



CASE STUDY

CLIENT: TORCHLIGHT

EVENT: ITT 2679 NCSIRT CAPACITY BUILDING – COMMONWEALTH

EVENT TYPE: CONFERENCE

DATES & LOCATIONS:

- GHANA – MARCH 2019
- ST LUCIA – MAY 2019
- SINGAPORE – AUGUST 2019
- LONDON – NOVEMBER 2019





THE OBJECTIVE:

To run 3 regional, cyber security workshops across 3 different locations; including Africa, the Caribbean and Asia; with a culminating event with all representatives being hosted in the UK. The UK event provided the opportunity to strengthen and expand on the relationships developed at the prior 3 international workshops. The project was supported by the UK Foreign and Commonwealth Office and the Singaporean Government.

The 4 events hosted a collective total of 40 commonwealth countries within the low, and middle, income categories, with delegates representing each country. The events contained a mixed agenda of workshops, forums and keynote speeches delivered by experts in the field of cyber security.

CHALLENGES:

There were several challenges that we identified and addressed at the early planning stages of these events. These included:

- Communication
 - Communication was a challenge due to the various time zones involved with delegates and organisers sometimes being 7/8 hours different. We adapted our working hours for the event manager leading this event to ensure we had communication channels available at all times. We also provided dedicated phone lines and email addresses available that were prioritised and monitored at all hours.
- Logistics
 - We had to factor in the logistics of arranging door to door travel from 40 different countries across the 3 events, and then all collectively to one place for the UK event; arranging direct travel and visas and ensuring each individual requirement was met and supported. We ensured that there was information available for travel on our registration websites and supported with the Visa registration for many of those attending. There were also limited travel options in some locations, meaning that on occasion more than one flight was required, therefore managing this to the delegates best comfort.

THE SOLUTION:

Ghana, St Lucia and Singapore –

3 international workshops, bringing together 1 leading expert invited from each representing country, to participate in cyber security workshops, with the aim of delegates taking back their learnings and helping to improve their own destinations security.

Each workshop was 3 days long, we supported with the arrangements of the agenda to include networking, workshops, one formal and one casual dinner, travel and accommodation. We worked with the client and each destination and included a culturally themed evening for each event, given that we were bringing multiple countries together to experience the host destination to its full extent.

Africa

- Botswana
- Cameroon
- Gambia
- **Ghana**
- Kenya
- Lesotho
- Malawi
- Mauritius
- Mozambique
- Namibia
- Nigeria
- Rwanda
- Sierra Leone
- South Africa
- Swaziland
- Uganda
- Tanzania
- Zambia

Asia Pacific

- Bangladesh
- India
- Malaysia
- Pakistan
- Sri Lanka
- Fiji
- Kiribati
- Nauru
- Papua NG
- Samoa
- **Singapore**
- Solomon Islands
- Tonga
- Tuvalu
- Vanuatu

Caribbean

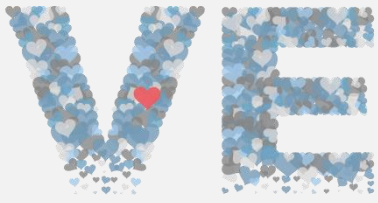
- Antigua and Barbuda
- Belize
- Dominica
- Grenada
- Guyana
- Jamaica
- **Saint Lucia**
- St Vincent and the Grenadines

United Kingdom -

The UK event was the finale of the series, bringing together all destinations and delegates to one location, with the aim of firming up the new relationships and friendships and also to encourage conversations amongst facilitators and delegates about all they have learnt over the previous workshops.

It remained a formal agenda to an extent, with an arrival dinner, a cultural evening and then half day conferences, lunches and workshops over the 3 day period.

The venue for the UK event was a government run facility and accommodation was held off site.



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