

INFORMATION TECHNOLOGY SERVICES COMMITTEE

Committee Meeting Agenda

Tuesday, May 2, 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 (pp. 1-3)

- a. Minutes of April 4, 2023

6. Correspondence

- a. LW: Korean American Association (pp. 5)
- b. Clubhouse 3 Internet Service (pp. 6)

7. Staff Reports (pp. 7-11)

- a. IT Director Report

8. Unfinished Business

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

- i. New Phone System

9. New Business

- a. Club and Mutual Newsletter
- b. Internet Service Outages/Zoom Access in Clubhouses

10. Governing Documents

N/A

11. Future Agenda Items

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

12. Next Meeting Date

- TBD

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

April 4, 2023

The meeting of the Information Technology Services Committee was held on Tuesday, April 4, 2023, and was called to order at 10:01 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
Guests: Marcelo Mario, IT Director
Emma Hurtado, Executive Assistant
Three 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

Two Members spoke during the Members' Comment period.

APPROVAL OF MINUTES

The Information Technology Services Committee minutes dated March 7, 2023 were approved as amended.

CORRESPONDENCE

One 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 BUSINESSLivestream Tech Issues – Update

IT Director provided an update; topic will be brought back to the next scheduled meeting for further updates.

Office 365 Migration – Update

IT Director provided an update and reported the Office 365 Migration is complete.

Website Redesign – Update

IT Director provided an update; topic will be brought back to the next scheduled meeting for further updates.

ELC Vendor – Update

IT Director provided an update; topic will be brought back to the next scheduled meeting for further updates.

GRF Board Training – Update

IT Director provided an update; topic will be brought back to the next scheduled meeting for further updates.

CINC Software – Update

IT Director provided an update; topic will be brought back to the next scheduled meeting for further updates.

Clubhouse Four Dais Sound and Audio System

The IT Director provided an update; topic will be brought back to the next scheduled meeting for further updates.

GRF Surveillance Cameras – Update

The IT Director provided update; topic will be brought back to the next scheduled meeting for further updates.

Mutual Website Agreement Form

The IT Director provided update; topic will be brought back to the next scheduled meeting for further updates.

NEW BUSINESS

N/A

GOVERNING DOCUMENTS

N/A

FUTURE AGENDA ITEMS:

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

NEXT MEETING

Tuesday, May 2, 2023, in Conference Room A/Zoom 10a.m.

ADJOURNMENT

The meeting was adjourned at 11:00 a.m. by Chair Isom.

Approved Date

Approval Signature

Printed Name

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Budget Variance Report – Mar 2023 IT Services - CC 934

Description	Y-T-D Actual	Y-T-D Budget	Budget Variance
Expenses - Information Technology			
Salaries & Wages Info Technology	84,849	89,759	4,910
Employment Taxes Info Technology	6,967	7,495	528
Workers' Compensation - Info Technology	398	660	262
Group Ins - Medical Info Technology	5,820	4,365	(1,455)
Group Insurance - Dental - Info Technolo	58	57	(1)
Group Insurance - Vision - Info Technolo	52	60	8
401(k) Match - Info Technology	923	2,609	1,686
Group Insurance - Life - Info Technology	367	408	41
Long Term Disability Insurance - Info Te	330	474	144
Continuing Education - Info Technology	0	2,420	2,420
Mileage - Info Technology	55	0	(55)
Materials & Supplies - Info Technology	7	186	179
Hospitality - Info Technology	79	47	(32)
Computer Supplies - Info Technology	1,153	497	(656)
Printer / Copier Supplies - Info Technol	0	28	28
Telephone - Info Technology	25,317	25,362	45
Other Professional Services - Info Techn	45,238	32,700	(12,538)
Equipment Rental - Info Technology	731	732	1
Service Contracts - Info Technology	2	15	13
Computer Maintenance & Software - Info T	48,504	57,921	9,417
Dues, Memberships & Books - Info Technol	0	145	145
Total Expenses	220,851	225,940	5,089

