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Frederic Donck
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Public Policy Department
Submitted By: Frederic Donck
March 2008

Most if not all of the public policy activities are direct contributors to ISOC programs and initiatives. In this context, a description of our activities will be found in the “Enabling Access” initiative “under the Regional and Local Access Program, and within the “InterNetWorks” initiative under the “Global Addressing” program and the “Common and Open Internet” Program.

Our departmental public policy programs will be driven by the desire to make a difference in these strategic areas and to position ISOC as both a leader in the political arenas when it’s about internet development and a reference partner to key policy and decision makers at international, regional and national level. In this context we have developed public policy projects with a view to demonstrate concrete deliverables, along defined milestones in order to assess the progress made in the respective programs.

Some of the areas where we will be active at the departmental level are:

- Regional Political Forums/Institutions such as the European Union
- Regional Technical/Policy Forums (APRICOT, EIF, etc.)
- Aid in reviewing/drafting policies and regulations related to the Internet
- Internet Governance Forum (IGF)

We will operate to the following principles:

Mission driven approach and greater engagement of Members, Chapters and other relevant Stakeholders – for example the IETF, RIRs, etc.

As a mission based organization, our Public Policy Programs are selected based on (1) their fit with and support of our mission, or (2) their fit with our Initiatives and key Programs, and are based on extensive consultation processes with all members and stakeholders.

Engaging with our membership and other stakeholders will be given specific attention and will be at the centre of ISOC public policy efforts in 2008 and beyond. In practice, it will mean that we will work very diligently to ensure room for members and chapters to be closely involved with either the shaping of the activity and/or its implementation.

Key roles of regional bureaus in public policy

Our renewed approach towards more coherence and efficiency in our public policy activities has also led us to reconsider the role of the regional bureaus and their contribution to the top level objectives. In particular, the Regional Bureaus will be closely associated with the policy activities and their activities will contribute, in a coherent way, to the programs and strategic initiatives at worldwide level. This should allow ISOC to also report on concrete progress made at the regional level within the broader frameworks. And, again, this will also help ISOC public policy to engage in a deeper way at local level while bridging the international and regional level together in a more structured way.

Building on ISOC's technical community roots and broadening its global engagement

ISOC Public Policy, together with the Global Strategic Engagement department continues to build ever stronger collaborative and cooperative engagement models with the Internet technical community, including ICANN, the RIRs/NRO, etc., through channels such as the Internet Governance Forum and other Internet governance and technical policy related activities, as well as the broader technical community through its new role as technical community coordinator for the OECD ministerial in 2008.

ISOC presence and visibility

ISOC has already made considerable progress in increasing its reputation and visibility with key actors in the political arenas (in particular but not only within IGF and OECD) and will strengthen these approaches in the coming years. ISOC's main objective will be to build long term relationships and trust with key decision makers and develop privileged channels to contribute to and drive, as the case may be, the political agenda at both regional and international levels. The priority will be to demonstrate ISOC's added value as a key partner to political stakeholders, in particular those who have or will have a decisive impact on our strategic initiatives. We will therefore strengthen our policy presence within those arenas that we believe will be key for our objectives. Visibility for visibility's sake is not an objective nor is our presence at political level a project in itself: We have therefore repositioned our presence (e.g., IGF) as a channel to achieve key objectives in a particular program rather than an objective or an activity in and of itself. This said, beyond the very important IGF channel, other avenues such as the Regional Institutions (e.g., The European Union), will be investigated, together with key stakeholders in other regions and at the international level.

Again, many of our public policy activities are direct contributors to ISOC programs and initiatives and are included in those submissions. Our departmental public policy programs will work to position ISOC as a leader in the political arenas where Internet development is taking place.

