

National A.A. Technology Workshop 2022

Moving Forward
Together



DAY 1

Opening/Welcome Session

- <https://wheelofnames.com/> used for online name picking, during red ball
- Move forward together, not backwards
- Don't leave anyone behind
- Technology helps us carry the message
- Ask questions
- Talk to people
- First hybrid NAATW
- Mix of Area 72 & TECH-12 equipment
- Opening the kimono and showing how it's being put on
- Have fun and relax!
- Trying new things

Concept 12 and Technology

- Concept 2
- Concept 4

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- Concept 10 applied to technology - make technology usable to my group, district, area
- Concept 11 - what are special workers - how do you go between I'm a volunteer in my area - but then I become their special worker - when we are looking at personal qualifications - who are we entrusting with technology - area 72 has moved out of having that same special worker over time - ask them how
They said it wasn't a graceful transition - people fill out their service resumes and when they rotate - start the conversation - they are doing head hunting in their area
- Those of us in technology need to make sure we take the time to explain things to trusted servants who are not as tech savvy. We need to be the bridge in between tech and trusted servants. .
- Q/A - someone asked if they are rotating every 2 years - they thought the web chair would train the webmaster. They are looking to create a technology steering committee - then you wouldn't have to rotate

Communication Channels in AA

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- Online communication forum would allow for wider conversation outside of our official conference communication structure.

What Makes a Great Hybrid Experience: How We Are Doing What We Are Doing This Weekend

- Defining Event Type - Livestream, Crossover, Interactive Hybrid
 - Livestream (not hybrid): Provide a live view into an in-person event. Not interactive.
 - Crossover: Physical and Virtual tracks run independently. Allows all to participate. Don't really have two-way communications. Low-Budget. Practically: large conventions, services assemblies.
 - Hybrid: real two way communication.
- Pre-Productions Questions:
 - Practical Budgeting
- Scope of Events
- Workflow
- Live Demo & Tour
- Other types of Hybrid Setups
- You get what you pay for in microphones. Don't cheap out
- Audio is handled by on computer, room audio and zoom

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- Do we want to spend our basket dollars on computers? Do we need 7 computers or would 3 get the job done?
- Maintenance budget rule of thumb, 10% of item cost per year. A \$5k piece of equipment, set aside \$500 for annual upgrades / maintenance

Digital Payment Platforms for 7th Tradition

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Blast from the Past Replay: 3D Virtual Reality Meeting Demo

- Very odd...they said we want you to come to Altspace VR AA. But gave no indication of how to do that. First time I've heard of this...it's been around since 2013 according to Wikipedia.

Birds of a Feather -

Online #1 Tech Volunteers, where/how do we find them?

- The cost of Hybrid is not just the cost in dollars but the human capital.
- Attracting technology professionals to serve in an advisory capacity at the Area level is critical yet spreading the word of this service position may be more successful if there are descriptions written for the tech positions
- Many people can be intimidated by Technology, not realizing that they use tech all the time. Example, If they use apps in their everyday lives, they can contribute. They just do not realize it.
- If "Zoom Hosts" don't show up there is often no plan "B". It's like someone not showing up to open a meeting room. The volunteers seem unaware of the importance of this technical volunteer position.
- More Areas are moving to Google Workspace
- Writing a quality message about what is required of the volunteers may help them get comfortable about what is required
- Have Tasks that are defined when approaching someone to volunteer.
- Committee IT Liaisons
- Concern about "Spirit of Rotation"
- Google Workspace is available for FREE from Tech Soup

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Birds of a Feather - Online #2 Your Hybrid Equipment

- Some attendees recommended:
 - AVerMedia Live Streamer USB Webcam
 - Blue Yeti microphone
 - Several wanted to look at the Meeting Owl after the on-site hybrid setup tour

