To the ARRL Board of Directors:

Attached is the report of the Logbook Committee for the first half of 2022. As we have sometimes done in the past, we have purposely omitted from the report some items that we feel would concern members, but that we feel the Board must begin to address. Besides discussing these issues, the Committee is also proposing a high-level version of how the project to update Logbook should proceed. This cover letter is going to the Board, and is not part of the committee’s formal report.

**Issues**

As the implementation of the Personify project has evolved, what was originally intended to affect membership only eventually encompassed all aspects of ARRL login. For example, the online DXCC card checking login has become, and remains, confusing to users. Issues have also arisen for non-members, who can no longer interact effectively with Logbook. In particular, International users, whose participation provides an important part of Logbook’s value, have difficulty accessing Logbook if they do not have ARRL membership credentials.

Logbook and some other ARRL operational personnel were not engaged before or during Personify’s rollout. Resources that were hired for LoTW activities are now assigned other tasks. The people who know LoTW most intimately have left the organization and there is very little documentation.

**The Future of Logbook – The RadioSport Platform**

For some time, the Committee, the Board, and ARRL management have been expecting each other to propose a solution to what should occur in order to update Logbook. At this time, the Committee would like to propose that the Board adopt the following plan:

1. Identify a “product” owner and sponsor for Logbook. The Committee believes that this is the RadioSport department manager.
2. Engage an experienced Business Process Analyst to:
   1. Document Logbook’s current state;
   2. Identify current problems and needed changes;
   3. Work with the product owner to develop the definition and scope of the project;
   4. Draft a Request for Proposal (RFP);
   5. Develop a roadmap for the long-term evolution of Logbook as a continuing process.
3. The Analyst will work with the Product Owner and the user community to create a list of requirements and document desired functionality. They will then work with IT and the LoTW Committee to design and determine how to implement the project.

To be perfectly clear, step 2 requires an expenditure to engage the BPA. In addition, undertaking this plan envisions that the BPA will continue with the project during its implementation, and evaluate functionality and performance to ensure that the requirements of the project are fully achieved.

We specifically recommend a requisition be created to hire an employee or contractor responsible for Business Process Analysis and Project Management, to be responsible for the lifecycle of LoTW needs-analysis based on a holistic view of a LoTW–RadioSport platform—a design effort to create a flexible, modern platform that can be leveraged for our entire community of members who enjoy a broad range of RadioSport activities.

Logbook of the World is the second-most cited benefit of ARRL membership after QST. The Committee is in agreement that the current state of Logbook demands the kind of engagement and appropriate expenditure outlined above. The committee is anxious to contribute to identifying the current state and help guide the design and implementation of a future platform that is in line with the overall League strategy.

73,

Greg Widin, KØGW

Logbook Committee Chair, 2022