



# **National Workshop on e-Government, Information Security and Privacy**

*13-17 May, 2013  
Central Institute of Civil Service, Upper Myanmar*

## **- Workshop Report -**

*Organized by:*

*Union Civil Service Board (UCSB) of Myanmar  
&  
United Nations Asian and Pacific Training Centre for  
Information and Communication Technology for Development (UN-  
APCICT/ESCAP)*

I-Tower 5th Floor, 175, Art center-daero, Yeonsu-gu, Incheon City (24-4 Songdo-Dong) 406-840, Korea Telephone: +82 32 458 6650 Facsimile: +82 32 458 6691  
[www.unapcict.org](http://www.unapcict.org)

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## **I. BACKGROUND**

The United Nations – Asian and Pacific Training Centre for ICT for Development (UN-APCICT/ESCAP) was established in June 2006 as a regional institute of the Economic and Social Commission for Asia and the Pacific (ESCAP) in Incheon, Republic of Korea. The mission of APCICT is to build the human and institutional capacity of the 62 ESCAP member and associate member States to use ICTs for socio-economic development and attainment of the Millennium Development Goals. To achieve its mission, APCICT delivers ICT human capacity building services through four distinct yet inter-related pillars of its work, namely serving as a multilateral cooperation mechanism, training, research and knowledge sharing, and advisory services.

Since its inception, APCICT has designed and executed many impactful ICT for development (ICTD) capacity building programmes to bridge the digital divide. The Centre's flagship training programme is the Academy of ICT Essentials for Government Leaders ('Academy'), which aims to impart training using a 10-module curriculum to policymakers and government officials for leveraging the potential of ICTs for achieving national development goals. Since its launch, the Academy has been rolled-out in 26 countries in the region. The Academy is currently available in 10 languages

### *The Academy in Myanmar*

APCICT has partnered with the Union Civil Service Board (UCSB) of the Union of Myanmar to conduct Academy trainings. The first national Academy workshop was organized at the Central Institute of Civil Service (CICS) in Pyin Oo Lwin (Upper Myanmar) from March 29 – April 3, 2010. Fifty senior and mid-level government officials and trainers from 18 Ministries received training on Modules 1, 2 and 3 in order to enhance their skills and capacities to leverage ICTs for socio-economic development. This was also the first such workshop focused on ICT for development in the public sector in Myanmar. The Myanmar version of Modules 1, 2 and 3 were translated by the UCSB of Myanmar in 2011. The Second ICT Capacity Building Workshop was organized in Phaunggyi from 7-12 March, 2011. Over 50 government officials and trainers from 21 Ministries received training on Modules 4, 6 and 7.

### *Module 3, 'e-Government Applications'*

e-Government is generally defined as "the use of digital technologies to transform

government operations in order to improve effectiveness, efficiency and service delivery to its citizens.” Module 3 is a comprehensive introduction on e-government that showcases various essential ICT applications in delivering e-government, including their key elements and concepts, principles and types of applications, strategies and important determinant factors in successfully implementing e-government and a future roadmap. It also discusses how an e-government system is built by providing detailed analyses of exemplar systems and identifying design considerations.

#### *Module 6, ‘Information Security and Privacy’*

As ICT becomes more prevalent in today’s highly networked world, policymakers and other government officials need to understand how to ensure secure systems while maintaining user privacy. In an environment filled with aggressive hackers and attackers, networked systems in developing economies are just as, if not more, vulnerable to network sniffers, denial of service attacks, malicious code such as worms or viruses, and hacker attacks as are developed countries. Module 6 provides participants with a high-level understanding of the current threats to ICT security and helps them understand the safeguards governments need to take to ensure secure ICT systems. However, to ensure technology adoption by many users, this security must not come at the expense of abuses to users’ privacy. Therefore, this module also discusses issues pertaining to ensuring user privacy.

## **II. OBJECTIVES**

The workshop aimed to fulfill the following objectives:

- Increase awareness and build capacities of government officials and trainers on e-Government applications (Module 3) as well as on information security and privacy protection (Module 6);
- Discuss further national roll-out strategies of the Academy and Modules 3 and 6; and
- Strengthen existing partnerships and build new ones in order to extend the reach and impact of the Academy.

