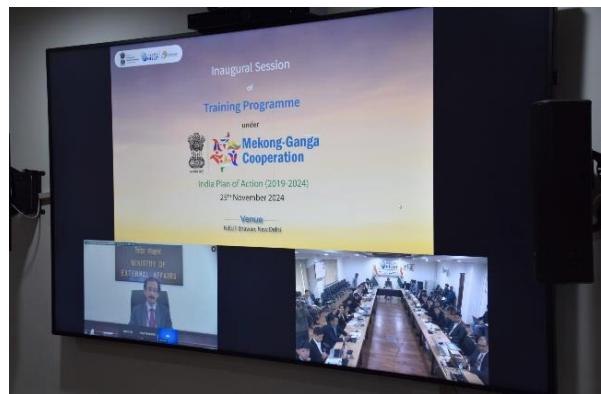


Report on Successful Conclusion on ICT & Cyber Security Training under Mekong-Ganga Cooperation

November 25 to December 9, 2024

The National Institute of Electronics and Information Technology (NIELIT) successfully conducted a 15-day ICT and Cyber Security training program from November 25 to December 9, 2024. This program, held under the Mekong-Ganga Cooperation framework, aimed to enhance the ICT capabilities of 28 participants from Myanmar, Lao PDR, Vietnam, and Cambodia (list of participants is attached in annexure 1). It focused on fostering regional collaboration and equipping participants with advanced knowledge in cyber security and digital transformation.

The Day 1 training began with an inaugural session that introduced ICT's role in modern governance and public services. The inaugural session of the ICT and Cyber Security training program under the Mekong-Ganga Cooperation began with a warm welcome and program overview delivered by **Dr. S.K. Dhurandher**, Executive Director, NIELIT. The session was graced by an insightful address from **Sh. Sushil Pal**, Joint Secretary, International Cooperation Division, MeitY, who emphasized the importance of international collaboration in advancing ICT and cyber security. **Dr. M.M. Tripathi**, Director General of NIELIT, further highlighted the institute's commitment to fostering global capacity building and technological innovation. The session concluded with a heartfelt vote of thanks by **Dr. Alok Tripathi**, Director (Scheme/Skilling), NIELIT, acknowledging the contributions of all stakeholders in making this initiative a success.



Started with the ICT based training session given by Shri Anurag Shah, Additional Director. Basics of computer hardware and software, Internet and Web Technologies, Cyber Security basics were explored.

The training commenced with an insightful session by Shri Partho P. Adhikari, Scientist-E, on managing ICT infrastructure, encompassing networks, servers, and data centers. Participants were guided through best practices for maintaining robust and scalable systems, ensuring infrastructure reliability and efficiency. Shri Anurag Shah, Additional Director, elaborated on the fundamentals of IT Infrastructure Library (ITIL) principles, providing a systematic approach to IT service management. He also discussed data center management, network management and security, and cloud computing basics, highlighting their role in modern IT environments.

Shri Partho P. Adhikari explored strategies for leveraging ICT to enhance accessibility and delivery of public services. The session emphasized using technology as a transformative tool to improve government-to-citizen interactions. Shri Anurag Shah discussed mobile government services, social media utilization, and frameworks for monitoring and evaluating public service delivery, providing practical examples to enrich understanding.

Data security took center stage as Shri Anurag Shah addressed protecting government data, secure communication, and digital signatures. These elements were crucial for maintaining trust and confidentiality in digital operations. Shri Partho P. Adhikari provided an overview of eOffice, showcasing its potential to streamline government workflows and promote paperless operations.

The day's sessions introduced participants to payment gateways and online transaction systems, led by Shri Anurag Shah. Concurrently, Shri Partho P. Adhikari discussed digital marketing strategies and the legal and regulatory aspects of e-commerce, emphasizing compliance and innovation in online business environments.

Shri Partho P. Adhikari covered secure payment systems and payment security standards like PCI DSS, alongside emerging digital payment technologies such as UPI, mobile banking, and Aadhaar-enabled apps. These discussions underscored the need for robust frameworks to foster trust in digital transactions.

The day delved into ICT applications in education and healthcare. Topics included secure e-learning platforms, protecting educational data, and the Academic Bank of Credits. Shri Adhikari also explored telemedicine, electronic health records, and digital healthcare services, emphasizing ICT's transformative potential in these sectors.

Mobile security emerged as a priority, with sessions on threats to mobile devices and securing mobile apps. Shri Adhikari further discussed digital transformation in public services, sharing case studies of successful implementations to inspire innovation in governance.

