

WSO Information Technology Committee Report

Activities for December 2021

About WSO IT

Volunteers: Brad L (chair), Jim B (board liaison), Marcin C, Mary Jo, Cheryl F, Kathy T, Joe H., Amber D, Daniel O., Joe A, Dylan G

Contact the committee: itchair@acawso.org

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 itchair@acawso.org. We welcome anyone who is interested in becoming involved, especially those experienced in database, graphics and web design, particularly WordPress.

Status of IT Goals from the 2021 ABC

- In progress- Complete redesign and deployment of a modern adultchildren.org website
 - Content Update Project - Update, add, and remove content with input from WSO committees.
 - Hire a web designer or design firm
 - Implement modern attractive design
 - Utilize content update project material
 - Optimize site for faster response
 - Improve accessibility
 - Research faster hosting options and move all live ACA websites to that faster host
- In Progress -Meeting list update project
 - Get input from the fellowship
 - Improve meeting search filters (e.g search by language used)
 - Improve aesthetics of the meeting search and results
 - Leverage paid professionals where appropriate
- In Progress - Review options and develop a plan for updating the acawso.org site

Current IT Activities

- Performed research to find a top wordpress security consultant and met with him
- Completed Implementation of security recommendations
 - All plugins on production servers that don't need manual testing before deploying have been set to automatically update
 - Web Application Firewall (WAF) protecting all production sites, and some testing sites (soon to be all)

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- Premium Endpoint Firewall protecting all production, standard endpoint firewall protecting some test sites
- Vulnerability Scanner monitoring all production sites
- Monitoring and schedule all updates that need to be manually tested before deployment
- In progress security recommendations
 - Moving all testing sites to the 4 domains protected by the WAF
 - Evaluate need for all testing sites and delete as determined
 - Employing two factor authentication (2FA) for all administrator logins on all sites - later to be deployed to all non admins
 - Install standard endpoint firewall on testing sites
 - Moving to non standard login address for all websites and control panels
- Full evaluation of the hack and steps to prevent it for the future will be ready to send out to the fellowship next month
- Website redesign project
 - Interviewing potential developers for adultchildren.org
 - Work continues on rewriting pages that need an update for the new site
 - Reorganization of the adultchildren.org menu and removal of out of date pages
- Meeting List redesign project
 - The meeting list is being re-coded to be a plugin, rather than attached to the theme of the website - that way it can be more easily ported to the new website
 - Multiple enhancements are being worked on such as the language that is used in the meeting
- Business IT
 - Evaluating smartsheets with literature, publishing, and WSO office
 - Working with finance to correct tax collection discrepancies for CA purchasers
 - Working with the WSO office to reduce to one shipping program instead of two
- **Adultchildren.org**
 - New homepage launched
 - Teamup calendar to find virtual meetings now live
 - Meeting List Maintenance Team
 - Continues to process requests for new groups as well as updates

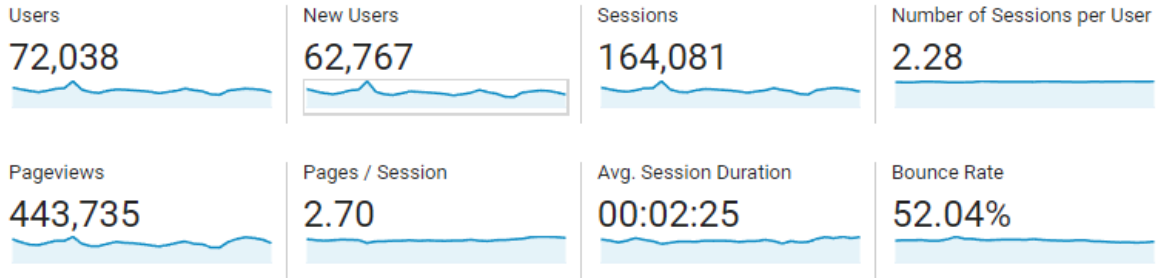
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- Answers up to 50+ emails a day from the fellowship
- Removing duplicate meetings as they are found
- o Comline
 - Test blog ported to adultchildren.org
 - Lots of enhancements such as tool tips for the 6 categories on the blog home page, cleaner display for posts and categories, etc
- **Acawso.org**
 - o Updates to committee pages on website - ongoing
 - o Posting monthly committee reports - ongoing

WSO Information Technology Committee Report Activities for December 2021

Adultchildren.org Analytics (December 1 - 31)

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| Country ? | Acquisition | | | Behavior | | |
|--------------------|--|--|--|--|--|--|
| | Users ? ↓ | New Users ? | Sessions ? | Bounce Rate ? | Pages / Session ? | Avg. Session Duration ? |
| | 72,038 % of Total: 100.00% (72,038) | 62,804 % of Total: 100.06% (62,767) | 164,081 % of Total: 100.00% (164,081) | 52.04% Avg for View: 52.04% (0.00%) | 2.70 Avg for View: 2.70 (0.00%) | 00:02:25 Avg for View: 00:02:25 (0.00%) |
| 1. United States | 58,036 (80.04%) | 50,581 (80.54%) | 131,035 (79.86%) | 50.57% | 2.78 | 00:02:29 |
| 2. United Kingdom | 3,183 (4.39%) | 2,763 (4.40%) | 7,054 (4.30%) | 60.11% | 2.31 | 00:02:02 |
| 3. Canada | 3,145 (4.34%) | 2,669 (4.25%) | 7,144 (4.35%) | 52.34% | 2.82 | 00:02:30 |
| 4. Australia | 1,230 (1.70%) | 1,041 (1.66%) | 2,869 (1.75%) | 57.89% | 2.18 | 00:01:57 |
| 5. Sweden | 724 (1.00%) | 559 (0.89%) | 2,542 (1.55%) | 63.45% | 1.83 | 00:01:23 |
| 6. Germany | 469 (0.65%) | 380 (0.61%) | 1,072 (0.65%) | 57.56% | 2.28 | 00:02:06 |
| 7. Ireland | 412 (0.57%) | 350 (0.56%) | 930 (0.57%) | 57.53% | 2.66 | 00:02:01 |
| 8. Netherlands | 411 (0.57%) | 328 (0.52%) | 1,230 (0.75%) | 52.76% | 2.42 | 00:02:29 |
| 9. China | 373 (0.51%) | 361 (0.57%) | 423 (0.26%) | 92.91% | 1.12 | 00:00:12 |
| 10. Russia | 297 (0.41%) | 262 (0.42%) | 535 (0.33%) | 63.93% | 2.08 | 00:01:46 |

