnaires. The project management team diagnosed weak spots and made improvements to a course if necessary. Questionnaires for the employment status of participants is done repeatedly through e-mail. The final report prepared according to the requirements of the European Commission. The final report was also presented to the Board of the Chamber.

Organization of the Action 2: Implementation of International Software Standards Awareness & Training for Turkish Cypriot ICT Sector.

In order to obtain a clear picture of the situation of software standards awareness and implementation in the northern part of Cyprus, an online survey designed to measure the needs and shape the capacity building activities. In spite of the millions of software professionals worldwide and the ubiquitous presence of software in our society, software engineering has only recently reached the status of a legitimate engineering discipline and a recognized profession. Achieving consensus by the profession on a core body of knowledge is a key milestone in all disciplines and had been identified by the IEEE Computer Society as crucial for the evolution of software engineering towards professional status.

It is very clear that our chamber is one of the responsible side who may set the rules of software standards. The activities planned parallel to the studies of our chambers code of ethics and professional practice. These activities were on Virtualization, Secure Application Development and Software Project Management. These topics were chosen based on decision by the Board of Chamber through evaluating the expected final benefit to be reflected to the community. For these trainings, the seminar rooms were arranged and the activities were announced on the media and through e-mail communication, in order to reach the maximum number of participants from the local ICT sector.

### Monitoring & Evaluation

The attendance of trainees is followed and reported to the Board of Chamber by the Project Management Team. Evaluation of each activity is done separately at the end of each activity. All the activities were found successful and fruitful by the participants. Some participants even reported that they have started utilizing new techniques and technologies taught in the activities for their institutions.

### Reporting

After completion of each activity, participants filled questionnaires prepared by the trainer and the project management team. The final report prepared according to the requirements of the European Commission. The final report was also presented to the Board of the Chamber.

## 2.2. Activities and results

Please list all the activities in line with Annex 1 of the contract since the last interim report if any or during the reporting period

### Action 1: Basic Computer Training Campaign For Unemployed People

Courses took place at Gönyeli İlkokulu Lab. 16 groups were organized and each group took 16 hours training.

Basic Computer training courses addresses desktop computing skills for the complete beginner. It eliminates fear, and encourages candidates to use the computer with confidence.

The candidate is required to demonstrate basic knowledge of using a personal computer; and display the skills to complete some elementary or everyday tasks in a confident way.

The Candidate shall also master basic skills necessary to use the Internet and e-mail. The candidate shall be able to turn on the computer and understand the basic component parts of a computer. They shall be able to use the keyboard, and the mouse; and work with a modern desktop and windows interface on the computer. They shall be able to use a text editor to create, save and print a simple document. The candidate shall also apply basic file handling techniques. The candidate shall search the Internet for basic information and use a Web based e-mail application.

Topics covered are as follows:

- Computer Basics

- 1.1 List and compare different types of computer: personal computer, tower computer, laptop computer, palmtop.
- 1.2 Identify and understand different components: system unit, hard drive, floppy drive, monitor, mouse, keyboard.
- 1.3 Start the computer.
- 1.4 Understand functions of a mouse: select items, move items, issue commands to computer.
- 1.5 Understand how to use the mouse: click, double-click, move with click and drag.
- 1.6 Understand mouse pointer shapes: click to enter text (I Beam), point, computer busy, hyperlink here.
- 1.7 Click to select a menu item, toolbar icon, to enter text in a document.
- 1.8 Use click and drag to move selected items on the screen.
- 1.9 Understand that the keyboard is a mode of data entry and a method of giving commands to computer.
- 1.10 Understand and use keys on the keyboard such as: letters and numbers, enter, backspace, shift, space bar, caps lock, delete.

- Desktop

- 2.1 Understand what a computer desktop is.
- 2.2 Understand the term icon and recognise and understand the use of some common desktop icons, for example; My Documents, My Computer, My Network Places, Recycle Bin, Internet Explorer (applications).
- 2.3 Understand what the taskbar is and some of its features: start button to start an application, clock, ability to switch between open windows.
- 2.4 Select, activate common desktop icons.
- 2.5 Open an application.
- 2.6 Shut down the computer properly.

