

TECHNOLOGY

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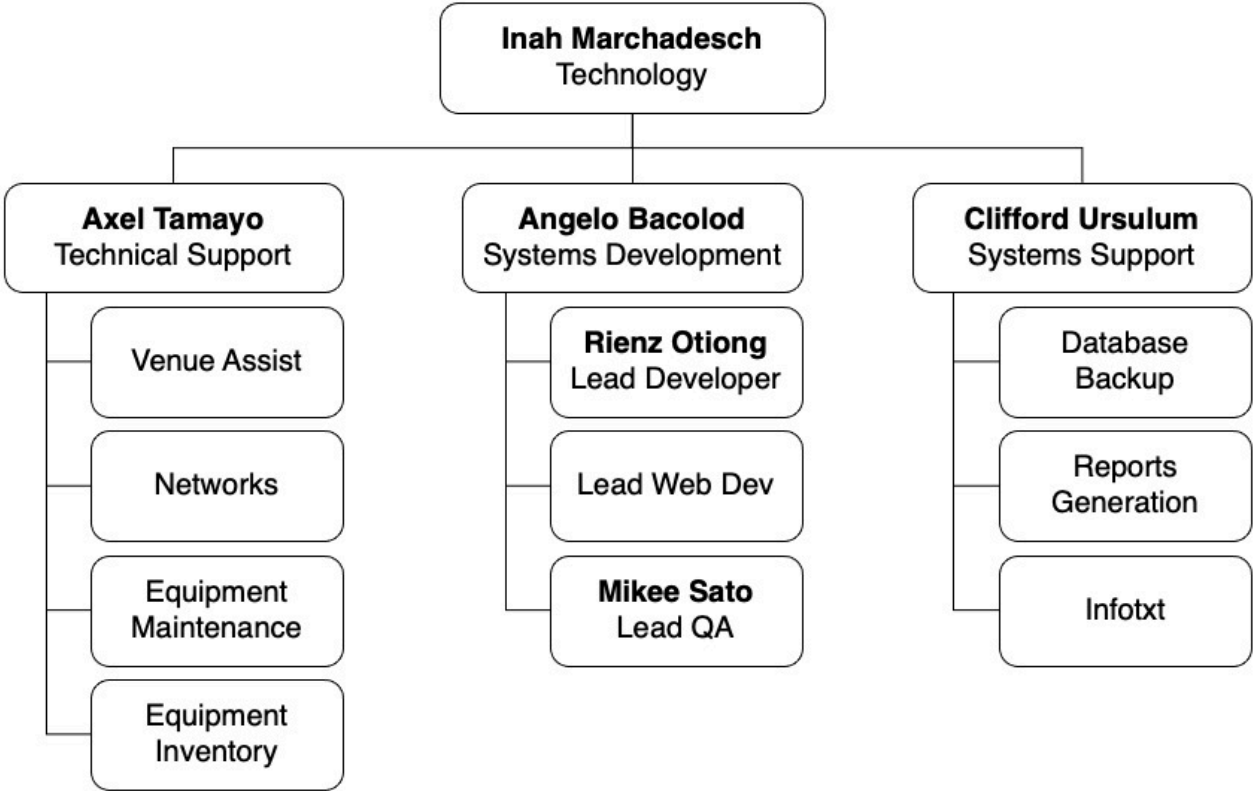
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INTRODUCTION

Objective

To provide support to all departments with their technical needs (multimedia, computers, networks, websites, applications and other technology-related needs) and to provide and maintain the existing and upcoming systems of the church.

Organizational Chart



Roles & Responsibility

Technology Section Head

1. Set a weekly meeting with the unit heads to discuss incidents, ongoing and upcoming projects.
2. Attend weekly FESTIVAL Alignment Meeting and Section Alignment Meeting to discuss incidents, ongoing and upcoming projects.
3. Oversee the whole technical set-up for Production Sunday.
4. Audit checklists.
5. Make sure all tasks assigned to each worker are done properly and within the SOP.
6. Other tasks that may be assigned by the Admin Head.

Technical Support Unit Head

1. Delegate tasks set by the Technology Section Head.
2. Check if all rooms are assisted properly and within the SOP.
3. Create a schedule for all technical support volunteers during Saturday and Sunday.
4. Change the password of the internet portal every Saturday night and inform the Section Head, Admin Heads, and iCafe.
5. Create and update the Daily and Sunday checklist.
6. Report all defective equipment.
7. Provide a list of the inventory of equipment and supply of the Technical Support Unit.
8. Report all incidents and concerns to the Technology Section Head.
9. Other tasks that may be assigned by the Technology Section Head and Admin Head.

Technical Support Staff

1. Do tasks set by the Technical Support Unit Head.
2. Do hourly rounds in offices, rooms, and sanctuary.
3. Encode internet speed every hour in the checklist.
4. Assist in the technical set-up for Production Sunday.

5. Maintain the cleanliness of the technology office at all times.
6. Maintain all church's equipment by doing weekly rounds and checking all venues.
7. Repair equipment
8. Other tasks that may be assigned by the heads.

Systems Development Unit Head

1. Oversee the development of all ongoing projects.
2. Coordinate requirements of the system to the team.

Systems Development Staff

Systems Support Unit Head

1. Delegate tasks set by the Technology Section Head.
2. Monitor daily back-up of the websites and databases.
3. Check generated reports before submitting.
4. Monitor C2S requests in email (cogdasma.system).
5. Report total number of sent messages (infotxt) weekly.
6. Other tasks that may be assigned by the heads.

Systems Support Unit Staff

1. Generate reports needed by the departments.
2. Send announcements via text message using Infotxt.
3. Generate daily back-up of websites and databases.
4. Process C2S requests (Worker ID requests and password reset).

Technology SOPs

General SOPs

1. No food and drinks inside the Technology Office, Broadcast Studio, Production Studio (Training Room), Technical Booth, and Backstage.
2. No playing of mobile games during duty.
3. Do not enter the studio room, production studio, and tech booth unless authorized.

Technology Office SOPs

1. Keep the server room closed and the storage room door locked.
2. Remove unnecessary things inside the server room.
3. Printing of documents such as lyrics, tech script, checklists, forms, one-time-use signages, attachments must be done in L360 and L1300 printers.