

**Society of American Archivists
Council Meeting
August 24, 2022
Boston, Massachusetts**

Staff Report: Technology
**(Prepared by IT and Database Administrator Cherie Newell 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’ve completed the Office 365 upgrade and are continuing to explore maximizing the use of the many tools that have become available.

At the end of May, we implemented a new VPN and firewall. The implementation went smooth for our remote workers, with little delay in setting up for our hybrid workers. In the meantime, the old VPN remained installed on staff machines and fully connected as a backup. At the time of writing, we are scheduling to uninstall of the old VPN, and to uninstall the software from all machines by the end of August.

In June, we deployed a software upgrade, Adobe Acrobat upgrade to Adobe Creative Cloud. This is a new platform that provides several new features and tools to work with pdf documents and other Adobe products. Most specifically the ability to create, edit, and share PDF documents online.

We launched Microsoft Teams to a pilot team and are currently exploring with the setup and integrations for a full implementation to all staff and other users.

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

Drupal Upgrade

Staff limitations continue to delay our upgrade from Drupal 6 to Drupal 9. We are currently scoping the requirements for our upgrade and looking forward to defining our current state and desired future state in the coming months.

Supporting Staff Transitions

May-June was solely focused on onboarding our new IT and Database Administrator. The overlap for the hand-off went well, and the download of our systems information from Matt was greatly appreciated. In early June, Cherie's onboarding included her conducting IT discovery interviews with all staff, learning about the current equipment, tools, and software used to perform their jobs. In addition, Cherie is conducting systems analysis and discovery of the system integrations that control or drive our members' experience.

An onboarding and offboarding checklist were created to ensure accurate planning and transitioning of accounts and logins, purchasing new equipment, collecting used equipment, and making sure staff have what they need to do their jobs.