



**Press Release
2020-09-24**

VIRTUAL WORKSHOP FOR THE EXCHANGE OF BEST PRACTICES ON "NSBs DEVELOPMENT OF ONLINE SERVICE PLATFORMS"

The Virtual Workshop of " BEST PRACTICE EXCHANGE ON "NSBs DEVELOPMENT OF ON-LINE SERVICES PLATFORMS"" organized by the COPANT Secretariat, was held on September 1st, 2020 through the Zoom platform, and had simultaneous translation Spanish-English.



The topics suggested to be shared by the participants were:

- Platforms used by NSBs for standards development, technical committee meetings, and for the dissemination, marketing and sale of standards online.
- Platforms used by NSBs for online training
- New services developed by NSBs to meet the needs of their stakeholders using new technologies
- Cybersecurity mechanisms used
- Development of standards necessary for the safe use of new technologies to facilitate communication and online business in general.
- Topics that the NSBs consider appropriate to share

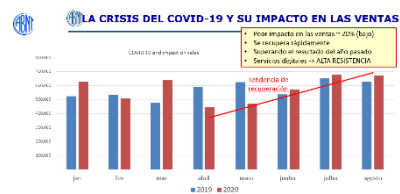
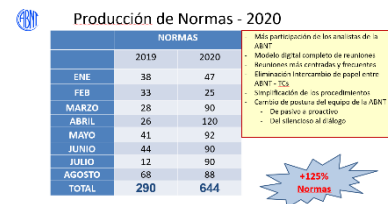
The event was attended by 72 delegates, representing 18 NSBs from the following countries: Barbados, Belize, Bolivia, Brazil, Colombia, Costa Rica, Cuba, Dominican Republic, Ecuador, Guatemala, Honduras, Jamaica, Mexico, Nicaragua, Peru, Suriname, United States and Venezuela.

Below is a summary of each of the interventions of the participating NSBs:



ABNT – Brazil:

- They mentioned that, since the declaration of the pandemic, the development of the standards has involved more analysts, they have a digital model for the meetings, these are carried out in a more focused way and more frequently, the procedures have been simplified. 125% more standards were developed than in the same period last year.
- The standards publication queue was reduced from 200+ delayed documents to 0 in one month.
- New internal and committee management tools enabled greater integration between committees, generated more information for committee directors, provided consolidated and analytical information, and supported decision making.
- They developed a new deliverable: Recommended practices, more agile: it is developed in maximum 4 weeks, through small groups of stakeholders with direct management of the ABNT Board of Directors.
- The use of Web Conferences increased from 4 to 12 rooms, stimulating more internal and committee use, generating more frequent meetings, resulting in greater speed and focus.
- The transition to digital platforms was fast (1.5 days), all services were already based on digital technology, there was high impact for services such as certification that occurs offline, and there was a transition for training through Zoom.
- The security tools are: Digital certificates, VPN.
- The impact on sales of standards by the crisis of the Covid-19 initially caused a drop of 20%, but the recovery was rapid exceeding sales of the same period last year.
- The Standards Web Store is multi-organizational, has a search engine using NSB, number, keyword, committee, ICS and publication date. It also has a subscription service: ABNT Coleção.



ICONTEC – Colombia:

- Explained the process of migration from face-to-face classes to live classes - Platform Selection, which had several stages and whose objective is to maintain the offer of face-to-face training, migrating to a new modality of online classes - live, preserving the quality in the teaching-learning process.
- The stages of the migration project were: Definition of the methodologies and resources (software and hardware); Establishment of the general operation of the service online; Training of teachers in the resources; and Implementation and evaluation.





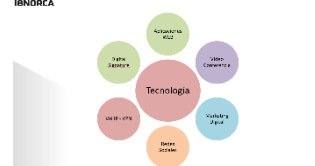
IBNORCA – Bolivia:

- In IBNORCA they carried out an analysis of the contextual model of the business, to create the online platforms to continue providing their services for both internal and external customers.
- Among them, the platforms for training and virtual store stand out.
- For the training service, a dynamic list of courses, online registration and online payment was implemented. A Moodle platform and live training sessions through zoom were implemented. The number of students increased by 23% from January to June, compared to the same period in 2019.
- In the case of certifications, an online form was developed for certification consultation - remote audits. For inspection services, an explanation of the services was developed and a digital catalog was created.
- The verification of the authenticity of the inspection certificates by the QR code was developed.
- Since 2015 a system plan was developed to make all services available in digital form and all "single-sign-on" platforms were integrated. In 2020 this is already a reality.
- A security plan was also implemented for the organization's applications and information. More than 45,000 Common Vulnerabilities and Exposures were analyzed.
- They provided some tips for implementing 2020 security.

