

Concept Note

For

The 24th of ICT Learning Forum

On

“Bring your organization online and Auto Response via Chatbot”

**06 November 2018, 8:am – 5:00pm, at Diakonia Center (ICF Building)
#19-21, Street 330, Boeung Keng Kang III, Chamkamorn, Phnom Penh**

I. Introduction

As the longest established membership organization in Cambodia, the Cooperation Committee for Cambodia (CCC) has played a unique role since 1990 in strengthening the cooperation, professionalism, accountability, governance, and development effectiveness of the Civil Society Organizations (CSOs) that are working across diverse sectors in Cambodia.

Phase 3 of CCC's Governance Hub Program (GHP) for the five year period 2017-2021, the goal of CCC is for a “strong and capable civil society, cooperating and responsive to Cambodia's development challenges”. The GHP's program goals are 1) enhanced effectiveness and impact of civil society organizations (CSOs), and 2) improved enabling environment for CSOs. Responding to its goals CCC offers a range of capacity development and learning opportunities for NGO staff to influence their thinking and practices and to deliver high quality services appropriately respond to the true needs of those CSO.

One of seven program strategies is the **Learning and Capacity Development** for CCC members and other interested CSOs. Among this program the learning forum on Human Resource Management (HRM), Monitoring and Evaluation (M & E), Information Communication Technology (ICT) and Finance Management forum is very importance to build the capacity of its members for better performance of their service delivery. To ensure the quality of the learning forum CCC has formed the Working Groups to provide inputs and advice for NGO learning community in Cambodia. The Working Group will play role as an oversight committee to provide strategic and technical support to NGO community to promote and improve their Human Resource Management, Monitoring and Evaluation, Information Communication Technology and financial management system within their organizations for effectiveness and efficiency development in NGO sector of Cambodia.

To keep responding to the needs of the NGO community; CCC had conducted the 23rd ICT Learning Forum on 24 May 2018 with the main topic is **“Cost Effective Contents Development and Video Shooting”**. On the other hand, to strengthen the capacity on NGO governance in Cambodia, the ICT Working Group members decided to select the main topic which raised by NGO participants during the last learning forum on **“Bring your organization online**

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and Auto Response via Chatbot”

The 24th ICT Learning Forum is designed for ICT practitioners who come from members and non-members organizations of CCC. This event will be full-day conducted on **06 November 2018 at Diakonia center (ICF/KSSA)** with specific objectives, expected outputs, and agenda as below:

III. Objectives of the ICT Learning Forum

- To strengthen participant’s to understand overview of Auto Response via Chatbot and Healthogo
- To strengthen participant’s to understand what are the benefits of Chatbot and Healthogo
- To create a learning and sharing environment and build a stronger network each other

IV. Expected outputs

- The participants will have better understanding what is Response via Chatbot and Healthogo
- The participants will have better understanding how to use online Auto Response via Chatbot and Healthogo effectively in their organization.
- Practitioner participants will have more chance to learn, share and strong more relationship

V. Target Participants

This ICT learning forum is offered to a maximum of 60-80 participants from CCC members and non-members organizations who are ICT practitioners and other interested NGOs. Each participant should be assigned by the senior management of their organization and committed to apply what has been learned from the forum to their organization. Participants from non-CCC member are welcomed but are subjected to pay attendance fee as stated in the CCC Policy to support the Learning Forum’s logistic arrangement.

VI. Detailed Agenda

Time	Key Contents	Resource Facilitators
07:30-08:20am	- Registration	- Ms. Sreng Sophornlakhena , CD Assistant, CCC
08:20-08:30am	- National Anthem - Welcome and Introduction of the forum objectives	- Ms. Keo Mara , Learning Specialist , CCC
08:30-08:40am	Opening remarks	- Mr. Soeung Saroeun Executive Director, CCC
08:40-09:30am	Session1: Review the learning forum on “Cost Effective Contents Development and Video Shooting” - “Smartphone Video Tips & Tricks”. - <i>Sharing the Flesh Out practical exercise on “Using Smartphone for Video Development”</i>	- Mr. Chhouk Phalputhiridh Communication Specialist, CCC - Mr. Tri Leng Communication Specialist, Development Innovations(DI)

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09:30-09:45am	Session 2: Sharing on Auto Response via Chatbot <ul style="list-style-type: none"> - Overview of Chatbot? - How it can help us? - How we can we sue it? 	<ul style="list-style-type: none"> - Mr. Chy Sophat Design Specialist, Development Innovations(DI) - All participants
9:45:-10:00am	Coffee Break	- All
10:00:- 11:00pm	Session 2: (continue) Sharing on Auto Response via Chatbot <ul style="list-style-type: none"> - Get Start with chartbot - Practice - Q&A 	<ul style="list-style-type: none"> - Mr. Chy Sophat Design Specialist, Development Innovations(DI) - All participants
11:00-12:00pm	Session 3: Sharing on "Healthogo" <ul style="list-style-type: none"> - What is "Healthogo"? - Why we need to have it? - What is the befits? - How can we develop it? - How we can we sue it? <p>Q&A</p>	<ul style="list-style-type: none"> - Mr. Saing Darareaksmeay Executive Director, Healthtime Corporation - All participants
12:00-01:30pm	Lunch Break	All
01:30-01:35pm	Energizer game	• All
01:35-02:30pm	Session 3 : (continue) <ul style="list-style-type: none"> - Sharing on "Healthogo" - How to bring your organization online? - Q&A - Announcement of DI program(15mn) 	<ul style="list-style-type: none"> - Mr. Saing Darareaksmeay Executive Director, Healthtime Corporation - All participants
02:30-3:30pm	Session 4: Sharing on "Choosing the Right Publishing Platform to Sustain Your Voice Outreach"	<ul style="list-style-type: none"> - Mr. Tepken Vannkorn Co-Founder, CAMWP DEV - All participants
3:30 - 3:45pm	Coffee Break	All
3:45-4:30pm	Session 4 : (continue) Sharing on "Choosing the Right Publishing Platform to Sustain Your Voice Outreach" <ul style="list-style-type: none"> - Practice - Q&A 	<ul style="list-style-type: none"> • Mr. Tepken Vannkorn Co-Founder, CAMWP DEV • All participants
4:30-4:50pm	Session 5 : <ul style="list-style-type: none"> - Selection topic for next learning forum - Forum Evaluation 	<ul style="list-style-type: none"> • Ms. Keo Mara, Learning Specialist, CCC • All participants
4:50-5:00pm	Conclusion and Closing	Mr. Soeung Typo, Capacity Development Manager, CCC

Note: CCC reserves the rights to change the agenda based on the availability of the speakers and time constraints.