Birds of a Feather - In-Person #3

- Organizing and Training Volunteers for hybrid events - Kerri K.
Kerri was the virtual chair of IWC in NM and former tech chair of NM
Figure out number of rooms - what is true hybrid vs. online or in-person
A number of roles in the hybrid
Here are the rooms - heres what we need in each room for each session
There was a volunteer coordinator
2-hour slots - 1.5 hour meeting but 15 mins early
They used sign-up genius but she doesn't recommend it for future
They made videos for each role - they did a zoom fundamentals - then they sent out a series of videos - they had 2 or 3 live Q and A sessions - there were 125 volunteers and 25 came to the Q&A sessions - sometimes the Q&A helped route them to a different volunteer role
Kerri made documentation - 1-sheets for each role
There was also a room owner - they had to manage a room owner who could be called if one of the volunteers couldn't be there and they had a few power volunteers that could jump in to any of the roles
Ask you volunteers afterward
Michael, CNIA 07, District 21 uses [OBS Studio](#) to record training videos
OBS Studio is great for single person recording, allowing screen share and voice narration. [Logitech C920](#) is a solid mic/camera (although camera is not required).
Kerri made videos - here is how to use the website as a PI tool

Kerri said she would be willing to share examples of their training videos. Kerri put out a distress call for help in her state - they created specific positions to host the assembly.

Registration room - they now drive people to register online - they've kept it going which helps with voting - she says the registrar loves it - there is a small team that helps the registrar - they send people to the room to register - they use eventbrite - they check people in online

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They got equipment for the breakout rooms - their assembly travels
The zoom host isn't physically at the assembly they are at home
None of their volunteers can be voting members of the assembly
For people with less skill they find a way they can serve too
Zoom host - gets interpretation running
Cohost
Zoom security
Zoom help - making sure people can unmute
They have a lot of equipment now - 5 large tvs, they had some challenges with projectors so got tvs instead
There is a hybrid assembly committee that helps get the breakout rooms set up
There are 4-hour templates - Kerri can share that - she made a template packet
Maybe you would split the jobs - Kerri started as the webchair
No one was writing it down what is required to do

The techchair goes to each place- they give the districts all this stuff they have to do
It's important to understand your zoom licensing - what you can do with breakouts or if you need interpretation - sometimes its beneficial to use a vendors zoom - area 72 just upgraded to zoom that has transcription for the language interpretation

Birds of a Feather - In-Person #4

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Birds of a Feather - Online #5 Facilitating Rotation of Leadership in Tech-dependent Service Positions

- Don't underestimate the "tap on the shoulder" - that may be all the encouragement someone needs.
- Simplifying complex systems can help bring more engagement. Be visible regarding what the role entails; reduce mystery and show how it's done. Work in tandem with the next trusted servant! Be a guide as part of rotating out.

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Birds of a Feather - Online #6 12 step work Moving from sheets to Databases

- @CarinaW: Imagine a world in which we could share schemas instead of everyone reinventing the wheel. Possible or pipe dream?
- @Daniel C. — So possible.
- Detailed specification and sample scripts for the Meeting Guide API - GitHub - code4recovery/spec: Detailed specification and sample scripts for the Meeting Guide API
- <https://github.com/code4recovery/spec>
-
- CarinaW
- Thanks, Dan!!!
- Would love to see what folks in other areas are using for archives, committee contacts, etc. Great to know about <https://github.com/code4recovery>, and will spread the news!
- @Samh357
- In the discussion last night, actually Midnight in the east, it was suggested by James O that we need to start small: using spreadsheets functionality such as queries and Google's equivalent to Excel micros to demonstrate the usefulness of a full blown CRM (constituent/client/customer relationship management) app integrated into all our 12 step tasks and activities.
- CarinaW
- — Yesterday at 4:37 PM
- Good idea too... such a plethora of spreadsheets in every committee of every area. We even still have a ton of archives into in a old foxpro database.
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- Samh357 - Air table might be a better solution per the session I just attended.
- We have 20 years of Contribution data in an access DB. LOL
- CarinaW — I was in that session too! And our Area Register kinda asked the question I was going to ask for contacts... has anyone found a solution that addresses the redundancy between Area and GSOs contact info? We used to have a our own separate Area database, which just found our poor Registrars maintaining two: GSO and Area, from which the newsletter mailing list (xls) was generated that our publisher needs. Of course, that didn't work well, so I'm pretty sure we're back to a spreadsheet only.

