

INFORMATION TECHNOLOGY SERVICES COMMITTEE

Committee Meeting Agenda

Tuesday, April 4, 2023, 10:00 a.m.

Administration Conference Room A/Zoom

This meeting may also be live streamed at www.lwsb.com.

The tab will be active 15 minutes prior to the start of the meeting

The live streaming uses YouTube live and terminates at the close of the meeting

1. Call to Order

2. Roll Call/Notice of Quorum

Janet Isom – Chair
Donna Gambol
Teri Nugent

William Thompson
Phil Friedman
Nick Massetti

3. Chair Announcements

- a. Introduction of Directors, Guests and Staff
 - Marsha Gerber, GRF President
 - Jessica Sedgwick, Executive Director
 - Marcelo Mario, IT Director
 - Emma Hurtado, Executive Assistant
- b. Rules of Order

4. Member Comments *(Limited to 3 minutes per person)*

5. Approval of Minutes

- a. Minutes of March 7, 2023 (pp.1-3)

6. Correspondence

N/A

7. Staff Reports

- a. IT Director Report (pp.5-9)

8. Unfinished Business

- a. Livestream Tech Issues – Update
- b. Office 365 Migration – Update
- c. Website Redesign
- d. ELC Vendor – Update
- e. GRF Board Training – Update
- f. CINC Software – Update
- g. Clubhouse Four Dais Sound and Audio System
- h. GRF Surveillance Cameras – Update
- i. Mutual Website Agreement Form



9. New Business

N/A

10. Governing Documents

N/A

11. Future Agenda Items

- a. SuperWire Migration of Phone Services/Wiring – Update

12. Next Meeting Date

- Tuesday, May 2, 2023, in Administration Conference Room A /Zoom

13. Adjournment

Please be courteous and respectful to other members, Board of Directors and representatives from Management at all times. We ask that you do not raise hands or interrupt the Committee or anyone else who may be speaking. **A member not adhering to these protocols and/or who becomes unruly may be asked to leave the meeting. Failure to comply will result in a special hearing with the Board where disciplinary action may be taken.**



INFORMATION TECHNOLOGY SERVICES COMMITTEE MINUTES

March 7, 2023

The meeting of the Information Technology Services Committee was held on Tuesday, March 7, 2023, and was called to order at 10:00 a.m. by Chair Isom in Conference Room A and via Zoom.

ROLL CALL

Present: Janet Isom – Chair
Phil Friedman
Donna Gambol via Zoom

Nick Massetti
Teri Nugent

Absent: William Thompson

Directors, Staff Marsha Gerber, GRF President via Zoom
and Jessica Sedgwick, Executive Director via Zoom
Guests: Marcelo Mario, IT Director
Emma Hurtado, Executive Assistant
Edward Jablonski, GRF Representative, Mutual Eleven
Two Shareholder/Members

CHAIR'S ANNOUNCEMENTS

Chair Isom welcomed Committee members, guests, and introduced GRF President Marsha Gerber, Executive Director Jessica Sedgwick, IT Director Marcelo Mario, and Executive Assistant Emma Hurtado.

MEMBER COMMENTS

One Member spoke during the Members' Comment period.

APPROVAL OF MINUTES

The Information Technology Services Committee minutes dated February 7, 2023 were approved as presented, and the Website Redesign Ad Hoc Committee minutes dated February 21, 2023 were approved as amended.

CORRESPONDENCE

No correspondence was read aloud.

STAFF REPORTS

IT Director

The IT Director presented the monthly Website and Livestream Statistics report, which was included in the agenda packet.

UNFINISHED BUSINESS

Livestream Tech Issues – Update

IT Director provided an update; topic tabled until April's meeting for further testing.

Office 365 Migration – Update

IT Director provided an update; topic tabled until April's meeting for further update.

Website Redesign – Update

IT Director provided an update; topic tabled until April's meeting for further update.

ELC Vendor – Update

IT Director provided an update; topic tabled until April's meeting for further update.

New Phone System

IT Director provided an update; topic tabled until April's meeting for further update.

Adobe Acrobat Training – Update

IT Director provided an update; topic tabled until April's meeting for further update.

CINC Software – Update

IT Director provided an update; topic tabled until April's meeting for further update.

Clubhouse Four Dais Sound and Audio System

The IT Director provided an update; topic tabled until April's meeting for further update.

GRF Surveillance Cameras – Update

The IT Director provided update; topic tabled until April's meeting for further update.

Mutual Website Agreement Form

The IT Director provided update; topic tabled until April's meeting for further update.

NEW BUSINESS**iPads for Service Maintenance and Physical Property Staff**

Motion: To accept iPads for Service Maintenance and Physical Property and send it to the Board for approval.

First: Donna Gambol
Second: Phil Friedman

The motion was carried unanimously by the members present.

