Member & Leader Work Portfolio
Technology Plan, FY 2008

17 October 2007

Portfolio Composition

Governing Organization
Priesthood Executive Council

Departments in Portfolio	Working Group Members
Priesthood (PST)	███████████, Managing Director (Chair)
Finance and Records Department (FRD)	███████████████, Managing Director
Curriculum (CUR)	█████████████, Managing Director
Perpetual Education Fund (PEF)	**Elder Richard E. Cook,** Managing Director
The Tabernacle Choir (TBC)	(no working group member)
	██████████████ Managing Director, Welfare
	████████████ Director of Temporal Affairs, North America Southeast

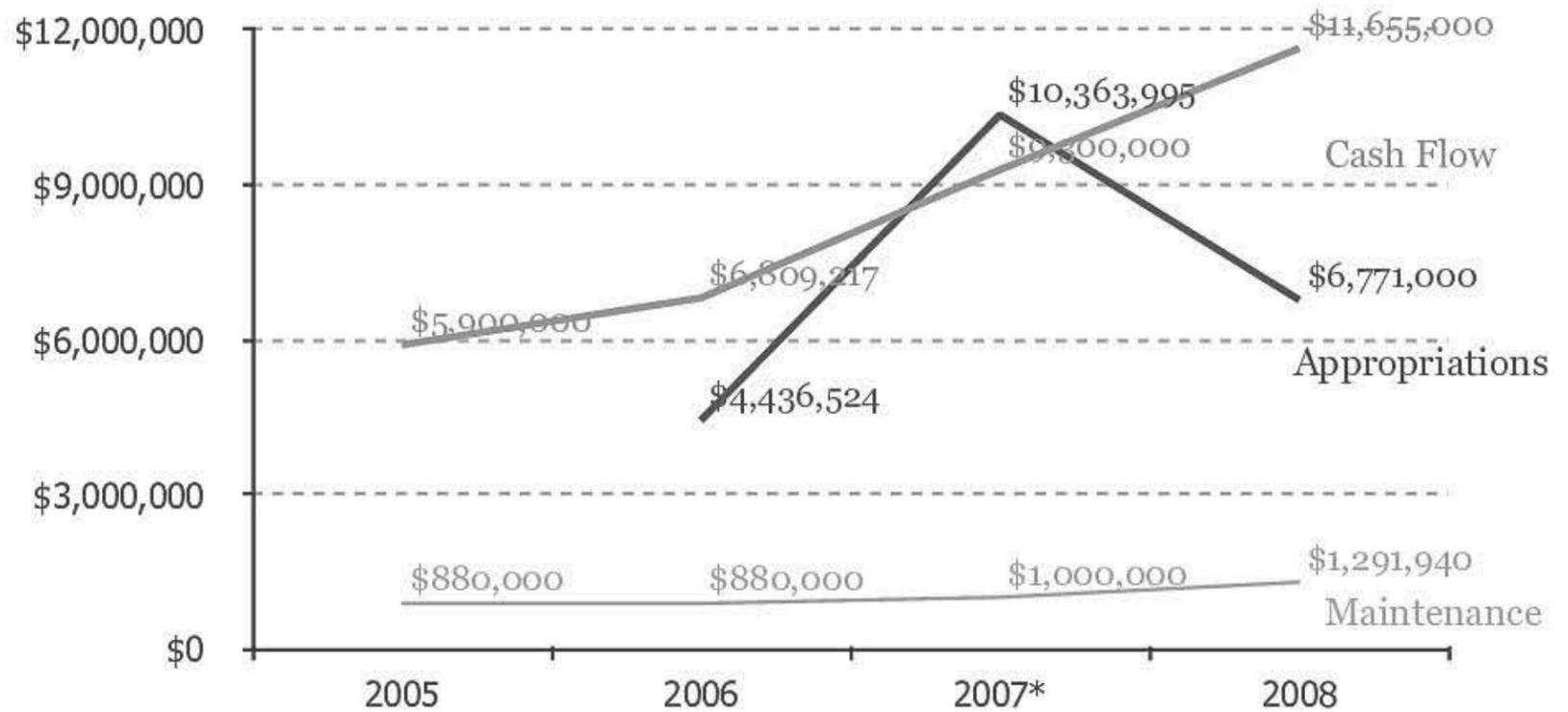|	
	██████████, Lead Program Manager, ICS

Objectives

To guide the decisions of the Priesthood Executive Council consistent with the direction of our presiding councils, priority will be given to proposals that:

- Focus members and families on learning and living the doctrines of the restored gospel and fulfilling their divinely appointed responsibilities.

