



**NETAPPS2020**

**ENDURING INTERNET'S USE AND GROWTH IN THE  
PANDEMIC ERA**

**PROCEEDINGS OF 6<sup>TH</sup> INTERNATIONAL CONFERENCE  
ON INTERNET APPLICATIONS, PROTOCOLS AND  
SERVICES (NETAPPS2020)**

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## **PREFACE**

The COVID-19 outbreak has changed our collective behavior over the first half of 2020. A large part of the behavior shift has focused on the Internet and its use in everyday life. As events shut down, workplaces and schools moved virtual, and other avenues for entertainment closed their doors, the world shifted Internet habits. In both temporary and lasting ways, this odd time has changed how we use the Internet.

Digital technologies have become a critical enabler of connectivity, facilitating the continuity of our regular lives and connecting people more than ever before. As cities and countries have been asking the population to stay at home, more people have turned to their computers and smartphones as a lifeline and tools to substitute their in-person activities online. Some habits may continue in "new normal" - or at least until a long-term solution to the current challenges, such as a vaccine, is found.

Hence, the need to access reliable digital infrastructure has become increasingly important. Specific aspects of ICTs are critical in a period of isolation, such as increased ICT opportunities from telework, telemedicine, food delivery and logistics, online and contactless payments, remote learning, and entertainment.

According to the International Telecommunication Union (ITU), while research on digitization's contribution to mitigating pandemics' impact is limited, emerging evidence is compelling about its positive effects. In the medium term (e.g., 2021), countries with top connectivity infrastructure could mitigate up to half of the negative economic impact.

Realizing this shift of behavior, NETAPPS2020 with the theme of Enduring Internet Use and Growth in the Pandemic Era discusses Internet Protocols, Architectures, Applications, Network Services, Security, Privacy and Trust in its tracks.

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InterNetWorks Research Lab  
School of Computing  
Universiti Utara Malaysia

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