Who we are

What we do

How?

Details

Help!

Democrats Abroad
Global IT Team

2017-2018 Global IT Volunteers

- Shari Temple (DE) – *Chair*
- Gail Fagen (IT) – *Deputy Chair*
- Merrill Oates (HU) – *Deputy Chair*
- Jeffrey Cheng (SE)
- Jeffrey Edison (BE)
- John Yee (CA)
- Karen Frankenstein (DE)

- Eliot Goldman (FR)
- Peter Kaiser (CH)
- Suma Shamanna (IN)
- Holly Wheeler (AE)
- Craig Gonzales (GB)
- Diane Sklar (FR)
- Jared Cocke (DE)

Volunteer Caucus IT Liaisons

Brett Carnito (AU) - GOTV/CallHub -EMEA
Angela Fobbs (DE) – Women's Caucus/Black Caucus
William Prescott (MX) - Hispanic Caucus

What We Do

- Maintain our Member Database

- Maintain DA Website

- Train & Certify local Admins
  - Membership Database
  - Membership Emailing
  - Website Posting

- Make all documentation for DA Database/Website usage

- Manage DA HelpDesk
- IT Liaison work for all Caucuses
- Support & Maintain Democrats Abroad Wiki
- Run/Maintain CallHub (Phonebanking)
  - Create and maintain campaigns
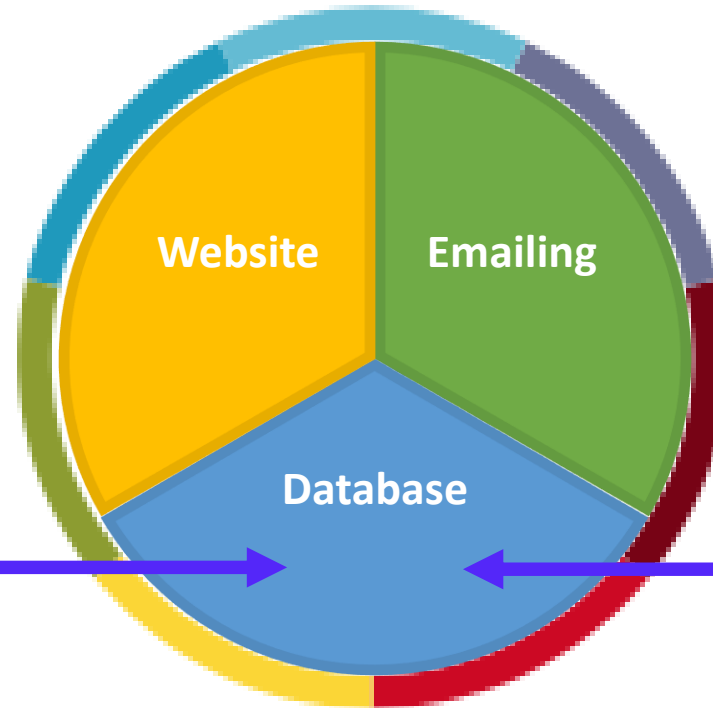- Annual membership count & cleanup process

How it Works

Nationbuilder is the program that provides us with 3 of our main tools.

VFA helps voters register for their ballots.

Votefromabroad.org

VFA connects with, but is not part of, Nationbuilder.

