INFORMATION TECHNOLOGY SERVICES COMMITTEE

Committee Meeting Agenda
Tuesday, March 7, 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   William Thompson
   Donna Gambol   Phil Friedman
   Teri Nugent   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, Assistant to Executive Director
   b. Rules of Order

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

5. **Approval of Minutes**
   a. Minutes of February 6, 2023 (pp.1-3)
   b. Minutes of February 21, 2023 Website Redesign Ad Hoc Committee Meeting (pp.5-6)

6. **Correspondence**
   N/A

7. **Staff Reports**
   a. IT Director Report (pp.7-9)

8. **Unfinished Business**

   a. Livestream Tech Issues – Update
   b. Office 365 Migration – Update
   c. Website Redesign
   d. ELC Vendor – Update
   e. New Phone System
   f. Adobe Acrobat Training – Update
   g. CINC Software – Update
   h. Clubhouse Four Dais Sound and Audio System

    i.   GRF Surveillance Cameras – Update

    j.   Mutual Website Agreement Form

9. New Business

    a. iPads for Service Maintenance and Physical Property Staff

10. Governing Documents

    N/A

11. Future Agenda Items

    a. SuperWire Migration of Phone Services/Wiring – Update

12. Next Meeting Date

- Thursday, April 4, 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.**

GRF

Golden Rain Foundation

INFORMATION TECHNOLOGY SERVICES COMMITTEE MINUTES

February 7, 2023

The meeting of the Information Technology Services Committee was held on Tuesday, February 7, 2023, and was called to order at 10:01 a.m. by Vice Chair Friedman in Conference Room A and via Zoom.

ROLL CALL

Present:	Phil Friedman	Teri Nugent
	Donna Gambol	William Thompson
	Nick Massetti	

Absent:	Janet Isom – Chair

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

CHAIR'S ANNOUNCEMENTS

Vice Chair Friedman 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

No Members spoke during the Members' Comment period.

APPROVAL OF MINUTES

The Information Technology Services Committee minutes dated January 3, 2023 were approved as presented.

CORRESPONDENCE

The 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 March's meeting for further testing.

Office 365 Migration – Update

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

Website Redesign – Update

IT Director provided an update; no further action.

Adobe Acrobat Training – Update

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

CINC Software – Update

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

SuperWire Migration of Phone Services/Wiring – Update

The Executive Director and IT Director provided update; topic tabled until further update can be provided.

NEW BUSINESS

N/A

GOVERNING DOCUMENTS

N/A

FUTURE AGENDA ITEMS:

- Livestream Tech Issues – Update
- Office 365 Migration- Update
- Adobe Acrobat Training- Update
- CINC software- Update
- SuperWire Migration of Phone Services/Wiring
- Clubhouse Four Dais Sound and Audio System

NEXT MEETING

Tuesday, March 7, 2023, in Conference Room A/Zoom 10am.

ADJOURNMENT

The meeting was adjourned at 10:16 a.m. by Vice Chair Friedman.

_____
Approved Date

_____
Approval Signature

_____
Printed Name

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WEBSITE REDESIGN AD HOC COMMITTEE MINUTES

February 21, 2023

The Website Redesign Ad Hoc Committee meeting was held on Tuesday, February 21, 2023, and was called to order at 1:00 p.m. by Chair Isom in Conference Room A, via Zoom and virtual livestream, followed by the Pledge of Allegiance.

ROLL CALL

Present:	Janet Isom - Chair	Nick Massetti arrived at 1:03 pm
	Donna Gambol	William Thompson

Also Present: Marsha Gerber, GRF President
Marcelo Mario, IT Director
Emma Hurtado, Executive Assistant
Carol Levine, GRF Representative, Mutual Ten arrived 1:13 pm
One Shareholder/Member

CHAIR'S ANNOUNCEMENTS

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

Rules of Order

Chair Isom asked everyone to be kind, courteous, and respectful as well as to silence their cell phones.

Chair's Report

Chair Isom had no report.

SHAREHOLDER COMMENTS

One Shareholder/Member spoke during the Members' Comment period.

APPROVAL OF MINUTES

The Website Redesign Ad Hoc Committee minutes dated January 17th, 2023 were approved as presented.

CORRESPONDENCE

There was no correspondence submitted.

STAFF REPORTS

IT Director

The IT Director presented the report throughout the meeting.

UNFINISHED BUSINESS

Website Testing and Launch – Follow Up

The Committee discussed Website Testing and Launch.

