

ITC In-Person Meeting

NATCA National Office Washington, DC

February 25-26, 2026

ITC members in attendance:

- Jason Doss
- Jayson Harris
- Aaron Merrick
- Linda Do-Ruiz
- Matthew Heer
- Thom Metzger
- Jason Brown
- Luke Garner
- Joumana Laude
- Kristena Jones
- William Henneck
- Timothy Todd
- Matthew Fritz
- Phil Yanchulis

Meeting opened at 8:00am by Jason Doss

Day 1 – February 25, 2026

Committee Operations & Expectations

Doss opened the meeting and outlined expectations and responsibilities for committee members. Discussion covered member duties, call attendance requirements, project ownership, and the boundaries between staff and committee member roles.

Discussion of Intercom Support Process

The committee discussed overhauling the Intercom support process. A tiered support structure was proposed to better organize ticket management and escalation. Discussion also covered handling of non-IT related tickets and the use of standardized canned responses.

Discussion of Member Hub Dashboard Proposal

A proposal was presented for a new member-facing landing page to replace the current members website. The concept would provide a single-entry point with customizable features and integration with existing NATCA systems. AI search capabilities are planned for future phases.

Discussion of Systems Architecture & Infrastructure

The committee reviewed the current state of NATCA's IT infrastructure and discussed areas for improvement, including document management and system security. A need for a more robust document management solution was identified.

Discussion of Budget & Contract Review

The committee reviewed the current budget and noted that costs are expected to exceed the approved amount due to vendor price increases. Updated expense policy guidelines were shared. A deadline of May 1st was established for a comprehensive review of all IT-related contracts, services, and equipment inventory.

Discussion of Technical Projects Status

The committee reviewed the status of active technical projects including the BID system rewrite, pay calculator, Discord bot integration, and infrastructure consolidation.

Discussion of Operational Improvements

The committee identified several operational improvements needed across NATCA's IT systems and processes, including change management procedures, project scoping, and website updates.

Meeting adjourned for the day.

Day 2 – February 26, 2026

Discussion of Email System Costs and Proposed Solutions

The committee addressed significant cost increases from both Rackspace and Microsoft Office 365. Several proposals were discussed to restructure email services and reduce expenses, including changes to how member email accounts are provisioned and managed.

Discussion of Office 365 License Restructuring

The committee discussed restructuring Office 365 licensing tiers to reduce costs. A proposed new structure was reviewed covering staff, NEB, committee members, committee chairs, and Article 114 representatives. Implementation would proceed on a rolling basis as current contracts expire.

Discussion of System Ownership and Responsibilities

A comprehensive audit of IT system ownership was completed and key assignments were established. The committee identified the need to recruit 2-3 new committee members to support the growing workload.

Discussion of MyNATCA Development Priorities

The committee discussed priorities for continued MyNATCA development, with a focus on reducing dependency on legacy systems. A target date of July 2026 was noted by leadership. Current modules requiring attention were identified and discussed.

Discussion of Meeting Structure Changes

The committee discussed moving to a bi-weekly meeting schedule with longer, structured sessions. A survey will be deployed to determine optimal times.

Discussion of Conferences and Committee Assignments

The committee discussed upcoming conference participation and made volunteer assignments for Campaign 2026, CFS, and ATX. An ATX booth was confirmed. Website redesign planning was also discussed and will continue with further work group decisions to follow.

Meeting adjourned at 4:30pm.