

[NOTES / MINUTES](#)

[ITEMS NEEDING FURTHER DISCUSSION](#)

[POST MEETING ACTION ITEMS](#)

[QUESTIONS](#)

[PREVIOUS NOTES](#)

Monday, Nov. 26, 2018 Meeting

NOTES / MINUTES

Committee Member/Staff Attendees:

Rich Santa, Chair
Doug Church
Jason Doss
Matt Heer
Curt Howe
Mike MacDonald
Aaron Merrick
Thom Metzger
Bob Obama
Kyrandgel Rios
Meagan Roper
Dan Whall
Phil Yanchulis

Guests:

Paul Rinaldi

Meeting began at 10:00 a.m. EST. Meeting adjourned 5:00 p.m. EST.

Location: NATCA HQ, Washington, D.C.

Rich Santa - don't fix potholes instead of building roads

- You don't update us. You present.
- This group is cubicle workers.
- We are organizers & communicators.
- This group might not be big enough to get done what we want.

Mike: There's only so many people who can do the work. Even after solicitations, there aren't a lot of people who can or want to do this.

-possible Insider section about "how we're doing"

Rich: We need to pick people for tasks, not for grunt work like email fixing.

Kyrandgel: We need to make our own rules and decide what goes on the front page.

Rich: Website needs fewer clicks to get to info.

Kyrandgel: We need to make our own rules and decide what goes on the front page.

Rich: yes, and we need to use data to sell our decision. This is the best practice for websites, here's the data to back it up, and here's what we recommend going forward.

Doug: too many people had a hand in building and then maintaining & added to it.

Rich: how are we preventing this from happening again?

Dan: We are centrally handling both the building and the maintenance.

Rich: So what infrastructure will you build for the addition or incorporation of new information?

Thom: We have experts building the site. We aren't just building a website. We are creating web experiences to be flexible and integrated with our database.

Rich: Everyone on ITC should be part of all the discussions.

Rich: does someone compile grievances? Things people don't like. Submit feedback. Create cause & effect. There is a bottleneck on getting information. Randomly reaching members to ask for their feedback? When people call or write about a problem, we are tracking the resolution to make sure we're resolving their problem, and also getting to the root of the problem. Reaching out to the individual to find out their process.

Phil: for IT, we have a ticket system. We can go back and look at history and patterns.

Rich: "ticket system" sounds very impersonal. If someone sent you an email, and you processed them through a ticket... if you make someone's issue a number

Doug: UW Admin listserv (Charry, Phil, Doug), GATS Admin

Rich: The ITC should evaluate tools & technologies & give recommendations to other committees, and offer resources and training for them to use the tools

Jason: database management. There is a lot of monotonous tasks. Call Center a lot of times. I like the idea of not just having to answer emails. How do we automate that process. Fix this so instead of doing that we free up the bandwidth spent on doing silly stuff. We could use that bandwidth to make bigger changes.

Bob: Video & database. NiW & CFS go-between. Web cast. Back of house production. Screens & backstage stuff. Twitter wall. During committee meetings, making sure the committees have what they need. Part of the problem with Sharefile, making sure all the committees were on Sharefile - had access and using it. Trying to get with the committees is frustrating & difficult.

Rich: When we implement something, we need to teach & train people on how to use it.

Phil: Ryan and the training department are responsible for training committees on Sharefile. For incorporating slides that teach people how to use the tools available & chosen by the department.

Phil: MS-DOS based AMAC (sic). First task was to migrate membership data to UnionWare.

The lines between IT Committee & national office staff have been blurred. National office Staff are not the committee. We need more NATCA member committee members. We need them to take the direction & vision work on. We are maxed out as staff employees.

Rich: We need more controller members, yes. I value the staff participating.

Aaron: there's the perception that we're the bosses or big bad RVPs, however there is nothing off the table. Especially for staff. Self taught HTML writing, owned a DJ business.