- Develop priesthood and auxiliary leadership

- Improve the teaching and learning of gospel doctrine and duties at home and in the Church.

- Improve the members' experiences in the Church

These priorities will implement the Leadership Training Emphasis and assist priesthood leaders to foster faith in Jesus Christ, strengthen families, and retain and reclaim members.

Financial Projections

*2007 data is forecasted as of October 2007.

**Includes an appropriation for the MLS International Rollout Project.

The Member Leader Portfolio will accomplish its purposes by:

- Giving support and priority to projects that allow members and leaders to focus on the most essential work based on their respective roles and location.

- Supporting projects that simplify access to tools and information that will help members and leaders in their roles.

- Having frank, candid, and honest conversations about projects so we assign meaningful priorities to projects within the portfolio based on the portfolio purposes.

- Allocating and monitoring personnel and financial resources for the portfolio to ensure that priority work is achieved.

- Validating delivery of portfolio IT projects (systems) and applications to ensure the delivery of "committed and planned for" results.

- Involving appropriate management to ensure potential member and leader projects (systems) and applications are mapped to roles, need, risks, timing, and essential controls.

- Validating business process documentation and training materials are in place prior to the member and leader system or application being put to use.

- Requiring proper change management procedures are in place to ensure business process change and member and leader systems process change is in sync.

Major Work Planned for 2008

Department	Description	Key Results
All	**Implement next generation Internet architecture for members and leaders**	▪ Create the tools necessary to provide a personalized experience for members and leaders based on roles (identity management driven). ▪ An emphasis will be placed on Bishops and ward council members, fathers and mothers with other roles to follow. ▪ The architecture (hardware & software) will be developed to support rapid growth (scalability). ▪ Releases will happen quarterly to ensure appropriately sized projects that support learning and course correction. ▪ The focus of each release will be 'narrow and deep'. Narrow to control scope and deep to ensure that all process, policy, and technology issues to deliver the information or service have been addressed.
Priesthood	**Leader-focused tools and training**	▪ Assist leaders and members by providing tools and information over the Internet that help them learn their duty and act in their office.
Curriculum	**Continue expanding the scope of content within LDS.org**	▪ Enhance the lives of Church members by making gospel content available in various languages and readily available through better search mechanisms.
	Enhance content offered within LDS.org	▪ Enhance the lives of Church members by making Church information more consistent, more engaging and more easily available through efforts such as central location directory services, design enhancements, web feeds.
	Modernize pre-print process for printed scriptures	▪ Improve Church infrastructure to more easily and rapidly prepare the print and digital edition of the scriptures in more languages.
Finance and Records Department – Membership	**Create Enterprise GIS and Geocoding Solutions**	▪ This project will provide the necessary foundation to support Church applications that require spatial location identification and resolution services. Milestones 1 & 2 will be completed in 2007, milestone 3 in 2008.
	Congregation Locator	▪ This project will replace the existing Meetinghouse Locator with a new application that will utilize the full functionality of the new geocoding and map engine. It will provide the capability of identifying all Church units and resources at a specified location.

Automated Unit Number Identification	▪ This project will replace existing non-supported applications written in VB6 and multiple Access databases with one application interface that will utilize the new enterprise geocoding solution.
	▪ Existing process to be replaced include:
	☐ Member record routing
	☐ MTC referral routing
	☐ Batch address routing needs of various Church departments and auxiliaries

Global Mapping	Electronic Map Preparation
	■ This project will create plug-in tools that will provide a user with the ability to freehand sketch points, lines, polygons and annotation on top of maps displayed on their workstation. The freehand sketches can then be used by the local client for internal needs, or they can be transmitted back to Church headquarters via the application.
	
