APEC Training Program for Preventive Education on ICT Misuse

Purpose: Information
Submitted by: Korea
Progress Report of
‘APEC Training Program for Preventive Education on ICT Misuse’

The 32nd APEC Human Resource Development Working Group Meeting

February 27, 2010
Hiroshima, Japan

I. Background

As a joint project between TELWG and HRDWG, the project has been designed to disseminate the educational contents previously made by the ‘Education Program on Effective and Productive Utilization of ICT for Novice ICT Users and Early Learners’ project which was supported by APEC Education Foundation (AEF, Korea) and implemented by KT Cultural Foundation (KTCF, Korea) in 2008. Since every economy has different agendas and economic development level, the project contains specific strategies for each economy depending on their special features regarding the ICT misuse. As forming a training program through this project, it is highly expected to contribute in maximizing the preventive education on ICT misuse and to get evaluated and feedbacks on the educational materials from APEC member economies in order to provide them with the chances to make a full use of the revised one to share the prosperities.

II. Recent Progress

1. Joint Approval from APEC HRDWG in June 2009

After getting the approval from TELWG in April 2009, the project’s proposal has been submitted to HRDWG for the joint approval. During the Ednet Meeting of HRDWG, 10 economies including China, Indonesia and Philippines cosponsored to the project proposal, and finally succeeded to get the approval at the 31st APEC HRDWG meeting held in Chicago, June 2009. Therefore, the project came to be the joint one between the TELWG and HRDWG officially.
2. International symposium on ‘Safe and Trusted ICT/Internet Use, Actions against internet misuse’ (Aug. 31, 2009)

As the first activity of the project, the international symposium on ‘Safe and Trusted ICT/Internet Use, Actions against internet misuse’ has been held at Sookmyung Women’s University in Seoul, Korea on 31st August 2009. The symposium aimed 1) to analyze and compare current circumstances, major issues, and cases regarding ICT misuse in APEC economies, 2) to exchange relevant activities and experiences/achievements among APEC economies and local private, academic and research sectors to promote a safe and trusted ICT environment and prevent misuse of ICT 3) to seek various ways to promote international cooperation and effective practices to foster a safe and trusted ICT environment and prevent ICT misuse, and 4) to intend to facilitate international cooperation and contribute to promoting nation branding by proactively preventing internet misuse and fostering a safe and trusted ICT environment.

The outline of the symposium is like the following:

<table>
<thead>
<tr>
<th>Date</th>
<th>August 31, 2009</th>
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</thead>
<tbody>
<tr>
<td>Venue</td>
<td>Samsung Convention Center, Sookmyung Women’s University Seoul, Korea</td>
</tr>
<tr>
<td>Theme</td>
<td>‘Safe and Trusted ICT/Internet Use, Actions against internet misuse’</td>
</tr>
<tr>
<td>Official Languages</td>
<td>English and Korean (Simultaneous interpretation was provided)</td>
</tr>
<tr>
<td>Number of participants</td>
<td>- 24 invited speakers and discussants from APEC economies, and other international organizations such as ITU - 150 public audiences</td>
</tr>
<tr>
<td>Hosts</td>
<td>KT Cultural Foundation (KTCF) Asia Pacific Women’s Information Network Center (APWINC)</td>
</tr>
<tr>
<td>Supporters</td>
<td>APEC TEL Working Group APEC HRD Working Group Korea Communications Commission (KCC) KT Ltd. Sookmyung Women’s University</td>
</tr>
</tbody>
</table>
The invitation letter was circulated by TELWG, HRDWG, and APEC Secretariat which kindly asked each economy to recommend a participant to attend in both Symposium and Steering Committee meeting.

As a result, 2 participants from APEC Secretariat, 8 participants from APEC TELWG, 5 participants from APEC HRDWG, 2 participants from other international organizations such as ITU, AFA and 7 Korean experts/ stakeholders were invited as the invited speakers and discussants. Those participants were nominees who were recommended by each economy. In total, 8 economies (Australia, China, Indonesia, Korea, Thailand, Peru, Philippines, and Vietnam), 2 other international organizations, and APEC Secretariat participated. For their participation, the organizers provided them with a full financial support which covers their airfare and accommodations.

The symposium was a full day one which consists of 3 different sessions. (Please refer to Annex I.) Through first and second sessions of the symposium, all the participants and audiences were given the opportunity to listen to each economy’s overall status around ICT misuse and actions against it. During session III, under the theme of ‘International Cooperation to foster a safe and trusted ICT/Internet environment: Supporting social activities for cyber security’, each participating organizations perspectives were presented, and had a panel discussion in which TELWG and HRDWG representatives were participating.

The symposium was a success with a 150 students/public audience, and has been reported to the press in Korea with the evaluation that it provided participants with an unique opportunity not only to understand each economies’ current status on ICT misuse including statistic data, but their on-going actions against the ICT misuse at the government level as well. Also it is said that open discussion between related organizations and APEC fora was the highlight of the symposium where they could share their views and perspectives and finally reached to a common idea that it is certainly needed multilateral and simultaneous efforts from the each sectors of this global society to prevent ICT misuse and to make trusted/safe ICT environment.

