an update on our new strategy

An update from

the Kingdom Webwright Office

The Team

The Premise

The Tools

The Look

The Rules

The Accountability

Our Biggest Challenge

Table of Contents

Rather than stand up and bore you all with details, we have put together this update on our current state and our intent. Read through it at your leisure and feel free to reach out with any questions or comments to webwright@sca-caid.org or fill out the form at https://wp.sca-caid.org/web-site-change-develop/.

2

The team

We are the Kingdom Webwright Office

3

Previous Challenges:
- No current staff list and spotty agreements on file
- Many domains/sub-domains were not being kept up-to-date

Accomplishments:
- The staff list is up-to-date
- The kingdom office has taken responsibility for updating 3 of 12 baronial sites and 8 of 16 group sites as they do not have a current webwright, as well as Great Western War, given that it is a kingdom war
- An active conversation with other Kingdom Web Ministers has been established

Current Challenges:
- Unique personnel and reporting challenges, including change-over
- Insufficient skill set in existing volunteers
- No Society Webminister in office
- Remaining Society IT staff focused on uncommunicated priorities

Proposed Solutions:
- Move to a core Kingdom Office (the Web Minister, Web Master, Webwright and Engineer), all webwrights are Kingdom Deputies for Content and Infrastructure
- Provide training for all staff on applicable technologies

One domain to rule them all

4

Previous Challenges:
- 77 domains and 100+ sub-domains, many of which were no longer registered
- Few domains with simple security protocols in place
- No development sites

Accomplishments:
- Retired all domains without registrations
- Archived and retired domains that are hosted but no longer in use
- Implemented standard security plugins (configurations are in progress)
- Implemented automatic updates on most installed software
- Created development sites for all production WordPress sites
- Developed a standard naming convention for all websites

Current Challenges:
- Current hosting platform has insufficient resources to serve even our existing sites
- Large number of redirects and mirrors
- Many domains with core software out of date
- High domain registration costs
- Sites outside of the kingdom hosting model

Solutions:
- Find a new hosting service and migrate all domains to the new service
- Remove all unnecessary redirects and mirrors
- Gradually migrate all independent domains to sub-domains
- Update all core software and institute a monthly review process to keep it up to date
- Implement consistent security protocols to harden the whole environment
- Migrate all sites outside of the kingdom hosting model to sub-domains

The Tools

Google Suite

WordPress **Trello**

Divi **YouTube Channels**

Structured Database **Slack**

Security Plugins **Automatic Updates**

iVolunteer **Document Management**

Previous Challenges:
- Lack of a consistent look and feel
- Out of date software
- Lack of a common communication platform

Accomplishments:
- Purchased and delivered the Divi WordPress theme to provide improved functionality
- Purchased and implemented both Caldera and Formidable Forms for developing forms on the sites
- Purchased and delivered iVolunteer as our volunteer management platform for large events, beginning with GWW
- Implementing Slack as a common communication platform

Current Challenges:
- Inconsistent email structure
- Lack of a shared task management system
- Lack of a document management system
- Insufficient knowledge pool for existing database platform

Solutions:
- Utilize Google Suite where ever possible, beginning with email
- Utilize groups.io for discussion lists
- Utilize WordPress consistently across all sites
- Utilize a shared task management platform
- Provide access and training in the use of YouTube channels for more vibrant site content
- Purchase and implement a structure document management platform for all documents, forms and reports
- Purchase and implement a structured database platform to organize and modernize our core information
- Investigate the use of Salesforce for non-profits as an application development platform

The Look

Previous challenges:
- Limited ability to locate required documents in a timely manner
- Lack of visual consistency across kingdom, branches and groups

Accomplishments:
- Provided access to a standardized WordPress theme that includes consistent headers (see above) and navigation, and ensures required copyright notices and standard disclaimers in footers
- Converted 12 baronies, 4 shires, 7 cantons and 16 groups to the new format for local approval
- Redesigned and implemented an entirely new kingdom site using the new layout with twice the content
- Redesigned the GWW site for next year

Current challenges:
- Assisting the webwrights of the existing sites to adopt the new standards

Solutions:
- Time and Patience

6

Do it well
Do it right
Do it now

7

Previous challenges:
- Lack of signed Agreements to Serve for existing webwrights
- Lack of appropriate warrant documentation
- No reporting being done
- Lack of documentation on standard processes

Accomplishments:
- New or refiled Agreements to Serve have been collected for everyone with credentials
- Warrants have been defined as a one year term, revisited annually and a roster warrant has been signed
- Created a revised "official" webwright handbook that is currently in final edit
- Began a repository of procedures that will help ensure a smooth office transition

Current Challenges:
- A better system for Agreements to Serve
- Lack of a process for membership verification
- Lack of admin authority to all sites that fall under the Kingdom of Caid

Solutions:
- Reports will be required to maintain a warrant.
- Monthly reviews help everyone stay current
- A membership lapse will result in a warrant suspension until corrected. Credentials will be suspended with the warrant and maintenance of the affected site(s) will be taken over by the Kingdom Webwright Office

It's not just about the visuals, its about the message.

The Accountability

Previous Challenges:
- High volume of outstanding actions and requests without proper documentation and tracking
- Lack of clear access to all foreign wars
- Lack of consolidated list of kingdom officers and their functions
- No formal mechanism to make suggestions or report errors

Accomplishments:
- Documented and prioritized all outstanding required actions and requests, and instituted an assignment and review process
- Provided clear access to foreign wars on the Kingdom site
- Created a simple list of all kingdom officers and their functions on the Kingdom site
- Designed and implemented a formal process to log suggestions and report errors that includes feedback to the submitter on the results

Current Challenges:
- Lack of review process
- Lack of accurate information on many sites
- Lack of information that publicizes successes

Solutions:
- Design and implement a monthly process for all required reviews, that includes a monthly report to the Crown
- Review and schedule updates to all sites that fall under the Kingdom banner, from groups to branches
- Institute a mechanism to document and celebrate our successes

Previous Challenge:
- Multiple sites were lost to hackers

Accomplishments:
- Many sites have been hardened using WordPress plugins

Current Challenges:
- Limited protection against attacks
- Lack of ANY security policies, standards, processes or guidelines
- Potential exposure to GDPR* and CCPA** infractions that could result in legal action and financial reparation

Solutions:
- Create a security operations team within the Kingdom Webwrights office
- Design and implement a full suite of security policies, standards, processes and guidelines that includes a formal review process
- Review all existing content for applicability to GDPR and CCPA regulations and put policy and process in place to mitigate potential litigation

*GDPR – General Data Protection Act – an EU legal framework that sets the rules for the collection and processing of personal information on the web of EU residents
**CCPA – California Consumer Privacy Act – a statewide framework that sets the rules for the collection and processing of personal information on the web of California residents

Thank you

Clearly we still have a big job ahead of us, but we believe that, with the commitment of the existing staff and the help of fellow kingdom webwright offices, we will meet our goals.

We appreciate the immediate response to the new kingdom sites and are looking forward to future projects that keep us safe, in compliance, and provide an online directory to the incredible world that you all have created.

The Web Team