<u>GL Code</u>	<u>Account Description</u>	<u>Variance</u>	<u>Explanation</u>
6142000	Salary & Wages	4,910	Favorable - Less overtime hours
6481000	Computer Maintenance & Software	9,417	Favorable – We are on track with Maintenance Renewals
6438000	Other Professional Services - Info Techn	(12,538)	Unfavorable – Some Professional Services have hit earlier than expected.
	Total Explained Variances	1,789	of 5,089

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Website Statistics – Mar 2023

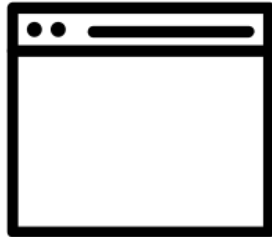
Traffic and pageviews

Unique visitors

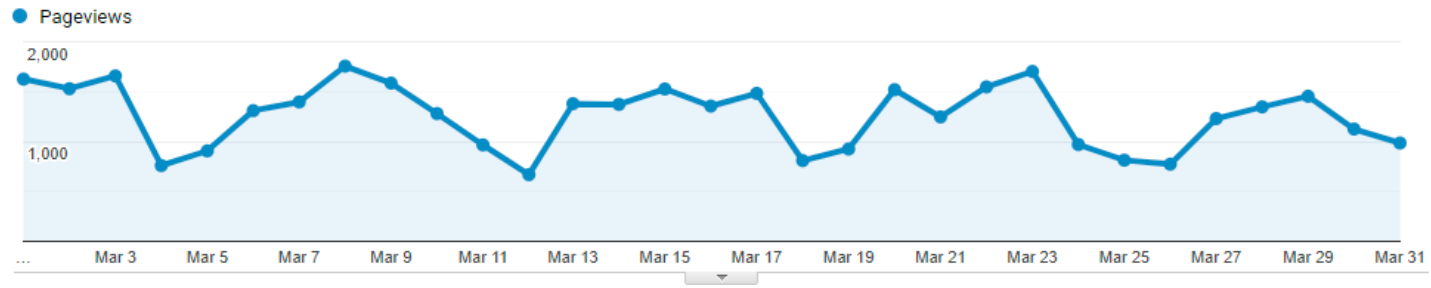


38,993

Most visited pages



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



Visitors by Country

Country	Users	% Users
1. United States	8,425	86.34%
2. Germany	514	5.27%
3. China	176	1.80%
4. United Kingdom	152	1.56%
5. India	46	0.47%
6. Mexico	40	0.41%
7. Canada	36	0.37%
8. Singapore	33	0.34%
9. Colombia	26	0.27%
10. Philippines	26	0.27%

Visitors By City

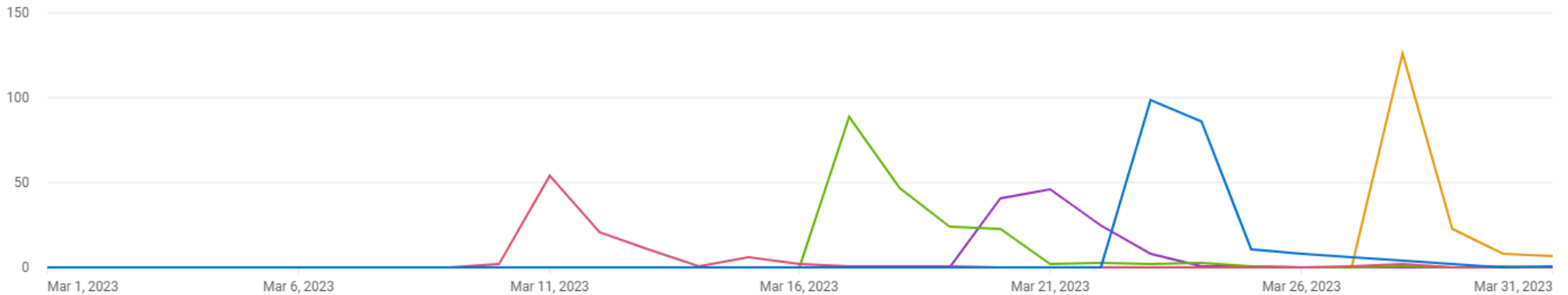
City	Users	% Users
1. Los Angeles	1,315	11.41%
2. Seal Beach	1,275	11.06%
3. (not set)	892	7.74%
4. San Jose	643	5.58%
5. Long Beach	521	4.52%
6. Berlin	248	2.15%
7. Ashburn	165	1.43%
8. London	138	1.20%
9. San Diego	127	1.10%
10. Huntington Beach	115	1.00%

