

AGENDA
INFORMATION TECHNOLOGY SERVICES COMMITTEE

Administration Conference Room
Tuesday, November 12, 2013 - 10:00 a.m.

1. Call to Order
2. Pledge of Allegiance
3. Roll Call
4. Chair's Announcements
5. Approval of Regular Meeting Minutes of October 8, 2013
6. Additions to Agenda and/or Correspondence
7. **STAFF REPORTS**
 - a. ITS Manager
 - b. Executive Director
8. **UNFINISHED BUSINESS**
9. **NEW BUSINESS**
 - a. Jenark Update
10. **COMMENT PERIOD**
 - a. Committee Members and Ex Officio Member
 - b. Foundation Members
11. Next meeting Date: Tuesday, Dec. 10, 2013 – 10:00 a.m. in Clubhouse 3, Room 1
12. Adjournment

To: GRF - I T committee – Dennis Craig Chair

From: Presidents council Ad-Hoc Committee – Skype Orientations,
Edie Hugo, Margarita Bahr, John Garrett and Kurt Bourhenne

Caveat:

This Committee is working on a Protocol for Skype Orientations. The Committee, nor anyone else, may mandate to the individual Mutuals whether to use or not use the Skype process. This procedure is a Mutual decision. It is the goal of the Committee to produce a procedure and protocol which can be used by all Mutuals, should they wish to use Skype as a form of Orientation. It is a goal that the Skype Orientation Process will be driven by the individual Mutual Board and Directors rather than the Realtor and Buyer. Once the Protocol, Process and Skype facility is set up the Mutual Directors may observe Skype conferences and see for themselves whether or not their Board would wish to use this as a form of Orientation of New Shareholders. As Skype Orientations are already being used by some Mutuals and as Skype Conferencing, Meeting and Educational Seminars are being used more and more in the business world; it will benefit all Mutuals, the GRF Board and the Administration Employees to have access to the opportunities that Skype offers.

Definition of Skype:

The service allows users to communicate with peers by voice using a microphone, video by using a webcam, and instant messaging over the Internet. Phone calls may be placed to recipients on the traditional telephone networks. Calls to other users within the Skype service are free of charge, while calls to landline telephones and mobile phones are charged via a debit-based user account system. Skype has also become popular for its additional features, including file transfer, and videoconferencing. Unlike most other VoIP services, Skype is a hybrid peer-to-peer and client-server system. It makes use of background processing on computers running Skype software, and this is reflected in Skype's original proposed name of **Sky Peer-to-Peer**. Some network administrators have banned Skype on corporate, government, home and education networks, ^[21] citing reasons

such as inappropriate usage of resources, excessive bandwidth usage, and security concerns.

Background:

Within the past year, Skype Orientations have been requested by Realtors representing Buyers who do not live within the Southern California area. The Realtors have represented that it is a hardship on their clients to return to the Seal Beach Leisure World Community to listen to the Orientation from Directors and the review of the Pre-listing Inspection list of Mutual vs. Shareholder Unit responsibilities. As result of these requests some Directors, along with their Inspector, have conducted Orientations via Skype. These have been done at the office of the Realtor resulting in the Director and the Inspector going off site to sit before the computer in the Realtor's office. At times it has taken many phones calls and change of times of appointments to accommodate the time difference and schedule of the Inspector, Director and Buyer.

Request to the IT Committee:

As it is now, the Realtors and Buyers are basically "dictating" the meeting place, date and time of the Orientation. It would be more productive and practical if the Mutual Directors and Physical Property Department could take control of this situation. This can best be done by having a dedicated Skype facility. The Facility would need a computer, web cam, internet access, microphone, printer/scanner and a large computer monitor or projection screen, within a room that could accommodate at least 3 persons. A larger room would be better, but an office would work as well. This facility does not need to be a "dedicated" area, but could rather be an area used for other purposes as well as Skype sessions. During the first few Orientations, until Directors became comfortable with the process, it would be best to have an IT person present to monitor the Skype session. Perhaps the new IT offices could serve as this location. The Ad-Hoc Committee can work on Protocol and Procedures, but a facility is of prime importance to accomplish our goal of organized and proper Orientations. The Committee should consider imposing a charge to the Buyer for this service.