SASKATOON SASKATCHEWAN STAKE

**Technology Plan 2016-2018**

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Version 1.0

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# Introduction

## Purpose

This plan will cover the next 2 years and will try to develop a standard of technology service for the units in our stake, solidify a group of people that can maintain a level of service, and develop the staff to prepare for expansion in the future.

## Problems

Some of the things that have been lacking over the past 2-3 years are a reliable team to handle technical issues at the unit level. Many times it appears that the Bishop/Branch President himself is taking responsibility or it is handed over to a Missionary. It is speculated that either someone else was not available, knowledgeable enough, or felt an urgency to prepare for the event that was coming. Many calls for help are usually done at the very last minute and indicate a lack of testing beforehand.

There is also evidence to indicate a lack of respect for policy around technology and its uses. Some appropriately ask first whether something can be done. (Use the conference cart for Family history) Others, either through ignorance or presumption, willingly make changes without considering the consequences. (viruses on computers, cables not returned, technology used but not returned in its original state, broken but not reported)

As in many other areas of church life, there are questions around access, responsibility, fair use, and proper care. Many of the units including the stake have faced the following kinds of problems.

* Security - who needs access? how many need access?
* Teaching - who’s responsible for teaching policies, operation, can and can’t do, habits of returning?
* Maintenance and Care - who’s responsible for maintenance? Does it depend on where the technology is located? (Library takes care of TV’s, VCR’s? Clerks take care of computers? Conference cart? Family History computer? Data Projector?)
* Conflict? - how can it be scheduled? How far can it travel? In the building only or across units? Public relations events? What if there’s not enough in a location?

# Current Use of Technology in the Meetinghouse

We’ve never had enough people in place to be able to gather feedback from the units on the topics suggested in this plan template from the Church. After we re-organize we can probably be more systematic in getting a sense of the overall adoption rates of technology.

## Use of Online Church technology

I received some information about rich-media from FM Group when I asked. I’ll put in the recommendations section.

* Perceived use of applications on LDS.org (calendaring, newsletters, lesson-schedules,etc)
	+ Stake has a few problems.
		- President Erickson, SP 2nd Counselor and Evan Ericson, Stake Executive Secretary place events in the Stake Activity calendar – is this appropriate or the best people for the job?
		- There are stake calendars built for cross-unit activities and for stake equipment
			* they are hard to implement and maintain because of changing administrators
			* To book equipment you need to be an administrator for the calendar (power to create an event)
			* no one to police the calendars and monitor equipment use – e.g. share the data projector – how do they get it? Did they bring it back? Did they use the calendar?
			* Family History centre uses a calendar for their monthly meetings, Youth use it for weekly Wed activity meetings, SA and YSA have a calendar but I don’t know if they use it
			* Building booking agents in Saskatoon do not use the calendar or perhaps not effectively – but I don’t hear how they handle conflicts or how serious they were (Eg. Marriages, funerals, multiple wards) I have heard in the past that Units may handle conflicts through bishoprics.
	+ Wildwood and Wanuskewin have effectively encouraged their members to be more online and utilize the resources. Meadow Green does not push it. Not sure of other units in the stake, although I’m quite sure Battlefords, Kindersley, and Melfort shy away from them.
	+ Have learned that Meadow Green High Priests Quorums does not seem to be able to set lesson schedules like the EQ can. EQ gets drop-downs with choices of what to put for a lesson and the church auto-populates the weekly standard lessons from manuals, whereas HPG leaders have to type everything into a blank form. This could be an administration problem in the ward.
* Perceived use of rich media content for teaching and training (Come Follow Me)
	+ Teachers are very willing to use the content, but there is a mix of how to do it in the classroom. Print the lesson? Handouts? Bring their laptop or iPad?
	+ There are many stories of how people are still relying on wireless and streaming methods of retrieving content which is convenient but not what the Church recommends. We are to download content and avoid buffering issues that can detract in a classroom. Much training is needed in this area.
	+ In the units, I have heard that Kindersley demands print only and may not use videos very well. Could be the age of the teachers. Flin Flon is quite cutting edge with using technology to broadcast their Sunday school but may not be very effective at it. I don’t know how they do videos for remote listeners.
* Training **recommendations**
	+ There is a lot of variability in the units at present on these topics and a lot of training requirements to standardize this.
	+ Promotion of the resources is needed – the rural units likely lack the people or skills to engage people with the resources and teach them

## Technological interests and expertise of leaders, teachers, and members

I don’t have a lot of answers or feedback for this one….