- Windows XP

- 3.1 Identify parts of a window for example; title bar, scroll bars, scroll bar markers, status bar, menu bar, toolbar.
- 3.2 Collapse, expand, resize, move, close a window.
- 3.3 Scroll up and down in a window.
- 3.4 Switch between open windows.

- Document Creation (Word, Excel)

- 4.1 Enter text into a document.
- 4.2 Insert paragraph marks.
- 4.3 Use a toolbar icon to change font size.
- 4.4 Use a toolbar icon to change font colour.
- 4.5 Use a toolbar icon to print a document.
- 4.6 Use a toolbar icon to save a document.

- File Handling

- 5.1 Understand what a file, folder is.
- 5.2 Know where files, programmes are normally stored.
- 5.3 Recognise common file types and associated icons for example, .doc, .xls, .mdb, .jpg, .wav.
- 5.4 Double click to open files, folders.
- 5.5 Close a file.

- The Internet

- 6.1 Understand that the Internet is the global, physical network of networks, and is used to support services like the World Wide Web (WWW) and e-mail.
- 6.2 Understand that a modem may be necessary when connecting to the internet.
- 6.3 Understand that an Internet service provider (ISP) provides access to the Internet.
- 6.4 Understand what the World Wide Web (WWW) is.

- Web Browsing

- 7.1 Understand what a Web browser is.
- 7.2 Recognise that the default page of a Web browser is called the Home/Start page.
- 7.3 Understand the terms URL, hyperlink.
- 7.4 Understand the terms favorites/bookmarks.
- 7.5 Understand the term browser 'history'.
- 7.6 Go to a URL.
- 7.7 Log onto a Web site using a user name and password.
- 7.8 Activate a hyperlink/image link.
- 7.9 Navigate on a Web site: back, forward, home.
- 7.10 Complete and submit a Web based form.
- 7.11 Give a definition of a search engine.

- 7.12 Search for information using keywords.
- 7.13 Download a file from a Web page to a location on a drive
  - 7.14 Print a Web page

- E-mail

- 8.1 Understand that e-mail is a digital messaging service of the Internet.
- 8.2 Know about different email accounts; Internet Service Provider Accounts (ISP's), Webmail.
- 8.3 Understand the make-up and structure of an email address. name@provider.com
- 8.4 Understand attachments and file size considerations with attachments.
- 8.5 Understand the term 'virus'.
- 8.6 Understand security risks in particular with opening certain file attachments in e-mail.
- 8.7 Understand the term 'Address Book'.
- 8.8 Understand the term 'Inbox folder'.
- 8.9 Understand the term 'Sent Items Folder'.
- 8.10 Create a new message.
- 8.11 Insert a mail address in the 'To' field.
- 8.12 Insert a title in the 'Subject' field.
- 8.13 Send a message.
- 8.14 Use the reply function.
- 8.15 Forward a message.
- 8.16 Print an e-mail.

Action 2 – Activity 1: Virtualization Seminar: KTMMOB Centre Meeting Room at Çağlayan, Nicosia with 28 Participants for 1 Day on 19 June 2009

Topics covered are as follows:

What is Virtualization?, Benefits of Virtualization, Virtualization Types, Infrastructure of Virtualizations, Desktop Virtualization, Server Virtualization, Case Study, Practical Demonstration.

Action 2 – Activity 2: Secure Application Development Seminar: KTMMOB Center Meeting Room at Çağlayan, Nicosia with 20 Participants for 2 Days on 30-31 July 2009

Topics covered are as follows:

Basic Security Concept, CIA (Confidentiality, Integrity, Availability) Concept, Secure System Design, Basic Application Security Elements: Authentication, Access Control, Session Management, Data Protection, Input Validation. Top Security Errors, Solutions and Reasons: Broken Access Control, Broken Account and Session Management, Insecure use of Cryptography, Remote Administration Flaws, Buffer Overflow, SQL Injection, Cross-Side Scripting, Denial of Service. Secure Database Design, System Logs and Reports, Security Check Tools for Web Development.