Birds of a Feather - In-Person #7: Developing Tech Jobs and Descriptions

- Purpose of meeting: To share experience and discuss following:
 - 1) identifying the different roles and/or structure of tech jobs or tech committees in each member's district, homegroups, or Area,
 - 2) identifying the duties and responsibilities associated with those jobs or and/or committees,
 - 3) identifying current needs that exist within the roles and structure; and

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- 4) reflect on possible solutions and needs; and
- 5) the common themes or threads we are seeing.
- Roles:
 - *Roles: Web Servant, Web Master (1 person is the “tech committee”), WebMaster (created 8-10 years ago, and working on google workspace and has not job descriptions), Webmaster, Zoom Master, Communication Master*
 - *Structure:*
 - IT Committee (IT Chair, Web Servant - nobody is really responsible for Zoom Equipment),
 - E-Services Committee,
 - Tech Committee,
 - Web Steering Committee (email, google drives),
 - Technical Steering Committee (just one person for google, hybrid, website),
 - *IT Chair (may vote - and only job description while the Webmaster and Post-Master does not vote, equipment person exists that does software or updates*
 - *Technology Committee (District) - IT Chair (at the district), Webmaster (works on website and vote at the district), Zoom Master, Communication Master, Technology Committee (Explores ways to carry tradition 5)*
 - *Area - Tech Chair (Previously there was a webmaster). Tech Chair has no job description. Tech Committee: aims to review future tech and research, support area tech needs, stay current, provide information on best practices. Note, Registrar, and Newsletter, are part of the Tech Committee. Communication Tech is part of online tech.*
 - *Web Team. Meets periodically. Alt Area chair sat on team. Digital Communications Coordinator. Tech Chair (has voting rights).*
- Various Duties:
 - Web Servant (this person is the whole tech committee, doing meeting guides and meeting lists - needs help)
- Common Needs and Solutions:
 - *Need for Leadership:* There is a need for leadership by (and for) trusted tech servants (concept 9), need for rotation (T2 & T9), and for there to be qualified individuals (C10 & C11).
 - *Need for More than 1 person:* Tech Committees should not be 1 person

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- Too much work. there is way too much work to do for one person because tech includes operations, communications, storage, & web services
- Burnout. Few members with current tech “knowledge or know-how” are viewed as indispensable and saddled with wearing too many hats for too long because there is no one with equal knowledge is available to rotate-in
- *Tech has advanced past “Webmaster”*
 - There is Tech Ops (equipment set-up), Storage
- *Need for Rotation (T9)*
 - Consider traditions 2, 9, and Concept 10.
 - Need for recruitment - make it attractive; consider that not only jobs need to be technical-based - there is a space for tech-management duties (like a project manager)
- *Need for Defined Roles:*
 - Lack of defined roles and duties affects rotation, and effects recruitment.
 - Consider there is a difference between Communication (Email, Calendaring, social media, group messaging (WhatsApp/Signal/Discord)
- *Need for Recruitment*
 - Young people who are more naturally-inclined with tech
 - Recruit and invite friends to learn/educate
- *Need to create rules around the rights to the equipment*
 - A tech chair who passed away with the equipment at his house lacked any proof that the equipment was not his; his family took it and denied it back to the Area.

Birds of a Feather - In-Person #8

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Birds of a Feather - Sharing Session

DAY 2

Opening/Welcome Session

- Chat has been disabled, please use Discord
- Glide app has schedule, venue, help and links

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- Please help collaborate on the Crowdsourced Document
- General housekeeping and schedule discussed

Innovation In AA: Technology Adoption as a Unifying Factor

- How do we get from "what I want" to "what we need" ... Step and traditions
- "resistance is futile" in fact resistance is necessary
- AA wasn't invented, it was innovated from many different sources.
- Moving from the I to the We
- Three components to agree about an issue that needs unified action in AA
 - 1. Agree on the problem/opportunity
 - 2. Agree that it is "our" problem
 - 3. Agree that it is big enough that "we" want to do something about it
- In the absence of purpose we find drama!
- I'd much rather be useful than needed
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- We do a little of the suffering so that people who need us can find us (Concept 4 -the right of participation)
- Explaining something someone does not understand does not work. Showing them/demonstrating it to them is where the power lies.
- A possible tool to help inform others about tech issues is the TIAA forum
- Minimize the need for a guarantee- we learn by failing
- We learn just as much from our failures as we do our successes
- Our program is one of recovery not

Report and Discussion with AAWS Staff Regarding Technology

Clorinda V., Director Communication Services

- Communication Services Department - It's been a major component since Bill called Bob
- Became official department in 2019 and has Digital Product Manager, Sr. Digital Comms Analyst, Project Coordinator, Administrative Assistant and temporary Content Support
- Ongoing: AA.org, SEO, YouTube, Meeting Guide, Mass Communications, Analytics, LinkedIn
- Planning: Podcast, website enhancements, etc.
- LinkedIn: 2213 followers, AA News and job postings. The Public Information and

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PCP focused.

