Tidewater Intergroup Council

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 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: The Website committee exists as to provide to the good of all of A.A. in the Tidewater area by carrying the message of A.A. by facilitating the exchange of information about A.A. activity in the Tidewater Area on the World Wide Web. The Committee will:
- Provide accurate and consistent information 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: The Twelve Steps, Twelve Traditions, Twelve Concepts, the A.A. Guidelines on the Internet and the Bylaws of the Tidewater Intergroup are the principles by which the Web Committee will function and the TIC website administered; particularly attention will be paid 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.
- Traditions Eleven and Tradition 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 positons to align with this Concept and Step.

COMMITTEE FUNCTIONS: The Website Committee serves at the appointment and direction of the TIC Chair and Steering committee. The Website Committee members assist the Web Chair in his/her duties and in the best interest of A.A., the Tidewater Intergroup Council, and in alignment with our primary purpose. Not all Committee members will have direct access to the Website or its Host Services but all Committee members are voting members of the Website Committee. Specific Website, Host and email Services access and access levels are granted at the discretion of the Web Chair.
- Be responsible for finding the best price of goods and services to enable the Website to exist.
- Conduct a periodic survey of the TIC to ascertain whether the Website is fulfilling its purpose.
- Ensure the updating of meeting and event information on the Website is accurate and in posted in a timely manner.

- Ensuring the proper administration and maintenance of the Website and its data files, monitoring the Website ensuring its ongoing operation.
- The Website Committee shall meet monthly as to establish and maintain the policies concerning the operation of the Website and to conduct oversite of the Web Team Website/email services provided to the TIC.
- The Committee will provide a Website Committee monthly action report to the TIC Chair and present it monthly to the TIC.
- The Website Committee report is to provide the TIC with the Committee's actions, web site activity and email service status to the TIC at its monthly meetings.
- Web committee report will consist of a minimum: Committee meeting minutes, 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 Website Monthly report.
- Updating the Website with any information provided by the Tidewater Intergroup Council Office or local AA area, as approved by the TIC Chair.

COMMITTEE ROLES AND RESPONSIBILITES: The Web Committee shall be made up of a Web Committee Chair as appointed by the TIC Chair person. A Vice Chair maybe appointed by the Web Chair is he/she so choses. The Website Chair shall form a Committee from local Tidewater AA members interested in Service. From the Web Committee members the Chair will designate a Web Team to be Web Site Administrators and Web Masters (developers) of the website. Not all Committee members will have direct access to the Website: Only those Committee members designated as Web Team members as designated by the Chair will do so. Specific Roles and responsibilities are:

Web Chair: The Web Committee Chair serves at the appointment and discretion of the TIC Chair. The Web Chair shall have the trusted responsibility of steering the Website Committee in accordance with this document and maintaining all technical aspects of the Website. Familiarity with the Websites, Word Press and/or some technical proficiency in Computers is recommended for this position but not necessarily required. The duties of Website Committee Chair shall include but not be limited to:
- Arrange, coordinate and Chair monthly meetings with the Web Committee in attendance.
- Ensures the proper updating of meeting and event information in a timely manner.
- Ensures that the Website data files are backed up on a regular basis.
- Monitoring the Website to verify its ongoing operation.
- Ensure the maintaining of appropriate security for the integrity of the Website and the information it contains. Maintaining continuation and contact with the Website Hosting Service.
- Registers domain name, www.tidewaterintergroup.org for the current operating year and maintains TIC's registered domain presence on the Web as to ensure continued Web services for TIC and ownership of the domain www.tidewaterintergroup.org. Ensures the name is registered at least one term of office out and will minimize the loss of the domain name through oversights such as failure to re-register on time.
- Manages the email addresses on the Website for Officers, Committee Chairs and Special Assignment Coordinators as well as for the Web Team.
- Being accountable for all aspects of the Web Committee function and Website Operation.
- Providing the Web Committee report at each meeting monthly meeting of the TIC.
- Monitor and records all expenses incurred in the maintenance and provision of the Website and ensures that the web hosting charges are paid on time.
- Submit an annual budget request to the TIC Steering Committee, prior to the annual review of the TIC budget.

