ADGA 2014-2016 INFORMATION MANAGEMENT COMMITTEE REPORT—FINAL REPORT

October 18, 2016

COMMITTEE CHAIR: Jennifer Mellett

COMMITTEE MEMBERS: Gary Moore, Justin Lesniak, Linda Campbell, Daniel Considine, Carl Fuller, Justin Bassett, Sara Dzimianski, Elizabeth Aloha, Rachel Snyder

STAFF/EXOFFICIO: Shirley McKenzie, Association Manager; Lisa Shephard, Performance Programs Coordinator, Robin Saum, President, Kit Nevin Senior Software Developer, Dan Rickert IM Coordinator (since August 2016)

GOALS 2015-2016:

- To act in an advisory capacity as directed by the committee guidelines and EC.
- Identify plan for updating and keeping website current and engaging
- Implement plans for Livestreaming
- Rewrite of Ross—Work to prioritize
- Develop process for Committees to use to request IM changes and to keep on going list of priorities and items approved in concept
- Disaster Recovery and Back-Schedule
- Development of an educational component including creation and updating of a directory to various member services, printed and/or on-line; and ongoing assistance to new users of electronic communications and users new to ADGA
- Prepare IM Budget Recommendations.
- Other duties as assigned by Board and EC
- Live Streaming

SUMMARY OF WORK COMPLETED:

November-December:
- At the 2015 Board meeting the ADGA Board of Directors requested that a staffing plan be complete and presented to them by December 15.
- As of November 30, 2016 Roland "Rusty" Robinson was no longer employed by the American Dairy Goat Association.
- Our remaining IM staff—Kit Nevin, Senior Ross Developer and Association Manager Shirley, Mackenzie had assumed the day to day oversight of support tickets and working with our contractors. Support was provided by IM Chair Jennifer Mellett, Committee/EC Member Linda Campbell and IM Committee members.
- The on-line registration app is out of beta testing mode and although there are still a few remaining issues we anticipate that these can be addressed on a case by case basis. Given the complexity of ROSS and the IT environment these will type of errors will arise from time to time.
- The website redesign and work with Lucky Hat Studios is drawing to a close. Linda Campbell continues to seek resolution on a few outstanding items before the final installment is paid. LHS has responded to Linda's detailed letter, and final actions are being completed and staff WordPress training (by LHS) is being planned for completion by the end of the year.
- CADRE is in the final stages of its current contract and app development. Currently, National Show and Convention registration are in testing. Due to recent changes and the pending holiday season we expect this to come to a close no later than the middle of January.
- Presented 2016 IM Staffing plan to Board of Directors.   (attached)
- Live Streaming is being handled by the National Show Committee (Doug Thompson and Jen Tereba) and Spotlight Sale/AM Committee (Justin B. who is also on this committee.) Communication was held with the chairs of all committees involved.

January-February
- The Web design contract with Lucky Hat Studios has been completed. Linda Campbell was been managing that piece and live training was being set up for office staff.
- IM committee members and other selected people continue to test National Show and Convention Registration.
- Mid-February: Kit reported Cadre is done for now. National Show and Convention Registrations have been through initial testing and are ready, unless real-time use turns up problems.
- Assisted in moving forward with Web Maintenance Agreement. We received a proposal from Cadre who had been working with us on our Web Applications. The EC, in reviewing this proposal, requested a list of what ADGA will ask Cadre to complete in the allotted time. Highest priority on this list has been the Linear Appraisal Field Entry. Other priorities should be: on-line pin voting and online performance program enrollment. IM committee provided feedback to EC on this area.
- Committee Commented on the Proposed Web Maintenance Agreement.
- IM Coordinator Vacant Position
    - Gary Moore and Committee Chair worked with EC and Staff in hiring process.
    - The position description was developed and posted
    - ADGA will use a recruiter to hire this position.
    - Shirley is in the process of identifying who ADGA will work with
    - This position is a temp to hire position giving us the option to say this is not working should we not get the best fit for the position.
    - The committee will not be interviewing candidate as this will be completed by the recruiter. We would like to have a person in this position before we get too far into rush season.