Action 2 – Activity 3: Software Project Management Training: KTMMOB Center Meeting Room at Çağlayan, Nicosia with 13 Participants for 5 Days on 21-25 November 2009

Topics covered are as follows:

1) Introduction to Software Project Management:

History of Project Management, Statistics of Success, Success in Software Projects, Size of Projects, Reasons for Progress in Software Project Quality, Reasons for Failure, What is a Project, What is Project Management, Difficulties in Project Management, Project Management as a New Discipline, Introduction to Project Management, Fields of Expertise in Project Management, The Environment of Projects, General Management Skills, Interpersonal Skills, Formula for Success, Program and Portfolio, Subprojects, Stakeholders of Projects, Project Life Cycles, Organisational Structure (Functional, Matrix, Project Based), Project Office Models, Project Management Office, Project Management Institute, Processes in Project Management, Software Project Types, Development Project Magnitude & Difficulty Criteria, Sample Project Categories.

2) Project Scope & Integration Management:

Project Scope is about “What to be done”, Planning, Estimating in Software Projects, Setting Project Targets (SMART), Constraints, Assumptions, Milestones, Critical Success Factors, Software Requirements Analysis, Requirements Change Management, Classification of Software Requirements (Functional Requirements, Non-functional Requirements), Software Requirements Specification Document, Scope Statement, Product Scope vs Project Scope, Work Breakdown Structure, Scope Approval, Scope Control, Project Initiation, Statement of Work (SoW), Organisational Process Assets, Environmental Factors, Benefit Measurement, Integration Management, Project Charter, Project Management Plan, Software Project Plan, Change Management

3) Time Management in Projects

Why Time Management, Time Planning, Human Resources (Human Factor), Defining Activities, Rolling Wave Planning, Listing Activities, Precedence Diagramming Method, Activity On Node, Finish-to-Start (FS), Start-to-Start (SS), Finish-to-Finish (FF), Start-to-Finish (SF), Dependency Determination, Activity Resource Estimation, Activity Time Estimation, Analogous Estimating, Parametric Estimating, Reserve Analysis, Three-point Estimates, Schedule Baseline Development, GANTT Charts, Critical Path Method, Forward Pass, Backward Pass, Critical Path or Activity, Schedule Compression, Crashing, Fast Tracking, Overtime, Resource Leveling, Schedule Control

4) Cost Management in Projects

Project Cost Management, Cost Estimating, Cost Baseline, Cost Control, Project Cost Management Plan, Order of Magnitude Estimation, Budget Estimation, Precise Estimation, Analogous Estimating, Bottom-up Estimating, Parametric Estimating, Reserve Analysis, Direct Costs, Indirect Costs, Cost Items, Cost Estimation, Cost Budgeting, Cost Baseline, Cost Controlling, Earned Value Analysis, Cost Performance Evaluation

## 5) Risk Management in Projects

Risk Management, Risk Types, Known Risks, Unknown Risks, Risk Management Planning, Business Risks, Why Risk Management, Risk Management in Software Development, Risk Management Frame, Risk Management Processes, Risk Categories, Risk Determination Techniques, Brain Storming, Interview, Delphi Technique, Root Cause Analysis, SWOT Analysis, Assumption Analysis, Cause-Result Diagrams, Software Risks, Qualitative Risk Analysis, Quantitative Risk Analysis, Negative Risks and Prevention Strategies: Avoid, Transfer, Mitigation, Acceptance, Positive Risks and Opportunity Strategies: Exploit, Share, Enhance, Risk Management Proposals.

## 6) Procurement Management in Projects

Outsourcing, Purchasing and Procurement Planning, Statement of Work (SOW), Agreement, Agreement Types: Fixed-Price, Unit Price, Cost-Reimbursable, Direct and Indirect Costs, Procurement Documents: Request For Proposal, Invitation For Bid, Request For Information, Request For Quotation, Source Selection Criteria, Negotiation Techniques.

