



Report of the Information Technology Section

Statement of Purpose

The Information Technology section of the Office of the Treasurer provides information and telecommunication services for the churchwide units; Internet support and network links among congregations, synods, and the churchwide organization; and guidelines and policies for computer standards, security, application development, data storage, and data retrieval. The technical services team provides support for the churchwide staff related to software, hardware, telephones, training, and requests for new services. The constitutional description of this unit appears in continuing resolution 13.52.B05, printed in Section X of this volume.

Report of Work for 2005-2007

Special projects and initiatives undertaken by staff members of the Information Technology section during the past biennium included:

- Supported donor management system (Raiser's Edge) selection and implementation;
- Web infrastructure re-design and implementation;
- Managed technology issues related to temporary housing and movement of staff during building reconfiguration;
- Implemented a virtual private network and installed and trained over 150 staff to use it;
- Created the ELCA News Web log ("blog") and established an RSS feed, a standardized family of electronic formats used to publish frequently updated digital content;
- Increased bandwidth to provide more reliable access to the ELCA Web site (*ELCA.org*);
- Implemented an Automated Call Distribution (ACD) queue for several units;
- Worked with the Business Continuity Team, completed two employee procedure manuals for use in the event of an emergency building closure, and trained all units on the procedures;
- Collaborated on the development of a new online donation system called GoodGifts; and
- Implemented major upgrades to anti-virus software and the e-mail system.

Major Directions for 2007-2009

Some of the priorities for the Information Technology section in the coming biennium include:

- Work with the ELCA Foundation on selection of new software for Endowment management;
- Continue the integration and linking of contact information to Raiser's Edge;
- Develop policies and practices that provide security and risk balance for the ELCA;
- Develop and promote an IT training curriculum for churchwide staff;
- Identify and implement the use of network tools to enable increased reporting around capacity, network alerts, and patch management;
- Identify and implement the move of appropriate business processes to the ELCA Web site;
- Complete necessary infrastructure changes at the ELCA Archives to provide for limited business continuity recovery at that location;
- Complete disaster recovery planning and implement a testing cycle;
- Assist the Communication Services unit in the purchase and implementation of a Web content management system; and
- Working with several units, develop an online roster mobility system.

LaRue R. Unglaube, *executive for information technology*