MARCH
- Recruitment for IM Coordinator Position continues.
- Mid-March: Web Maintenance contract with Cadre signed for 6 months.
- Worked with Kit Nevin and Lisa Shephard to assure the June 1 Sire DNA rollout was in place.

APRIL
- IM Coordinator search continues.
- Daniel Rickert interviewed with EC at Mid-year meeting
- Daniel Rickert offered the IM Coordinator Position—April 5
- April 11: President Saum sent plan for IM going forward. "Linda Campbell has served as the point person for coordinating with website work since last year. With her technical experience, Linda has agreed to continue to serve as the point contact person coordinating with Kit and Cadre on website maintenance and app development. As a transition approach, she will also work with Dan as needed as he settles into his new position, and will coordinate with staff to provide updates to the IM Committee, the Board and members."
- Linda Campbell reports Kit has estimated mid–end May for NS. She will review Cadre support process to see if this is realistic

MAY
- IM committee began to compile a list of education tutorials that could be developed.
- IM committee members compiling list of problems encountered that have been seen on social media to provide to Linda Campbell. Linda suggested compiling a list of errors being reported and then work to provide explanations/solutions as tutorials. Reportedly, "The database down error message continues to be the most frequently discussed issue. Next we have the stamped duplicate problem; the billing issues; being able to only register one at a session; the issues with AI; the 'no transport error'; and 'no member data for your dam' issue reported by some."
- President Saum reported on 5/21/16 "This week we have concentrated on the stamped duplicate issue. Below are numbers reported regarding stamped duplicates by the last three days. The 3 errors were no email address on file, etc. (not from the ADGA side).
    - Thu 5/19 - 3 errors, 47 successful
    - Fri 5/20 - 0 errors, 46 successful
    - Sat 5/21 - 0 errors, 20 successful"

JUNE
- IM committee continues to compile issues and forward to Linda Campbell and Staff.
- Linda reports the publicity committee will be working on compiling photos for the website.
- Linda and Staff continue to work on National Show Entries

JULY
- ADGA Board approves postal ballot to increase hours for Cadre from 10 to 30/month

AUGUST
- IM Committee approves Gitlab as tool for 1) tracking Committee issues and discussion; 2) a central repository and knowledge base for sharing Committee documents including current projects, FAQ's, history, etc. and 3) a tool for managing Committee projects, tasks and assignments. Gitlab is built out from git which is a widely used application for source code control and management. In addition to source code control, Gitlab provides rudimentary project management with issues tracking and milestones as well as Wiki services. Our activities would be private, i.e. only authorized users can access and no cost.
- IM Committee begins using Slack as a communication tool.
- IM Committee members sign a non-disclosure statement.

SEPTEMBER/OCTOBER
- Based on report from Senior Developer, Sara Dzimianski developed a proposal and Survey to be sent to get member feedback. It is not mean to be a scientific survey but to serve as an information gathering tool (IM committee voted in favor of moving forward with survey)
- Apps and Programming Staff-Member Services–Gary Moore prepared an overview for Board (IM Committee members voted to submit to Board of Directors)
- Explored options for Ticketing and response tracking
- Discussed need to have repository for documents. Voted to use of Wiki—archive committee documents.
- Establishment of Operating Budget. Carl Fuller worked closely with IM Coordinator to bring recommendations for much needed upgrades including the firewall, Gary took lead on Help Desk Proposal

BUDGET/EXPENCES:
- See Attached Proposed Budget and updated 2016 budget.

MEMBERS NOT PARTICIPATING:
- Various members participated at different level when asked for assistance with testing. Some were more quickly to respond when request were presented. Gary Moore, Carl Fuller and Sara Dzimianski have taken the lead on a number of recent projects and have gone above and beyond in communicating with the committee and working to lead those projects to completion before the board meeting in October.

