

# Area Technology Task Force Report

## Statement of Purpose

As charged, the Area Technology Task Force has developed these recommended guidelines for an Area Technology Coordinator service position, Area Technology Committee, and over-arching Area Technology Plan, including initial technology recommendations. This report concludes with the Task Force's recommended actions.

## A. Area Technology Coordinator

### Technology Coordinator Responsibilities

1. Chair the Area Tech Committee and appoint its members following Committee Formation Checklist guidelines.
2. Coordinate development and implementation of the Area Technology Plan by the Area Technology Committee.
3. Present the Area Technology Committee's annual budget request to Area Treasurer and the AWSC two weeks prior to the meeting.
4. Give regular updates/reports to the AWSC and Assembly, posted two weeks in advance of each meeting.
5. Seek input from the AWSC/Assembly members.

### Job Requirements:

- **Basic Skills Required:**
  1. Background and experience with various information and communications technologies used to support organizations
  2. Enthusiasm for using technology to support AI-Anon's growth
  3. Good leadership and collaboration skills for Committee coordination
  4. Good written communication skills, including writing, editing and distributing documents using the Area's current document creation and communications platform
  5. Access to the internet, e-mail, text, and the AWSC communication platform
- **Basic Requirements of all Area Officers/Coordinators:**
  1. Regularly attend AI-Anon meetings
  2. Have a personal sponsor
  3. Have or be willing to seek a service sponsor
  4. Have previously served in AI-Anon service at the Group, District, AIS or Area level
  5. Attend all scheduled Area meetings during the term
  6. Have the ability and willingness to communicate with other officers and coordinators
  7. Are thoroughly familiar with the current AI-Anon/Alateen Service Manual
  8. Have a working knowledge of the Steps, Traditions and Concepts of Service
  9. Follow any applicable job duties as outlined in the current AI-Anon/Alateen Service Manual and WSO Guidelines
  10. Willing to share experience, strength and hope with the next person who fills this position

11. Willing to have name, address, phone number and e-mail address published in Tennessee Area 52 publications
12. Able and willing to serve a three-year term

In the event the elected or appointed Trusted Servant cannot or will not perform the responsibilities contained in the Service Position Description, the Area Chairperson will contact the Trusted Servant and attempt to resolve the issues. If the Trusted Servant remains unwilling or unable to perform these responsibilities, further action including removal may be considered. Removal of an Officer/Coordinator may be considered if he/she is: A. Absent at two or more consecutive Area Meetings without advance notice or reason B. Not carrying out the responsibilities listed in the Service Position Description

## **B. Area Technology Committee**

### **Thought Force, Task Force or Committee Formation Checklist**

Name: Area Technology Committee

1. What has prompted the creation of this committee?
  - At Fall 2020 AWSC, the Area Technology Task Force was asked to develop the guidelines for an Area Technology Committee.
2. What is the committee's charge?
  1. Serve as a standing committee to support set up and provide continuous information and communications technology service for the AFG of Tennessee service structure.
  2. Serve as a group conscience for the Area Technology Coordinator to ensure that recommendations and changes are congruent with Al-Anon's Legacies and AFG of Tennessee guidelines.
  3. Develop and update, as needed, an Area Information Technology Plan for approval of the Assembly, following the Area Technology Plan Guidelines. The plan will embrace and make effective use of changing technology while providing trusted servants with support, and allowing members throughout the Area to access important information, e.g. download Assembly documents from the Area web site if there is a break in the links of service.
  4. Investigate and recommend low cost purchase alternatives taking advantage of the Area's 501(c)(3) status.
  5. Oversee selection, implementation, product support, training, and use of the technology products and services included in the approved Area Technology Plan for the Area and all service arms that choose to adopt them.
  6. Develop and revise, as needed, standing committee member positions, including written responsibilities for each defined role, such as:
    - Email/groups.io enhancements lead
    - Video conference/Zoom lead
    - Website
    - Training
    - Product support

7. Insure broad input on the Area's information and communications technology from others in the AWSC and Area. Schedule periodic online Committee meetings and workshops with various constituencies (e.g., DRs, GRs, AIS, AWSC officers, other Coordinators, Group members) as needed.
3. When will committee report to the directing body?
    - The Area Technology Coordinator, as chair of this Committee, will provide a report on the work of this Committee at each AWSC and Assembly.
    - Provide recommendations for updates to the Area Information Technology Plan, as needed, and at least once in each 3-year panel.
  4. Who will appoint another member if someone resigns?

The Area Technology Coordinator
  5. What needs to be included in reports, i.e. background, recommendation(s), costs? Clearly distinguish between:
    1. Informational reporting of status, accomplishments, and lessons learned
    2. Recommendations requiring consideration by AWSC/Assembly (e.g., proposed changes to the Area Information Technology Plan, proposed changes to this Committee checklist)
      - a. For any recommendations, follow KBDM guidelines
    3. Whatever other details the Committee deems appropriate for their report
  6. Will there be expenses?
    1. Copies
    2. Expenses associated with implementation of the Technology Plan will be budgeted for the Plan, not the Committee.
  7. Who are the members of the committee?
    1. Area Technology Coordinator
    2. Suggested additional members: Include the Area Website Coordinator, a DR (or District Technology Coordinator), a GR, and an AISL or other representative of an AIS. The Group Records Coordinator and/or Secretary may also be appropriate members.
    3. Each member will accept one of the committee member roles after these are developed under the committee's charge.
    4. All members of the Committee will have been attending AI-Anon meetings for at least two years and regularly attend AI-Anon meetings.
  8. Who will the chairperson be?
    - Area Technology Coordinator.

