



IT Manager Report for Year 2018-19

Report against key objective and goals in Croquet Tasmania Strategic Plan 2014-18

- 6. *Raise the profile of croquet as a sport suitable for all ages*
- 6.6 *Increase the migration to electronic communication and, as appropriate, introduce social media technologies*

Highlights for the Year

- Online event entries continue to work well. There are still a few snail-mail entries but they are not a problem. Cheques are no longer accepted as entry fees.
- Copy submitted for the website was usually published within 24 hours.
- Although Clubs are able (with assistance) to take ownership of their own news and photos, only Sandy Bay Does so. New Town started enthusiastically but has not posted anything since last September.

Key Issues or Concerns

- **Last year it was noted that** Club secretaries needed to encourage the use of the Web
- Club Newsletter writers should always mention the Website.
Work still needs to be done to achieve these ends

History and Posterity

- An aim was to get the historical TCA records “into the cloud” in an orderly.
This has not been completed due to lack of time and also because there was no discussion as to how the records should be subsequently accessed.

Support

- John Anderson of Forte Web Design has continued to supply excellent support with advice about new features, and quick responses when the site went down. Downtime was very rare and usually because there had been an update to some software that has been used to build our site.

In April he recommended that we migrate our site to a local hosting facility in order to reduce annual fees. The migration went very smoothly.

There is still some work to be done to create generic email addresses.

ACA

- The Australian Croquet Association’s new website is still woeful although it is better than the previous one. I couldn’t find their MPIO policy. I am still wondering why a large photo of a pile of hands is relevant to Association Croquet (under Disciplines) and why almost all the other photos are of oldish men or men’s legs

General Information on the Website and Facebook

- It seems that Clubs are not aware that we can advertise their local events for them on our website and Facebook and even handle the events entries for them. Instead they send flyers and information to each other.
- The by-laws on our website are still out of date.

Members' Opinions

- People tend to air their Croquet administration grievances privately amongst themselves, and it has been difficult to persuade them to do so more officially or even anonymously via the "Your Opinions Matter" facility on the website. This is even though things can only be improved when the right people know what is going wrong, or how members feel about Croquet in Tasmania.

Priorities for Next Year

Find new people to maintain the web and historical records.

In Summary

Communication has been the main issue.

This year I was not part of the executive and this has led to some communication problems. I was not invited to attend any meetings, (apart from the one in February to discuss handing over my duties) and had no access to current TCA electronic records, although I am responsible for maintaining the historical ones) . I found communication with the Executive difficult.

The majority of Club Secretaries were responsive, although I am not sure how much information they passed on to their members.

However there are still members who are not aware that we HAVE a website and what sort of information is held on it.

What Can be Done to Improve things?

A couple of suggestions (*which were actually first mooted last year!*)

- Appoint a non-executive assistant Secretary to maintain the documents on the "cloud"
- Create and keep up-to-date manuals for how to do everything.

The main issue is

Communication! Communication! Communication!