Las plataformas de Servicios On-Line



Tecnología en servicios On-Line



Tips a Implementar en Seguridad 2020

Lista de verificación	
1	Corrección de malas configuraciones
2	Asignación de Roles y Autorizaciones necesarias
3	Correcciones en Sistema web
4	Correcciones en Sistemas Clouds y/o Infraestructura Tecnología
5	Plan de Capacitación continua al personal
6	Implementación de las redes
7	Implementación de soluciones informáticas
8	Implementación de seguridad física
9	Implementación de Infraestructura de Seguridad
10	Implementación de seguridad cibernética

INEN – Ecuador:



- The technological platforms to access INEN's standardization products/services are the following: ISolutions Platform (for the development of standards), Platforms for meetings of Technical Committees (Zoom), ISO Online Store, Standards Download Portal, Website - public consultation, Virtual Training Portal, and INEN Mobile Application (contains the Catalogue of Current Technical Standards and the Schedule of meetings).
- INEN has a virtual training platform, which allows active learning, flexibility, 24/7 access, no travel, no geographical barriers, updated content, has a trained tutor and online chats, messages, forums.
- The cyber security mechanisms used: SSL for the website. In the virtual billing system and education platform has been disabled unnecessary network services, use of network access filtering.



INACAL – Peru:

- The actions adopted by COVID-19 in the field of standardization are that 72 technical committees and subcommittees are carrying out their work virtually, 113 Peruvian standards were approved and 170 standards were ratified. 100% of the standardization process is virtualized.
- A "fast track" procedure was approved to address the emergency.
- The "free standards" platform and a "virtual reading room" were created to access the standards.
- The platforms in use are Zoom for virtual meetings, ISolutions for document management, INACAL shopping cart for the sale of standards.
- For the online training, the Standardization Thursdays and the Webinar Tuesdays were created. They use the Teams platform, Facebook Live and Brochures/Videos that summarize the technical documents.
- The cybersecurity mechanisms used are: antivirus, secure remote desktop application and ISO 27001 certification.



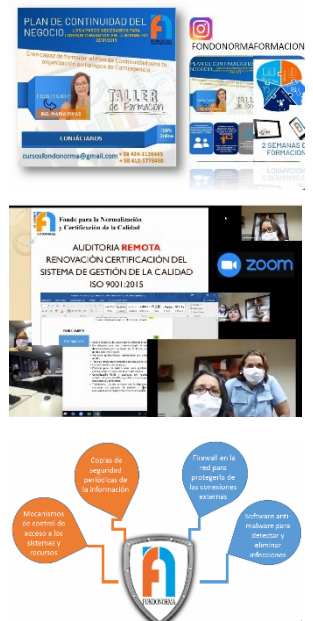
INDOCAL –Dominican Republic:



- The platform used for the development of standards and technical committee meetings is Zoom.
- For the dissemination of standards the following are used: e-mail, social networks (Facebook, Instagram, YouTube, Twitter). Posters are developed for dissemination.
- They have an online sales service of the standards with immediate download of the document.
- The security mechanism used is Firewall.

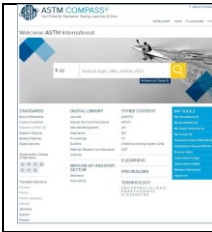
FONDONORMA – Venezuela:

- For the development of normative documents, the use of Google's Online Documents has been implemented, which allows Committee members to issue opinions without modifying the original file.
- The use of online platforms for the development of standards facilitates the meeting point for discussions.
- For public discussion, web forms have been used to collect comments.
- Free webinars are held to disseminate the standards.
- The entire marketing process has been handled remotely; however, the use of storage platforms is being evaluated to facilitate consultation and downloading of the FONDONORMA Technical Standards to the person responsible for delivery to the customer in order to facilitate e-working.
- They are embarking on distance learning, to continue to provide customers with the opportunity to be trained in the areas of interest, through the use of the tools provided by Information and Communication Technologies (ICT).
- They carry out remote certification audits through Zoom and WhatsApp video for on-site walks.
- Cybersecurity mechanisms: System Access Control, Backup, Firewall and VPN.
- The technological area was strengthened to improve the updating of the applications and systems used, to use anti-malware software and to make the team aware of the importance of complying with security measures.





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ASTM – United States:

- Access to ASTM Standards is provided through a digital subscription.
- The ASTM Compass tool allows: Navigation in 14 languages, Bookmarks/Saved Search, Annotations, Terminology Dictionary, Robust Taxonomy of 4,000 categories and 45,000 + keywords, Digital Attachments, Research Reports, Version Comparison
- Standards development is done through MyASTM and WebEx.

Note: The session was recorded and is available at the following link:

<https://drive.google.com/file/d/1XQnzEzXVrsYkox6I941yVgdKZ8JY2Ov4/view?ts=5f525c9c>