

Minutes


The 28th Information Communication and Technology Learning Forum

“The Essential Tools for Virtual Work during Covid-19”

26 May 2021, 8:30 am – 12:00 pm


Virtual Platform through ZOOM


The Online ICT Learning Forum on



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

The Essential Tools for Virtual Work During Covid-19





May 26 2021 @ 8:30 AM-12:00 PM

Sessions:

1. Present and Practice of Google Products and ZOOM Feature & Live Video
2. Digital Security Working from home

Registration:

Mr. Yung Yathchannseyha, Communication Assistant
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1. Introduction

To respond to the needs of CSO's capacity development, the CCC had conducted virtual meeting with ICT Working Group members to share the last year's achievement and the survey result as well as consultation about the topic for the ICT learning forum on May 26, 2021 during the outbreak of Covid-19 in Cambodia. As the result, **the Essential Tools for Virtual Work during Covid-19** is identified for ICT learning forum on 26th May 2021.

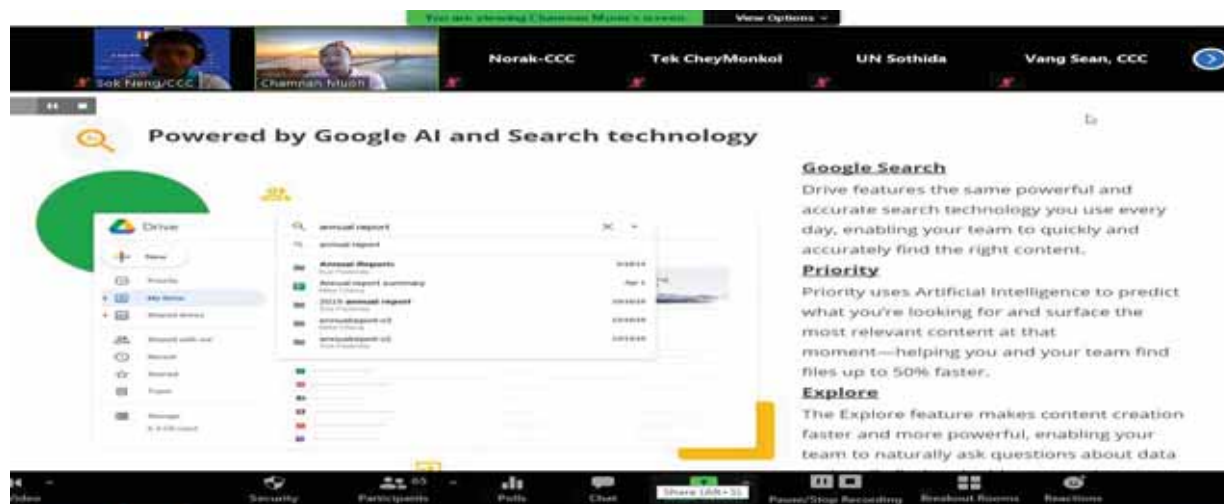
As the largest membership-based platform for Non-Governmental Organizations (NGOs) in Cambodia, the Cooperation Committee for Cambodia (CCC) has about 200 foreign and local NGOs as members and other provincial NGO networks in 15 provinces of Cambodia who are working in different development sectors.

2. Objectives of the Learning Forum

1. To strengthen knowledge on the essential tools for virtual work during Covid-19
2. To improve the virtual work during Covid-19
3. To build up more network and relationship among ICT practitioners and professionals for ongoing learning on ICT and related issues through online.

3. Process and Result

There are 65 participants of the NGOs who are from both CCC's members and non-CCC members join the ICT Learning Forum.



3.1. Open Remark

By Mr. Nong Neath Norak, Head of Communications and Business Development, CCC.