PLANS FOR NEXT YEAR:
- "Development of an educational component including creation and updating of a directory to various member services, printed and/or on-line; and ongoing assistance to new users of electronic communications per Committee Guidelines in ADGD Guidebook. "
- Updated list of service contracts on hardware and software per guidebook guidelines.
- Update the System Back up System Schedules per Committee Guidelines.
- Update list of equipment replacement needs—ongoing per committee guidelines.
- Make recommendation on Non-disclosure agreement ongoing.
- Senior Software developer to complete Ross Rewrite
- Continue to Support IM Coordinator through trouble shooting, testing, and other items as requested

- Tasks as directed by the Board of Directors and the EC

ITEMS FOR BOARD ACTION

1. The ADGA Board of Directors will accept and implement the Issues Tracking System Proposal for the establishment of a help desk. Cost $1800 (all in favor, 2 not voting)
2. The ADGA Board of Directors will approve the 2017 proposed Operating Budget. (see attached) (all in favor, 2 not voting.)

Respectfully Submitted,

Jennifer L Mellett, Committee Chair

It has been a difficult transition for ADGA as we have brought a new website online, moved to the cloud and rolled out new applications. These transitions in 2015 resulted in a significant amount of system down time and inability to register animals on-line which was the greatest frustration to the membership. The ADGA Board of Directors has asked that an IM plan be submitted for 2016.

Current Status:

- **As of November 30, 2016 Roland "Rusty" Robinson is no longer employed by the American Dairy Goat Association.**
- **Our remaining IM staff—Kit Nevin, Senior Ross Developer and Association Manager Shirley, Mackenzie have assumed the day to day oversight of support tickets and working with our contractors. Support provided by IM Chair Jennifer Mellett, Committee/EC Member Linda Campbell and IM Committee members.**
- **The on-line registration app is out of beta testing mode and although there are still a few remaining issues we anticipate that these can be addressed on a case by case basis. Given the complexity of ROSS and the IT environment these will type of errors will arise from time to time.**
- **The website redesign and work with Lucky Hat Studios is drawing to a close. Linda Campbell continues seek resolution on a few outstanding items before the final installment is paid. LHS has responded to Linda's detailed letter, and final actions are being completed and staff WordPress training (by LHS) is being planned for completion by the end of the year**
- **CADRE is in the final stages of its current contract and app development. Currently, National Show and Convention registration are in testing. Due to recent changes and the pending holiday season we expect this to come to a close no later than the middle of January.**

INFORMATION MANAGEMENT DEPARTMENT TASKS

Below is an outline of the duties that have been identified as priorities for the IM department. We have grouped them together in what we believe are logical areas that go together.

GROUP 1 OF 6: ORACLE/CRYSTAL/ROSS	
GENERAL SKILLS: PROFICIENT IN SQL AND CRYSTAL REPORTS ACQUIRED SKILLS: FAMILIARITY WITH ROSS DATABASE	
GENERAL COMMENTS: These account for a lot of day to day effort. Ultimately, most - if not all these should be built into Ross.	SPECIFIC COMMENTS
Run Crystal Reports for reports not accessible through Ross	Already defined reports
Put together and run ad-hoc queries for Shirley, staff (mostly Paula), EC or members	Some already have the SQL developed
Provide member lists, mostly to Paula for emails (dues notices, newsletters, etc.)	
Remove goats from database entered incorrectly by staff	
Fix pedigree info in database	
Fix goats not displaying correctly in ROSS	
Fix member accounting info	Procedure already documented
Put together and produce membership directory yearly	
Put together and produce ballots twice yearly	Procedure already documented
Update CPA entry program for ballots	Procedure already documented
Pull yearly membership/accounting data for CPA	
Update National Show entry and Convention entry parameters	
Fix Wither issue	Procedure already documented
Fix DNA issue that causes certificates to print incorrectly	
Add new country codes to database	
Perform annual herd name purge policy.	
Rerun occasional ROSS daily print problems	Procedure already in Ross
Run format routines for Lisa that aren't running automatically	Procedure already in Ross
Open shows for fixes by Myra and running legs process when she's done	Procedure already in Ross
Issue mass member communication (blasts).	