## **III. ORGANIZERS**

Union Civil Service Board of the Republic of Myanmar and the United Nations Asian and Pacific Training Centre for ICT for Development (UN-APCICT/ESCAP)

#### **IV. PARTICIPANTS**

The workshop was attended by 50 mid-level government officials and trainers from various ministries, state and regional governments, and parliament. See Annex II for List of Participants.

#### **V. ORGANIZATION OF THE WORKSHOP**

The meeting opened with Welcome Remarks from His Excellency U Kyaw Thu, Chairman of the Union Civil Board of the Republic of Myanmar and a Welcome Statement from Dr. Hyeun-Suk Rhee, Director of UN-APCICT (delivered by Robert de Jesus, Programme Officer, APCICT).

Following the Opening Session, training on E-Government Applications was delivered by Dr. Nag Yeon Lee, APCICT consultant, and Dr. Kwangsok Oh of the National Information Society Agency of Korea. Both are co-authors of the module and served as resource persons for the workshop. The session, which ran over the next two days, from 13-14 May 2013, trained the participants on the basic concepts and principles of e-Government, and types of e-Government applications, the strategic planning process for e-Government, and some best practices in e-Government applications based on types of interaction

On 15 May 2013, the third day of the workshop, participants visited Yatanarpon Cyber City, Myanmar's first cybercity and the University of Technology (in Yatanarpon Cyber City), as part of a field study.

The last two days, 16-17 May 2013, was devoted to training on Information Security and Privacy, delivered by Mr. Freddy Tan, Microsoft and Mr. Yun Jae Suk of the Korean Internet Security Agency. This module provided an overview of the need for information security, information security issues and trends, and the process and methodology for formulating an information security strategy.

Certificates of attendance were awarded to all participants at the Closing Session of the workshop. Dr. Kyaw Kyw Htay, Member of the Union Civil Service Board, delivered the Closing Remarks.

## **VI. KEY OUTCOMES**

- Representatives from the Union Civil Service Board of Myanmar expressed their appreciation to APCICT for the valuable training provided to the country's government officials. 50 government officials had been trained as a result of the workshop.
  
- H.E. U Kyaw Thu and H.E. Dr. Kyaw Kyaw, in their respective remarks during the Opening and Closing Sessions, both noted the crucial role of building capacities of Myanmar government officials on using ICT for socio-economic development and would like APCICT to continue to deliver its ICTD programmes in the country in the future.
  
- H.E. U Kyaw Thu, UCSB Chairman, requested assistance from APCICT in developing an ICTD professional development course that will be based on the Centre's Academy modules. The course will be a rigorous and intensive ICT for development course intended for Myanmar's senior government officials
  
- Dr. Aung Win, Professor and Principal of University of Technology (Yatanarpon CyberSecurity) expressed his University's interest in developing an ICTD curriculum based on the Academy programme. He also expressed support in rolling out APCICT's Primer Series on Youth in his university.

## ANNEX I - AGENDA

**SUNDAY 12 MAY, 2013**

TIME	DESCRIPTION
19:00 – 20:30	<i>Welcome Dinner</i>

**MONDAY 13 MAY, 2013 (DAY 1)**

**ACADEMY MODULE 3: E-GOVERNMENT APPLICATIONS**

TIME	DESCRIPTION
08:30 – 09:00	<b>Registration</b>
09:15 – 09:30	<b>Opening Ceremony of “NAWARAT” Lecture Hall</b>
09:30 – 10:00	<b>Inaugural Ceremony</b> <ul style="list-style-type: none"> <li>• Inaugural address: H.E. U Kyaw Thu, Chairman of Union Civil Service Board</li> <li>• Welcome remarks: Dr. Hyeun-Suk Rhee, Director, UN-APCICT</li> <li>• Group photo</li> </ul>
10:00 – 10:15	<i>Coffee Break</i>
10:15 – 10:40	<b>Self-introduction of the participants</b>
10:40 – 11:00	<b>Presentation on the ‘Academy of ICT Essentials for Government Leaders’</b>

### Module 3, ‘e-Government Applications’

*Resource Persons:*

*Dr. Nag Yeon Lee, ICT Consultant, UN-APCICT/ESCAP*

*Dr. Kwang Sok Oh, Senior Research Fellow, National Information Society Agency, Republic of Korea*