* Desire and ability to present rich media in classes and meetings
	+ I think teachers are generally pretty web familiar and are comfortable using this in their home but does not translate well when they get to the Church
	+ Everyone is used to connecting and using things on the internet, in the moment. It is an extra step to download items though, because the internet follows an always on kind of principle. A lot of people can use the web but are not as familiar with where the files go if they download, attach, save, etc.
	+ Many members suggest ways of hooking up computers, etc to TV’s (assumes unit has HDTV)
* Comfort level, familiarity, and experience with using Church applications (LDS.org,Android, Apple)
	+ Very different levels within every unit. The young are advanced, the old are not. Many don’t care if they have an LDS account or don’t use it enough to even remember their password.
* Training **recommendations** for leaders and members
	+ Training plan for Sunday School presidents regarding rich media – so they can pass it on to the teachers or librarians

## Display devices

I asked FM Group some questions about this topic. Will post it here.

1) TV replacement guidelines are attached. Currently we are told to run the TVs till failure and then replace. Life cycle is 20 years meaning we want to get at least that out of the units. If it still functions well, then replacement isn’t justified. We have been told recently that each building is entitled to a 46” TV so we could provide those with a TV stand to your buildings. If we could split that over 2 years it would be helpful to us. If you could provide a list of which buildings are a priority we could start with those.
2) If a unit purchases a TV from LUBA, **we will not maintain it**. The only items we maintain are approved units from a purchasing guide. We can though, purchase a 46” as mentioned. If there is an existing older tv that quits working we can replace that as well.
3) The church is moving to a new satellite receiver which installation will start after April 15th of this year. As for Cumberland (different languages in different rooms), we can look at running coax to other rooms in the building if it makes sense. Which rooms do you need service run to?
4) No need to use FIS for these issues.

* Age, condition, and capability of current display devices
	+ Stake inventory will help with determining this
	+ Wildwood, Flin Flon, PA all decided to buy HDTV’s in the past few years using LUBA (Local unit budget allowance) – this means the stake will have a maintenance issue going forward
	+ Wildwood’s TV was the oldest and is in need of replacement although I borrowed and HDMI converter from Nick Crosby and wired those inputs to RCA for the time being so it can still be used for the moment. (not the same quality)
	+ The other HDTV in the stake centre library was inherited when the YSA branch terminated.
* **Recommendation**s for providing additional connectivity to equipment, if any
	+ Need a specification sheet to help determine what we should have here
* **Recommendation**s for upgrading or replacing equipment, or for acquiring new equipment
	+ 1 HDTV (assume it can play media in USB) and 1 media box (using current CRT TV) per unit
	+ 10 year replacement cycle on LUBA holdings (keep separate inventory)



## Rich Media Capability

A year ago this idea was piloted in Saskatoon.

* Saskatoon has been supplied media players with their TV’s for the past year. They were also given a 64GB USB stick with downloaded media content and an inventory for videos that they might want to use for the year. It became evident that the preferred and probably recommended method would be for teachers to prepare their own USB sticks with their desired content and bring that with them. It is much easier to navigate to what they want.
	+ Meadow Green has effectively adopted its use (WD Live media player) and is asking for another one. The librarian has been showing how to use the device and encourages people to bring USB sticks. They only use regular CRT TV’s.
	+ Wanuskewin follows their leader, Bishop Smith, and wants to use mirroring or connecting a laptop or smartphone to their HDTV. Similar ideas have been expressed in Flin Flon. Wanuskewin was given a Roku box to try out and see if they could use media through it but it was not effective. Either training was not disseminated or the box was not as easy to use or it could have been preference as the cause of its abandonment.
	+ Wildwood’s HDTV HDMI inputs have failed so they are relying on DVD mostly. They were supplied with a WD Live media player. The results have been mixed somewhat because of the inputs problem. There are some teachers using it and some not. They may also be using Wanuskewin’s TV which had the Roku box so they may not have like that solution either.
* New Sunday school project for 2016 will likely require a lot of training for people to get the hang of. (i.e. media players in each unit) See 2.4.02.
* **Recommend** preparing for a standard hardware device to support rich media and a plan for bringing more TV Display devices into the library.

### Supporting New Youth Curriculum Digital Media FAQs

Is there a way to utilize existing older audio/visual equipment, or do Church units need to purchase all new equipment?

Many meetinghouses still have older CRT (tube) TVs, which only offer either coax or composite inputs. While it is possible to purchase scan converter devices that could convert a VGA signal from a laptop to allow connection to the CRT TV, the easiest solution may be the Western Digital Live TV USB player (click [here](https://tech.lds.org/wiki/Viewing_Church_broadcasts_using_USB_drives) for more details), which provides a composite output (as well as HDMI). Most projectors in meetinghouses should offer a VGA input.

