

What we are

We are a department, working for the Archdiocese headquarters, to provide the communications, knowledge, and information technology systems that empower our Archdiocese to maximum faithfulness and effectiveness in Her ministry and witness.

What we do

While communications or information technology departments may encompass a broad range of activities, with a staff of two, the DCI focuses on a subset of activities determined with the Archdiocese and Board to be most important for achieving Archdiocese goals, given current resources.

These activities include:

1. Providing Database and Fund Raising Software to the Archdiocese
2. Continuing Staff Development (On-going Training of DCI Staff)
3. Growing & Enhancing the Archdiocese Website
4. Support – primarily for the Archdiocese headquarters

Attention to these activities turns into the following regular full-time work:

1. Do those daily/ongoing tasks which are required to keep Archdiocese employees, systems, servers, and websites up and running and in good working order
2. Manage and update the Archdiocese database system and mailing lists
3. Manage and update Archdiocese specific web communication and content
4. Answer Diocesan Bishop's computer and communications needs as soon as possible (when brought to us)

What we are not

While, when time permits, we will gladly advise other Archdiocese departments in areas of communications and information technology, we are not:

1. An Archdiocese-wide helpdesk or call desk for web and tech support
2. On-call computer technicians
3. A web designer or technology vendor for all departments

We actively maintain a list of recommended resources and vendors to help you in these areas and provide them as needed.

Archdiocese-wide Communications and Technology Needs: How do we help?

We continue to search for solutions to increase the effectiveness of our services. Efficient companies often field out services that they do not specialize in, like technology support, so they may concentrate on improving the services in which they do specialize. The result is better support and service for their customers. We recognize that our specialty, or core mission, as the Church is communicating the gospel of Jesus Christ. As part of a proactive program of improving our Archdiocese's use of technology to fulfill Her mission, our most recent work as a department involves:

Department of Communications and Information (DCI)
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1. Standardizing our networks, systems, policies, and websites so they may be supported by a wider-range of vendors
2. Hiring and working with companies who specialize in computers, networks, and information technology

Here are two brief examples:

Example 1: Pool computing power, resources, and software to save time, money, and productivity.

We recently hired a company called Network Solutions and Training (NST) to help redesign and secure our Archdiocese's employee network and to solve the following needs:

1. Provide stable, optimized, and up-to-date desktop and office systems for all employees
2. Manage security and spyware protection for our network and systems Provide off-site, redundant, and secure backups of key data
3. Provide helpdesk, telephone, and remote management and troubleshooting support each weekday and weekends 8 am to 10 pm.
4. Provide improved spam protection for employee emails

Remotely managing our software and distributing our computer processing to a secure server, saves us time and money in systems management, including less in software licensing fees. We have seen a significant reduction in spam and notable increases in productivity due to improved system speed and stability. In the end, we will see fewer hardware upgrades.

Given success at the Archdiocese headquarters, the ideal would be to expand the model across the Archdiocese. We have. Now, Archdiocese-wide, we can pool our computing resources and software. Through the Archdiocese and the DCI, each department or ministry may use the same employee network. We have negotiated a small monthly fee to provide you with a complete secure computing system, spam protection, and up-to-date MS Office applications. The company will manage upgrades, security patches, and backups for you.

Example 2: Continue to standardize and update our websites to improve experience and support.

We continue to hear your feedback about Antiochian.org and continue to take action. We are excited to announce a brand-new website with improved support and benefits. We sincerely thank all of you who provided feedback, especially the Holy Synod and department heads. We hope you will see that your comments continue to influence the changes to the website.

The primary benefit to our new website is that it is based on a system and standards that are widely supported in the business and non-profit communities. This gives us many new support options.

Other benefits include:

1. A standardized system to make updates in a timely fashion and better support for visitors
2. Improved search capabilities for visitors to more easily find content relative to their interests and needs
3. A better audio system, improved video postings, an easier way to syndicate content and to enable users to subscribe to our content

Thank you.