- YouTube: 7.52k subscribers, 311k views, 109 videos in English, ASL, French and Spanish

Tracy G, Digital Product Manager, Communication Services

- AA.org redesign has launched - Mobile friendly, Drupal CMS/Acquia, GDPR Compliant, Navigation by Audience, AA near you using Google Maps and NetSuite (group information)
- Analytics: Most visited page is Daily Reflection and Mobile is 73%, Desktop 24%
- AA.org Initiatives completed in 2021-2022 - Vimeo video migration, Soundcloud implementation, Book Types, Google Analytics, Submission framework
- AA.org Initiatives in progress 2022-2023 - replace PDF's with mobile friendly pages and forms, Accessibility, Analytics: GA4 implementation, Search Optimization, Calendar, FAQ's, Press/Media
- Meeting Guide App: most popular features are Get directions to meeting, join online (people clicking on links to virtual meetings). Currently 487 connected entities in 18 countries.
- Meeting Guide App Initiatives Completed 2021-2022 - Help Docs Knowledge Base, Distance filter, Attendance option, Multi-select feature, Exposed filters. Code to Recovery has been a great help.
- Improve UX, In-person Map, Online Timezone, data accuracy (inactive meetings), Multi-entity meeting listing/duplicates

Patrick C., Public Information Desk

- Corrections Correspondence Service (CCS) USA: first half of 2022 we made 1,668 matches, 741 new participants - Male 509 Female 232
- CCS: Updated sign-up forms to include gender identity
- CCS Canada: Working on making it more effective
- Literature for Correctional Facilities: Conference approved literature and Grapevine are now available on tablets and desktops
- 2022 Comprehensive Media Plan (CMP): 8 key sections, how to carry the message, regular communications about our lifesaving content, Press Releases, Social Media Channels, Content Creation, Young People's Video Project

Lorna G., Director of Technology Services

- Overview of AAWS ERP
- Fellowship connection launched in 2020: portal infrastructure for Area Registrars. Recently rolled out bulk upload/download Group and Service Contact information, primarily geared for Area's with databases that manage their members.
- CCS App: Algorithm automatically matches persons in custody and A.A. member volunteers.

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Q&A

- Question for Lorna from Donna, Area 15 just implemented Airtable (4th Area in USA) with more areas to follow, what work is being done to support the growing use of this? Answer is it can be built but it is not now and not on the list of “to-do’s”
- Question about Meeting Guide App - can JSON feed be sent?

Break-Out Session 1

AA Grapevine Technology Discussion

- Lots of exciting things in the work
- Grapevine app in development. Very early stages currently. Expecting mock ups spring 2023.
- https://www.aagrapevine.org/sites/default/files/2022-08/Future_GV-App_Ideas.pdf
- Store overhaul

Tips and Tools for Online Groups

- <https://www.alteredattitudes.org/>
-

Blast from the Past Replay: Inspiring engagement in general service

- Replay on YouTube: <https://www.youtube.com/watch?v=yQKzLEHfHc8>

Breakout Session 2

An Interactive Look: AA and Maps

- <https://eamo.org/districts>
- Districts-
https://www.google.com/maps/d/edit?mid=1mSRBgAAn8zYIEkzY3A0O1UR6_ZXwtOx&usp=sharing
- Bridging the Gap – Zip Codes overlaid goo.gl/maps/DzYvURtP37nEj6ZK7
- Corrections <https://goo.gl/maps/DMEvXmFfYMWdELtT8>
- Working with local registrar to develop database with CSV file - separate by color and style. How does this work with the meeting guide app? JML file? Google maps limits to 10 layers. Sounds like GIS work.