Symposium materials and video were uploaded on the project website:  
www.apecict.net  .
3. Steering Committee Meeting on ‘APEC Training Program for Preventive Education on ICT Misuse’ (Sep. 1, 2009)

1) Review on sample of teaching program for the training:
Steering Committee meeting was held on 1st September 2009, the next day of the symposium, at Sookmyung Women’s University. With the attendance of 2 participants from APEC Secretariat, 7 participants from APEC TELWG, 4 participants from APEC HRDWG, 1 participant from ITU, the Steering Committee meeting was convened with its main agenda regarding 1) the formation of the steering committee for the project and 2) the committee’s review on sample of teaching program which will be using in the training for the preventive education on ICT misuse. The teaching program was made using selective educational contents already developed targeting elementary school students. The tentative teaching program was presented to the Committee members to show them as the sample teaching program which can be using during our pilot training programs in APEC region. Since the pilot training program in APEC region will be cooperatively organized with the targeting economy; even the contents of teaching program will be restructured upon the targeting economy’s situation and request. Therefore, the tentative teaching program was not the completed one, and is to be revised according to the targeting economies are decided.

2) Selection of targeting economies for the 2-3 pilot trainings in APEC region:
The Philippines has showed a strong motivation to cooperate with project coordinator to launch the pilot training in the Philippines. Indonesia was positive to have the pilot training and China also very much welcomed the opportunity to have the training in China. Peru also showed its possibility to coordinate the training.

3) Time and venue of the trainings in the APEC region:
The interesting economies decided to respond its possible date and venue to project coordinator so that the 2-3 pilot trainings could be scheduled step by step. Philippines has followed up upon its availability of the first pilot training, therefore, the first pilot training has been convened in Philippines in December of 2009 and January of 2010.
4. Progress report presented at 40th TELWG meeting in Cancun, Mexico (Sep. 29, 2009)

As this project is a co-project approved in both TELWG and HRDWG, the project coordinator has participated in the 40th TELWG meeting which was held in Cancun, Mexico, and presented its progress during SPSG meeting on September 29, 2009. It was presented focusing on the approval from the 31st HRDWG as well as the project’s all the activities done thus far since last 39th TELWG meeting. Therefore, the project coordinator mainly updated to the APEC TELWG community about the international symposium on ‘Safe and Trusted ICT/Internet Use, Actions against internet misuse’ as well as ‘Steering Committee meeting on this project’ which were held at Sookmyung Women’s University in Seoul, Korea from 31st August 2009 to 1st September 2009. During the SPSG meeting, APEC colleagues shared the project’s activities and enthusiastically encouraged the project. Progress update of the project was reflected on the summary report of SPSG meeting like the following:

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Annex C (SPSG report)
SECURITY AND PROSPERITY STEERING GROUP MEETING
APECTEL40, CANCUN, MEXICO
SEPTEMBER 26, 29, 2009

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h) APEC Training program for Preventive Education on ICT Misuse

Korea reported the progress on the project (2009/TEL40/SPSG/019). The project was endorsed at 31st meeting of Human Resource Development Working Group(HRD WG) as a joint project between HRD and TEL. Korea also reported the successful hosting of International symposium on ‘Safe and Trusted ICT/Internet Use, Actions against internet misuse’ and reached the common understanding that multilateral and simultaneous efforts from the each sectors of this global society is certainly needed to prevent ICT misuse and to ensure a trusted/safe ICT environment. In addition, during Steering Committee Meeting on ‘APEC Training Program for Preventive Education on ICT Misuse’, SC members were invited to comment on the teaching program sample and explore the possibility to organize the training this year.

In addition, Korea mentioned that all project activities would be well coordinated with Cyber Security Awareness Raising Project’s Virtual Group in advance.

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1) Background of implementation

On the basis of continued cooperation with Philippines’ government such as CICT (Commission on Information and Communications Technology) and Department of Foreign Affairs, the first run of pilot training has been successfully implemented in Philippines recently. Through continued communications between Philippines and Korea, the training was scheduled to be implemented with the enhancement of CICT’s existing Computer and Internet Literacy Course (CILC).

To maximize the efficiency of this training program as well as to disseminate its educational impact to the bottom in the local community, the CICT suggested to form the training session in two parts; ToT (Training of Trainers) and End-user’s Training. It was decided to target some of on-going programs’ participants organized by CICT for this training, finally, three of representing programs of CICT which are delivering ‘Computer and Internet Literacy Course (CILC)’ have been selected; 1) iSchools, 2) eSkwela project, and 3) digital bridges. As a result, all the stakeholders agreed to implement the training which consists of three steps such as 1) Trainer’s Training – 2) End-user’s Training – 3) Debriefing from December 2009 to January 2010 in Philippines. For the information, those of three CICT programs using CILC can be briefly introduced like the followings:

- The **iSchools** Project aims to provide public high school teachers and students with a networked computer system and broadband internet connectivity, complemented by an educators’ training (ICT Literacy/Competency Training for Teachers, Lab Management, Sustainability Planning, Library Management, Web Development, Online Writing, M&E, etc.), technical support, and a monitoring and evaluation mechanism. Geared toward strengthening classroom learning and instruction, this project would enable and expand access to relevant digital content and applications in education by setting up an Internet laboratory in selected public high schools.
• The eSkwela Project partners with the DepEd-Bureau of Alternative Learning System (BALS) and local communities in establishing Community eLearning Centers that would provide out-of-school youth and adults (OSYA) with ICT-enhanced alternative education opportunities in order to finish their basic education requirements. The initiative responds directly to a national development priority and brings e-learning opportunities and ICT for learning resources to mobile teachers / instructional managers and out-of-school learners in the Philippines in an exciting, innovative, and locally meaningful way. Its pilot implementation (4 sites) was funded by the APEC Education Foundation (AEF) which also funded to KTCF for making the materials for preventative education on ICT misuse in 2008.

• The Digital Bridges Program, under the APEC Digital Opportunities Center (ADOC) Program – Philippines, provides customized Computer and Internet Literacy Course (CILC) for the Elderly, Public Health Workers, Community Leaders, Women Entrepreneurs, and Out-of-School Youth for free.