GOVERNING DOCUMENTS

N/A

FUTURE AGENDA ITEMS:

- Livestream Tech Issues – Update
- Office 365 Migration- Update
- Website Redesign
- ELC Vendor – Update
- New Phone System
- Board of Directors Training- Update
- CINC software- Update
- SuperWire Migration of Phone Services/Wiring
- Clubhouse Four Dais Sound and Audio System
- GRF Surveillance Cameras – Update
- Mutual Website Agreement Form
- Policy 20-5050-3

NEXT MEETING

Tuesday, April 4, 2023, in Conference Room A/Zoom 10a.m.

ADJOURNMENT

The meeting was adjourned at 11:08 a.m. by Chair Isom.

Approved Date

Approval Signature

Printed Name

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Budget Variance Report – Feb 2023 IT Services - CC 934

Description	Y-T-D Actual	Y-T-D Budget	Budget Variance
Expenses - Information Technology			
Salaries & Wages Info Technology	54,262	57,998	3,736
Employment Taxes Info Technology	4,711	5,071	360
Workers' Compensation - Info Technology	269	440	171
Group Ins - Medical Info Technology	3,881	2,910	(971)
Group Insurance - Dental - Info Technolo	39	38	(1)
Group Insurance - Vision - Info Technolo	35	40	5
401(k) Match - Info Technology	615	1,686	1,071
Group Insurance - Life - Info Technology	245	272	27
Long Term Disability Insurance - Info Te	220	316	96
Continuing Education - Info Technology	0	2,420	2,420
Mileage - Info Technology	55	0	(55)
Materials & Supplies - Info Technology	7	124	117
Hospitality - Info Technology	40	30	(10)
Computer Supplies - Info Technology	741	330	(411)
Printer / Copier Supplies - Info Technol	0	20	20
Telephone - Info Technology	16,858	16,908	50
Other Professional Services - Info Techn	30,980	22,500	(8,480)
Equipment Rental - Info Technology	487	488	1
Service Contracts - Info Technology	2	10	8
Computer Maintenance & Software - Info T	22,309	32,194	9,885
Dues, Memberships & Books - Info Technol	0	145	145
Total Expenses	135,756	143,940	8,184

<u>GL Code</u>	<u>Account Description</u>	<u>Variance</u>	<u>Explanation</u>
6142000	Salary & Wages	3,736	Favorable - Less overtime hours
6481000	Computer Maintenance & Software	9,885	Favorable – Not all Maintenance has been billed for the year.
6438000	Other Professional Services - Info Techn	(8,480)	Unfavorable – Some billing for the year has occurred already that has exceeded the monthly average.
	Total Explained Variances	(5,141)	of 8,184

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Website Statistics – Feb 2023

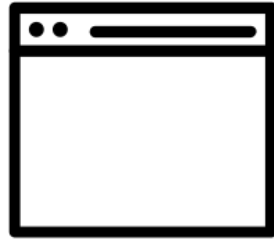
Traffic and pageviews

Unique visitors



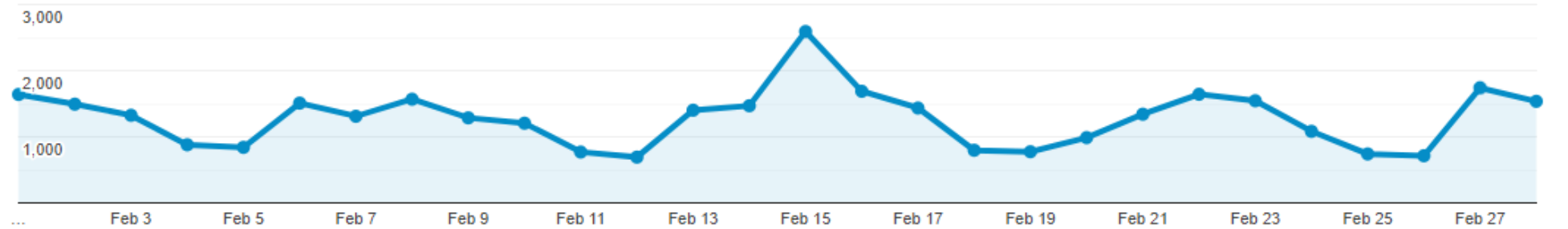
35,999

Most visited pages



1. Homepage
2. Newspaper
3. Livestream
4. New Buyer Info
5. Contact Us
6. Calendar
7. Community Map
8. Committees
9. Monthly Fees
10. Library

● Pageviews



Visitors by Country

Country	Users	% Users
1. United States	7,677	92.75%
2. China	180	2.17%
3. India	32	0.39%
4. Canada	30	0.36%
5. Mexico	27	0.33%
6. Philippines	22	0.27%
7. South Korea	20	0.24%
8. Singapore	18	0.22%
9. (not set)	17	0.21%
10. Spain	16	0.19%