Global Strategic Engagement

Prepared by: Bill Graham

March 2008

Introduction

The Global Strategic Engagement (GSE) function was announced during the December Board meeting, at the time of the appointment of Bill Graham to lead the initiative. As a new activity, GSE is intended to engage with policy makers at the highest level with the goal of increase ISOC's influence, and its positioning as a valued partner providing reliable and objective advice on a range of Internet-related policy issues. In addition, GSE is intended to increase ISOC's profile and engagement with intergovernmental organizations responsible for Internet issues (such as ITU, OECD, UNESCO, etc.), and international non-governmental organizations active in the Internet space, including ICANN. As a horizontal function positioned in the Office of the President, the GSE function is also responsible for ISOC relations with countries such as China, Japan, Korea and Taiwan. Finally, building on its high level contacts to collaborate with and support ISOC's major strategic initiatives and other activities, and to develop a strategy to invigorate ISOC's Regional Policy and Education Advisory Groups (RPAGs)

Comments to ITU World Telecom Policy Forum draft report

The International Telecommunication Union will be hosting the next World Telecom Policy Forum (WTPF) in 2009. The current agenda focuses on many issues of vital interest to ISOC and the Internet community as a whole. As an ITU Sector Member, ISOC is entitled to participate in preparations for the WTPF. The report of the WTPF will be issued by the Secretary General of the ITU, and is already in preparation. To influence the process, Bill Graham prepared a contribution to the ITU process, consistent with ISOC's principles and previous policy statements, and submitted it to the ITU. We have received several positive comments on the ISOC paper. We will continue to monitor the development of the report, and the Forum itself, and provide further reports to the BoT. The ISOC contribution is available on our web site at: <http://www.isoc.org/pubpolpillar/governance/globalengage.shtml>

Comments to the Open Consultation on the Internet Governance Forum

Bill Graham and Matthew Shears attended the February 26 Open Consultation on the Internet Governance Forum and following meeting of the IGF Advisory Group. ISOC's interventions at the Open Consultation were based on the written contribution submitted to the IGF secretariat (available on the web site at: <http://www.isoc.org/pubpolpillar/governance/globalengage.shtml>.) There was broad support for our positions both on the agenda for the 2008 IGF India and the question of rotation of membership in the Advisory Group. In particular, there is good acceptance of the suggestion to focus increasingly on groups of people doing real work, particularly on Internet governance issues that will come to the fore in connecting the next billion (or billions) of users.

Comments on DOC Notice of Inquiry

ISOC submitted comments to the United States Government Department of Commerce Notice of Inquiry launched on the mid-term review of the Joint Project Agreement with ICANN. A brief summary of the position was circulated to Chapter delegates, Org

members and the BoT prior to the ICANN meeting in Delhi, in anticipation that there would be much discussion of the JPA Inquiry during that meeting. While the process for doing this was not ideal, it did prompt active discussion in those three groups that was taken into account and used to improve the position prior to sending it to the DoC. In addition, Lynn St. Amour and Bill Graham consulted widely with the RIRs and other key players in the Internet community during the Delhi meeting. Those consultations both helped to fine tune the ISOC paper, and allowed ISOC an opportunity to influence many other individuals and groups who ultimately made submissions to the DoC supportive of the ISOC position. (The position submitted is available on the web site at: <http://www.isoc.org/pubpolpillar/governance/globalengage.shtml>.)

Subsequently, on February 28, Lynn St. Amour participated as a speaker in an open public forum held by the DoC in Washington, D.C. where she summarized ISOC's position. Our position was very similar to the vast majority of submissions and ICANN committed to taking actions based on these submissions.

Status report on Internet technical community preparations for the OECD Ministerial on the Internet Economy

ISOC is coordinating the participation of the Internet technical community (ITC) to take place before and during the 17-18 June OECD Ministerial meeting on the Internet Economy that will take place in Seoul, Korea. There are three main aspects of this project: coordinating a group of about 12 organizations assembled under the name "Internet technical community" responding to an invitation from the OECD; preparing the ITC declaration or statement to be delivered orally to the Ministerial meeting; and preparing and running a one-day ITC Forum to be held in Korea on 16 June. Preparations are going well on all fronts. The conference has three sub-themes: Creativity, Confidence and Convergence. ITC inputs are organized around those themes. ISOC staff scheduled several calls in January-February to inform Chapter members and Org members about the preparations, to consult on the content of the declaration, and to seek input and speaker recommendations for the ITC Forum. These have been put forward to the ITC coordinating group, and been incorporated into the plans. ISOC took part in an OECD preparatory meeting in Paris, March 5-8. ISOC will have a high profile during the ITC Forum in Seoul, and during the Ministerial itself, including delivering the oral report of the Forum to the Ministers. In addition, Leslie Daigle and others connected with ISOC will participate in panel discussions during the Ministerial. ISOC is coordinating closely with the RIRs, and with Org members interested in the meeting.

