

ISOC Information Technology status update

Peter Godwin - ISOC IT Director
Geneva, February 10th 2006

Responsibility for IT and systems issues was transferred from David McAuley to Peter Godwin mid-December 2005. At the same time, Anne Shroeder, ISOC's webmaster left our organisation.

Following this handover, immediate actions were taken to ensure:

1. a smooth transition with no impact on service level or availability of systems despite reduced resources
2. increased system stability
3. improved system security
4. improved system maintainability
5. clear roles and responsibilities of contractors and service providers

Completed activities include:

- Move to a new dedicated web server
- Implementation of improved firewall protection
- Simplification of mailing list administration
- Audit of current system accounts
- Clarification of roles of contractors
- Documentation of systems configurations
- Documentation of systems access credentials
- Development and implementation of new secure routines for event registrations and payments (NDSS) using PayPal
- Implementation of blogs for WSIS and BoT elections
- Contract with new service provider for maintenance of Reston office infrastructure
- New agreement for part-time webmaster services
- Implementation of web statistics
- Support for NDSS proceedings
- Survey system moved from development site to main ISOC server
- Setup of ietfjournal.isoc.org
- Setup of IETF@20 website
- Proposal for approach to improving membership system

Ongoing activities include:

- Review of possible future hosting service scenarios/providers
- Consolidation of web and mail list hosting
- Review of all service provider contracts
- Evaluation of new web-based applications and services
- Evaluation of implications of open source membership system rebuild
- Support for BoT elections

Planned activities include:

- Survey of future system requirements (chapters, AC, org members, staff)
- Specification of future web site functionality
- Evaluation, test and selection of CMS product(s)
- Selection of required web-based services and functions
- Prototyping new CMS-based web infrastructure
- Web redesign (content and presentation)
- Implementation of collaboration tools (Wikis, calendars, blogs etc)
- Implementation of 'trouble ticket' system
- Development and implementation of new secure routines for org member registrations and payments
- Evaluation of open source membership system update
- Open source membership system prototype
- Recruitment of webmaster/web developer resource
- Standardisation of office infrastructure configurations (PCs etc)
- Review possible mirror website hosting
- Examining enabling IPv6 access to isoc.org website
- Extend Geneva VoIP pilot to Reston
- Evaluate VoIP conferencing