

Tidewater Intergroup Guidelines for the Website Committee

(Excerpted from the Tidewater Intergroup (By-laws, Service Manual), Date)

MISSION STATEMENT: The Tidewater Intergroup Council (TIC) is a visible service, existing and united in partnership with Alcoholics Anonymous groups within the Virginia Tidewater Area. This partnership exists in the common primary purpose of carrying the message of Alcoholics Anonymous to the alcoholic who still suffers, and to those recovering from the disease of alcoholism.

PURPOSE OF THE COMMITTEE: In accordance with the mission of the Tidewater Intergroup Council a Website Committee will be formed to serve the best interest of A.A., the Tidewater Intergroup Council, and in alignment with our primary purpose as:

- To provide accurate and consistent web based informational services about Alcoholics Anonymous to the general public, media, students, professionals, current members and to the still-suffering alcoholic who wishes to know how to contact A.A. or to determine if his or her drinking is a problem by obtaining, developing, administering and maintaining website and email services for the Tidewater Intergroup Council.
- To be a service tool for those involved in General Service work within the Tidewater Area as well as to provide individual A.A. members with information about the General Services of the Tidewater Intergroup Council (TIC) by providing guidance on all matters related to the internet, computers, telecommunications and associated technology.

COMMITTEE GUIDING PRINCIPLES: By The Twelve Steps, Twelve Traditions, Twelve Concepts, the A.A. General Service Organization (GSO) "Guidelines on the Internet and the Bylaws of the Tidewater Intergroup Council" are the principles by which the Web Committee will function and the TIC website will be administered; particular attention will be given to:

- Tradition Five stating AA's primary purpose as it relates to posting of information on the World Wide Web.
- Tradition Six on outside affiliations or endorsements as it may apply to any links or information that is published on the Website.
- Tradition Eleven and Twelve on anonymity as they relate to personal anonymity and the protection of personal information.
- Step Twelve and Concept Ten: "Good service leaders, together with sound and appropriate methods of choosing them, are at all levels indispensable for our future functioning and safety" – as it relates to Service, maintaining that all are welcome for Service and establish documentation, training and positions to align with this Concept and Step.

COMMITTEE FUNCTIONS: The Website Committee will provide guidance to the TIC on all matters related to the Internet, telecommunications and associated computer technology. This Committee will be designated as the TIC Website Committee and provide direct assistance to the TIC's primary purpose by:

- Providing direct technical and policy guidance to the TIC on all matters related to the Internet, telecommunications and associated computer technology.
- Obtaining website hosting and email services to provide direct assistance to the TIC's primary purpose. Registering the domain name, www.tidewaterintergroup.org with those hosting services.
- Maintaining www.tidewaterintergroup.org registered domain presence on the World Wide Web to ensure continued online services and TIC ownership of the domain www.tidewaterintergroup.org.
- Obtaining the technical ability and creating a website under the domain www.tidewaterintergroup.org to provide direct assistance to the TIC's primary purpose and provide

web based informational services to Alcoholics in the area. This area includes the cities of Norfolk, Portsmouth, Chesapeake, Virginia Beach, Suffolk, Smithfield, Franklin, Wakefield, and Boykins, as well as Knotts Island and Moyock, North Carolina. Our Area 71 (Virginia) Delegate reported we also serve Guantanamo Bay Navy Base, as was reported to him by the GSO in New York.

- Maintaining and monitoring the website and domain at www.tidewaterintergroup.org, and any email services obtained to provide direct assistance to the TIC's primary purpose and maintain a continual presence on the World Wide Web.
- Ensuring the Committee maintains that all are welcome for service and establish documentation, training and positions to support this function and all the committee's principles.
- Meeting monthly to establish and maintain the policies for the operation, maintenance and development of the TIC Website and to conduct oversight of the Website/email services provided.
- Provide a Web Committee monthly action report to the TIC Chair and present it at the monthly TIC meeting. The report will consist of at a minimum: Monthly website activity and email service status, Web Committee meeting minutes and action, website visitor stats, website traffic activity, and any website maintenance completed. In addition, any website development in plan, financial concerns and any security breaches/concerns will be included in the Web Committee monthly report.

