



Global Member Summit 2013

Agenda | #NHSummit13



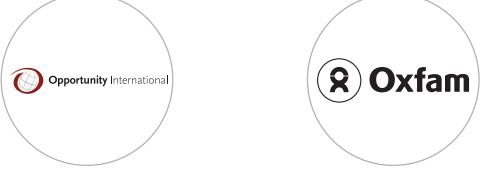
A large, stylized graphic in the background features a central green sphere with a translucent blue and green swirl effect. This sphere is set against a white hexagonal grid pattern that transitions into a light blue gradient towards the top right. The overall design is dynamic and modern, suggesting connectivity and global reach.

better  
together

October 14 -18  
St. Charles, Illinois  
Q Center

# our members

thirty-nine leading international nongovernmental organizations



## TIME

6:00 AM  
7:00 AM  
8:00 AM

6:30 AM - 8:30 AM — Breakfast — Q Tower Dining

Riverwoods Amphitheater  
D159  
St. Charles Ballroom 7  
D157  
Riverwoods Reception

9:00 AM

9:00 AM - 10:00 AM Connectivity & Infrastructure Summit Intro: 2013 Program Review, 2014 goals & Layer 7, Joe Simmons, NetHope

9:00 AM - 12:00 PM HC3 Health Project, Johns Hopkins University, Soma Ghoshal, NetHope

9:00 AM - 10:00 AM Emergency Response: Taking Emergency ICT to the Field, Gisli Olafsson, NetHope

9:00 AM - 11:00 AM NetHope Cloud Portal Update & Review (NetHope Members only), Fredrik Winsnes & Jack Levy, NetHope

1:00 PM - 5:00 PM Solution Showcase featuring:



10:00 AM

10:00 AM - 11:00 AM Video Conferencing Working Session, Joe Simmons, NetHope

10:00 AM - 11:00 AM Emergency Response: Driving Open Data in Humanitarian Response, Gisli Olafsson, NetHope

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11:00 AM - 12:00 PM Emergency Response Working Group: What's the Future for the Group & HelpBridge Demo, Gisli Olafsson, NetHope

11:00 AM - 12:00 PM Gates Foundation Roundtable with Alan Donald, Bill & Melinda Gates Foundation

11:00 AM

11:00 AM - 12:00 PM VSAT Strategy Refresh Working Session, Joe Simmons, NetHope

11:00 AM - 12:00 PM Emergency Response Working Group: What's the Future for the Group & HelpBridge Demo, Gisli Olafsson, NetHope

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11:00 AM - 12:00 PM Gates Foundation Roundtable with Alan Donald, Bill & Melinda Gates Foundation

12:00 PM

12:00 PM - 12:30 PM — Free Time

12:00 PM - 12:30 PM — Demo — Courtyard  
Danoffice IT will perform a live demonstration of the Huginn X1 UAV

1:15 PM

12:30 PM - 1:15 PM — Lunch — Q Tower Dining

monday  
day one — october 14, 2013

# monday continued

day one — october 14, 2013

LOCATION

Riverwoods Amphitheater

Riverwoods Reception

1:00 PM

**1:15 PM - 1:45 PM**  
Opening Remarks and Guest Introductions

**1:45 PM - 3:00 PM**  
Member "Fast Pitch" — each member takes four minutes to introduce their team, describe their top three challenges and identify 2-3 things they hope to get out of this year's Summit

**3:00 PM - 3:30 PM** — Break  
Refreshments available in the Riverwoods Reception area  
Be sure to stop by the Solutions Showcase to learn more about technologies by our great partners ➔

**3:30 PM - 4:45 PM**  
Member "Fast Pitch" continued — each member takes four minutes to introduce their team, describe their top three challenges and identify 2-3 things they hope to get out of this year's Summit

