

REPORT

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TO: IEEE Member and Geographic Activities Board – 23 June 2018

FROM: Mike Fallenstein, MGA vTools Committee Chair

SUBJECT: MGA vTools Committee Report

As a quick overview, the MGA vTools Committee reports to the MGA IT Coordination and Oversight Committee (ITCO). The Committee works with the MGA ITCO and MGA Geographic Unit Operations Support Committee to develop solutions to assist Geographic Unit volunteers to develop and deliver training modules for developed solutions and migrate solutions to normal IEEE IT operations. Additionally, provide technical support to all MGA committees as requested.

The Committee is charged to 1. Develop solutions compatible with the standard IEEE IT operations and support model for member and volunteer needs. 2. Develop and provide training and advocacy for developed solutions. 3. Work closely with volunteers to deploy the solutions and the training.

2018 vTools Committee Members:

- Mike Fallenstein (R4) - Rochester, MN, USA 2017-2018 Chair
- Wole Akpose (R6) - Washington USA 2017-2018 Past chair
- Gerardo Barbosa (R9), Monterrey, Nuevo Leon (NL), Mexico
- Chang Liu (R2), Athens, OH, USA
- Kavinga Upul Ekanayaka (R10), Kurnegala, North Western, Sri Lanka
- Kimball Williams (R4) - Dearborn, MI, USA
- Marguerite Gargiula - MGA Staff
- Vera Sharoff - MGA Staff

Chair Summary

This 1st half of the year has been very busy for staff with the implementation of GDPR, OU Analytics and MGA web updates which has consumed very large amounts of staff time. OU Analytics is an important upgrade to SAMIEEE and the replacement was very much welcome by volunteers since it was so much faster than the Oracle Business Intelligence Enterprise Edition (OBIEE). The vTools staff had done a great job on these updates, vTools and the supporting tools that surround vTools. In collecting feedback from volunteers, their responses were overwhelmingly positive in nature of the redesign of vTools that has been done to this point. As with any IT tool (application) there is additional wishes and needs are always present and this is the top focus of the committee. Volunteers continue to be in short supply so as a committee we continue to focus on how we can make the existing volunteers more productive so that they spend less time doing administration tasks and more time engaging members.

The combined F2F meeting was held in March and as with most F2F meetings, there was more to get done than the time allowed. The F2F was very productive in which staff and volunteers were able to drill down and understand the volunteer needs in the necessary detail that is required to assess either upgrades in tools or a search for new tools. Much additional follow-on work is required and this is being assessed and addressed through monthly (at a minimum) or more often WebEx meetings.

The key work for the vTools group is assessing the volunteers needs on a cost vs benefit scale. While we get many requests for vTools enhancements we must balance the amount of resources and funds available vs the overall benefit to all volunteers. Some of the requests we get are for a select group of volunteers but we must look at the large picture of benefit for all volunteers with the resources and funds that would be committed. A complete list of requests is available for those that would like to review volunteer input.

vTools committee members continue to be involve in Q&A and training for their areas of the world. Helping with training/Q&A is an important ingredient for the members of the committee since the training is educational for both the volunteers and the committee members in which during the training/Q&A, committee members get personal feedback on the pain points of our volunteers encounter and then can better assess priority of requested projects moving forward.

The committee will continue to use a **priority list** of projects based on user feedback to the committee members as the primary future direction driver. The priority list is constantly reviewed and worked as we move forward. As with all businesses these days, **there is more demand than time and resources allow.** The vTools committee will continue to work closely with the staff to work on **solutions that will benefit the highest number of volunteers with affordable resources.** We must also look more closely at mobile activity since this continues to grow and YP are more likely to be involved with mobile.

So as not to repeat detail already contain in other reports, you can find more details about vTools projects and status at: [IT Coordination and Oversight Committee Report - June 2018](#)

As we look to close out 2018 we will continue to review projects and the resources to optimized volunteer time and effort. Volunteer help is a precious resource and as a committee we need continue to work on projects that maximize the efficiency of the volunteers' time.

Respectfully submitted.

Mike Fallenstein
MGA vTools Committee Chair