Participants were introduced to cutting-edge technologies such as Artificial Intelligence, Blockchain, and the Internet of Things. Shri Anurag Shah covered the legal aspects of cybersecurity, ethical hacking, and real-world cybersecurity case studies, fostering awareness of challenges in the digital age.

Specialized sessions led by NIELIT centers included cyber forensics (Kohima), a virtual academy (Chennai), and Virtual Electronic Lab DPI and India Stack (Calicut), enhancing participants' technical acumen.

The feedback was taken from all the participants (attached in annexure 2)

The program concluded with a review and feedback session coordinated by Shri Himanshu Mohan. A valedictory session followed, with certificates distributed by Executive Directors **Dr. S.K. Dhurandher** and **Dr. Alok Tripathi**, marking the culmination of an enriching and impactful training program.

A visit to Rishikesh during the weekend allowed participants to experience the cultural ties between the Mekong-Ganga region and India, enriching their understanding of the collaboration's essence. Subsequent sessions focused on advanced topics like secure e-learning platforms, telemedicine, mobile security, and emerging technologies, including Artificial Intelligence, Blockchain, and the Internet of Things. Practical sessions on cyber forensics, virtual labs, and India Stack tools further broadened participants' understanding of cutting-edge ICT applications.



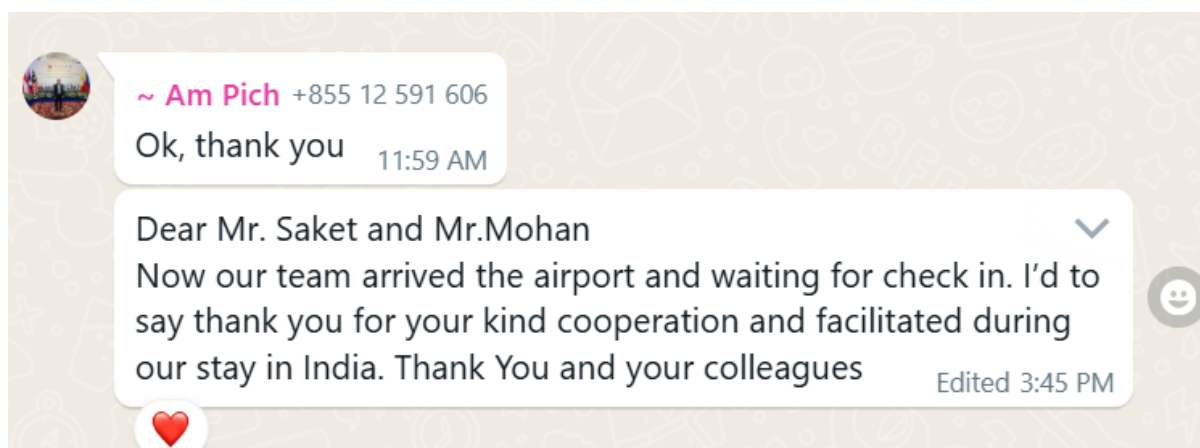


The training concluded with a review and feedback session, followed by a valedictory ceremony where certificates were awarded to participants. The program underscored NIELIT's commitment to global capacity building in emerging technologies. By equipping participants with critical skills and fostering cross-country collaboration, the initiative marked a significant step in enhancing digital resilience and innovation in the Mekong-Ganga region.

NIELIT aims to build on this success by continuing such international programs, strengthening global partnerships, and contributing to the digital transformation of the participating nations.