At this time, there is no formal initiative in place to upgrade existing meetinghouse audio/visual equipment on a Church-wide basis. Local units, however, may consider their own needs and determine the appropriate course of action.

### How many display devices (TVs or projectors) will be needed per meetinghouse?

 Technology specialists are encouraged to work with local leaders to determine a reasonable number, based on the expected simultaneous use of video playback in youth and other classes, tempered by what is reasonable and practical.

## Internet and Networks

* Assessment of wireless network accessibility and bandwidth [use tm.lds.org for usage statistics]
	+ All buildings have good coverage (except for Stake centre)
* Current network connectivity of printers and copiers
	+ Unknown at the present time
* **Recommendations**
	+ Adopt fiber when available
	+ Static IP’s in all buildings
	+ Upgrade the bandwidth capabilities for those units doing Sacrament broadcasting

## Clerk Computers

There were 4 recent computer installs in 2015 as any computer still at WinXP was replaced. (Batt, Flin, Kind, Melf) The computers were not all standard and some were provided monitors and some not. I asked FM Group to change their SOP regarding delivery. They typically deliver straight to the unit and then expect a stake tech to visit if things are needed. They are only delivered with very basic operating system and no MLS so it is hardly ready and too much is expected of the clerk to bring it up to speed.

There are some free utilities that we want to include to be able to offer remote support and standardization across clerks computers. Teamviewer is our application for remote support, Chrome for internet. Once they are set up by a stake tech they are delivered through the HC.

**Recommend** a maintenance check every 6 months to ensure there are no virus issues, they are receiving windows updates and not bypassing security or firewall filters.

### Clerk Build

List here…

## Family History Computers

Computers are delivered directly to the unit’s family history center and paid for by FH department. It is assumed they are set up appropriately but we haven’t discovered what they give. The standard is a Dell all-in-one with touch screen and they are on a 5-year replacement cycle. FM Group is responsible for disposal when assets are renewed. If they have a need they can be notified for pick-up. If they don’t have a need, the stake can redistribute as needed once the hard drive is wiped of FH applications.

**Recommend** that if we want to be able to offer remote support (using Teamviewer) here then we may want to consider a similar procedure as above for Clerk computers.

## Stake Conference Carts

In 2014 and 2015 a design was created and implemented to put a computer with HDTV, camera and microphone together to meet the needs of stake leadership communication and training. It consisted of a standardized Acer computer, Hisense HDTV, Logitech webcam, Maxwell C102 conference microphone, 50’ of network cable, and polymer cart. Separate documentation, practice and support was also developed. A website to help make connections simpler using church software Vidyo clients.

Main problems have been due to lack of staff in the units to be able to monitor the use of the carts. Many non-Saskatoon units have been seeing improper use, virus issues, and non-standard software being installed. Mediation has been mainly using antivirus tools and in some cases restoring proper function to browsers that were hijacked.

Thankfully, this project also contained Teamviewer software to help us effect remote support.

**Recommend** new stake techs be trained in how to check for proper operation and use of the carts and to do monthly virus checking and restoring or to indicate when there is a potential for problems.

# Resources Available

See Technology Organization document and plan for new tech team.

## Stake inventory

A list of technology already exists but it was last updated 10 years ago. The following inventory has been updated more recently (within 1-2 years)

* The clerks computers along with warranty, acquisition, configuration, locations
* Saskatoon Family History centre
* Unit offices (copiers, multi-function printers, faxes)
* Satellite receiver codes (4 have been changed only 4 months ago)
* Teamviewer accounts for Clerk, Conference cart, Saskatoon Family History computers
* Clerk printers

The older list was collected during visits by Stake PFR and includes parts of the following:

* Copiers in libraries
* Registered users of the website in 2012 (can’t be tracked anymore)
* Some A/V assets in libraries
* List of old technology being stored (stake office, etc) for disposal or re-distribution

## Stake Standards for Units

We need a good standard to help stake techs to know what we expect to see in each unit and determine who is responsible for it and how. This will lead into a larger discussion around policies for proper use, care, and replacement.