11:00 – 12:30	<b>Module 3 - Session 1</b> (Overview of e-Government) <ul style="list-style-type: none"> <li>• Provide background knowledge on the basic concepts and key elements of e-Government;</li> <li>• Explain general framework of e-Government;</li> <li>• Describe important success factors as well as barriers to achieving success in e-Government.</li> </ul>
12:30 – 13:30	<i>Lunch</i>
13:30 – 15:00	<b>Module 3 - Session 2</b> (Planning and Assessment of e-Government) <ul style="list-style-type: none"> <li>• Introduce process of defining strategy for e-Government(e-Government Strategic Planning);</li> <li>• Describe assessment models/frameworks related to e-Government.</li> </ul>
15:00 – 15:30	<i>Coffee break</i>

15:30 – 17:30	<b>Module 3 - Session 3</b> (Types of e-Government Applications & Government to Citizen (G2C) Applications) <ul style="list-style-type: none"> <li>• Identify different types of e-Government applications;</li> <li>• Discuss key citizen-centric e-Government services.</li> </ul>
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**TUESDAY 14 MAY, 2013 (DAY 2)**

**ACADEMY MODULE 3: E-GOVERNMENT APPLICATIONS**

TIME	DESCRIPTION
08:30 – 09:00	<b>Registration</b>
09:00 – 10:30	<b>Module 3 - Session 4</b> (Government to Business Applications) <ul style="list-style-type: none"> <li>• Explore major business-centric e-Government services;</li> <li>• Enhance knowledge on e-Commerce, including applications and legal issues.</li> </ul>
10:30 – 11:00	<i>Coffee Break</i>
11:00 – 12:30	<b>Module 3 - Session 5</b> (Government to Government Applications, Common Infrastructure, and Other Applications) <ul style="list-style-type: none"> <li>• Discuss G2G applications involving sharing data and conducting reciprocal activities within government agencies;</li> <li>• Examine e-Government infrastructure needed to provide connected government services;</li> <li>• Review KMS, telemedicine applications, and disaster management applications.</li> </ul>
12:30 – 14:00	<i>Lunch</i>
14:00 – 15:30	<b>Module 3 - Session 6</b> (Trends and Future Directions for e-Government) <ul style="list-style-type: none"> <li>• Provide an overview of global trends in e-Government;</li> <li>• Discuss reasons behind m-Government, m-Gov applications and development;</li> <li>• Summarize future directions for e-Government.</li> </ul>
15:30 – 16:00	<i>Coffee break</i>
16:00 – 17:30	<b>Module 3 - Wrap Up</b> <ul style="list-style-type: none"> <li>• Share views and experience among participants;</li> <li>• Provide time for discussions on Myanmar's e-Government strategy and practice;</li> <li>• Conclude with a summary of the agenda.</li> </ul>



**WEDNESDAY 15 MAY, 2013 (DAY 3)**  
**FIELD VISIT AND CONSULTATION SESSIONS**

TIME	DESCRIPTION
09:00 – 10:30	Yatanarpon Teleport
10:30 – 11:30	Technology University (Yatanarpon Cyber City)
12:30 – 14:00	<i>Lunch</i>
14:00 – 15:00	<b>Presentation on Status of e-Government in Myanmar</b>
15:00 – 15:30	<i>Coffee break</i>
15:30 – 17:30	<b>Consultation Session with Resource Persons</b>

**THURSDAY 16 MAY, 2013 (DAY 4)**  
**ACADEMY MODULE 6: INFORMATION SECURITY AND PRIVACY**

TIME	DESCRIPTION
08:30 – 09:00	<b>Registration</b>
<b>Module 6, 'Information Security and Privacy'</b> <i>Resource Person:</i> <i>Mr. Freddy Tan, Microsoft</i>	
09:00 – 10:30	<b>Module 6 - Session 1</b> (Need for Information Security) <ul style="list-style-type: none"> <li>• Introduce the concept of information and information security, with the objective of recognizing the importance for information security</li> <li>• Examine the domains of information security and which of those are emphasized in international standards</li> </ul>
10:30 – 11:00	<i>Coffee Break</i>
11:00 – 12:30	<b>Module 6 - Session 2</b> (Information Security Trends and Directions) <ul style="list-style-type: none"> <li>• Provide an overview of the targets for attacks by understanding current trends in information security threats</li> <li>• Conclude with an examination of existing available methods to defend against information security threats</li> </ul>
12:30 – 14:00	<i>Lunch</i>
14:00 – 15:30	<b>Module 6 - Session 3</b> (Information Security Activities) <ul style="list-style-type: none"> <li>• Examine on the information security activities of the USA, EU, Korea and Japan</li> <li>• Conclude with a discussion on information security activities of the international organizations and the roles of international standard organizations related to information security</li> </ul>

