

ERICSA Technology Committee
Call Notes
January 14, 2016

Present:

Christine Jennings, Chair
Lara Webb Fors
Terri Nickel Matson
Sharon Pizzuti
Pam Sala
Carla West
Loretta Everett
Corrina Smith

Topics Discussed:

1. Notes from December 10, 2015 Technology Committee call
2. New contract with Courtland Consulting for additional services recommended by our committee
3. Update from Corrina on areas/issues needing support from Courtland
 - a. She needs some more training and help on some of the postings
 - b. Courtland will do updates to the News section of the Home Page; this requires an automatic feed from a different section of the website
 - c. Conference page updates requiring help
 - d. Emails to ERICSA members required help regarding formatting and lists - Corrina did not get training on how to upload new members
 - i. Every email shows who got and who opened
 - ii. There is a bug however
 - iii. Reporting from the emails is problematic
4. What constitutes 'extra' support from Courtland that would be separately billed to ERICSA
 - a. Lara's take is, if the support involves a quick phone call or answer, that would be covered as regular support under our contract and not separately billable, but if Courtland needed to spend a significant amount of time (over 20 minutes or so), they would bill at 15-minute intervals (as delineated in their proposal)
 - b. Our committee had asked the EC to budget for 2 hours of 'extra' support regarding Courtland's proposal
 - c. Christine relayed to the committee that we need to work with Courtland to track 'extra' support to prevent exceeding what is currently in ERICSA's budget
 - d. If we do need to go over the 2 hours budgeted, we need to alert the EC as soon as the need is identified
 - e. Corrina relayed that she can track her emails and report back how much 'extra' support she is needing
 - f. Sharon relayed that Greg Holmes indicates with either 'free time,' 'billable,' or '?' on the work he performs for us and keeps a log of all his time spent

- g. Terri took the action item to follow up with Courtland on when and how we will be invoiced for 'extra' support
- 5. Authorize.net and its underwriting support
 - a. Terri relayed this is a big issue
 - b. Greg Homes spent quite a bit of time working on this
 - c. Online registration opened today, 1/14/2016, but we are two weeks behind schedule
- 6. Current activities Corrina is working
 - a. Adding new sponsors and exhibitors for us
 - b. Home page update for online conference registration
 - c. Continued work on Conference page
 - d. Email blasts
 - i. Announcing online registration
 - ii. Announcing award application form
 - e. News item (PDF) on award nominations
- 7. Posted Conference Hotel Information
 - a. Christine identified some discrepancies when making her hotel room reservation by phone
 - i. Hotel rate is \$105 not \$102 as cited on the website
 - ii. Parking was quoted over the phone as free and not an additional charge as cited on the website (website referred to a reduced parking rate for the conference)
 - iii. No king-size beds at conference price – was told this is a price upgrade – conflicts with how it appears as a room option
 - b. Corrina will follow up with Melissa on these items
- 8. P&L page
 - a. Need to move blurb about Fair Credit Reporting Act lower on the page
 - b. Need to move urls for the new Resolution Papers down to the section for Resolution Papers
 - c. Pam will address in her next P&L Committee call
- 9. Conference Registration Announcement on ERICSA's LinkedIn page
 - a. Carla took the action item to post
 - b. Postings on LinkedIn can be done by anyone and not just Carla and Lara – we were not sure if a decision had been made as to who makes LinkedIn updates
- 10. Intergovernmental Improvement page
 - a. Loretta reported that the introduction about the II Committee is still being reworked
 - b. Next II Committee meeting is early February
- 11. Outstanding Items
 - a. Who/which committee is responsible for updating ERICSA's LinkedIn page
 - b. EC to get back to TC on the protocol for ERICSA website updates
 - c. IIC to send updated introduction for their webpage to TC

Respectfully submitted,
Christine Jennings
Chair, Technology Committee