Percentage of time:

-N nuisance

+M maintenance (positive, getting feedback, discussion)

=P products or type of service that has already been approved, but working on upcoming

+B brainstorming new ideas

	-N	+M	=P	+B
Jason	90	5	0	5
Meagan	5	50	30	15
Kyrandgel	0	0	0	0
Doug	30	35	20	15
Matt	30	30	20	20
Mike	0	0	0	0
Dan	30	30	35	5
Thom	5	30	60	5
Phil	5	85	5	5
Bob	30	65	5	0

Rich: it's exciting to hear that you have brainstorming items & energy. Do you have an avenue to present those? We need to increase our brainstorming percentages.

Curt Howe is also ITC member. Civil engineer by training.

ITC charter: https://www.natca.org/images/NATCA_Committees/charter-it-committee.pdf

Rich: we are empowered. Rocket books, as example. We have a lot of good people who need to feel empowered.

Aaron: No one should feel like they are on the committee with nothing to do. Don't let ideas just die in the back of your head.

NATCA Information technology Committee Charter 09/08

The mission of the Information Technology (IT) Committee is to provide quality information technology services and to offer assistance and leadership in IT matters for the organization. The Information Technology Committee is empowered to develop, implement and administer the IT environment with direction from the National Executive Board.

The Information Technology Committee will consist of two Regional Vice Presidents (as determined by the National Executive Board), two representatives of the National Office staff, and at least five NATCA members (selected by the National Executive Board after soliciting recommendations from the Information Technology Committee).

Paul: We push the FAA to change, we can't be stagnant ourselves, and stuck in our comfort zone. We want a solution that is easier, more user friendly, in-house, using the talent we have. We are high functioning, but we could stop wasting energy on duplicative & wasted work. Our membership is changing dramatically, and we need to evolve.

- I want you guys to decide what we need. Think of where we could be technology wise. Our work with the website has been state of the art. We need a database that can interact with it. What's next? We need to be cutting edge.

UW replacement to be solid, reliable, usable.

Sharefile - generally disliked

- So many complaints
- Not intuitive - not dropbox? Should we educate more?
- It's untrue that people are required to use Sharefile.

Doug: What's the future of Sharefile? We need to get a library in order.

Rich: We can decide to do whatever we want. If this no longer serves our course, we need to find one that does. ITC can't mandate its usage, but can recommend it from the NEB if it's the ONLY solution that can do what it does. There is nothing we can't talk about. We have a lot of influence.

NEB Tasking: UW replacement (general) - CORE

- Robust database, flexible, update-able, dashboard, own login, permissions to change all the things in web-based structure. Forms, authorizations. Fields available to change highlighted.
- Everything will be connected to it. GATS, website, Data.
- Committees & teams. Every committee or team that we have should have their own page. Ad hoc & static committees. Roles & authorizations. Add or remove players or attributes.
- Committee or team page will have: Sharefile or replacement on page. Meeting minutes. Charters. Decay schedule implemented. List-serves to be included as part of integration. On and off toggle so you know who is getting your mail. Any changes to committee or teams, all the legacy info is still saved. Archived/journaled. Member & member card (only things you can change), and increasing permissions on up.
- Currently being researched for development. We will build our own. MySql + php. No more begging vendors, missing out on free plugins, free experience. Just like website, leave what few people are using, go to what many others are using.
- Rich: We have mountains of data that we've started in 3 weeks. 20,000 person database w/ <200 fields. Easy reports. Easy updates. UW doesn't function well on hotspot. NEB has approved substantial amount of money to scope out replacement. Core database & teams are first priority. Jason Doss & Rich Santa meeting with the developers. This is a sub-group currently. Visual depiction of who is on a listserv. Clean up sharefile interface with our own product using API.
- Initial login asks them to confirm text message permission.
- Automate seniority. Pay fields from the FAA should be manipulatable. Real-time fixing facility codes. Seamless integration. Mobile integration.
- Rich: this is a big committee w/ big bills for licensing & integration. This is a 3-year plan.
- Bob: Who will alter fields etc.? Who will manage the database as a whole? NO or members?