“Greeting all participants both CCC members and non-members. As you may know, the capacity building for membership organization is one of the main project of CCC in these 3 decades. Learning forums that were organized by CCC has become one of the platform that improved the

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capacity of all practitioners until now. There are many topics have been raised to discuss in this learning forums, and topics that relate to ICT are the type of topic that received high appreciation from participants. With the support from ICT working groups, CCC has organized ICT learning forum 27 times, in which all the topic for learning forum were decided through the discussion within ICT working group and CCC teams. This is to ensure that the topic that will be delivered will meet the actual need of the majority NGOs in Cambodia which will help them to get familiar and keep them updated with ICT knowledge and to allow them to accomplish their planned activities despite the current pandemic issue. On behalf of CCC, I would like to say thank you to all working group member who have given their valuable contribution to this. Covid-19 has brought us a new way of working and living that is called the new normal. Social distancing has become a duty for all of us to comply in order to stop the spread of Covid-19, and it has also become one the major challenge for all of us in implementing the activities such as meeting face to face or organizing any workshop. The recent lockdown gave us even more difficulties to us. The best choice for NGO is to adapt the way of our activities implementation and transform to work from home or remote working mode and using some online platform such as Google meet, Zoom live stream etc. In the meantime, we will need to think about the digital security while working from home. Hence, the capacity building on using the mentioned tools is really necessary for NGOs to ensure the effectiveness of project implementation. In this 28th ICT learning forum, with the facilitation of CCC team, ICT working group has sharpened the topic that is suitable for all participants to use in their daily work.

I wish the ICT learning forum to be conducted smoothly and resulted in fruitful as expected. On behalf of CCC, I would like convey my heartfelt thanks to ICT WG, to CCC teams, and to all participants and families with longevity, prosperity and be safe from Covid-19. In the end, I would like to open the ICT learning forum from this minute. Thank you.”

3.2. Setting the Ground Rules

Mr. Sok Neng, Do No Harm Specialist, CCC

- Please rename your name according to name that registered
- Please stay in silent room that has stable internet
- Using earphones for the forum is encouraged
- Please turn off your mic and camera if you do not use any of it
- Do not show any disturbance to guest speakers
- Please introduce yourself in chat box
- If you have any questions, please drop them in chat box
- If you have anything to talk, please raise hand, and wait for the permission from facilitator to open the mic

3.3. Section 1: The Presentations

3.3.1. Google Products



Mr. Muon Chamnan, ICT & Digital Marketing Consultant, the presenter of Google Products

Thank CCC for this opportunity as this is my first time to have session sharing in learning forum.

So today, I will introduce about Google Product Tools that I and working group thought that it will be a useful tool for the participants in new normal regarding remote working that we need to store some document on cloud as well as the other tools that does not need us to meet face to face. I will raise the tools such as Google Drive, Google Docs, Google Sites, Google Meet and Google Jamboard.

I would like brief about my profile. My name is Muon Chamnan. I am a blogger (www.ChamnanMuon.com), and I like to write blog. I am a certified Content Marketing at Hub Spot Academy, a certified Digital Marketer at Google Digital Garage, a certified 360 Photographer at Google Street View Trusted, GBG Lead at Google Business Group Phnom Penh, and an IT Deputy Manager at JICA Project. I have received training and travelled to USA, Singapore, Korea, Thailand, Vietnam and Laos.

Google Drive:

It is one of the package with Gmail that come with storage of 15GB for free; likewise, for the slide presentation that I show you today, I have stored it on cloud and directly present it to you. Hence, if possible, you should consider on extend your Google storage. In here, we don't need to install Microsoft office as long as we are sure that the place that we work has access to internet and stable. Moreover, we can also access the document in offline as well.

There are also collaborative app that we could work on it together such as "Google Docs" without worrying that our document will be corrupted, as it is all store on cloud. We can also work on

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“Google Sheet” and “Google Slides” which works just like Microsoft Excel and Power Point Presentation. Through all of this tools, we can edit on the files together without convert the files formats. There are also other times of apps that support Google drive as well such as Adobe, Atlassian, Docusign...etc. Google drive could support over 100 file types. For example, we can upload file Photoshop and View Photoshop on drive without having the app (but not edit on it).

The Google drive is powered by Google AI and Search technology. All the search function in Google is embed with Google AI that is really convenient for the user. That all the search, we do not need to type in full words, we can type only key word it will show the result.

