

1.1 Assignment information

- a) Volunteer Name: **Aaron Cohen**
- b) State of Origin: **District of Columbia**
- c) Host Organization: **Catholic Relief Services**
- d) Assignment: **ET77**
- e) Dates of Assignment: **March 17, 2017 – March 26, 2017**
- f) Number of days worked: **6**

1.2.1 Objective 1 in your SOW – “Assist OCSSCO in identifying the available technologies/software that enhance the financial data management of the company”

- a) Progress with the objective: 100% Complete. The company was already familiar with available technologies and software and actively using multiple.
- b) Expected impacts/results: N/A
- c) Recommendations¹: N/A

1.2.2 Objective 2 in your SOW – “Support the operation of the core banking system.”

- a) Progress with the objective – Ongoing, 20%.
- b) Expected impacts/results – In the future, an organized training and connection to expertise in the United States via the web will significantly reduce technology gap by connecting OCSSCO to American individuals, online resources, companies, and nonprofits that do assist with these issues and technologies.
- c) Recommendations
 - 1. Establish contact with experts for Microsoft Server, Oracle, and OMNI system (biggest need) for ongoing assistance as contractor or voluntary help via the web.
 - 2. Consider building training program with US company CSR initiatives or with nonprofit grant funding for MS Server, Oracle, OMNI.
 - 3. A big push is needed, perhaps with the help of an NGO or Peace Corps-type organization, to train branches in basic computer use.

1.2.3 Objective 3 in your SOW – “Assess the existing information system gaps and look for best alternatives.”

- a) Progress with the objective – 100%
- b) Expected impacts/results – Through extensive interviews with staff helped to clarify and identify existing systems. Also worked with staff to identify and use low-cost training resources for programming languages such as Java, C#, and .NET framework.
- c) Recommendations: N/A.

1.2.4 Objective 4 in your SOW – “Develop guidelines for effective operation of the system.”

¹ **Note:** Only make not more than 6 recommendations. The most useful recommendations for hosts are ones that they can implement themselves with minimal expense. For example, a cooperative might change its financial reporting procedures or hold more regular meetings of its board. Broad recommendations on tax or credit reform, changes in government policy, or investment in large-scale equipment, are usually not within the host organization’s reach.

- a) Progress with the objective – Ongoing, 20%
- b) Expected impacts/results – Significantly reduce risk of data compromise and theft by improving IT security. Reduction of technology gap by connecting OCSSCO to American individuals, online resources, companies, and nonprofits that do assist with these issues and technologies.
- c) Recommendations: Consider priority grant programs especially for IT security, particularly UTM security, of which there may be funding. This is a potentially significant issue for company and guidelines for future development are necessary.

1.3 Recommended future volunteer assignment

- It may be unrealistic to identify a volunteer that could directly and substantively impact IT issues on one trip.
 - For example, Indian company currently working with IT team has 3 team members here for 3 months.
- If sending another volunteer, I recommend an experienced programmer or database administrator on a trip of 2 or more months with extensive experience in one of the following platforms and technologies:
 - Oracle Banking Systems and Implementation
 - Oracle Data Guard
 - IT Security
 - OMNI Banking System
 - Microsoft Visual Studio
 - Java, C#, .NET framework

1.4 Action Plan

Recommendation	Specific Action	Responsible person	By when
1. Identify free and low-cost online resources	Via Stackoverflow and MOOCs, identify specific training programs, their costs, efficacy	Volunteer/Programming Team	April 2017
2. Establish contact with individuals online that can answer questions on an ongoing basis (normal in this field).	Use online communities such as Github and personal connections (of volunteer) to establish ongoing communication. Ask succinct questions and provide cultural exchange benefit	ProgrammingTeam, Database Administrators,	June 2017
3. Acquire grant funding or project support from nonprofits and companies	<ul style="list-style-type: none"> • Identify organizations with relevant CSR and grant program • Establish contact with relevant stakeholders 	Volunteer, IT Director	End of Year 2017

	<ul style="list-style-type: none"> • Apply for opportunities 		
4. Work with nonprofits based in Ethiopia to assist with local training of branches	Work with organizations like CRS to identify local nonprofits and programs here in Ethiopia	IT Director	As soon as possible
5. Seek funding internally externally for IT security issues	<ul style="list-style-type: none"> • Identify organizations with relevant organizations, particularly US Government • Establish contact with relevant stakeholders • Apply for opportunities 	Volunteer	End of Year 2017

1.5 Number of people Assisted

- Through formal training (Classroom setup)
- Through direct hands on practical assistance (Do not double count)
- Out of these above, number of host staffs
- Training/assistance by field

Category	Total	Males	Females
Members/ owners			
Employees	12	11	1
Clients/ Suppliers			
Family Members			
Total	12	11	1

1.6 Gender

- What gender roles did you recognize in your host community? Did these roles play a part in your assignment? How?

Difficult for me to observe in short time and lack of familiarity with culture. The one woman that I did interview was relatively quiet but difficult to tell if this was gender-related or language barrier.

- How might CRS or the host organization improve opportunities for the women in this host or host community?

Always challenging. Few wome are in IT even in the United States. Training/coding programs that particularly focus on women are growing. Target organizations that may be open to these programs and bring outside organizations that do this into the fold.

1.6 Value of volunteer contribution in \$ 3,200

- Hours volunteer spent preparing for assignment: 30 hours

- b. Estimated value of all material contributions volunteer contributed to host during assignment: 50 hours

1.7 Value of hosts' contribution in \$ (Please consult the host as well)

- a) Meals: \$15
- b) Transportation: n/a
- c) Lodging: n/a
- d) Translation: \$65
- e) Other (Specify): Staff time significant. Please refer to Magersa for information on this.

1.8 Host Profile Data:

Did you obtain any data that supplements or corrects the data in the existing host information as detailed in the SOW? Please list it.

N/A

1.9 Recommendations for CRS:

- If sending another volunteer for this assignment, I recommend an experienced programmer or database administrator on a trip of 2 or more months with extensive experience in one of the following platforms and technologies:
 - Oracle Banking Systems and Implementation
 - Oracle Data Guard
 - IT Security
 - OMNI Banking System
 - Microsoft Visual Studio
 - Java, C#, .NET framework
- Note that contractors, such as an Indian company, currently work with IT team and have 3 team members in Ethiopia for 3 months.

2.0 Participants:

IT Director

- Megersa

Business Team Leader

- Belete Germa

Technical Team Leader

- Shiburo

Business Team Participants

- Daba
- Gete

Programmers

- Asaminew
- Mengistu

IT Security

- Wachera

Database Administrators

- Alemu
- Sisay
- Endale

Systems Administrators

- Gutema
- Mekonnen