

**Society of American Archivists
Council Meeting
May 18-20, 2022
Chicago, Illinois**

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.

IT System Improvements

We continue to work with our new Managed Services Provider, Chicago Transom Partners, to implement a long list of improvements to our servers and basic IT systems. We migrated to a new spam filter in February, and it has proven to be a significant improvement over our previous system.

On the weekend of May 6, we migrated our email system from an on-premise Exchange server to a cloud-based Microsoft 365 Server, which will also include upgrading our Microsoft Office suite from Office 2016 to Office 365. The migration went well, but not perfectly. At the time of writing we are focused on addressing lingering operational issues from the migration.

We will implement a new VPN and firewall by the end of May.

Items on the roadmap include (but are not limited to) implementing multi-factor authentication for staff, reviewing the phone system, exploring Microsoft Teams, and exploring cloud-based solutions for our shared file drives.

Program Committee

As usual this time of year, Matt supported the proposal review and selection process of the Program Committee, which has increasingly leveraged technology and complex spreadsheets to maximize the expertise of our members on the committee. This year, special acknowledgement is due to Carlos Salgado and Felicia Owens, who have lead our staff team this year and taken over management of the tools Matt introduced. It has been a particularly challenging year to plan an Annual Meeting, and their work has been superb.

Drupal Upgrade

Staff limitations continue to delay our upgrade from Drupal 6 to Drupal 9. We are looking forward to beginning that project in the coming months.

Supporting Staff Transitions

Ongoing staff transitions also create additional tasks for the tech department, so some considerable effort has gone into planning and transitioning accounts and logins, purchasing new equipment, and making sure staff have what they need to do their jobs.

With Matt's pending transition, we are taking extra time to document procedures and preparing for the hand-off of his role, in addition to his participation in the interview process for his successor.

And we are thrilled to welcome our new IT and Database Administrator, Cherie Newell! There will be a two-week overlap between Matt and Cherie, which will focus on the hand-off.