Proposed User & System Administrators Training Programme

Biogas Knowledge Management Platform (BKMP)

Project No./Cost Centre: 14.2275.7-305.00

Training Period: March 2026 and Post Launch Training

Duration: 6 Days

Frequency: Minimum 3 Days per Week

Training Format: Full-Day Sessions (8:30 AM – 4:30 PM)

Target Groups:

- MoEP Content Managers
- System Administrators / Super Admins
- Biogas Innovation Platform (BIP) stakeholders (Maximum 10 participants with representation from policy makers, researchers, private sector and partners)

1. Purpose of the Training

The training programme aims to build institutional capacity for effective use, governance, administration, and long-term sustainability of the Biogas Knowledge Management Platform. It ensures local ownership, structured content management, secure system administration, and strategic use of knowledge for policy, practice and scaling of biogas solutions in Kenya.

2. Training Objectives

- Understand the strategic importance of knowledge management in the biogas sector
- Access, search, and utilize knowledge resources efficiently
- Contribute, validate, and manage high-quality content aligned to sector standards
- Apply standardized document naming conventions and approved file formats
- Administer users, roles, permissions, and workflows
- Manage system security, backups, and performance

- Respond to simulated data breaches and system risks
- Develop and implement a platform uptake and awareness strategy
- Agree on roles, responsibilities and governance of the platform

3. Training Approach and Methodology

In line with the **technical-methodological concept** of the ToR, the training will adopt:

- Instructor-led presentations
- Hands-on practical sessions using the live platform
- Real-life use cases from the Kenyan biogas sector
- Guided exercises and demonstrations
- Simulations (data breach, loss of data, unauthorized access scenarios)
- Question & Answer and feedback sessions
- Training manuals and step-by-step user guides

4. Training Schedule Overview (March 2026)

Week 1: Platform Orientation & Content Management (3 Days)

Day	Target Group	Training Topics
Day 1	MoEP Content Managers, System Admins, BIP Stakeholders	Introduction to Knowledge Management in the Biogas Sector; Platform objectives, scope and governance vision; User registration, login, password management; profile updates and account settings
Day 2	MoEP Content Managers, System Admins, BIP Stakeholders	Platform navigation; searching and filtering by metadata; accessing and sharing knowledge resources; content submission workflows; metadata standards; tagging; naming conventions; approved file types
Day 3	MoEP Content Managers, System Admins, BIP Stakeholders	Editing and updating content; version control; archiving; discussion forums; feedback mechanisms; knowledge exchange; content validation and approval workflows

Week 2: System Administration, Security & Sustainability (3 Days)

Day	Target Group	Training Topics
Day 4	System Admins (MoEP ICT Staff)	Platform architecture overview; user roles; permissions and access control; user administration; managing inactive accounts; audit trails
Day 5	System Admins (MoEP ICT Staff)	System configuration; performance monitoring; troubleshooting; error logs; data security; Kenya Data Protection Act (2019); backup and recovery procedures; breach simulation
Day 6	MoEP Content Managers, System Admins, BIP Stakeholders	Platform analytics and reporting; governance structure; roles and responsibilities; escalation protocols; platform uptake strategy; awareness promotion; practical assessment and platform handover

5. Training Deliverables

The training will result in the following outputs:

- Trained MoEP staff and key stakeholders (including 10 BIP representatives)
- User Manual and System Administrator Manual
- Training presentations and practical exercises

- Attendance lists and training evaluation report
- Documented Roles and Responsibilities Matrix
- Platform Governance SOP
- Platform Uptake Action Plan

6. Alignment with ToR Requirements

This training Programme directly supports:

- **Task 3**: Deployment, testing, training and handover
- **Task 4**: Training and capacity building of relevant staff
- **Project sustainability**: Long-term system operation without dependency on external developers

7. Post-Training Support

This training Programme directly supports:

- Six (6) months of technical and user support
- Ongoing guidance to content managers and administrators
- Support for troubleshooting, system updates and performance optimisation