Status report on preparations for the APEC Meeting of Ministers responsible for Telecommunications and Information

ISOC is serving as co-organizer of a "Tripartite Dialogue" with 21 Ministers of the Asia Pacific region during their April 21-24 meeting in Bangkok, Thailand, along with the Australian International Telecommunications Users' Group and government representatives. The theme of the Dialogue session is "How can industry, civil society and government work together over the next 5 years to deliver internet access to the next billion users ?" Bill Graham will chair the session, and ISOC has been invited to nominate speakers for the session. Taking place only a few weeks before the OECD Ministerial, this event provides a good opportunity to have discussions with governments and others from the Asia-Pacific region on issues key to developing access in the region.

ISOC new status with UNESCO: Chair of the Joint Programmatic Commission on Communication and New Technologies

ISOC pursued a series of efforts last year to revive its working relationship with UNESCO (official status renewed, participated to UNESCO/Council of Europe joint conference on "Ethics and Human rights in the Information society", official statement at UNESCO's last General Conference). As a result of these efforts, ISOC was invited by the President of UNESCO's Liaison Committee to chair the Joint Programmatic Commission (JPC)(constituted of UNESCO staff and NGOs in relation with the Communication and Information sector of UNESCO). This new role offers ISOC a valuable opportunity to be identified by UNESCO Secretary as a reference partner. It concretely gives us the possibility to set the agenda of UNESCO consultative meetings (3/4 per year). It also constitutes an opportunity for us, if we wish, to develop working documents and/or positions under the UNESCO's JPC flag.

Based on this re-enforced partnership, ISOC will be in a position to leverage its activities in different areas:

1. UNESCO's post-WSIS follow-up: action lines C7 ("ICT applications: benefits in all aspects of life"), C8 ("Cultural diversity and identity, linguistic diversity and local content") and C10 ("Ethical dimension of the information society").
2. Educational activities (e.g. "Education and regional access" project - "Regional and local access" initiative)
3. Using the JPC as a channel to roll-out our "Principles and values campaign" project ("Promoting an Open Internet" major initiative) as we provide input to UNESCO's current draft "Code of ethics of the Information Society".

Negotiation of a cooperation agreement between ISOC and CITEC

ISOC and CITEC (the Inter-American Telecommunication Commission) have initiated the elaboration of a cooperation agreement. We anticipate this agreement to play a strategic role in developing ISOC's regional outreach to high-level policymakers. CITEC is the regional coordination body for ITU work in all sectors, and it is also the only forum that predictably brings together government representatives from all of the Spanish speaking countries of Latin America, the US and Canada. This agreement is essential for ISOC's LAC bureau manager to be able to work in that organization, and to have privileged access to government policy makers who deal with issues critical for Internet development in the region.

Standards & Technology Department

Prepared by: Leslie Daigle

March 2008

The bulk of the Standards & Technology department's contributions are focused on the InterNetWorks initiative. In particular, Standards & Technology has recently

- worked closely with the Public Policy department on preparations for the OECD ministerial and related ITC Forum meeting in June; and
- engaged actively in IPv6-supporting events at open network meetings.

Additionally, the Standards & Technology department continues to be actively engaged in support of open standards, and is developing activities to expand the reach of Internet technical specifications through self-funding publication and/or meeting series.

The Standards & Technology department is expected to expand to three people this year. At the time of this writing, we are close to finalizing our first staff hire, and expect to have identified the 2nd additional hire by early in the second quarter of 2008.

Organizational Membership

Submitted by Drew Dvorshak and Terry Monroe

March 2008

Introduction

The principle elements of the 2008-2010 Organization Member Development Plan center around increasing revenue through (a) retention of existing members, (b) and increased revenue from recruitment of new members and upgrades of existing memberships. Keys to our success will be raising ISOC's profile and driving membership value through increased and improved engagement of current and prospective members.

2007 Membership Revenue

Organization Membership Revenue for 2007 (\$853,700) fell short of the 2007 Budget (\$1,200,000) and the most recent forecast submitted in October (\$1,015,000). Most of the shortfall from the October forecast (\$161,300) is a result of memberships received after year-end, to be counted toward 2008 revenue. Most notably, a \$100,000 Platinum membership contribution did not arrive in December as planned. In addition, several renewal and new memberships were not received until after the year-end.

