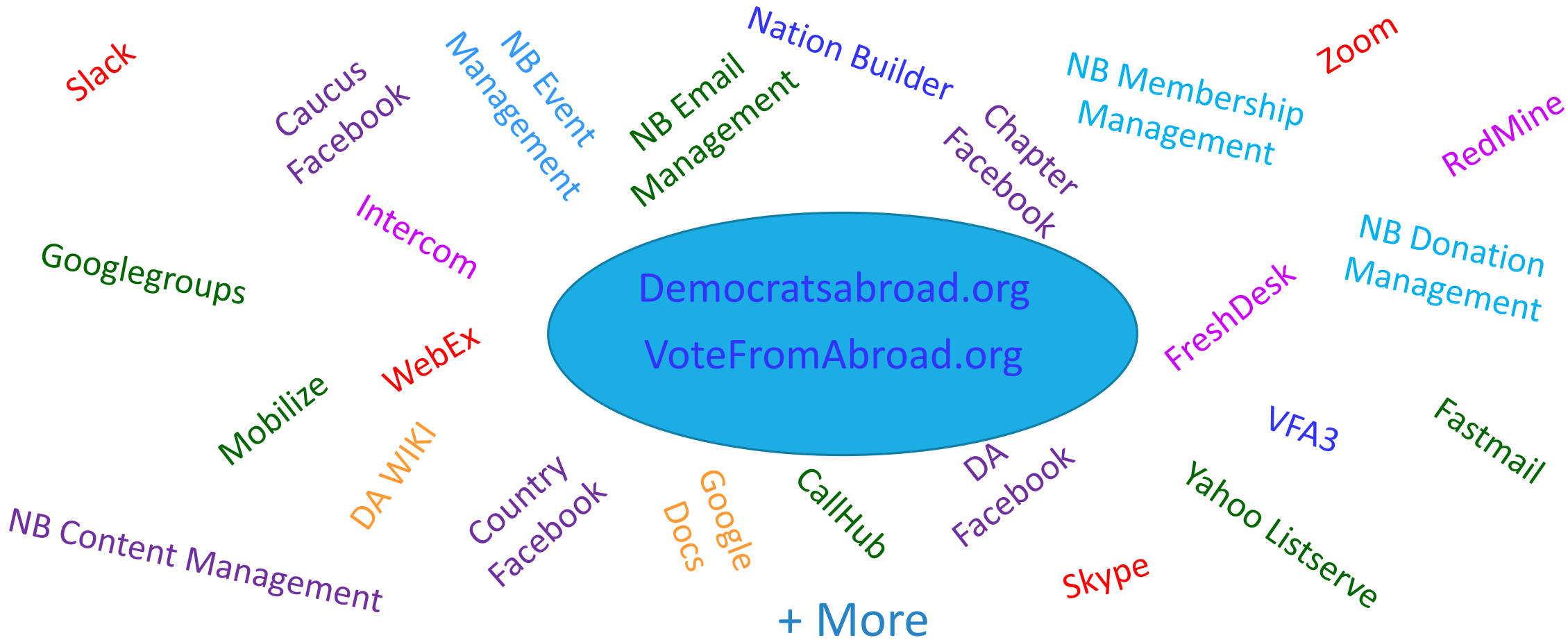


Democrats Abroad Global IT Team

DPCA GLOBAL MEETING

MAY 2019

Current IT Tools



Year in Brief

IT Activities in Support of DA's Mission

Supported needs of new DB admins –

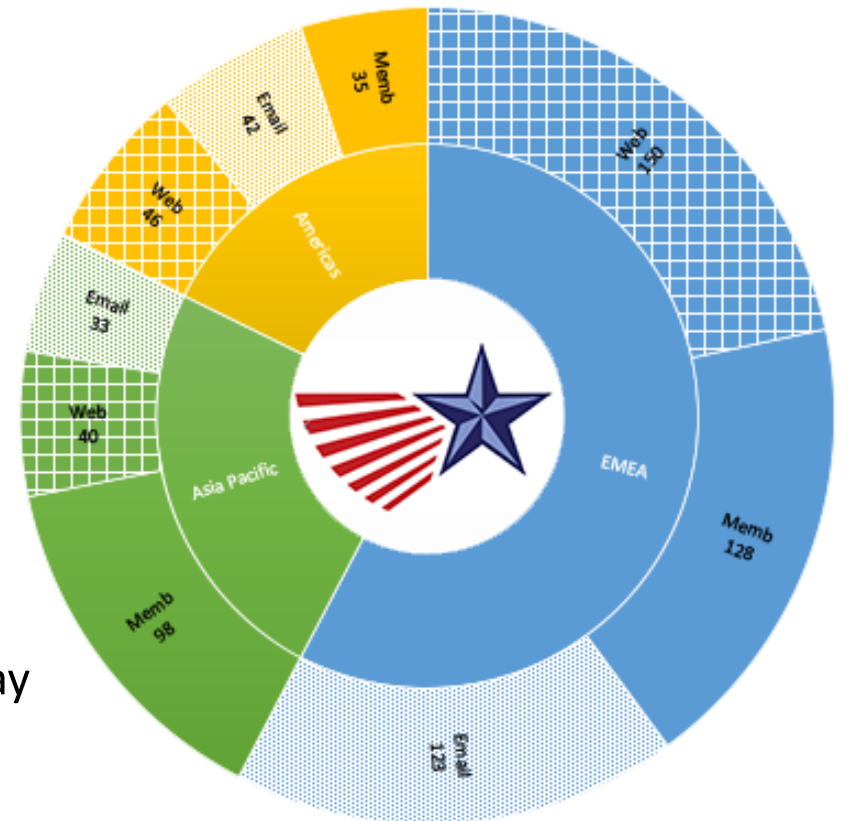
Trained and certified new admins on Nation Builder

