



# Technology Committee

## Manual of Operations

**Piedmont (NC) Chapter Technology Committee**

**Operations Manual**

**Fiscal Year: 2025–2026**

**Prepared by: Technology Committee Chair**

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## Purpose

This manual provides the operational framework for the Piedmont (NC) Chapter Technology Committee to carry out its responsibilities effectively and sustainably. It supports governance, succession planning, internal collaboration, and compliance with The Links, Incorporated technology standards.

## Committee Meeting Cadence

- **Monthly Standing Meeting:** Fourth Mondays of each month (virtual unless otherwise noted)
- **Quarterly Deep Dives:** Strategic planning, audits, training reviews
- **Special Working Sessions:** As needed (e.g., event support or large-scale rollouts)

Meeting notes should be stored in the Committee Google Drive folder within 48 hours of each meeting.

## Committee Roles & Responsibilities

## **Chair**

- Oversees strategic plan, governance, and all initiatives
- Liaison to the Executive Board and President
- Presents quarterly updates and annual report

## **Co-Chair**

- Schedules meetings and documents minutes
- Maintains digital archives
- Supports communication flow and reporting

## **Web Manager**

- Manages chapter website updates
- Coordinates requests via Tech Request Form
- Ensures compliance with National branding and data standards

## **Digital Education Lead**

- Leads technology training efforts
- Hosts workshops and "Tech Tips"
- Manages onboarding and documentation library

## **Program & Event Liaison(s)**

- Assigned to one or more Facets/committees
- Ensures tech is integrated into service projects
- Supports flyer creation, QR codes, forms, and tracking

## **Advisor or Past Chair (if applicable)**

- Provides mentorship and transition support
- Shares institutional knowledge

## **Workflows & Requests**

## Technology Support & Project Requests

All requests should be submitted via the **Tech Request Form**. Form responses are reviewed weekly by the Chair and assigned to appropriate team members.

Categories include:

- Event flyer or digital form creation
- Website update
- Social media graphics
- RSVP, QR code, or tech consultation

## Project Approval Process

1. Request is reviewed (within five business days)
2. Assigned to a team member
3. Draft delivered and reviewed by requester
4. Final version delivered and archived in Drive

## Reporting Requirements

- **Quarterly Update to Executive Board:** Milestones, metrics, risks
- **Annual Report:** Budget usage, website metrics, training participation, audit results
- **Monthly Logs** (maintained in Drive):
  - Tech Request Tracker
  - Password/Access Change Log
  - Inventory & Software License Log

## Succession & Transition Planning

- The Technology Transition Checklist must be reviewed with all incoming and outgoing officers by July 15 annually
- Ensure transfer of:
  - Google Drive access
  - Admin credentials
  - SOPs, logs, and committee documents
- Incoming chair orientation scheduled in Q4

## **Risk & Compliance Monitoring**

- Quarterly audit using Tech SOP checklist
- Access reviews for all platforms
- Platform passwords updated annually or upon role change
- Any system vulnerabilities or incidents must be reported within 24 hours to the Chair and Chapter President

## **Ongoing Training & Education**

- 2 member-facing tech workshops per year
- "Tech Tips" is shared quarterly with the whole chapter
- Optional vendor demos or product exploration sessions for committee members (Q2 or Q3)

## **Recognition & Culture**

- Annual Tech Appreciation Moment at chapter meeting
- Spotlight a "Digital Champion" each quarter
- Celebrate milestones (e.g., website launch, first audit completed)

**Adopted by the Technology Committee**

**Date:** [Insert Date]