(For the Google Drive’s Layout, please see in the slide presentation slide#10)



For the recent years, especially during the pandemic, Google team has updated a lot of services in Google tools. There are 3 types of package services that we can choose. For individual, when we create a Gmail account, we will have 15GB of storage freely (include the stuff in trash). For team, you do not have to use the Gmail for teams if your organization already has email system, so you can buy only cloud space for your email team. For enterprise, if you are a company or organization, you can purchase as enterprise. So all in all, the bigger space that you can afford to purchase, the more convenience for you to work as it is easy for you to store the documents

Google Docs?

Google Docs is easy to use since it is like Microsoft Word but it could work on cloud. It is more convenient than normal drive as normally we could open the same document and edit together in the same time, but we can do so in Google Docs. For example, we can brainstorm idea at the same time, and it will show whose comment this is and what they are doing. The most favorite thing that I like is the AI function, that we can do voice typing and it will type for us (although it is not 100% accurate especially for name). There are a lot of free template that we can use in our daily work. We can also use this either in PC, or tablet, or phone. If you do not have internet, we can download the document offline. When you have the access to internet, it will upload to cloud back.

I would like to end my introduction from here. If you are interested, please join with me in break out session.

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3.3.2. Zoom Features and Live Video

Mr. Tri Leng, Communication Manager, Pact Cambodia and ICT-WG member

First I would like to say hello to all the participants, my name is Tri Leng. And I would like to say thank to CCC team who has made this forum happened despite the Covid-19 which allow all of us to meet each other and share the experiences. So, in this occasion, I have an opportunity to be the guest speaker and share about Zoom. I am not an expert, but I have been using this many times, so I would like to share what I have known to all of you. I know that many organization has been using Zoom in the meeting or forum like CCC, and other participants in here might know about other function than I do. So, for today, I would like to share both basic as well as the paid function for you all.

So for those who already know the basic function, you will get to know some of the paid functions. But if you already know a lot both basic and paid function, you can go to Mr. Chamnan session about Google Tools instead. Before I start, I would like to introduce myself a bit, my name is Leng, and I have been a part of ICT working group for 3 to 4 years already. Before this, I worked at Development Innovation which was funded by USAID. And currently, I am a Communications Manager at PACT.

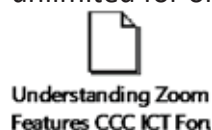
There are many online platforms that we can use nowadays; if I could count there are probably more than 10 platforms that people have been using in their works; such as Skype, Microsoft team, Google hangout, Facebook room and many more. But currently we have seen people have been using Zoom a lot. There are two type of zoom, one is Zoom Meeting, and another one is Zoom Webinar. Today we will only talk about Zoom Meeting. The difference between the two is that, for Zoom Meeting, the host and participants can see each other, and the maximum of participants could be 1000 people. But for Zoom Webinar, the host might not be able to see all the participants, it is like concert. And the participant could not interact freely as well.

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For Zoom in 2018, there are not many people using it. But it has been increasing drastically in the quarter 1&2 of 2020. So as for Zoom, there are two plan, one is basic that you do not need to pay, and another one is Paid Plan. In basic plan, you can set up a meeting, schedule a meeting (there are many setting that you need to be careful on this between from web and from app), schedule the meeting in Meeting Calendar, record the meeting (can only record in computer not cloud), monitor the participation (rename the participants, make the other participants as co-host), share the screen, annotate (allow the participants to draw) and set Breakout Room.

As for paid plan, there will be function such as meeting poll, go live on social media (broadcast to FB or Youtube...), registration, interpretation, and many more setting.

For free plan, we can host up to 100 participants, group meeting can last to 40 minutes, but unlimited for one-to-one meetings. (Please see detail in each plan in slide presentation slide #5)



3.3.3. Digital Security Working from Home



Today, I will share tip on digital security while working from home since now we have worked from remotely most of the time. As you might have known, the attack through online is not our country's challenge alone, it is a global challenge during this time.