- Ensures the TIC Office shall be registered as the primary technical contact as well as the billing contact for the domain registration, and will submit bills to the TIC Chair for payment from the website budget. This will ensure that any bills for domain registration will be paid at renewal.
- Manage the budget of the Web Site Committee as granted by the TIC Steering Committee.

Vice Chair: The Web Chair may designate a Web Vice Chair as to assist in the Chair duties. The Vice Chair will serve at the appointment and discretion of the Web Chair. The Vice Chair assists the Web Chair in his/her trusted responsibility of steering the Website Committee in accordance with this document and maintaining all technical aspects of the Website. The Vice Chair shall remain ever ready and capable as to full assume all the duties of the Web Chair if required or when called on to do so.

Web Committee Members: Assist the Web Chair in his/her trusted responsibility in accordance with this document and in all aspects pertaining to the Web committee functions. Specific duties of its Members shall include but not be limited to:
- Meet monthly as to establish and maintain the policies concerning the operation of the Website and to conduct oversite of Website/email services provided to the TIC. full voting members of the Web Committee.
- Ensure the updating of meeting and event information on the Website is accurate and in posted in a timely manner.
- Ensuring the proper administration and maintenance of the Website and its data files, monitoring the Website ensuring its ongoing operation including: Website visitor stats, Website traffic activity, and any Website Maintenance completed.
- Monitor any web development, financial concerns and security breaches/concerns.
- Updating the Website with any information provided by the Tidewater Intergroup Council Office or local AA area, as approved by the TIC Chair.
- Conduct a periodic survey of the TIC to ascertain whether the Website is fulfilling its purpose.
- Not all Committee members will have direct access to the Website. Only those Committee members as designated by the Chair will do so.

Web Administrators: Web Administrators assist the Chair in his duties in the trusted responsibility of maintaining the technical aspects of the Website by directly administering and maintaining the day-to-day operation of the website and email services for the TIC. The duties of Web Administrators shall include but not be limited to:
- Meet monthly as to establish and maintain the policies concerning the operation of the Website and to conduct oversite of Website/email services provided to the TIC.
- Responsible for the direct administering and maintaining the day-to-day operation of the website as well maintain the continuing development of the Web site.
- Updating meeting and event information in a timely manner.
- Monitoring the Website ensuring its ongoing operation.
- Updating the Website with information provided by the Tidewater Intergroup Council Office
- Scans website for viruses/adware and malware – documents maintenance.
- Uploads scans and posts Flyers and events.
- 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.
- Web Administrators are full voting members of the Web Committee.

Web Developer: Web Masters have the all the trusted responsibility of Administrators maintaining the technical aspects of the Website as well as continuing development of the Web site. Familiarity with the Website building/software, Word Press code and having some Computer technical proficiency is recommended for this position. The duties of Web Masters shall include but not be limited to:
- Meet monthly with the Web Committee as a full voting member of the Web Committee.
- Develop and implement approved changes in Website design and presentation of information as posted on the Website.
- Ensure physical "Back up" of the Website data files on a monthly basis and maintains paper/electronic backup documentation for all technical aspects of the website.
- Perform monthly website review and clean up: Software updates, cache cleaning, etc.
- Maintains the appropriate security for the integrity of the Website and the information it contains: Malware, Firewalls, Security features etc.

Web Team: The Web Team is responsible to assist the Web Chair with the trusted responsibility of supplying direct technical support of the Website, Host and Email Services. Detailed familiarity with the Website, Host and Email services is required. Additionally direct experience with Word Press code and having a high level of Computer technical proficiency is recommended for this position.
- 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 may be designated as Web Site Administrators and/or Web Developers.
- Web Team members will have direct access and permissions for the Website, Host and Email Services as designated by the Chair.
- Monitors website operation, health and development; reports to Web Chair and Team any anomalies or issues as found/observed.
- The Web Team may or may not remain full voting members of the Web Committee.