COMMITTEE ROLES AND RESPONSIBILITIES: The Web Committee will be led by a Chairman at the direction of the TIC Chair and Steering Committee. The Web Committee Chair will be nominated by the TIC Chair and voted in by the TIC at large. The Web Committee Chair (Web Chair) will form the body of the Website Committee from local A.A. members interested in service as to fulfill the committee's function and purpose. A Vice Chair may be appointed by the Web Chair as he/she chooses. From the Web Committee members the Chair will designate a Web Team to be Web Site Administrators (Web Admin's) and Web Masters (Developers) of the website. Not all Web Committee members will have direct access/permissions for the website or services provided by the Committee, only those members designated as part of the Web Team will do so. Specific roles and responsibilities of the Web Committee include but are not limited by the following:

Web Chair: Serves at the appointment and discretion of the TIC Chair. The Web Chair has the trusted responsibility of steering the Web Committee in accordance with this document and maintaining all technical aspects of the TIC presence on the World Wide Web. Familiarity with Websites and/or some technical proficiency in computers is highly recommended for this position but not necessarily required. The duties of Web Chair shall include but not be limited to:

- Forming a committee of A.A. members interested in service to fulfill the Web Committee's function and purpose. In keeping with the Web Committees Guiding Principles as it relates to service, maintaining that all are welcome for service and establishing documentation, training and positions to align with this concept in creating the committee.
- Designating members of the Web Committee to serve as Web Team Web Site Administrators and Web Masters (Developers).
- Coordinating Web Committee meetings monthly with the committee members in attendance; steering the committee in accordance with these guidelines.
- Obtaining website hosting and email services to provide direct assistance to the TIC's primary purpose. Registering the domain name, www.tidewaterintergroup.org with those hosting services.
- Maintaining the www.tidewaterintergroup.org registered domain presence on the World Wide Web to ensure continued TIC ownership of the domain.
- Obtaining the technical capability within the committee to create a website under the domain www.tidewaterintergroup.org to provide direct assistance to the TIC's primary purpose and establishing a presence on the World Wide Web for the TIC.

- Maintaining and monitoring the domain www.tidewaterintergroup.org, the TIC website and any email services obtained to ensure ongoing operation 24/7 on the World Wide Web.
- Delegating and overseeing the administration of the website to provide the proper updating of meeting and event information in a timely manner as submitted from local A.A. members.
- Ensuring the website data files are backed up on a regular basis (daily, weekly, monthly) in order to prevent a catastrophic failure and ensure timely restoration of the website and/or the domain www.tidewaterintergroup.org.
- Attending the monthly TIC meeting, being accountable for all aspects of the Web Committee as contained in these guidelines and providing the Web Committee report to the TIC at large.
- Providing a written copy of the Web Committee report to the TIC Secretary to be published monthly in the TIC's published newsletter, the Harmony.
- Creating and submitting an annual budget for the operation of the Web Committee's duties to the TIC Chair and Steering Committee prior to the annual review of the TIC's budget.
- Managing the annual budget of the Web Site Committee as granted by the TIC Steering Committee. Submitting any and all bills to the TIC for payment from the Web Committee budget.
- Maintaining the domain www.tidewaterintergroup.org continuation through contact with the website Hosting Service, ensuring that TIC Office is registered as the primary technical and billing contact for the domain registration.
- Ensuring that any bills for domain registration will be paid at/prior to annual domain renewal to ensure continued web services and TIC ownership of the domain www.tidewaterintergroup.org.
- Monitoring and recording all expenses incurred in the maintenance and provision of the domain www.tidewaterintergroup.org and the TIC website to ensure that all expenses are paid on time.
- Registering domain www.tidewaterintergroup.org at least one term out of office to minimize the loss of the domain name through oversights such as failure to re-register the domain on time.
- Obtaining and maintaining the appropriate online security services (Hardware, Software, Firewalls, passwords etc) to ensure the integrity of the website/domain and the information it contains.
- Obtaining domain email services for the service positions in the TIC Officers, Committee Members and District Committee Members (DCM) in the Tidewater area.
- Creating, updating, managing and maintaining all email aliases for the TIC and District Committee Members (DCM) in the Tidewater area.
- Conducting an annual security audit of website operation to include updating/editing user accounts and access permissions, firewall/security software subscriptions, software licensing and updates.
- Conducting a periodic survey to ascertain whether the website and Web Committee is fulfilling its purpose and function as outlined within these guidelines, providing the results to the TIC.

