

Chapter Development Program 2009-2011

Update on Achievements and Strategic Directions

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Introduction

Chapters are a key part of the ISOC family as they allow us to advance the global Internet for the benefit of the world's citizens while addressing local needs in line with ISOC's mission. Active and vibrant Chapters are a vital strategic asset to ISOC. Effective Chapter-led programs and membership engagements are critical in realising ISOC's goals and mission.

Much of the work of 2008 focused on relationship building as a key foundation for Chapter development, establishing the trust and strong relationships necessary to undertake collaborative work to support the mission of the Internet Society.

While continuing to build relationships, in 2009 the strategic and operational focus is on providing Chapters with leadership development, opportunities for membership growth and re-invigoration, access to tools and resources to support collaborative work and re-accreditation of Chapters. In 2009, one FTE has been added to support the Chapter Development Program.

The 2009-2011 Chapter Development program is designed to support Chapters with policies and materials relevant to their regions, and to work with the Chapters to bring ISOC's message to local stakeholders. In this effort, there are four primary areas of focus for 2009-2011: Chapter Policies and Procedures; Stakeholder Relationship Management; Tools, Communications and Support; and Funding support.

1. Chapter Policies and Procedures

Compliance with Chapter Policies: Work on assisting Chapters to undertake steps to ensure compliance with ISOC Chapter policies began in 2008 and will continue throughout 2009 and beyond. Operating with by-laws, conducting regular elections to select office bearers, and a minimum level of membership are basic requirements (see Section 8 of 'Policies for Establishing Chapters').

Revising Chapter Policies - increasing clarity and mutual understanding: Foundation work for Chapter re-accreditation (re-defining the Policies and procedures for Chapters) took place in 2008 through the Sphere project and through operational work. Project groups covered work helping to define "active" Chapters, discussed "principles" of relationships" and drafted procedures on 'consultation'. In 2009, advancing the re-accreditation process through the Sphere Project is an important deliverable to strengthen and enhance the credibility of Chapters, and hence their ability to support and advance ISOC's mission.

Growing the Chapter network: Within the context of the re-accreditation process it is important that new and existing Chapters continue to form and be rejuvenated in order to help advance ISOC's mission, reach and impact across the globe: in 2008, 7 new Chapters were recognised in Chad, Cote D'Ivoire, Mauritania, Belgrade (Serbia); Togo; Philadelphia (USA); Colorado (USA); the Delhi India Chapter was fully rejuvenated and 12 others were moved into "rejuvenation" and work is actively underway.

2. Stakeholder Relationship Management

Stronger relationships and engagement: ISOC is united around a common cause and at the basis of the partnership are trusted relationships. The Sphere project was launched to strengthen Chapter-to-Chapter and Chapter-ISOC Global collaboration and trust while many in person (and regional) meetings were convened to further strengthen relationships.

3. Tools, Communications and Support

Leveraging the collective ISOC wisdom to empower: The creation of a 'Chapter Handbook', initiated in 2008 and continuing in 2009, is designed to capture and share ISOC's collective Chapter knowledge and wisdom. The Handbook will deliver significant and well-considered guidance to enhance the Chapters' ability to grow and sustain themselves in the advancement of the mission of the Internet Society.

Strengthening Chapters access to resources and support: Providing tools, information and resources supports Chapters in strengthening their local presence. ISOC has committed substantial resources to identify a product which will support both Chapters in their work and ISOC in meeting its business needs. Chapters played a key part in 2008 (and will continue in 2009) in developing the requirements for the Association Management System (AMS) through the Chapter Steering Committee (CSC) led by Hans Peter Dittler from the ISOC German Chapter with 12 volunteer committee members. All Chapters will be contacted individually prior to implementation for transition for input and assistance.

4. Funding

Chapter Membership re-invigoration: A growing and active membership is a vital ingredient of an active Chapter. An Events programme was developed in 2008, which provides funding (\$2,000 USD) to each Chapter. The goal of the programme is to reconnect Chapters with their members and to recruit new and active members. It will be launched in Q2 2009.

Travel Fellowship: A programme which supports travel funding on a competitive basis for Chapter delegates to important conferences that provide opportunities for exposure to leadership development and/or development of subject matter expertise was developed in 2008 and will be launched in Q2 2009. Key conferences to be supported in 2009 will include the regional INETs.