First, I would like to introduce myself, my name is CHHIT Kanika, and I am a trainer on Digital Security and an advisor on Technical with Chumrum Digital. We also share a lot of technique on digital security at Chumrum Digital Facebook Page, and the content is easy to understand as it is in screenshots.

So, the question is what kind of program that we should choose to ensure the digital security?

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Supposedly, we choose Zoom, are we sure that Zoom is completely safe for us? And are we using it safely? How do we know all of that?

First, we need to choose the program that could minimize risk. It depends on our work context; we all might face different type of risk. But for us, we may have some similar context that we are working with Non-Governmental Organizations that sometimes we might need to send some sensitive documents to one another. So how do we avoid those kind of risk? The solutions are 1) we need to evaluate on the threat that our organization will have; for example, CCC is one of the big membership organization that has a lot of members. What can be the threat to CCC? It might be some sensitive documents, attack on website, or attack on group chat. Since CCC is also well-known organization, it could become one of the target for anonymous to attack; 2) we need to evaluate on the program or applicant that we use in order to identify threat for example we use telegram and signal for our internal communication. What can be the possible threat? And how much can the app system protect us? If we use signal, we could be protected from being stalked/hacked by the third party in our communications; 3) we have choose the program/applicant that give us minimal threat and offer maximum benefits.

For some key note on add more safety:

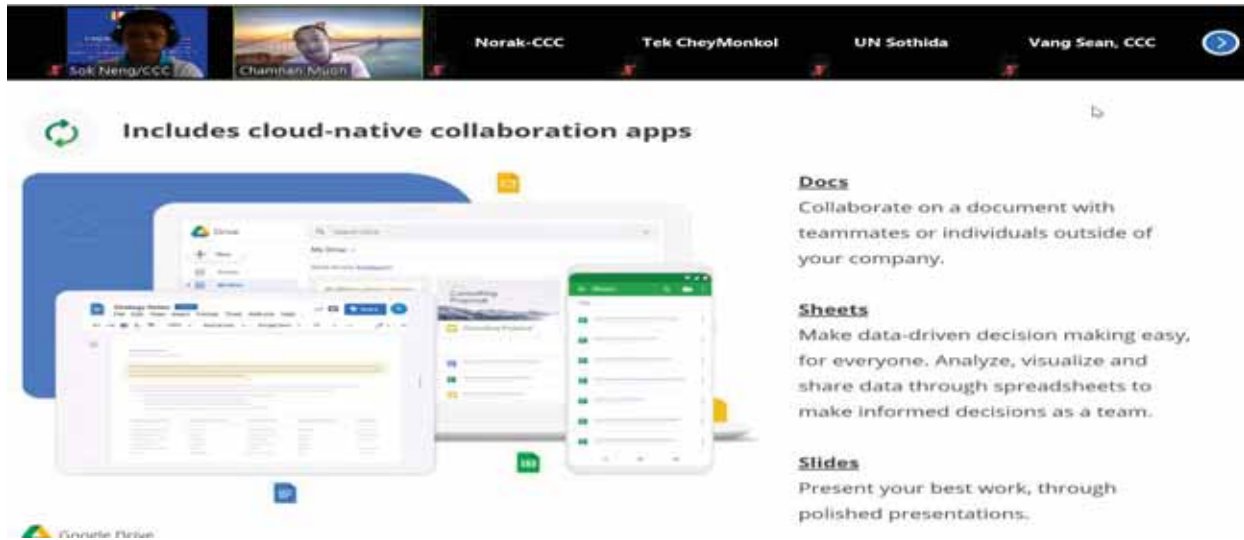
- Use the application that has their code open for public. The auditor will be able to see whether the app company would sell our data to the other company for commercial purpose
- Use two factor authentication in all your social media account
- Lock your devices when you don't use it
- Use licensed anti-virus software

(For more information, please see the slide presentation)



3.4. Section: Breakout Room

3.4.1. Google Products



(Continue from Introduction)

Google Drive Storage Options

Google Docs it is a cloud application; we can work together in the same time as long as we share the document to the other counterpart to review and we are the one who set what they can do on the document. We can also edit in real time and save automatic. We can also chat and comment in the Docs. The docs will be save automatically. There are so many add-ons that we can add to have much more functions that Microsoft words. We can download the Doc to Microsoft word file, and we can also convert it vice versa.

