

# Minute The 30<sup>th</sup> Information Communication and Technology Learning Forum

## “Techsoup’s Products for Non-Profit Organization”

23 December 2022, 8:30 am – 3:30 pm

Hybrid Platform at Diakonia Center and Virtual Platform through **ZOOM**

<https://us06web.zoom.us/j/87092278069>

Meeting ID: 870 9227 8069



**ICT Learning Forum 30<sup>th</sup>**  
**“Techsoup Products for Non-Profit Organization”**  
 Physical Join: Diakonia Center  
 Online Join: ZOOM  
 23 December 2022  
 8:30 AM - 16:00 PM  
**Contact Person**  
 Ms. Roeung Raingsey  
 raingsey.roeung@ccc-cambodia.org  
 077 73 99 11 (Telegram)

Please Note		
	Physical Join:	Online Zoom:
For CCC Members	One seat is free per NGO. the fee will be charged USD 25\$ per person/forum, if there is more than one.	Two online space for CCC's member. If join more than two will be charged 10\$ per/person.
Non-CCC Members	Non-member will be charged 50\$ (if the seat is available)	There will be charged 20\$/person.

- Participant: are ICT practitioners, and project/program staff.  
 - This learning forum will be recorded and conducted in Khmer Language only.

**techsoup**  
 Adobe Acrobat Pro DC: \$5 access to discounted rates  
 Norton 360 Deluxe: \$17 1-Year Subscription for 3 Devices  
 Windows 10 Upgrade: \$77  
 Intuit QuickBooks Online: From \$75

### Partnerships for Sustainable and Democratic Development in Cambodia



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# 1. Introduction

Cooperation Committee for Cambodia (CCC) is the largest and longest membership-based organization in Cambodia. By February 2022, CCC has 185 foreign and domestic NGOs as its members and provincial NGO networks in 15 provincial NGO networks. Currently, CCC is implementing its fourth phase Governance Hub Program (GHP 2021-2023) which consists of two goals: 1) Improved enabling environment for CSOs; and 2) Sustained functionality of CSO Resource Hub at national and sub national levels.

In response to the need of the CSOs in Cambodia for increasing their capacity in new technology context, the *“Techsoup’s Products for Non-Profit Organization”* will be focus on new products/application which is low cost, high tech and applicable for the NGOs in Cambodia. This is the required topic from most participants to CCC for organizing the next learning forum for which understand on new application. In according to that, CCC will organize this 30<sup>th</sup> ICT Learning Forum on 23 December 2022 with support from Techsoup organization to host this forum at Diakonia Center.

## 2. Objectives of the Learning Forum

The participant will:

- Understand how to build value on technology to nonprofit organization
- Be able to do actual registration and other basic processes in the TechSoup platform
- Be able to address common issues experienced by each organizations
- Build up more network and relationship among ICT practitioners and professionals for ongoing learning on ICT and related issues.

## 3. Process and Result

There were 40 participants of the NGOs who are from CCC’s member join this ICT learning forum as hybrid platform.

### 3.1. Open Remark

By **Mr. Nong Neath Norak**, Head of Communication & Resource Mobilization, CCC as below:

“Greeting all participants, especially to our ICT working group member who always support CCC for discussion and facilitate the learning forum so far. 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 capacity of all practitioners until now. Today CCC had prepare the 30th ICT learning forum with the support from **Mr. Jed Adao**, Senior Manager for Asia-Pacific from Techsoup organization who will provide

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his knowledge and opportunities to organization in Cambodia to know his products from Techsoup and ability to sign in as member for a benefit of special price if compare to outsiders.

In addition, he would like to inform that, CCC had produced an ICT Practical Guideline since 2018 and now we are working with ICT working group members to produce a new update on this practical guideline for benefit and demand for users on using ICT and technology platform. Through survey result from our members, CCC could identify the most frequency tool that they use for their work and personal. So, today afternoon, CCC team would take this chance to share about the ICT practical guideline product for all participants.