2) Adoption of module for ‘Responsible Use of ICT’

This training has been entitled as ‘Responsible Use of ICT’ for the Philippines’ run, and it has been specially included in CICT’s CILC program like the followings;

<table>
<thead>
<tr>
<th>Regular CILC run</th>
<th>Special CILC run</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 days</td>
<td>3 days</td>
</tr>
<tr>
<td>Topics covered:</td>
<td>Topics covered:</td>
</tr>
<tr>
<td>• ICT Basics (includes Proper Use of Computers)</td>
<td>• ICT Basics</td>
</tr>
<tr>
<td>• Internet</td>
<td>• Internet</td>
</tr>
<tr>
<td>• Word Processing</td>
<td>• Responsible Use of ICT (combination of proper use of computers, Cyber Security and Ethics)</td>
</tr>
<tr>
<td>• Spreadsheet</td>
<td></td>
</tr>
<tr>
<td>• Multimedia Presentation</td>
<td></td>
</tr>
<tr>
<td>• Cyber Security and Ethics</td>
<td></td>
</tr>
<tr>
<td>Materials:</td>
<td>Materials:</td>
</tr>
<tr>
<td>• Locally developed, Web-based videos/photos, Games, activities</td>
<td>• Combination of regular CILC run materials + selected appropriate KTCF videos &amp; activities</td>
</tr>
</tbody>
</table>
3) Activities

The whole training activities were composed of three steps such as Training of Trainers (ToT), End-users Training in 3 sites, and Debriefing and they were successfully implemented. Please refer to the comprehensive information of each activity.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Objective</th>
<th>Date &amp; venue</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training of Trainers</td>
<td>To come up with the respective 3-day end-user training workshop design and plan for the end-user training implementation</td>
<td>Dec 9-11, 2009 Mimosa</td>
<td>16 trainers</td>
</tr>
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<td></td>
<td></td>
<td></td>
<td>Project team</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>KTCF, APWINC</td>
</tr>
<tr>
<td>End-user Training - iSchools</td>
<td>To train zero-ICT knowledge/skills participants on the responsible use of ICT</td>
<td>Jan 18-21, 2010 BPSU-Orani</td>
<td>20 elementary teachers-DepEd-Orani</td>
</tr>
<tr>
<td>End-user Training - eSkwela</td>
<td>Topics:</td>
<td></td>
<td>20 out-of-school youth and adults from 3 Quezon City areas</td>
</tr>
<tr>
<td></td>
<td>• ICT Basics</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Internet</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Responsible Use of ICT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>End-user Training - Digital Bridges</td>
<td>To evaluate the training program (experiences, challenges, lessons learned, good practices) and provide recommendations for next steps</td>
<td>Jan 18-21, 2010 ADOC Lab, CICT</td>
<td>20 community leaders &amp; volunteers from 4 ADOC areas</td>
</tr>
<tr>
<td>Debriefing</td>
<td></td>
<td>Jan 22-23, 2010 Seminar Room, CICT</td>
<td>16 trainers</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Project team</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>KTCF, APWINC</td>
</tr>
</tbody>
</table>

© Training of Trainers (TOT)

The ToT has been held in Mimosa, Philippines during Dec.9-11 2009 with the participation of 16 trainers from four involved groups. In detail, 5 trainers from iSchool project, 5 trainers from eSkwela project, 4 trainers from Digital Bridges Program, and 2 of e-module reviewers were participating. From Korea, KTCF and APWINC representatives were joining the session as the organizers and 3 of professors recommended by Korean Government were invited as the experts. The main outcomes of ToT are like the followings:
| Main activities & Decisions made | • Contracted an external Master Trainer  
• Lectures from Korean Experts  
• Topics covered  
  – Basic Project Planning  
  – Profile of the Novice ICT User  
  – Characteristics of a Responsible ICT User  
  – Review of KTCF Materials (for possible incorporation into own training designs)  
  – Creating the Responsible Use Agreement  
  – Creating the Competency-Strategy-Material Framework  
  – Creating the Training Design |

- Training of trainers and photo session

○ End-users Training

End-users Training has been implemented in 3 different sites but simultaneously during January 18-20, 2010. Each of three group utilized customized material targeting their own participants. Please refer to the following table.

| iSchools | • Participants: 28 years to 45 years old (teachers)  
• Used most (if not all) of the KTCF videos provided – use of animation |
| eSkwela | as a means to convey lessons much more than presentations per se  
|• Use of personal stories and situations; role-playing |
|---|---|
|• Participants: 14 years to 52 years old (out-of-school youth / adults)  
|• Medium of instruction: Filipino  
|• Use of analogies, local cases, and physical activities instead of immersing the learners immediately into the technology  
|• Used most (if not all) of the KTCF videos provided – provided verbal Filipino translation and discussed lessons learned after every video shown  
|• Incorporated Preventing VDT Syndrome into icebreakers and warm-up exercises to instill the habit or proper posture and exercises in the learners  
|• Workshop on setting rules for responsible ICT use |
| Digital Bridges | • Participants: 18 years to 67 years old (community leaders/volunteers); majority were zero-knowledge/skill ICT users with technophobia (i.e. wary of powering the computer on/off and clicking the mouse)  
|• Groupwork on different cybercrimes (how to solve and come up with a set of computer ethics or netiquette)  
|• Strategy: Video – Process – Lecture use of videos, small group discussion, plenary presentation |