Google Sites

It is also one of the tool in Google drive. We can create sites without needing any programing or design skill. We can upload any file and embed YouTube link. It will adapt to any device that we open (in PCk, tablet or Phone). However, this is not for commercial purpose, it could be for content based display only. (For Google's site layout, please see the slide #26)



Google Productivity
Tools for CCC - Muon

Google Meet

Google meet doesn't have app. It run on browser. Google chrome is recommending to use when we use Google product. Google meet come free with Gmail (with limited function). Google has invested in video conference for 10 years. Meet use some protection that unless the user use

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Gmail, then they could verify the authentication of the use and join with the link. For the purchased service, the host can admit or deny the unknown participants outside their list. Google makes their tool accessible to everyone meaning they have live caption for the non-native speaker. For Google meet free feature, there are unlimited number of meetings, live captioning during meetings, compatible across devices, video and audio preview screen, adjustable layout and screen setting and many more.

(For Google's site layout, please see the slide #30)

Google Jamboard

Jamboard is like a digital whiteboard. We can draw, we can brainstorm, we can put sticker, we can share documents, we can use laser and other people can do it with us all together.

(For practical session, please visit the video in CCC's website <https://www.ccc-cambodia.org/en/resources/event-archives/ict-learning-forum-1>)

3.4.2. Zoom Features and Live Video



(Continue from Introduction Session)

(Please see Zoom Plan on slide presentation #5)



Understanding Zoom
Features CCC ICT For

We can download Zoom Application for free from its website. For the actual meeting, I encourage everyone to use Zoom app rather than Zoom website. But if we are the one who SETUP the meeting, I encourage you to set up in website instead in order to have maximum use of the tools.

When we open app, there will be four icons such as New meeting, Join, Schedule and Share Screen. For New meeting, if we are in urgent we can open that one and get the meeting link right

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away and join the meeting. For schedule meeting, we can schedule beforehand by set the time, and we wait until the time arrive etc. Through Zoom app, we can also see the other schedule zoom meeting that we have today in the right side of the screen below the clock.

For schedule meeting, please adjust your meeting as your preference regarding to ID, Security Code, Waiting Room, Advance Options, Video, etc. (Please see the slide presentation #7)

I highly encourage to open the waiting room to see who are the participants and passcode.

To copy the invitation, please open meeting calendar and click on Copy Invitation.

You can see where your recording is stored in your device, by looking at Setting and Recording. (Please see the slide presentation #9)

In Zoom, you can monitor the participant by admit or remove the participants, mute participant, rename and also spotlight.

For sharing screen, the host can control on who to share screen.

For annotate, it allows the participants to draw write or comment on your share screen. The annotate can be saved as PDF or PNG file.

For breakout room, the host can set the number of room, and then assign participant to room or let participants choose the room. The host can also set the time to close the room and set reminder. The host and cohost can also broadcast the message to all participants.

The above information can be found even in basic account. But for paid account, there is Meeting poll, and Go Live on Social Media. In order to have a better quality of Zoom live, we can have added on to zoom such as capture card, black magic switcher and use software like OBS.

There are more setting and advance setting in the web such as on registration required.

For interpretation function, you need to assign real person to interpret and need to be assigned by the host to be interpreter.