On behalf of CCC, I would like to say thank you to all working group member who have given their valuable contribution to make all learning forums happen in a very successful way. And thanks to Mr. Jed, for his valuable time for organization in Cambodia through this ICT Learning Forum.

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

### 3.2. Setting the Ground Rules

**Ms. Phok Sreypich**, GPP officer from CCC and also be the MC today had set the role for online participants as below:

- 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
- 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 and allow to talk.

### 3.3 The Presentations

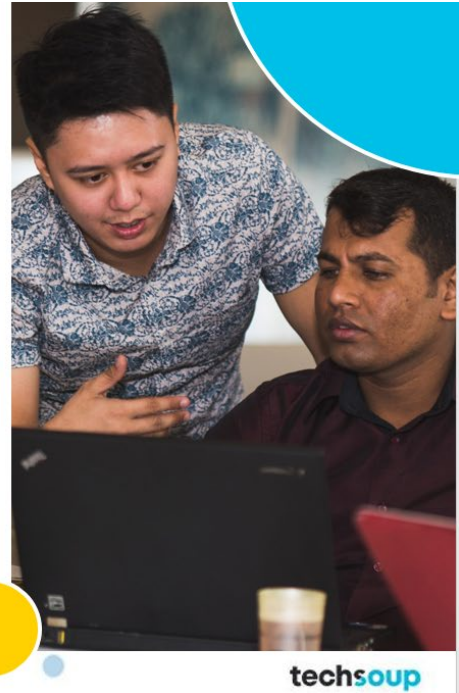
Today, we have a great honor guest speaker from Techsoup organization, Mr. Jed Adao, Senior Manager for Asia-Pacific who would provide a full morning orientation to our participants as below:

## Today's Guru

Senior Manager for Asia-Pacific.

For 9+ years, he's involved in various capacity development programs to empower NGOs to embrace and harness tech to grow their impact.

He's also a self-taught techie.



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## What is TechSoup?

A nonprofit for other nonprofits.

We help our fellow NGOs in utilizing tech to further their mission through delivering tech **donations & discounts**, providing **remote IT services** and **educating your team** through events and online courses.

In 30+ years, TechSoup has supported more than 1.4 million NGOs from 236 countries & territories.



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challenge 1: re-thinking workplace	challenge 2: have less, help more	challenge 3: the silent problem
What made adapting to a virtual work experience difficult for you personally, or your team as a whole?	Did your organization experience financial/funding problems during or after the pandemic?	Have you observed an increase in your digital activities, footprint or transactions?
What made it difficult for you to return to the office?	Did you lose funders/funding?	Have topics like fake news, hacking, fraud and monitoring become increasingly common place?
Was it the lack of apps in place?	How did you adapt?	Are there particular digital security topics you suddenly became concerned with?
Was it the difficulties in balancing work and personal life?	What new methods have you explored to sustain your work?	

## 5 min activity

Let's have you unpack the challenges that matter to you and see if you can list what among those 3 you still feel/encounter today.

You can think of other challenges too, if you like!

P.S. Don't try to find the answer, find the problem instead

P.P.S. They don't need to involve tech at all. It can actually be more behavioral.

## why list a list of whys

By reflecting back on these challenges, you can begin finding whether these problems still exist in your organization today or not - and perhaps that's your why.

By having an idea of what challenges you want to address, the easier it will be to become to navigate through the vast amount of resources in [TechSoup](#) - or elsewhere!

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# unpacking depth of challenges

In many operational challenges that NGOs face, you should also be wary of the depth of it ...

It could be a **resource** issue

It could be a **workflow** problem

Or, it could be deeply embedded in your own **traditions**

## limitation in resource

have less, help more



have less,  
help more



Diversification and data.

Many NGOs that felt significant financial effects were observed to have less diversified funding sources.

**Diversifying** means looking into multiple sources of revenue or funding. Do you do private fundraising? Crowdfunding? Invest more in grant applications?