NEW BUSINESS

N/A

PRESIDENT'S COMMENTS

President Gerber commented on various items presented during the meeting.

FUTURE AGENDA ITEMS

N/A

NEXT MEETING

N/A

ADJOURNMENT

Chair Isom adjourned the meeting at 1:37 p.m.

_____
Approved Date

_____
Approval Signature

_____
Printed Name

Budget Variance Report – Jan 2023
IT Services - CC 934

Acct #	Description	Y-T-D Actual	Y-T-D Budget	Budget Variance
	Expenses - Information Technology			
	Salaries & Wages Info Technology	29,254	30,380	1,126
	Employment Taxes Info Technology	2,876	2,912	36
6142000 934	Workers' Compensation - Info Technology	134	220	86
	Group Ins - Medical Info Technology	1,939	1,455	(484)
6143300 934	Group Insurance - Dental - Info Technolo	19	19	0
6143500 934	Group Insurance - Vision - Info Technolo	17	20	3
6144000 934	401(k) Match - Info Technology	308	883	575
6145000 934	Group Insurance - Life - Info Technology	122	136	14
6146000 934	Long Term Disability Insurance - Info Te	110	158	48
6211000 934	Continuing Education - Info Technology	0	2,420	2,420
6410000 934	Materials & Supplies - Info Technology	0	62	62
6410010 934	Hospitality - Info Technology	0	13	13
6410015 934	Computer Supplies - Info Technology	0	163	163
6410030 934	Printer / Copier Supplies - Info Technol	0	12	12
6422000 934	Telephone - Info Technology	8,429	8,454	25
6438000 934	Other Professional Services - Info Techn	13,285	12,300	(985)
6444000 934	Equipment Rental - Info Technology	244	244	0
6478000 934	Service Contracts - Info Technology	2	5	3
6481000 934	Computer Maintenance & Software - Info T	20,389	30,408	10,019
6482000 934	Dues, Memberships & Books - Info Technol	0	145	145
	Total Expenses	77,130	90,409	13,279

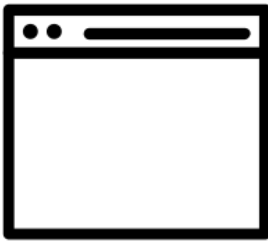| GL Code	Account Description	Variance	Explanation
6142000	Salary & Wages	1,126	Favorable - Less overtime hours
6481000	Computer Maintenance & Software	10,019	Favorable – Not all maintenance contract have been paid out
	Total Explained Variances	**11,145**	of 13,279

Website Statistics – Jan 2022

<u>Traffic and pageviews</u>
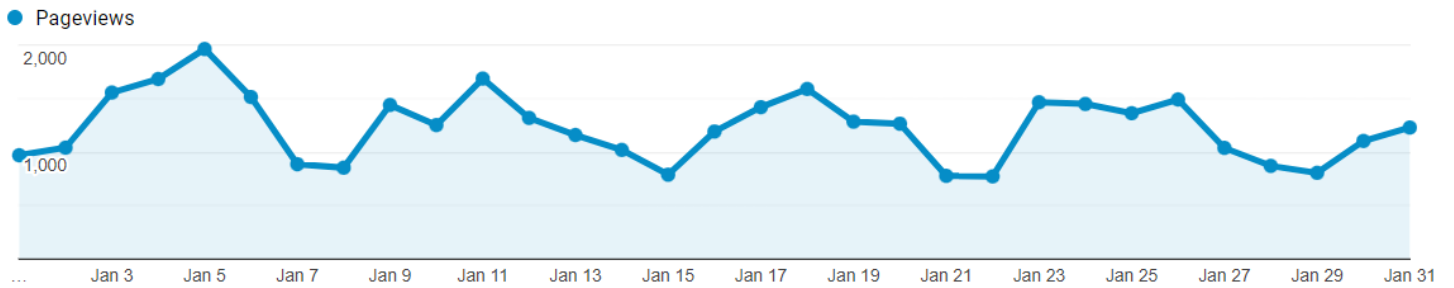
Unique visitors

8,054

<u>Most visited pages</u>

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

● Pageviews

	Visitors by Country		
	Country	Users	% Users
1.	🇺🇸 United States	8,168	92.02%
2.	🇨🇳 China	236	2.66%
3.	🇨🇦 Canada	44	0.50%
4.	🇮🇳 India	42	0.47%
5.	🇲🇽 Mexico	35	0.39%
6.	🇵🇭 Philippines	26	0.29%
7.	🇨🇴 Colombia	23	0.26%
8.	🇵🇷 Puerto Rico	22	0.25%
9.	🇪🇸 Spain	19	0.21%
10.	🇵🇪 Peru	19	0.21%