15:30 – 16:00	<i>Coffee break</i>
16:00 – 17:30	<b>Module 6 - Session 4</b> (Information Security Methodology) <ul style="list-style-type: none"> <li>• Provide an understanding of the administrative, physical, and technical aspects of Information Security Methodology</li> <li>• Conclude with a discussion on how the information security methods are applied in advanced countries</li> </ul>

**FRIDAY 17 MAY, 2013 (DAY 5)**

**ACADEMY MODULE 6: INFORMATION SECURITY AND PRIVACY**

<b>TIME</b>	<b>DESCRIPTION</b>
08:30 – 09:00	<b>Registration</b>
<b>Module 6, 'Information Security and Privacy'</b> <i>Resource Person:</i> <i>Mr. Yun Jae Suk, Director, Global Business Development Team, Korea Internet &amp; Security Agency</i>	
09:00 – 10:30	<b>Module 6 - Session 5</b> (Protection of Privacy) <ul style="list-style-type: none"> <li>• Understand the concept of Privacy</li> <li>• Privacy policy trends of international organizations and a selection of countries</li> <li>• Explanation and examples of Privacy Impact Assessment (PIA)</li> </ul>
10:30 – 11:00	<i>Coffee Break</i>
11:00 – 12:30	<b>Module 6 - Session 6</b> (CSIRT Establishment and Operation) <ul style="list-style-type: none"> <li>• Understand how to establish and operate a national Computer Security Incident Response Team (CSIRT)</li> <li>• Understand diverse CSIRT models</li> </ul>
12:30 – 14:00	<i>Lunch</i>
14:00 – 15:30	<b>Module 6 - Session 7</b> (Life Cycle of Information Security Policy and Wrap up of Module 6) <ul style="list-style-type: none"> <li>• Key components policymakers should take into account when they establish a national information security policy and enforce it</li> <li>• Korean experience and policies on information security</li> <li>• Session wrap up</li> </ul>
15:30 – 16:00	<i>Coffee break</i>
16:00 – 17:30	<b>Closing Session</b> <ul style="list-style-type: none"> <li>• Distribution of Certificates to Participants</li> <li>• Closing address: H.E. Dr. Kyaw Kyaw Htay, Member of Union Civil Service Board</li> </ul>

## ANNEX II – LIST OF PARTICIPANTS

<b>Sr. No.</b>	<b>Name</b>	<b>Designation</b>	<b>Department</b>	<b>Ministry</b>
1.	Maj. Han Soe Htut	Head of Sub-Department	Computer Sub-Department	Ministry of Defence
2.	U Tin Maung Swe	Director	General Administration Department	Ministry of Home Affairs (Sagaing Region)
3.	Daw Thet Thet Kyaw	Director	Civil Service Selection and Training Department	Union Civil Service Board
4.	U Tin Moe Zaw	Deputy Director	Admin Department	President's Office
5.	U Hla Myo	Deputy Director	Information Technology and Record	Constitutional Tribunal of the Union
6.	Daw Si Si Chein	Deputy Director	Training Department	Union Auditor General Office
7.	U Kyaw Than Htun	Deputy Director	Information and Public Relations Department	Ministry of Information
8.	U Yan Naung	Deputy Director (CIO)	Minister's Office, Head of Branch (1)	Ministry of Construction
9.	Dr. Than Htun Aung	Deputy Director	Planning Department	Ministry of National Planning and Economic Development
10.	U Swe Tint Kyu	Deputy Director	Planning and Statistic Department, Directorate of Trade	Ministry of Commerce
11.	U Aung Myo Khaing	Deputy Director	Central Department of SME Development	Ministry of Industry
12.	Daw Khin Mar Myo	Associate Professor	University of Computer Studies, Mandalay	Ministry of Science and Technology
13.	U Htin Aung Naing	Assistant General Manager	Myanmar Hotels and Tourism Services	Ministry of Hotels and Tourism
14.	Daw Nwe Nwe San	Head of Department	Central Institute of Civil Service (Upper Myanmar)	Union Civil Service Board
15.	U Zaw Zaw	Deputy Director	Magway Region General Administration Department	Ministry of Home Affairs (Magway Region)
16.	Daw Aye Aye Khaine	Assistant Director	Pyithu Hluttaw	Office of the Hluttaw
17.	U Thaug Htwe	Assistant Director	Training Department	Union Supreme Court
18.	U Arkar Nyein Chan	Assistant Director	Finance Department	Union Election Commission

