April 2024 ITC Meeting Notes

April 16 & 17, 2024

Washington, DC

📌 Topic

In Person Meeting

🧑‍💻 Attendees

	Name	Role
1	Thom Metzger	Director of Public Affairs
2	Jason Doss	ITC Chair
3	John McAlduff	Deputy Director of Public Affairs
4	Julian Weaver	Website Administrator
5	Aaron Merrick	NEB Liaison
6	PS Patrick Stewart	ITC Member
7	Timothy Todd	ITC Member
8	William Henneck	ITC Member
9	Matt Fritz	ITC Member
10	PY Phil Yanchulis	Information Technology Manager
11	Matthew Heer - NO	Information Technology Administrator
12	Pam Rusk	ITC Member
13	Kristena Jones	ITC Member
14	Joe Allen	ITC Member
15	Jason Brown	ITC Member
16	John Tornatore-Pili	ITC Member
17	ND Nick Daniels	NEB Liaison

+ New

📄 Agenda

- ~~Introductions~~
- ~~Budget~~
- ~~Concur~~
- ~~MyNATCA Update~~
  - ~~Payfile Updates~~
  - ~~Email~~
- ~~Microsoft 365 Superuser Accounts - John~~
- ~~1Password~~
- ~~Rackspace 2FA - Phil~~
- MOU Revamp - Jonesie
- ~~Positions Update~~
- ~~CFS~~
- ~~ATX~~
- ~~Intercom/Monday Review~~
- Committee Chair Liaisons
- ~~Tech Tip Ideas/Knowledge Base~~
- ~~Jotform Recap~~

✏️ Notes

UNUM Hack Update - 👤 Thom Metzger

- Update on UNUM Hack. Worked on messaging to post to Teams General Help Channel. 📋 Kristena Jones: NATCA ITC - ALERT

posted in HELP-Office 365 / General on Tuesday, April 16, 2024 1:47 PM

Jonesie - We had another outside benefit partner get their server hacked in December 2023 as well, and it affected us. It was Andy at Cambridge Financial. We had to remove the website address (🌐 Home - ATC Program) from NATCA website until they had it resolved.

1st Came in under budget 0

- Budget 10 is National Office Stuff (equipment, etc)

- Budget 52 is everything else IT related (John is taking over as budget manager

- Teams Budget is a large majority

  - License Matrix is located in the ITC - Office 365 Channel, Office 365 Wiki - Wiki_License Assignment Matrix (💲 Web view)

		2022 Actual	12/31/2023 YTD	2023 BUDG	2024 REQUEST
Expenses					
5120	TELEPHONE	$332.02	$53.93		$0.00
5140	OFFICE SUPPLIES & EXPENSES	10,478.83	2,100.75	13,000.00	$13,000.00
5170	DEPRECIATION	74,401.40	110,429.12	117,250.00	$142,050.00
5190	REPAIRS & MAINTENANCE			7,500.00	$7,500.00
5200	POSTAGE & EXPRESS MAIL	269.25	74.83	400.00	$400.00
5220	DATA PROCESSING / INTERNET	209,689.06	184,375.08	305,100.00	$265,100.00
5221	MICROSOFT TEAMS	70,874.56	59,591.05	91,750.00	$91,750.00
5280	OTHER PROFESSIONAL FEES			15,000.00	$15,000.00
5320	GIFTS AND AWARDS	46.76			$0.00
5360	MEETING-ROOM & SET UP		46.95		$0.00
6380	MILEAGE	79.33			$0.00
6390	PARKING; TAXIS; GAS	872.49			$0.00
6410	TRANSPORTATION	3,977.14			$0.00
6420	LODGING	1,535.57			$0.00
6430	MEAL	4,145.49			$0.00
6490	SUBSCRIPTIONS	15,855.58	9,676.60	10,000.00	$10,000.00
	Total Expenses	**392,557.48**	**366,348.31**	**560,000.00**	**$544,800.00**
	Net Income	**(392,557.48)**	**(366,348.31)**	**(560,000.00)**	**($544,800.00)**

Concur - 🧑 Jason Doss

- (🅲 Sign in to Concur | Concur Solutions)

- Ensure you have a login, if not, request thru Jason Doss

- General rule is one expense voucher report per month (combine expense onto one report whenever you can).

- Attempt to voucher within 30 days, but no more than 180 days for reimbursement.

