



គណៈកម្មាធិការ
សហប្រតិបត្តិការដើម្បីកម្ពុជា
Cooperation Committee
for Cambodia
Comité de Coopération
Pour le Cambodge

ទស្សនវិស័យ: សង្គមស៊ីវិលមួយដែលមានកិច្ចសហការជ័រជំនំនិងមានសមត្ថភាពឆ្លើយតបទៅនឹងបញ្ហានៃ
ការអភិវឌ្ឍនៅកម្ពុជា

Vision: A strong and capable civil society, cooperating and responsive to Cambodia's
development challenges

Minute of 2st ICT Learning Forum



29 August, 2014, DI Office, Phnom Penh

I. INTRODUCTION:

As the longest established membership organization in Cambodia, the Cooperation Committee for Cambodia (CCC) has been playing 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.

CCC delivers its mission and mandate through a five-year program entitled “Governance Hub Program (GHP)” for 2014–2018, aiming at building a more cohesive, accountable, transparent NGO sectors, contributing more effectively to the development of Cambodia. GHP focuses on three interconnected components: 1) Governance & Professional Practices (GPP) 2) Research and Learning (R&L) and 3) Coalition Building, Advocacy and Networking (CAN).

Responding to its vision which is for sustainable development for Cambodia, CCC offers a range of 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 many activities of the component 2 is to conduct various learning forums for CCC members such as Human Resource Management (HRM), Monitoring and Evaluation (M &E), Information Communication Technology (ICT) and Finance Management forum.

The ICT Learning Forum has been conducted since 2010 and facilitated by CCC with technical support from Cambodia IT Association (CITA) and ICT Working Group Members consisting of ICT professionals and practitioners of CCC member organizations and private company in Cambodia.

The overall objectives of ICT learning forum is to 1) stimulate action learning to transform knowledge; skills and experiences of individual people and organizations into a community of practices for a betterment of NGO community in Cambodia in the field of ICT and 2) build a strong network among ICT practitioners and professionals for ongoing learning on ICT matters and related issues and 3) to develop programming for facilitating NGO related works such as financial management, human resource management, and monitoring and evaluation.

To continually respond to the needs of the NGO community for good practice within the NGOs, in 2014 CCC will host two full day ICT learning forums for member and nonmember organizations; in which the first forum will be conducted on 27 February 2014 and the second will be on 29 August 2014.

This is the minute of the first ICT learning forum which was held on 29 August 2014 at KSSA building in Phnom Penh. The forum was attended by 80 participants (07 are Females) from 60 NGOs (53 as members of CCC) who are admin, communications, and ICT practitioners. The objectives and expected outcome of the forum are as below:

Objective of the forum:

- Enhance understanding on ICT for development (ICT4D) for M&E by using form to produce report in cloud server.
- Illustrate and discuss on how to produce video clip by using hand phone.
- Share how to protect our privacy of smart phone and computer.
- Discuss among participants to expand their learning insight in the area of ICT.

- Build up more network and relationship among ICT practitioners and professionals for ongoing learning on ICT matters and related issues.

Expected outcomes:

- Participants have better understood and deeply discussed on ICT for development (ICT4D) for M&E by using form to produce report in cloud server.
- Participants have widely understood about how to protect our privacy of smart phone and computer as well as how to produce video clip by using smart phone.
- Participants have actively involved in class activity and shared knowledge and experience related to ICT.
- Participants have enhanced network of ICT/IT practitioners and professionals to strengthen ongoing learning on ICT matters and related issues.

II. SUMMARY OUTPUTS OF THE FORUM:

Under the topic, Basic Security and Privacy for Work and Personal, this 2nd ICT learning forum was presided by Dr. El Sotheary, Head of Program of CCC, and Mr. Theng Vibol, Partnership Program Manager of Development Innovation (DI).

For the opening speech, Dr Sotheary said ICT learning forum is very important among other forums as ICT is the cross cutting sector for all areas of development. “ICT4D has brought a lot of improvement to human and society,” she added. Dr Sotheary also thanked to all donors, members, staff, and especially to Development Innovation for funding this event.

Mr. Theng Vibol, Partnership Program Manager of Development Innovation, warmly welcomed and thanked all participants of the forum. He introduced DI project and encouraged all staff from NGOs to contact DI if they want to share and practice any work related to technology.

