To: Board of Directors, US Masters Swimming, Inc.
Re: IT Liaison Report for Mesa, AZ BOD Meeting

Since its inception following the 2012 USMS Annual Board of Directors meeting, the team has met on a nearly bi-weekly basis to review IT project work ranging from day-to-day operational tasks to more formal planned project initiatives. It is clear that the corporation benefits immensely from its dedicated and capable IT staff. Our meetings have revealed the vast amount of work on the collective plate that remains vulnerable to the unexpected events that can occur in the area of IT projects and ongoing technical operational support.

This report will focus on summarizing the major initiatives that occupy the short-term plan.

Registration System
- The list of required and additionally requested features has been compiled.
- Work on bulk email capability with Constant Contact integration with the membership database is being developed.
- The development plan is being formulated and the division of work assignments is being drafted.
- Some areas of concern have been reported and discussed;
  - Some registrars may not be meeting standard member service/support in providing printed membership cards when requested. It appears that some of the administrative tasks should be considered for transition to the National Office. One suggestions is the position should be renamed to LMSC Member Coordinator, and responsibilities be re-examined for more effective membership service and support.
  - Handling of USMS Club fees. There are approximately 40/800 clubs that charge a member fee that is collected by Club Assistant, then routed to their accounts. This is functionality that may not be reasonable to support in the new system.
  - Shopping cart for vendor merchandise and storing of member credit card information securely is viewed as a risk. Option to link directly to a vendor portal is being considered, but would limit visibility into member spend amounts.

Online Sanction Open Water Updates
- System workflow has been modified to prevent event approval until/unless reviewed/approved by the National Office.
- Future enhancements expected to enable sanction and insurance surcharge fee collection and distribution are pending BOD review to finalize requirements.

Infrastructure Updates
- Project timeline extended in order to move forward with Registration System efforts.
- Deliverables are independent from other project work, and the revised 3/1/13 completion target is more achieveable.

Backlog Project Work
- Currently, there are multiple lists of tasks being maintained.
- One list located in a spreadsheet, which is manually updated by staff.
- One list located on the web - http://www.usms.org/projects/
- Recently, another list of requested items has been submitted by Records & Tabulation.
- We are working on obtaining an online tool that will help to better document and manage project/task/bug tracking.

Given the current staffing levels, it is evident that the team delivers every ounce of value it can under very fluid conditions, especially related to day-to-day operational support needs. However, given the volume of work in the backlog, it is also apparent that we risk not setting or meeting delivery expectations on requests from other external organization stakeholders. Communication is important so that stakeholders understand the current workload, and that they can expect some response to the receipt and attention to their submitted requests.

Respectfully submitted,

Chris McGiffin and C.J. Rushman