Testimonials



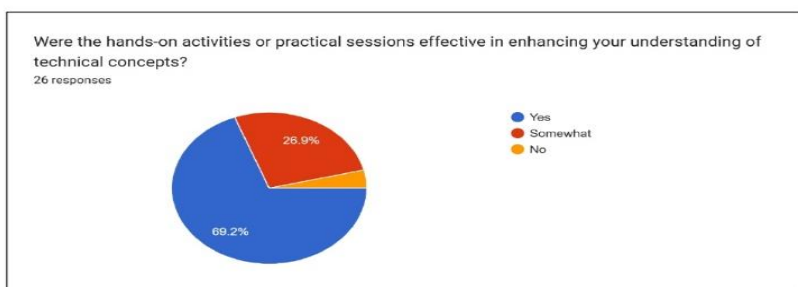
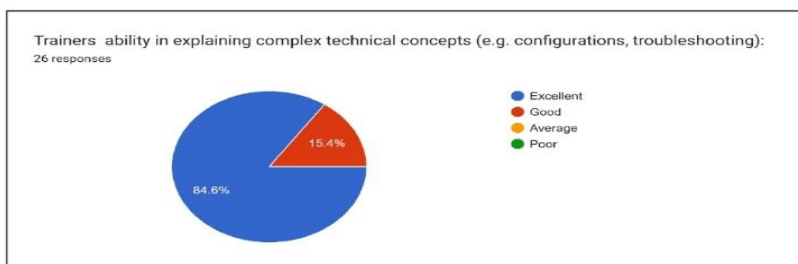
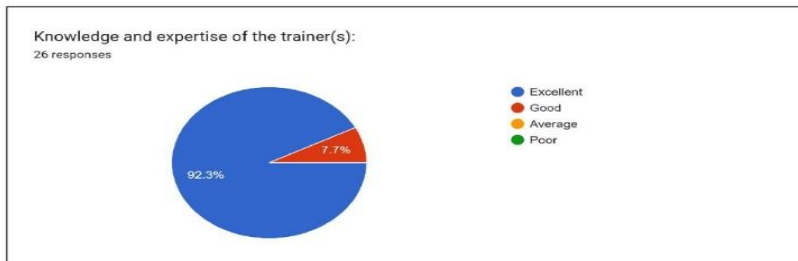
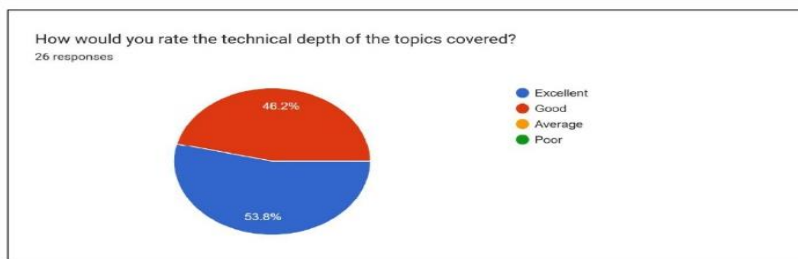
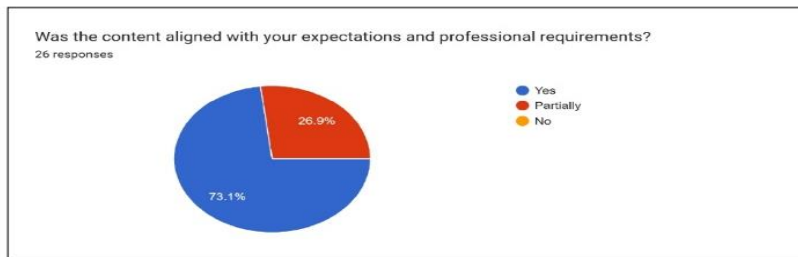
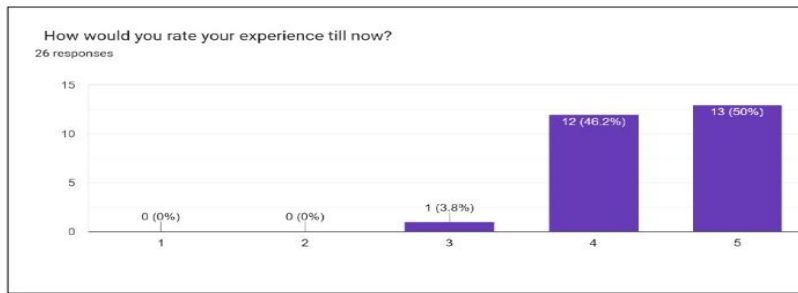
Annexure 1

List of Candidates of MGC for training		
Trainees from Cambodia		
Sr. No.	Name of the Candidate	Organisation Name
1	Mr. AM Pich	Deputy director of General Department of Information and Communication Technology
2	Mr. CHHENG Seilang	Cyber Security Specialist of General Department of Information and Communication technology
3	Mr.CHHOUN Vannarith	deputy Chief of office of General department of Information and Communication technology
4	Mr. YI Sovuthea	Backend Developer of General secretariat of Digital Govt. Committee
5	Mr. TAN Samnieng	Cyber Security Specialist of IT Operations Team
6	Mr. LENG Sothon	System Delivery of IT Operations Team
7	Mr. PHAL Eangheng	Data analyst of IT Operations Team
Trainees from Vietnam		
1	Mr. Nguyen Thanh Ha	Infrastructure Development Division, Telecommunications Department, Ministry of Information and Communication
2	Mr. Nguyen Tien Vinh	Network Development and Service Support Center, Telecommunications Department, Ministry of Information and Communication
3	Mr. Nghiêm Xuân Cường	Official, People's Police Academy
4	Mr. Đào Thanh Tùng	Official, IT Department, Ministry of Public Security

