

Effective Records and Information Management

Protecting your organisation from
cybercrime and enhancing your
information security



One-week professional development workshop
16 to 20 November 2020

Public Administration International *in*
association with

eunoia

LISTENING - ENGAGING - TRANSFORMING



ACCREDITED
BRITISH ACCREDITATION COUNCIL
ACCREDITED SHORT COURSE PROVIDER

PAI is accredited by the
British Accreditation Council
for Independent Further and Higher Education

About the workshop

In this interconnected world the risk of an attack on our information resources must be a matter of real concern for all of us. As ever more transactions are conducted electronically, this concern can only grow as the dangers increase and attacks become ever more sophisticated. Whilst a key part of protecting ourselves relies on good technological safeguards, these need to be complemented by appropriate information security management policies and procedures implemented by users trained and supported in their application.

Good information security has always been an important aspect of an organisation's effective functioning, credibility and resilience. For modern organisations it is vital as they face threats which evolve and change and which can now come from anywhere, at any time.

This one-week workshop explores the nature of cybercrime, the key risks to organisational and the ways in which organisational capacity to resist cyber attacks can be enhanced. It also demonstrates what should be done if an attack is suspected and what processes can be put in place to enable an organisation to get back up and functioning rapidly if the worst does happen and its defences are breached.

Who is it for?

Our workshop is aimed at senior decision-makers, records and information managers, records practitioners and anyone concerned with improving corporate governance and organisational effectiveness through better information handling. It will focus on international standards and practical experiences in the UK and in a range of other countries with a view to sharing global good practice. It will be particularly useful for those in organisations considering introducing enhancements to their information infrastructures. As this is a records and information management focused workshop, it is not aimed at systems analysts and IT professionals and will not focus on programming solutions.

How participants will benefit

During the week the workshop will:

- Identify and analyse the key risks to your information resources
- Introduce you to the types of cybercrime and cyber-enabled crime, for example external cyber-attacks against organisations, internal fraud and money laundering
- Explain how these risks can be mitigated
- Show you how to respond to a possible attack
- Discuss the use of specialists and experts
- Demonstrate the key principles of information security.

What the workshop will cover

The workshop will include seminar sessions, discussions, case studies, practical work and visits. It has been designed to be flexible so that it can be adjusted wherever practicable to meet your specific requirements and those of your organisation.

You will be able to:

- Identify key information security risks to your organisation
- Explain the importance of protecting vital records
- Understand what a disaster recovery plan is and how it can be developed
- Develop an information security training plan
- Advise on possible responses to a suspected attack
- Advocate enhanced information security initiatives in your organisation.

You will be invited to give an informal presentation on your own system and to talk about the particular challenges faced in managing information in your own organisation and country.

“I appreciate you hosting me at your institution and equipping me with skills to make a difference in the Parliament of Ghana.”

Wilhelmina Sylvia Aidoo
Deputy Director Human Resources
Parliament of Ghana

Programme outline:

Protecting your organisation from cybercrime and enhancing your information security

	AM	PM
Day 1	<ul style="list-style-type: none">• Welcome and introductions• Overview of the workshop• Workshop content• Expectations The nature of cybercrime	Information security <ul style="list-style-type: none">• Preventing loss, inappropriate access and unauthorised destruction Case study
Day 2	Identifying and managing risk	Mitigating risks: vital records and disaster planning
Day 3	Information security training and development <ul style="list-style-type: none">• Case study	<i>Visit to a commercial body to see high value information asset management</i>
Day 4	Responding to a suspected cybercrime <ul style="list-style-type: none">• Initial actions and key decisions• Limiting damage• Next steps Case study	Responding to a suspected cybercrime continued <ul style="list-style-type: none">• Practical exercise• Collecting digital evidence• Using specialists and experts
Day 5	Components of a successful information security strategy Participants' action plans	Review, feedback and scope for follow-up Presentation of certificates of attendance

We reserve the right to change the programme as necessary.

Workshop Director

The Workshop Director will be Neil McCallum. Neil's career began as a UK public servant including periods as a departmental records officer and Head of Administration. For the past 25 years he has been directing and delivering highly successful projects addressing public sector records management issues around the world. Recent assignments include working with the Supreme Court of Nigeria, the Attorney General's Department in Ghana, the Judiciary of Botswana and in courts, prisons and currently police stations in Ethiopia, all on enhanced records and information management related issues. Earlier experience includes directing government-wide records management reform programmes for the governments of The Gambia, Ghana and Tanzania. Neil is a member of the Royal African Society and the Royal Commonwealth Society. In September 2017, Neil was elected a Fellow of the Institute of Information Management of Africa in recognition of his contribution to improvements in public sector information handling in Africa.