Vice Chair: The Web Chair may designate a Vice Chair to assist in his/her duties. The Vice Chair will serve at the appointment and discretion of the Web Chair. The Vice Chair will assist the Web Chair in his/her trusted responsibility of steering the Website Committee in accordance with these Guidelines:

- Remaining ever ready and capable to fulfill the purpose and functions of the Committee and fully assume all the duties of the Web Chair if required or when called on to do so.

Web Committee Members: The Web Chair shall form a committee of A.A. members interested in service to fulfill the Web Committee's function and purpose; maintaining that all are welcome for Service and establish documentation, training and positions to align with this Concept. Web Committee members will assist the Web Chair in his/her trusted responsibility and in all aspects pertaining to the Web Committee purpose and functions. All Web Committee members are full voting members of the Committee. Not all Committee members will have direct administrative access/permissions to the Website, only those designated by the Chair will do so. Specific duties of its Members shall include but not be limited to:

- Assisting the Web Chair in his/her trusted responsibility of fulfilling the purpose and function of the Committee in accordance with these Guidelines and the Committees guiding principles.
- Ensuring that all are welcome for Committee service and establishing the documentation, training and positions to support this committee's principle.
- Meeting monthly to establish and maintain the policies of the Committee and operate in accordance with the Committee's function and purpose as outlined in these Guidelines.
- Providing a monthly action report to the TIC Chair to be presented at the Monthly Tidewater Intergroup council meeting. Web committee report will consist of a minimum: Web site activity and email service status, Committee meeting minutes and action, website visitor stats, website traffic activity, and any website maintenance completed. In addition, any web development in plan, any financial concerns and security breaches/concerns should be included in the monthly report.
- Monitoring the domain www.tidewaterintergroup.org, the TIC website and any email services obtained to ensure ongoing operation 24/7 and a presence on the World Wide Web.
- Overseeing the Web Team administration of the domain www.tidewaterintergroup.org and the Tidewater Intergroup Council's Website as to provide the proper updating of meeting and event information in a timely manner as submitted from local A.A. members.
- Monitor and record all expenses incurred in the maintenance and provision of the domain www.tidewaterintergroup.org and the TIC website to ensure that all expenses are paid on time.
- Being fiscally mindful and responsible in finding the best price of goods and services to enable the website and email service to exist.

Web Team: The Web Team is formed from members of the Web Committee but may be subsidized by other A.A. members with needed technical backgrounds for direct support. Web Team members will have access and permissions for the website, Host and email services as designated by the Chair. The Web Team may or may not remain full voting members of the Web Committee. Training in the maintenance and operations of the domain www.tidewaterintergroup.org, the TIC Website and email services is required for this position. Direct experience in websites, WordPress, networking and computers is recommended. Web Team members may be designated Web Admin's and/or Web Masters (Developers):

- Web Site Administrators (Web Admin): Web Admin's are responsible to the Web Chair for the direct administration and day-to-day operation of the domain www.tidewaterintergroup.org and the TIC website and email services obtained to ensure ongoing 24/7 presence on the World Wide Web. Web Admins will:
 - Update meeting and event information in a timely manner, posting Web Chair approved event flyers when supplied.
 - Update the Website with information provided by the TIC Office, TIC Chair or Web Chair
 - Perform document maintenance.
 - Ensure physical "back up" of website data files on a regular basis (daily, weekly, monthly) and maintain paper/electronic backup documentation for all technical aspects of the website.
 - Perform monthly website review and clean up: Software updates, cache cleaning, etc.
 - Maintain the appropriate security for the integrity of the website and the information it contains: malware, firewalls, security features etc.
 - Perform periodic website scans for viruses/adware and malware
- Web Masters (Developers): Web Masters have the all the trusted responsibility of Web Administrators as well as continuing creative website development at the domain www.tidewaterintergroup.org. Direct experience in websites, WordPress, networking and computers is recommended. Web Masters will:
 - Conduct continuing ongoing design development of the TIC website as to align with the TIC's primary purpose and AA's Twelfth Step.

