

Summary report on the

**Second information and  
communication technology training  
workshop**

Cairo, Egypt  
8–12 June 2008



**World Health  
Organization**

Regional Office for the Eastern Mediterranean

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## **1. Introduction**

The second information and communications technology (ICT) training workshop was held by the WHO Regional Office for the Eastern Mediterranean (WHO/EMRO) from 8 to 12 June 2008 in Cairo, Egypt. The objectives were to provide training on:

- data security policies, procedures and tools;
- ICT support for GSM applications;
- WHO Identity Management System (WIMS);
- ICT policies, standards and best practices;
- telecommunication technologies and policies;
- knowledge sharing platforms;
- health data management tools and GIS.

The workshop was attended by 16 ICT staff from the WHO country offices of Afghanistan, Egypt, Islamic Republic of Iran, Iraq, Jordan, Lebanon, Morocco, Pakistan, Palestine, Somalia, Sudan, Syrian Arab Republic and Yemen. Due to lack of funds, not all ICT support staff in country offices were invited. Almost all regional information technology staff were involved in the preparation and presentation of the workshop items.

## **2. Summary of discussions**

The workshop focused on specific proposals made by regional ICT groups to cover the enhancement of ICT services in the country offices and enable proper management of resources, including software development, communication, infrastructure, Global Management System (GSM) and support. The proposals set forth a process for moving towards a standardized infrastructure and developed ICT knowledge in preparation for the GSM.

Country ICT staff broadly endorsed the proposals and agreed on the report and action points. In addition, it was agreed that the groups should continue their work in the compilation of transparency and information exchange. The participants looked forward to engaging all ICT support staff in all country offices in future ICT meetings.

### **3. Points for action**

1. ICT policies and guidelines should be developed to cover: internet and intranet; e-mail; backup; telecommunications; software development; software installation; procurement; upgrade; publishing; and information sharing.
2. Office connectivity should be enhanced to support GSM, videoconferencing, data exchange, internet browsing and other official needs.
3. Training materials and documentation should be developed to cover management, administration and operation of all office hardware, and official applications and software are needed.
4. ICT staff in country offices should be involved in all current and future pilot projects as members of “testing and evaluation” teams. This also includes testing and evaluating software/applications prior to implementation.
5. Country ICT staff should be given authority to access resources and use tools to enable monitoring and controlling office resources (i.e. GPN bandwidth monitoring tools).
6. EMRO ICT standards (hardware and software) should be updated regularly, with proper access to information on existing in-house software developed by WHO.
7. EMRO should consider country ICT staff plans for upgrading their existing infrastructure and their recommended proposals for hardware and software.