• Digital Bridges’ End-user training and photo session
Digital Bridges
End-User Training
<table>
<thead>
<tr>
<th>Topics covered</th>
<th>iSchools</th>
<th>eSkwela</th>
<th>Digital Bridges</th>
</tr>
</thead>
</table>
| **ICT Basics** | • ICT concepts  
• Use of Computer components  
• Accessing Software  
• File Management | | • Video: VDT Syndrome  
• Icebreaker: VDT exercises  
• Labeling the parts of the computer (input & output devices)  
• Some KTCF slides |
| **Internet** | • Communication tools: email, instant messaging  
• Browser use/ Search Engine  
• eCommerce, entertainment, social networking | • Video & Slides:  
• Two Faces of the Internet  
• Confusion between Cyberspace and Reality | • Thread Connection  
• Passing the Message  
• Video & Activity: Two Faces of the Internet, Protecting Personal Information  
• KTCF slides: Internet Suppliers and Consumers |
| **Responsible Use of ICT** | • Proper Use  
• Benefits and issues concerning ICT use  
• Cybercrimes | • Slides: games, internet addiction, Cyber bullying, netiquette  
• Videos:  
  – Copyright Protection  
  – VDT Syndrome  
  – Provision of False Information  
  – Mobile Phone Manners  
  – Cyber Security  
  – Malware  
  – Account Compromise  
  – Phishing | • Videos:  
  – Netiquette  
  – Verbal Violence  
  – Internet Addiction  
  – Pornography Addiction  
  – Game Addiction  
  – Mobile Phone Addiction  
  – Copyright Protection  
  – Self-control in Watching Indecent Contents |
| | | • Videos:  
  – Copyright Protection  
  – Phishing Scam  
  – Pornography Addiction |
- Production and Distribution of Viruses

- KTCF resources/activities used during the End-user’s Trainings
• Collection of feedbacks from trainers during the End-users Training are like the followings:

– All of the sessions were found to be useful to the participants.
– Session or Module 1 is the most challenging because it all starts from there.
– There should always be an activity related to the topics before starting the lectures to better understand the lessons.
– Training materials: Should not be too technical, participants might not understand fully what is in the training materials.
– Device a way on how to measures the knowledge being impacted by the trainers, probably an exam 4 to 5 questions on the previous lectures before proceeding to the next lectures.

• Collection of feedbacks from participants during the End-users Training are like the followings:

– “APEC” label: very much appreciated.
– KTCF videos would be better understood if they were dubbed in Filipino and had Filipino subtitles.
– 3-day exposure/training is too short; need for follow-up sessions.
– Fear: to lose what they learned because they do not have constant and frequent access to ICTs to deepen what they learned
– Thankful for the opportunity and the allowances

Debriefing

To wrap up all the trainings done including Training of Trainers and End-users Training efficiently, the debriefing session has been held during 22-23 Jan. 2010 in CICT located Quezon City in Philippines. For this session, 16 trainers who have been participating in the ToT gathered from each region of Philippines. Since they directly performed the End-users training as the trainers, it was meaningful to listen to their thoughts and recommendations. Their comments and communications with the Korea organizers will be continued for further customization of the KTCF material for next
run of training. All the lessons learned through this training and recommendations from the trainers are like the following:

<table>
<thead>
<tr>
<th>Challenges</th>
<th>• Technical problems</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>– Slow and/or intermittent internet connection</td>
</tr>
<tr>
<td></td>
<td>– No printer was available for printer-related exercises</td>
</tr>
<tr>
<td></td>
<td>– Available computers could not play KTCF videos</td>
</tr>
<tr>
<td></td>
<td>• Coordination gaps with the participants in terms of schedule</td>
</tr>
<tr>
<td></td>
<td>• Trainees had difficulty understanding some of the resource materials because these were in English.</td>
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<tr>
<td></td>
<td>• Time constraints: trainees took longer than expected to grasp basic concepts</td>
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<tr>
<td></td>
<td>– training teams had to adjust accordingly</td>
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<tr>
<td></td>
<td>– activity on creating laboratory policies or responsible use agreements NOT carried out</td>
</tr>
</tbody>
</table>

| Recommendations: Training Design | • Training objectives must consider the following: |
|                                  | – ICT know-how of trainees |
|                                  | – Available time/duration |
|                                  | – Available resources, particularly infrastructure |
|                                  | • Rollout and further tweaking |
|                                  | – Longer training period for participants with zero-ICT knowledge/skills |
|                                  | • a two-(or even three-) part workshop is desirable to attain learning for a “zero-knowledge” ICT trainee to a responsible ICT user |

| Recommendations: Training Strategies | • Use Filipino context and actual situations |
|                                     | • Using a form of |
|                                     | – pre-assessment prior to training to establish the true level of ICT knowledge of the trainees |
|                                     | – post-assessment after training (immediately as well as after 3 months) to gauge if learning has taken place through actual
application

- Establish a monitoring mechanism to measure impact of the training on the daily use of ICT among participants

### Recommendations: Resources

- **Content customization**
  - use of local language/s and sample cases
  - Filipino-translated and dubbed versions of the KTCF videos can increase understanding and retention among the trainees
  - stand-alone modules on “Responsible Use of ICTs” can be provided for those who are not “zero-knowledge” in terms of ICT, but can stand to benefit from such instruction (i.e. students in all levels, etc.)
- Incorporate use of other ICT (e.g. cellphones, TV, digicam/videocam, etc.) in materials

### Other Recommendations

- Need for a stronger advocacy campaign on the “Responsible Use of ICT”
- Trainees should be given time to absorb lessons: providing some days off training in between modules to learn more things on their own and deepen their knowledge at their own time and in their own contexts; provide “assignments”
- Try another run with KTCF training design as starting point (instead of the current CILC training design) to check its applicability in the Philippine setting

### III. Future Plans

#### 1. The second run of training in APEC region

We plan to deliver the second training course during April and May this year. For that, the project coordinator is contacting candidate economies for the schedule. As soon as the target economy is decided, the teaching materials will be revised accordingly
upon their situation.