Rich: Want to build functionality for adding functions. We want the developer to maintain it for us on retainer. It's an inconsequential program. We will take it over. The maintenance fees won't be as high as they are now. We will have whoever we want to build & maintain it. It'll be on a contract basis. We will be on redundancy for awhile. It will take awhile to build all the necessary modules.

Jason: We want open source, multi-use software. There's options if you don't like what's presented. The work is built in a way it can be taken elsewhere. It will be proprietary.

- Rich: We're due for our 10-year new database. We will build something in the first quarter of 2019 and import a pay file.

- Thom: Whenever we flip the switch on the new database, we need to relink it to the new website.
- Jason: move login to new database is first step.
- Dan: New website includes ability for members to update their information.
- Rich: The new database will include event, calendar, training, etc registration.

Rich & Bob: Why don't we gather more feedback from committee chairs? Find out how NATCA members & leaders are using these tools, how they appear in the field. Core 30, Center FacReps, Committee Chairs in Oceanside in January. Opportunities to garner feedback from stakeholders, staff & users.

Rich & Jason: We can automate a lot of things. We can create something that works for us. Rather than make someone else's product works for us.

Where we are at with BillHighway? (UPDATE)

- Steve Weidner / NLC & UW & BillHighway. NATCA National doesn't want to handle ccard info. The system isn't functioning well. And we aren't confident we can accomplish this with this company.
- Jason: It shouldn't be rocket science to process ccard info with a third party company.
Thom: Union Labor Works employee was stealing our members' ccard #s.

Discuss NEB priority1: Review progress with content review process for everything on existing website...Discuss: is this the best way to handle this going forward. (NEB wants us to commit to not allow any outdated information to exist on the website going forward.)

Whenever a page is created, how should we plan to maintain it going forward?

- Review function on a timed basis for every piece of content. Implement on most important content. Start, notification, recurring (6 months/year). Decay schedule.
- Genres of content.
- Types of content. Page, media/assets, articles.
 - Wordpress extension
 - If (doc) is more than X months old = send audit doc to content POC
 - Each content owning group designates a POC. That POC receives the notice that the information is expiring. They say "Yes it's correct" & refresh the date... OR "no it's not correct" and submit updated content for review
 - UW updates automatically who is the designated person.
- **Goal:** to make sure there is *nothing* outdated.
- To have the content be sent to the correct person for updating will take an intricate process.
- Every single website is going to come to the ITC. Ask if the fact sheet is correct. It would be better if the owner of the content could verify that the information is correct.
- Doug: committee heads ask NO staff to do UW & website updates, instead of doing it themselves or designating someone to do it.

Progress on new website : March / April 2019.

- Rich: Are there notifications that are sent to leaders when members update their information? We use UW to pull lists once a month because it's difficult.
 - We need to integrate to MailChimp/export lists to keep regional/local communicators & leaders up to date.
- Rich: Most people have populated their lists one time from UW and then never go into UW again.
- *Soft launch aimed for March.*
- Rich: How do we assess how successful the site is? Dan: We have a plan to garner feedback on specific & open ended items. This is the goal of the soft launch.
- Bob feedback on new website layout: The top menu should be more basic. It's intimidating.

Member experience

- We may need to create a third experience - members, reps, public

Discuss NEB priority2: Discuss content archiving. NEB wants to make sure that we're organizing any file from the existing website that won't be migrated for historical purposes. Where will those files be stored and how will they be accessible?

- Old site will be preserved forever.

Discuss NEB priority3: Discuss news alerts. NEB wants us to recommend ways to prevent members from being able to opt-out of news alerts. Can we force members to get our mail (legally)? How can we do this within technical limitations of UnionWare and Constant Contact? Is there a process to verify listserv opt-outs?