## 7) Quality Management in Projects

What is Quality, Total Quality Concept, Quality Control, Quality Assurance, PMI Quality Philosophy, Quality Planning, Cost Benefit Analysis, Benchmarking, Design of Experiments, Cost of Quality, Flowcharts, Nominal Groupe Technique, Outputs of Quality Planning, Quality Management Plan, Quality Metrics, Process Improvement Plan, Quality Assurance, Process Analysis, Quality Factors, Software Assurance in Software, Quality Standards in Software: CMM, CMMI, ISO 9000-9004, SPICE, TickIT, Cause and Effect Analysis, Trend Analysis, Pareto Graphic, Statistical Sampling, Audit, Sigma, Six Sigma.

## 8) Human Resource Management in Projects

Human Resource Planning, Software Development Teams, Team Enhancement, Team Management.

## 9) Communication Management in Projects

Information Distribution Methods: Project Meetings, Email, Fax, Communication Techniques: Listening, Writing, Assuring, Email, Speaking, Understanding, Empathy, Effective Meetings, Team Works, Learned Helplessness, Individual Time Management.

## 10) Closing Projects

Activities at Project Start, Activities at Project Planning, Implementation of Project, Tracking and Control of Project, Integration Management, Closing Projects.

Reason for modification for the planned activity <please elaborate on the problems -including delay, cancellation, postponement of activities, change in target, etc - which have arisen and how they have been addressed> (if applicable):

Action 1 – : In Northern Cyprus the private and public sector is mostly using Microsoft Word and Excel for document creation. In order to increase the chance of job finding we included Microsoft Word and Microsoft Excel and added extra hours for the Action 1.

Action 2 – Activity 1: N/A

Action 2 – Activity 2: Originally Certified Secure Application Programmer (CSAP) training was designed for 3.5 days including a half day certification exam. Because of the high pricing of this training package, it was converted to a two day seminar by excluding a widely known section and the certification exam from the training program.

Action 2 – Activity 3: Initially this training was planned to be conducted on 5 working days from Monday to Friday. For many of the participants willing to join the training it was not possible because of their responsibilities and necessity of continual availability at work. To overcome this issue the training session is planned to start on the weekend and continue only for first three days of the week.

Results of this activity <please quantify these results, where possible; refer to the various assumptions of the Logframe>:

### 2.3. Activities that have not taken place

Please outline any activity and/or publications foreseen in the contract, that have not taken place, explaining the reasons for these

Action 1: N/A

Action 2 – Activity 1: N/A

Action 2 – Activity 2: N/A

Action 2 – Activity 3: N/A

### 2.4. What is your assessment of the results of the Action? Include observations on the performance and the achievement of outputs, outcomes, impact and risks in relation to specific and overall objectives, and whether the Action has had any unforeseen positive or negative results. (Please quantify where possible; refer to Logframe Indicators).

Action 1:

This activity has been conducted and completed very successfully. As a result of this action 152 participants had the chance of attending basic computer training and taking certificates.

Computer skills is nowadays key to personal development and self-expression, to seeking employment or to career promotion. More specific objective of our activity was offering equal opportunities to increase computer literacy among women, especially in rural areas and to support gender and social equality within the Turkish Cypriot community.

Very satisfactory results have been achieved on this objective with respect to the questionnaire completed by the participants. This activity helped the participants to overcome fear of the computer usage and encouraged them in applying computer aided jobs. Most of them became an internet and e-mail user in their daily life with confidence. In addition, 20 percent of the participants have decided to take more advance courses. Now we are preparing them to European Computer Driving Licence syllabus.

Action 2 – Activity 1:

There was lack of knowledge, resistance and prejudice against the virtualisation technology that is also relatively new concept in the rest of the world. After the theoretical introductory session and practical demonstration at the final session changed opinion of most of the participants. Consequently this seminar increased the awareness of Turkish Cypriot ICT professionals on the virtualisation technology.

### Action 2 – Activity 2:

This seminar was based on ISO 27001 (Information Security) standard and the aim was to increase the awareness about the security in application development and standards related to it. Practical examples shown that many web based applications presumed secure, potentially have security gaps. The trainer gave some recommendations as well as precautions about the potential mistakes commonly done. Consequently most of the participants decided to review their already existing systems and re-design them with respect to the above mentioned recommendations.

