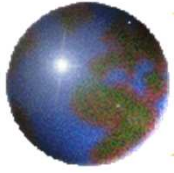




***ToolPack
Milestones, Documentation,
and Support Strategy***

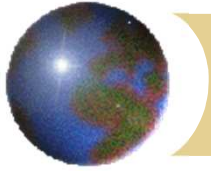
**Nada Hamadeh
World Bank**

**ICP Regional Coordinators Meeting
30 September 2004**



Contents

- 1. Tool Pack Milestones**
- 2. Tool Pack Documentation**
- 3. Tool Pack Web Page (FAQs)**
- 4. Support Strategy**



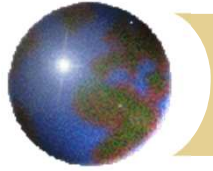
Tool Pack Milestones

Why are the Tool Pack Milestones needed?

- **Mean to exchange information between Global Office and Regional Offices**
- **To organize support accordingly**

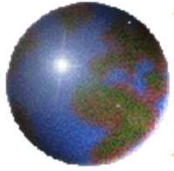
Tool Pack Milestones by Region

		Date:				
		Africa	Asia	CIS	LAC	W. Asia
ToolPack V.1.1 Delivered						
English	GO	08/13/04	08/02/04		08/13/04	08/13/04
French	GO	08/13/04				
Arabic	GO					08/13/04
Spanish	GO				08/13/04	
Chinese	GO		08/02/04			
Russian	GO					
Installation Completed	RC					
Updated Versions Delivered						
English	GO					
French	GO					
Arabic	GO					
Spanish	GO					
Chinese	GO					
Russian	GO					
Loading Product Lists into ToolPack						
Food, Clothing and Footwear	RC					
Furniture, Household Equipments, and Utilities	RC					
Transport and Communication	RC					
Recreation and Culture	RC					
Other Goods and Services	RC					
Data received from countries	RC					
Data Validation (Quaranta Table)	RC					



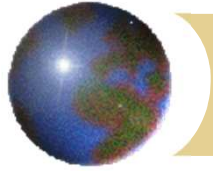
Current Documentation

- 1. Price Administration Module Installation Guide**
- 2. Price Collection Module Installation Guide**
- 3. Price Administration Module User Guide**
- 4. Price Collection Module User Guide**
- 5. Tool Pack Troubleshooting Guide**
- 6. Price Administration Module Training Exercises**
- 7. Price Collection Module Training Exercises**
- 8. ICP Tool Pack Flowchart: Information Resource for Users**



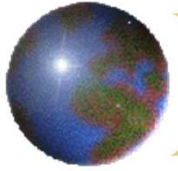
Translation

	Arabic	Chinese	English	French	Spanish	Russian
PAM Installation Guide		√	√			
PCM Installation Guide		√	√			
PAM User Guide		√	√			
PCM User Guide		√	√			
Troubleshooting Guide		√	√			
PAM Training Exercises	√	√	√	√	√	
PCM Training Exercises	√	√	√	√	√	
Tool Pack Flowchart			√			



Documentation Underway

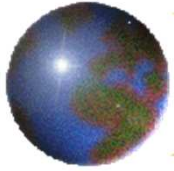
- 1. Batch Upload User Guide**
- 2. Price Administration Module User Guide (*Update*)**
- 3. Price Administration Module Quick Start Guide**
- 4. Price Collection Module Quick Start Guide**



Future Documentation

- 1. Data Processing Module User Guide**
- 2. Data Processing Module Quick Start Guide**
- 3. Data Processing Module Training Exercises /
Worked Example**
- 4. Data Processing Module Flowchart: Information
Resource for Users**

Regions' Input : What is also needed?



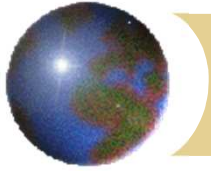
Tool Pack web page

<http://www.worldbank.org/DATA/ICP>

The 2003-2006 Global Round / ICP Software

Developments Underway:

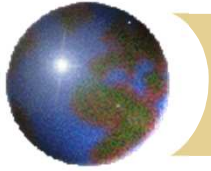
- **Prominent link on the ICP web page**
- **Section on FAQs**
- **Information on versions and updates**



Sample FAQ

Q: The Enter Key sometimes does not work, after keying-in Application name, User-Id and Password. It again asks for User-Id and Password to open the application.

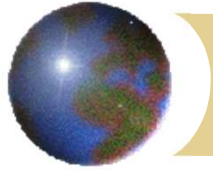
A: When you key in the application name – ICP, when you start the PAM, it takes a while to launch the PAM and establish a connection to the database after verifying the credentials (userid/password for accessing the database. This is different from the useid/password used to access PAM). Once that is done, then the system allows you to enter the PAM application's userid/password. This process can take several seconds depending on the hardware configuration of your machine. The correct process would be to select the application name (ICP in this case) and wait till the cursor moves by itself to the userid field.



Sample FAQ

Q: It is difficult to map individual outlet with outlet type in view of their number being large.

