

The impact of COVID-19 on APTLD members: Survey findings and report on a webinar regarding Lessons Learned

A presentation
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Fact Sheet

- Survey run in April 2020
- Over 20 very tailored questions on Administrative, Technical, Marketing and HR aspects
- Only Ordinary Members participated
- 13 complete responses and a number of incomplete ones
- Registries of various background and from all the APTLD sub-regions

Major Findings

- **The most popular business mode:** some staff come to office when needed
- **The most popular method of reviewing staff performance:** regular virtual staff meetings and online reporting.
- **The most common online platform for remote work and meetings:** Zoom but...
- **The highest-ranked platforms based on user's experience:** Microsoft and Google's

Major Findings (Cont'd)

- ***Supporting Registrars/Registrants:***
 - ✓ Launching new extended joint marketing campaigns.
 - ✓ Providing free of charge domain names for government support for COVID-19 .
 - ✓ Refunding renewal fee if the unintended renewal fee was incurred to registrant because of the domain name deletion procedure not having been performed properly by the expiration date.
 - ✓ A moratorium option to customers and resellers.

Major Findings (Cont'd)

Monetary Benefits

- Increasing incentives
- Extra fund to set up home offices

Non-Monetary Benefits

- Care packages
- Shorter working hours
- Alternate days of coming to work physically
- Protective gears, masks and sanitizers at wholesale prices

But the Survey Was Just the Beginning...

- ***The “Lessons Learned” Webinar***
 - ✓ To recap on survey findings and
 - ✓ An extra feed to the future APTLD Working Paper
- ***New format (thanks to Zoom):***
 - ✓ 4 slide decks, 2-3 slides each and
 - ✓ Sub-rooms for blitz randomly built group discussions to respond to questions after each slide deck (an underutilized feature)

But the Survey Was Just the Beginning...

(cont'd): Questions to Groups

- *1) Please share 3 specific recommendations on the optimal format and structure of online staff meetings.*
- *2) For your organizations' remote working, which 3 security measures concern you most?*
- *3) Please share 3 recommendations as to how to boost your staff's morale and maintain productivity under the lockdown.*
- ✓ Interaction
- ✓ Brainstorming
- ✓ Community building
- ✓ Meaningful contribution with good practices to the future paper
- ✓ Fun

Looking ahead

- APTLD78: <http://aptld78.tw/> the agenda is there, participant names are being added to the list.
- More webinars en route to APTLD78, of course
- Whether in person, or remote, the community should benefit from the new format anyway
- Greater effort to train good moderators and identify the right content

THANK YOU!

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