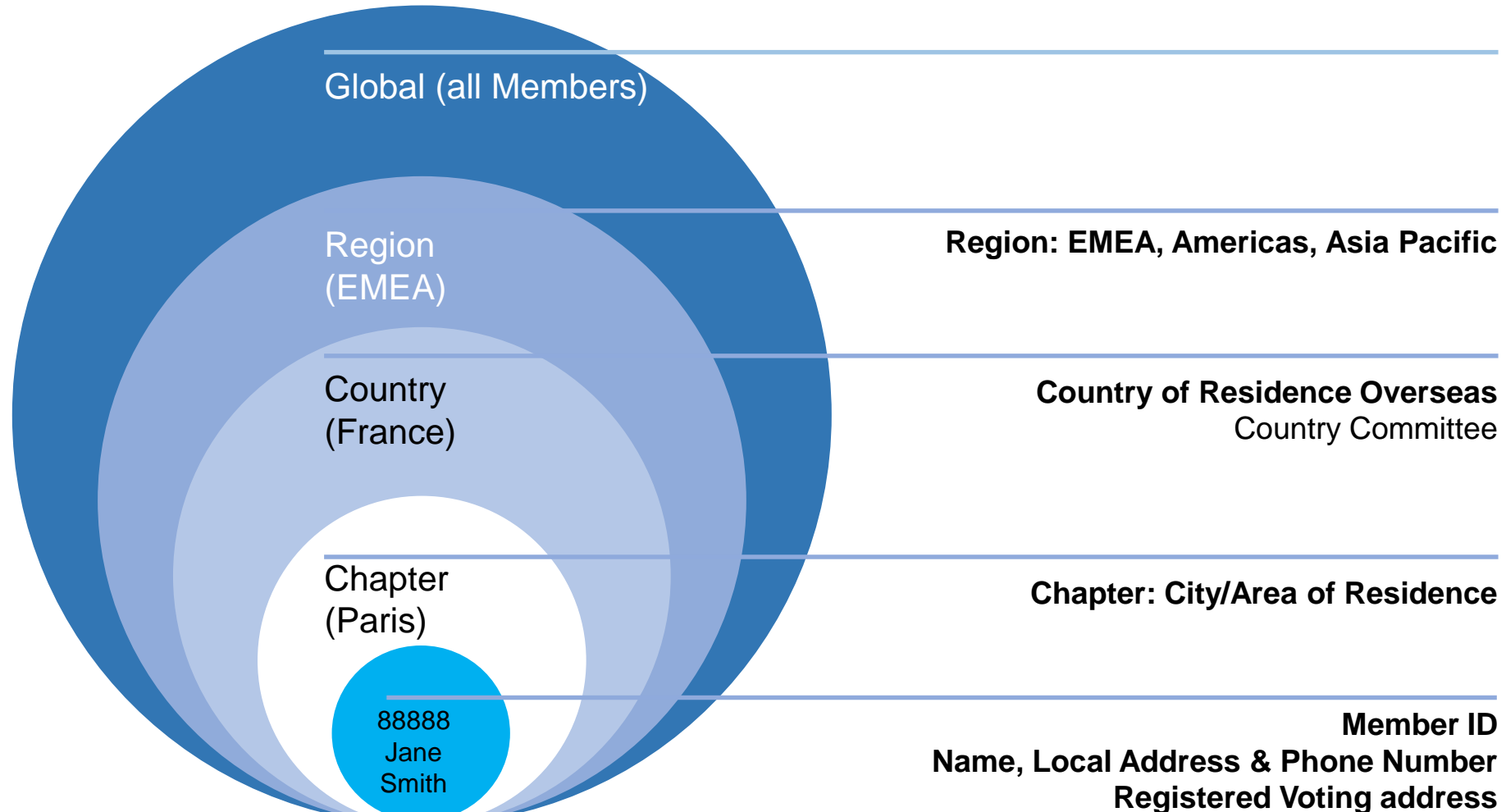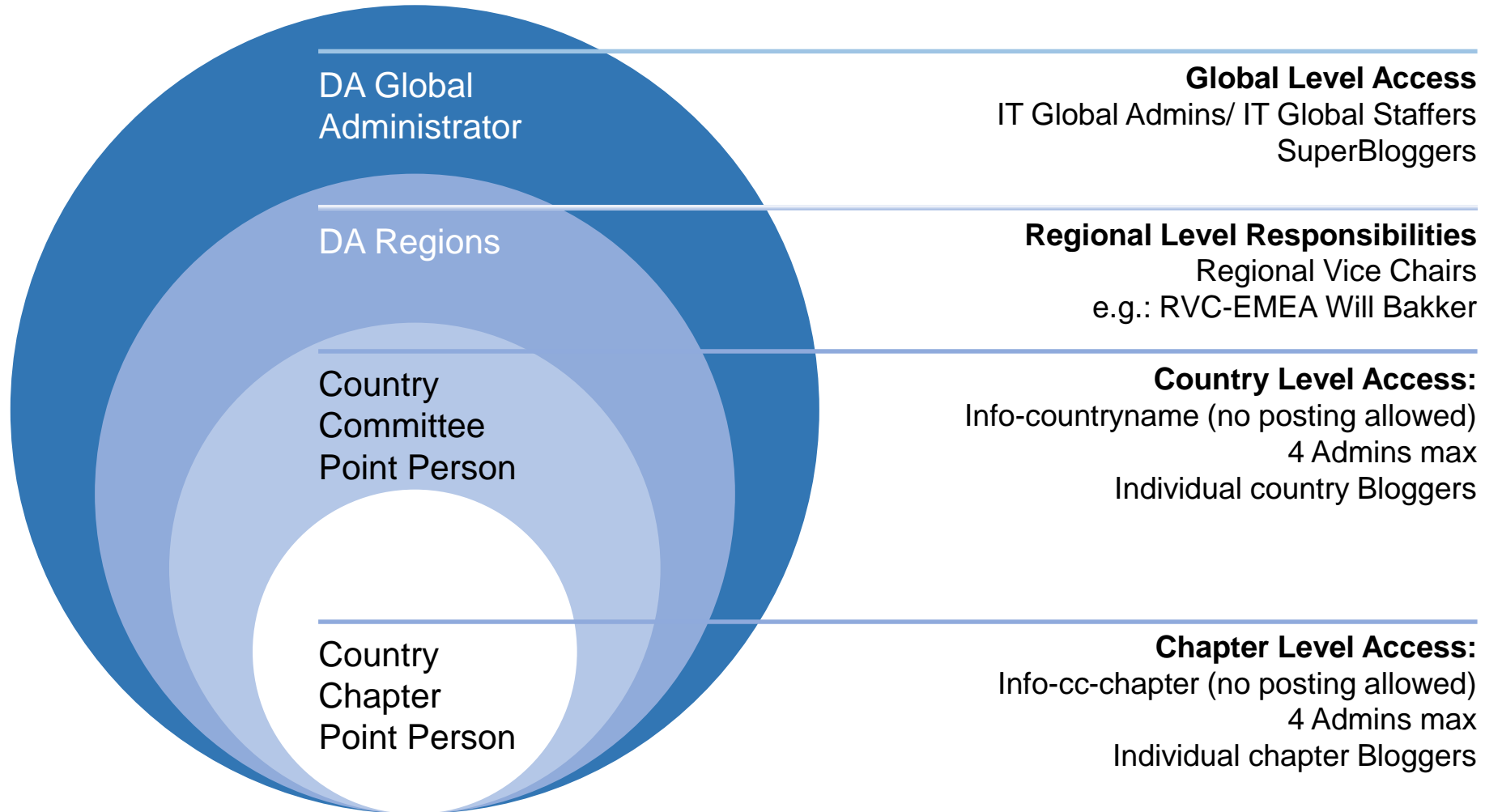CallHub provides us with our global calling tool.