**4:45 PM - 5:15 PM**  
"How Far We Have Come" CEO Keynote, *Bill Brindley, NetHope*

**5:15 PM - 5:30 PM**  
End of Day Remarks, *Frank Schott, NetHope*

**5:30 PM - 6:00 PM**  
Free Time      \*Hold for NetHope Member vote, Primary Leads only\*

Fox River Ballroom 4

**6:00 PM - 7:00 PM** — Welcome Reception Hosted By **DigitalGlobe**

**7:00 PM - 8:00 PM** — Dinner — Q Tower Dining

**8:00 PM - 10:00 PM** — Free time

CIO track

Technical track

Programs track

TIME

6:00 AM  
7:00 AM  
8:00 AM

6:30 AM - 8:30 AM — Breakfast — Q Tower Dining

# tuesday

day two — october 15, 2013

LOCATION

Riverwoods Amphitheater

D154/156

Riverwoods Reception

8:45 AM

9:00 AM

9:10 AM

9:40 AM

10:00 AM

10:10 AM

10:40 AM

11:00 AM

12:00 PM

1:30 PM

**1:00 PM - 5:00 PM**  
Solution Showcase featuring:



Riverwoods Amphitheater

D154/156

Riverwoods Reception

**8:00 AM - 5:00 PM**  
Solution Showcase featuring:



**10:10 AM - 12:00 PM**  
VSAT Technical Breakout: Members and VSAT Providers Panel Discussion and Workshop

10:40 AM - 11:10 AM — Break  
Refreshments available in the Riverwoods Reception area  
Be sure to stop by the Solutions Showcase to learn more about technologies by our great partners ➔

**11:10 AM - 12:00 PM**  
Accenture-NetHope Technology in Development Point-of-View Panel Discussion, moderated by *Jessica Long, Accenture Development Partnerships*

**12:00 PM - 12:30 PM** — Free Time

**12:30 PM - 1:30 PM** — Lunch — Q Tower Dining

Take five minutes to visit our Solution Showcase, located in the Riverwood Reception area. Find company profiles on the Summit Hub: <http://bit.ly/2013-Summit-Guest-Hub>

# tuesday continued

day two — october 15, 2013

LOCATION

Riverwoods Amphitheater

D154/156

St. Charles Ballroom  
7/8

Riverwoods  
Reception

1:30 PM

**1:30 PM - 2:15 PM**  
Thrive or Survive: Using Big Data, Business Intelligence and Analytics to Enable Your Mission, *Joe Moye, Blackbaud*

**1:30 PM - 2:15 PM**  
Microsoft Intune Technical Deep Dive, *Bob Roudebash, Microsoft Corporation*

2:00 PM

**2:15 PM - 3:00 PM**  
Fundraising for ICTs Member Panel moderated by *Richard Hall, Intel*

3:00 PM

**3:00 PM - 3:30 PM** — Break  
Refreshments available in the Riverwoods Reception area

4:00 PM

**3:30 PM - 5:30 PM**  
Member Solution Showcase, including:  
*International Federation of Red Cross and Red Crescent Societies, Direct Relief, Catholic Relief Services, Save the Children, Conservation International, SOS Children's Villages*

5:00 PM

5:30 PM

6:00 PM

**6:00 PM - 8:00 PM** — Dinner — Q Tower Dining

\*New Member / Long Time Member Dinner Meet-up\*

\*Board of Directors Dinner\*

8:00 PM

**8:00 PM - 10:00 PM** — Free time

CIO track

Technical track

Programs track

TIME

6:00 AM  
7:00 AM  
8:00 AM

6:30 AM - 8:30 AM — Breakfast — Q Tower Dining

# wednesday

day three — october 16, 2013

LOCATION

Riverwoods Amphitheater

Riverwoods Reception

8:45 AM  
9:00 AM

**8:45 AM - 9:00 AM**  
Day 3 Opening Remarks

**9:00 AM - 9:40 AM**  
"Innovation in the Age of Mass Collaboration" Keynote, *Anthony Williams, Centre for Digital Entrepreneurship and Economic Performance (DEEP Centre)*