Revenue Goals for 2008

Member Retention - ISOC seeks to retain 100% of its existing non-platinum members, which would contribute approximately \$675,000 of the \$1,150,000 membership revenue target.

Platinum Members – ISOC has targeted a growth in Platinum membership revenue from the \$300,000 target in 2007 to \$350,000 in 2008 (as noted above, one 2007 contribution has slipped to 2008, resulting in a \$100,000 shortfall in 2007 and an equal windfall in 2008).

New/upgrade Members - The remaining \$125,000 in membership revenue would come from new members or upgrades of existing membership levels.

New Membership Revenue (2008)

As of February 29, we have collected approximately \$65,000 in new 2008 membership contributions. Due to ISOC's method of recognizing these dues over the twelve-month period following receipt, these dues will contribute \$63,542 toward our new membership revenue goal.

This positive result is from the addition of several new organizational memberships for 2008 and upgrades of existing members. The new members (and upgrades) to date are:

- APNIC (upgrade to Gold)
- Ken Stubbs IPC (Professional)
- LINX (Professional)
- Qualcomm (Executive)
- Nominet (upgrade to Gold)
- Limelight Networks (Executive)
- BEA Systems (Professional) (Payment in process and should be received by 2/29)

This early start is a very important step in meeting our revenue goals, since dues collected early in the year count more fully toward our 2008 revenue goals. For instance, \$25,000 in dues received in January fully counts toward our 2008 revenue goal, while the same \$25,000 received in December only counts \$2,083 toward our 2008 goal.

Member & Prospect Engagement

The Membership Department is implementing the comprehensive engagement model detailed in the 2008-2010 Development Plan. We are seeing impressive results as measured by a marked increase in the number and diversity of participants at recent events; an improvement in the substance of content; and increased effectiveness of these events in conjunction with the membership recruitment process. Following are types of engagements that have been employed, and will be continued going forward, with details on recent success.

Advisory Council Meetings- at the December AC meeting, staff presented the 2008-2010 Initiatives, thus establishing a baseline set of opportunities for org. member engagement. In line with this, the March AC meeting will include work on current steps in the Trust & Identity Initiative, the policy team's continuing platform development for IGF Delhi in December 2008 and other ongoing ISOC endeavors.

“Communities of Interest”- There has been a successful response to the request of AC members representatives to go back within their organizations and encourage participation from peers specializing in public policy and other areas related to ISOC programs and activities. ISOC staff has identified the need to be able to draw on subgroups of representatives of organizational members with very specific backgrounds necessary to make desired contributions to ISOC's programs and initiatives. Following are examples:

- **Global Addressing Group**
Following on the success of the December IPv6 luncheon seminar, a follow-up survey was conducted in January that identified specific areas of satisfaction, as well as providing feedback on member interests for future IPv6 activities and suggested forums and activities. The participants formed a base pool from which staff can solicit the participation of people with specific expertise to collaborate on future aspects of ISOC's global addressing work. Next engagements of this team are being planned.
- **OECD Group**
In February, an OECD Internet Technical Community Forum/Ministerial planning conference call was held, with representatives from approximately 20% of organizational members in attendance. This group is the genesis of the “OECD Working Group” which includes individuals with knowledge and responsibility related to the subject to whom the policy group can turn to for assistance. Follow up engagements of this working group are planned prior to the June ITC/Ministerial.

Engagement activities now also serve an additional purpose as a recruitment activity. All of the activities since the announcement of the engagement model and other similar ones in planning will provide for involvement of representatives with interest and appropriate expertise from prospect organizations. The variety of activities provides for both targeted and one-to-many types of prospecting. An example of the latter represents another recent and unprecedented success.

“Distinguished Speaker Series”- On February 20, Membership hosted a dialogue featuring Vint Cerf addressing challenges and opportunities in the Internet space. Attendance was first opened to current organizational members and then promoted to roughly 650 organizational membership prospects as a special invitation to experience one of the values of organizational membership. New ISOC member LINX also promoted the event to its member companies in a similar manner, many of which are ISOC prospects. Over 75 members and prospects registered on-line (providing valuable contact information) to attend. The large majority of these were prospects with whom we are following up.