SESSION 1: Review learning points from previous ICT learning forum

Review session was facilitated by Mr. Eng Sophara, ICT Specialist of CCC.

He reviewed on what the participants have learnt in the previous forum as below:

1. ICT4D for M&E (Open Data Kit) can effectively solve the problems of M&E System.
2. Advance Facebook (Security and Privacy of user account).

SESSION 2: Cloud Data Backup and Flicker

This session was facilitated by Mr. Rich Chamroeun, Info & Communications Officer of NEP.

- **Cloud Data Backup**

- There are many applications on Google. Cloud Data backup is one of the smartest choice for us to store data rather than having our own servers with some staff to standby.
- Google for nonprofits can be used for data backup up to 15GB. It is now allowed only in 5 countries such as US, England, Wales, Canada, and Japan.
- Another alternative way to back up data is using Google for Business with 30GB storage that charges 5\$ per user per month. If we can buy 10\$ a month, the storage will be unlimited. Email with different domain names can be used with this Google application as well, but the coming and outgoing address needed to set to google.com for those email address.
 - **Flicker**
- An application of Yahoo which can provide space for photos and video storing up to 1TB, and it can also share to other users with selective quality of photos to download. Yahoo users can sign up to use this application with their email addresses.

Question and answer:

Mr. Vuthy from RHAC: Is there refund if we terminate the service of google in the middle of using period? Is there any transfer to other email address when an email is inactivated?

Answer: I'm not sure on the price and the refund if we terminate the service. They must state something in their term of reference, and I will try to ask for more experience from Manich Enterprise as they use this service. Not sure with the transferring email address, but we need to make sure that admin account can back up the unused email accounts before the service is expired.

Mr. Tola from Oxfam: Is there any disadvantage of flickr as it is a free application?

Answer: There is no security for online stored photos and videos, but it depends on how important our data is for them. "I have no view for the future if their company is bankrupted", Mr Chamroeun said.

Mr. Reaksmeay: Is it similar to facebook that we can like and share those photos and videos on flickr?

Answer: There are some tools for discussion, but I haven't explored deeper on that yet. The thing is that we can share and store for long period.

Mr. Sokun: Is there time limitation in the condition of flickr?

Answer: Not sure on that. But there might be a term of reference which is clear enough for us, but I have gone through it yet.

SESSION3: Privacy

The Privacy was shared by Mr. Puth Chan Choth, ICT Manager of Plan International Cambodia.

To begin the session, Mr Chan Choth divided participants into 4 groups to discussion on questions, what is privacy and why is it important?

Each group came up with answers and assigned their representatives to present. (See the annex for the answers from the group)

According to Mr Chan Choth, privacy is a state in which one is not observed or disturbed by other people, and it is the state of being free from public attention. Privacy is divided into physical, informational, decisional, and dispositional category.

Personal data is very important as it is used to make very important decisions in our lives. Personal data can be used to affect our reputations; and it can be used to influence our decisions and shape our behavior. It can be used as a tool to exercise control over us. And in the wrong hands, personal data can be used to cause us great harm.

Introduction to Mypermissions Application:

Mypermissions - Online Privacy Shield is an application to help us with privacy for Android and iOS smartphone. It can be used in Android and iOS. But it doesn't work with rooted or jailbroken device. To install it, go to appstore on iOS or playstore on android, and then search for Mypermissions, and install it.

For PC users, open the internet browser (Chrome), then go to www.mypermissions.com, and then click on a button to "Add to Chrome" → click on Add. For Firefox, go to www.mypermissions.com → download → Allow.

With this application, we can see all application or games linked to some important application on your devices such as facebook, twitter, dropbox, mail, instgram, and others. We can also remove or revoke the permission from those games or application.

However, he advised all participants not to select an option to remember password when they login to facebook and others while using this application.

To remove or uninstall Mypermissions:

MyPermissions is a browser add-on. Every browser allows you to remove add-ons. To remove this application, we just uninstall this application from our smart devices. And for PC users, we can practice as below:

Chrome:

1. Click on the Customize and control Google Chrome icon (top right corner).
2. Choose Tools->Extensions
3. Go to MyPermissions Cleaner
4. Unmark the Enabled option to disable the add-on, or click on the Trash icon to completely remove it

Firefox

1. Click Tools->Add-ons

2. Click on MyPermissions Cleaner
3. Click Disable to disable the add-on, or click Remove to complete remove it

Internet Explorer

1. Go to Control Panel
2. On Windows 7 & 8, choose Uninstall a program. On Windows XP, go to Add/Remove Programs
3. Click on MyPermissions Cleaner
4. Click Uninstall

Safari

1. Go to Settings (the Gear icon)
2. Click on Preferences.
3. Go to Extensions.
4. Click on MyPermissions.
5. Click Uninstall.

