

ITC In-Person Meeting

NATCA National Office Washington, DC

March 26-27, 2025

All ITC members in attendance:

- Matthew Heer
- Phil Yanchulis
- Jason Doss
- Kristena Jones
- Thom Metzger
- Aaron Merrick
- John Tornatore-Pili
- Matt Fritz
- Joe Allen
- Julian Weaver
- Jayson Harris
- John McAlduff
- Timothy Todd
- William Henneck
- Jason Brown
- Dan McCabe

Meeting opened at 1pm by Jason Doss

Opening Remarks, discussion of new NEB reporting structure for committees

Jason welcomed new RVP Dan McCabe to ITC committee

Discussion of Local Update process and enhancements for MyNATCA portal

Local Update process will allow FacReps and other authorized roles to make direct position updates for their Facilities in MyNATCA

Preliminary video demonstrations for training purposes have been created; some edits suggested by group and will be incorporated; developers are finalizing notifications to be sent to RVPs and FacReps. Notifications will also be sent to Support and Local Update groups

Team discussion of administrative processes and checklists; discussion of permissions and roles troubleshooting; updates agreed upon and will be shared in coordination with Organizing, OnBoarding and Election Support Committees

There is a form on the NATCA Members website that should be redirected to MyNATCA when the process is approved and activated; Support prompts and auto responders in Intercom also need to be adjusted to reflect new process

UnionWare will continue to have positions updated manually as this data is not synchronized between databases; report to assist in maintaining updates will be developed

Aaron and Dan will coordinate for NEB approval to proceed; communication plan and training being prepared in anticipation.

#### Discussion of Grievance Module

Grievance module is ready for testing by GRT, Labor Relations and other stakeholders; Aaron and Dan will discuss with John Bratcher to determine next steps

Team discussion of process; suggest starting with 1 region for real-time feedback and make enhancements based on experience; team discussion of how to best manage those bug reports

#### Discussion of Approved Logos

Management of logos submitted to NEB for review and approval; discussion of Constitutional requirements. Current NEB process is maintained in email threads and they have requests for enhancement.

Team discussion of best practices and approaches to improve along with how best to meet NEB requirements provided by Aaron.

Similar functionality exists in MyNATCA for managing approvals but some additional development will be needed to properly administer a document library to maintain records of submissions, approvals and actual logo files; this is a medium term priority per NEB

#### Adjourn for Day 1

#### Day 2

##### Discussion of Intercom tool

Intercom is the ticket tracking tool used by ITC to manage requests sent via chat and email to IT Support.

Team discussion of best practices and current organization of topic buckets; discussion of current processes for ticket assignment, reassignment, communication, training, troubleshooting and escalation for advanced technical issues.

Team discussion of support requests to back-office tickets for bug fixes and enhancement requests.

Automated Analysis of SPAM messages is creating some conflicts with ticket submissions; will reach out to Intercom technical support and account team for input on improvements

#### Discussion of SPAM messages and Rackspace

SPAM and malicious messaging continues to lead to compromised accounts for members.

As administrative capabilities are limited in Rackspace; discussion of alternative email platforms, requirements for providing mailboxes, .NET and .ORG domain differentials and licensing costs

Team discussion of approaches to migration of mailboxes, communications and timelines

ACTION: NO Staff will do additional analysis of email usage on Rackspace and actual cost differences with providing .ORG addresses and report back to ITC.

#### Discussion of 2025 Convention

ITC will provide support for AudioVisual needs and staff booth as well as registration, credentialing and voting logistics

Discussion of attendance, scheduling, roles and responsibilities – additional communication to follow shortly

#### Discussion of MyNATCA development and enhancements

Grievance Module already discussed

Local Updates process already discussed

Event/Class Registrations module now in testing

Initial Payfiles processes being tested; will be evaluating one facility to ascertain if processing requirements are being met. Developers are working to address initial issues.

Integration with other email platforms is under development as well as a significant number of bug fixes for the existing site. Several additional enhancements are planned.

Team discussion of JIRA (development tracking tool) best practices and current usage. A larger tutorial for the team will be scheduled.

## Discussion of Seniority Reporting

Improving the management of Seniority calculations and visibility for members is an NEB priority.

Team discussed ways to enhance MyNATCA to address concerns and increase visibility of Seniority data; default Facility membership sort is by Seniority, but labeling is not intuitive. Several suggestions for enhancements were made and discussed. Tickets for several were written up and added to Jira.

Team discussed makeup of Facility and Member “dashboards” along with UI enhancements.

## Discussion of BID

BID is a separate site that provides tools for management of the schedule bidding process.

The site was put into wide use last year and several enhancements were suggested along with a number of bugs identified. Fixes are under development.

Additional Tutorial demos for training of BID reps and members are being recorded along with updates to several KB documents

Team discussed setting up Discord group chat to provide direct communication and troubleshooting; a number of administrative concerns and best practices were identified and discussed; approval to proceed will be sought

## Discussion of Mobile App

The NEB has requested analysis of developing a mobile app for NATCA members. Medium Priority.

Team discussion of features/functionality being requested, approach, administration and ongoing maintenance requirements. Suggestions for the app include:

- NCEPT
- BID
- National Messaging & Notifications (via app, not SMS)
- MyNATCA Profile updates
- Grievance Submission and/or Tracking

## Discussion of NATCA Website(s)

Establishing two subcommittees to review NATCA website (natca.org and Member’s pages)

Subgroup 1 to review technical requirements and hosting environment with goal of enhancing responsiveness of site

Subgroup 2 to coordinate with Communications Committee to get feedback on content and functionality. Suggestions made to include small focus groups from other committees and NO departments, send surveys and discuss directly with leadership.

Team discussion of current state; separation of Public and Member's sites might improve speed and functionality. Need to review content management best practices and evaluate retention of documents, pages and posts.

Subgroup 1 to evaluate available analytics to provide recommendations regarding which areas of the site are most often and least often visited to help inform Subgroup 2 recommendations.

Meeting adjourned.