April 4-5, 2019 Meeting Notes

Meeting began at 9:00 a.m. EDT on Thursday and adjourned at 4:37 p.m. EDT on Thursday.
Meeting began at 9:00 a.m. EDT on Friday and adjourned at 2:16 p.m. EDT on Friday.

FOR ROLLCALL (Committee member/staff/guests in attendance):

MEMBERS ATTENDING	YES	NO	STAFF ATTENDING	YES	NO
Rich Santa, Chair	X		Doug Church	X	
Jason Doss	X		Matt Heer	X	
Bill Holtzman		X	Thom Metzger	X	
Curt Howe	X		Meagan Roper	X	
Kristena Jones	X		Dan Whall	X	
Mike MacDonald	X		Phil Yanchulis	X	
Aaron Merrick	X				
Jason Michaud	X		**GUESTS ATTENDING**	YES	NO
Bob Obma	X				
Kyrandgel Rios		X			

Meeting items:

- **Phone audit:** Phil will share information about new service levels and a recommendation for dropping some phone lines to lower service levels to reduce our costs. Group reviewed a bill from Allied and discussed our current pricing and service levels. Phil reported that our contract is up and that we are eligible to get less expensive pricing. The group discussed whether we should look at dropping to a lower service. Rich said some changes might require negotiation with ONEU. Jason D. suggested we take advantage of our contract ending to look at other companies' offerings. Jonesie asked if we could look at VOIP services from online only companies. Matt and Dan talked about their experience with setting up a new online-only service.
    - Rich asked if we can test a Mobility service level
    - Group discussed whether we should look at a 365 suite as a VOIP provider.
    - IOUs:
        - Get pricing for Allied

- ■ Get pricing on other VOIP providers
- ■ Get pricing on Internet-only pricing
- ■ Rich said we should create Trello card and start listing questions and
- **Office 365 implementation/upgrades**: In addition to savings on phone, email, and internet by getting phone and email service through Office 365, group discussed what additional savings are possible by going to a Office 365 subscription. Could we use Office 365 to replace our current ShareFile service?
  - ○ IOU: Once we have more information about what is available at what price, we will have a later meeting to come up with a global solution for all of this.
- **Updated draft design for member homepage/dashboard:** Lopaka Purdy from Waldinger presented the latest draft design for the member dashboard for new website. This design PDF is available here: Link. He described the different graphic options that are included in the PDF. The members discussed the options. The group agreed that Waldinger's new design was an improvement over the first design and met the goals by the ITC's web workgroup. The group did give some input on additional improvements. IOU's:
  - ○ Waldinger will follow up with an updated PDF with these additional tweaks for approval by the ITC.
  - ○ Once there is approval on the design, Waldinger will build the template for the member site.
  - ○ The ITC and Waldinger will have a call/meeting to discuss search functionality on the new site.
- **Time Capsule replacement (Synology and Back Blaze):** Rich gave group a recap of our previous discussions about this subject. Matt gave the group a presentation comparing a Synology system and Back Blaze system to replace our current Apple Time Capsule and Time Machine system for computer backups and file backups. about the cost benefits. He also suggested that the system could be used as a shared work space for video projects. The full presentation is available here: link. The group agreed that this proposal would replace our Time Capsule and Time Machines. The recommended hardware is a 8 bay Synology NAS to house 8 6TB drives. The total cost for hardware ($2700) and backup fees ($1000), appears to be about $3700. IOUs:
  - ○ ITC agreed to make a proposal to leadership to purchase this system.
  - ○ Jason D. said we need to develop an SOP on its use.
- **NATCA HQ UPS failure:** Tech is coming on Monday to inspect the unit. Once we get info from tech, we will need make a decision about whether should repair or replace it.
- **ShareFile Enterprise demo via webinar**: Jeremy from ShareFile gave a demo of the different capabilities of ShareFile. We asked about Office 365 integration. (They just offer a link to the 365 cloud drive.) We asked about internal shared storage. We asked about whether the Enterprise upgrade would increase our capability to upload large video files in excess of 100Gb. Jeremy upgrade our account so we now have a 175Gb max file size for uploading: There is no additional expense for this file size upgrade. Jeremy suggested that we use a Citrix migration tool to push these larger tools, but then said it's not available for use on Mac computers. Rich then asked Jeremy to give us a fee structure. Jeremy described

what going to an Enterprise version of the ShareFile would cost NATCA, compared to our current costs for the ShareFile tool. IOUs:

- Figure out if we can transfer bulk of our members to client accounts to determine if we can dramatically drop our costs.
- Continue our Office 365 discussion to see if that's a viable option.
- Look at Hightail and DropBox to see if they are options.