	Maps on Demand
	■ This project will provide tools for the production of high-quality, high-volume map products based on user specifications. This will allow local users the ability to request and receive maps of their jurisdiction without using GIS staff resources to produce and deliver.
	■ This functionality will replace the following existing products:
	   o Standard unit boundary map application used by the GIS staff
	   o Building utilization map application used by the DTA staff
	
	Interactive Map
	■ This project provides the ability for Church councils, departments, area offices and local wards/units leaders to interactively view maps, including the ability to query and display selected layers of information, such as:
	   o Where Church resources are located (properties, buildings, etc.)
	   o Where members are located
	   o Where potential seminary students are located
	   o Where Primary age children are located
	   o Where Elders or High Priests are located
	   o Where Relief Society sisters are located
	   o Locations of Home Teaching and Fast Offering routes
	   o Where elderly or handicapped members are located
	   o Where there is a potential risk to members (natural hazards, criminal or terrorist activities, etc.)

Church Membership Information System (CMIS) Database Consolidation	▪ Although nearly 93% of all membership data is managed within a single, consolidated CMIS instance, there are 10 other instances that are used to maintain the remaining 7% of data because of political or technological issues. ▪ In 2008 the CMIS instances will continue to be consolidated. The consolidation of data to a maximum of 2 instances, and preferably a single instance, will significantly improve the management of data and enable other initiatives within this portfolio, and other portfolios, to more easily present membership data to those parties who are authorized to view it.
Church Membership Information System (CMIS) Rewrite	▪ The existing Church Membership Information System is very dated and requires significant operations support from database and development engineers. In addition, the processes that the system supports require MSR clerks to perform many manual tasks that could be automated in a new system. ▪ The management of Church membership information will be evaluated and a system developed that supports streamlined MSR processes and helps the data steward in his role to ensure and support proper use of membership information.
Member and Leader Services (MLS) Stabilization and preparation for next generation Internet architecture	▪ The MLS product will be stabilized during the first part of 2008, including implementing a change to the Quarterly Report. Additional releases will support approved functionality. ▪ MLS is an essential component in the management of local units. It is used for tracking member information and activity and in communicating with local leaders. As a result, this product is being relied upon by more Church organizations to help them fulfill their obligations to members and leaders. ▪ During 2008 the role of this product will be evaluated in the context of the emerging next generation Internet architecture.
Church Directory of Organizations and Leaders (CDOL)	▪ Work will continue in 2008 to update and stabilize the CDOL product that was released in 2007. ▪ AOCDS will be replaced by the new CDOL product in all Area Offices. ▪ CDOL will also be updated to support the retrieval and management of organization and leader data by approved systems, such as MLS.

Welfare	Create the Employment Resource Website	- Intuitive navigation where members can quickly self-assess what type of assistance is needed - Register on the site so they can receive a personal career coach that can provide one-on-one assistance - Learn resume, interviewing, and job retention skills - Find LDS member sponsored employer job listings and other career opportunities - Learn about local economic job growth and salary trends - Learn about educational assistance and internships - Network with other LDS members who can help - Help those who are looking to start a business find local assistance
	Enhance the "It's about Love" portion of the LDSFS channel of the Provident Living Website	- A comprehensive searchable database that will attract more unwed parents and encourage them to consider adoption. - Provides vastly improved tools to help birth parents pick the best adoptive parents for their child - Improved navigation for all viewers - Automates and simplifies the application and data entry process - Consolidates multiple data collection points into a centralized online data base - Integrates existing case management tools - Provides improved visual enhancements that generate positive first impressions - Allows birth parents and adoptive parents to complete much of the process from their own homes - Increases the amount of information available to those considering adoption - The new site web site will move us into a more competitive position to compete with other Internet based adoption web sites

