# IT report for 2006

**Peter Godwin**

**Summary:**

A number of steps have been taken to strengthen ISOC's IT infrastructure. As a result, the stability and availability of ISOC systems has improved dramatically. Many existing IT processes and configurations have now been documented, and new standards have been implemented - for example in the areas of PC configurations and web content. A focus on standards compliance has also seen a big improvement in how our web site content respects W3C standards.

We now also have a stronger foundation than ever on which to introduce new tools and applications. ISOC's own Jabber server along with a number of blogs and wikis are examples of some of the most recent tools that we have already implemented.

The responsibilities of the IT group are very wide ranging and include areas as diverse as web server management, web content management, security, DNS management, mailing list management, application installation and management, PC and LAN management, systems analysis, standards compliance, web design, software evaluation and software development. A webmaster/web developer came on board in mid-2006 to boost our resources in the web area in preparation for our upcoming web site redesign project.

## Sub area: Organisation

In mid-December 2005, Peter Godwin took over responsibility for IT from David McAuley. At the same time, Anne Shroeder, ISOC's webmaster left the organisation leaving us with reduced resources in this area. We moved swiftly to take steps to ensure a smooth transition with no impact on service level or availability of systems. An internal ISOC IT wiki was established to start documenting processes and technical configurations - for our core infrastructure as well as for ISOC applications.

In mid-2006, Henri Wohlfarth joined ISOC in the role of webmaster/web developer.

## Sub area: www.isoc.org

A move to a new dedicated web server resulted in increased system stability after a period of unreliable service. Relations with our service provider improved as we started working together on improving system security and maintainability.

We have worked to implement standard web templates and to ensure W3C standards compliance of our site. Information is now easier to find thanks to a new overall site map, and we are now working to audit and restructure existing web content before moving on to development of a new web site. Other activities included new procedures for the implementation of password-protected web site areas.

**Sub area: web applications**

ISOC's own Jabber server was implemented based on a leading open source standards compliant application. A number of blogs and wikis are now in production - facilitating collaboration between partner organisations in the case of policy wikis, or simplifying information gathering and internal sharing in the case of our intranet or IT technical resources wiki. The ISOC BoT Elections process was supported by a candidate blog that enabled an interactive and open Q&A session between the election committee and the candidates. The web version of the IETF Journal is also based on a blog backend together with customized news feeds that allow direct download of content to subscribers' desktops. News feeds were also implemented on the ISOC home page as well as in the ISOC BoT election candidate blog. Routines were developed routines to make feeds available not only in RSS 2.0 format but also in the new IETF-supported Atom 1.0 format.

**Sub area: membership system**

On request of the membership department, a survey was carried out to get a better understanding of Chapter experiences with ISOC's membership system, and with the area of membership management in general. The results are available here:

http://www.isoc.org/isoc/chapters/news/docs/membersystemsurvey060717.php

A full audit of the current GO system was also carried out and a detailed proposal was produced outlining suggested simplifications to the user interface as well as improved integration with other systems.

A simplified member signup system was also implemented at the time of IETF 54 to allow attendees to join ISOC through a one-page signup screen. Data received through this system was transferred to the main ISOC system, but the front end shows how the user interface of a future simplified system may look:

http://www.isoc.org/join/

**Sub area: DNS**

An audit of ISOC's DNS configuration showed a number of inconsistencies in our zone file and nameserver implementations - these were cleaned up and a new secondary nameserver was also introduced in Europe (courtesy of NL Netlabs).

**Sub area: Conference support**

Early in 2006 we developed new routines to handle registrations for the NDSS conference - these included secure handling of credit card payments via PayPal and removed the need for ISOC to process credit card payments manually. In response to a request for help from this year's NDSS program committee, we identified, evaluated and implemented an open source package to support submissions of papers for the upcoming NDSS conference in 2007. The time period between request and implementation was under two weeks.

**Sub area: Surveys**
Several surveys were carried out in support of ISOC's involvement in the WGIG and WSIS process. ISOC also ran a survey on behalf of the IETF. The survey software we use is an open source package that we identified, implemented and enhanced with self-developed routines for presenting survey results.

**Sub area: SEINIT project**

We developed a model for a web-based security portal in support of the SEINIT project. This was then implemented on schedule and within budget by one of the SEINIT partners - Kyos.. The SEINIT portal became the major ISOC deliverable in the SEINIT project. It is now available in English, French, German and Spanish and is the first part of ISOC's site to be based on open source CMS technology. Lessons learned from this experience will be useful as we define our future web site requirements.

**Sub area: System management and administration**

Overall system management and administration activities include daily monitoring of over 60 Mailman lists, management of the ISOC web server configuration, email accounts and aliases, and handling domain name registrations and SSL certificate requests. We have also introduced standard PC configurations for the Geneva and Reston offices and taken care of security updates concerning the Geneva office infrastructure (PCs and server). The IT department works with and coordinates a number of external service providers and vendors.