

## 5.2/5.4. International workshop and training for 24/7 points of contact of the GLACY countries (25-27 April 2016)

*Colombo, Sri Lanka*

Provided under the GLACY project  
with the support of the National Police of Sri Lanka  
and of the Sri Lanka CERT (SL-CERT)

### Agenda

Monday, 25 April 2016	
9h00	<b>Opening session/introduction</b> <ul style="list-style-type: none"> <li>Jayantha FERNANDO, <i>Director/ Legal Advisor, ICT Agency of Sri Lanka (ICTA)</i></li> <li>Roshan LYMAN, <i>Deputy Head of Political, Trade and Communications Section, Delegation of the European Union to Sri Lanka and the Maldives</i></li> <li>Giorgi JOKHADZE, <i>Project Manager, Council of Europe</i></li> </ul>
9h15	Break/press briefing
9h30	<b>Workshop I: current standing and best practices</b> <ul style="list-style-type: none"> <li>Necessity to have a 24/7 point of contact: requirements of the Cybercrime Convention and beyond – Giorgi JOKHADZE, <i>Council of Europe</i></li> <li>Operation of the 24/7 point of contact: best practices and examples – Lucie USHER, <i>National Crime Agency (NCA), United Kingdom</i></li> <li>Synergies between 24/7 points of contact and other authorities for international cooperation in criminal matters (Interpol, MLA, etc.)– Alexandr FITI, <i>General Inspectorate of Police Ministry of Internal Affairs, Republic of Moldova</i></li> <li>Example of 24/7 cooperation with multinational service providers – Louisa MARION, <i>Computer Crime and Intellectual Property Section (CCIPS), US Department of Justice, United States</i></li> </ul>
11h15	Coffee break
11h30	<b>Workshop II: setting up a 24/7 point of contact</b> <i>(Based on the Guide for 24/7 Points of Contact under the Cybercrime Convention)</i> Authority and institutional setup Necessary legal framework Competences and standards Practical and managerial considerations Visibility, awareness, national cooperation and other issues Discussion <i>Session led by all experts</i>
13h00	Lunch break
14h10	<b>Workshop II: setting up a 24/7 point of contact – continued</b>

15h45	Coffee break
16h00	<b>Workshop III</b> Review of situation within GLACY states – tour de table, discussion <i>Session led by all experts</i>
17h30	End of Day 1
19h00	Social dinner – Cinnamon Lakeside
<b>Tuesday, 26 April 2016</b>	
9h00	<b>Training session I</b> Case scenario based on data preservation, teamwork exercise (making use of the standard template for data preservation from EAP II project) <i>Led by Lucie USHER</i>
10h30	Break
10h45	<b>Training session I continued</b>
13h00	Lunch break
14h30	<b>Training session II</b> Executing a foreign request for subscriber and traffic data, teamwork exercise <i>Led by Alexandr FITI</i>
15h45	Break
16h00	<b>Training session II continued</b>
17h30	End of Day 2
<b>Wednesday, 27 April 2016</b>	
9h00	<b>Training session III</b> Case scenario involving a request for data (subscriber, traffic, content) to a multinational service provider – mix of topics on 24/7 and MLA, teamwork <i>Led by Louisa MARION</i>
10h30	Break
10h45	<b>Training session III continued</b>
12h30	<b>Closing session/ending remarks/feedback</b> Lessons learned: possible solutions and way forward for GLACY states (tour de table, discussion) <i>Session led by all experts</i>
13h00	End of the workshop and training

## Location

Crystal Conference Room (Lower), Taj Samudra Hotel, Colombo, Sri Lanka

## Contact

At the Council of Europe:

Giorgi JOKHADZE  
Project Manager  
Cybercrime Programme Office (C-PROC)  
Bucharest, Romania  
Tel +40 21 201 78 44  
Email [Giorgi.JOKHADZE@coe.int](mailto:Giorgi.JOKHADZE@coe.int)

Ana ELEFTERESCU  
Project Officer  
Cybercrime Programme Office (C-PROC)  
Bucharest, Romania  
Tel +40 21 201 78 36  
Email [Ana.ELEFTERESCU@coe.int](mailto:Ana.ELEFTERESCU@coe.int)

At SL-CERT, Sri Lanka:

Rohana PALLIYAGURU  
Manager-Operations  
Sri Lanka CERT|CC  
Room 4-112, BMICH, Baudhdhaloka Mawatha,  
Colombo 07, Sri Lanka  
Tel : +94 112 691 692  
e-mail: [rohana@cert.gov.lk](mailto:rohana@cert.gov.lk)