● **NATCA email SOP**: Phil started by saying how to manage emails for locals. Mike shared the existing SOP from ShareFile. We discussed whether we should alter the naming convention, i.e. first initial, dot, last name. We discussed whether we should allow emails for titles, i.e., "ZDCfacrep@natca.net." We then discussed whether committee leaders should have emails for their committees that they can pass to their successors when they change leaders. IOU:

- Aaron and Rich will discuss whether there are legal concerns. They will bring back solutions and ultimately make a recommendation to the NEB.

● Persistent NATCA app demo: Meagan showed the group screenshots of the app that she and Dan are building for the NiW and asked the group. Meagan said it could include calendar and events. She asked what other things it should include. Jason asked what audiences we want to reach and what we hope to achieve with those audiences. Aaron said he would like to see the following capability: RVPs can take a picture of a membership form and 1187 and send it to HQ. Aaron said that if we want to reach a wider audience, it should include push notifications. Bob said that younger members will want an app and we can reach them more than with our member website.

● **PTRG network monitoring tool:** Dan showed a demo of the PTRG network monitoring tool as a solution to ping NATCA's core systems. We discussed pricing: Customers get 100 sensors with the shareware version of the software. Customers get 500 for the basic level of the software which costs $1600 a year. Jason D. said we need to figure out how to track UnionWare and GATS. IOU:

- We will work on getting GATS and UW sensors set up.
- We will draft an overview describing what the system is, what it is monitoring.
- Rich said when there is a service outage, we should reach out to service provider to query, and then we should notify the NEB with report.
- Dan will look at whether a script exists to show on website which systems are functioning.

● **New information from FacReps**: Group discussed some information that can be added to UnionWare Enterprise and Portal, as a part of the next UnionWare sprint (April 15). UnionWare would adjust the API for $1500. Rich said that a proposal should be made to leadership.

- Aaron and Phil talked about replacing the last login date/time on the add/edit screen of the position record where we can track whether FacReps have been onboarded (Yes or No).
- In addition, Phil talked about adding another new column to the add/edit screen of the position record where we can track whether they have publishing rights (Yes or No). IOU:
  - Aaron and Thom will ask Trish for approval for the $750 (each) to cover the $1500 cost.

- ○ Group then discussed adding addresses (facility, preferred mail, preferred shipping). To develop list of actual facility addresses. IOUs:
    - ■ Rich asked Phil to export facility addresses into a CSV or Excel file.
    - ■ Jonesie volunteered to review it for accuracy.
    - ■ Group will discuss best way to get preferred mailing and shipping addresses.
- **UnionWare replacement update:** Rich and Jason gave members an update. There are weekly calls with the team in Oklahoma City. Module one is built and being tested. Module two is being developed. They showed demos of login/registration. They showed how it's search about by first name, last name, nick name, and member number. They showed example of member record and facility page. They talked about how easy it will be to use and make changes to the system. Rich said we should have something to play with in a couple of months for testing. Bob raised issue about rollout and training.
- **IT "Quick Tips of the week or month" for NATCA members**: Jonesie brought up the idea of featuring members sharing technical information in social media. Meagan said it could a social media content idea. Rich said that people should start developing them. Jonesie created a card on Trello to start collecting these ideas and create the messages. Aaron showed a video that he created about how to create a listserv.
- **Wrap-up on meeting best practices:** Rich asked the group about how things are going, how are meeting went.

List of other IOU's that we have been discussing:
- NATCA use of virus protection tool on Mac computers and evaluating MalwareBytes (Matt, 45 min)
- Go Green initiative: Electronic application membership form, 1187, corporate membership form to reduce paper forms and streamline processing. Matt suggested that we look at a fillable PDF. (Aaron and Matt)
- Aviation medicine: Create a tutorial for FacReps to send to a member on how to use aviationmedicine.com. Rich and Matt are working on a short sheet to help people to use it. (Matt)
- AppleTVs for NEB meetings (Thom)
- Business cards ordering interface: links to demos. (Thom, 15 min)
- Request from Pro Standards Committee for GoToMeeting
- Texting: Come up with plan to implement texting

Schedule of next calls/meetings:
Going forward, the group agreed to hold its weekly calls at 10:00 a.m. EDT, not 10:15, AND make these calls about .
- Regular ITC conference call week of April 12 (Friday, 10:00 a.m. EDT)