ITC Vouchering Instructions

- (🌐 Concur Travel & Expense Training)

- Go to Expenses, create new report

- Taxi: needs specifics listed for To and From, with Addresses
- Expense Purpose: is always ***Expense Less Than $5,000
- Department: Most of your travel will be 52 for ITC
- LM2 Category: always 5
- Submit report, select approver - Jason Doss
- Can do multiple approvers for expense, under settings, timeline
- Follow NATCA Expense Policy (🌐 Expense Reimbursement Policy)
  - Tip can not be more than 20%
  - Meals: Breakfast: $25 Lunch: $30 Dinner: $60 (plus tax and tip)

SAP Concur Expense ⌄

Manage Expenses Card Transactions

* Required field

Expense Type *
Data Processing/Internet ✕ ⌄

Transaction Date
04/14/2024

Business Purpose *
ITC Meeting

Vendor Name
MXTOOLBOX, INC

Payment Type
Corporate Amex

Amount
129.00

Currency
US, Dollar (USD)

☐ Non NATCA Expense (Reimburse NATCA Immediately)

Vendor Type *
Taxi ⌄

❌ Expense Purpose *
None Selected ⌄

City
Austin, Texas ✕ ⌄

❌ Department *
None Selected ⌄

❌ LM2 Category *
None Selected ⌄

Comment
0/500

Microsoft 365 Superuser Accounts - 👤 John McAlduff

- Our tenant is natcadc.org and are separate from our natca.org accounts
- Best practice is to keep accounts with Administrator/Superuser/Root privileges separate from your everyday account; when possible, enforce

2FA/MFA on any superuser account

- Shared accounts should be associated with service accounts (i.e. ITC@natca.org, AdobeAdmin@natca.org, etc.); place credentials in 1Password

- We have service@natca.org that we use for power automate

- Be cognizant of setting up things in your personal email for the IT committee. This makes challenging when that role/duty changes on the IT committee and others need to access.

- Trying to clean up 1Password for ITC

  - Please don't tie shared accounts to a personal email address

  - If an existing shared account is setup with a personal email, please point it out.

  - Don't use personal passwords in our ITC 1Password.

Rackspace 2FA vs Authenticator App - PY Phil Yanchulis

- Rackspace advertised the use of an authenticator app instead of just 2FA

- Rackspace was hacked in 2019, we had natca.net accounts that were listed on the darkweb somewhere, most have now been removed.

- Authenticator App will add a better level of security

- r Manage multi-factor authentication for Rackspace ...

Matt H - would like to request we have our natca.org to have 2FA as well

Doss - what are we going to do to communicate changes like this? When we are teaching 2FA, what are we communicating? As a committee, we need to say these are the best options and why. We need to be the experts on it and teach it. This is the App we recommend.

MOU Revamp - Kristena Jones

- https://natcadcorg-my.sharepoint.com/:w:/g/personal/kjones_natca_org/Ef5w9OTJm6BEnicDzFGqHHMB68H3Zh_YiV3QnTYUIiI-ew?e=Ip4xTt

-

CFS www.natca.org/cfs

- Sept 16 - 18, 2024 (Vegas @ Horsehoe)

- Set up Sept 15

- Bring IT Banner to display somewhere?

- Video Streaming to the website

- Archive all videos

- VOLUNTEERS : CFS Need Volunteers from ITC (NATCA pays for your travel costs)

  - Matt Heer

  - Tim Todd

  - Matt Fritz

  - Will Henneck

- Ask if ITC can have a booth at CFS?

  - Volunteers that are streaming would not be able to man the booth

- Have something during the breaks to be engaging (like have video interviews, info, advertisement, etc)

  - Have them go to the booth during the breaks

  - Aaron Merrick - Spam idea

ATX www.natca.org/atx

- Dec 9 - 12, 2024 (Vegas @ Caesar's)

- VOLUNTEERS : ATX

  - Kristena Jones (Dec 9-11)

- Pat Stewart (end of week)

- Matt Heer

- Will Henneck

- Matt Fritz

- Jason Brown (end of week)

- Tim Todd

- BOOTH

  - Having a booth helps us to interact with members and help them

  - Interactive computers to login to myNATCA

- CLASSES

  - Last year had 2 classes

  - Consolidate into one class this year?

ITC October Meeting

- In DC

- Oct 22 & 23 (Tuesday & Wednesday)

  - Oct 22, 1pm (Start) (Georgetown Cupcakes for Julian's Birthday) 🧁 🎊

  - Oct 23, 8am - Noon (Ends)

Brainstorming Session

Ways as a committee we can be more effective

Virtual Meetings

- Ensure tasks/discussions that are more involved occur in sub-groups/person and only have updates for the committee on the weekly meetings.

- Focus on the project task that the whole group can see, but have a task owner

- Have an agenda out in advance for the weekly meetings ⭐

- Frequency and time of the weekly calls
  - New time decided upon - Thursday's @ 1 pm

Teams

- Teams File Storage organization
- Utilize Teams channels by sub-category to communicate more about projects and tasks
  - Ensure channel notifications are turned on

Monday.com

- Work on being better at closing out tasks/completing
- Prioritize tasks/projects. The list in Monday looks daunting and a lot of things.
- Fewer ongoing projects on the same time
- Hard to know who is working on what, and having just a title doesn't help
- Sometimes get stuck on tasks do to not knowing what the hurdles are for that task
- Recognizing the time involved with a task and if you can accomplish it or not. It's ok if you don't have the time, but communicate that to the committee.

