

Hello,

Agenda Summary Going Forward:

- 1/2 hr meeting Wednesday 3/28 from 6 to 6:30 pm for a quick demo of two websites. DONE
- Meet Wednesday 4/4 from 6 to 7 pm to review and collate the survey results. DONE
- During the 4/4 meeting, we can decide if there are specific topics that we need to research. DONE
- Meet 4/18 and formulate our recommendations to the board.

Meeting Notes:

- Reviewed all survey results
- Reviewed Jim's original documents (board request): What is a Technology Plan and What should be included in a Technology Plan (items to consider)
- There are ongoing activities associated with some of the line items in: What should be included in a Technology Plan
- The goal is to produce a final document of the meeting results and circulate via email to review prior to a possible next / final meeting (4/18)

The following link has all the documents we produced:

<http://www.cassbeth.com/vgem/mem/tech>

Walt

On 3/28/2018 11:14 PM, walt wrote:

Hello,

Meeting Notes:

- There was a demo of a HOA website: <http://caminodelmar.ismynest.com>
- The website appears to be modern and covers social, HOA, security, personal profile settings, ticket submissions etc.
- The website uses community management software: <http://www.ismynest.com>
- The website is maintained by the community manager
- Cost appears to be \$400 per month but it is unclear what the cost covers (e.g. labor, software use, etc)

After Meeting Comments (paraphrased):

- TT person #1: Whatever we do it should be simple
- TT person #2: This is part of a broader issue
- TT person #2: I don't understand what our management company does for \$140,000 per year, seems like they should provide a great website
- TT person #2: A link was previously provided as part of a technology solution that happens to be a large management company

This is the previously provided technology solution main page: <https://www.associaonline.com> (the link to technology solutions are inside this site). They are managing 9000 communities: <https://www.associaonline.com/locations>.

After speaking with Abe this evening about our current email announcements I think we are working way too hard and that there is something very wrong.

This takes me back to the first comment: Whatever we do / recommend it should be simple.

Walt

On 3/7/2018 10:02 AM, Walt@cassbeth.com wrote:

Hello,

Before I start, at the last meeting it was suggested that I demo website maintenance and office file storage using a web hosting account. I came prepared for the demo but we ran out of time. I can demo at anytime to the team. It does not have to be at the meetings. If there is still interest in a demo let me know date and time. Any evening is typically good for me. Also I can do one on ones.

These are notes from the meeting. I also included some new info.

- Comcast business does not offer business DVR or On Demand. They only offer special events like sporting events. We basically watch live TV.

- Swank was contacted and the pricing and interaction suggests that movies may be viable.

- The office computer is not HOA property. The data is owned by the HOA and the contract has text to ensure the data gets transferred in the event of changes.

- IT consultants / companies was discussed. It was mentioned that perhaps all we needed to do is store info and volunteers could support that function. However it was unlikely that volunteers could do proper IT.

- NAS network access storage was described. This allows for local fault tolerant encrypted data storage. Put it in a locked on site closet. This was contrasted with cloud computing and recent major data loss and compromise on the cloud. However we can not use NAS because we do not own the computer.

After meeting comment: we could ask delucia to allow for a NAS. Once it is setup that may be the way to guarantee our data is always available. This is in contrast to connecting a HOA USB drive and having Cynthia drag over official electronic data.

- The survey was reviewed and the goal is to release it before April. Cover letter example will be provided to help author the survey cover letter.

- External website / HOA data management software was discussed. Previous links were reviewed by some participants. Suggestion is to call some of the vendors and have them present their products. We learn.

- Accounting was discussed. Again the issue is to ensure data is fully transferred and readable by the HOA. Rentcafe is in the mix.

After meeting comment: This is probably known info. Sounds like a new internet company collecting money. Usually these interfaces to the accounting package are bad and require lots of manual work. We are transferring to TD bank. TD bank may have everything we need for proper accounting and IRS obligations. Deposits come from Rentcafe / etc that go to TD, all payments must come from TD. TD may have a service where they can give proper reports from the raw data. In other words they might have mining software to categorize all money flows that feed into proper reports. If manual categorizing is used not sure on the scale of the problem, is it 200 items that need to be categorized or 2000? A 1/2 day is probably needed to go though a 200 item spreadsheet, 1 week is needed for 2000 but error rate will be much higher. TD is probably the answer.

- At the next meeting a new community member will come to talk / demo their other HOA community website and talk IT.

- It was mentioned that the website proposal was rejected because there is too much work to be done related to the transition.

Let me know if I missed anything.

The comment about the website was new info for me. That is an excellent reason for the response however it is

unfortunate that I did not get the message until yesterday. This is so sad because my primary reason for building the website was a response to a HOA meeting where transition was the key topic of discussion. The website would ease the transition was my thought. Oh well.

This brings up a new topic:

Technology to help in the transition:

My suggestion is an internal transition website to house certain work products and support transition communications including official email addresses :)

-- Walt

Sent from my iPhone

Previous meeting notes

On Feb 21, 2018, at 8:55 PM, walt <walt@cassbeth.com> wrote:

Hello,

These are notes for the survey:

- Are you interested in technology to enhance the exercise room experience with current equipment and if so what would you like, write in
- Are you interested in having movie nights at the club house (this requires a new movies rights license)
- Are you interested in live music at the club house (this requires a new entertainment license)
- Are you interested in a VGEM website to house information like the gazette, forms, announcements, events, HOA business, etc
- Are you interested in dependable WIFI access at the pool and throughout the clubhouse
- Are you interested in a Conference room TV or a TV in other locations, write in your location(s)
- Do you have any other technology suggestions

Other Notes:

- Demo website maintenance at future meeting
- HOA business files housed on Internet without a website - yes possible
- HOA business email accounts on Internet without a website - yes possible
- Internet without website needs domain name and web hosting company www.networksolutions.com and www.oneworldhosting.com
- Office 365, google docs, cloud computing for office operations as alternative to Internet without website
- HOA business Internet and community website security (various alternatives, need to pick one)
- Internal website control versus outsourced website

Outsourced website alternatives from Services Table:

All-encompassing solution that includes HOA + Community needs.

- www.hoa-sites.com
- www.hoa-express.com
- www.hoaspace.com
- www.athomenet.com
- www.home-owners-assoc.com
- www.doodlekit.com
- www.capterra.com
- www.capterra.com/hoa-software

Cheers,
Walt