Executive Summary
As a consortium, NetHope’s work is driven by its 57 global nonprofit members, which deliver over 60 percent of all international, non-governmental aid. One of the engines driving this vital collective work is NetHope’s five member-led Working Groups. Working Groups are formed based on member interest and are led by and comprised of NetHope members who are eager to tackle specific issues that are relevant across the membership. The working groups focus on timely challenges facing the sector (ex. establishing common data models for ERP implementation, privacy and security in the era of COVID-19) in order to help NGOs identify tools and resources that can aid NGO IT leaders, improve capacity across the sector, and enable both members and technology partners to make better decisions related to technology investments. The output from the Working Groups is shared across the NetHope membership as well as with the entire nonprofit sector to ensure organizations of all sizes benefit from the insights and actions taken by the groups.

In 2020 NetHope is seeking funding of $1.5M to ensure this important work not only continues but can also scale to meet the immediate challenges facing the sector.

Current Working Groups include: Connectivity and Infrastructure, Data Protection and Information Security, Data and Applications, Emerging Technologies and Enterprise Architecture. These Working Groups include various workstreams and initiatives, such as Humanitarian and Disaster Response, Artificial Intelligence, Energy Solutions, and the Frontline Humanitarian Logistics Initiative. The following are some highlights:

- By facilitating member-led Working Groups, NetHope fosters collaboration among member organizations to solve key challenges and to examine sector-focused topics and opportunities.
- Participants in the Working Groups represent a cross-section of: NetHope’s membership, spanning the humanitarian, development, and conservation sectors; subject matter expertise;
and geography, representing Africa, Asia, Europe, Latin America, Middle East, and North America.

- Each Working Group is led by one to two chairs from NetHope member organizations, is supported by NetHope staff, has a charter that outlines its focus, and has an annual workplan approved by the Working Group participants.
- While Working Groups are developed and led by members, NetHope engages tech partners, who play an important role in supporting this work by contributing to their knowledge base. Working Groups invite input from tech partners on an as-needed basis.
- Based on data from January 30, 2020 Working Groups engaged 343 nonprofit leaders participating from 56 of the 57 member organizations.

## Working Group Overview

### Connectivity & Infrastructure Working Group (C&I)

**Working Group Member Leads:** ActionAid, International Rescue Committee, Save the Children, CARE International

The Connectivity and Infrastructure Working Group (C&I) 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

Working Group Member Leads: Catholic Relief Services, Mercy Ships, 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 while working to meet the complex GDPR requirements, both leading up to and following its May 2018 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.

More recently, the Working Group developed a NetHope Member Information Security Baseline, based on member self-assessments against CIS Critical Security Controls. This critical analysis of NetHope member information security gaps and needs helps guide the Working Group’s activities. The Working Group continues to work on exploring best practices and challenges related to evolving data protection and data privacy legislations, working with partners to access security awareness training discounts for members, and assessing the feasibility of activating an INGO ISAC.

Data and Applications Working Group

Working Group Member Leads: PATH and Mercy Ships

NetHope’s Data and Applications 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 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. The Working Group is currently focused on exploring systems integrations needs, creating a data governance framework, and developing resources to build a CRM value proposition and business strategy.
Emerging Technologies Working Group

Working Group Member Lead: Catholic Relief Services (AI)

Work on Emerging Technologies began in spring 2018 as an exploration of benefits for the sector. It was formalized into a Working Group in February 2019 based on the feedback from NetHope members and partners.

The goal of the Emerging Technologies initiative is to increase NGO’s internal expertise and capacity to evaluate, develop, procure, and use emerging technologies such as AI in their work so they can make informed decisions, do their work better, anticipate issues that might arise from technologies like AI, and ensure that people in need are aware of the technologies that affect them and their communities.

Emerging Technologies Initiative focuses on AI, digital identity, and blockchain / DLT (in the context of financial inclusion). AI has a dedicated workstream that collaborates with a whole set of partners including technology companies, academic and research institutions, UN agencies, and others.

AI Workstream focuses on 3 priorities based on the NetHope member needs:

- Increasing the expertise and capacity in the sector to evaluate, develop, procure, and use AI in a responsible and sustainable way. In 2019, AI Working Group produced 13 webinars, workshops, and hands-on sessions, engaging hundreds of representative of global NGOs, UN agencies, technology partners (Microsoft, IBM, Google, Salesforce, AWS), academic institutions (e.g. Carnegie Mellon University, MIT), funders (e.g. USAID, Cloudera Foundation), and many others.

- Development of practical tools for our members and the broader sector to make the adoption and application AI easier, faster, and ethical. In 2019, AI Working Group developed and tested an AI Suitability Framework. Framework toolkit will be released to the broader community in April 2020. Next focus area is AI Ethics guidance and practical tools for the sector.

- Catalyzing support for practical implementations of AI in the sector (both field programs and internal operations) in the form of technical expertise, product, and financial support. In 2019, 6 practical implementations from NetHope members were resourced including cash grants, product donations, and technical expertise.

Enterprise Architecture Working Group

Working Group Member Lead: Oxfam International

NetHope's Enterprise Architecture Working Group serves as a forum for members to learn and collaborate with other members who are facing challenges conducting enterprise analysis, design, planning, and implementation. The Working Group has developed critical initiatives for the sector, including the NGO Reference Model, which enables a common understanding for how NGOs operate.

The Enterprise Architecture Working Group is now leading the The Frontline Humanitarian Logistics workstream Initiative, which started in July 2019 with three phases: a learning phase, the creation of a
shared data model, and the sustainable implementation into sector solutions. The workstream initiative engages logistics specialists from nonprofits and is informed by experience and academic research\(^1\).

To date, the following organizations have indicated their active interest in common IT solutions and are collaborating in the Frontline Humanitarian Logistics coalition: ACF, ACTED, Concern, CRS, DRC, FHI 360, GOAL, Habitat for Humanity, HIAS, Humanitarian Research Group (HRG), Humanity and Inclusion / Handicap International (HI), IFRC, IMC, International Committee of the Red Cross (ICRC), IRC, Islamic Relief, Marie Stopes (MSI), Medair, Medical Teams International, Mercy Ships, NRC, NetHope, Operation Smile, Oxfam, Path, Plan, RNLI, Save the Children, Solidarités International, Team Rubicon, The British Red Cross, and WHO. Engagement ranges from participating in questionnaires, to actively serving on the steering committee.

The learning phase was completed in February 2020, when the shared-data-model phase commences, NetHope will engage with technology vendors, institutional and private sector donors to support this phase once informed by the results of the shared-data-model phase.