COMMITTEE POLICYS: The Domain, Website and Email Services will be operated 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. The current approved policies shall be published on the website and within the bylaws service handbook of the TIC. The Website Committee may amend the policies at any time pending approval from the TIC Steering Committee and the TIC at large. The below provides guidance on the procedures to manage information and content of the TIC website 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.
- Be responsible for the accuracy of group/meeting information. The Web Committee is responsible for verifying only within their purview and to the best of their ability. The Committee cannot be held responsible for posting erroneous information as they receive it.
- Members of the Virginia Area may provide announcements of A.A. events within or connected to the Virginia Area. All posting of A.A. events, fliers and other notices will be submitted thru website form and uploaded thru 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, how to use the website for upload. 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 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.

- All proposed changes to the Website that require TIC approval shall reported in the Web Site Committee report to the TIC and provided at the Monthly TIC meeting before consideration in a business session of the Virginia Area Assembly.
- 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 policies 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 of individuals in any content of this site without explicit written permission of the individual(s) and the direct approval of the TIC Chair.
- Present any affiliation or endorsement of any non-A.A. entity.
- Replace published communication used within the Tidewater Area and the A.A. Fellowship.
- Present financial information regarding the business of AA and/or the Tidewater Intergroup Counsel.

Software Licensing: All software utilized by the Tidewater Intergroup Council for any and all functions pertaining to the TIC's 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.
- All and any software utilized by the TIC or its representatives MUST be obtained from or through reputable nationally recognized software company or distributer.
- Any licensing that is obtained by purchase of software MUST BE documented by hard copy (Print out any licensing info, codes, log in info as it pertains to the software) and kept at the TIC Office and with the Web Chair for legacy.

Copyrights: Copyrights shall be respected and registered trademarks, 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 Tidewater Intergroup Council and Web Chair grant privileged access to areas of the Website allowing modification to the website content, hosted services, email and domain. Users may be granted access to each area separately or in combinations, as needed, to perform specific functions. Not all Web Committee member s need or are required full access to all Website, Hosting an email Services. The Chair and Vice Chair shall have full access privilege to the website. The Chair will allocate privilege to other members as necessary for specific roles. The 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 listing of all users (including passwords) having access to modify or update the website content. 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:

- Host Site: Ability to modify any area of the website including all underlying code, formatting, linking, and content.
- WordPress: Ability to modify any area of the website including all underlying code, formatting, linking, and content.
- All TIC members granted ANY access to any function pertaining to the Host Site and/or the WordPress website SHALL sign a legal document acknowledging the responsible use of the access granted. This is to release the TIC and A.A. of any 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 Tidewater Intergroup Council. 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.

Privacy: Our privacy policy covers the Tidewater Intergroup Council of Alcoholics Anonymous website. We provide our website's visitors with anonymous access so that they can browse our website without disclosing any personal data. We do not use cookies on our website. We do not automatically log personal data, nor do we link information automatically logged by other means, with personal data about specific individuals. We do not collect information about our visitors from any other sources, such as public records or bodies, or private organizations. We do, however, collect the personal data that you may volunteer while using our services. We do not disclose your personal data to our subsidiaries or other organizations. All our employees and data processers, who have access to, and are associated with the processing of personal data, are obliged to respect the confidentiality of our visitors personal data. We have placed security services in place in our Website and on our Host Services to enforce this policy to the best of our ability.

