

# Technology Services

February 17, 2018

**Table 1: Stakeholders with Current and Future Tech Needs**

Stakeholders	Current Tech	Future Tech	Budget	Risks
Exercise Room	Radio, TV	Virtual reality jogging trails (Large TV / Projection Monitor, etc)		None
Game Rooms	Radio	TV, WIFI, Software brain games, LifeStyle Link, Dakim Brain Fitness Software, gaming software		None
Arts and Crafts Room	Radio	TV, WIFI, Computer		None
Library Room	Radio	WIFI, Software database on aging, Music, Movies		None
Sitting Room	Radio	TV, WIFI		None
Grande Ball Room	Radio, TV, DVD, CD, PA	<p>Movie Rights, Smart TV Rights, Comcast On Demand, Comcast DVR, Netflix, Other Commercial Streaming</p> <p>WIFI, CD library</p> <p>Move CD player and AMP to credenza top</p> <p>Speaker location and installation check</p>		Video copyright liability
Kitchen	None	Working ice maker		None
Office	Phone lines, Computer System, Copiers, Fax, Router, Radio and CD Control	<p>Satellite Radio</p> <p>24/7 access to sound system control</p> <p>Electronic records archive</p>		Loss of VGEM data

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		Go To Meeting		
Reception Area	Copier, Radio	Website computer, VGEM data backup		None
Clubhouse	Radio, Alarm, Door Entry	Smart lights, smart thermostats		Privacy liability
Outdoor Pool	Radio	Access control, WIFI, chemicals mgmt., Web thermometer		None
Indoor Pool	Radio	Access control, WIFI, chemicals mgmt.		None
Bocce Court	None	Access control, WIFI		None
Tennis Court	None	Access control		None
Community Homes	Email	Website Community entrance exit security cameras Community Internet reputation checking		Possible undisclosed email tracking liability
Committees	Email, Copier	Website		None
Clubs	Email, Copier	Website		Checks mgmt. liability
Technology Team	None	Teaching laptop		None

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## Tech Team Guiding Principles

- To investigate and implement technologies that improve the quality of life for residents
- To not misuse technology where residents are engaged in useless activity, waste time, are harassed, intimidated or perceive loss of freedom or liberty when using HOA assets
- To review and ensure that existing technologies are working, useful, and sustainable
- To ensure that security related technologies are not applied except after extensive review and significant community involvement
- To periodically engage in community outreach where technology suggestions are requested via email

Services: The service and equipment associated with the service

Start: Year the equipment was purchased.

Status: Okay, failing, abandoned, etc

VTR: Value to the residents that use the service.

Use: Approximate peak number of residents that use the service.

Rate: Days out of the year 365, 52, 12, seasonal = 100

**Table 2: Services List (Technology Only)**

Services	Start	Status	VTR	Use	Rate	Budget	Comments
Smart TV Grande Ball Room	2018	Issue	High	20	365		WIFI is not working well. <u>May need Ethernet cable.</u>  <u>Investigated Ethernet port on cable box and it does NOT provide Internet access. It is only for Comcast use.</u>
TV Exercise Room	2009	Okay	High	50	365		
Smart TV Conference Room	None		Low	8	12		
Smart TV Game Rooms	None		Med	50	365		
PA System Grande Ball Room	2009	<u>Issue</u>	Med	140	52		<u>TV connection and spare cables needed. Currently connected to cable box and DVD</u>

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Services	Start	Status	VTR	Use	Rate	Budget	Comments
							<p><u>so volume control cannot be controlled with remote.</u></p> <p><u>Power AMP is a heat safety issue needs to be placed on top of credenza. CD player is inaccessible needs to be placed on top of credenza.</u></p>
Speakers Grande Ball Room	2009	<u>Issue</u>	Med	140	52		<p><u>Investigate installation, are safety lines needed.</u></p> <p><u>Check polarity match they may be 180 out of phase.</u></p> <p><u>Go to home Depot and buy some cable runners to properly run the cables or run cables through attic.</u></p>
Wireless Speakers Grande Ball Room	None						<p>Investigate commercial wireless speakers that support a hall of 100+ people. <u>If this is done investigate disposition of existing equipment (AMP and speakers). Is this just for cables or are there other reasons?</u></p>
Clubhouse Radio	2009	Issue	Med	100	365		Unable to access when office closed
Clubhouse CD Player	2009	Issue					Disconnected?
Clubhouse Amplifier	2009	Issue					Disconnected?
<u>CD Library</u>	<u>None</u>						<p><u>Someone donated CDs and a CD rack, should that have been the start of a CD library?</u></p>
<u>Receptionist Tech Needs</u>	<u>2016</u>	<u>Issue</u>					<p><u>Possible Concept: Receptionist computer system houses all club and committee flyers, info, and community website.</u></p>