### Action 2 – Activity 3:

This activity has been conducted and completed very successfully. Although it was a relatively longer (5 complete days) event, the presence of the group was very high even on the last day with a lot of interest from the group. Daily schedule of the program has strictly been followed and objectives were achieved. One of the objectives was to increase the awareness about the Software Development Project concepts, techniques and methodologies, of the ICT professionals in the North Cyprus. Very satisfactory results have been achieved on this objective with respect to the questioner completed by the attendees.

The PMI and PMP certification awareness has been an outcome of this activity. Most of the attendees said that they had never heard about PMI or PMP certification. Finally almost 50 percent of the attendees are aiming to become PMP certified now.

Most of the attendees had heard about one or two fields of the Project Management discipline, such as Risk Management or Time Management, but a complete understanding of the discipline was lacking in the majority of the group. On the last day of the training an exam was held and a great majority of the class scored very high proving a thorough understanding.

Practical application of some fields of Project Management discipline was a missing experience for the class. This is tried to be cured by setting up 3 groups in the class and each team working on a separate project throughout the training, by applying the concepts, techniques and methodologies. Experience showed that many questions had arisen and answered that might never came up in a theory session.

- 2.5. What has been the outcome on both the final beneficiaries &/or target group (if different) and the situation in the target country or target region which the Action addressed?

### Action 1

Although computers and the Internet are now a part of everyday life, there are still many people who have never switched on a computer and are only vaguely aware of the Internet and its uses. Many of these people would like to know more about computers and the Internet. Computer skills nowadays key to personal development and self-expression, to seeking employment or to career promotion. More specific objective of our activity is offering equal opportunities to increase computer literacy among women, especially in rural areas and to support gender and social equality within the Turkish Cypriot community.

152 participants took certificate in according to the European Computer Driving Licence Foundation's Equal Skills Syllabus. This Action increased the chance of finding job for unemployed Turkish Cypriots by gaining basic computer skills and it offered equal opportunities to increase computer literacy among women. All of the participants were

entitled to take a certificate and approximately 5% of the participants found a job just after completing the course, in spite of the global economic crises. In order to measure the performance of the action, a course survey has been performed. In the survey we measured the course content, instructor, course materials and the laboratories. According to the total number of participants' evaluation 93% were satisfied from the activity.

#### Action 2 – Activity 1:

Two participants from the Kibris Vakıflar Bankası Ltd. including the IT Manager attended to this seminar. This bank had plans to renew their IT server infrastructure and after this seminar they changed their RFP with respect to virtualisation technology. Currently the infrastructure is being deployed.

Three participants from the Kooperatif Merkez Bankası attended to this seminar. This bank is planning to change their branch office terminals with desktop virtualisation technology. This bank is going to release an RFP in January 2010.

Two participants from the Merkez Bankası attended to this seminar. This bank has replaced some of previous physical servers with virtual servers. They are also planning to migrate their IT server infrastructure completely to virtualisation in 2010.

A local private ICT company has lately approached to get the North Cyprus distribution of one of the leading virtualisation company after this seminar.

#### Action 2 – Activity 2:

The awareness and understanding level on the possible security threats and on the ways to avoid these threats has increased after this session. Nearly all participants reviewed their systems and web based applications with respect to the new information and almost fifty percent of the participants took an action to redesign their web based systems to be more secure. As the participants were mostly responsible personnel of their institution, there is a good progress in the awareness of security and secure programming in the region.

#### Action 2 – Activity 3:

The final outcome was increased awareness and capability about the Software Project Management discipline on the target group. This is going to be followed by a number of certified Project Management professionals that is and will be needed for the development of the North Cyprus economy. Consequently the developed North Cyprus market need for qualified Project Management professionals will be answered too.

- 2.6. Please list all materials (and no. of copies) produced during the Action on whatever format (please enclose a copy of each item, except if you have already done so in the past).