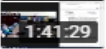
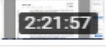
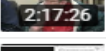
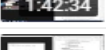
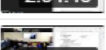
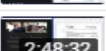
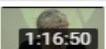
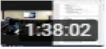
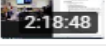
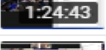
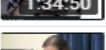
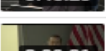
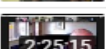
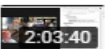
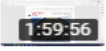
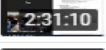
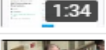



Website Support Tickets



177

Livestream Viewers



Content	Views ↓	Watch time (hours)	Subscribers	Impressions	Impressions click-through rate
<input type="checkbox"/> Total	1,376	437.9	3	118	1.7%
<input type="checkbox"/>  1:41:29 GRF Administration Committee (A/Virtual)	217 15.8%	49.5 11.3%	0 0.0%	2	0%
<input type="checkbox"/>  2:21:57 1.8 Ad Hoc Committee (A)	196 14.2%	50.6 11.6%	1 33.3%	2	0%
<input type="checkbox"/>  2:17:26 GRF Board Meeting (CH4)	164 11.9%	73.1 16.7%	1 33.3%	0	—
<input type="checkbox"/>  1:42:34 Finance Committee (A/Virtual)	122 8.9%	37.4 8.6%	0 0.0%	0	—
<input type="checkbox"/>  2:04:46 Recreation Committee (B/Virtual)	103 7.5%	12.3 2.8%	0 0.0%	1	0%
<input type="checkbox"/>  1:18:43 IT Committee (A/Virtual)	95 6.9%	21.8 5.0%	0 0.0%	2	0%
<input type="checkbox"/>  2:48:32 MAC Committee (A/Virtual)	91 6.6%	43.6 10.0%	0 0.0%	1	0%
<input type="checkbox"/>  1:16:50 Presidents' Council (CH4)	90 6.5%	28.9 6.6%	0 0.0%	3	33.3%
<input type="checkbox"/>  1:38:02 SBT Committee (A/Virtual)	67 4.9%	34.6 7.9%	0 0.0%	0	—
<input type="checkbox"/>  2:18:48 Recreation Committee (B/Virtual)	62 4.5%	44.7 10.2%	0 0.0%	0	—
<input type="checkbox"/>  1:24:43 ADR Committee (A/Virtual)	45 3.3%	11.4 2.6%	0 0.0%	1	0%
<input type="checkbox"/>  1:34:50 Physical Property Committee (B/Virtual)	36 2.6%	20.9 4.8%	0 0.0%	0	—
<input type="checkbox"/>  3:45:23 GRF Board Meeting (CH4)	17 1.2%	4.1 1.0%	0 0.0%	5	20.0%
<input type="checkbox"/>  2:09:21 GRF Security Department - Town Hall - CH-6	12 0.9%	2.5 0.6%	0 0.0%	2	0%
<input type="checkbox"/>  2:25:15 Presidents' Council (CH4)	12 0.9%	0.0 0.0%	0 0.0%	0	—
<input type="checkbox"/>  2:03:40 Finance Committee (B/Virtual)	10 0.7%	0.3 0.1%	0 0.0%	2	0%
<input type="checkbox"/>  1:59:56 ADR Committee (A/Virtual)	6 0.4%	1.3 0.3%	0 0.0%	1	0%
<input type="checkbox"/>  2:31:10 GRF Administration Committee (A/Virtual)	4 0.3%	0.1 0.0%	0 0.0%	2	0%
<input type="checkbox"/>  1:34 GRF Fitness Center Reservation Tutorial	3 0.2%	0.1 0.0%	0 0.0%	0	—
<input type="checkbox"/>  2:01:45 GRF Monthly Meeting (CH4)	3 0.2%	0.0 0.0%	0 0.0%	2	0%
<input type="checkbox"/> 3:03:35 Physical Property Committee (B/Virtual) April 6, 2022 ...	2 0.2%	0.1 0.0%	0 0.0%	2	0%