NetHope Working Group Activity Summary

July 2018-June 2019

As a member organization, NetHope's work is driven by the 56 NGOs that comprise its membership. This is primarily done through member-led Working Groups (WGs). WGs are based on member interest, led by one or two chairs from member organizations, and supported by NetHope staff. Each WG has a charter that outlines its focus and an annual workplan approved by the WG participants.

By facilitating member-led Working Groups, NetHope creates collaboration among member organizations to solve key challenges and to examine sector-focused topics and opportunities.

Currently, the primary Working Groups include: Connectivity & Infrastructure, Data Protection & Information Security, Data Management & CRM, and Emerging Technologies. Participants in the Working Groups represent all member organizations and include members from all six Global Chapters including Africa, Asia, Europe, Latin America, Middle East and North America.

While WGs are developed and led by members, NetHope partners can play an important role in supporting this work by contributing to their knowledge base. Working Groups invite input from partners on an as-needed basis.

To help partners stay abreast of issues of concern to the NetHope membership and under discussion in the Working Groups, please find below a brief synopsis of current leadership and issues under consideration.

Connectivity & Infrastructure Working Group (C&I)

Dimitris Chatzoglou, Action Aid
Ronnel Figuracion, International Rescue Committee
Anthony Gardner, Save the Children
Susan Mungai, Care International

The Connectivity and Infrastructure Working works to share knowledge and develop best practices relating to the underlying technology that delivers IT systems to member staff working everywhere from HQ to remote off-grid offices and disaster response operations. As part of this work, the C&I group has continued its efforts to deliver internet connectivity in underserved locations and ensuring that members are getting the best value out of connectivity where they already have it. The group is

currently focusing on standardizing approaches to common challenges around procuring, distributing, and managing connectivity. By testing and improving upon standard approaches and normalizing them within our membership, our members can work together to apply these best practices to shared problems.

Recently C&I has expanded its focus to explore energy solutions as it is an essential foundation for connectivity and IT. Several critical developments have occurred through this work, including the development of the *NetHope NGO Guide to Energy Solutions*; extensive research into sources and use of electricity in field sites in Northern Uganda; and training in assessment of energy requirements for member organizations. The group is now exploring the use of IoT devices to accurately measure energy use at field sites to ensure that solution choices meet requirements as accurately as possible, thus increasing the success rates of solar and generator installations and developing our members' skills in supplying power. An additional focus will be the exploration of solar power for emergency connectivity equipment which will allow it to run independently of external power sources in a variety of environments.

Data Protection and Information Security Working Group
Joel Urbanowicz, Catholic Relief Services
Jay Manns, Mercy Ships
JT Jacoby, International Rescue Committee

The Data Protection and Information Security Working Group consists of a community of NetHope members dedicated to improving their collective security posture while balancing the ever-changing developments in international privacy law. As one of NetHope's oldest working groups, the group has focused information sharing and developing collaborative products to meet this goal. The group demonstrated this in 2018 while working to meet the complex GDPR requirements, both leading up to and following its May 25 implementation. Members worked together to share best practices and templates, develop action plans and awareness training modules, and find resources to help meet the new challenges.

Since then, the Working Group has focused on three workstreams: developing information security standards, exploring data protection and data privacy requirements, and working with partners to access security awareness training discounts for members. Other areas of interest include creating breach preparedness and response plans, activating an ISAC, and further exploring risk management. Currently the Working Group is focused on assessing members' information security posture against CIS Critical Security Controls through individual assessment and the aggregation of a NetHope baseline— this information will be used to help develop the group's 2020 priorities and activities.

Data Management and CRM Working Group
Katharine Brown, CIO, Volunteer Service Organization
Pallavi Garg, PATH

NetHope's Data Management and CRM Working Group serves as a forum for members to learn and collaborate on robust data management practices for organization-wide data. While each organization has differing needs related to program data management, there is an opportunity to collaborate and learn from each other on to how organizational data can be managed more effectively—typically related to awards and grants, agreements, funding pipelines, et al. This includes defining and maintaining best practices and standards for various types of data from a strategic, operational, analytical, and collaborative perspective.

Through this Working Group, members have developed an organizational template for a data management plan; explored best practices related to CRM roles, responsibilities, and governance including specific concerns such as GDPR for CRM; and evaluated data management capability assessments for their organizations. Future areas of interest include choosing appropriate data storage repositories (data lakes vs warehouses, etc.), breaking down data siloes within organizations, and how to effectively ensure impact data is adequately captured and tracked.

Emerging Technologies Working Group
Steve Hellen, Catholic Relief Services

The Emerging Technologies Working Group is a sector-wide approach to integrating artificial intelligence and machine learning (AI/ML), blockchain, and other emerging technologies in humanitarian, development, and conservancy work. This group is comprised of both individuals and organizations actively working on AI/ML and blockchain technologies and those that are still exploring the possibilities of the technologies in order to collaborate on the problems that need to be solved, contexts that need to be planned for, and barriers that need to be overcome to make ethical and widespread adoption possible,

Initially, the Working Group has been focused on addressing three challenges: lack of knowledge about what AI/ML can do today and processes for evaluating whether AI/ML is the right solution for their work; lack of technical expertise and resources to develop AI/ML solutions; and lack of "good" processes for developing, scaling, and sustaining AI/ML applications. These needs led the Working group to focus on developing education and capacity-building opportunities such as workshops, webinars, conferences, and the NetHope Solutions Center; facilitating collaboration programs focused on leveraging these technologies to solve problems across humanitarian, development, and conservancy contexts; and developing toolkits and standards grounded in the learnings from our collective work, with the focus on scaling the most promising programs, processes, and methodologies.