



Annapolis Area Intergroup (AAIG)

Infosys Committee Report

October 5, 2010

To: Executive Committee

During July 2010 the Annapolis Area Intergroup (AAIG) Chair created the Infosys Ad-hoc Committee, hereafter referred to as “Infosys”, to improve AAIG's ability to manage information. This document provides Infosys background information; initial policy considerations; AAIG Information (initial protocols/requests); requirements gathering; and Infosys resources and committee members.

BACKGROUND

While serving on the Outreach Committee it was recognized that Outreach performs two tasks. These tasks are outlined in AAIG Bylaws Article nineteen, Section 5:

1. *This committee will endeavor to maintain contact with all groups in the AAIG service area in order to inform the individual groups of the Intergroup's function, to encourage participation in Intergroup enterprises, and to promote general cooperation between the Intergroup and individual groups.*
2. *Maintain and update Intergroup records of group meeting times, locations, and Intergroup Representatives and contact persons.*

The AAIG Chair was advised that the responsibility in 2 above was a full time job in itself. After considering the matter and knowing that a coordinated effort to manage AAIG information is needed, Infosys was established.

As a starting point Tom R., AAIG Outreach Committee chair delegated the responsibilities listed in 2 above to Infosys. Those records are currently maintained by the Infosys chair.

POLICY

- AAIG Infosys policy will be directed by AAIG's By-laws. Two noteworthy sections of the AAIG By-laws include:

Article Two – Objectives:

“The objectives of the Annapolis Area Intergroup, Inc. (AAIG) are to serve Annapolis and the surrounding areas by providing a means for suffering alcoholics to contact Alcoholics Anonymous; to take the program of Alcoholics Anonymous to various institutions; to acquaint the public with both the services of Alcoholics Anonymous and the way to contact the fellowship; to provide activities from time to time for the members, relatives, and friends of alcoholics Anonymous; and to promote unity and cooperation among Alcoholics Anonymous groups in the area.”

Article Four – Policies:

“The AAIG shall conduct its activities in accordance with the Twelve Steps, the Twelve Traditions, and the Twelve Concepts of Service of Alcoholics Anonymous, and in its deliberations, consider the guidelines published by the General Service Office in New York City.”

- In light of the above information, Infosys is focused on supporting AAIG. The Infosys chair recognizes that coordinating information internally with its members and A.A. Service Partners is critical to promoting unity, cooperation, and support to the Alcoholics Anonymous (A.A.) groups.
- All processes developed by Infosys will be designed in consideration of the AA guidelines and to ensure that personal anonymity preferences are honored.

AAIG INFORMATION

An Infosys goal is to reduce redundancy by establishing master records, and to improve reliability, dissemination and accessibility to AAIG Information. Improvements will be measured by effectively matching AAIG needs with resources and improving overall communication.

1. Maintain and update Intergroup records of group meeting times, locations.

To ensure the AAIG records, in Background #2 above, are maintained it is imperative that Infosys be notified in the following situations:

1. A new group is starting and wants to be registered with AAIG.
2. A group needs to add or update any of the following information:
 - a. Group name change
 - b. Group address change
 - c. Group meeting format change
 - d. Group meeting time change
 - e. AAIG group number
 - f. Intergroup representative or group contact
 - g. Any other information that would appear in the AAIG Bulletin, Where and When, and Web site
3. Upon updating the AAIG records the AAIG Committee will provide a change notice to:
 - a. AAIG Desk Coordinator
 - b. Where and When Coordinator
 - c. AAIG Web Master
 - d. AAIG Bulletin Coordinator
 - e. AAIG Treasurer
 - f. AAIG Outreach Committee
 1. Concerns about group registrations or updates for the AAIG records will be referred to the Outreach Committee Chair.
4. The Where and When (W&W) coordinator is in agreement that the Where and When will become the responsibility of Infosys.
 - It is requested that the Literature Committee Chair provide Infosys with at least 30 days notice prior to needing additional W&Ws printed.