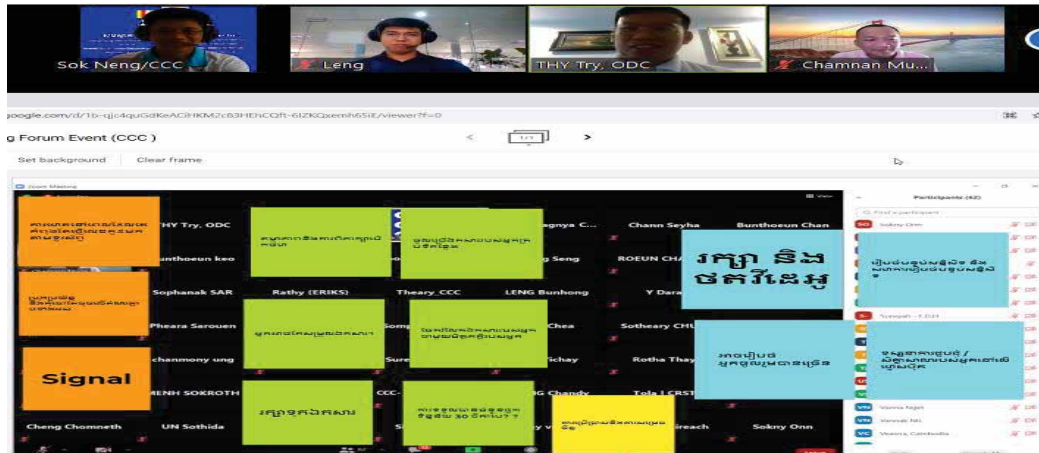
In order to avoid large number of participant in waiting room, if the participant have actual email, the host can set pre-approval. If the participants join with the informed email, they will get in the meeting immediately once the meeting is approved.

Zoom might need higher speed of internet, based on the video quality that Zoom use.

4. Questions and Answers Session

(Recommend to watch the video of both break out session, please visit video of each breakout session in CCC's website <https://www.ccc-cambodia.org/en/resources/event-archives/ict-learning-forum-1>)

5. Closing Remark



Greeting everyone, my name is Thy Try, I am an Executive Director of ODC and a member of ICT Working Group. I would like to thank everyone who have participated in today's Learning Forum. And secondly I would like to say thank you to all the 3 guest speakers who have shared what they have known, although they have mentioned that they're not the expertise on what they are sharing, but even me, as a member of working group, I also learned a lot from what they are sharing today. Especially, since we are still in Covid pandemic, I know that we have been using a lot of ICT tools, and I think we need to learn more in order to make the most use out of it. I believe that everyone has learned a lot from today sharing session; for example, I now use Jamboard to present to all of you, as I have just learned from Mr. Chamnan session.

So I would like to make a short summarize on what we have learned today. I would like to start with the digital Security on working from home that are shared by Ms. Kanika, she has she said that, there are many platforms that we could use as ensure the digital security. However, we will still need to be careful, for example when we use to the two-factor authentication, if there are error like a long delay of sending the code, it could be possible that someone is trying to hack our account. She also shared about the random link that we see in social media, and we should not select it. If we click on it, the information in our account could be shared to hacker. She has recommended one application that seems to be safe for all of us, which is called Signal. Signal has the function to limit the time that the message could be shown and delete it after.

As for Mr. Chamnan session, he has mentioned that the use of Google drive is transparency and enable the discussion in real time. We can do know who is working on what part of the documents. I could see that there are many in Mr. Chamnam session and most of the question is about the storage in Google. We can store the document in Google Drive, and everyone can access to edit it in convenience way, as before we need to copy the document into USB and pass it to another person to edit in their computer. And if we wish to share the document in Google drive, we can allow the access to other person by only drop them the link and we can also control what they can do on the document. There is also one question regarding to Google Storage, to expand the storage we will need to buy. But if we cannot afford it, you can try to contribute to

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Google by sharing photos or reviews to Google to lift up your profile, so that you could get some offer with storage from Google back.

As for Zoom, I would like to apologize as I didn't get to join Zoom break put session, but what I have notice is that we could record the video even in basic plan. Also, we can allow big participant to join plus their function like break out room, allow co-host, goes live to Facebook and YouTube which is like real forum and workshop.

Lastly, I would like to say thank you again for participation this workshop, and I hope that you have learned a lot from this forum for daily use in your workplace and daily place and plus with the assurance of your digital security. This tool is not only for Covid-19 pandemic; we can use this in a long run more. We wish to see you again in another learning forum. And I wish you all to be safe and healthy from Covid-19.