Having data let's you do this intelligently.

## a workflow problem

re-thinking workspace



rethinking  
workspace



Many of us were challenged due to lack of investments in digital infrastructure.

But let's be honest, challenges are not limited to tools but also mostly in behaviour. Some may undergo regression (to old practices/apps) or some experienced increased burnout.

These are signs of capacity gaps that are addressed with education rather than tools.

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# changing traditions

the silent problem



the silent problem



How much do we actually know about digital security?

If you feel overwhelmed by the topic to the point that you're worried but are unsure of what exactly, then best simplify it further. Break it down into a simple question ...

If someone I don't know found my computer/mobile unattended, how confident am I that s/he won't be able to open it?

If s/he did, are there files or apps that I don't want him/her to see?

# turning whys to how

What's the value of understanding the depth?

The way you approach each problem would vary depending on its depth.

By having a clear understanding of the depth of each challenge, you prevent each challenge to further mutate (like a virus!)

## Part2: Getting Qualified

# qualifying for TS in Cambodia

While anyone can register in TechSoup, [only eligible organizations can access \(most of\) our catalogue](#) of tech donations and services.

Who's eligible?

- NGOs registered as [tax-exempt organizations](#) under the Ministry of Finance; OR
- NGOs registered with the [Ministry of Interior](#); OR
- International NGOs with MOUs with the [Ministry of Foreign Affairs & International Cooperation](#)

# what if we do not meet the criteria

We understand that in some cases, nonprofit organizations find it - for various reasons - difficult to secure certification.

If you are not registered with the government or are registered as a different entity, [you may still access our online courses and our other educational content](#), such as blogs, events or webinars, but [you may not access the catalogue](#) of licenses and services.

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# registering for TS in Cambodia

Registration is a 3-part online process that begins at <https://cambodia.techsoup.global>:

1. Register as an individual
2. Add an organization to your profile
3. Upload and submit the required documents

You must complete all 3-steps in order for the eligibility process to begin and for you to qualify for the program.

**For detail about the registration process please check the slide presentation.**

## what's next after registering

Your admin and organization email should receive a notification for any additional requirements, or the final eligibility decision (if you're eligible or not) in a few days time.

Once eligible, you can begin ordering the products in our [catalogue](#) that you are eligible for.

## some final notes on eligibility

Some important notes to remember:

- Your eligibility review only **begins after you are able to add an organization** to your profile. Make sure you finish up to step 2, at the very least.
- Some **donors have specific restrictions** that may prevent you from accessing their offers even if you are eligible. These are mostly based on budget & mission type.
- **Any organization can only have one qualified account.** If our system detects a duplicate, that means someone registered already on your behalf. Contact us at [customerservice@techsoup.asia](mailto:customerservice@techsoup.asia) so we can check for you.
- **Eligibility expires every 3-4 years.** If it does, just send us any renewal

**If you have any issue during registration, please contact to our service team at [customerservice@techsoup.asia](mailto:customerservice@techsoup.asia)**

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# what TS in Cambodia offers



## Install

access nonprofit discounts/donations to tech



## Implement

get remote support in setting up your apps



## Learn

educate your staff through self-paced online courses

## Your access to resources vary on eligibility

### Not registered as an NGO?

Support will be limited only to **educational content** such as

Blogs

Online courses (English only)

Webinars

Consultation calls

### Registered as an NGO?

Access to all educational content and the **TechSoup donations & discounts catalogue** which offers ...

Nonprofit Microsoft 365 cloud subscriptions

Donated & discounted desktop licenses for leading tech providers; Microsoft, Zoom, Bitdefender, and more.

Remote cloud support services; Microsoft 365 & Google Workspace email migration, Microsoft 365 setup, and remote Office installation

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## Foundational systems



### [Microsoft Cloud Subscriptions for Nonprofits](#)

**Price range:**  
USD 0-9.50/user/month

**Max quantity:**  
Depending on subscription

#### Why is this important?

For organizations that are still using personal emails. This allows them to migrate to a secure professional system that includes substantial cloud storage for file/data backups & real-time collaboration, organizational communication lines, and central administrative functions.

