

TO: ALA Executive Board

RE: Information Technology & Telecommunication Services (ITTS) Implementation Update

ACTION REQUESTED/INFORMATION/REPORT:

Discussion

ACTION REQUESTED BY:

Sherri Vanyek, Information Technology & Telecommunication Service (ITTS), Director

Ron Block, Chair, Website Advisory Committee

CONTACT PERSON:

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DATE: October 6, 2016

BACKGROUND:

An update on major ITTS projects will be provided.

October 6, 2016

1.0 WEBSITE PROJECTS

FALL 2016

1.1 ECOMMERCE DUES & DONATIONS

ITTS soft-launched the new dues and donations system in late August by processing some real transactions (as opposed to the myriad test transactions we made while de-bugging) and then working with Member and Customer Service as they processed phone transactions through the new system. A portion of November and December renewal messages were routed to the new system to continue the soft launch process and further test load bearing capacity. If all goes well, Giving Tuesday donors and all January renewals will be sent through the new system, which has a responsive design and streamlines the renewal process.

1.2 ECOMMERCE ELEARNING

This project has been delayed in development as ITTS grappled with some technological challenges in the use of web services for iMIS registration. However, the prototype has been reviewed by ITTS, and we expect it to launch with all online learning products available for immediate registration using the newly defined, streamlined registrant classes. The prototype needs some additional theming and when that is in place, we will share it with the stakeholder groups.

1.3 RESPONSIVE THEME FOR ALA.ORG AND DIVISION WEBSITES

Early technological pre-requisites to prepare ala.org, the division websites and all other microsites in ala.org to accept a responsive theme are almost complete. These include new servers with new administrative tools for Drupal and upgraded PHP. Once the servers are in place, the migration of those microsites slated to be incorporated into new homes will proceed. This step makes the streamlined, mobile friendly navigation menus possible. Following the completion of the migrations, ITTS will begin to apply the new theme on a site by site basis, starting with sites that use the same look and feel as the ALA homepage. Existing banner graphics, logos, and slide images must be resized to accommodate the desktop and mobile versions. Relevant staff will be requested to attend information sessions in the near future.

1.4 SEARCH ENGINE

ITTS used the website inventory project results to set up the Google Search Appliance to crawl not just ala.org but far-flung ALA/division/office sites that have never before been available in ALA search results. The installation of the search box and search results pages on ala.org microsites is awaiting the launch of the responsive redesign later this year.

1.5 MOODLE

ALA ITTS will assume management of the contractual relationship between ALA and the Moodle consultant, and the hosting company for the new Moodle site for ALA, the Divisions, and Publishing. The consultant has already established a staging site, migrated some content, and made changes to the user interface. Selected courses will be migrated to the staging site to help staff get used to the new look, while the full migration of all user and course material will take place in early November.

The consultant will demo the new Moodle site in an Adobe Connect session on Friday, October 7th, 2016, at 11:00am. This session will be recorded.

The new site is scheduled to launch on Monday, November 7, 2016. There are several pluses:

- Since we have a staging site, we can let staff and your instructors explore the staging site and give us feedback.
- We'll have time to develop training materials.
- ITTS will have time to organize a support system.
- We can ensure that the launch is as clean as possible.

1.6 SYMPA LIST SERVE

Our previous email routing will soon cease to function; our new email provider will not support our outbound list volume. Outbound email routing will be moved to Mailchannels on or before October 17, 2106.

SPRING 2017

1.7 ECOMMERCE STORE

ITTS and ALA Publishing refined the store requirements document and are moving forward with the development of the new store in the same platform as Dues and Donations and eLearning. We hope to launch the replacement for the ALA Store in the spring. It will include a new iMIS integration that will make it possible to pique members' interests with related products, and the eLearning boutique, the one-stop shop for professional development opportunities.

1.8 ELECTION SHIBBOLETH SINGLE SIGN-ON

ITTS is working with the ALA Governance and Survey & Ballot Systems (SBS) to implement a Shibboleth single sign-on solution for member access to ballots for the ALA Election.

2.0 COMMUNICATION TOOLS

WINTER 2017

2.1 NEW ALA CONNECT

A [comparison of the features and benefits of the new ALA Connect](#) is available.