<b>Sr. No.</b>	<b>Name</b>	<b>Designation</b>	<b>Department</b>	<b>Ministry</b>
19.	U Htay Aung	Pol. Major	The Central Training Institute of Myanmar Police Force	Ministry of Home Affairs
20.	Dr. Theint Theint Myo	Lecturer	Education and Training Department	Ministry of Border Affairs
21.	U Tin Moe	Assistant Director	Minister's Office	Ministry of Foreign Affairs
22.	Daw Khine Myat Swe	Assistant Director	Department of Industrial Crops Development	Ministry of Agriculture and Irrigation
23.	U Nay Lin Htet	Assistant Director	Budget Department	Ministry of Finance & Revenue
24.	U Eyn Shwe	Naval Architect	Myanma Shipyards	Ministry of Transport
25.	U Maung Maung Thaug	Assistant Director	Health Planning Department	Ministry of Health
26.	U Win Hlaing Oo	Assistant Director	Immigration and National Registration Department	Ministry of Immigration and Population
27.	U Zaw Win Myo	Manager	Export Marketing and Milling Department	Ministry of Environmental Conservation and Forestry
28.	U Tun Tun Lwin	Assistant Director	Archaeology, National Museum and Library	Ministry of Culture
29.	Daw Khin Than Oo	Assistant Director	Myanma Petroleum Products Enterprise	Ministry of Energy
30.	U Tun Tun Win	Executive Engineer	Power System Department	Ministry of Electric Power
31.	Daw Nandar Nwe Han	Assistant Director	Department of Social Welfare	Ministry of Social Welfare, Relief and Resettlement
32.	U Min Min Win	Assistant Director	Department of Law	Ministry of Labour, Employment and Social Security
33.	Dr. Thaug Htike	Lecturer	Department of Geology, Shwebo University	Ministry of Education
34.	Daw Myo Thandar Aung	Assistant Director	Office of the UCSB	Union Civil Service Board
35.	U Hla Aung Kyi	Assistant Director	Civil Service Affairs Department	Union Civil Service Board
36.	Daw Min Min San	Lecturer	Central Institute of Civil Service (Phaunggyi)	Union Civil Service Board
37.	U Nyunt Shwe	Assistant Director	Information and Public Relation	Ministry of Information (Kachin State)

<b>Sr. No.</b>	<b>Name</b>	<b>Designation</b>	<b>Department</b>	<b>Ministry</b>
38.	U Nay Tun Aung	Assistant Director	General Administration Department	Ministry of Home Affairs (Kayin State)
39.	U Khin Maung Tun	Assistant Director	General Administration Department	Ministry of Home Affairs (Chin State)
40.	U Htay Hla	Executive Engineer	Myanma Posts and Telecommunication	Ministry of Communications and Information Technology (Mandalay Region)
41.	U Kyaw Nyein	Assistant Director	General Administration Department	Ministry of Home Affairs (Rakhine State)
42.	U Kyaw Naing	Township General Administration Officer	General Administration Department Kyaukse	Ministry of Home Affairs (Shan State)
43.	Daw Khin May Myint	Assistant Director	General Administration Department	Ministry of Home Affairs (Yangon Region)
44.	U Htun Kyaw Kyaw	Assistant Director	General Administration Department	Ministry of Home Affairs (Ayerwady Region)
45.	Daw Phyo Phyo Khin	Staff Officer	Information and Technology Department	Union Attorney General Office
46.	Daw Naing Ni Aung	Assistant Manager	Telecommunication and Postal Training Centre	Ministry of Communications and Information Technology
47.	U Aung Myaing	Staff Officer	Department for Promotion and Propagation of Sasana	Ministry of Religious Affairs
48.	U Thet Khaing	Second Assistant Director	Myanma Gems Enterprise	Ministry of Mines
49.	U Zaw Naing Lin	Assistant Engineer	Myanma Posts and Telecommunication	Ministry of Communications and Information Technology (Mon State)
50.	U Win Maw	Assistant Engineer	Auto Exchange, Dawei	Ministry of Communications and Information Technology (Thanintharyi Region)