COMMITTEE POLICIES: The domain, website and email services will operate in accordance with the policies provided in this guideline as drafted by the Website Committee and reviewed, approved and adopted by the TIC Steering Committee in the TIC by-laws. The most current approved policies will be published within the TIC by-laws and publicly on the TIC website. The Website Committee may amend the policies at any time pending approval from the TIC Steering Committee. The below provides guidance on the procedures to manage information and content of the TIC website at www.tidewaterintergroup.org :

Procedures to manage information on the Website: The A.A. members of the Tidewater area, TIC members, General Service Representatives, District Committee Members, or designees of TIC shall:

- Provide the Web Committee with additions, deletions and updates of group/meeting information listed in the meeting schedule. These are only to be updated after verification with the TIC Chair.
- Provide the best accuracy of group/meeting information as possible. The Web Committee is responsible for verifying only within their purview and to the best of their ability. District Committee Members (DCM) are responsible to verify meeting information as provided thru the website for accuracy and provide feedback to the Web Committee on any corrections.
- Members of the general public may provide announcements of A.A. events or meetings thru the website. All requests for posting of A.A. events, fliers and other notices on the TIC website will be submitted through the provided website form and uploaded through the website; NO OTHER submission will be accepted. The format for submission must be posted on the website with visible specific instructions on format requirement as well as upload instructions on use of the website.
- Only meetings within the TIC's Districts as reported to the GSO will be posted on the website.
- In general, only A.A. related events within the Virginia Area will be posted; the Web Chair and Committee will refer to the TIC Chair on approval for all event postings on the website.
- All submissions will be reviewed and approved by the TIC and Web Chair. DO NOT Publish any individual's names, phone numbers, addresses, or e-mail addresses of individuals without explicit written permission of the individual(s) and the direct approval of the TIC Chair.

Procedures to manage content of the Website: Whereas the website is accessible worldwide by all persons who can connect to the internet; all decisions pertaining to the website's content should be considered 'important decisions' as described in the Twelfth Concept and based on 'an informed group conscience' as described in the Second Tradition, therefore these decisions should be made by a two-thirds majority (substantial unanimity) after a review by the membership of the TIC at large.

- All proposed changes to the website shall reported in the Web Site Committee report to the TIC and provided at the monthly TIC meeting for TIC consideration and approval.
- In carrying out the direction of the TIC, the Web Chair shall be authorized to make changes to the Website as they deem necessary within the limitations of these guidelines.

Operating within the principles embodied in the Twelve Traditions of A.A. and the guidelines of the TIC Web Committee the website SHALL NOT:

- Link to any other website other than the General Service Office and A.A. Grapevine websites.
- Publish any individual's names, phone numbers, addresses, or e-mail addresses in any content without explicit written permission of the individual(s) and direct approval of the TIC Chair.
- Present any affiliation or endorsement of any non-A.A. entity.
- Replace face-to-face contact or published communication by the TIC or used within the Tidewater Area and the A.A. Fellowship.
- Present financial information regarding the business of A.A. and/or the TIC.

- Publish any individual's names, phone numbers, addresses, or e-mail addresses of individuals without explicit written permission of the individual(s) and the direct approval of the TIC Chair.

Website Domain Name And Ownership: The TIC website domain shall be registered as "www.tidewaterintergroup.org". This website, its registered web name and all software associated with the development and maintenance of this site are property of the Tidewater Intergroup Council (TIC). The Tidewater Intergroup Council will pay all fees and/or expenses associated with this site and domain.

- This domain www.tidewaterintergroup.org must be registered yearly to remain the legal property of the Tidewater Intergroup Council.
- The Web Chair will register the domain www.tidewaterintergroup.org at least one term out of office to minimize the loss of the domain name through oversights such as failure to re-register the domain on time.
- The Web Chair will ensure all requirements and actions are completed as to ensure the TIC website and domain www.tidewaterintergroup.org remains the legal property of the TIC.
- The Web Chair will ensure continual contact with the Website Hosting Service, ensuring that TIC Office is registered as the primary technical and billing contact for the domain registration.
- The Web Chair will ensure any bills for domain registration will be paid at/prior to annual domain renewal to ensure continued web services and TIC ownership of the domain www.tidewaterintergroup.org.
- The Web Chair and Committee will monitor and record all expenses incurred in the maintenance and provision of the domain www.tidewaterintergroup.org and/or the TIC website to ensure that all expenses are paid on time.