Chapter Development Program: 2008-2010

Presented by: Anne Lord

March 2008

Introduction

The 2008-2010 Chapter Development programme focuses on four primary areas of development:

1. Chapter policies and procedures;
2. Stakeholder relationship management strategy;
3. Tools, communications and support; and
4. Funding support.

(Note: The membership system development plan is presented separately).

1- Chapter policies and procedures (includes 'out of policy' chapter processes)

The current policy framework for Chapters is documented in 'Policies for establishing new Chapters' at <http://www.isoc.org/isoc/chapters/policy/>. A formal review of the Policy framework will be commenced during 2008 with Chapter delegates. Alongside this, discussion will also be facilitated within the Sphere project in the next quarter.

Rejuvenation of chapters

Operational work commenced in January to take action on chapters identified as having leaders who wish to discontinue their leadership of the chapter. Exhaustive efforts are undertaken to contact a chapter leader to ascertain commitment to the chapter. Where a statement of no interest is given or the chapter delegates are not reachable, work is commenced with existing members to find a new interim committee to rejuvenate the chapter. Chapters reverted to 'in formation' include: India New Delhi, Ireland, Philippines, Canada Toronto, Greece, Scotland UK, and US Hawaii. For a list of all current chapters 'in formation' please see:

<http://www.isoc.org/isoc/chapters/list.php?region=worldwide&status=F&view=detail>

Rejuvenation is continually supported by outreach and support activities one-on-one with chapters. This entails exploring opportunities for joint outreach with other members of the Internet community such as the RIR's and IETF, assistance with finding speakers for events and so forth. In this last quarter, ARIN has supported ISOC LA and ISOC Colorado with free registration to their meetings and will going forward explore mutually beneficial areas of work.

Compliance with ISOC Chapter policies

Work on assisting Chapters to undertake steps to ensure compliance with ISOC Chapter policies has begun and will continue throughout 2008 and beyond. Operating with by-laws and conducting regular elections to select office bearers are two basic requirements (see Section 8 of 'Policies for Establishing Chapters'). A significant number of chapters do not have by-laws or conduct elections. Often compliance is not straightforward: in some countries establishing by-laws requires incorporation. This process can be lengthy and costly and not all chapters have sufficient funds to undertake incorporation.

2 - Stakeholder relationship management strategy

Sphere project

The objective of the Sphere project is to define and improve the relationship and communication between ISOC Global and ISOC Chapters.

The initial phase of the Sphere project is underway. A series of one-on-one conversations with chapter delegates have been initiated concerning the relationship between ISOC Global and the ISOC chapters. Some of the themes emerging from those conversations include:

- Chapter baseline measures and metrics – what is an ‘active’ chapter?;
- Mechanisms to assist collaboration/consultation between chapters;
- Methods to aid consultation between chapters and ISOC Global;
- Protocols to increase the effectiveness of interaction on the chapter delegates list;
- Applying lessons of the social network analysis sites;
- Chapter presence on ISOC’s Web site and domain structure;
- Opportunities to expand support of different languages.

Phase 2 of the project (commencing in March) is to engage with small project teams of volunteers to progress the topics raised in the consultation. It is anticipated that 3-4 of the themes will be taken up at one time. The intent is to move from a situation where chapter delegates can raise issues at any time to a situation where small groups of interested delegates can work together to responsibly raise issues that affect the chapters. Thus a culture is developed that the right to participate is accompanied by a level of responsibility. In supporting improved relationships, the goal is to experiment with new protocols and processes where appropriate.

3 - Tools, communications and support

In the second quarter of 2008, a content review of the information on the Chapter pages of the ISOC website will be initiated. This will be done in consultation with the chapter delegates with a view to gathering information about chapter needs. The results of the work of the Sphere project small groups will be integrated with this work.

Any development of website functionality (including the introduction of new tools) will be closely aligned with the workplan of the Communications team.

Work has begun on a Chapter Handbook, a FAQ style document. As part of this document, a draft on ‘raising sponsorship funds’ will be released to chapter delegates for input and review in the second quarter. The handbook is intended to be a useful living document and one that the chapter delegates can themselves update with experience and examples.

4 - Funding support

Within the funding area, the strategy is twofold: to support and encourage self-sustainability through educative programmes as well as through mechanisms for direct funding. To this end, investigations have begun into the possibility of offering chapter delegates on-line and remote training in fundraising.

