

WSO Information Technology Committee Report

July 2020

About WSO IT

Volunteers: Sharon F (chair), Brad L, Cheryl F, Christine B. Toronto, Mary Jo L
Content Audit Volunteers: Danielle J and Megan D

The WSO IT Committee supports the work of the Board, WSO Committees, and special workers by assisting with technological solutions. We maintain adultchildren.org, shop.adultchildren.org, acawso.org, acawsoec.com, and acaworldconvention.org.

We meet weekly on Wednesdays at 1pm ET via Zoom and use our channel on Slack for work between meetings. If you're interested in joining us, please send an email to webservant@adultchildren.org. We welcome anyone who is interested in becoming involved, especially those experienced in database, graphics and web design, particularly WordPress.

Highlights for July

- Welcomed Brad L, webservant from National Capital Area IG and NE Region, as a new volunteer to the IT Committee
- Published Zoom Security Protocols to be used for all WSO Zoom meetings and websites
- Purchased 3 new Zoom Accounts to accommodate Committee Assignments and began working with committees to transfer meetings to new accounts per assignments.
 - Zoom 1 - ABC/AWC, DTSC, BPC, OPPI, Public Services, H&I
 - Zoom 2 - Member Services, Meeting Safety
 - Zoom 3 - Literature Committee
 - Zoom 4 - IT, Finance, DCOC
 - Zoom 5 - Service Network, Diversity, Archives
 - Zoom 6 - European Committee
- Online Partnered Workshops
 - Provided Zoom technical support, and online notices, for partnership with CT IG
 - Began process for new partnership with National Capital Area IG
 - Further development of procedures and guidelines for future partnerships
 - Created Slack channels for partners to find potential Zoom Tech hosts
 - Created Slack channel for communicating during the partnership process
- Experimented with different modes of tracking incoming IT requests
- Defined duties for IT Committee Volunteers, Chair, Board Liaison and Current/Potential Special Workers - to be finalized and request for special workers sent to Board
- Speaker Meetings/Workshop Recordings - sent request to Board for approval of moving AWC recordings over 3 years old to adultchildren.org for free downloads

Other Activities for July

Documentation

- Completed - Zoom Security Protocols
- In progress – Updating Zoom Meeting Guide (procedures for scheduling and recording) for committees
- In progress - Creating guidelines for Event and Committee calendars and WSO News (Fellowship alerts) postings
- In progress - Process for Mailings to Meeting/IG/Region/Delegate WSO Contacts

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Websites

- ACAWorldConvention.org
 - Hosted training for volunteers
 - In progress - creating 2020 AWC page for uploading audio and handout links
 - Completed - set backup to Dropbox to conserve server space
- Adultchildren.org
 - Completed - Updated Logo to match literature “branding” - to be used on website and given to Literature for use in publications.
 - In progress - developing page for free speaker/workshop downloads
 - In progress - “Search by Type” for meeting list
 - Updating forms for different types
 - Validating existing meetings for type matches
 - Updating code and design
 - In progress - Continued work on redesign of home page to include:
 - More user-friendly site navigation to include feedback from Content Audit Working Group
 - Incorporate WSO News to maximize fellowship awareness
 - On hold due to software conflict - Incorporate calendar for Recovery events and WSO Key Dates
 - On hold for designer - new images
 - Completed - embedded new Comline Submission form on Comline page
 - Completed - set backup to Dropbox to conserve server space
- Acawso.org
 - Completed - moved links to Committees Calendar, Recovery Events, and Board TC to more prominent places
 - Completed - embedded new Comline Submission form on Comline page
 - Completed - added new category for HR Ad-hoc Committee
 - Completed - updated Literature Committee header for updated development information
 - Ongoing - Updated Committees Calendar as needed with committee meeting details
 - Completed - set backup to Dropbox to conserve server space
- All sites - Security updates/backups

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Support of other Committees and Special Workers

General

- ABC/AWC - Met with vendor for event registration, meal sales and online conferencing platform - next step to begin “trial” in September to evaluate performance
- Special Workers/IT - began process of investigating potential solutions offered by CRM for meeting/IG/Region contacts, volunteers, etc
- Literature Committee - created new email address for Boundaries Subcommittee chair
- All Committees - Zoom – Transfer of recordings and technical assistance
- BPC/Special Worker - Updated MailChimp with current meeting/IG/Region and Delegate contacts

Upcoming Projects

- Meeting List - Search by State
- Using GSuite for Committee Collaboration
- “How To” documentation for Slack
- New Committee Chair guidance for IT (GSuite, Slack, Zoom, IT Requests, etc)

Projects on Hold

- Investigation of other software for meeting list database – more research needed – additional site purchased for development
- ACA Meeting List App
- Updating or removing Public contact emails with first & last names

Looking for Volunteers

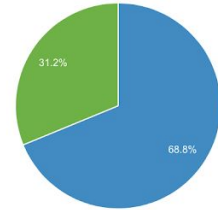
- Graphics, Web Design and UX
- Content editors to update existing pages
- MailChimp design and/or audience maintenance
- Document creation for procedure and “best practices” manuals
- CRM implementation and transition
- Zoho Forms integrations
- Project timeline and task coordination with project management software
- And yes, web developers, PHP programmers, WordPress, and database

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Website Usage Statistics



■ New Visitor ■ Returning Visitor



Types of Devices accessing our site











Device Category ?	Users ? ↓	New Users ?
	65,473 % of Total: 100.00% (65,473)	56,361 % of Total: 100.06% (56,329)
1. mobile	40,616 (61.88%)	35,537 (63.05%)
2. desktop	23,048 (35.11%)	19,255 (34.16%)
3. tablet	1,974 (3.01%)	1,569 (2.78%)

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Top Visiting Countries

Country ?	Users ? ↓
	65,473 % of Total: 100.00% (65,473)
1.  United States	52,182 (79.39%)
2.  United Kingdom	3,680 (5.60%)
3.  Canada	2,612 (3.97%)
4.  Australia	1,409 (2.14%)
5.  Sweden	549 (0.84%)
6.  Germany	383 (0.58%)
7.  Netherlands	374 (0.57%)
8.  Ireland	320 (0.49%)
9.  India	319 (0.49%)
10.  New Zealand	268 (0.41%)

Top Pages Visited

Page ?	Pageviews ? ↓
	423,117 % of Total: 100.00% (423,117)
1. /quick-search/?onlinebt=Click+Here 	59,953 (14.17%)
2. / 	43,053 (10.18%)
3. /quick-search/?telephonebt=Click+Here 	33,218 (7.85%)
4. /meditation/ 	29,432 (6.96%)
5. /meeting-search/ 	29,109 (6.88%)
6. /mtsearch 	24,716 (5.84%)
7. /literature/laundry-list/ 	19,204 (4.54%)
8. /find-a-meeting-contact/ 	17,142 (4.05%)
9. /resources/find-a-meeting/ 	14,599 (3.45%)
10. /quick-search/ 	12,276 (2.90%)