A: This has been addressed in the new excel based utility that was added. The way this works is that the central PAM would download an excel template from the Locations > Outlet Profile menu option screen, and ask the data collection center (cities or regions) supervisors to fill in the excel sheet with the outlet codes, names and their mapping to the product list in the excel template. These Excel sheets would then be received by the PAM administrator at the center who would then upload them into the PAM database using the Locations > Outlet Profile screen option.



Global Office Support

Tool Pack Helpdesk:

icptoolpack@worldbank.org

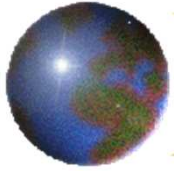
Categories of Technical Support:

1. PAM:

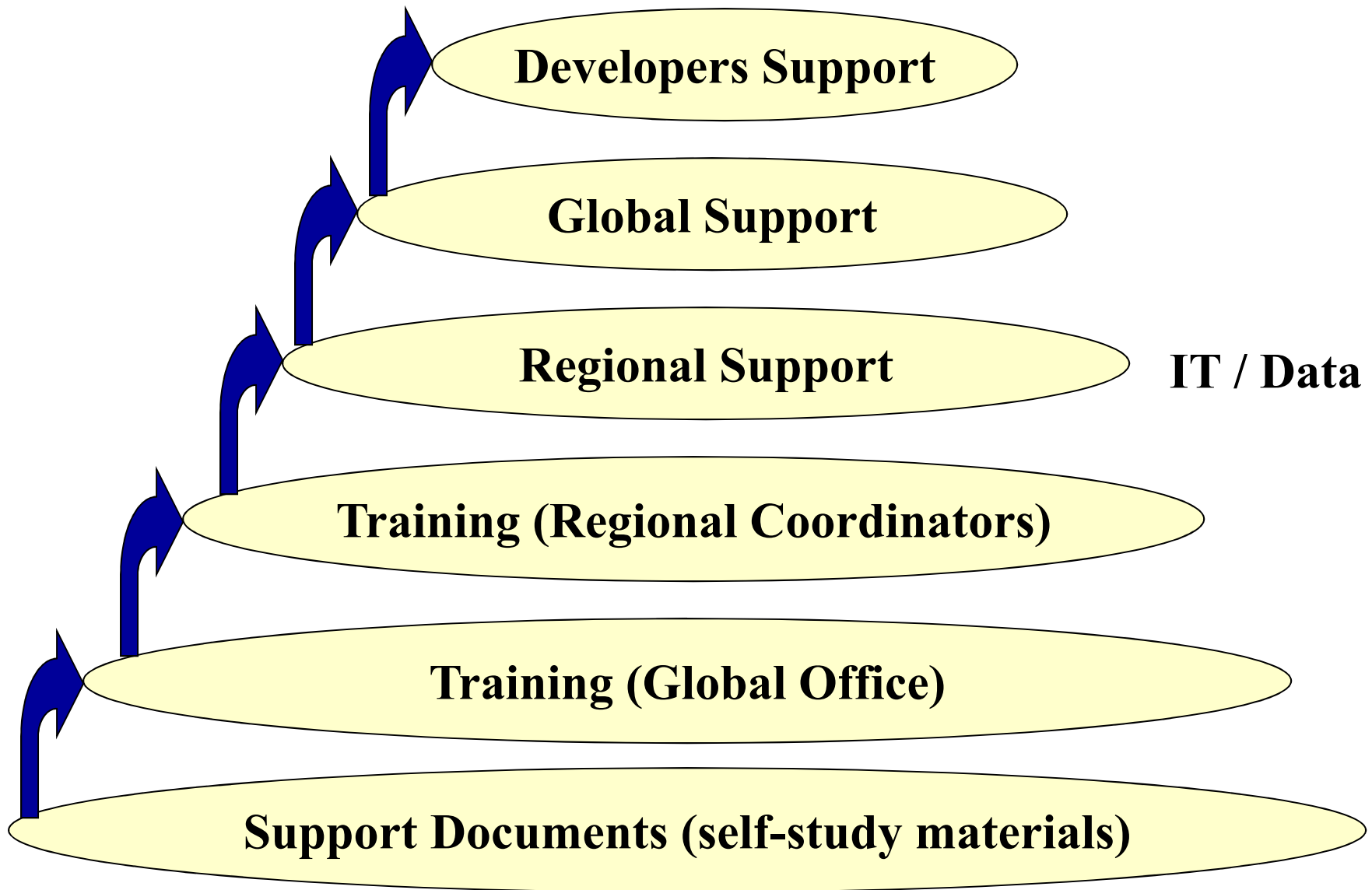
- **Installation**
- **Product List Upload / Images Upload**
- **Other functionality of the system**
- **Data Transfer (from and to PCM)**

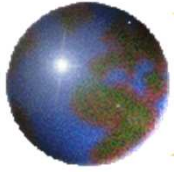
2. PCM:

- **Installation**
- **Data Transfer (from and to PAM)**
- **Other functionality of the system**



Tool Pack Support Strategy





Thank You