As part of the series of e-meetings planned for 2008 a case study of a successful chapter financing model will be presented by ISOC HK, who established a ‘digital solidarity fund.’

Summary

The Chapter Development Programme is intended to support Chapters in their continued evolution to become more active, to work increasingly in partnership with local stakeholders, to become stronger and more engaged with members, to be unified components of the ISOC ‘family’ working towards a common cause and working collaboratively with other chapters. As ISOC grows, development and continued evolution is necessary for ISOC and all its constituent parts.

Communications, Events Support and Information Technology

Submitted by: Mark Thalhimer

March 2008

Introduction

At the beginning of 2008, the Communications and IT Department has undertaken a wide range of projects and activities in support of the Internet Society. The Department currently has five full time staff and one shared staff member (Martin Kupres, transitioning from his previous position in the Membership Department and shared with Finance and Administration in the Geneva office). In addition, the Communications and IT Department is actively recruiting to fill two new positions in the Reston office: a Systems Engineer, and a Communications Manager.

Communications

At the writing of this report, the Communications Department is actively engaged with the Edelman Public Relations agency in a campaign to raise the profile of the IETF and attract members of the trade and general interest media to the IETF meeting (71) in Philadelphia. The location of the meeting in the mid-Atlantic region of the United States represents a unique opportunity to reach out to a wide range of U.S. and International media in a two-fold effort to raise the profile of the IETF and the Internet Society; and to focus journalists' attention on specific Internet-related issues like the transition to IPv6. The Communications Department is coordinating with the leadership of the IETF, related I* organizations, and ISOC's Chief Internet Technology Officer.

Other major efforts in progress or planned for the first quarter of 2008 include the Internet Society Annual Report for 2007; continued improvements to the content of the ISOC website; development of an ISOC style guide; development of an ISOC presentation template; development of an ISOC marketing kit; review of the ISOC newsletter; and continued examination of communications procedures for the organization's globally-dispersed staff. The Internet Society is also embarking on a new effort to translate content from the ISOC website and publications into languages other than English. This effort will begin to reach beyond the traditional efforts to translate a small number of items into French and Spanish. As we consider the best way to allocate budgeted resources to this effort, the Communications Department will seek insight and comment from the ISOC board of trustees and chapter delegates, as well as other members of the community. Also under consideration is an effort to develop a multi-lingual glossary of terms specific to the Internet populated with terms relating to Internet-technology, policy and standards.

Of additional note, after the presentation of the Jonathan B. Postel Award at the IETF in Vancouver, BC last year; the Internet Society arranged for Nii Quaynor to be interviewed on the National Public Radio service, broadcast in the United States and Canada; and on BBC world service, broadcast globally on shortwave and rebroadcast in numerous countries on local AM and FM radio. The BBC radio broadcast has the potential to reach the greatest number of people of any single media in the developing world, making this opportunity to work with the BBC world service an important first step in building global recognition for the Internet Society. The Internet Society continues to be mentioned in articles on websites and in print publications around the world.

Meetings and Events

As a roundup of major events since the last report, the Communications Department took over the management and operation of the annual NDSS (Network and Distributed System Security Symposium) for 2008. The preparation for that conference is on an annual cycle that runs from March of one year to February of the next year. NDSS08, held February 10 – 13 in San Diego, was a significant success as compared with the previous year, with 21 peer-reviewed network security papers presented, and 118 attendees (vs. 65 the year earlier.) One of the papers presented, focusing on a potential DNS security breach, was cited in general interest and trade news media:

www.sfgate.com/cgi-bin/article.cgi?f=/c/a/2008/02/19/BU97V1R19.DTL&hw=internet+society&sn=008&sc=123

Major event planning currently underway includes the Internet Technical Community (ITC) Forum ISOC is coordinating in connection with the OECD Ministerial Meeting in Seoul, Korea on the Future of the Internet Economy; future Board of Trustees meetings; the Internet Governance Forum (IGF) to be held in November in India; and many other ISOC meetings and events around the world.