Visitors By City

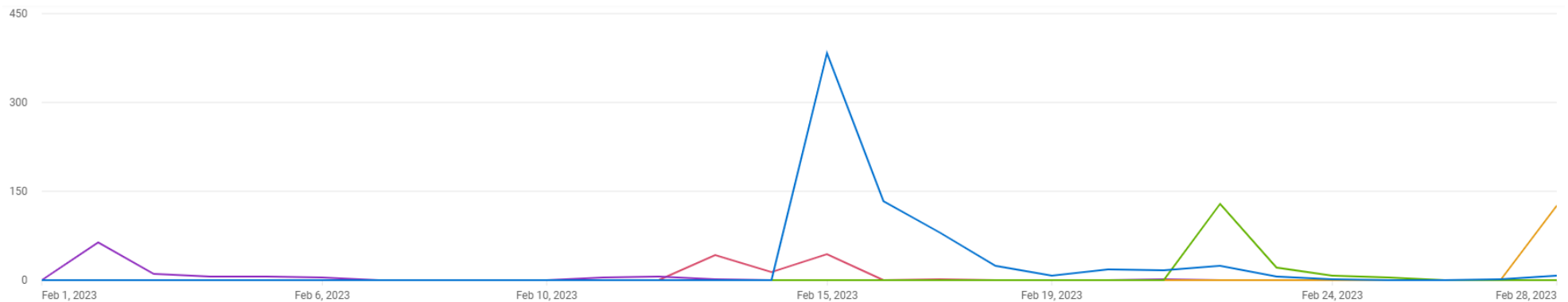
City	Users	% Users
1. Los Angeles	1,679	17.07%
2. Seal Beach	1,221	12.41%
3. (not set)	571	5.80%
4. Long Beach	484	4.92%
5. San Jose	151	1.54%
6. Huntington Beach	107	1.09%
7. San Diego	105	1.07%
8. Ashburn	102	1.04%
9. Anaheim	93	0.95%
10. Garden Grove	72	0.73%

Website Support Tickets



105 completed

Livestream Viewers



Content	Views ↓	Watch time (hours)	Subscribers	Impressions	Impressions click-through rate
<input type="checkbox"/> Total	1,853	844.6	16	13	23.1%
<input type="checkbox"/>  2:09:21 GRF Security Department - Town Hall - CH-6	702 37.9%	363.2 43.0%	11 68.8%	1	0%
<input type="checkbox"/>  2:03:40 Finance Committee (B/Virtual)	162 8.7%	45.7 5.4%	0 0.0%	1	0%
<input type="checkbox"/>  3:45:23 GRF Board Meeting (CH4)	126 6.8%	102.2 12.1%	1 6.3%	1	0%
<input type="checkbox"/>  2:25:38 Presidents' Council (CH4)	104 5.6%	59.3 7.0%	0 0.0%	1	0%
<input type="checkbox"/>  1:35:15 MAC Committee (A/Virtual)	102 5.5%	29.1 3.4%	0 0.0%	0	—
<input type="checkbox"/>  2:31:10 GRF Administration Committee (A/Virtual)	101 5.5%	54.9 6.5%	0 0.0%	0	—
<input type="checkbox"/>  38:59 IT Committee (A/Virtual)	101 5.5%	10.5 1.3%	0 0.0%	0	—
<input type="checkbox"/>  2:01:41 SBT Committee (A/Virtual)	81 4.4%	46.0 5.5%	0 0.0%	0	—
<input type="checkbox"/>  2:04:46 Recreation Committee (B/Virtual)	78 4.2%	39.8 4.7%	0 0.0%	0	—
<input type="checkbox"/>  21:36 Recreation Committee (B/Virtual)	61 3.3%	4.3 0.5%	0 0.0%	0	—
<input type="checkbox"/>  5:23:27 GRF Board Meeting (CH4)	60 3.2%	26.0 3.1%	0 0.0%	2	150.0%
<input type="checkbox"/>  1:47:03 Physical Property Committee (B/Virtual)	54 2.9%	36.5 4.3%	0 0.0%	0	—
<input type="checkbox"/>  1:59:56 ADR Committee (A/Virtual)	48 2.6%	17.6 2.1%	0 0.0%	4	0%
<input type="checkbox"/>  59:32 Website Ad hoc Committee (A/Virtual)	36 1.9%	7.4 0.9%	0 0.0%	0	—
<input type="checkbox"/>  1:00 Presidents' Council (CH4)	8 0.4%	0.0 0.0%	0 0.0%	0	—
<input type="checkbox"/>  1:29:01 GRF Administration Committee (A/Virtual)	6 0.3%	0.1 0.0%	0 0.0%	0	—
<input type="checkbox"/>  2:25:15 Presidents' Council (CH4)	5 0.3%	0.0 0.0%	0 0.0%	3	0%
<input type="checkbox"/>  51:44 Website Ad hoc Committee (A/Virtual)	3 0.2%	0.0 0.0%	0 0.0%	0	—
<input type="checkbox"/>  2:14:42 SPC Committee Meeting (A/Virtual)	3 0.2%	0.0 0.0%	0 0.0%	0	—
<input type="checkbox"/>  3:13:04 SBT Committee (A/Virtual)	2 0.1%	0.9 0.1%	0 0.0%	0	—