- Some people had opted out by unsubscribing. Committee chairs have opted out of receiving newsletters from NATCA national in the past. NEB wants a list of those who unsubscribed. How often does the NEB want to see who unsubscribed?
- Create this as a Google Sheet? So that Rich & NEB can check. (Rich will follow up on how they want this.)
- Should people be required to subscribe? Problem: members get the same email forwarded from multiple listservs and leaders.
- Jason: Break down the communication channels & types as boxes. Let members unsubscribe from specific types of communication.
- What if we create a separate news alert Constant Contact account? "please consider carefully before unsubscribing." Could create violations.
- What if all news alerts become one-button pushes? No analytics.
- IOU: Need to ask GC if one button push is legal.

	Can they opt out themselves?	Native / Manual	3rd party
--	------------------------------	-----------------	-----------

Constant Contact / Mailchimp / Revolution	yes		x
UW	no		x
Listserv	yes		x
Revolution / Phone 2 Action	yes		x
Direct email	no	x	

Time Machine replacements - discussion about which route to take and procedures.

- P&T asked for auto-backup. We set up time machines around the office. Apple is discontinuing Time Machine. We have 7 time machines and each of them have about 5 TB. Everyone has their own unique backup.
- Matt proposed alternatives.
- We need to define what this will be used for. Networking capability, where are we doing work. Who needs what? How much space do we need?
 - How many machines do we need to back up?
 - Do we want to use it as a file server?
 - Back Blaze (redundancy)?
 - RAID, y/n? Now or future?
 - Add to agenda for next tel con: Come up with number of machines, RVPs, some staff, PCs, Macs, auto-backup schedule & process. (Matt)

Chair discussion

- Mike MacDonald nominated Rich Santa. Rich: I would ask for a co-chair,
- Bob nominated Jason for co-chair
- Need a helper for Rich who isn't Jason.
- Thom: PA will take care of all logistics.
- Matt, IT = 2nd co-chair

ITEMS NEEDING FURTHER DISCUSSION

Write down what Robey did exclusively that someone else needs to do now

Next meeting

- Let's don't do it in conjunction with other meetings / events
- Unless it's an NEB meeting, etc. NOT national-level events.

- We want inclusion & feedback.

Communication

- Where do we want to email? ITC listserv. Logistics & ideas. We'll set up telcons on here. Free Conference Call + Gotomeeting.

POST MEETING ACTION ITEMS

- Solicit more members for the committee
 - Thom to call Kristena Jones, with interest in joining committee
- Schedule telcons. Agenda items:
 - Recaps, check-in presentations
 - social media analytics
 - App & registration analytics
- Create database of perceived issues and/or feedback mechanism. We keep having the same issues, do we have a way to address these?
 - Survey, something to gauge satisfaction, how are we doing?
 - Compile & bring ticket system reports together to
- Why is there no one on the ITC on GATS admin?
- App? Mobile?
- Set up gotomeeting's for web beta review/presentation/update, short, gather feedback. More frequently & shorter. (DAN)
- Add to agenda for next tel con: Come up with number of machines, RVPs, some staff, PCs, Macs, auto-backup schedule & process. (Matt)

QUESTIONS

- Can all in attendance today be added to the IT committee listserv?
- Can Dan share with Meagan & Brandi the 2013 SOP document (specifically COM & BBS)? <https://nadc-assoc.sharefile.com/d-se7a0fe0c9d74fd2b>

REMAINING AGENDA ITEMS

Texting

Come up with plan to implement texting (i.e., what tech to use, how to link to UnionWare, etc.)

Come up with plan for getting telephone numbers for texting.

<https://docs.google.com/document/d/166kqSqH57aPGmzd4MPchxApj4txnaUdCwHcp1rETEUU/edit>

Plan for survey FacReps about things like preferred mailing addresses and other stuff.

Update on BBS and Reddit...How is Reddit working? Should we look at shutting off BBS?

Email SOP discussions in regards to managing emails for locals better.

Office 365 implementation/upgrades.

Registration/event solutions

Review budget, existing contracts, ongoing expenses