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							<u>Greeter sits behind reception desk with very nice comfortable chair, with access to music and TV to make the time pass nicely.</u>
Clubhouse Satellite Radio	None		<u>Med</u>				
<u>Clubs and Committees Tech Needs</u>	<u>None</u>		<u>High</u>				<u>Track tech needs over time e.g. website</u> <u>Issue: Board made aware of checks management problem.</u>
Portable Blue Ray Players	None						
Heater Air Cond Smart Thermostats	None		None	-	-		
Smart lights on/off	None		None	-	-		
Access Control Indoor Pool	<u>None</u>		<u>None</u>	-	-		Mechanical with Paper vs. electronic
Access Control Outdoor Pool	<u>None</u>		<u>None</u>	-	-		Mechanical with Paper vs. electronic
Access Control Bocce	<u>None</u>		<u>None</u>	-	-		Mechanical with Paper vs. electronic
Access Control Tennis Pickle Ball	<u>None</u>		<u>None</u>	-	-		Mechanical with Paper vs. electronic
WIFI Pool Area	None		Low				Need to confirm with community survey
WIFI Grande Ball Room	None		Low				Need to confirm with community survey
WIFI Club Rooms	None		Low				Need to confirm with community survey
Office Records Local Electronic Archive	None		None	-	-		
Office Records Offsite Electronic Archive	None		None	-	-		Need disaster recovery approach
Community News Letter	2009	Sporadic	High	800			<u>Some is electronic some is paper</u> <u>Electronic delivery has stopped again for some residents. Electronic versions of paper issues missing</u>
Community Flyers	2009	Okay	High	800			
Email Event Notifications	2015	Check	High	800			Is Email tracking enabled? Do we care?
Community Website	None		High	600	365		Need to confirm with community survey
<u>Board, club, committees</u> email addresses	None		Low				<u>Used for VGEM business and activities</u>
<u>Community Social Media Presence</u>	<u>None</u>		<u>Low</u>				<u>Do we need to monitor?</u>

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Services	Start	Status	VTR	Use	Rate	Budget	Comments
<u>HOA Community and Mgmt Software</u>	<u>None</u>						<u>All-encompassing solution that includes HOA + Community needs.</u> <u><a href="http://www.hoa-sites.com">www.hoa-sites.com</a></u> <u><a href="http://www.hoa-express.com">www.hoa-express.com</a></u> <u><a href="http://www.hoaspace.com">www.hoaspace.com</a></u> <u><a href="http://www.athomenet.com">www.athomenet.com</a></u> <u><a href="http://www.home-owners-assoc.com">www.home-owners-assoc.com</a></u>  <u><a href="http://www.doodlekit.com">www.doodlekit.com</a></u> <u><a href="http://www.capterra.com">www.capterra.com</a></u> <u><a href="http://www.capterra.com/hoa-software">www.capterra.com/hoa-software</a></u>
Community Social Media Presence	None	Unknown	Low				Do we need to monitor?
<u>Resident Privacy Protections</u>	<u>None</u>		<u>High</u>				<u>Values, culture, and policies and procedures to protect resident privacy as more intrusive tech and security are added.</u> <u>Mitigate future liability risks but also behave ethically and responsibly and be of service to the residents.</u>
Wired Fire Alarm	2009	Okay	None	-	-		<u>Board has been made aware of risks.</u>
Wired Intrusion Alarm	2015	Okay	None	-	-		<u>Board has been made aware of risks.</u>
Community Street Cameras 1-4	None		None	-	-		To help after crime events
Equipment to Support Community Technology Classes	None		Low	10	12		The idea is to facilitate anyone that wants to offer a class: smart phone tricks, tablet computer, social media, PC, email, website maintenance. We normally think Grande Ball room but Conference Room or other more cozy rooms might be better. This means a TV.
Comcast TV <u>Commercial Account</u>	2009	Issue	Med				What did we pay for what are we getting, what are the <u>Comcast derived</u> viewing

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Services	Start	Status	VTR	Use	Rate	Budget	Comments
							rights <u>especially with movies</u>
Comcast Music	None	Issue	Med				Is this is part of our bundle
Comcast TV On Demand	None						<u>Viewing rights especially with movies</u>
Comcast TV DVR	None						<u>Viewing rights especially with movies</u>
Comcast Internet	<u>2009</u>	<u>Issue</u>	<u>Med</u>				<u>Bandwidth limits with fees?</u>
Movie Licensing	None						<u>Mitigate liability risks, enable movies</u>
<u>Netflix Commercial Account</u>	<u>None</u>						<u>Viewing rights especially with movies</u>
<u>Other Streaming Commercial Account</u>	<u>None</u>						<u>Viewing rights especially with movies</u>
AV Committee	None						
Verizon Phone 1 Office	2009	Okay	None	-	-		
Verizon Phone 2 Fax	2009	Okay	None	-	-		
Verizon Phone 3 Pool Outdoor	2009	Issue	None	-	-		
Verizon Phone 4 Pool Indoor	2009	Issue	None	-	-		
Verizon Phone 5 Alarm	2009	Issue	None	-	-		
Verizon Phone 6 Fire	2009	Issue	None	-	-		
Conference room phone	None		None	-	-		Use Phone 1 line
Door Entry System	2016	Okay	None	-	-		Card entry, not sure what happens during power failure or system failure, <u>is resident privacy properly protected?</u>