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| <input type="checkbox"/> | Default Channel Grouping | Acquisition | | | Behavior | | |
|--------------------------|--------------------------|--|--|--|--|---|--|
| | | Users [?] ↓ | New Users [?] | Sessions [?] | Bounce Rate [?] | Pages / Session [?] | Avg. Session Duration [?] |
| | | 72,038 % of Total: 100.00% (72,038) | 62,804 % of Total: 100.06% (62,767) | 164,081 % of Total: 100.00% (164,081) | 52.04% Avg for View: 52.04% (0.00%) | 2.70 Avg for View: 2.70 (0.00%) | 00:02:25 Avg for View: 00:02:25 (0.00%) |
| <input type="checkbox"/> | 1. Direct | 64,183 (79.93%) | 60,965 (97.07%) | 106,623 (64.98%) | 56.83% | 2.53 | 00:02:07 |
| <input type="checkbox"/> | 2. Organic Search | 14,407 (17.94%) | 1,706 (2.72%) | 52,388 (31.93%) | 42.59% | 3.02 | 00:02:54 |
| <input type="checkbox"/> | 3. Referral | 1,278 (1.59%) | 91 (0.14%) | 4,309 (2.63%) | 47.34% | 3.15 | 00:03:32 |
| <input type="checkbox"/> | 4. Social | 424 (0.53%) | 39 (0.06%) | 757 (0.46%) | 58.78% | 2.76 | 00:02:43 |
| <input type="checkbox"/> | 5. (Other) | 1 (0.00%) | 1 (0.00%) | 2 (0.00%) | 0.00% | 2.50 | 00:10:10 |
| <input type="checkbox"/> | 6. Email | 1 (0.00%) | 1 (0.00%) | 1 (0.00%) | 0.00% | 2.00 | 00:04:02 |
| <input type="checkbox"/> | 7. Paid Search | 1 (0.00%) | 1 (0.00%) | 1 (0.00%) | 100.00% | 1.00 | 00:00:00 |

Show

| <input type="checkbox"/> | Page [?] | Pageviews [?] ↓ | Unique Pageviews [?] | Avg. Time on Page [?] | Entrances [?] | Bounce Rate [?] | % Exit [?] |
|--------------------------|--|--|--|--|--|--|--|
| | | 443,735 % of Total: 100.00% (443,735) | 286,370 % of Total: 100.00% (286,370) | 00:01:25 Avg for View: 00:01:25 (0.00%) | 164,080 % of Total: 100.00% (164,080) | 52.04% Avg for View: 52.04% (0.00%) | 36.98% Avg for View: 36.98% (0.00%) |
| <input type="checkbox"/> | 1. /quick-search/?onlinebt=Click+Here 🔗 | 91,873 (20.70%) | 37,419 (13.07%) | 00:01:27 | 15,319 (9.34%) | 51.27% | 32.37% |
| <input type="checkbox"/> | 2. /meeting-search/ 🔗 | 75,775 (17.08%) | 37,112 (12.96%) | 00:00:54 | 22,435 (13.67%) | 25.26% | 21.12% |
| <input type="checkbox"/> | 3. / 🔗 | 44,390 (10.00%) | 38,444 (13.42%) | 00:01:24 | 35,501 (21.64%) | 42.99% | 42.03% |
| <input type="checkbox"/> | 4. /meditation/ 🔗 | 37,615 (8.48%) | 29,601 (10.34%) | 00:02:42 | 25,122 (15.31%) | 70.01% | 68.56% |
| <input type="checkbox"/> | 5. /quick-search/?telephonebt=Click+Here 🔗 | 20,803 (4.69%) | 9,626 (3.36%) | 00:01:24 | 4,357 (2.66%) | 51.04% | 36.74% |
| <input type="checkbox"/> | 6. /find-a-meeting-contact/ 🔗 | 19,931 (4.49%) | 7,147 (2.50%) | 00:00:59 | 1,499 (0.91%) | 51.10% | 18.88% |
| <input type="checkbox"/> | 7. /literature/laundry-list/ 🔗 | 19,053 (4.29%) | 17,142 (5.99%) | 00:04:23 | 13,168 (8.03%) | 81.30% | 71.46% |
| <input type="checkbox"/> | 8. /quick-search/ 🔗 | 8,263 (1.86%) | 6,347 (2.22%) | 00:00:21 | 6,010 (3.66%) | 9.88% | 10.70% |
| <input type="checkbox"/> | 9. /aca-daily-affirmation/ 🔗 | 7,808 (1.76%) | 6,566 (2.29%) | 00:02:34 | 6,289 (3.83%) | 73.82% | 71.18% |
| <input type="checkbox"/> | 10. /meeting-details/ 🔗 | 6,513 (1.47%) | 4,138 (1.44%) | 00:01:33 | 911 (0.56%) | 49.95% | 28.64% |