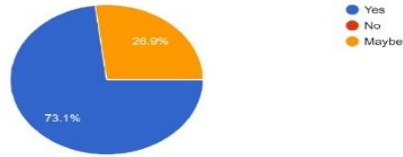
5	Mr. Lê Quang Quân	Official & Researcher, Vietnam Institute of Educational Sciences
6	Mr. Hoàng Văn Tùng	Data Center, Vietnam National University-Hanoi (VNU)
7	Mr. Hoàng Việt Dũng	School of Information and Communications Technology, Hanoi University of Science and Technology (HUST)
Trainees from Lao		
1	Mr. Thilavan Vongvichit	Director of Division, Department of Industry, Ministry of Industry and Commerce
2	Mr. Sengkeo Lanserko	Technical Office, Permanent Secretary Office, Ministry of Industry and Commerce
3	Mrs. Doulanxhom Thepparsouk	Technical Officer of Department of Communications and Information Technology, Institute of Information and Communications Technology, Ministry of Technology and Communication
4	Mr. Viphrasavanh Keosouvanh	Technical Officer of research and Administration Division, Lao Telecommunication Regulatory Authority, Ministry of Technology and Communication.
5	Mr. Vichith Piengvoravong	Academic Officer, Department of Employment, Ministry of Labor and Social Welfare
6	Mr. Khammaen Khammanyong	Academic Officer, Officer of Permanent Secretary, Ministry of Labor and Social Welfare
7	Mr. Sengsavanh Sitaphone	Technical Officer, Department of Economic Affairs, Ministry of Foreign Affairs
Trainees from Myanmar		
1	Mr. Arkar Oo	Director, E-Government Division Union Minister's Office Ministry of Education
2	Dr. Nilar Aye (Ms.)	Professor, University Computer Studies Yangon Ministry of Science and Technology
3	Ms. Ei Chal Mon	Deputy Director, Department of Technology Promotion and Coordination Ministry of Science and Technology
4	Ms. Khin Mya Mya Tun	Assistant Director, e-Government Information Technology and Cybersecurity Department Ministry of Transport and Communications
5	Mr. Min Thein	Assistant Director, Union Minister's office Ministry of Commerce
6	Mr. Aung Ko Ko Lwin	Assistant Director, Department of Trade Ministry of Commerce
7	Ms. Thet Mon Swe	Assistant Director, Union Minister's office, Ministry of Industry

Annexure 2

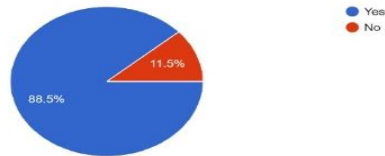
**Feedback Week 1: Trainees under Mekong Ganga Cooperation (MGC), India Plan of Action
Training Programme 25th November – 9th December 2024**



Do you feel equipped to apply the technical knowledge/skills gained in your workplace or projects?
26 responses



Were the duration and schedule of the training appropriate?
26 responses



Suggestions and Comments

a) What did you like the most about the training? 26 responses

1. No
2. basic hardware and software
3. The lecturers are good at teaching and we all received well prepared lectures.
4. That's good
5. have a lot of interesting knowledge
6. E-Government, E-office and ICT infrastructure
7. I find it useful and interesting on learning about e-Governance and e-office and how India's government operates them.
8. Yes
9. I like content about digital transformation and universalization of digital infrastructure
10. The trainers has demo the system in real life.
11. The knowledge and expertise of trainers
12. Many interesting topics covered and best practices how Indian government do the digital transformation in whole country as it fosters deeper understanding of both the technical and regulatory aspects that shape the industry. Technological innovation and adoption, policy making and impact, etc.
13. Want to study networking (NCPA) and Programming Language.

