

Communications-IT Committee

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The mission of Communication-IT Committee is to ensure that accurate information is provided, in a timely fashion, to the various Treviso Bay information user groups using TB computer facilities, communications channels, and communication media.

First, the Communication-IT Committee conducted an extensive analysis of the information technology currently used at Treviso Bay. In this phase our goal was to find answers to the following questions:

- What IT hardware and software technology is being use at Treviso Bay?
- What are the subsystems of the IT facilities at Treviso Bay?
- What is the function of each IT component within each IT subsystem?
- Who are the users of each IT subsystem?

In the second stage one our study our goal was to determine the operating cost of the IT facilities at Treviso Bay in order to measure its cost/effectiveness. The effectiveness of an IT facility is dependent upon factors such as system availability, response time, functionality, user satisfaction, etc. Another goal of this phase was to determine the IT components which contribute the most to the lowering of the performance and user satisfaction of the IT facilities at Treviso Bay.

Our study showed that the operating cost of the current TB IT facilities, (**all** the subsystems listed above), well as the IT support, is estimated to be about \$1.6M to \$1.7M annually, which is about 133K to 141K monthly. Our studies also, showed that the cost of the Communications subsystem, **alone**, is over 75% of the total annual TB IT facilities.

Our analysis showed that the current Websites, the Club Management, and the Accounting subsystems seemed to be functioning pretty well, although they all need much improvements in terms of functionality. For example the websites have limited functionality since they provide no web access to HOA member accounts, no integrated reservations/booking/payment mobile apps, no emails, etc.

Our analysis also showed that the TB's current F&B, Retail subsystem (IBS), and the Communications subsystem, both have serious problems: The system is 5 years old and is based on an old technology. The data transmission between the nodes and the server is very slow and due to lack of a direct communications channel between the VR area and the Clubhouse where the server is stored. Also, the sever and network equipment are keep in dusty and damp areas.

Our next task was to recommend IT solution(s) to improve the performance and functionality of the IT facilities at TB while lowering their operating cost. Normally, this Phase includes a short term recommendation in order extend the life of the current system while a longer term solution is being implemented to replace the current one. All the recommendations are aimed to increase user satisfaction of the IT facilities.

As an Immediate/Short-Term Solution we recommended an additional server (Microsoft Terminal Server) dedicated for networking functions so that the current server could be used only for database functions. We also recommend addition of a dedicated Wi-Fi connection between the IBS nodes and the server.

As a long term IT solution we proposed a gradual upgrade, and a complete upgrade of the entire the food & beverage system, the web subsystems. The cost associated with each proposed IT solution as well as the advantages of each solution were provided.

We also recommend that the TB business centers (the VR and the Clubhouse) with a business/commercial type communications services using a direct fiber optics connections. We also recommend providing the TB homes with a residential type communication service brings fiber connections to each home at TB.

It is recommended that the current Comcast contract, which is to be expired in 2020, not to be renewed unless Comcast is willing to provide the above listed features at a much lower annual cost than their current contracts. We are currently working with Comcast and two other communications companies to compare before a final decision is made about providing the TB Community with an up-to-date Communications facilities at a competitive price.

This phase will take place after the current Treviso Bay Master HOA has been completely turned over to a TB Master HOA Board, governed by board members who are TB home-owners, whom have been elected by the TB home owners.