	Rewrite the Provident Living Website	■ Provident Living.org is one of the Church's major public Web sites – it receives more than one million page views each month. In addition to providing information to Church leaders, members, and the public, the Web site supports the business activities of Employment Resource Services and LDS Family Services as they help hundreds of thousands of members each year. ■ By migrating the Provident Living Web site to the new Church design standard, it will improve access to information by Church leaders and members, increase system performance and reliability, and reduce support costs.
	Combating Pornography Website	**Education** • Provide materials for members that will help them better understand the pornography addiction (Physical, emotional, social, spiritual) and how to assess the stages and severity of the problem • Help someone assess themselves to know if they have a pornography addiction • Provide information and help for spouses who are trying to support and provide help for an addicted spouse • Educate parents on what can be done and how to protect children in the home from internet pornographic materials and online predators • Educate parents on the best ways to help treat teenagers with pornography addiction • Provide success stories of those who have overcome pornography addiction • Provide subscription newsletter to subscribers about latest news and inspirational successes stories • Provide on-line Q/A message board **Treatment** • Provide materials to help members better understand pornography addiction, the way it affects those they love, and what treatments are the most effective to help depending on the severity of the condition • Guidance for parents, spouses, therapists, and leaders when counseling those with pornography addiction and how to know when professional treatment or medication may be required • Provide treatment success stories of those who have overcome pornography addiction to provide hope for those struggling

Perpetual Education Fund	**Continue to add functionality to the Perpetual Education Fund (PEF) to increase the availability of the loans to members while minimizing the overhead required to support PEF.**	■ Releases of PEF in 2008 will update administrative processes to conform to the new loan application that was released in 2007. ■ These updated processes will greatly reduce the workload related to reviewing and endorsing loan applications for CES Institute Directors, Employment personnel, and the CES Area role, and in assisting the participants after approval of their loans. ■ Legacy code (Tcl) from earlier versions will also be replaced.
Others	**Other projects will be supported in 2008 that will support the objectives of the portfolio**	■ A project will be supported in 2008 that will provide a way to more fully utilize Church recreational properties by members and leaders. Church recreational properties provide a means for families and Church groups to disconnect from the world for a time and focus on wholesome activities and testimony building. This project will focus on North America initially, but could be easily expanded to a global solution.

2007 Review

Focus members and families on learning and living the doctrines of the restored gospel and fulfilling their divinely-appointed responsibilities	- A new version of LDS.org was released in 2007. This version of the Church's website is designed to allow members to more rapidly navigate to content based on role and need rather than by an understanding of how departments are organized in the Church. As a result, the website has become a more useful tool for both members and leaders to use as they act in their various callings. The impact of this release would have been more significant had the site been released in more than just English. Release of LDS.org in additional languages is underway and will be completed in 2008 - Web feeds now allow the Church to provide the ability to members to subscribe to lesson material, scriptures, etc. and to receive the content in a timely serial fashion (e.g. one chapter from The Book of Mormon each day) and in a variety of formats.
Develop priesthood and auxiliary leadership	- Contents from the World Wide Leadership Training early in 2007 were made available in a rapid manner via the Church's website. This allowed leaders to review the information shortly after the training while impressions were still fresh rather than waiting for the printed material. - Access to appropriate training and leadership materials has become more accessible as a result of the updated LDS.org described above.
Improve the teaching and learning of gospel doctrine and duties at home and in the Church	- New content has either been made available for the first time, or access to that content has been simplified through various projects in 2007. This content includes music that can be used both at the Church and in the home. - As describe above, information from the World Wide Leadership Training was made available for consumption via the web shortly after the training. - A new channel under LDS.org has been created to more rapidly provide translators around the World with the tools and information they need to bring gospel teachings into the homes of members in their native tongues.

Improve the member's experiences in the Church	■ As described above, a significant release of LDS.org has made it easier for members to access Church content based on need and role.
	■ Web feeds now allow Church members to subscribe to new content as well as static content in a variety of ways that enable them to learn and stay abreast of Church happenings in a more timely and flexible fashion.
	■ Changes to the Perpetual Education Fund have made applying for loans easier and more accessible to deserving members, and improved management of loans for priesthood leaders and administrators.
	■ Changes to Church Membership and Information System (CMIS), Member and Leader Services (MLS) and the Church Directory of Organizations and Leaders (CDOL), while transparent to most members, are essential in helping members and leaders interact in a positive and meaningful way.
	■ The new disability website under LDS.org provides members and leaders with essential information about how to help members with disabilities as they strive to fully participate in gospel living.
	■ A new Web site designed for Stake Technology Specialists provides a single source for information on troubleshooting technical problems within their stake, including computer, satellite, and audiovisual equipment. The site also provides them with access to policies and letters applying to their stewardship.

Notes:

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Member & Leader Work Portfolio: *Technology Plan, FY 2008*
Revision Date: October 17, 2007