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Sharing Experience Using Office 365 and Google for Nonprofits in AA settings

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Key Elements and Spiritual Ingredients of an A.A. Website

- A copy of this presentation and others by Kerri K. can be found at:
<https://tinyurl.com/NAATW-KeyElements>
 - Key Elements & Spiritual Ingredients of an A.A. Website
 - A.A. Website Planning
 - SEO for A.A. Websites
 - So What is SEO Anyway?

How To Get The Most Out of the TIAA Forum

- <https://discourse.tiaa-forum.org>
- Demonstration given on breadth and depth of the forum, search features, profiles: look for the recording to come of the session
- How to sign up: Google Slides of the signup screens with presenter notes on the steps to take: [How to sign up on TIAA-Forum](#)
- Forum Overview: [LewG - TIAA-Forum Overview - NAATW 2022](#)

The \$12 (Plus Tax) a Year Website and Tech Stack

- GitHub Pages, Google Sites, tawk.to

Managing Your Area Contacts By Leveraging Airtable

Gavin O, Concord, CA

- Focus on Area Registrar today
- Goal: Develop a solution that was easier to enter and update members contact details
- The Solution: Airtable as recommended by the Tech Committee as previously used.
- \$20 user per month but can be shared
- Desktop, mobile,
- Cloud based storage
- Easily integrates with other apps without coding
- Plan for success
 - Requirements - Met with Registrar to understand duties

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- Design - Build airtable workspace and migrate data from Access, clean it up and import to Airtable
- Implementation - Fix issues, lots of training, build custom views and forms
- Maintain - Continued to enhance
- Pass it on - Created manual
- Timeline January 2021 started and in November 2021 hands of Registrar
- Tried to keep things as simple as possible for initial design and rollout
- Demo:

Anonymity scrub- login for the airbase during demo probably should be blurred 3:16 pm PDT

Anonymity 3:22 - Gavin's full name in gmail

Code for Recovery - How We All Make Meeting Listings Better

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Using Technology to Efficiently Assign Delegates to Conference Committees

- Developed in python
- Several constraints to assignments, adjacent areas, same regions, last assignment, gender ratio
- GSO database of Delegate info uploaded
- No perfect assignment
- Constraints loosened in loops
- Runs a few iterations until finding minimal amount of loops
- Built to keep the application simple
- Kept the process similar to what was done manually
- Maybe we can do more backoffice tech sessions
- Could there be coalition around doing stuff for back office processes that might be valuable
- Citizen

Translation and Meeting Interpretation Technology Literature

- Presentations have Good and Better table
- TMS: Translation Management System
- CAT: Computer Assisted Translation tool
- There is a concept of translation memory - meaning remember how it was translated last time but we aren't able to leverage those being done now - and there is

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inconsistency

- Glossaries are important
- You can use Google translate on your phone to transcribe
- Don't use last names in documents because if you go through an online
- Google has speak to speak for individuals
- MS translator you can hold the phone between you

Techies can:

- Write the code for a collaborative glossary that can reconcile differences
- Wrangle the APIs to integrate our glossaries

[note - add other things you can do to help here]

Dictionary of doubts

Sharing Sessions - Open Mic

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Blast from the Past Replay: Let's Do Hybrid

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Blast from the Past Replay: Cultural Effects of Technology on AA

- <https://www.youtube.com/watch?v=8YwD9M6xHZE>
 - Social media and anonymity
 - Ubiquity and speed of mobile devices, more embedded tech in our lives
 - A.I. and our daily interactions
 - Digital media and how we learn
- Note: This presentation was done pre-pandemic. This may be a good topic to revisit now that the pandemic has pushed us into technology much faster than anyone expected!

Solution Hacking

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DAY 3

Opening/Welcome Session

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Future Workshop Bid Presentations

- Bid form available on the NAATW website.
- Looking to plan 2 years ahead
- Bid Award process - Steering committee makes final decision in the next couple of months. Participants can provide feedback today and in surveys.
- Future bids need to consider technology infrastructure as our demands may grow as well as hybrid
- Steering committee made the decision to make the 2022 event hybrid but feasibility will need to be evaluated in the future.
- More areas and cities need to bid for future events

Sharing Session - Open Mic

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Annual Member Meeting

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