

## **SIDSNET/CPACC INTERNET TRAINING WORKSHOP**

### **St. Georges, Grenada, 18<sup>th</sup> to 20<sup>th</sup> October, 1999**

#### **Introduction**

The sixth Caribbean SIDSnet/CPACC Internet Training workshop was held in St. Georges, Grenada at the Grenada Swiss Business School from Monday, 18<sup>th</sup> October to Wednesday, 20<sup>th</sup> October. Ms. Sandra Stevenson of Canada and Ian King of CPACC RPIU conducted the workshop. Mr. King also functioned as workshop coordinator and the Ministry of Finance, the CPACC NFP, and the Grenada Swiss Business School provided the logistical support.

#### **Facilities**

The Grenada Swiss Business School (GSBS) provided very suitable facilities for the training. There were 10 workstations for the participants and one for the trainer, all operating on a Windows 98 platform. Additionally, the venue also had a facility called Video Net, which allowed the trainer to view any of the participants monitors or to have all of the participants see what was on any one monitor from their own. This proved an even more effective training tool than an overhead projector or computer projector.

The Ministry of Finance allowed the use of their Internet account for access during the three days of the workshop as the GSBS could not include this element within their venue cost proposal. The Ministry of Finance Internet account is paid for through a CPACC annual grant.

The local costs for the workshop totalled EC \$1800 (for 3 days @ \$600 per day) for the venue and refreshments at EC \$540.

#### **Attendance**

Fifteen individuals, including representatives from agencies involved in the CPACC project, other government agencies and NGOs participated in the workshop. The attendance list is appended.

#### **Workshop Review**

The participants at the workshop ranged from those who had never been on the Internet before, including never having used email to those who had used the Internet quite a lot for surfing the Internet and communicating through email. The former group's main objective was described as seeking to learn as much as possible and to be able to utilise the services and resources provided by or through the Internet. All users recognised that there was a lot to learn in terms of improving their efficiency and effectiveness on the Internet and in learning about web page design, development and management. The

workshop represented the first time most of the participants were involved in a SIDSnet activity and the first time they were able to determine what they wanted from SIDSnet.

The structure of the workshop remained similar to earlier SIDSnet ones except that more time was devoted to HTML development. This change is a response to the comments from participants at earlier workshops. The increased time spent on web page design and development was both appreciated and was proved beneficial as was illustrated by the products. The participants grasped the concepts and were particularly concerned with creating web pages for their respective organisations.

The email and web based email elements also proved to be popular and productive. As with the other workshops, everyone subscribed to one of the providers of free web-based email for an account during the workshop and were able to practice sending mail to each other.

The discussion on the Internet with respect to a small developing state was particularly interesting during the presentation by Cable and Wireless, the sole telecommunications and ISP company on the Island. There was much concern about the apparent high prices being charged by Cable and Wireless for dial-up and dedicated access, which appeared to limit the use of the Internet. The Cable and Wireless representatives, Messrs. Simon and Duncan noted that prices were falling and that charity, educational and service organisations were given special rates. Further they considered Internet use to be limited by access to appropriate computers rather than Internet dial-up rates. They noted that Grenada, which has a population of approximately 100,000 had over 1600 dial-up accounts.

The presentation by Cable and Wireless was a useful activity as it provided a view of the ISP's perspective on Internet use and also the immediate future at the national level for Internet access and application. It was also very informative as participants learnt that if they had an account with Cable and Wireless, the latter would host their web sites for free. This was very useful as many of the representatives desired to know how they could get their web sites hosted at minimal or no cost.

## **Conclusion**

The workshop was beneficial as it met the objectives of introducing participants to SIDSnet and Internet facilities. The greater goal of facilitating local content related to sustainable development can not be judged in the short term.

# **SIDSnet/CPACC Workshop Agenda**

**St. Georges, Grenada  
October 18-20, 1999**

## **Day 1**

### **8.30 am to 10.00 am – Introductions**

#### **Welcome**

Ms. Helen Rodin - Ministry of Finance and Planning  
Mr. Gregory Renwick - Director of Economic Affairs & Chair of the Grenada NICU  
Mr. Francis Mc Barnette - Director, OAS Grenada  
Mr. Ian King - Information Systems Coordinator, CPACC RPIU

#### **Workshop Structure**

#### **Participants Introduction and Objectives**

#### **Workshop Introduction, Objectives and Background**

#### **SIDSnet and CPACC Overview**

### **10.00 am to 10.20 am – Break**

### **10.20 am – 12.15 pm – Internet Discussion**

#### **Internet History and Overview**

#### **Internet and Small Islands**

### **12.15 pm – 1.45 pm – Lunch**

### **1.45 pm – 3.00 pm - Web Browsing**

#### **SIDSnet Site and CD ROM Overview**

#### **Browser Introduction**

### **3.00 pm – 3.15 pm Break**

### **3.15 pm – 4.30 pm- Web Browsing continued**

#### **CD ROM Practical Exercises**

#### **Browsing WWW**

## **Day 2**

### **8.30 am to 10.00 am - Email**

#### **Email Introduction**

#### **Web-based Email**

#### **Practical Exercise**

### **10.00 am to 10.20 am – Break**

**10.20 am – 12.15 pm - HTML**  
**HTML Introduction**  
**HTML Tools – Netscape Composer**  
**Practical Exercise**

**12.15 pm – 1.45 - LUNCH**

**1.45 pm – 3.00 pm - HTML Continued**  
**Practical Exercise**

**3.00 pm – 3.15 pm Break**

**3.15 pm – 4.30 pm -Web site Design**  
**Web site Design**  
**Website Office Integration**

**Day 3**

**8.30 am to 10.00 am -HTML continued**  
**Review of Web pages**

**10.00 am to 10.20 am – Break**

**10.20 am – 12.15 pm - Internet Based Applications**  
**Search Demo and Exercise**  
**List servers, News groups**  
**E-commerce/Telemedicine/Security**

**12.15 pm – 1.45 - LUNCH**

**1.45 pm – 3.00 pm - Wrap-up**  
**Internet Service Provider Presentation**  
**General Discussion**  
**Questionnaires**  
**Conclusion**

**PARTICIPANTS OF THE SIDSNET/CPACC INTERNET TRAINING WORKSHOP**  
**St. Georges, Grenada, 18<sup>th</sup> to 20<sup>th</sup> October, 1999**

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