Question and Answer:

Question: How can MyPermissions app crack and get our information? Is it secured to use this app?

Answer: *MyPermissions is just application scanning our basic information attached with a condition when we first install this app. It doesn't crack our device at all. We need to carefully read the condition before installing it. We can uninstall if we are unhappy with it. BUT do not tick an option to remember our password which allows other people use this app on our device.*

Mr. Vantha, the Smartphone app developer and owner of Phum Dictionary, share that this app doesn't scan our information. This kind of app is developed with declaration code to collect some basic information and store in a place, and it doesn't hack or crack our smart device at all. It is normal that almost every app is developed to do this job. So, MyPermissions is a reliable app for us.

He also alerted all participants to be careful with webcam on their laptop. Recently, the hackers can take photos and video without our permission.

Question: Is it secured to use Viber? And does Viber upload our photos and videos to its server?

Answer: *I don't have comment on Viber. We should read term of reference carefully before we install it. Some apps are free and good for us to install, but we need consider which could be more useful and less risky for us to use them.*

SESSION4: Disaster Recovery Plan

This session was facilitated and shared by Mr. Chanrithy Pol, Regional Information System Analyst of Catholic Relief Services (CRS).

To begin, Mr. Chanrithy started to raise awareness on disaster to participants. There are two types of disasters: Natural disaster and human disaster. Disaster has been divided into three impacts: (1) lower impact, (2) medium impact, and (3) High impact. Data Lost is considered as high impact of disaster as we are NGOs working in Cambodia.

The goal of recovery plan are (1) to prepare ahead before disaster happen, (2) immediately restore operations, (3) Cost efficiency and effectiveness, (4) to be awareness / First aid kits, (5) easy collaboration with another agencies, (6) simulate or drill (real practice), (7) connectivity redundancy [e.g. alternative ISP providers in a workplace], (8) data redundancy [e.g. a proper place for data backup if a workplace is under fire.], (9) electricity redundancy [e.g. another power generator], (10) identify key staff [e.g. assign a specific number of site to do their jobs when any disaster happens], (11) hot site [e.g. an alternative office of our partner NGO for us to work when disaster happens].

The emphasis on connectivity is that (1) we need to have at least two LAN lines installed in one office, (2) At least one mobile Sat phone is activated , (3) at least one VHF radio is activated with UN or government repeater, (4) monthly stimulate or drill.

For password security, we need at least 2 authorized persons responsible to remember and keep passwords.

Question and answer:

Question: What is your strategic plan for data recovery plan?

Answer: CRS has integrated its data to cloud and another company in the US. Normal data is stored in Microsoft online servers. It is secured, but we need to buy license.

Microsoft will be strict on its license. There are two type of license, OEM license and OXM license.

OEM license is cheap and it is linked to hardware. If the machine is reinstalled, we need to reactivate online with Microsoft. And it can't be installed in other machine. So, it is so much different from OXM license.

SESSION5: Two-Factor Authentications & Tools for Password Management

This session was facilitated and shared byMr. Pang Chamreth, IT Manager, DAI.

Login and password is not secured enough to protect our account unless we have two factor authentication. Two-factor authentication adds a second level of authentication to an account log-in and it is used to increase security by requiring.

Benefits of Two-Factor Authentications is that (1) it is a stronger security, (2) when logging in to your account, after typing in your username and password, a second password sent to you via text, and (3) if a hacker gets your username and password they still won't be able to get in to your account.

It also helps us recovery our password when we forget it. For practice, Mr Chamreth illustrated two-factor authentication with Google account which is called “2- Step Verifications”. 2-Step Verification adds an extra layer of security to your Google Account, drastically reducing the chances of having the personal information in your account stolen. To break into an account with 2-Step Verification, hacker would not only have to know your username and password, they'd also have to get a hold of your phone.

