COMMUNICATING ABOUT iSIKHNAS

This document has been prepared to help improve the understanding and communication of some very key characteristics of iSIKHNAS in order to ensure a consistent, clear and positive message is delivered.

When answering questions or communicating about iSIKHNAS it is very important to give a positive, reassuring and confident answer so that any fears or concerns about this new system are relieved. Well prepared, clear information, confident statements and a positive approach help to limit confusion, misunderstanding or misinformation which can become very damaging if allowed to persist.

Negative or confronting questions need well prepared answers. This document has been prepared to assist anyone who needs to communicate about iSIKHNAS.

Frequently asked questions

Security
How secure is the system?
- Only registered users can access the data
- All access requires a password
- System meets "industry best-practice security standards"
- Real time database copy - if for any reason there is a failure, the system automatically switches to a backup in seconds - no data loss
- Full off-site data backup every 6 hours in several locations around the world
- All web communications are encrypted

I heard recently that the Cloud is susceptible to hackers
- Hackers can access all computers on the internet (in the cloud or not in the cloud)
- Security of each system determines if hackers can get in (not to do with cloud or non-cloud)
- iSIKHNAS security is very strong - industry best practice
    - only registered users can access the data or use the system
    - all web communications are encrypted
    - strong protection against hackers
    - constant security updates to keep up with new threats every week
    - Real time database copy - if it fails, automatically switches to backup in seconds - no data loss
    - Full off-site data backup every 6 hours in several locations

Is there a good back up system?
- Real time database copy - if it fails, it automatically switches to backup in seconds - no data loss
- Full off-site data backup every 6 hours in several locations

Where is the data stored? Why is iSIKHNAS hosted on a cloud server?
- iSIKHNAS data is stored in a cloud server. This has several very important advantages over a dedicated physical server :
    - High speed access to all users
    - High security
    - Cheap
    - Expandable to meet changes in demand

Why is it based in the cloud?
- The key reason is that Indonesia doesn't yet offer a service that will allow us to keep the data in Indonesia. As soon as it does we will of course move all the system to be based in Indonesia.
- The cloud offers
    - High speed access to all users
    - High security
    - Low costs
    - Expandable to meet changes in demand this allows the systems to expand and maintain high performance in times of increased use; for example during a large-scale disease outbreak

Other people will know if we have a problem/outbreak?
- with iSIKHNAS you will be the first to know if there is a problem. You will receive an alert within a few minutes of your staff sending an initial alert.
- iSIKHNAS will allow you to use real, valid data to refute rumours and bad news stories based on rumours.
- with the social networks and communications people can spread information very quickly so at the moment they already do know when there is a problem (without iSIKHNAS) at least NOW you will have real, true data and alerts - real time.

Network
What do we do if the mobile network isn't good?
- Very high proportion of Indonesia already covered by phone network
- If you can't send immediately because of poor network the SMS is stored on phone and sent later when the network becomes available
    - Slight delay no problem - an hour or a day is still much much faster than the current delays of weeks or months

What can I do if the internet is down? Will iSIKHNAS still work?
- iSIKHNAS will still be working if your internet connection is down but you won't be able to access the website until your connection is restored.

- All SMS messages sent to iSIKHNAS will be handled normally and when your connection is working again you will be able to see the data received during the period you were disconnected.

Maps

Will the system have integrated mapping?
- Already can use iSIKHNAS data with QGIS free mapping software
    - Training module in QGIS available on iSIKHNAS wiki
- On-line mapping within the iSIKHNAS website is being develop and will be finished in early 2015

Will we need a lot of training to use the mapping?
- No training will be needed to use on-line mapping (works a bit like Google maps)
- Training material for free GIS software (QGIS) has already been developed. This will help you to develop skills to create maps using iSIKHNAS data. Go to the iSIKHNAS WIKI to have a look at the GIS course material.

Pulsa

Who pays for pulsa?
- It is up to the dinas kabupaten to decide
    - Some have decided to pay for Pulsa for their staff
    - Others have found that staff and Pelsa are happy to make this small contribution, because of the benefits that SMS reporting provide to themselves and their communities
- If don't pay, users are still happy because the benefits are clear
    - iSIKHNAS saves a lot of time and effort and money
        - Pulsa costs are very small compared to the benefit
    - There are plans which offer special rates - for example - send 1 message and get 1000 SMS for free.
        - No extra cost to staff
    - If a user has an internet connected smart phone
        - Can use Instant Messaging instead of SMS (no pulsa)

Transition

How will we manage the transition between the old and the new system? What happens if people are using different systems at the same time?
- At the provincial and national level, iSIKHNAS can provide all the data obtained through the iSIKHNAS system and this can simply be integrated with the data from the old system during the transition phase.
- At the district level, as soon as a district has a trained coordinator then all staff should be trained and immediately change over and start using iSIKHNAS. This is important to avoid duplication of work and confusion.

Resources

We will not have enough staff, not enough budget to answer the increase in calls from the field. What can we do?

- iSIKHNAS will make it easier for farmers to report health problems and this may increase the demand for veterinary services provided by the dinas. Positive aspects of this include :
    - There is greater opportunity for dinas veterinarians and para-veterinarians to server the community.
    - If managed well (and remember that a phone call may be all that is required in some cases), then the relationship between the dinas and the community is likely to grow stronger
    - iSIKHNAS will make many aspects of communication and reporting simpler and easier–this will make more staff time available for providing veterinary services (rather than administrative tasks).
- iSIKHNAS allows you to use data for arguing for more budget. You will be able to show exactly how much increase in demand for service there is and how your staff are not able to respond or manage this. You will have evidence to back up your requests.
- In addition, there is a Budget Advocacy course available on the WIKI which will allow you to use even more of the data for analysis in order to support the arguments for more budget.