*Please state how the items produced are being distributed and to whom.*

Action 1

<u>Material</u>	<u>Copy</u>	<u>Prepared &amp; Distributed By</u>	<u>Distributed To</u>	<u>Distribution Method</u>	<u>Date</u>
Press Announcement	1	Project Management Team	Kibris Gazetesi	Advertisement	30/04/2009
Press Announcement	1	Project Management Team	Turkish Agency Cyprus and daily newspapers	Email	30/04/2009
E-mail Announcement	1	Project Management Team	Members of Chamber and ICT sector contacts	Email	30/04/2009
Certificate Ceremony	1	Project Management Team	Turkish Agency Cyprus and daily newspapers	Advertisement	26/08/2009
Certificate	1	Project Management Team	Participants	Hardcopy	26/08/2009
Participant Signature Form	1	Trainer	Administrative Board	Hardcopy	2009
Questionnaire	1	Project Management Team	Administrative Board	Hardcopy	2009
Course Evaluation Report	1	Project Management Team	Administrative Board	Hardcopy	2009
Course Book	1	Project Management Team	Participants	Hardcopy	2009
Offer and Quotation	1	Trainer	Administrative Board	Hardcopy	09/02/2009

Action 2 – Activity 1:

<u>Material</u>	<u>Copy</u>	<u>Prepared &amp; Distributed By</u>	<u>Distributed To</u>	<u>Distribution Method</u>	<u>Date</u>
Press Announcement	1	Project Management Team	Turkish Agency Cyprus and daily newspapers	Email	12/06/2009
E-mail announcement	2	Project Management Team	Members of Chamber and ICT sector contacts	Email	11/06/2009 – 18/06/2009
Application List	1	Project Management Team	Trainer & Participants	Email	18/06/2009
Participant Signature Form	1	Project Management Team	Administrative Board	Hardcopy	19/06/2009
Case Study	1	Project Management Team	Trainer and Participants	Hardcopy	19/06/2009
Seminar Presentation	1	Trainer Company (Hayat Bilgi)	Participants	Email	20/06/2009

Action 2 – Activity 2:

<u>Material</u>	<u>Copy</u>	<u>Prepared &amp; Distributed By</u>	<u>Distributed To</u>	<u>Distribution Method</u>	<u>Date</u>
Press Announcement	1	Project Management Team	Turkish Agency Cyprus and daily newspapers	Email	29/07/2009
E-mail announcement	1	Project Management Team	Members of Chamber and ICT sector contacts	Email	01/07/2009

Application List	1	Project Management Team	Trainer & Participants	Email	29/07/2009
Participant Signature Form	1	Project Management Team	Administrative Board	Hardcopy	31/07/2009
Seminar Evaluation Report	1	Trainer Company (Lostar)	Administrative Board	Email	04/08/2009
Course Book	1	Trainer Company (Lostar)	Participants	Hardcopy	30/07/2009
Offer and Quotation	1	Trainer Company (Lostar)	Administrative Board	Email	17/06/2009

Action 2 – Activity 3:

<u>Material</u>	<u>Cop y</u>	<u>Prepared &amp; Distributed By</u>	<u>Distributed To</u>	<u>Distributio n Method</u>	<u>Date</u>
Press Announcement	2	Project Management Team	Turkish Agency Cyprus and daily newspapers	Email	16/11/2009 – 01/12/2009
E-mail announcement	1	Project Management Team	Members of Chamber and ICT sector contacts	Email	14/11/2009
Application List	1	Project Management Team	Trainer & Participants	Email	20/11/2009
Participant Signature Form	1	Project Management Team	Administrative Board	Hardcopy	25/11/2009
Seminar Evaluation Report	1	Trainer Company (FABE)	Administrative Board	Email	27/11/2009
Course Book	1	Trainer Company (FABE)	Participants	Hardcopy	21/11/2009
Offer and Quotation	4	Trainer Company (FABE 2, Mentor 1, BTAcademy)	Administrative Board	Email	10/11/2009, 10/11/2009, 9/11/2009

- 2.7. Please list all contracts (works, supplies, services) above 10.000€ awarded for the implementation of the action since the last interim report if any or during the reporting period, giving for each contract the amount, the award procedure followed and the name of the contractor.

