

Supporting “healthy” Chapters (Update on 2009 Priorities)

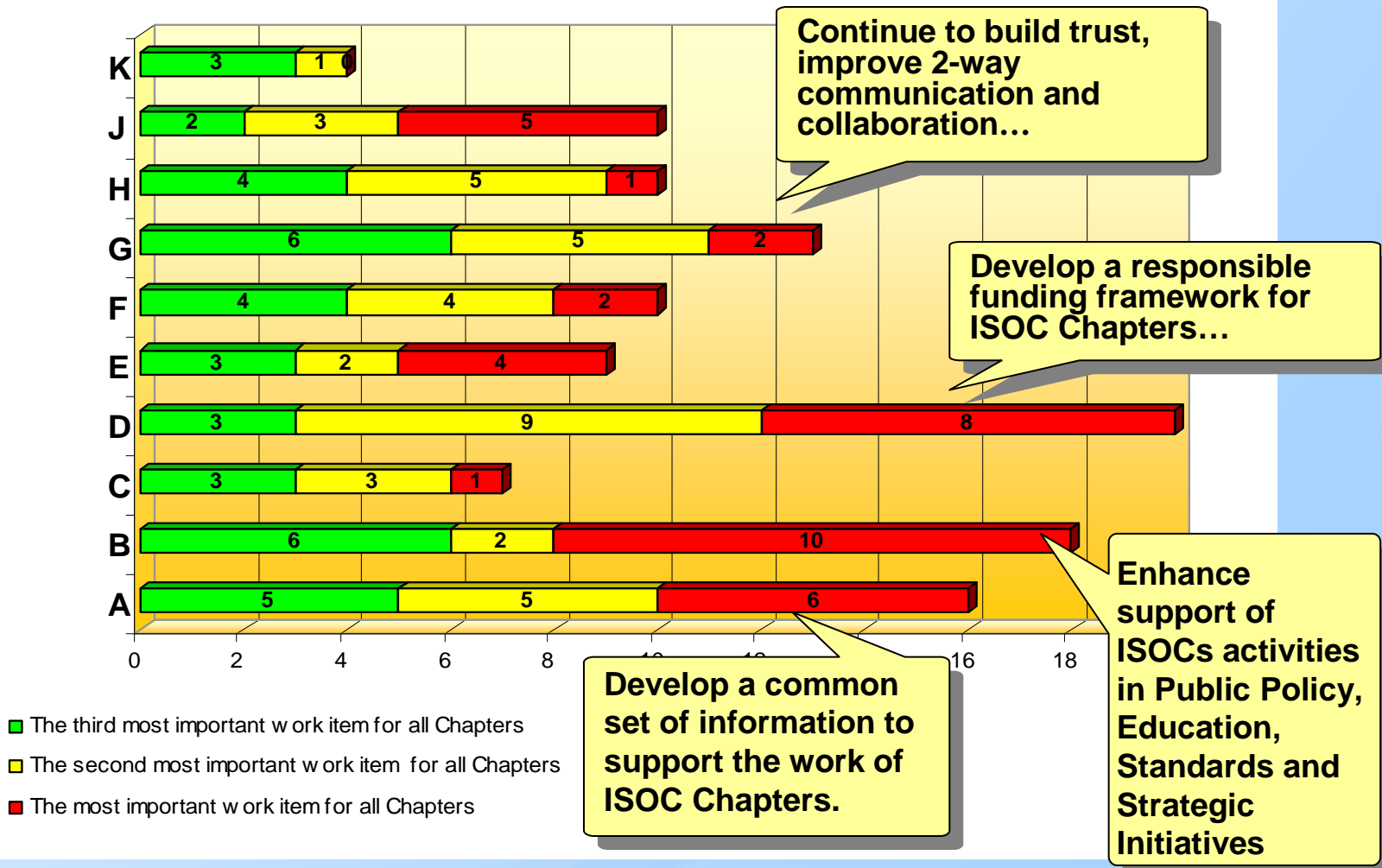
Anne Lord
Chapters & Members meeting
Sydney, Australia
Tuesday 23 June, 2009

Chapter Development Plan

- Multi-year programme
 - Long term commitment (no “quick” fix)
- Key areas
 - Chapter policies and procedures
 - Stakeholder relationships
 - Tools, communications and support
 - Funding support

Needs Survey 2008 - what you told us

Priorities for ALL Chapters



2009 Priorities - Update

- Association Management System (AMS)
 - “Aptify” selected
 - Product best suited to ISOC overall needs
 - Lincoln McNey (Project Manager)
 - Also Hans Peter Dittler (ISOC DE) & Steve Conte
 - Most staff involved in preparation
 - DBA/developer, hired to handle data imports, develop rules & functionality and manage ongoing maintenance of system
 - Data consistency checking work underway
 - AMS PoC identified for 45+ Chapters
 - Chapter membership data transition started with consistency checking