Ideas/Best Practices

Have a third meeting during the year that's a work meeting?

- Blocks of time to work on a project together - like 4 hours?
- Small work groups that come in and work on IT projects
- Recognize the best avenue to tackle a project/task to help move it forward it better.
  - Discussion on regular meeting
  - Dedicated virtual meeting with time length
  - In person sub group goes to DC
- Recognize expectations for the project
  - Brainstorming/ideas
  - clearly define the what and the when
  - Action items are clear
- Accountability to specific tasks ❗
  - (Jason Brown) will focus on Intercom tickets for creating new @natca.net email

Intercom

- Discussed Flow process in Intercom
  - Utilizing the Teams function in Intercom vs. assigning a ticket
  - With Officer Updates, we assigned to Pam, but it's over-riding having the ticket be assigned to the Officer Update Team.
  - Tickets assigned to a Team - settings for that team can be manual or round robin.
- Add more Macros for templates/canned responses
- Review Intercom AI responses for appropriate paths (TO DO for full ITC by Next Thursday 4/25 ITC call)
- Intercom Support - Fin response has an option to submit a ticket and says required field, but they are not actually required, and the customer doesn't complete them. (👤 Timothy Todd) to ask Intercom.
- Discussion on Auto Close feature
- Have an internal ITC knowledge base to help with support tickets
- Can Intercom send a "tickler" reminder on tickets if they are left open?
- Have someone dedicated as the Intercom Task manager each week? Jonesie is willing to this once a week, and when unavailable can pass it on to someone else.
  - Do initial cleanup to get Open tickets to zero by next ITC Meeting - Thursday 4/26 @ 1pm.
- Everyone should have a picture on their profile (👤 Thom Metzger) can you please ask the group to all do this 😁 This helps to identify who is responding on the mobile app in conversations on tickets.
- Click on your icon on the bottom left, you can use "Away Mode"
- Group discussed that John McAlduff will decide when it's necessary to communicate with members widely about a particular spam issue. He will delegate that authority whenever he will be unavailable.

Monday.com

- Group discussed how Monday is working. In Monday, we will create specific groups (email, spam review, bid, local update, member database/MyNATCA, mail lists, Office 365, website) that correspond to the groups in Intercom.
- Group will create "NEB Approval" task status in Monday, so Aaron and Nick will get notified whenever that is assigned.

MyNATCA Update

- Email enhancements: Huge update in system. It is built out in staging and group is cleaning up before it goes into production. Members.natca.org creates mailing lists that can be sent to through MailGun. MyNATCA doesn't send any addresses to MailGun any more. The system now leaves the mail process in MyNATCA.
- We are meeting to set the stage to test Payfile importing and processing in MyNATCA.
- PAC, DRF, NCF are not currently included in Payfile. They are currently updated through a manual process.
- Built module in MyNATCA for Portal replacement for Academy registration.
- myNATCA permissions - review for ITC
    - Request changes go to Doss, then forwarded to Rich and Dean for approval

Position Updates

- Phil, William, Joe, and Jonesie volunteered to work on reviewing and coming up with solutions to the issues discussed.

Tech Tips

- Need to review existing tips and make sure they are built out in knowledge base.
- Jonesie to compile the ones that have already been published and organize drafts in Teams

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Jot Form Conversions to Gravity Forms

- Timothy reviewed the existing forms with group.

Potential Knowledgebase Articles

- Officer Update Form

🧑‍🏭 Tasks

	Task	Assigned to	Due date	Bucket
1	○ Jason Brown - 1Password Account	🔴 Matt Fritz	Tue, Apr 16, 2024	To do
2	○ Talk to Rackspace about 2FA	PY Phil Yanchulis	Tue, Apr 30, 2024	To do
3	○ 2FA education/communication	ITC	Fri, May 31, 2024	To do
4	✅ ~~CFS ITC Booth Request?~~	🧑 Jason Doss	Tue, Apr 30, 2024	Done
5	✅ ~~Re-schedule weekly meeting to Thursday's @ 1pm~~	🧑 John McAlduff	Wed, Apr 17, 2024	Done
6	○ Intercom Review AI responses	ITC	Thu, Apr 25, 2024	To do
7	○ Intercom Support - Required Field question	🧑 Timothy Todd	Thu, Apr 25, 2024	To do
8	○ Intercom - Initial Open ticket cleanup	🧑 Kristena Jones	Thu, Apr 25, 2024	To do
9	○ Coordinate to review which techtips have been published and which drafts still can be used	🧑 Kristena Jones		To do

╋ **Add task**

🔗 Relevant links

- NATCA Constitution with highlighted portion for ITC relevance - (📊 shared via SharePoint) Add relevant links here.