**INFORMATION TECHNOLOGY**

The work of the IT Department in 2013 resulted in the completion of several hardware projects and upgrades and substantial progress on certain programming projects, but not as many completed projects as we would have liked. There were several, unplanned activities that required programming resources to be reallocated from scheduled projects throughout the year. Other delays were the result of staff outages in user departments which, unfortunately, affected the approval of specifications and or the testing of code. Programmers were kept busy but completion on several projects suffered as a result.

The biggest project which is now scheduled for completion by year-end 2013 is the e-store project which will connect the front-end web retail store all the way through the back-end delivery and accounting systems automatically. The system is scheduled for final testing within the month.

While not specifically a project of the ARRL IT Department, support for the Ad Hoc Logbook of the World Committee whose work spanned the entire year was substantial. The Committee has recommended, and the Board has accepted, additional human resources and infrastructure improvements for that system, including more server capacity to be co-located as (a) back-up for instances whereby more server power is required to get through certain high volume situations and (b) a compatible test bed for future enhancements.

Plans for 2014 also include completion of all the remaining modules of the ARRL Information System (AIS) and retire the Seibel CRM system.

We have identified the following specific projects for the IT Department in 2014. This is the priority list with which we will begin the year. This does not mean that priorities won’t change or projects can’t be added, but it must be noted that additions to the list will have to be prioritized and will impact the delivery of those projects deemed lower on the priority list.

***High Priority Projects:***

1. Membership and Subscription Module in AIS
   1. Web membership application/renewal
   2. Automatic renewal of membership
   3. Membership account management
2. Wholesale publication sales module in AIS and integration of wholesale publications sales order processing with back-end delivery and accounting systems.
3. Replacement for DXCC (“ATS”) system
4. Improve ARRL web site performance where possible.

***Medium Priority Projects*:**

1. Logbook of the World program enhancements (these will be dependent on the filling of the position of LoTW Programmer approved by the Board).
   1. Perform code maintenance and upgrade version of SAP MaxDB database
   2. Instrument, monitor and tune database performance
   3. Establish a Logbook of the World co-location site.
   4. Migrate unique functionality of the DXCC system to Logbook of the World (5BDXCC award) and add 5BWAS award
   5. Add CQ WAZ award to Logbook of the World
2. ARRL Headquarters local network reconfiguration and upgrade.
3. Upgrade web site software components including content editor.
4. Improve preparation and delivery tools for ARRL electronic newsletters (ARRL Letter, Contest Rate Sheet & E-Letter).
5. Provide member authentication web service to support exam generation website built and operated by outside vendor.

***Low Priority Projects:***

1. Upgrade office desktops to Microsoft Office 2013
2. Contest 2020

Generally, it should not be assumed that these projects will be completed in the order shown above. Application of resources will be to higher priority projects over lower priority projects but it should be kept in mind that resources are different for programming versus hardware projects. However, because there are limited resources (mostly staff time) available to be assigned to projects, the order in which projects are started, worked on and completed will not necessarily follow the list exactly. Multiple projects will be worked on simultaneously.