Each unit should find the following in their building:

|  |  |  |  |
| --- | --- | --- | --- |
| Location | Technology | Purchase or Replace | Maintenance |
| Bishop/Branch President’s office | Phone and internet jack | FM Group | FM Group |
| Speaker-capable phone | Unit or Stake | Unit or Stake |
| Clerk’s Office | Computer | FM Group | Unit or Stake |
| network capable multi-function printer (copy/scan/fax/print) | FM Group | Unit or Stake |
| Phone and internet jack | FM Group | FM Group |
| Utility Room(could be clerks office) | Internet modem (ISP) | FM Group | FM Group |
| Church approved firewall | FM Group | FM Group |
| Wireless access points (for wireless coverage in building) | FM Group | FM Group |
| Satellite system and dish | FM Group | FM Group |
| Chapel | Phone and internet jack | FM Group | FM Group |
| Data projector and stand | FM Group | Unit or Stake |
| Screen | FM Group | FM Group |
| Audio/Video cabinet – balanced mixer and volume controls | FM Group | FM Group |
| Microphone for ordinances | FM Group | FM Group |
| Organ or Keyboard | FM Group | FM Group |
| Library | HDTV Display on cart – with combo VCR/DVD | FM Group | Unit or Stake |
| CRT Display on cart – with combo VCR/DVD | FM Group/Unit or Stake | Unit or Stake |
| Media player | Stake | Unit or Stake |
| CD/Tape players for classrooms | FM Group | FM Group |
| Network capable Photocopier | FM Group | Unit or Stake |
| Microphones/cables | FM Group | FM Group |
| Stake Conference cart | Stake | Unit or Stake |
| Sacrament broadcaster | Stake | Unit or Stake |
| USB sticks | Unit | Unit |
| Family History Library | Phone and internet jack | FM Group | FM Group |
| Internet switch to support multiple computers | FM Group | FM Group |
| Computers | Family History Dept | Unit or Stake |
| Network capable printer/copier | FM Group | Unit or Stake |
| Foyer | Audio speakers to hear the sacrament meeting | FM Group | FM Group |
| Other | Concert microphones and stands | Unit or Stake | Unit or Stake |
| Mixers, converters, amplifiers | Unit or Stake | Unit or Stake |
| Dance mixer, CDs or Public Address system | Unit or Stake | Unit or Stake |
| Cables, cords | Unit or Stake | Unit or Stake |

## Budget

Budget for 2016 is $3000

# Implementation Plan

Many of the following projects are already being planned for and some are already in-progress but did not have the staff to carry it out effectively.

## Priorities, goals and plans for 2016

Some of these projects are mainly evaluation and supplement kind of project and it’s implementation time would be short and simple. (standard communication) Others are designed to test and engage the new team. (Inventory) Others will need some competencies built up before implementing. (Rich media)

It may help to use Stake Conference times to break up how the project is expected to complete or be reviewed.

1. Stake Technology Inventory
	1. Objectives
		1. Up-to date inventory across the stake with age to help assess status of technology
		2. Give first job to new techs to let them get to know technology
		3. Find out the capacities/interest/accountability of the new techs
	2. Required equipment, software, tools, process
		1. Spec sheets
	3. Required leader and member training
		1. Tech training and process to follow
	4. Considerations, analysis
	5. Lead: Director or assigned STS
2. Documentation Standards
	1. Objectives
		1. Set standard spec sheet to be attached to each piece (set) of technology
		2. Shows what should always be with the (set) - have a picture, color coded
		(e.g. data projector, extension cord, power cord, cables, stand)
		3. Instructions for proper use, policies
		4. Common troubleshooting help
		5. Contact, resources – know who to call for help or to report problems
	2. Required equipment, software, tools, process
		1. Set of templates prepared
	3. Required leader and member training
		1. Stake tech orientation to use of the templates
	4. Considerations, analysis
	5. Lead: Director
3. Stake Centre Technology room
	1. Objectives
		1. Set up a room with appropriate access to store technology for the building
		2. Build cabinets to organize (sets) of technology (e.g. teleconferencing, data projector and screen, dance mixers, microphones and cables)
		3. Policies for use, sign-out, who gets access, for what purposes, returning, reporting issues
		4. Procedure for monitoring use, handling conflicts, maintenance scans
	2. Required equipment, software, tools, process
		1. Key control
		2. Sign out control – paper or electronic calendar
		3. Documentation
		4. FM Group – build cabinets – we can specify plan
	3. Required leader and member training
		1. Building wide training – how to access, who gets access
		2. Bishopric training – policies and how to handle conflicts
		3. Booking agent training – teach people how to care for equipment as condition of booking (eg. Weddings, funerals)
		4. Tech training – regular maintenance scan process
	4. Considerations, analysis
	5. Lead: Stake tech for Stake centre
4. Stake Tech Training and Improvement plan
	1. Objectives
		1. Track and maintain skill levels and problem areas of stake techs
		2. Handle turn-over and re-training
		3. Identify skills that can be used for projects
	2. Required equipment, software, tools, process
		1. Tracking sheets
		2. Scoring system - # skills, or competency, comfort level
		3. Tech interviews or counsels
	3. Required leader and member training
		1. Using Missionaries as reporters, evaluators
	4. Considerations, analysis
	5. Lead: Director or assigned STS
5. Stake Tech – Standard Operating Procedures
	1. Objectives
		1. Handy reference card for Techs to help them troubleshoot
		2. How to search online resources
		3. When to call STS
		4. Expectations of service
	2. Required equipment, software, tools, process
		1. Teamviewer skills
		2. Phone skills
	3. Required leader and member training
		1. Use of Teamviewer
		2. Talking to members – practicing patience
		3. How stake tech can teach the members how to use the documentation on the technology
		4. What is expected when you can’t be there - (remote support or delegate to missionaries)
	4. Considerations, analysis
	5. Lead: Director or assigned STS
6. Sunday School Rich Media
	1. Objectives
		1. Evaluate a solution that is easy to use for teachers, and easy to service by techs
		2. Determine needs for the units (1 or 2 tv’s, 1 or 2 media playing devices)
		3. Determine media playing (media box) over media streaming (chromecast) as standard or both
	2. Required equipment or software
		1. Evaluate age of current assets
		2. Examine FM Groups ability to contribute and plan how to transition to newer HDTV’s for the units – purchase over the year, not all at once
	3. Required leader and member training
		1. Church recommends rich media be downloaded to prevent buffering issues due to a network
		2. Teachers are not to depend on a wireless connection since they are typically overloaded already on a Sunday and could detract from the spirit of the meeting or class