2. Report the progress to the APEC TELWG meeting

Next APEC TELWG meeting is to be held in May 2010, there, the progress will be reported.

3. Poster competition/ exhibition on ICT misuse prevention (Tentative)

We also plan to coordinate a kind of post competition/ or exhibition on ICT misuse prevention around October 2010 targeting the APEC TEL Ministerial Meeting. It can be initiated with other APEC member economies together. Detailed decision will be made during next TELWG meeting, and the results will be updated to the HRDWG colleagues.

4. Coordination with TELWG and HRDWG

According to the suggestion from SPSG community of TELWG, all the future plans will be coordinated with Cyber Security Awareness Raising Project’s Virtual Group in advance to avoid duplications between projects and maximize the efficiency. Comments not only from the virtual group but also the HRD/EDNET community will be appreciated and will be reflected into the activities.

Contact Information

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"APEC TRAINING PROGRAM FOR PREVENTIVE EDUCATION ON ICT MISUSE"
Approved by APEC TEL / HRD Working Group in 2009

INTERNATIONAL SYMPOSIUM ON
'SAFE AND TRUSTED ICT/INTERNET USE,
ACTIONS AGAINST INTERNET MISUSE'

STEERING COMMITTEE MEETING ON
'APEC TRAINING PROGRAM FOR PREVENTIVE
EDUCATION ON ICT MISUSE'

31st August (Mon.) 2009 – 1st September (Tue.) 2009
SOOKMYUNG WOMEN'S UNIVERSITY
SEOUL, KOREA
INTERNATIONAL SYMPOSIUM ON
‘SAFE AND TRUSTED ICT/INTERNET USE, ACTIONS AGAINST INTERNET MISUSE’

Objectives
- To analyze and compare current circumstances, major issues, and cases regarding ICT misuse in APEC economies
- To exchange relevant activities and experiences/achievements among APEC economies and local private, academic and research sectors to promote a safe and trusted ICT environment and prevent misuse of ICT
- To seek various ways to promote international cooperation and effective practices to foster a safe and trusted ICT environment and prevent ICT misuse
- By proactively preventing Internet misuse and fostering a safe and trusted ICT environment, intending to facilitate international cooperation and contribute to promoting nation branding

Outline

<table>
<thead>
<tr>
<th>Date</th>
<th>August 31, 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Venue</td>
<td>Samsung Convention Center, Sookmyung Women’s University, Seoul, Korea</td>
</tr>
<tr>
<td>Theme</td>
<td>‘Safe and Trusted ICT/Internet Use, Actions against Internet misuse’</td>
</tr>
<tr>
<td>Official Languages</td>
<td>English and Korean</td>
</tr>
<tr>
<td>(Simultaneous interpretation will be provided)</td>
<td></td>
</tr>
<tr>
<td>Number of Audiences</td>
<td>150 audiences (approximately)</td>
</tr>
<tr>
<td>Hosts</td>
<td>KT Cultural Foundation (KTCF)</td>
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<td></td>
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<td></td>
<td>Korea Communications Commission (KCC)</td>
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<td></td>
<td>KT Ltd.</td>
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<td></td>
<td>Sookmyung Women’s University</td>
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<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Topic</th>
<th>Moderators</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00</td>
<td>Opening</td>
<td>Opening Remarks: Mr. Boo Kweun Park, KT Cultural Foundation</td>
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<tr>
<td></td>
<td>Ceremony</td>
<td>Welcoming Remarks: Dr. Young Sil Han, Sookmyung Women’s University</td>
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<td>Congratulations Remarks: Dr. Chul-jeung Hwang, KCC</td>
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<td></td>
<td>Ms. Susan B. Natividad, APEC Secretariat</td>
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<td></td>
<td></td>
<td>Photo session</td>
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<td>10:20</td>
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<td>Coffee Break</td>
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<tr>
<td>10:20</td>
<td>Session</td>
<td>Cases of ICT/Internet Misuse: Issues and cases of Internet Misuse in the APEC region</td>
<td>Mr. Jinhyun Cho, APEC TEL SPWG Convener</td>
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<tr>
<td></td>
<td>I</td>
<td>[Australia] Ms. Sabeena Oberoi, DBCDE</td>
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<td></td>
<td>I</td>
<td>[China] Mr. Li Jia, CNCERT</td>
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<td></td>
<td>I</td>
<td>[Indonesia] Ms. Sofi Soeria Atmadja, MCIT</td>
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<td>[Korea] Mr. Dong-Kyu Sung, CAU</td>
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<td>I</td>
<td>[Philippines] Ms. Maria Meliza D. Tan, CICT</td>
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<td>I</td>
<td>[Thailand] Mr. Thongchai Saengsiri, MICT</td>
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<td></td>
<td>I</td>
<td>Q &amp; A</td>
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<tr>
<td>12:10</td>
<td>Luncheon</td>
<td>Lunch</td>
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<tr>
<td>13:40</td>
<td>Session</td>
<td>Actions Against ICT/Internet Misuse: Legal and regulatory settings, educations, and social activities in the APEC region</td>
<td>Mr. Luis Tsuboyama, APEC HRD WG Program Director</td>
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<tr>
<td></td>
<td>II</td>
<td>[China] Mr. Shen Yubiao, MOE</td>
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<td></td>
<td>II</td>
<td>[Indonesia] Ms. Lesti Yuniarsih, MOE</td>
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<td>II</td>
<td>[Korea] Mr. Hun Young Kwon, Kwangwoon Univ.</td>
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<td>II</td>
<td>[Peru] Mr. Cesar Becerra, MOE</td>
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<td></td>
<td>II</td>
<td>[Philippines] Mr. Ryan Gener, MOFA</td>
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<td></td>
<td>II</td>
<td>[Vietnam] Mr. Ngo Quang Huf, VNCERT</td>
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<td>II</td>
<td>[Korea] Mr. Chan Woong Jeong, KT</td>
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<td></td>
<td>II</td>
<td>Q &amp; A</td>
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<tr>
<td>Session III</td>
<td>16:40 ~ 16:60</td>
<td>Coffee Break</td>
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<td>16:60 ~ 17:30</td>
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**International Cooperation to foster a safe and trusted ICT/Internet environment:**
Supporting social activities for cyber security