10:00 AM

**9:40 AM - 10:30 AM**  
The Changing CRM Landscape for Global Non-Profit Organizations, *Doug Barker, Barker & Scott Consulting*

**9:40 AM - 12:00 PM**  
Video Conferencing Technical Breakout: Members and Solution Providers Forum

11:00 AM

**10:30 AM - 11:00 AM** — Break  
Refreshments available in the Riverwoods Reception area  
Be sure to stop by the Solutions Showcase to learn more about technologies by our great partners ➔

12:00 PM

**11:00 AM - 11:30 AM**  
Integrated Philanthropy: The Salesforce Foundation, *Suzanne DiBianca, Salesforce.com Foundation*

**11:30 AM - 12:00 PM**  
Lessons Learned from the Field on CRM Deployments, *Mark Olliphant, Global Impact*

1:30 PM

**12:00 PM - 12:30 PM** — Free Time

**12:30 PM - 1:30 PM** — Lunch — Q Tower Dining

Riverwoods Reception

**8:00 AM - 5:00 PM**  
Solution Showcase featuring:



# wednesday continued

day three — october 16, 2013

LOCATION

Riverwoods Amphitheater

D154/156

TBD

Riverwoods Reception

CIO track

Technical track

Programs track

TIME

6:00 AM

7:00 AM

8:00 AM

6:30 AM - 8:30 AM — Breakfast — Q Tower Dining

1:30 PM

1:30 PM - 2:00 PM  
CIO/CMO Relationship, *Thor Madsen, Gartner, Inc.*

2:00 PM - 2:30 PM  
Location as a Language,  
Geography as a Platform,  
*David Gadsden, Esri*

2:30 PM - 3:00 PM  
GIS Member Panel hosted  
by *Esri*

3:00 PM - 3:30 PM — \*Summit Group Photo\* & Break  
Refreshments available in the Riverwoods Reception area

3:30 PM - 4:15 PM  
Enterprise Architecture  
& App Strategy Member  
Panel moderated by  
*Thomas Rubatscher, SOS  
Children's Villages*

4:15 PM - 4:45 PM  
NGO Sector Trends in the Use  
of ePayments, *Shelley Spencer,  
NetHope & TBD, Visa*

4:45 PM - 5:45 PM  
Global Service Desk  
Member Panel

Fox River Ballroom 5 & Fox River Ballroom 6

6:00 PM - 8:30 PM — Plenary Dinner Hosted By 

8:30 PM — Free Time

4:45 PM - 5:45 PM  
"Collaboration or  
Commisseration"  
Member Panel  
moderated by *Jonathan  
Palmer, Wildlife  
Conservation Society*

\*Cue Pub is open until 12:45 AM in the Clubhouse.\*

# thursday

day four — october 17, 2013

LOCATION

Riverwoods Amphitheater

D154/156

8:45 AM

8:45 AM - 9:00 AM  
Day 4 Opening Remarks

9:00 AM

9:00 AM - 9:35 AM  
"The Future of Computing" Keynote, *Chris Thomas, Intel*

9:35 AM - 10:10 AM

NetHope Deals and Discounts (NetHope Members  
only), *Kevin MacRitchie, NetHope/Cisco*

10:00 AM

10:10 AM - 10:40 AM — Break  
Refreshments available in the Riverwoods Reception area

11:00 AM

10:40 AM - 11:20 AM  
Microsoft ICT4D; Solutions for Good

12:00 PM

11:20 AM - 12:00 PM  
Box for Good, *Dan Levin, Box.com*

1:00 PM

12:00 PM - 1:00 PM — Lunch — Q Tower Dining  
1:00 PM - 2:00 PM — Accenture Strategy College Case Study  
\*Last names A-L report to Riverwoods Amphitheater; last names M-Z report to St. Charles Amphitheater\*