Disclaimer: This website is neither endorsed nor approved by Alcoholics Anonymous World Services, Inc. This website is provided by the Tidewater Intergroup Council of Virginia. This website's purpose is to reach out to the alcoholic who still suffers. This website's aim is to provide both specific information to the Alcoholics Anonymous community, and general information to the public, about the Alcoholics Anonymous program of recovery. We also offer local meeting schedules, Alcoholics Anonymous services, special events and literature. Although some of the items contained in these pages are published with permission of Alcoholics Anonymous World Services, Inc., and The A.A. Grapevine, Inc., this does not imply approval of this website by the General Service Conference.

COMMITTEE SERVICES: Domain, Website Server Space, Website WordPress and Email services will be acquired, operated and maintained for TIC by the Web Site Committee as to ensure the TIC's continued presence on the World Wide Web. The Website Committee Chair is responsible for the continued Internet services for the TIC and TIC ownership of the domain. The Tidewater Intergroup Council pays all fees and/or expenses associated with any and all requirements to obtain, utilize and maintain these services.

Website Domain Name And Ownership: The 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 pays all fees and/or expenses associated with this site.

- This domain must be registered yearly to remain legally the property of TIC.

- The Web Chair shall ensure the Domain name remains the legal property of the TIC by ensuring all requirements and actions are completed by the TIC as to ensure the Domain remains the legal property of Tidewater Intergroup Council.

E-Mail Services: Email Services will be obtained as to protect individual anonymity, as per Traditions Eleven and Tradition Twelve, thru the Host Service discussed above. The Web Team 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 thru 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 rewarding relay addresses.

Website Content: The basic minimum content of the TIC Website shall always contain:
- A Front Page. A home page that displays the name of the Website as well as clearly identified connections to the other parts of the Web site
- An "About Us" page. Intergroup contact information, location and hours of operation.
- A Meeting Directory page. A directory of AA meetings and locations in the 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 Tidewater Intergroup Council. Normally the printed Meeting directory is issued bi-annually by the TIC main office as directed by the TIC Secretary. 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 to review the Meeting list periodical and ensure it is correct and accurate for their districts within the Tidewater Area.
- A Calendar/Announcements page. A calendar of events hosted by local 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 information in the Tidewater area for members to use and distribute..
- Service Pages: Space made available for each Service Committee of the TIC to post on the internet. Content will be approved by the specific Committee and coordinated thru the Web Committee for content and presentation.

Website Security And Maintenance:
- Passwords: Utilize a plugin to assist in hardening the website by requiring a "Captcha" dual login as well as requiring strong passwords, as to assist in blocking "Brute Force" attacks and hacking via logins. At a minimum, require changes to passwords of individual users web accounts every 6-12 months, or when any of the password holders step down from their service position.
- Malware: As a minimum security requirement the website must always have a software Security Scan 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 Server if available to scan the website from the "outside"/"front side" of the website as well.
- Firewalls: The website must have a firewall installed for Security. Not all Host Services have a firewall installed at the Server. If available, engage the Host Services firewall and ALWAYS have a software Firewall plugin installed at the WordPress "backside" of the website for constant security protection.
- Software Updates: Software updates MUST be completed as soon as possible to all software. Do not use unverified WordPress software and avoid utilizing uncommon plug ins. WordPress

Software is "open sourced" as such its code is available to everyone and 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.

- Responsible Use: Ensure all Users have signed legal documents on file for responsible use of domain and internet as per TIC Web Committee policy.
- Audits: Conduct annual security audits. Review this document, web site operation to include updating/editing: user accounts and access permissions,   firewall and security software subscriptions, software licensing and updates.
- Backups: Conduct periodic backups of the Website and all databases. 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. Ensure website backups are completed religiously at the website thru a software plug in in WordPress. Backups need to be sent and stored in multiple physical locations as to ensure proper retention and the greatest availability to the Web Team. Ensure Backups are completed daily, weekly and Monthly by the plugin software if possible and if available, at the Host Server. At a minimum, maintain two separate, regular backups of all material at least monthly.

COMMITTEE 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.

> **Commented [PFB1]:** List out and detail specific actions needed with accountable reporting required