### **C. Area Technology Plan**

The Area Technology Committee, led by the Area Technology Coordinator is charged to create an Area Technology Plan for approval by the Area Assembly. The Area Technology Committee may from time to time propose changes to these initial guidelines.

## Plan Components

The Area Technology Plan may include several components. The following are recommended:

- Area 52 technology vision statement (high level, longer term) to support Area 52. (E.g., statement re supporting all service arms and communication channels to improve engagement, communications, learning, and 7<sup>th</sup> Tradition considerations.)
- Current Area 52 technology inventory
  - List all information and communications technologies currently in use, including current administrator, vendor, owner (Area 52 or individual member), any ongoing costs associated, when initially implemented.
  - Briefly describe how each is currently used.
  - Briefly describe ongoing training/support requirements.
- Current proposed technology additions and changes (upgrades, retirements) in Years 1, 2, and 3
  - Proposed new products and services
  - Projected human resources required to implement changes
  - Projected financial resources required to implement changes.
    - Significant discounts may be available to 501(c)(3) organizations directly through vendors and organizations such as Tech Soup
  - Projected benefits of changes and expected downsides
  - Risk factors that may affect implementation of these changes
- Proposed approach to share current and/or planned technologies with Area Districts, AIS/LDCs, and Groups and related cost sharing model, if needed
- Proposed approach to administer security, e.g., to maintain and protect Administrator login credentials for all technology tools and related online accounts.
- Scheduled status reports: At minimum, at each AWSC and Assembly
- Target date for next plan revision: At minimum, the plan will be updated every three years.

## Area Technology Task Force Initial Recommendations

The Area Technology Committee may consider the following recommendations of the Area Technology Task Force, established in 2020, as well as the Area Technology Thought Force Report when planning for Area Technology products and services. This framework strives to meet technology needs for service arms; supports modes and channels of communication within the Area 52 service structure. The recommendations and all service arms, modes, and channels of communication mentioned are not meant to be limited to what is listed in this report. Rather, they could be considered as a starting point or checklist for the Area to start coordinating technology efforts.

The following service arms were considered: Area, District, Groups, AIS, Members, and Area to/from WSO.

The following modes were considered: phone, text, email, video, website, FTP (file transfer), ACH (money transfer)

The following channels of communication were considered: Area-DR/District, Area Coordinator-District Coordinator; Area-GR/Group; Area-AIS; AIS-District; AIS-ISR/Group; District-Group; Group-Group Member

Product Types and Service Recommendations: The Task Force has assembled the following product and service recommendations for a framework or plan to consider Area technology needs. It may serve as a checklist of technology choices to use in creating an initial Area Technology Plan.

- E-mail communications - As possible, support communications on a standard platform between all service arms and channels of communication in the Area
  - Consider how to give access to members at the group level who are involved in Area service
  - Area Trusted Servant Email Addresses using @tn-al-anon.org
    - To provide continuity of Area Service communication
    - Will allow the Area to purchase/use online products that require email address
    - Requires paid monthly subscription per address
- Online Meetings - Where possible, support Online/Virtual Meetings on a standard platform between all service arms and channels of communication in the Area
  - Consider an account managed by the Area rather than a member's personal account
- Secure digital record storage - As possible, provide secure digital record storage for all service arms in the area
- Area Website - consider these technology needs which could be supported by the website
  - Online member donations (multiple payment methods)
  - Online bookstores - Link to AISL by region for literature purchases
  - Newcomer support/helpline - Link to AISL by region
  - Area Technology Product Support
    - Area contact information for member - member assistance
  - Key coordinator web pages (e.g., Group Records, Alateen, Tennessee Traveler)
  - Access to online literature and other resources
  - Surveys - online interest surveys within the Area
  - Voting - online voting for members who participate in Assembly and AWSC
  - Security - identity mgt with ID/PW where needed
  - Budgeting/financial management/expense reporting - used for online area business
  - Support contact lists (phone, email, etc.) - distributed online across service arms
  - Mapping/geographic information management as needed

## **Financial Impact**

The financial impact of establishing a coordinator position and standing committee would include reimbursement of coordinator expenses to attend AWSC and Assembly.

The impact of implementing the Area Technology Plan will be estimated in the planning process.

## **Recommendations and Next Steps**

Assembly Approve:

- Area Technology Coordinator position and description
- Area Technology Standing Committee
- Area Technology Plan Guidelines

Area undertake revision of current service positions to include related technology roles, such as responsibilities for groups.io and Zoom.