2:00 PM

11:20 AM - 12:00 PM  
Mobile Device Management,  
*Michael Boeglin, International  
Rescue Committee*

# thursday continued

day four — october 17, 2013

LOCATION

Riverwoods Amphitheater

2:00 PM

**2:00 PM - 4:15 PM**  
NetHope Member Survey and Town Hall  
(NetHope Members only)

3:00 PM

**3:15 PM - 3:45 PM** — Break  
Refreshments available in the Riverwoods Reception area

4:00 PM

**4:15 PM - 5:30 PM**  
NetHope Member Annual Meeting (NetHope  
Member Primary Leads only)

5:00 PM

**4:30 PM - 5:30 PM**  
Primary Member Only Meeting, Bylaws and Board  
Election

6:00 PM

**6:00 PM - 8:00 PM** — Dinner — Q Tower Dining

8:00 PM

**8:00 PM** — Free Time

CIO track

Technical track

Programs track

TIME

6:00 AM

7:00 AM

8:00 AM

6:30 AM - 8:30 AM — Breakfast — Q Tower Dining

LOCATION

St. Charles Ballroom 8

TBD

8:45 AM

**8:45 AM - 9:00 AM**  
Day 5 Opening Remarks

9:00 AM

**9:00 AM - 10:00 AM**  
Office 365 Member Panel

**9:00 AM - 3:30 PM**  
Board Strategy Refresh  
(Board of Directors only)

10:00 AM

**10:00 AM - 11:00 AM**  
Global Service Desk Way Forward Working Group  
(NetHope Members only)

11:00 AM

12:00 PM

**12:00 PM - 12:30 PM** — Free Time

1:30 PM

**12:30 PM - 1:30 PM** — Lunch — Q Tower Dining

3:30 PM

# friday

day five — october 18, 2013

# inside look on sessions

learn more about sessions listed below

## monday

### Connectivity & Infrastructure Workshop (9:00 AM - 12:00 PM; Riverwoods Amphitheater)

*Joe Simmons, Global Connectivity Director, NetHope*

Video Conferencing Solutions: a robust panel discussion covering the latest cloud/premises/integrated endpoints best practices, strategies and solutions. The Nature Conservancy, International Rescue Committee and Concern Worldwide will lead a panel discussion where members can ask vendors – like Vidyo, NY Technology Company, LifeSize, Cisco and more – tough questions.

VSAT Strategy Refresh: a forward-looking panel where members learn how satellite operators address the rapidly-evolving technology shift to high efficiency, high throughput satellite, Ka band, spot beam concentration, etc. Every member should tune in to learn and share about newly available options at significantly lower price points. The session will be lead by Wildlife Conservation Society, International Rescue Committee and others with support from Astra EMC, IntelSat, SkyVision and Thuraya.

Layer Seven Applications: members will lead a meaningful discussion on how to best address the applications layer including optimization, communications, quality of service, user authentication, threat detection and privacy. This session will be led by Wildlife Conservation Society, International Rescue Committee and others, who invite you to bring your enterprise-level problems and solutions to the session.

### HC3 Health Project (9:00 AM - 12:00 PM; D159)

*Soma Ghoshal, Global Program Manager, Healthcare, NetHope*

Health communication and behavior change communication campaigns often lay the foundation for larger development interventions. In order to effect change, particularly around health and hygiene, it is important to ensure that information is being widely disseminated and that proper health messaging is in place.

The Health Communication Capacity Collaborative (HC3 Project) in conjunction with NetHope will be hosting a 3-hour, interactive workshop on health communication. The workshop will feature informational presentations on health communication and behavior change communication as well as give all of you the opportunity to create your own campaigns to support your organizational goals.