- Certified 194 admins for Email Management
- Certified 211 admins for Membership Management
- Certified 234 admins for Web Content Management
- Managed/Managing big surge in new admins with 2019 country/chapter elections

Supported needs of existing DB admins and leaders -

Managed the IT HelpDesk

- Processed over 4000 help requests – average a dozen per day
- Implemented new country level Super User roles with additional training and tools



Year in Brief

Supported legal requirements - Assisted and supported new EU GDPR policy

- Developed and implemented new compliant procedures



Supported GOTV Phonebanking - Coordinated 262 CallHub Campaigns

- Phone and SMS
- Processed over 10,000 updates



Supported need for group calls – Managed WebEx

- Processed ~700 WebEx meeting schedule requests
- Processed ~200 WebEx recording or meeting change requests



Supported need for access to DA data – Managed DA's Wiki

- Supported postings of more than 11,000 content items (pages, attachments, images, etc.)



Supported need for money – Managed DA's Donation Process

- Monitored 1,150 donations
- Dealt with multiple fraudulent donations



Year in Brief

Supported need for up-to-date and accurate data - Conducted data cleanup projects

- Managed annual membership count cleanup process including self-verification
- Addressed bad email and opt-outs
- Addressed missing voting addresses
- Normalized and fixed phone formats
- Managed global on-going fixes and duplicate management
- Made changes to over 25% of members (~40K) by Global IT Team



Supported need for new Voter Registration tool - Coordinated VFA3 testing and implementation

- Coordinated over 50 testers
- Conducted over 5000 tests



IT Supports DA's Mission

Plans for Next 12 Months

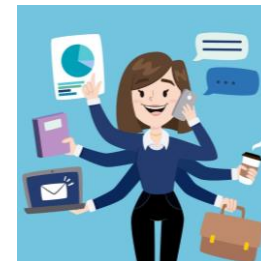
Upgrade Nation Builder to latest version

- Key feature uses Paths rather than Follow-ups
- Major change to our configuration and processes
- Creation of new documentation
- Retraining all membership admins






Support DA's IT Needs that support our mission

- Schedule regular on-line training sessions
- Support GOTV activity
- Conduct additional data audits
- Create additional data cleanup tools
- Support Global Primary as needed
- Respond to any unplanned needs as possible



Key Takeaways

- IT is just a tool  - to help with our mission and GOTV work
- The IT team is here to help you – but **not** to do your work – and timely responses to our emails are appreciated 
- Make sure you assign diligent people capable of doing your IT work
- IT is not free – need to balance costs (actual dollars and time) with benefits
- IT Team are all volunteers – please be nice and thank them 

IT Cost vs Benefit

Costs

- What does it cost to implement?
- What is the ongoing cost?
- How much volunteer time does it require?
- Is there budget for the cost?



Benefits

- Does it help Get Out the Vote?
- Does it help other DA goals?
- How much volunteer time does it save?
- Could we get more benefit in other areas?

DA and the IT Team cannot afford to do everything

Please Thank Our IT Global Core Team Volunteers



Shari Temple
(DE)
Chair



Gail Fagen
(IT)
Deputy



Merrill Oates
(HU)
Deputy



Karen Frankenstein
(DE)



Eliot Goldman
(FR)



Pete Kaiser
(CH)



Susan Penrod
(DE)



Suma Shamanna
(IN)



John Yee
(CA)

Please Thank Our IT Global Extended Team Volunteers

Jeffrey Cheng (SE)

Jared Cocke (DE)

Jeffrey Edison (BE)

Craig Gonzales (UK)



Jerry Kearnes (UK)

Ari Milner (MX)

Diane Sklar (FR)

Holly Wheeler (AE)

Please Thank Our Global Group IT Liaisons

Women's Caucus - Angela Fobbs (DE)

Black Caucus - **OPEN** – Angela Fobbs
(DE) acting

Hispanic Caucus - William Prescott (MX)

Youth Caucus - **OPEN** - Jeffrey Cheng
(SE) acting

LGBT Caucus - **OPEN**

Progressive Caucus - **OPEN** – Karen F
(DE) acting

Military Caucus in formation - **OPEN**

GOTV - Brett Carnito (AT)

Fundraising - **OPEN**

Study Abroad - **OPEN**

Taxation Task Force- **OPEN** – Gail Fagen
(IT) acting



Need help filling openings

Feedback

What can we do to make our current tools easier for you to use?

What new tools would help us with GOTV?

Can you help recruit more IT capable global volunteers?

Contact us at helpdesk@democratsabroad.org