How to apply

Please complete the PAI application form online via our website: <https://public-admin.co.uk/booking-form/>

You can also complete our hard copy application form. Please contact us at pai@public-admin.co.uk to obtain a copy. Once completed return to Amanda Anderson, Programme Manager, at the same email address.

If you would like to discuss this workshop, any of our other international workshops or our consultancy services, please contact Claire Cameron, Director.

We also have extensive experience of designing tailor-made training (from one day to two or three weeks) which can be run in your own country or in the UK to meet the specific needs of groups or individuals at all levels within your organisation. Please contact us if you would like further information.

Language

The workshop is conducted in English. You will need to have a good working knowledge of the language.

Location and arrival arrangements

The workshop is based in central London. We can arrange travel to and from one of the London airports into central London if you let us have your flight arrival details in good time. The cost of airport transfers is included in the workshop fee.

Fees

The fee for the workshop is £2,155. The fee includes tuition, travel to and from the airport in London, travel on scheduled visits which form part of the programme¹, presentation material and other documentation. It also includes an Android tablet for you to use during the workshop and take home with you for future reference and follow up. We also provide a light lunch and refreshments during each working day as part of the fee.

Other costs

Airfares and daily travel to and from the workshop venue are not included. Our workshops are non-residential and you are responsible for your accommodation costs. We can help you with booking hotel accommodation so please let us know if you would like us to advise you or make a reservation. We suggest that you should allow approximately £160 per day for a modest standard of hotel (for example, three-star), local travel in the UK, meals (apart from a light lunch on working days) and other incidental expenses.

Value Added Tax

We do not have to charge UK Value Added Tax (VAT) if you can provide written confirmation from your government or its accredited representative that you are "employed by the government in furtherance of its sovereign activities." In all other cases, we will have to charge VAT (currently 20%) in addition to the fee.

Ways to pay

You, or your government agency, can pay by bank transfer or by cheque, made payable to Public Administration International. We accept payment by credit or debit card but there is a surcharge for this way of paying. Please contact us if you would like to pay by credit or debit card.

Discounts

We offer a 10% reduction on the full tuition fee if we receive payment no later than 28 days before the first day of the workshop. If we receive payment after that, we will charge the full tuition fee.

Cancellation

If you have to cancel your booking, you must let us know in writing and we will acknowledge in writing your cancellation. For cancellations received up to 29 days before the start of the workshop we will refund the tuition fee, minus a charge of £200 to cover our administration costs. For cancellations received within 28 days of the start of the workshop, we will charge the full tuition fee. If you have paid the tuition fee and have subsequently been refused a visa to enter the UK, we will refund the tuition fee, minus a charge of £200 to cover our administration costs, providing you send us the original letter from the British High Commission/ Embassy confirming refusal of a visa and providing you have not entered the UK.

Substitutions and transfers

If you have booked a place on a workshop and are not able to attend, we will accept an appropriate substitute at any time without penalty but our normal terms and conditions will apply. Also, it is possible to transfer to a future workshop but only one transfer is permitted. Please get in touch with us and we will advise you about transfers.

Please see our website for our full terms and conditions. If you would prefer a hard copy of our full terms and conditions, please let us know.

<http://www.public-admin.co.uk/terms-and-conditions-for-booking/>

Insurance

We advise you to arrange travel and health insurance cover before you leave your home country.

¹ Travel to and from the airport in London and on scheduled visits in the programme are provided at cost.

Who we are

PAI (Public Administration International) specialises in management consultancy, training and development services for organisations in, and associated with, the public sector worldwide. We provide advice and support for governments going through political, economic, structural and legislative change. Our extensive network of associates includes practitioners, academics and independent consultants. Our key objectives are promoting good governance and good practice in delivering public services. This workshop is one of our range of specialist UK-based professional development workshops designed to meet the needs of public services worldwide.

We pride ourselves on our:

- High quality, practical advice and support for our clients
- Professionalism and integrity
- Ability to offer excellent value for money
- Sound experience and track record internationally
- Networks and partnerships across the world
- Flexible, collaborative approach
- Friendliness and focus on putting people first.

Eunoia

Eunoia is a partnership of practitioners with a wide range of experience in public sector change. Eunoia's partners have delivered highly successful organisational development projects across Africa, Asia, and the Caribbean and in the UK. They are currently working on a range of reform initiatives in Bangladesh, Ethiopia and the UK.

Where we are



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