### NetHope Cloud Portal Update / Review (NetHope Members only) (9:00 AM - 11:00 AM; D157)

*Fredrik Winsnes, Global Cloud Services Program Director, NetHope & Jack Levy, Sr. Global Program Director, NetHope*

Since the last Summit, we have made great strides with the NetHope Cloud Services Portal and Webinar series. We now feel we have a foundation for making even a more significant impact and we need your feedback and help prioritizing the work going forward. We have some exciting ideas and suggestions for your consideration, but the work ahead needs to be grounded in your, the NetHope Members', priorities. We will provide a short update on how far we've come these last 12 months and conduct an interactive workshop collecting your ideas on maximizing the value to you, the international NGOs, others in the development sector, vendors & solution providers as well as donors.

### Connectivity & Infrastructure Workshop (9:00 AM - 12:00 PM; St. Charles Ballroom 7)

*Gisli Olafsson, Emergency Response Director, NetHope*

Taking Emergency ICT in the Field to the Next Level Working Session: How can we work better together in the field to provide emergency ICT services to those operating in humanitarian response.

Driving Open Data in Humanitarian Response Working Session: How can we enable more effective humanitarian response through open data, and how can we drive forward this effort.

Taking Emergency Response Working Group to the Next Level Working Session: How can we make our working group more participatory and get members more involved.

## tuesday

### Interim President Report, NetHope Today and Near Term Outlook (9:10 AM - 9:40 AM; Riverwoods Amphitheater)

*Frank Schott, Interim President and Executive Director, NetHope*

NetHope looks back at 2013 providing updates on current programs in progress and discussing the outlook for the rest of 2013.

### Accenture-NetHope Technology in Development POV Panel Discussion (11:10 AM - 12:00 PM; Riverwoods Amphitheater)

*Jessica Long, Managing Director, Accenture Development Partnerships*

The use of technology in business and in development is certainly not new. It enables businesses to enter new markets more quickly and provides development organizations with tools to collect and disseminate information. In emerging and developing markets, technology is changing the way organizations engage and interact with people, especially those at the "base of the pyramid". But it is the people themselves, whether consumers, producers, citizens or end beneficiaries, that are defining a new norm of interaction – one in which they play a central and active role. To explore the impact of technology on emerging markets, Accenture Development Partnerships and NetHope partnered to conduct wide-ranging, global research. This panel will highlight some of the key (and surprising!) findings from our research, and engage a cross-sector panel to reflect upon possible implications for NetHope members, their programs and beneficiaries.

### Thrive or Survive: Using Big Data, Business Intelligence and Analytics to Enable Your Mission (1:30 PM - 2:15 PM; Riverwoods Amphitheater)

*Joe Moye, President, Enterprise Customer Business Unit, Blackbaud*

90% of the world's recorded data was created in the last two years, a stunning statistic from IBM. The big question is how to best leverage data to positively impact your mission. In this session, we'll cover leading practices from both the non-profit and for-profit sectors that address how to effectively access data that is timely, reliable, integrated and complete. Furthermore, we'll highlight how to transform that data into actionable information that dramatically improves your decision-making.

### Microsoft Intune Technical Deep Dive (1:30 PM - 2:15 PM; D154/156)

*Bob Roudebush, Windows Intune Technical Solution Specialist, Microsoft Corporation*

With the consumerization of IT (CoIT), employees are turning to personally-owned mobile devices and PCs to do their work. You want to help keep these devices secure and compliant. With Windows Intune, you can manage PCs and multiple types of mobile devices in one unified solution, either through the cloud or by extending your existing on-premises infrastructure. This session includes a demo and technical Q&A.

### Member Solution Showcase (3:30 PM - 5:30 PM; St. Charles Ballroom 7/8)

*International Federation of Red Cross and Red Crescent Societies, Direct Relief, Catholic Relief Services, Save the Children, Conservation International, SOS Children's Villages*

International Rescue Committee - David Roubini: A secure web portal for the Emergency Preparedness and Response Unit at IRC provides team members with documents, templates and tools during humanitarian crisis deployments, with access to an offline version of the content (web pages and documents). The technology solution integrates Django CMS and HTML5 page cache with Box.com document collaboration using the Box API and Sync Client, including Box/Okta Active Directory link for Single Sign-On.