Data Access

Who has access to the data?

- Only registered users have access to the iSIKHNAS data.
- Most users are only interested in data which is of specific relevance to their job. Once a user logs in to the website, it tailors the website to suit the individual user according to their User Type and their area of responsibility.
- The coordinator can change these settings to allow more or less access. Access to data is managed by the Coordinator. Access settings are usually set so that it makes it easier for the user to find the most relevant data quickly.

How secure is the system?

- One of the most significant vulnerabilities of any system are the passwords which users choose to access the system. Passwords which are easy to break, decode or guess allow easy access to the system.
- Training staff to use strong passwords and to keep these passwords safe is vitally important. They should also be changed regularly.

Can everyone see my data?

- iSIKHNAS is proud of the transparent and very free access it allows to *registered* users. We all benefit from this. Your access to data from other districts and provinces allows you to be better informed about problems, about your own performance, and about the real disease situation in the country. Others can see your data but you can see theirs.

Can I keep my data on my local computer and manage it myself?
- You can be sent copies of your data automatically. This will come in Excel format and can be used for any purpose you need.

Validity, Accuracy and Credibility of the data in iSIKHNAS

How will we know the difference between a differential diagnosis and a definitive diagnosis?
- Definitive diagnoses usually come as the result of a rapid field test or a lab test from a specimen or sample. They are always provided by a vet or a laboratory. Lab and other test results and definitive diagnoses are clearly indicated in iSIKHNAS.
- There are multiple opportunities for dinas staff to offer "best guess" or opinions about what, in their experience, are the possible diagnoses for a problem (differential diagnoses). These can be revised, added to and updated as more information comes to hand until a point where a definitive diagnosis is possible. Although only opinions they do help to narrow an investigation, decide on the best samples to send to the lab or what drugs to use in treatment.
- All data is connected to information about who submitted it and what their classification or User Type - it is easy to assess the reliability of the data (unlike media reports, rumours etc).

Movement Restrictions (misuse of data)

Can a district use iSIKHNAS data to restrict trade or movement?
- This question is about policy and operations, not about the system itself. The system is transparent and the data validated at every step. Very importantly, the system allows users to see exactly where the data originates from so that users can judge for themselves the confidence they have in the information. The system does not make decisions or replace the important work of thoughtful and careful leadership, intelligent and sensitive interpretation.

Ownership

Who owns the system?
The system is 100% Indonesian owned. The system is overseen from DGAHLS.

Does the Australian Government have access to the data in iSIKHNAS
- No. Several Australian members of the AIP-EID program are involved in the development of iSIKHNAS and will have access to iSIKHNAS during the time that iSIKHNAS is developed.
- The Australian Government respects that the data in iSIKHNAS belongs entirely to the Government of Indonesia and should not be accessed or used by anyone else without the permission of the Government of Indonesia.

Who owns the data?
- The data belongs to the Government of Indonesia.

Do I own my district's data?
The data belongs to the Government of Indonesia, for the use by government employees with a legitimate reason to use the data

Management

Who manages the system?

- The system is managed by a management committee headed by the Director General of DGAHLS. This committee is responsible for the management and overall development, policy decisions and
- The Champions are the system administrators with the technical expertise to develop and make changes to the system.
- The Epidemiology Team analyse the data and use these analyses to inform programs and field activities.
- The coordinators provide the strong framework upon which the system really depends.

How do I request some new feature or a change?

- Any new development in iSIKHNAS has to be carefully planned and designed to ensure that its founding principles are respected and sufficient thought and planning has gone into the new functions it will need to perform.
- The Champions should be contacted through the local coordinators to suggest any change or new feature. The Champions will then consider the implications for this change and confer with the management committee to see if such a change or new feature is possible/advisable.

Sustainability

This is supported by an Australian project. What will happen to iSIKHNAS when the project stops?

- Pilot projects have shown iSIKHNAS to be very sustainable, without ongoing technical or financial support from the program – people keep using it because it useful and cost-effective for them to do so.
- iSIKHNAS works because it meets local needs and benefits everyone that uses it – not because people are paid to use it, or told they must use it. This is any important element of sustainability – people will use it because that can and they want to.
- iSIKHNAS is not an expensive system to establish or maintain. It does not require any special hardware, software or infrastructure
- Establishing a good local iSIKHNAS coordinator is one of the most important things to ensure sustainability.
- iSIKHNAS is the result of the hard work of a partnership between Australian and Indonesian expertise. From the beginning, it was created as an Indonesian system. It is Indonesia's system. Many steps have been taken for a smooth transition and already we are doing a great deal ourselves.
    - o system administrators are being trained
    - o budget has been allocated and planned for in the coming years
    - o documentation and training materials have been developed
    - o the system can be managed by our staff with small ongoing inputs from other experts

- the system will be managed by a Management committee headed by the DG
- over 10% will be using the system and the roll out to all other districts is already planned for 2015-2016.
- the structure to coordinate the system ensures good support at all levels - district province

Other uses

My district is very focussed on aquaculture. Can iSIKHNAS help with our fish industry?

- iSIKHNAS has been designed to be extremely flexible and responsive to Indonesia's changing priorities and evolving needs.
- It is possible, with political will, leadership and appropriate planning to incorporate or integrate many other features and sectors other than livestock related concerns.
- Once the animal health component of iSIKHNAS has been firmly established it will be possible to develop other areas.