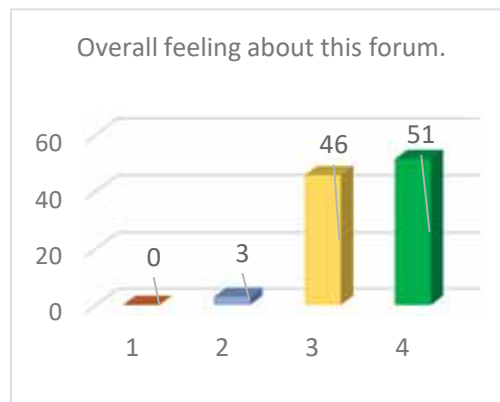
6. Feedback Survey Result

After the virtual learning forum, Mr. Sok Neng, Do No Harm Specialist, requested the participants to provide feedback on the M&E Learning Forum through Google Form. Below is the result of feedback survey's result on the M&E learning forum which was 35 responses who provided the feedback among 65 participants participated in the virtual learning forum.

6.1. Overall Learning Forum

Based on the result showed that in overall, the participants were very satisfied with the ICT Learning Forum, they provided 46 % and 51% at the rating scale 3 and 4.

The topic covered were relevant to me was provide 60% at the highest scale and 34% as higher scale was given to this forum experience would be useful in my work. Moreover, 43% and 54% as the highest and higher scale was provided to the forum objectives were met. However, the a few participants had limited their capacity in using Zoom because they provided 3% and 14% at the scale 1 and scale2. The organizer will try to provide the instruction about Zoom before the event.



Please see the table below:

How do you feel about the statement below? Please provide rating scale from 1 to 4. 1 = Very Unsatisfied 4 = Very Satisfied	1	2	3	4	Total	Average
	%	%	%	%	%	
1. Questions and interaction were encouraged through Chart Box	0	6	43	51	100	3
2. The topic covered were relevant to me	0	6	34	60	100	4

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3. The content was organized and easy to follow	0	6	51	43	100	3
4. The materials distributed were helpful	0	9	60	31	100	3
5. The speaker/facilitator was knowledgeable about the forum topics	3	3	31	63	100	3
6. The forum objectives were met	0	3	54	43	100	4
7. The speaker/facilitator are well prepared for the event	0	6	63	31	100	3
8. The time allocated for the forum was sufficient	0	14	69	17	100	3
9. Understand clearly on how to use ZOOM for learning forum	3	14	49	34	100	3
Total						30

7. Annex

1. Detail Agenda

Time	Key Contents	Resource persons
08:30-09:00	Open platform for online login	<ul style="list-style-type: none"> CCC Team
09:00-09:10	Introduction objectives and set ground rules	Mr. Sok Neng Do No Harm Specialist, CCC
09:10-09:20	Welcome and Opening Remarks	Mr. Nong Neat Norak Head of Communication and Business Development, CCC
09:20-9:50	Session 1: Presentation of Google Products: (Google Jam board, Google Drive, Google Doc, Google Site and Google Meet)	Speaker: Mr. Muon Chamnan, ICT & Digital Marketing Consultant
9:50-10:10	Session 1: Cont. <ul style="list-style-type: none"> Presentation Zoom Feature and Live Video 	Speaker: Mr. Tri Leng, Communication Manager Pact Cambodia and ICT-WG member
10:10-10:25	<ul style="list-style-type: none"> Presentation of Digital Security working from home 	Miss CHHIT Kanika, Technical consultant at Chumrum Digital
10:25-10:30	Virtual Coffee Break	All
10:30-11:50	Session 2: Breakout Rooms for Practice - Room 1: Google Products - Room 2: Zoom Feature and Live Video	Speakers - Mr. Muon Chamnan

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		- Mr. Tri Leng
11:50-12:00	Closing the event	Mr. Thy Try Executive Director Open Development Cambodia and ICT WG member

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