	Visitors By City		
	City	Users	% Users
1.	Los Angeles	1,746	16.87%
2.	Seal Beach	1,126	10.88%
3.	(not set)	735	7.10%
4.	Long Beach	513	4.96%
5.	Huntington Beach	154	1.49%
6.	San Jose	150	1.45%
7.	San Diego	120	1.16%
8.	Anaheim	115	1.11%
9.	Ashburn	91	0.88%
10.	Irvine	84	0.81%

Livestream Viewers
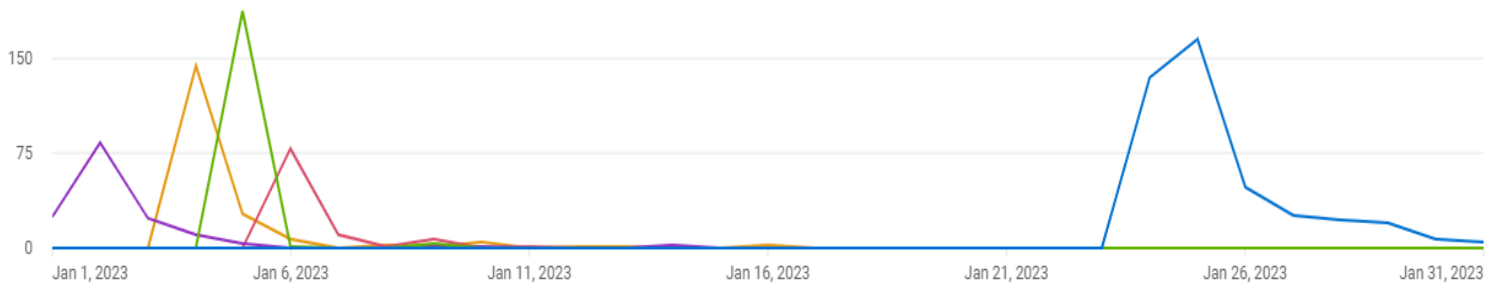
Content		Views ↓		Watch time (hours)		Subscribers		Impressions	Impressions click-through rate
☐ **Total**		**1,489**		**521.4**		**7**		**58**	**6.9%**
☐ GRF Board Meeting (CH4)	5:23:27	428	28.7%	199.4	38.3%	2	28.6%	11	36.4%
☐ Presidents' Council (CH4)	17:46	192	12.9%	14.7	2.8%	1	14.3%	0	—
☐ Physical Property Committee (B/Virtual)	1:47:12	190	12.8%	56.1	10.8%	0	0.0%	1	0%
☐ SBT Committee (A/Virtual)	3:13:04	148	9.9%	23.9	4.6%	2	28.6%	1	0%
☐ Recreation Committee (B/Virtual)	3:05:44	98	6.6%	61.2	11.7%	0	0.0%	1	0%
☐ MAC Committee (A/Virtual)	1:30:16	79	5.3%	25.0	4.8%	0	0.0%	1	0%
☐ SBT Committee (A/Virtual)	1:58:58	75	5.0%	43.0	8.3%	1	14.3%	8	0%
☐ GRF Administration Committee (A/Virtual)	1:29:01	58	3.9%	18.4	3.5%	0	0.0%	0	—
☐ IT Committee (A/Virtual)	1:23:47	54	3.6%	21.3	4.1%	0	0.0%	1	0%
☐ SPAH Committee Meeting (B)	1:49:45	40	2.7%	18.1	3.5%	0	0.0%	3	0%
☐ ADR Committee (A/Virtual)	1:24:40	37	2.5%	17.7	3.4%	0	0.0%	2	0%
☐ Website Ad hoc Committee (A/Virtual)	51:44	32	2.2%	7.6	1.5%	0	0.0%	0	—
☐ Finance Committee Meeting (B/Virtual)	1:17:04	28	1.9%	12.3	2.4%	0	0.0%	0	—
☐ Finance Committee (A/Virtual)	1:27:33	10	0.7%	2.4	0.5%	0	0.0%	2	0%
☐ Website Ad hoc Committee (A/Virtual)	1:42:08	6	0.4%	0.1	0.0%	0	0.0%	0	—