GROUP 2 OF 6: CLOUD SERVERS	
SKILLS: COMPANY APPROPRIATE	
GENERAL COMMENTS: These duties should be carried out by the company doing our cloud services/server maintenance.	**SPECIFIC COMMENTS**
Making software available to appropriate users	
Installing and testing new operating system and application software	
Check network backup logs where appropriate	
Conduct regular testing of backups with checklist and signoffs and provide report to management	
Monitor performance of email accounts and exchange server.	

GROUP 3 OF 6: OFFICE HARDWARE/SOFTWARE	
GENERAL SKILLS: COMPANY APPROPRIATE **ACQUIRED SKILLS: FAMILIARITY WITH ADGA SPECIFIC ENVIRONMENT**	
GENERAL COMMENTS: The best fit for outsourcing. Most duties are generic, with the others being trainable for the ADGA environment.	**SPECIFIC COMMENTS:**
Set up new office pc's - make sure that all access works	
Set up new Ross users and make software available to appropriate users	Procedure already documented
Troubleshoot staff pc issues	
Troubleshoot any problems with desk phones and digital phone system.	
Resolve problems with network fiber cable and IPS.	
Receiving and setting up hardware.	
Diagnosing and troubleshooting hardware failures	
Checking new computer equipment and installing as expected	
Liaising with external support agencies to resolve faults speedily	
Liaising with the designated personnel responsible for keeping the inventory	
Maintaining computer peripheral equipment e.g. printers, scanners, projectors and whiteboards	
Maintaining wired and wireless networks, desktop and server computers	
Providing technical support for hardware and software issues in the office	
Setting up and maintaining backup system for file servers and in-office desktop computers	
Ensuring the anti-virus software is installed, properly configured, regularly updated and working properly on all PC and server stations	
Maintaining server software, network software and printer drivers	
Installing and testing new operating system and application software	
Resolve print problems (address labels, membership cards, etc.) if printer related	

GROUP 4 OF 6: WEBSITE	
SKILLS: COMPANY APPROPRIATE	
GENERAL COMMENTS: Not sure if we've decided this yet - I know we've discussed it. We will have to have some company maintaining our website now that Lucky Hat is gone. These duties would fall to that company.	**SPECIFIC COMMENTS:**
Maintain security certificate and domain.	
Monitor and troubleshoot any overall website problems	
Maintain updating of web pages and functionality	
Troubleshoot any user account problems	
Work with members on isolated problems with browser/website functions	
Troubleshoot email issues between website and ADGA office	
Assure that Trustwave Vulnerability tests for processing credit card transactions are successful.	

GROUP 5 OF 6: INFORMATION SYSTEMS AND OPERATIONS COORDINATOR	
SKILLS: SUB SKILL SET STATED IN ORIGINAL HIRE	
GENERAL COMMENTS:	**SPECIFIC COMMENTS:**
Coordinate with vendors/staff any issues with cloud server, web server, database and Ross including any software installation needed on cloud server.	
Advise Board of Directors and management on computer related matters.	
Maintain licensing and support contracts with system related outside vendors	
Provide monthly update from IM department to Association Manager for Board of Directors	
Prepare end-of-year report to Board of Directors at their annual meeting in October	
Develop and maintain Disaster Contingency Plan. Conduct regular drills.	
Complete IM related tasks outlined in Strategic Plan.	
Advise IM Committee. Assist in preparation of budgets.	
Provide minutes and updates from conference calls.	
Respond to website support tickets.	
Prioritize with management and resolve staff reported issues with hardware & software routines	