N/A

- 2.8. Describe if the Action will continue after the support from the European Community has ended. Are there any follow up activities envisaged? What will ensure the sustainability of the Action?

Action 1:

20 percent of the participants have decided to take more advance courses. We have been preparing them to European Computer Driving Licence syllabus since January 2010. Until now 3 groups have been organised for more advance computer course training and they will be finished by the end of March.

Financial Sustainability

The applicants have been charged minimal fees just enough to cover the expenses of the training.

Institutional Sustainability

Chamber of Turkish Cypriot Computer Engineers is getting new members continuously and there are active young members of the chamber who contribute to the activities voluntarily. Organisational structure of the chamber is capable of taking ownership of the action and to provide sustainability after the activities are completed.

Action 2 – Activity 1:

N/A

Action 2 – Activity 2:

N/A

Action 2 – Activity 3:

PMP certification related courses shall be organised in the coming year. Sustainability of this activity will be ensured when the awareness in the community increases and PMP certification becomes a necessity in the North Cyprus market, while hiring managers.

- 2.9. Explain how the Action has mainstreamed cross-cutting issues such as promotion of human rights<sup>2</sup>, gender equality<sup>3</sup>, democracy, good governance, children's rights and indigenous peoples, environmental sustainability<sup>4</sup> and combating HIV/AIDS (if there is a strong prevalence in the target country/region).<sup>5</sup>

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<sup>2</sup> Including those of people with disabilities. For more information, see “Guidance note on disability and development” at [http://ec.europa.eu/development/body/publications/docs/Disability\\_en.pdf](http://ec.europa.eu/development/body/publications/docs/Disability_en.pdf)[http://ec.europa.eu/development/body/publications/docs/Disability\\_en.pdf](http://ec.europa.eu/development/body/publications/docs/Disability_en.pdf)

<sup>3</sup> [http://www.iiav.nl/e-publications/2004/toolkit\\_on\\_mainstreaming\\_gender\\_equality.PDF](http://www.iiav.nl/e-publications/2004/toolkit_on_mainstreaming_gender_equality.PDF)

<sup>4</sup> Guidelines for environmental integration are available at: <http://www.environment-integration.eu/>

<sup>5</sup> To refer to EC Guidelines on gender equality, disabilities...

Within the northern part of Cyprus, people working within the IT-based fields are mostly males. By encouraging women to take computing based roles & responsibilities to support the labour potential would not only contribute to economy, but help to balance gender equality.

- 2.10. How and by whom have the activities been monitored/evaluated? Please summarise the results of the feedback received, including from the beneficiaries.

Action 1:

At the end of 16 hours course period for each group, an evaluation form was distributed to the participants and the results of the evaluations were passed on to the project management team. According to these answers the content of the training, the trainer, lab and the materials was rated above 90 percent for 16 groups whereas in overall the rate was 93 percent.

Action 2 – Activity 1:

Since virtualisation event was a one day session, no evaluation applied.

Action 2 – Activity 2:

An evaluation form was distributed to the participants after the event and the results of the evaluations were passed on to our chamber. According to these answers the content of the seminar was rated with 87 percent, equipments 86 percent, the trainer 97 percent, the venue 87% and in general 90 percent.

Action 2 – Activity 3:

An evaluation form was distributed to the participants after the event and the results of the evaluations were passed on to our chamber. According to these answers the content of the training, the trainer, the venue and in general the satisfaction level was above 90 percent.

- 2.11. What has your organisation/partner learned from the Action and how has this learning been utilised and disseminated?

To achieve targeted objectives we derived activities from Actions; we planned, organised and managed each activity. After each activity our organisation gained experience and learned from earlier mistakes. We proved our proficiency in disseminating benefits to the Turkish Cypriot community through the help of EU grant scheme.