**Moderator**
Dr. Eun Ju Kim, Head, ITU Regional Office for Asia and the Pacific

**Presenters**
- [ITU] Dr. Eun Ju Kim, ITU
- [APEC] Ms. Susan B. Natividad, APEC Secretariat
- [AFA] Ms. Carole Gaff, AFA
- [Korea] Prof. Jinah Seol, KNOU

**Panel Discussants**
- [APEC HRD WG] Dr. Young Hwan Kim, EdNet Coordinator
- [APEC TEL WG] Mr. Jinhun Cho, SPSG Convener
- [KISDI] Dr. Sang-Il Nam, KISDI

<table>
<thead>
<tr>
<th></th>
<th>17:30</th>
<th>Closing Session</th>
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<tbody>
<tr>
<td></td>
<td>18:30 ~ 20:30</td>
<td>VIP Dinner (Invitees only)</td>
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</tbody>
</table>

* Please note that the program components are subject to change.
* VIP Dinner will be hosted at the Millennium Hilton Hotel.
STEERING COMMITTEE MEETING:  
Training Program for Preventive Education on ICT Misuse

Tentative Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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</thead>
<tbody>
<tr>
<td>09:30 – 12:00</td>
<td>Steering Committee Meeting</td>
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<tr>
<td>12:00 – 13:30</td>
<td>Lunch</td>
</tr>
<tr>
<td>13:30 – 16:00</td>
<td>Steering Committee Meeting (continued)</td>
</tr>
<tr>
<td>15:00 – 18:00</td>
<td>Cultural Visit</td>
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<tr>
<td>18:30 – 20:00</td>
<td>Dinner</td>
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</tbody>
</table>

* Detailed program will be provided later.
* Representatives recommended by each APEC economy participating in APEC TEL WG/HRD WG are encouraged to attend.
APEC Training Program for Preventive Education on ICT Misuse

Progress Report

The 26th APEC HRDWG Education Network (EDNET) Meeting
27 February 2010
Hiroshima, Japan

• Approved both in TELWG and HRDWG in 2009
• Organized by KT Cultural Foundation (KTCF) and Asia Pacific Women’s Information Network Center (APWINC) of Sookmyung Women’s Univ. with support from Korea Communications Commission (KCC)
• Designed for enhancements on the previous educational materials developed by AEF and KTCF + training rollout
• For detailed activities, there are
  ✓ International symposium, Steering committee meeting
  ✓ Pilot trainings in 2-3 APEC regions
  ✓ ICT poster competition/exhibition
Recent Progress I
International Symposium

• International symposium on ‘Safe and trusted ICT/ Internet use, actions against Internet misuse’ was held on 31 Aug. 2009 in Sookmyung Women’s Univ. in Seoul, Korea.

• Aimed to
  ✓ compare major issues/cases of ICT misuse in APEC region
  ✓ exchange relevant activities and to promote a safe and trusted ICT environment and prevent misuse of ICT
  ✓ promote int’l cooperation and effective practices and etc.

• Participants
  ✓ 2 from APEC Sec., 8 from TELWG, 5 from HRDWG, 2 from other int’l organizations were invited from 8 APEC member economies (Australia, China, Indonesia, Korea, Thailand, Peru, Philippines and Vietnam)
  ✓ 150 students/public audience

Recent Progress II
Steering Committee Meeting

• Steering Committee meeting was held on 1st August 2009 in Sookmyung Women’s Univ. in Seoul, Korea

• Participants
  ✓ 2 from APEC Sec., 7 from TELWG, 4 from HRDWG, 1 from ITU
  ✓ project stakeholders from KTCF, APWINC

• Review on sample of teaching program for the training
  ✓ open discussion on tentative teaching program composed using selective contents of KTCF material with flash animations

• Selection of targeting economies for 2-3 pilot training in APEC
  ✓ Philippines (the 1st run, Dec.2009)
  ✓ Indonesia (the 2nd run, May 2010 tentatively)
  ✓ China, Peru showed their interest
Recent Progress III
The 1st Run of Pilot Training in Philippines

- Cooperated with Commission on Information and Communications Technology (CICT) of Philippines and Svillupo Consulting Services Cooperative (SCSC)
- Entitled as ‘Responsible use of ICT’ for the Philippine run
- Enhancement of CICT’s existing Computer and Internet Literacy Course (CILC) by incorporating the KTCF materials

Regular CILC run
- 5 days
  - Topics covered:
    - ICT Basics (includes Proper Use of Computers)
    - Internet
    - Word Processing
    - Spreadsheet
    - Multimedia Presentation
    - Cyber Security and Ethics
  - Materials:
    - Locally developed
    - Web-based videos/photos
    - Games, activities