14. I feel excited because I have gained a deeper understanding of macro-level processes, practical lessons learned in India, as well as from the countries involved in the training such as Laos, Cambodia, and Myanmar
15. I like the most e-government lectures.
16. I would like the most about the training is ICT Infrastructure Management.
17. e-Office, Cybersecurity
18. Activities of sharing each country practice
19. All teaching and examples from the two experts.
20. e-Governance
21. All the teachers are good at teaching and they share well prepared lectures.
22. The information given by the trainer is very detailed, easy to understand and can be used as a model for my country to improve and develop
23. Teachers' teaching, lesson preparation and asking questions as needed throughout the lesson
24. E-commerce
25. infrastructure e-government
26. I like the practical sharing about e-government.

b) What improvements would you suggest about the training?26 responses

1. No
2. no
3. all are enough for us.
4. Everything is ok
5. Shorter training time
6. It's already good
7. I wish we can spend more hours the training within a day, but overall as far so good.
8. I have no suggestions
9. ICT topic added
10. No idea.
11. None
12. We would like to visit site seeing more than one time.
13. I hope to participate in more hands-on activities and site visits, both at government offices and technology companies. This may be included in the upcoming days
14. This course is good 🍌
15. Regarding the training, it helps the country's ICT sector.
16. language
17. Provided presentation before training day
18. The accomodations is far from Institute. It's good if the accomodations is near institute.
19. I would like to see a systematic approach to electricity.
20. Everything is OK.
21. The class schedule must be clear The coordinator must be able to provide some information that is not obvious
22. complete
23. Add more duration around 3 or 4 weeks for this training
24. There should be a practical part.
25. I suggest incorporating more hands-on activities and real-life case studies to make the training more practical and engaging.

c) Any suggestion on overall quality of your accommodation and food?26 responses

1. I think we should stay in a hotel closer to school and change the restaurant for lunch every day.
2. it's good for me
3. all are OK for us such as staying and have meals.
4. No
5. i feel fine
6. Food, please change the food from one day to one day. Maybe should add some food from other country also.
7. No complain here. I just wish the hotel would be near the place that i would be training. For the food, I enjoy the Indian cruise, but it turns out to be the same food for everyday.
8. Khmer food
9. I have no suggestions
 - hotel room is not comfortable and food cannot accept.
10. The accommodation should be nearer to the institute. The food should be more proper for international guests
11. Small hotel room for the accommodation, and there's most of traditional food available here. It's hard to adopt and eat.
12. -
13. The accommodation is quite far, so commuting takes up a lot of time. Some of the food doesn't suit the Vietnamese taste, but we are gradually adjusting and getting used to it. Today's lunch was delicious, especially the fish and the ice cream for dessert
14. I'm like the Indian food.
15. Accommodation and food are convenient.
16. good services,taste good
17. Room is too small, each room should has a study desk, simcard should provided
18. Not bad, However if provide better hotel with bigger room and variouse of food will be better.
19. Good Service, Taste is very Nice.
20. We all enjoy staying in Newsdehli and we all have delicious curry and Indian traditional food.
21. The food is good taste, please have more variety, especially breakfast, if possible, please have international food The accomodation is very good, no problem, but there are no facilities like the other hotel where the other team stayed, such as the free laundry service.
22. we well recieve safe accommodation, clean and hygienic Indian food and good service
23. That's ok
24. ti's okay
25. The accommodation is far from the study location, taking nearly 2 hours of driving daily, which wastes a lot of time. The room is small, lacks storage cabinets, and does not have a desk for studying. The food needs to be more diverse and include more international options.

d) Any other comments:26 responses

1. No
2. no
3. Nothing.
4. For me everything is ok if have a oppportunity will see you again
5. Room of the hotel is very small (too small)

6. No comment
7. I have no comment
8. Pls arrange asean food
9. The trainees suggest to go to the government office or company to see how they apply ICT into their works.
10. None
11. Want to pay daily allowance before site seeing as a lot of trainee does not have rupee.
12. I would like to express my gratitude to the professors for their teachings and to the staff for their enthusiastic support and care
13. Have not
14. The invitation letter contains the Daily Living Allowance, so it should be issued in advance for the expenses as there is no country's money type. I am satisfied with the food. But there are some difficulties because they don't provide drinking water. And airline need to be directed flight.
15. N/A
16. NO
17. Thanks for your care in everything.
18. The food menu should be different for each meal
19. Nothing else to say
20. I need to training about developer skill
21. If possible, I'd like to have a training course like this.
22. The curriculum should include lectures closely tied to practical implementations, showcasing products that have already been applied. It should also organize visits to successfully implemented models. Collaboration with businesses is recommended to introduce products that organizations can reference or partner with if needed.