#### Notable features?

- Professional emails that can reflect your custom domain
- 1TB per user of OneDrive cloud storage to secure your files
- Microsoft Teams as a central communication line where you can also share files and collaborate in real time

#### Level of effort required?

TechSoup provides remote setup & email migration support but this will still require substantial planning and preparation.

Best consult with your IT team & TechSoup prior.

## Essentials



### [Windows OS Pro Get Genuine](#)

**Price:**  
USD 16/license  
(perpetual)

**Max quantity:**  
50 licenses every 2 years  
per eligible NGO



### [Office Standard \(Windows/Mac\)](#)

**Price:**  
USD 100/license  
(perpetual)

**Max quantity:**  
Unlimited

#### Why are these important?

For organizations that are using pirated or outdated versions. Updating/replacing these with genuine copies are essential for your security.

These are also perpetual licenses so they do not expire and only require one-time payments.

#### Level of effort required?

Not a lot. Any individual with some basic IT knowledge can install these licenses.

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## Security



**Bitdefender  
Internet Security**  
[1-, 3- & 5-users](#)

**Price:**  
USD 10/17/25  
per year

**Bitdefender  
Gravityzone**  
[10-, 25 & 50-users](#)

**Price:**  
USD 57/120/212  
per year

**Max quantity:**

Up to an accumulated 50 users  
per financial year  
(July 1 to June 30)

**Why are these important?**

To supplement your overall security, particularly for those without any antiviruses installed and/or are relying on pirated OS licenses.

Bitdefender provides high level of security without compromising your hardware's performance.

**Level of effort required?**

Not a lot. Any individual with some basic IT knowledge can install these licenses.

## Miscellaneous



**Slack for Nonprofits**

**Price:**  
Free for 250 users  
or less

**Why are these important?**

If you want to centralize your communication lines (but don't prefer Teams), Slack is the best alternative and it integrates with many 3rd party apps such as Zoom, Outlook, Google & more.

**Level of effort required?**

Not a lot. Quite easy to setup.



**Asana for Nonprofits**

**Price:**  
50% discount on  
Premium  
(USD 11/user/mo)  
OR  
Business  
(USD 25/user/mo)

**Why are these important?**

For larger organizations that deal with multiple projects and/or cases, Asana let's you effectively visualize your pipeline of tasks while enabling you to assign and collaborate on tasks with colleagues.

**Level of effort required?**

Some level of research/learning needed but Asana provides a good [library of learning resources](#)

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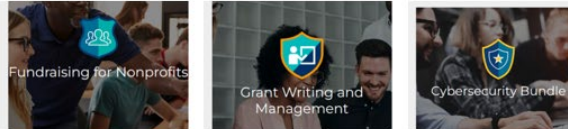
# addressing capacity gaps

TechSoup also provides self-paced online courses via <https://techsoup.course.tc/> **designed specifically for NGO staff**

- to **effectively use specific tools** or apps



- or to **develop skills in different operational** areas



The second session was presented by Mr. Ouk Sovannathya, Database and Management from CCC as below:



- Focus more Social Media
- ICT in Context of Covid-19
- Technology up to date



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## វេទិកាជំនួយដល់ទំនាក់ទំនងវីដេអូ (Video Conference Platform)

- Face to Face Online Meeting
- Reduced time and Cost Travel
- Meeting Anywhere and Maintain Human Connection



Zoom



Microsoft Team



Google Meet

## វេទិកាបណ្តាញសង្គម (Social Media Platform)

- Network and Share Organization Information through Virtual Community
- Make Connection with Stakeholder, Partner, Beneficiary and Donors



Facebook



Instagram



Youtube



Twitter



Linkedin

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## កម្មវិធីផ្ទុកទិន្នន័យ (Cloud Storage Tools)