CallHub connects with, but is not part of, Nationbuilder.

Website

Emailing

Database

Member Records - Organization

Global (all Members)

Region (EMEA)

Region: EMEA, Americas, Asia Pacific

Country (France)

Country of Residence Overseas
Country Committee

Chapter (Paris)

Chapter: City/Area of Residence

88888
Jane
Smith

Member ID
Name, Local Address & Phone Number
Registered Voting address

Administrator Access Structure

DA Global
Administrator

Global Level Access
IT Global Admins/ IT Global Staffers
SuperBloggers

DA Regions

Regional Level Responsibilities
Regional Vice Chairs
e.g.: RVC-EMEA Will Bakker

Country
Committee
Point Person

Country Level Access:
Info-countryname (no posting allowed)
4 Admins max
Individual country Bloggers

Country
Chapter
Point Person

Chapter Level Access:
Info-cc-chapter (no posting allowed)
4 Admins max
Individual chapter Bloggers

What we do with the Database (Nationbuilder)

- Verify, correct, maintain member data at Global Level
  - Daily, Weekly, Monthly, Quarterly fixes of bad information. i.e.
    - Bad email addresses
    - Missing & Wrongly entered addresses
  - Email administration for our Country Committees
  - Programming for the database
- Tools
  - Phone format standardization (PhoneTool)
  - Callhub Prep Tool, and many more
- Standards and Policies
  - Develop processes for compliance with new laws (data privacy), and things like the Annual Membership Count