II. Maintain and update Intergroup Representatives and contact persons.

- Wouldn't it be great to be able to communicate with a group without having to physically go to a meeting? Currently AAIG does not have a comprehensive list of Intergroup Representatives or contact persons. Infosys considers the General Service Representative (GSR) a group contact.
 - Infosys will NOT be creating an AA membership list.
1. In order to compile IGR and contacts lists, information is being obtained from several sources which include:
 - a. Information collected or validated during Outreach visits
 - i. Prior to Outreach visits, Infosys provides the Outreach Committee with the current AAIG information.
 - ii. Likewise the Outreach Committee Chair provides Infosys with the information from Outreach visits.
 - b. AAIG meeting sign-in sheets
 - i. It is requested that the *AAIG meeting sign-in sheets* be provided to Infosys.
 - ii. These sheets will be converted to an electronic format and returned/forwarded to the AAIG Secretary.
 - c. Bulletin mailing lists
 - i. The Bulletin coordinator currently provides the Bulletin mailing lists to Infosys.
 - ii. It is requested that the Post Office rejection list be sent to Infosys. Upon receipt this information will be converted to an electronic format and forwarded to the Bulletin Coordinator.
 - d. Bulletin submissions via the web page
 - i. Frequently, group listing or contact information is sent to the Bulletin. Reviewing past submissions it was determined that information needed by Infosys was contained in correspondence to the Bulletin. Therefore it is requested that when an e-mail is sent to the Bulletin bulletin@annapolisareaintergroup.org that the message also be sent to Infosys.
 2. Contacts within AAIG
 - a. Since Infosys is already maintaining contact lists, it would be easy to identify the roles of persons who are on the Executive or other AAIG Committee. Upon request Infosys can create a contact and is willing to be the custodian of this information.

III. Treatment Facilities and Other Services Listing

1. In a cooperative effort between District 22 and AAIG the Treatment Facilities Listing was recently updated. Updates to the list should be forwarded to Infosys. In turn updates will be forwarded to AAIG Desk, AAIG Treatment/Corrections Chair, District 22 Treatment Facilities and Bridging the Gap Coordinators.
2. In another cooperative effort between District 22 and AAIG, a Treatment/Corrections and Bridging the Gap Contact list is being developed.

IV. Special Needs Assessment Forms

- While serving as Outreach Committee Chair the activities of the Maryland General Services (MGS) Special Needs Committee (SNC) came to my attention. The MGS SNC reported that it needed help obtaining information concerning special needs. I spoke to the MGS SNC chair and suggested that AAIG could incorporate completing the SNC Assessment form into the AAIG Outreach visits. Delighted at this offer the SNC chair provided AAIG with the MGS Special Needs assessment form. I suggested that the MGS Special Needs assessment form would be posted on the AAIG website, so it would be available to anyone who needed it. I agreed that the completed Special Needs assessment form

would be sent to the MGS SNC and a copy would be retained by AAIG. The SNC agreed to provide AAIG with Special Needs information, within the AAIG area, upon request.

- At a subsequent time I contacted a member of the MGS SNC and inquired if MGS or the GSO had a database to record the information from the Special Needs Assessment forms. I was told that that type of database did not exist. So I explained that AAIG was going to create an information system and that the special needs information will be considered. I also suggested that requirements or needs should be submitted to Infosys.
- On September 30, 2010 I contacted the MGS Special Needs Committee chairperson. He expressed gratitude for AAIG support and is grateful that the AAIG Outreach Committee is still processing the forms under the original agreement. It is now requested that completed *Group Special Needs Assessment Forms* be sent to Infosys in addition to MGS. The MGS Special Needs assessment form is still available in the AAIG website.
- The MGS Special Needs Committee chairperson would like to see automation of the MGS Special Needs assessment form at MGS. He also requested the continued communication and cooperation between AAIG and the MGS Special Needs committee.

V. Contacting Infosys

Notifications or request for Infosys should be sent via e-mail message to infosys@annapolisareaintergroup.org. All correspondence should contain the requester's contact information. This information will provide the ability to follow-up with the requester in the event additional information is needed.

- a. Messages sent to Infosys “infosys@annapolisareaintergroup.org” are sent to:
 - i. Infosys Chair
 - ii. Infosys Co-chair
 - iii. AAIG Webmaster
- b. Members of Infosys or Executive Committee who would like to receive a copy of message sent to Infosys should submit this request to the AAIG Webmaster. I believe in transparency for Infosys and that we trust our trusted servants.