Special CILC run
- 3 days
  - Topics covered:
    - ICT Basics
    - Internet
    - Responsible Use of ICT (combination of proper use of computers, Cyber Security and Ethics)
  - Materials:
    - Combination of regular CILC run materials
    - selected appropriate KTCF videos & activities

Recent Progress III
The 1st Run of Pilot Training in Philippines

- Consists of 3 steps
  1. ToT (Training of Trainers) (Dec. 2009)
  2. End-users Training (Jan. 2010)
  3. Debriefing (Jan. 2010)
- Involved groups as target:
  - iSchools Project
  - eSkwela Project
  - Digital Bridges Program
- Contracted an external Master Trainer
- Target end-user participants: zero- ICT knowledge/skills
### The 1st Pilot Training in Philippines

#### Activities

<table>
<thead>
<tr>
<th>activity</th>
<th>objective</th>
<th>Date &amp; venue</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training of Trainers</td>
<td>To come up with the respective 3-day end-user training workshop design and plan for the end-user training implementation</td>
<td>Dec 9-11, 2009 Mimosa</td>
<td>16 trainers Project team KTCF and APWINC</td>
</tr>
<tr>
<td>End-user Training - iSchools</td>
<td>To train zero-ICT knowledge/skills participants on the responsible use of ICT</td>
<td>Jan 18-21, 2010 BPSU-Orani</td>
<td>20 elementary teachers-DepEd-Orani</td>
</tr>
<tr>
<td>End-user Training - eSkwela</td>
<td>Topics:</td>
<td>Jan 18-21, 2010 eSkwela-Telof QC</td>
<td>20 out-of-school youth and adults from 3 Quezon City areas</td>
</tr>
<tr>
<td>End-user Training - Digital Bridges</td>
<td>• ICT Basics</td>
<td>Jan 16-21, 2010 ADOC Lab, CICT</td>
<td>20 community leaders &amp; volunteers from 4 ADOC areas</td>
</tr>
<tr>
<td>Debriefing</td>
<td>To evaluate the training program (experiences, challenges, lessons learned, good practices) and provide recommendations for next steps</td>
<td>Jan 22-23, 2010 Seminar Rm, CICT</td>
<td>16 trainers Project team KTCF and APWINC</td>
</tr>
</tbody>
</table>

#### The 1st Pilot Training in Philippines

**Highlights: Training of Trainers**

- Was held on Dec. 9-11 2009, in Mimosa, Philippines
- 14 teachers from 3 groups, 2 e-module reviewers participated.
- 5 trainers from Schools Project
- 5 trainers from eSkwela Project
- 4 trainers from Digital Bridges Program
- 2 CILC e-module reviewers
  - Topics covered:
    - Basic Project Planning
    - Profile of the Novice ICT User
    - Characteristics of a Responsible ICT User
    - Review of KTCF Materials (for possible incorporation into own training designs)
    - Creating the Responsible Use Agreement
    - Creating the Competency-Strategy-Material Framework
    - Creating the Training Design
The 1st Pilot Training in Philippines
Feedback from the Participants (Trainers) on the ToT

- Appreciated lectures/inputs from the 3 Korean professors
  - Internet, Game and Pornography Addiction
  - Netiquette and the Legal System to protect IPR
  - Comparison of Korean experience with local status/context
- 2 ½ days for the ToT is too short
- Teams were adequately prepared in planning for their EUTs
- Customization of their training designs was imperative due to dissimilar target clients

The 1st Pilot Training in Philippines
Highlights: End-User Trainings (Jan. 18-21, 2010)

<table>
<thead>
<tr>
<th>iSchools (20 pers.)</th>
<th>Participants: 28 years to 45 years old (teachers)</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Used most (if not all) of the KTCF videos provided – use of animation as a means to convey lessons much more than presentations per se</td>
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<td></td>
<td>Use of personal stories and situations; role-playing</td>
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<thead>
<tr>
<th>eSkwela (20 pers.)</th>
<th>Participants: 14 years to 52 years old (out-of-school youth / adults)</th>
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<tbody>
<tr>
<td></td>
<td>Medium of instruction: Filipino</td>
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<td></td>
<td>Use of analogies, local cases, and physical activities instead of immersing the learners immediately into the technology</td>
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<tr>
<td></td>
<td>Used most (if not all) of the KTCF videos provided – provided verbal Filipino translation and discussed lessons learned after every video shown</td>
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<tr>
<td></td>
<td>Incorporated Preventing VDT Syndrome into icebreakers and warm-up exercises to instill the habit or proper posture and exercises in the learners</td>
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<tr>
<td></td>
<td>Workshop on setting rules for responsible ICT use</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Digital Bridges (20 pers.)</th>
<th>Participants: 18 years to 67 years old (community leaders/volunteers); majority were zero-knowledge/skill ICT users with technophobia (i.e. wary of powering the computer on/off and clicking the mouse)</th>
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<tbody>
<tr>
<td></td>
<td>Groupwork on different cybercrimes (how to solve and come up with a set of computer ethics or netiquette)</td>
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<td></td>
<td>- Strategy: Video – Process – Lecture use of videos, small group discussion, plenary presentation</td>
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</table>
KTCF Resources/Activities Used