How to set up 2-Step Verification:

1. Sign in to your Google Account settings page by clicking on your name or picture in the upper right corner of the screen and then clicking **Account**.
2. At the top, click **Security** tab
3. In the Password box, click **Setup** next to “**2-Step verification**” This will bring your to the 2-Step Verification settings page.
4. You will then see a step-by-step guide which will help you through the setup process.

Setting up a backup:

1. Once you’re done, you’ll be taken to the 2-Step Verification settings page again. Be sure to review your settings and **Set up a backup phone numbers** and **Get backup codes**.
2. You’re done! Next time you sign in, you’ll receive an SMS with a verification code.

Common Techniques for Protecting Emails:

The three common techniques adopted by most internet users for protecting themselves are:

1. Logging out of accounts when they’re done, and not just close your
2. Confirm it is a secure session or website (such as https://) for “security”
3. Changing password periodically

Best practices of password management:

A good password is:

- Private
- Secret
- Easily Remembered
- At least 8 characters, complex
- Not guessable
- Changed regularly

Password should be put as the following:

Combine 2 unrelated words	Mail + phone = m@!lf0n3
Abbreviate a phrase	My favorite color is blue= Mfciblue

Music lyric	Happy birthday to you, happy birthday to you, happy birthday dear John, happy birthday to you. hb2uhb2uhbdJhb2u
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The most recommended software for Password Management is **LastPass** or **KeePass**. **KeePass** is free open source for password manager that we don't need to remember many passwords and can bring along with you anywhere.

Question and Answer:

Question: How can be KeePass trusted by all of us?

Answer: *It is an Open Source application with recognition from an organization. So, it can be trusted.*

Table discussion to define topic for the next ICT learning forum

Table discussion was facilitated by Mr. Lim Sokly, Learning Specialist, CCC. He asked for participants of each table to discuss to define only two topics that they wish to happen for the next ICT learning forum. Below are the topics raised by participants in the first ICT learning forum.

No.	Topics	Key Elements
1	How to manage back up procedure and policy	<ul style="list-style-type: none"> ➤ Data security management ➤ How to create business continuity ➤ For ICT process event to destroy something
2	IT & M&E	<ul style="list-style-type: none"> ➤ How IT could improve the M&E implementation and analysis ➤ Collection data ➤ Monitoring ➤ Input & output ➤ Analysis and Evaluation on outcome
3	Administering win SRV 2012	<ul style="list-style-type: none"> ➤ Feature ➤ Implementation ➤ Administering techniques ➤ Disaster recovery plan and Technique
4	Data transfer from one file to other file	Accounting software such as QuickBooks, Peachtree, etc
5	Network and Internet security	How to protect
6	Maintenance Website	
7	IT audit & policies	

8	Design window server	
9	Security on website	
10	Security on Social Media	
11	Data management	
12	Data back up and install	
13	Cloud data storage	

- **Conclusion and closing remarks**

Conclusion and closing remarks was made by Mr Soeung Typo, Component II Manager, CCC.

He has shown his sincere thanks to honor guest speakers for sharing years of experience to the participants; especially to DI and donor for providing fund and place to make this forum successfully happened.

Mr Typo also did a quick review on what participants had learnt today. “I hope you will gain more knowledge and address your need at workplace from what you have learnt today”, he said, adding that all participants would take this knowledge to apply and improve themselves and work quality in contribution to development in Cambodia.

III. CONCLUSION:

The second ICT learning forum was conducted successfully with actively participated by all participants and professionally supported by our honor guest speakers.

As the consolidated result of evaluation form completed by the participants, most of them appraised as good on the process, venue, logistics providing, organizer, and duration of the forum.

42% of participant understood clearly about Cloud Data Back up while another 42% of them fast grasped the Mypermissions App, followed by the 28% that emphasized about Flickr for uploading photos and videos. The participants committed to apply 3 topics in their own organizations such as Flickr (39%), Disaster recovery plan (33%) and Privacy (28%). Yet they suggested having bigger room with enough restroom and more practice rather than theory.

All in all, this learning forum provided a great opportunity for ICT, administrator, and communication practitioners to build stronger network and share experiences and challenges of their daily operation. We, CCC, as an organizer are very proud of this fruitful result since all our objectives and expected outputs set are met. Moreover, we commit to put more effort to improve and extend such good forum to serve as a pool of building more capacity together.

Annexes:

- Agenda of the forum
- Evaluation of the forum