GROUP 6 OF 6: UNKNOWN	
SKILLS: MOSTLY BEING PRESENT AT NATIONAL SHOW AND CONVENTION WITH A FEW GENERAL WEBSITE SKILLS	
GENERAL COMMENTS: These are here because they don't quite fit into the other groups, because they might belong to committees or because I'm not familiar with what they are.	**SPECIFIC COMMENTS:**
Man the projector station for committee reports during the Board meeting	Committee volunteer?
Audio record Board of Directors meeting and General Membership meetings.	Committee volunteer?
Arrange for live streaming and camera handlers at national events	Committee?
Facilitate transferal of unedited NS livestream to flash drives for resale	Committee?
Network the national show office, monitor software performance, and generate reports.	Committee volunteer?
Assist volunteers and host with digital devices necessary to conduct ADGA sales and events.	Committee Volunteers?
Oversee archival and file backup of registration applications and documents under retention policy.	Staff
Adding user websites to list	Either staff or ask website maintainer?
Put special notices up	Either staff or ask website maintainer?

SUMMARY OF 2016 INFORMATION MANAGEMENT RECCOMENDED STAFFING/SERVICE PLAN
December 15, 2015

❖ **SENIOR ROSS DEVELOPER**
   o **Kit Nevin will continue in his role as Senior ROSS Developer. The primary focus of his position**
   o **At this time continues to be the ROSS rewrite.**

❖ **NEW HIRE—TEMPORARY INTO PERMENANT**
   o **The most critical and logical role for a new ADGA hire would be Group 1 - Oracle/Crystal/Ross and the majority of Group 5. Think of these as 'ADGA Office problems' - to be handled by an employee familiar with our internal setup. The starting skill set needed would be proficiency in Oracle/SQL, proficiency in Crystal Reporting and lastly, proficiency in an Oracle front-end interface tool such as Toad or SQLPlus. The skill set required after employment would be to become expert on our database structure (where things are located and how they tie together) and our processes for registrations, shows, performance programs, etc. The job would be to handle any office problems that are not alterations of current (or future) Ross code. We should also consider that this role would tie into member services problems reported from the website, as many of these are an extension of this skill set as far as troubleshooting and resolving. And if troubleshooting leads to one of the vendor's involvement, like Cadre/8K/Reliable penguin, this person would work with the vendor to resolve the issue.**
   o **Cost: Salary vacated by IM Coordinator**

❖ **VENDORS**
   o **Group 2--Continue monthly support contract, currently being fulfilled by 8K Miles**
   o **Cost: was $1,200/month - Shirley would have to verify if it's still at that.**

❖ **OUTSOURCE TO LOCALCOMPUTER/CONSULTING COMPANY**
   o **Group 3-- Office Hardware/Software is not an everyday occurrence, and is on an 'as needed' basis. As such, if we could outsource these to a local computer or consulting company, that would make the most sense. Shirley is currently exploring companies in Spindale.**
   o **Cost: Hourly Rate**

❖ **WEBSIGHT MAINTENANCE CONTRACT**
   o **Group 4 - Overall Website Maintenance seems a perfect fit for the maintenance contract which Cadre has provided us. The exception would be adding/updating web pages and web controls (menus for example) which should be done by ADGA Staff. Some training would be involved initially, but with WordPress, these types of things should be easily performed by non-experts. To include development of additional apps.**
   o **Cost: $1,215/month for 10 hours support monthly.**

❖ **ADGA STAFF AND COMMITTEES**
   o **Group 6 - Misc/Unknown - this could be divided between ADGA Staff (special notices to website/adding member websites) and Committees (National Show, Convention).**

ACTION PLAN

1. **Group to develop job description for new position**
2. **Shirley will continue contact with employment agencies**
3. **Review of Candidates**
4. **Work towards signing contract with Cadre**
5. **Shirley to follow up with local Computer and Consulting Companies**
6. **LHS final actions are being completed and staff WordPress training (by LHS) is being planned for completion by the end of the year.**
7. **Testing of National Show and Convention Registration**
8. **Kit to continue follow up with Cadre**