<table>
<thead>
<tr>
<th>Topics covered</th>
<th>iSchools</th>
<th>eSkwela</th>
<th>Digital Bridges</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICT Basics</td>
<td>• ICT concepts&lt;br&gt;• Use of Computer components&lt;br&gt;• Accessing Software&lt;br&gt;• File Management</td>
<td></td>
<td>• Video: VDT Syndrome&lt;br&gt;• Icebreaker: VDT exercises&lt;br&gt;• Labeling the parts of the computer (input &amp; output devices)&lt;br&gt;• Some KTCF slides</td>
</tr>
<tr>
<td>Internet</td>
<td>• Communication tools: email, instant messaging&lt;br&gt;• Browser use/ Search Engine&lt;br&gt;• eCommerce, entertainment, social networking</td>
<td>• Video &amp; Slides: &lt;br&gt;• Two Faces of the Internet&lt;br&gt;• Confusion between Cyberspace and Reality</td>
<td>• Thread Connection&lt;br&gt;• Passing the Message&lt;br&gt;• Video &amp; Activity: Two Faces of the Internet, Protecting Personal Information&lt;br&gt;• KTCF slides: Internet Suppliers and Consumers&lt;br&gt;• Video: Protecting Personal Information,</td>
</tr>
<tr>
<td>Responsible Use of ICT</td>
<td>• Proper Use&lt;br&gt;• Benefits and issues concerning ICT use&lt;br&gt;• Cybercrimes</td>
<td>• Slides: games, internet addiction, Cyber bullying, netiquette&lt;br&gt;• Videos: &lt;br&gt;• Copyright Protection&lt;br&gt;• VDT Syndrome&lt;br&gt;• Provision of False Information&lt;br&gt;• Mobile Phone Manners&lt;br&gt;• Cyber Security&lt;br&gt;• Malware&lt;br&gt;• Account Compromise&lt;br&gt;• Phishing&lt;br&gt;• Production and Distribution of Viruses</td>
<td>• Videos: &lt;br&gt;• Netiquette&lt;br&gt;• Verbal Violence&lt;br&gt;• Internet Addiction&lt;br&gt;• Pornography Addiction&lt;br&gt;• Game Addiction&lt;br&gt;• Mobile Phone Addiction&lt;br&gt;• Copyright Protection&lt;br&gt;• Self-control in Watching Indecent Contents&lt;br&gt;• Videos: &lt;br&gt;• Copyright Protection&lt;br&gt;• Phishing Scam&lt;br&gt;• Pornography Addiction</td>
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The 1st Pilot Training in Philippines
Feedback from the Trainers on the EUT

• All of the sessions were found to be useful to the participants
• Session or Module 1 is the most challenging because it all start from there
• There should always be an activity related to the topics before starting the lectures to better understand the lessons.
• Training materials: Should not be too technical, participants might not understand fully what is in the training materials
• Device a way on how to measures the knowledge being imparted by the trainers, probably an exam 4 to 5 questions on the previous lectures before proceeding to the next lectures.
The 1st Pilot Training in Philippines
Feedback from the Participants on the EUT

• “APEC” label: very much appreciated
• KTCF videos would be better understood if they were dubbed in Filipino and had Filipino subtitles
• 3-day exposure/training is too short; need for follow-up sessions
• Fear: to lose what they learned because they do not have constant and frequent access to ICTs to deepen what they learned
• Thankful for the opportunity and the allowances

The 1st Pilot Training in Philippines
Highlights: Debriefing

• Held on Jan. 22-23, 2010 at CICT in Quezon City, Philippines
• 16 trainers (ToT participants) of EUT from 3 sites participated.
• After Action Review
  – project’s goals
  – what happened
  – factors that accounted for differences in planning vs. execution
  – improvements for the next run.
• Documenting the EUT.
  – modified Training Design
  – Trainer’s Guidebook
  – Training Report
The 1st Pilot Training in Philippines
General Observations

- Responsible Use of ICT is necessary
- KTCF materials are useful
  - Better if dubbed in Filipino
  - Flexible use: welcomed
- Customization is necessary (training designs and materials)
- Team teaching works!
- Fast Internet connection during training runs is crucial

The 1st Pilot Training in Philippines
Challenges

- Technical problems
  - Slow and/or intermittent internet connection
  - No printer was available for printer-related exercises
  - Available computers could not play KTCF videos
- Coordination gaps with the participants in terms of schedule
- Trainees had difficulty understanding some of the resource materials because these were in English.
- Time constraints: trainees took longer than expected to grasp basic concepts
The 1st Pilot Training in Philippines
Recommendations: Training Design

• Training objectives must consider the following:
  – ICT know-how of trainees
  – Available time/duration
  – Available resources, particularly infrastructure

• Rollout and further tweaking
  – Longer training period for participants with zero-ICT knowledge/skills

• A two-(or even three-) part workshop is desirable to attain learning for a “zero-knowledge” ICT trainee to a responsible ICT user

• Training on responsible use of ICT might be better discussed among Level 2 users rather than Level 1 zero-knowledge/skills who are just starting to appreciate ICT use

The 1st Pilot Training in Philippines
Recommendations: Resources

• Content customization
  – use of local language/s and sample cases
  – Filipino-translated and dubbed versions of the KTCF videos can increase understanding and retention among the trainees
  – stand-alone modules on “Responsible Use of ICTs” can be provided for those who are not “zero-knowledge” in terms of ICT, but can stand to benefit from such instruction (i.e. students in all levels, etc.)

• Incorporate use of other ICT (e.g. cellphones, TV, digicam/videocam, etc.) in materials

• http://responsibleuseofict.wikispaces.com
Future Plan

- Planned to report the project progress to TELWG in May, Aug. 2010
- Planned to implement the 2nd Run of Pilot Training in Indonesia in May (tentative) 2010
- ICT post competition/exhibition during TELMIN expected in Oct. 2010
- Will continue cooperating in-between HRDWG and TELWG
eSkwela End-User Training

Digital Bridges End-User Training
End of presentation

“Thank you!!”