**Sept Stake Conference**

* 1. Considerations, analysis
		1. Cost and replacement strategy is needed
	2. Lead: Director or assigned STS
1. Stake Leader Standards of Communication:
	1. Objectives
		1. Evaluate remote HC meetings to determine if headsets will help
		2. When planning PVC meetings, a pre-meeting checklist should be followed
		3. Audio conference protocol should have a pre-meeting checklist
	2. Required equipment, software, tools, process
		1. Checklists and instructions on when/how to distribute (perhaps use website)
	3. Required leader and member training
		1. Teach to send out (or point to) instructions on what should be done BEFORE the meeting
		2. Help them understand that if evidence shows they did not prepare, they may be asked to come back later or to the next meeting
		3. If they find difficulties a stake tech can be assigned as the support number for the meeting
	4. Considerations, analysis
		1. PVC meetings are easy to setup but too much time is taken getting everyone to adjust their equipment or fiddle with their audio
		2. It is still too variable when many people are involved
		3. Many people are not utilizing hardwired internet connections and still use wireless without realizing it may be contributing to the quality of the meeting
		4. When involving participants from outside our stake, they may be far behind our capabilities and need to be aware of our standards or offered extended support
	5. Lead: Director or assigned STS
2. Family History recording in the Units
	1. Objectives
		1. Determine a process that will help members to record their histories in a video format
		2. Utilize the carts, as needed, in the unit chapels
		3. Specifications for size, format, quality for videos made at home or with member equipment
	2. Required equipment, software, tools, process
		1. Recording software, camera, good microphone
		2. Can utilize the Conference carts which contain all the components
		3. Ensure Movie Maker is installed on the carts
	3. Required leader and member training
		1. Could utilize a tutorial style of training
		2. Family History Specialist, along with Director, can train the ATS to teach in the units how to accomplish recording with the Conference carts (ATS may also act as the interviewer)
		3. What to do with the product and how to package it. Where to send it.
	4. Considerations, analysis
	5. Lead: Director, Family History Specialist

## Priorities, goals and plans for 2017

These projects are considered to be wants until the Sept Conference, where the team performance can help clarify how “ready” we are to consider more challenging projects.

1. Expand Sacrament broadcasting:
	1. Objectives
		1. Evaluate if other units are ready to use this technology
		2. Plan if improvement is needed or in budget
	2. Required equipment or software
	3. Required leader and member training
	4. Considerations, analysis
	5. Lead: Director or assigned STS
2. Plan for Unit Technology Standardization:
	1. Objectives
		1. Stake inventory will have shown where there are gaps
		2. Plan for bringing units to stake standards from section 3.2
		3. Consider budget required and how to phase in the purchases
		4. Plan for Rich media standardization
	2. Required equipment or software
	3. Required leader and member training
	4. Considerations, analysis
	5. Lead: Director or assigned STS

# Approval

This 2 year plan begins Jan 1, 2016 and will hopefully be accomplished by Sept 2017 Stake conference in advance of the 2018 budget year. A new technical plan will be able to determine the budget going forward for the next 1-3 years.

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Doug Robertson, Saskatoon Stake President Robin Erickson, Saskatoon Stake 2nd Counselor

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Date