The migration is making progress, despite some challenges we encountered that have affected the timeline. These challenges include:

- Inability to start creating micro-sites on the model site to integrate with iMIS until changes needed to the back-end were completed by Higher Logic.
- Diversion of internal resources in ITTS to support the launch of the e-commerce Dues and Donations project.
- Inability to proceed on the navigation and design until we could review the nesting micro-site functionality.

In light of these challenges, we are pleased to be able to report the following wins/progress:

1. The RFP for Design has been signed and is underway.
2. Round Tables will now have their own micro-sites in the New ALA Connect! Thanks to the negotiating power of the director of ITTS, every unit in ALA will have their own space to collaborate in Connect. This development will have positive implications for searching (and finding) content on a micro-site level as well as a more consistent navigation path.
3. iMIS Integration of data into the new site is back in progress! Now that we have the additional licenses for the Round Table sites, we are working with Higher Logic on the specifics of how they will be provisioned as well as reviewing how permissions will work, along with the implications of nested micro-site model. We are reviewing ADA compliance with navigation as well as defining processes that will need to be revised, revisited and/or eliminated with the new Connect as we finish up confirming the data sync between iMIS and Higher Logic.
4. A new ALA Communication/Privacy policy to be reviewed. In light of the new communication and privacy options that users will have in the New Connect, we are working with ALA's Email Marketing Community of Practice on a recommendation to be considered by Senior Management for any needed changes to the current Communication/Privacy policy.
5. Drupal content import is being tested. We are thrilled to report that archived chat and poll data can be imported as discussions and or library entries instead of text/pdf files. This means that content within the archived chats and polls will be searchable and include links to the profile of the person that added them.
6. ALA Connect Implementation Schedule
The site is scheduled to launch on February 21st, 2017.

SPRING 2017

2.2 NEW TELEPHONE SYSTEM

ITTS is working with our Telecommunication consultant to select a new unified communication telephone system for ALA staff. The new system will support a host of new features (i.e. tightly coupled Outlook integration, instant messaging, etc.). The new system is scheduled to launch in the spring of 2017.

2.3 ACCESSIBILITY

ITTS will continue to test vendor developed sites for accessibility. We are also looking into the accessibility of virtual meeting/training software in hopes of being able to select a permanent platform with a better than acceptable accessibility rating. The ITTS eLearning Specialist will roll out an accessibility packet to be incorporated into new staff orientation.

3.0 INFRASTRUCTURE

FALL 2016

3.1 OFFICE 365 UPGRADE

ITTS will upgrade the suite of Microsoft Office tools from 2010 to 2016 products (Word, Excel, PowerPoint, and Access) later this fall. We will explore the suite of additional products offered by our Microsoft non-profit license to expand the options for those staff that can benefit.

3.2 IT STAFFING

ITTS is working with ALA Publishing to hire a new Estore Project Manager to manage the implementation of the new ALA Estore. The top candidate will be interviewed by ALA Publishing staff on October 6th.

ITTS is working with the Director of ALA Marketing to hire a Data/Business Analyst. This position is responsible for equipping staff with information and data to allow them to be more targeted in business strategies and outreach, increasing response rates and revenue while also delivering a more effective member experience. This individual will also often act as the liaison or “translator” between technicians and non-technical managers and staff.

SPRING 2017

3.3 IMIS MEMBERSHIP SYSTEM UPGRADE

ITTS will upgrade to the latest version of our iMIS Association Management System. The new iMIS web staff portal software will be rolled out for staff use.

3.4 CONTINUED MIGRATION TO VIRTUAL SERVERS

ITTS will continue to migrate physical servers into virtual servers.

3.5 PC LAPTOPS & DESKTOP ROLLOUT

We replace approximately a third of our staff laptops and desktops each year.

3.6 NEW BLADE SERVERS

We will purchase and install four new blade servers for our internal and external network to retire older blade servers that are about to become unsupported. These new blade servers are faster and more efficient and will help support our new ecommerce systems and ala.org.

SUMMER 2017

3.7 REMOTE OFFICE ACCESS

ITTS will provide staff with remote access to all systems using remote office worker software, still to be determined.