Information Technology:

The Internet Society is pursuing an aggressive build out of its IT infrastructure and tools to provide for a number of pending requirements in 2008. With the growth of staff around the world, and the new initiatives and programs, ISOC is outgrowing the infrastructure that has been in place. The long term goal is to use IT infrastructure and tools to enable the ISOC staff to collaborate on their work, to share resources and to better manage their work product for their projects. To accomplish this, ISOC is developing web-based resources that allow for file sharing, calendar sharing, and collaborative project management and tracking. Our preference is to use open source solutions when possible.

The Reston office has installed a VoIP telephone system, in parallel with the VoIP system installed in Geneva last year; and VoIP extensions are being rolled out to all staff currently operating in 14 locations around the globe. The Internet Society is upgrading its internal communications abilities through a new internal wiki, based on the Deki Wiki open source platform. Near-term infrastructure upgrades include improvements in the IT infrastructure and server hosting arrangements; development of a dynamic Content Management System platform for the ISOC Website; development of Web-based file repositories based on WebDAV; and a Tools server accessible under the tools.isoc.org sub domain.

Finance and Administration

Submitted by: Greg Kapfer

March 2008

Introduction

Activities within the Finance Department focus on four distinct areas: financial reporting and controls, support of the organization's operating goals, human resource administration, and administrative activities.

2007 Financial Activities

The Financial staff finalized the 2007 financial statements, and completed the preliminary review with its new audit firm, Grant Thornton. The audit fieldwork will begin April 14.

2008 Financial Reporting Formats

As reported in the 2008 Budget report, 2008 financials will be reported on a matrix basis. The primary results will be reported on a functional departmental level. Supporting information will also be supplied for the primary Programs undertaken by ISOC in 2008. The first such report will be made to the Board of Trustees and other stakeholders for the first fiscal quarter ending March 31, 2008.

Accounting Procedures and Internal Controls

ISOC recently implemented a Web based travel expense reporting system. This system allows ISOC's far-flung employees and contractors to submit expense reports and supporting documents from anywhere in the world, in any currency, and with downloaded information from credit card providers. This system is intended to ease the burden of expense reporting, and streamlines the record-keeping process for the Finance Department.

ISOC will review internal controls surrounding its global operations, including those used in supporting the Geneva office and our project funding and appropriations process.

Organizational Review/Goals and Objectives

ISOC continues to review its organizational structure and management responsibilities as it absorbs senior management staff hired in the past fifteen months, and shifts its primary focus to its strategic initiatives.

To further clarify roles and responsibilities, ISOC held a management retreat the week of January 25 to facilitate the further development of goals, objectives and tasks. These measures are being developed for each of ISOC's seven (7) major Programs, as well as for supporting departments. Although the resultant goals and objectives cover the 2008 – 2010 strategic plan timeframe, specific 2008 objectives will assist in manager reviews for 2008, as well in the development of future strategic plans. This effort is a team endeavour, to culminate in late March.

Employee Compensation Structure Review

In late 2007, ISOC began the process of reviewing its compensation structure and practices. Mercer, a global human resources consulting firm, was enlisted to perform selected compensation level reviews, as well as a review of the statutory employment practices in four countries. These studies supported our current compensation levels and employment practices. In 2008, ISOC will continue to evaluate its employment and compensation programs based on best practices, local market level studies, and country level employment practices.

Employment Practices

Beginning in January 2008, ISOC contracted with HRi, a human resources outsourcing agent. HRi provides a Web based human resources site that will be rolled out to both U.S. and global employees over the next three months. Online time reporting, benefits management, and employee record-keeping will be features. The cost of this service is fully recovered by the savings in lower benefit costs afforded by HRi's volume discounts on U.S. benefits alone.

During 2008, we will work with HRi to review our employment practices and procedures, including our employee manual, our employee documents, and employee orientation procedures.

Overall Policies and Procedures Review

Many of ISOC's overall policies will be reviewed to ensure they are consistent with other entities in ISOC's field, follow industry best-practices, and maintain ISOC's position as an industry leader. Some areas targeted for review include ISOC's delegation policy, travel policy, employment practices, benefits policies, internal communications practices, and a review of the ISOC corporate culture.

Reston Office Lease and Move

ISOC has negotiated lease terms for its Reston offices. By the end of July, a space plan will be developed for both ISOC and PIR, and the new space will be configured in the existing building. Physical relocation is expected in either June or July. We have negotiated a five-month lease abatement period, with the resultant savings expected to cover our costs of relocation, buildout, internal wiring, and any required new furniture.