- Cloud Storage or Internet Storage
- Store Documents on Internet Storage rather than Computer Internal Storage
- Share documents to Specific Person and Group of People with permission



Google Drive



Onedrive



Dropbox

## កម្មវិធីគ្រប់គ្រងកាលវិភាគ (Scheduling Management Tools)

- Scheduling Management or Management
- Manage your plan and activity
- Share Activity and Plan
- To do list



Google Calendar



Microsoft outlook Planner



Calendar(.com)

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## កម្មវិធីគ្រប់គ្រងគម្រោង (Project Management Tools)

- Project Management
- Smooth Collaboration
- Keep Budget in Control
- Strong Team Workflow
- Project Monitoring



Microsoft Project



Microsoft Planner



Slack

## កម្មវិធីគ្រប់គ្រងគម្រោង (Research and Survey Tools)

- Survey Tools, Questionnaire Tool
- Data Collection Tool, Collection Answer



Survey Monkey



Google Form

Typeform

Type Form

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## 5. Closing Remark

Mr. Tri Leng, ICT working group member and Communication Manager at Pact Cambodia, as he would like to express his feeling on today learning forum as it is an important forum to all participants who joined physically or by online to be aware on how to protect ourselves during using technology every day. In addition, he also would like to encourage the interested participant to join as ICT working group members to share their knowledge and experience through this voluntary group. Moreover, he would also want participants to continue attending the ICT learning forum and sharing their comments/demands through feedback survey to CCC, so we could provide you the real need for next learning forum.



I would like to thank to the guest speaker, **Mr. Jed from Techsoup** and also to CCC who organized this ICT learning forum and especially to all participants who join physical and virtual within this learning platform for pay attention during the forum and active in asking question and answer.

In short, I wish all participants with good health, prosperity and be safe from COVID.

## 6. Annex



Slide presentation  
from Techsoup.pptx



ICT\_Guideline\_Presentation.pdf

## 7. Detail agenda

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Time	Topics	Resource Persons
8:00am - 8:20am	Open for online system for participants	CCC
8:20am - 8:30am	Introduction to the meeting	CCC
8:30am - 8:40am	Welcome and Opening Remarks	Mr. Nong NeatNorak Head of Communication and Resource Mobilization
8:40am - 9:40am	<b>Session1:</b> Thematic discussion on why tech is important and how resilience can be developed through proper recognition of external trends & events <ul style="list-style-type: none"> <li>• build the value of technology to nonprofits</li> <li>• why, or the reason why they need to invest time and effort into implementing these solutions</li> </ul>	Mr. Jed Adao, Senior Manager for Asia-Pacific, Techsoup organization
9:40am - 10:00am	<b>Session 2:</b> Actual registration and other basic processes in the TechSoup platform	Mr. Jed Adao, Senior Manager for Asia-Pacific, Techsoup organization
10:00am - 10:15am	Break	All participants
10:15am - 11:20pm	<b>Session 3:</b> a) How to plan or address common issues experienced by orgs and b.) How to run their own DIY assessments	Mr. Jed Adao, Senior Manager for Asia-Pacific, Techsoup organization
11:20am - 12:00am	Question and Answer	All participants
12:00pm-1:30pm	Lunch	All participants
1:30pm-2:30pm	<b>Update on ICT Practical Guideline</b> <ul style="list-style-type: none"> <li>• What areas/key points added on the old version</li> <li>• How to use the ICT practical guideline</li> <li>• The benefit of the new version.</li> </ul>	Mr. Ouk Sovansathya Database and Management
2:30pm-3:20pm	Question and Answer	All participants
3:20pm-3:30pm	Closing remark by ICT working group	Mr. Tri Leng, ICT working group member and Communication Manager from Pact Cambodia

**Note:** CCC will use the event photos from the learning forum for posting in CCC's website and other official use.  
CCC reserves the rights to change the agenda based on the availability of the speakers and time constraints.

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