This is a working document. It does not reflect the final recommendations. It can be used for future reference.

**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

Something we did not discuss is how is how to disposition old equipment. It's probably outside our scope but it seems like the HOA minutes should capture how we dispose of old assets: trash, donation, sale, storage, resident purchase, etc. Also there may need to be a procedure.

| Table : 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 | Movie Rights, Smart TV Rights, Comcast On Demand, Comcast DVR, Netflix, Other Commercial StreamingWIFI, CD libraryMove CD player and AMP to credenza topSpeaker location and installation check |  | Video copyright liability |
| Kitchen | None | Working ice maker |  | None |
| Office | Phone lines, Computer System, Copiers, Fax, Router, Radio and CD Control | Satellite Radio24/7 access to sound system controlElectronic records archiveGo To Meeting |  | Loss of VGEM data |
| 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 | WebsiteCommunity entrance exit security camerasCommunity 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 |

Table Column Guide

**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 residents use the service every day is 365, weekly is 52, monthly is 12, seasonal is 100

| Table : 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. May need Ethernet cable. Investigated Ethernet port on cable box and it does NOT provide Internet access. It is only for Comcast use. |
| 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 | Issue | Med | 140 | 52 |  | TV connection and spare cables needed. Currently connected to cable box and DVD so volume control cannot be controlled with remote.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. |
| Speakers Grande Ball Room | 2009 | Issue | Med | 140 | 52 |  | Investigate installation, are safety lines needed. Check polarity match they may be 180 out of phase.Go to home Depot and buy some cable runners to properly run the cables or run cables through attic. |
| Wireless Speakers Grande Ball Room | None |  |  |  |  |  | Investigate commercial wireless speakers that support a hall of 100+ people. If this is done investigate disposition of existing equipment (AMP and speakers). Is this just for cables or are there other reasons? |
| Clubhouse Radio | 2009 | Issue | Med | 100 | 365 |  | Unable to access when office closed |
| Clubhouse CD Player | 2009 | Issue |  |  |  |  | Disconnected? |
| Clubhouse Amplifier | 2009 | Issue |  |  |  |  | Disconnected? |
| CD Library | None |  |  |  |  |  | Someone donated CDs and a CD rack, should that have been the start of a CD library? |
| Receptionist Tech Needs | 2016 | Issue |  |  |  |  | Possible Concept: Receptionist computer system houses all club and committee flyers, info, and community website. Greeter sits behind reception desk with very nice comfortable chair, with access to music and TV to make the time pass nicely. |
| Clubhouse Satellite Radio | None |  | Med |  |  |  |  |
| Clubs and Committees Tech Needs | None |  | High |  |  |  | Track tech needs over time e.g. website &Issue: Board made aware of checks management problem. |
| Portable Blue Ray Players | None |  |  |  |  |  |  |
| Heater Air Cond Smart Thermostats | None |  | None | - | - |  |  |
| Smart lights on/off | None |  | None | - | - |  |  |
| Access Control Indoor Pool | None |  | None | - | - |  | Mechanical with Paper vs. electronic |
| Access Control Outdoor Pool | None |  | None | - | - |  | Mechanical with Paper vs. electronic |
| Access Control Bocce | None |  | None | - | - |  | Mechanical with Paper vs. electronic |
| Access Control Tennis Pickle Ball | None |  | None | - | - |  | 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 |  |  | Electronic delivery has stopped again for some residents. Electronic versions of paper issues missing |
| 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 |
| Board, club, committees email addresses | None |  | Low |  |  |  | Used for VGEM business and activities |
| Community Social Media Presence | None |  | Low |  |  |  | Do we need to monitor? |
| HOA Community and Mgmt Software | None |  |  |  |  |  | All-encompassing solution that includes HOA + Community needs.[www.hoa-sites.com](http://www.hoa-sites.com)[www.hoa-express.com](http://www.hoa-express.com)[www.hoaspace.com](http://www.hoaspace.com)[www.athomenet.com](http://www.athomenet.com)[www.home-owners-assoc.com](http://www.home-owners-assoc.com)[www.doodlekit.com](http://www.doodlekit.com)[www.capterra.com](http://www.capterra.com)[www.capterra.com/hoa-software](http://www.capterra.com/hoa-software)HOA Management [www.associaonline.com](http://www.associaonline.com)HOA Management Age 55 [www.fsresidential.com/corporate/what-we-do/property-management/active-adult-community](http://www.fsresidential.com/corporate/what-we-do/property-management/active-adult-community) |
| Community Social Media Presence | None | Unknown | Low |  |  |  | Do we need to monitor? |
| Resident Privacy Protections | None |  | High |  |  |  | Values, culture, and policies and procedures to protect resident privacy as more intrusive tech and security are added. Mitigate future liability risks but also behave ethically and responsibly and be of service to the residents. |
| Wired Fire Alarm | 2009 | Okay | None | - | - |  | Board has been made aware of risks. |
| Wired Intrusion Alarm | 2015 | Okay | None | - | - |  | Board has been made aware of risks. |
| 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 Commercial Account | 2009 | Issue | Med |  |  |  | What did we pay for what are we getting, what are the Comcast derived viewing rights especially with movies |
| Comcast Music | None | Issue | Med |  |  |  | Is this is part of our bundle |
| Comcast TV On Demand  | None |  |  |  |  |  | Viewing rights especially with movies |
| Comcast TV DVR | None |  |  |  |  |  | Viewing rights especially with movies |
| Comcast Internet | 2009 | Issue | Med |  |  |  | Bandwidth limits with fees? |
| Movie Licensing | None |  |  |  |  |  | Mitigate liability risks, enable movies |
| Netflix Commercial Account | None |  |  |  |  |  | Viewing rights especially with movies |
| Other Streaming Commercial Account | None |  |  |  |  |  | Viewing rights especially with movies |
| 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, is resident privacy properly protected? |