### **3. Partners and other Co-operation**

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- 3.1. How do you assess the relationship between the formal partners of this Action (i.e. those partners which have signed a partnership statement)? Please provide specific information for each partner organisation. **N/A**
- 3.2. Is the partnership to continue? If so, how? If not, why? **N/A**
- 3.3. How would you assess the relationship between your organisation and State authorities in the Action countries? How has this relationship affected the Action? **N/A**
- 3.4. Where applicable, describe your relationship with any other organisations involved in implementing the Action:

- Associate(s) (if any) [N/A](#)
  - Sub-contractor(s) (if any) [N/A](#)
  - Final Beneficiaries and Target groups [N/A](#)
  - Other third parties involved (including other donors, other government agencies or local government units, NGOs, etc) [N/A](#)
- 3.5. Where applicable, outline any links and synergies you have developed with other actions. [N/A](#)
- 3.6. If your organisation has received previous EC grants in view of strengthening the same target group, in how far has this Action been able to build upon/complement the previous one(s)? (List all previous relevant EC grants). [N/A](#)
- 3.7. How do you evaluate co-operation with the services of the Contracting Authority? [N/A](#)

#### **4. Visibility**

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How is the visibility of the EU contribution being ensured in the Action?

**The European Commission may wish to publicise the results of Actions. Do you have any objection to this report being published on EuropeAid Co-operation Office website? If so, please state your objections here.**

##### Action 1:

- Advertisement , on 30 April 2009, to Kıbrıs Gazetesi for the “Basic computer training”
- Press Announcement, on 30 April 2009, to all press and Turkish Cypriot community through TAK (Türk Ajansı Kıbrıs-Turkish Agency Cyprus) for the “Basic computer training” (by e-mail)
- E-mail announcement, on 30 April 2009, to members of the The Chamber of Computer Engineers and all ICT sector for the “Basic computer training” on date 30 April. (by e-mail).
- Certificate Ceremony, on 26 August 2009, for the “Basic computer training”
- Web announcement, through the [www.ktbmo.org](http://www.ktbmo.org) web site of the Chamber of Computer Engineers.

##### Action 2 – Activity 1:

- Press Announcement, on 12 June 2009, to all press and Turkish Cypriot community through TAK (Türk Ajansı Kıbrıs-Turkish Agency Cyprus) for the “Virtualization Seminar” on date 19 June. (by e-mail)
- E-mail announcement, on 11 June 2009, to members of the The Chamber of Computer Engineers and all ICT sector for the “Virtualization Seminar” on date 19 June. (by e-mail).

- Web announcement, through the [www.ktbmo.org](http://www.ktbmo.org) web site of the Chamber of Computer Engineers.

Action 2 – Activity 2:

- Press Announcement, on 29 July 2009, to all press and Turkish Cypriot community through TAK (Türk Ajansı Kıbrıs-Turkish Agency Cyprus) for the “Secure Web Programming Seminar” on dates 30-31 July. (by e-mail)
- E-mail announcement, on 1 July 2009, to members of the The Chamber of Computer Engineers and all ICT sector for the ““Secure Web Programming Seminar” on dates 30-31 July. (by e-mail)
- Web announcement, through the [www.ktbmo.org](http://www.ktbmo.org) web site of the Chamber of Computer Engineers.

Action 2 – Activity 3:

- Press Announcement, on 16 November 2009, to all press and Turkish Cypriot community through TAK (Türk Ajansı Kıbrıs-Turkish Agency Cyprus) for the Software Project Management course on dates 21-25 November. (by e-mail)
- E-mail announcement, on 14 November 2009, to members of the The Chamber of Computer Engineers and all ICT sector for the Software Project Management course on dates 21-25 November. (by e-mail)
- Press Announcement, on 1 December 2009, to all press and Turkish Cypriot community through TAK (Türk Ajansı Kıbrıs-Turkish Agency Cyprus) on the successful completion of the Software Project Management course and the list of attendees entitled for a Success Certificate. (by e-mail)
- Web announcement, through the [www.ktbmo.org](http://www.ktbmo.org) web site of the Chamber of Computer Engineers.

Name of the contact person for the Action: .....

Signature: .....Location: .....

Date report due: .....Date report sent: .....