Conservation International - Scott Mills: At Conservation International they have gone 'all out' implementing Cloud Services for their Enterprise IT needs and have realized the 'Next Generation Intranet'. Scott Mills, CIO, will describe the product evaluation & decision process used with examples & benefits achieved. This showcase will include a demonstration/show & tell, lessons learned will be shared and Conservation's plans going forward will be outlined.

Catholic Relief Services: CRS has deployed a digital monitoring and evaluation data management system in East Africa that combines mobile data collection with data analysis and reporting tools for producing reports that allows staff to aggregate data, create dashboards and perform geospatial analysis. The system integrates a

# inside look on sessions continued

## tuesday continued

number of commercially available technologies from Zerion (iFormBuilder), Datawinners, Klipfolio, ESRI, and Microsoft (SharePoint). Initial findings from an independent cost benefit analysis demonstrated a 57 percent decrease in errors using the new digital toolset, an achievable set of potential cost savings over a two- to three-year period, and strong agreement (76 percent of CRS survey respondents) that the digital toolset will help enable more responsive and effective decision-making. In addition, the analysis indicated that processing time could potentially be reduced from 10 days to several hours, and sharing of data was instant, a significant improvement on the previous 90 days needed to share data.

**Grameen Foundation:** Grameen Foundation has made a big bet on Salesforce.com as a platform to develop solutions for both programs as well as supporting their enterprise operational needs. In this solution showcase, they will provide a quick overview of two key solutions: 'TaroWorks' (Field Force Management), and 'Skillanthropy' (Volunteer Management). A one-pager outlining the value proposition for each of these solutions will be made available along with additional solutions built on Salesforce.com: 'PPI' (Progress out of Poverty Index), CKW (Community Knowledge Worker), 'Earned Revenue' in addition to corporate/operational solutions in the areas of Contact Relations Management, Fundraising, Accounting, Legal, Knowledge Management, Asset and Inventory Management.

## wednesday

### Innovation in the Age of Mass Collaboration (9:00 AM - 9:40 AM; Riverwoods Amphitheater)

*Anthony Williams, Co-Founder and President, Centre for Digital Entrepreneurship and Economic Performance*

In today's increasingly connected world, technology not only fosters low-cost connectivity across borders, it provides a richer pallet of tools and techniques to make global solution networks more creative, intelligent and effective than ever before. Anthony Williams will explain how technology-enabled networks are making a big difference in global problem-solving—from new opportunities to deliver vital services to disenfranchised communities to the ability to obtain increasingly granular and immediate data about the problems we are trying to solve.

### The Changing CRM Landscape for Global Non-Profit Organizations (9:40 AM - 10:30 AM; Riverwoods Amphitheater)

*Doug Barker, Co-Founder and Principal, Barker & Scott Consulting*

A review and discussion of key industry trends in the CRM landscape, including demands and opportunities for IT to provide enterprise value through a CRM solutions architecture. Session will also touch on the intersection of digital, social, and mobile with core data on "traditional" CRM platforms as well as will highlight recent developments and provide insights into the evolving vendor landscape.

### Integrated Philanthropy: The Salesforce Foundation (11:00 AM - 11:30 AM; Riverwoods Amphitheater)

*Suzanne DiBianca, President, Salesforce.com Foundation*

The Salesforce.com Foundation has a unique model that leverages Salesforce.com's people, technology and resources to help improve communities throughout the world. This integrated philanthropy model remains one of Salesforce.com Foundation's core values and is source of ongoing innovation at the Foundation. Hear more about this novel approach to philanthropy and about new advances the Salesforce.com Foundation is making to further disrupt and transform the social sector.

