


IDEAS  IMPACT
C O N F E R E N C E

spark  **twenty
twelve**

Best Practices for IT in the Church

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 #impact12

#1 Know Your Ministry

IT is rarely the same twice,
IT in Ministry is never the same.

Know Your Ministry

- Identity
 - Know who you are and filter all you learn by that.
 - Know who your organization is and filter all you learn by that.
- Understand your leadership team's style
 - Know the makeup of your leaders
 - Don't ignore those who are 'afraid' of technology
 - Recognize when you've "lost them"
 - Identify a "Champion"

#2 Plan to Fail

Things happen, you need to build in margin to every project and plan for failure

Plan to Fail

- Something Will Break
 - Hardware, Training, User Error, 3rd party outages all are types of failure
- Your project won't go as expected
 - You can't predict every thing
 - Don't Over promise and Under Deliver
 - Under Promise and Over Deliver

#3 Test your Recovery

Backups in IT are a given, but when was the last time you tested your recovery strategy.

Test Your Recovery

- No Regular Backups now? START IMMEDIATELY
- Make it known what you don't backup
 - Communicate to your users what does and doesn't get backed up and with what frequency.
- Get your data offsite
- Test your Backups
 - If you aren't going to test your backups, you are better off not backing anything up to begin with.
 - Plan your recovery strategy

Test Your Recovery



OBJECTIVE

The purpose of the Information Technology Disaster Recovery and Data Backup Policy is to provide for the continuity, restoration and recovery of critical data and systems. This plan provides an overview of the steps necessary to be taken to protect our investment and ensure maximum continuity in the event of a disaster.

A. SCOPE OF THIS POLICY

The definitions section of this policy defines the types of data and timeline allowed for recovery of each type in the event of a critical down situation or disaster.

The backup section of this policy defines the frequency and methods for the complete backup of each type of data. The Office of Information Technology (OIT) is responsible for backup and storage of those backups in a location that is secure and could withstand a complete loss of the DataCenter or entire facility.

The disaster recovery section of this policy applies to all staff and volunteers operating in the Office of Information Technology (OIT) who are responsible for critical systems or for a collection held either remotely on a server or on the hard disk of a computer. Note: critical is defined as mission critical systems, data, or information that enables continuity or resumption of processes in the event of a disaster.

The OIT is responsible for the backup of data held in central systems and related databases. The OIT is also responsible for backing up personal data held on the workstations of individuals regularly.

General

The Team Leader for any Recovery Procedure is the Information Technology Director. If the Information Technology Director is unable to effectively lead the Recovery Procedure, the Network Systems Administrator will be named the Team Leader by the Executive Pastor or Operations Director. The Primary responsibility of the Team Leader is to provide leadership of the recovery team and coordinate support for the recovery effort. Other responsibilities include:

1. Participate in Resumption meetings with the Executive and/or Leadership Teams.
2. Direct the business continuity efforts of the Office of Information Technology.
3. Oversee communications activities of the team to the Executive and/or Leadership Teams or system wide communications.
4. Coordinate with the Executive and/or Leadership Teams regarding all administrative issues.
5. Establish Outage Recovery Time Objectives including the prioritization of critical functions to be restored.

Contact List

Jason Lee	- Information Technology Director	ext. 2724	cell
Jeremie Kilgore	- Network Systems Administrator	ext. 2723	cell
Linda Cleveland	- Systems Coordinator and Trainer	ext. 2727	cell
Steve McHugh	- Helpdesk Administrator	ext. 2722	cell
Todd Parmenter	- Operations Director	ext. 2705	cell

(Executive Team Rep.)

Event Response

#4 Change is Coming

Be willing to change, an IT environment not willing to embrace change will be bypassed.

Change is Coming

- Stay Current
- BOYD
- Mobility
- Fast Fluid and Flexible

#5 Get Outside the Box

Stereotypical IT doesn't always work in the Church, be creative, try solutions that are outside the box.

Get Outside the Box

- What to you gain outside the box?
- Knowing when to Get Outside the Box
- Make sure you followed Practice # 2
- Do or Not Do Exclusively Because of Policy
 - Don't forget Change is Coming

#6 Go there... Virtually

Harness the power of a virtual infrastructure

Go there Virtually...

- Its Virtually Free
- It allows you to try something out
- Adds redundancy for minimal cost
- Allows you to extended the life of your existing infrastructure.

#7 Don't Miss Out... Volunteer

Some of your most powerful assets are your local Church's volunteers, tap into that resource

Don't forget ... Volunteer

- Understand the Pros and Cons
- Understand the Risks
- Volunteering \neq All Access Pass
- Get to know your Volunteers, date them.
- IT Volunteering is Community



#8 Identify Key Partners

Not every vendor is ministry partner, but it's critical that find several that are

Identify Key Partners

- Vendor vs. Partner
- Make sure your vendors understand Non-Profit/Charity Pricing
- Use the resources in your congregation, but understand the risks.
- Some Church/Ministry focused vendors:
<http://www.churchitnetwork.com/2012partnerships/>

#9 Over Communicate

Communications is more important that you think, and almost always more important than you are doing

Over Communicate

- Not Everyone is an expert, don't treat them that way.
- People don't listen, say it again (differently)
- Don't take questions personally, they are opportunities for follow-up.

#10 Don't forget to Plugin

While plugging in the power is important, getting connected to community is essential

Don't forget to Plugin

- ChurchITNetwork.com
- CITRT.OntheCity.org
- Regional RoundTables October 2012
- ChurchITPodcast.com
- www.jasonmlee.net