E-Mail Services: Email Services will be obtained to protect individual anonymity, as per Traditions Eleven and Tradition Twelve, thru the domain Host Service for the domain www.tidewaterintergroup.org

- The Web Chair is responsible for creating, updating, and maintaining all email aliases for service positions in the Tidewater Intergroup Council (Officers, Committee Members, etc.) and District Committee Members (DCM) in the Tidewater area.
- Email inboxes (if provided/acquired through the Host Service) will be maintained as per the appropriate positions as designated by the Web Chair and the TIC Chair, all others email addresses will be 3rd party email forwarding addresses only.

Software Licensing: All software utilized by the TIC for any and all functions pertaining to the domain www.tidewaterintergroup.org and the TIC website will comply with all legal software licensing requirements and laws of the United States of America and the State of Virginia. Additionally:

- Any and all software used to facilitate the administration, operation, and maintenance of website WILL BE and MUST be legally licensed as described above.
- Any and all software utilized by the TIC or its representatives MUST be obtained from or through reputable nationally recognized software company or distributor.
- Any licensing that is obtained by purchase of software MUST BE documented by hard copy (Print out any licensing info, codes, software keys, log in info as it pertains to the software) and kept at the TIC Office and with the Web Chair for legacy.

Website Content: The minimum content at www.tidewaterintergroup.org shall always contain:

- A Front Page. A home page that displays the name of the website (Tidewater Intergroup Council of A.A.) as well as clearly identified connections to the other parts of the website.
- A "Contact Us" page. TIC Officer contact information, Office location and hours of operation.

- A “Meeting Directory” page. A directory of AA meetings and locations in the TIC supported area. The TIC website maintains a listing of A.A. groups, meetings and street addresses to assist members attending meetings. The Web Team updates group/meeting information following approval of the Web Chair. Normally the printed meeting directory is issued bi-annually by the TIC main office as directed by the TIC Secretary, all meeting directories on the website shall align with the TIC bi-annual printed meeting directory or at the direction of the TIC Chair. District Members (DCM’s) are responsible for reviewing the online website meeting list periodically and ensuring it is correct and accurate for their Districts meetings within the Tidewater Area.
- A “Calendar/Announcements” page. A calendar of events hosted by local Tidewater A.A. groups, local Districts, the Virginia Area Committee and the Tidewater Intergroup Council.
- A “News/Events” page. A page of events and information pertaining to A.A. in the Tidewater area.
- Ability to Download. A database of downloadable files of flyers, events, and general A.A. information in the Tidewater area for A.A. members and the public to use and distribute.
- Service Pages: Space made available for each TIC Service Committee to post service information on the internet. Content will be approved by the specific TIC Committee’s, the TIC at large and coordinated thru the Web Committee for content and presentation.

Copyrights: Any and all copyrights shall be respected in reference to any info posted at the domain www.tidewaterintergroup.org. Registered trademarks will be used as required and when used, should be acknowledged as such. (For example: Alcoholics Anonymous®, A.A.® and The Big Book® are registered trademarks of Alcoholics Anonymous World Services, Inc. The Grapevine® and AA Grapevine® are registered trademarks of The A.A. Grapevine, Inc.).

Website Access: The Web Chair is the trusted servant granted full privilege by the TIC to manage all privileged areas of the domain www.tidewaterintergroup.org and the TIC’s website. This responsibility and access allows full modification to the website content, hosted services, email and domain. The Web Chair has full control of access privileges for the domain www.tidewaterintergroup.org, the TIC website and email services for all users.

- Users may be granted access to each area separately or in combinations, as needed, to perform specific functions as not all users need or are required full access to all services.
- The Web Chair shall be responsible for removing access privileges as needed, and specifically when a member is removed from the committee.
- The Web Chair will maintain a list of all users (including passwords) having access to modify or update the areas of the domain www.tidewaterintergroup.org and/or the TIC website.