### Lessons Learned from the Field on CRM Deployments (11:30 AM - 12:00 PM; Riverwoods Amphitheater)

*Mark Oliphant, Chief Information and Operating Officer, Global Impact*

Global Impact has been implementing CRM systems for three years. Mark Oliphant, the company's chief information and operating officer, will share Global Impact's insights into developing and sustaining successful solutions that maximize the value to the organization. An incremental approach, connecting to revenue-generating activity, and strong governance all played a part in Global Impact's success, and Mark will share the lessons learned along the way.

### CIO/CMO Relationship (1:30 PM - 2:00 PM; Riverwoods Amphitheater)

*Thor Madsen, Executive Partner, Gartner, Inc.*

Historically, a natural tension has existed between marketing and IT. The CMO has always required speed while the CIO has always required enduring systems. However, information and technology are now combining to drive a new world of digital marketing making the CMO-CIO relationship critical to success. In this session will explore the value of this relationship, the actions needed to strengthen it and how to unlock its potential in our new digital world.

### USAID ICT4D Closed Session (invite only) (1:30 PM - 2:30 PM; TBD)

*Charley Johnson, Senior Advisor, Office of Innovation and Development Alliances/Mobile Solutions, USAID*

This session will focus on how USAID can improve the use of information and communication technologies (ICTs) in its programming. The ICT space is always changing, ostensibly adding new tools and apps every day. At the same time, there is no blueprint to guide effective use of ICTs in USAID programs. This session will engage attendees in a conversation around USAID's draft guidance for ICT use.

### Location as a Language, Geography as a Platform (2:00 PM - 2:30 PM; Riverwoods Amphitheater)

*David Gadsden, Nonprofit and Global Organization Lead, Esri*

In an increasingly connected world, location matters. Place-based information provides essential context for understanding relationships, which can aid in more effective program planning, monitoring and evaluation. Accessing and managing spatial data as part of your institutions global IT infrastructure has never been more attainable following the embrace of GIS and cloud computing. This presentation will explore the concept of Geography as a Platform in support of global conservation and development programs.

### GIS Member Panel Session (2:30 PM - 3:00 PM; Riverwoods Amphitheater)

*Jean-Louis Ecochard, Chief Information Officer, The Nature Conservancy*

*Carol Bothwell, Chief Knowledge Officer, Catholic Relief Services*

*Andrew Schroeder, Director of Research and Analysis, Direct Relief*

This panel presentation will explore the use of GIS across NetHope Member organizations.

### Enterprise Architecture & App Strategy Member Panel (3:30 PM - 4:15 PM; Riverwoods Amphitheater)

*Thomas Rubatscher, International Director, SOS Children's Villages International*

*Scott Mills, Vice President of Global IT, Conservation International*

*Andrew Williams, Global Chief Information Officer, Save the Children*

*Gail Hyde, Vice President and Chief Information Officer, Habitat for Humanity International*

*Erik Arnold, Chief Information Officer, PATH*

An ever-increasing number of applications supporting the work of NGOs calls for more attention to the topic Enterprise Architecture in order optimize costs, responsiveness, data integration, data exchange and others.

The member panel outlines the EA approaches and challenges of four members and invites to initiate a working group for further sharing and collaboration.

### NGO Sector Trends in the Use of ePayments (4:15 PM - 4:45 PM; Riverwoods Amphitheater)

*Shelley Spencer, Payment Innovations Project Manager, USAID-NetHope & Hamilton McNutt, Payment Innovations Project Manager, USAID-NetHope*

This session and Q&A led by NetHope's Payment Innovations team will explore the growing importance and trend of using emerging ICT solutions to migrate away from cash to electronic payments in the field amongst NGOs. A variety of tools and resources that have been developed by NetHope/GBi to assist NGOs on how to make a transition from cash to electronic payments will be featured. In addition, Visa will discuss their experiences supporting the NGO sector through electronic payment solutions and the innovative products becoming more readily available in the field.