



USAID | MACEDONIA
FROM THE AMERICAN PEOPLE



PRESS RELEASE

FOR IMMEDIATE RELEASE

June 20th, 2010

Press office: +389 (0)2 310 2314

Cell phone: +389 (0)70 367 547

Email: bvelickovska@usaid.gov

MISA Takes Over Call Center Support From USAID

On June 20, the USAID Primary Education Project (PEP) and the Ministry of Informatics and Administration (MISA) signed an agreement for the MISA to take over operation of the Technical Support Center that provides assistance for the educational programs and operating systems installed on primary school computers in Macedonia. The Call center was established by the USAID/PEP in October 2010. USAID will cease funding the operations of the system in July 2011.

"Computerization of primary schools aims to modernize education in Macedonia. But, it also needs maintaining," commented Nebojsa Mojsoski, USAID/PEP Chief of Party. "We're happy that our partner, the MISA, will ensure sustainability of the system and continual support for Macedonian teachers who will need help regarding any technical difficulties they face with the hardware in their schools."

The aim of the Center is to troubleshoot and solve as many of the teachers' technical problems as possible either over the phone or via a web e-ticket system. The problems reported in the center will be reviewed by Information Technology experts who will provide the most suitable solution. This will eliminate the need to dispatch MISA specialists to locations where the need is not truly necessary. With this agreement, the Ministry will be responsible for strengthening the communication between the schools and the technical support provided by the MISA.

NOTE TO EDITORS:

The USAID Primary Education Project works with all public primary schools and electro technical secondary schools as well as selected gymnasiums in Macedonia to improve the quality of instruction and increase student employment skills. The overall goal of the USAID Education Program is to strengthen education in Macedonia and to support decentralization efforts as Macedonia seeks entrance to the European Union.

The American people, through USAID, have invested over \$500 million in Macedonia since 1993. USAID is implementing projects that create jobs, reduce corruption, and prepare Macedonian students for the workforce. These initiatives improve the quality of life and support Macedonia's transition to a stable and prosperous democracy. USAID provides economic and humanitarian assistance in more than 100 countries. For more information please visit <http://macedonia.usaid.gov>.