AMS Project - May/June

- Data extracted from ISOC legacy systems
 - Populated into new Aptify system; baseline established; initial data review by ISOC complete
- Phase 1- back end for ISOC staff use
 - Requirements 90% complete
- Phase 2 - “eBusiness” web portal for Members & Chapters
 - Requirements 60% complete
- Phase 3 - “Engagement” platform
 - Open source platform to be developed to support enhanced communications and engagement
 - Sub-committee ratifies charter & initial requirements

AMS Project - Jul/Aug

- Outreach to Chapters - feedback on “e-Business” portal
- Final sign-off for data imports & schemas
- Configuration starts
 - Backend systems to meet ISOC documented requirements
 - Portal for Chapter requirements
 - ISOC “dashboards” and reports
- Once backend signed off, project focus is entirely on portal functionality
 - Initial testing & feedback of portal from Chapter volunteers based on AMS PoC’s
 - Continued Chapter feedback & testing will be needed
- Creation of Engagement model RFP & scope documents
- “Go LIVE” of Phase 2 is mid October!

Update on 2009 Priorities

Develop responsible Funding framework

- Introduced Chapter Reinvigoration/Event programme
 - Goal to support membership growth, give visibility etc.
 - \$2,000 USD available
 - Support is available from ISOC (speakers, event logistics)
 - More info: <http://www.isoc.org/isoc/chapters/funding/events/>
- Introduced Travel Fellowship programme
 - Funded around 20 fellows at INETs (inc. MX)
 - Supports Chapter leader development & benefits Chapter
 - Also IETF fellowship, IGF Ambassadors..
- Ongoing commitment to Community grants (\$10k US)
 - Documents now translated in Spanish, French & English
 - Multi-chapter projects strongly encouraged
 - Next round opens September

Update on 2009 Priorities

- Enhance support of ISOC's activities in Public Policy, Edu, Standards & Strategic Initiatives
 - Public Policy
 - Briefing papers just released: Multi-lingualism, IXPs, IPv6, Translations into French & Spanish
 - Marratech calls: <http://isoc.org/wp/chapter-meetings/>
 - Consultations eg. 'Hadopi'
 - Regional engagement through INETs and support for events <http://www.isoc.org/isoc/conferences/inet/>
 - Standards & technology
 - "Rough guide" to IETF, guest pass day, papers..
 - Strategic global engagement
 - Consultations (JPA, WTPF, IGF survey, fellowships..etc)

Update on 2009 Priorities

- **Develop common set of information (aka Tools, communications & support)**
 - Chapter Handbook
 - Many Chapter interviews conducted (thanks!)
 - Section 3 initial draft, committee meeting soon
 - Completion end of year
 - Policy briefing papers
 - Future planned papers on “wireless networking”
 - AMS (2nd & 3rd phase)
 - Will support enhanced and integrated communication and collaborative working (Special Interest groups, bulk emails, CRM functionality)

Update on 2009 Priorities

Continue building trust, improve 2-way communications & collaboration (aka stakeholder relationships)

– Sphere project update

- New group launched : “sphere-translate”
- Sphere consult: consultation principles used by JPA, Hadopi
- Sphere labels: working on Chapter Policy re-write
- Sphere analysis: “What is a chapter?” data collection

– A burning passion for other projects?

- Find others with interest and ready to do work
- Robin Loan happy to facilitate on-site discussions

Update on 2009 Priorities

- **Review Chapter policies and procedures**
 - Increase “legitimacy” of Chapters
 - Establish a clear framework for operations
 - Mutually understood obligations for both parties
- **Documents**
 - “Principles of Affiliation: A Shared Vision Governing the Relationship between” (Blog at <http://tinyurl.com/m68le3>)
 - Chapter Agreement: granting use of name, protecting trademark (under preparation)
 - Operational Procedures for a Chapter (under preparation)
- **All discussion in Sphere-labels group**
 - Spanish: Sphere Labels LAC (Sebastian Ricciardi)
 - French: Louis Houle looking for help to co-ordinate
 - Invited to join discussions - all welcome!

Update on 2009 Priorities

Increase the number of new and/or active Chapters

- Actively rejuvenating Chapters
 - Uganda, Egypt, United States Washington DC...
- Rejuvenated Chapters
 - Philippines, Delhi-India
- Chapter interest and applications
 - Botswana, Sri Lanka, Boston (US), Bangalore, Indonesia, Liberia..
- New Chapters (2009)
 - India-Kolkata, Philippines, San Francisco Bay Area,
- Assistance available
 - “*We are here to help*” contact chapter-support@isoc.org

“Thank you” for your help & support



Questions?