Any Web Committee member granted ANY access to any function pertaining to the domain Host Site and/or the WordPress website will sign a legal document acknowledging the responsible use of the access granted. This for the good of TIC and A.A to release both in the case of any user’s inappropriate or malicious use of these assets on the World Wide Web. This form is attached to these guidelines and is approved for use by the TIC. It will be kept on file at the TIC Office and by the Web Chair for an indefinite time and/or until access is revoked. Access can be revoked at any time for any reason by the Website Chair and/or the Tidewater Intergroup Council. The areas of privileged access are:

- Domain Host Site. Ability to modify any area of the hosted domain www.tidewaterintergroup.org including all underlying code, formatting, linking, and content.
- WordPress Website. Ability to modify any area of the website including all underlying code, software, formatting, linking, and content.

Website Security and Maintenance: The security and maintenance procedures and policy at www.tidewaterintergroup.org domain/website will at the minimum be:

- Passwords: The TIC website will utilize software security WordPress plugin to assist in hardening the user login page by requiring a “captcha” dual login as well as requiring strong user passwords. This will assist in blocking “brute force” attacks and hacking via logins. At a minimum, require all users to change passwords of individual user’s website/domain accounts every 12 months, or when any of the password holders step down from their Web Committee service positions.
- Malware: The TIC website will have a software security scan WordPress plugin within the website to scan the “interior” or “backside” of the website at all times. If it all possible, as an additional measure, utilize a malware/security scan at the Host Services domain server to scan the website from the “outside”/“front side” of the website as well. This will help catch “bot” infections of plugins.
- Firewalls: The website will have a firewall installed for security. Not all Host Services have a firewall installed at the domain server. If available, engage the Host Services firewall at the domain and always have a software security WordPress plugin firewall installed on the website for constant security protection from hackers, viruses and bots.
- Software Updates: Domain and website software updates MUST be completed as soon as possible to all software. Do not use unverified WordPress software and avoid utilizing uncommon/unverified WordPress plug ins. WordPress software is “open sourced” as such its code is available to everyone, WordPress has become the number one hackable source code on the planet. Ensure to log in at a minimum weekly and ensure all software is updated and/or install a software security scan WordPress plugin that will automatically update all core software and plugins.
- Responsible Use: Any and all users granted ANY account access to any function pertaining to the Domain Host Site and/or the WordPress website will sign a legal document acknowledging the responsible use of the access granted. It will be kept on file at the TIC Office and by the Web Chair for an indefinite time and/or until access is revoked. Access can be revoked at any time for any reason by the Website Chair and/or the Tidewater Intergroup Council.
- Audits: Annual security audits will be conducted. Review this document, web site and domain operation to include updating/editing: user accounts and access permissions, firewall and security software subscriptions, software licensing and updates. Document the audit and report to the TIC.
- Backups: This vital administration of the website ensures the ability to restore in case of a catastrophic failure of the Website or in the case of a hacking. Backups need to be sent and stored in multiple physical locations as to ensure proper retention and the greatest availability to the Web Team. Backups will be completed daily, weekly and monthly by a software WordPress plugin and if available, at through the Host Domain server services.

GUIDELINES REVISION/AMMENDMENTS: These guidelines will be incorporated into the Tidewater Intergroup Councils Bylaws as in keeping to our primary purpose, 12th Step of Alcoholics Anonymous and to ensure continuity of the Tidewater Intergroup Council Website operation.

- Revision. These guidelines may be revised only upon approval of the voting members of the Tidewater Intergroup Council (TIC) Web Committee and ratified by the Steering Committee at a regularly scheduled business meeting.
- Amendments. Any amendments to these Guidelines must be thru the Web Committee and approved by majority vote of the TIC at large. Any draft must be sent to the Steering Committee for review and approval prior to placement for any vote to the TIC at large.

This document guides the operation of the Tidewater Intergroup (TIC) Website. All are welcome, without the permission of the TIC, to copy, print, disseminate and/or use these Guidelines in the operation of their Websites, provided they do not attempt to copyright or otherwise restrict others from also so using these Guidelines.