Train and Certify DA Administrators

- Certification for:
  - Database Administrators
  - Web Administrators

- Training for Local and Global Admins
  - Creation /Maintenance of Documentation
  - One on One training as needed
  - Certification Quiz approvals
  - Assign Admin rights to Volunteers

- Procedural "How To" Support

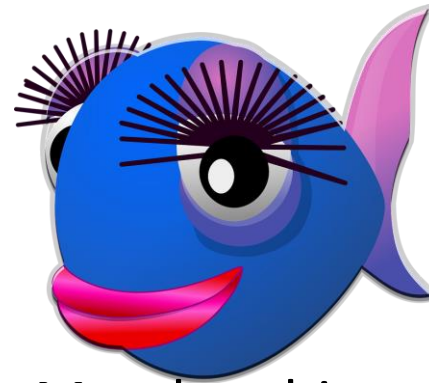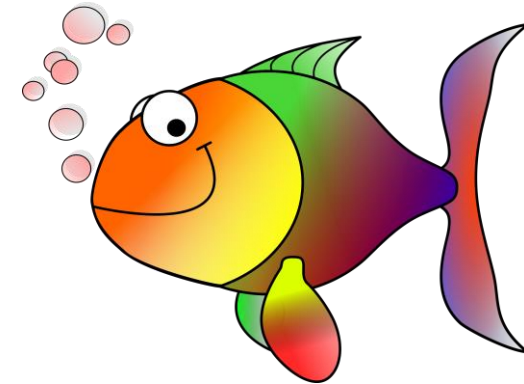- Explain and Document
  DA Policy Compliance when needed

Training:
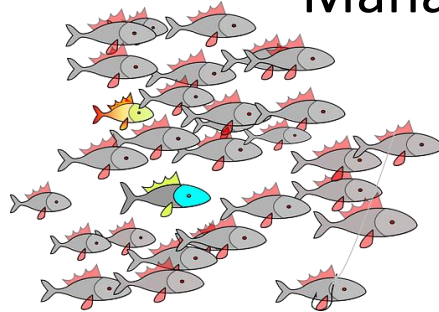# Learn to Fish (DIY for CCs)
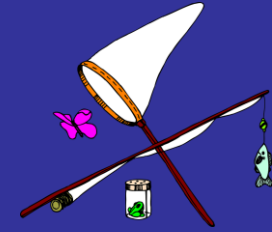
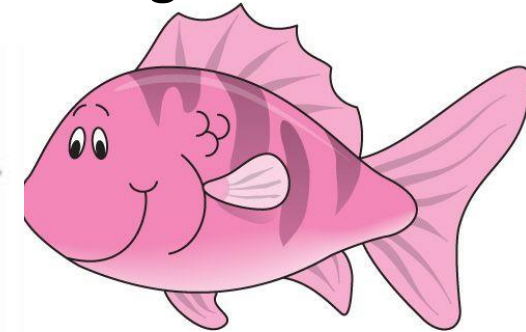Admin Certification

Membership Management

Sending Emails

Web Content Management

Event Management

Donation Management

WebEx, Wiki, CallHub, etc.

Freshdesk/Helpdesk

- Vote From Abroad problems
- CallHub Problems
- Wiki Requests
- Admin Help
    - Web Posting – News & Events
    - Membership Management
    - Membership List exports for Countries and Chapters
- Changes to individual records as requested by members

- Global Caucus Requests
    - Website Postings
    - Membership Lists and Statistics
- CallHub
    - Phonebanking Campaign Requests
    - SMS Campaign Requests
    - Problems
- And More…!

Communications – Get in touch!!!

- DA Wiki
  - wiki-helpdesk@democratsabroad.org
- CallHub
  - callhub-helpdesk@democratsabroad.org
- Admin Help
  - it_help@democratsabroad.org
    - Web Posting – News & Events
    - Membership Management
    - Member List Exports

- Global Caucus
  - caucus-helpdesk@democratsabroad.org
- HelpDesk
  - HelpDesk@democratsabroad.org

Keep me in the Loop!!!

- Make sure you are registered with the Leadership list on mobilize to receive the latest updates from the Global IT Team, as well as the International Executive Committee.

- We have migrated away from Yahoo Groups and you can opt in to the new email list by using this form:

https://demsabroad.mobilize.io/registrations/groups/9447