

**Society of American Archivists
Council Meeting
February 16, 18, 2022
Virtual Meeting**

Staff Report: Technology
(Prepared by Web and IT Systems Administrator Matt Black and
Director of Administration and Finance Peter Carlson)

Most of the activities of the Technology and Operations team falls under Goal 4 of the Strategic Plan: “Meeting Members’ Needs.” Our aim is to support the technologies and tools that empower our members and equip staff to deliver excellent service.

New IT Management Partner

After repeated service disruptions and poor service from NuMSP (our previous IT services provider), we began formally working with Chicago Transom Partners (CTP) as our new managed IT services partner in December. While the relationship and quality of service is a huge improvement, we anticipated disruptions during this transition.

- Transitioning the small monitoring applications that live on each computer took weeks to resolve on all machines.
- Our VPN service was disrupted for several users due to neglect by the previous IT vendor.
- We switched to a new and more functional spam filter service. The transition impacted both outgoing and incoming email at various times and in various ways.

These issues have now been resolved, and staff and members have been characteristically patient and resilient. Our new vendor has been responsive and thorough, and we remain confident about this relationship and our planned strategic improvements to our tech infrastructure.

Supporting Staff Transitions & Other Tasks

Matt’s recent work has also included:

- Supporting onboarding and off boarding of recent staff transitions.
- Creating automated processes in Nimble AMS to alert Service Center about orders that require special handling.

- Refining year-end donor recognition reporting and procedures.
- Refining inventory reconciliation procedures.
- Supporting outreach for A*CENSUS II surveys.
- Supporting planning for the Annual Meeting.
- Working with SAA Sections on special projects and technology needs.