VI. Improving communication

1. Request for changes to the AAIG Web-site:
 - a. It is requested that the “AAIG Information System” link on the AAIG Web site “Feedback” tab be updated to read: “To register or update a group; register an Intergroup Representative or Group Contact; submit changes to the Where and When. Also, submit suggestions, requests, and data to the AAIG Information System Initiative.”
 - b. See Item II.1. d. i. above.
 - c. Create a page for Infosys, and on the Infosys page
 - i. Please post this document (Infosys Committee Report)
 - ii. Please post the attached (Infosys Survey)
 - iii. Future items will be posted that solicit guidance/input to Infosys.
2. Future plans – Infosys is a trusted servant for AAIG and it is directed by the Intergroup Council. More will be revealed.

VII REQUIREMENTS

Tom S. will be coordinating Infosys requirements gathering and the technical (Tech) side of Infosys.

The Techs developed a questionnaire that is designed to determine what information is used or maintained by AAIG.

- Anyone can complete a questionnaire and/or provide suggestions to Infosys.
- Infosys members will be contacting individuals and may request them to complete the survey and to participate in a structured interview.

VIII AAIG INFOSYS RESOURCES AND COMMITTEE MEMBERS

Infosys has several components:

- Resource – An individual who has institutional or direct knowledge of information needs that support AAIG’s Objectives and Policies.
 - This person may be involved in the development of the Infosys process; however he/she is not an Infosys Committee member.
 - Anyone can recommend a person to be an AAIG Infosys Resource.
- Infosys Committee
 - Techs – Persons possessing the technical knowledge skills and abilities to create an information system to support AAIG. Tom S. coordinates all Tech matters.
 - User Advocates – Persons who will be responsible for ensuring the needs of the users/stake holders are considered and the information system is useful.

Infosys Committee Resources

Name	Role	Note
To be identified	Resource	AA Members
To be identified	Resource	AAIG Intergroup Reps
Dan P.	Resource	MGS District 6 Treatment Facilities
Kathleen B.	Resource	MGS District 6 – Finance Committee
Dave G.	Resource	MGS District 6 DCM
Dave R.	Resource	MGS District 22 Treatment Facilities
Mary R.	Resource	MGS District 22 DCM
Vacant	Resource	MGS District 23 DCM
Tommy C.	Resource	MGS District 26 DCM
Ray G.	Resource	MGS District 31 DCM
Jane G.	Resource	MGS District 42 DCM & Special Needs Committee
Susan	Resource	Baltimore Area Intergroup
To be identified	Resource	Washington Area Intergroup
To be identified	Resource	Tri-County Intergroup
Eddie H.	Resource	AAIG Outreach

Bob B.	Resource	AAIG Outreach
Dan M.	Resource	AAIG Activities
To be determined	Resource	AAIG Secretary
Jim O.	Resource	AAIG Treatment /Corrections
Dave H.	Resource	AAIG Finance
Marilyn K.	Resource	AAIG Desk Coordinator & Where and When
Paul K.	Resource	AAIG Co-chair
John F.	Resource	AAIG Chair

Infosys Committee Members

Name	Role	Note
Vacant	User Advocate	AA Member
Vacant	User Advocate	AAIG Intergroup Rep
Jim L.	Tech	AAIG Treasurer & Finances
James P.	Tech	Infosys
John F.	Tech	AAIG Bulletin Coordinator
Maura H.	User Advocate	MGS District 22 – Bridging the Gap & Alt. DCM
Kevin W.	User Advocate	MGS District 22 GSR
Dick J.	User Advocate	AAIG Desk Volunteer
	Tech	AAIG Web site, MGS Website; Registrar Committee; (Past MGS DCM)
Sara K	User Advocate	AAIG Infosys Web User Advocate
Tom R.	User Advocate	AAIG Outreach Committee Chair; Coordination with AA Groups and Maryland General Service
Jim L.	Tech	AAIG Treasurer
Tom S.	Co-Chair –Tech	Infosys
Dana R.	Chair	Infosys, MGS District 6 Registrar; (Past MGS DCM)

Questions or concerns should be directed to [Infosys](#).

In Love and Service,

Dana R.