VATSIM Board of Governors
Quarterly Meeting Minutes – 30 June 2007

Governors Present:
Norman Blackburn (NB)
Roland Collins (RC)
Richard Jenkins (RJ)
David Klain (DK)
Ruth McTighe (RMT)
George Papanikolopoulos (GP)
Kyle Ramsey (KR)

Apologies:
Mike Bevington
Ross Carlson
Michael Zazula

Richard Jenkins called the meeting to order at 2010Z. Ruth McTighe took the minutes.

It was recorded that the BoG meeting planned for 31st March was postponed as it was inquorate.

Old Business

1) Trouble ticketing system
GP reported that the trouble ticketing system is being developed, although real life pressures have delayed things. Outstanding issues are:
- minor bugs, awaiting fixing
- front page of new system to be reworked
- development dependent on a single member of the Membership team who has web skills, who currently has limited time to work on this

The target is to complete the work in September 07.

The existing system is working well, and response time to membership requests is within one day. The advantage of the ticketing system will be some shortening of response time, but also detailed records on who replies, and what they say, and cutting down the number of e-mails generated. RJ confirmed that present arrangements work very well, but developing the system to cut down the amount of e-mails generated is definitely a current priority. Several possible names of members with web development skills were discussed.

2) VATSIM website
RMT reported that she has been working with Joel Lesser and Nick Partridge to create a new website, of fairly simple design, with a new menu and more user-friendly. About 60-70% of the content of the old website has been transferred to the new site, but there is quite a lot of new pages to be created. Progress so far is recorded on the Website page of the PRC Wiki. She is happy with the content, but there are problems when more complex coding is required due to lack of expertise, and under the present system all uploading has to be done by herself or Joel. A full CMS would allow more flexibility regarding layout and authors. She also discussed the difficulties of finding a suitable webmaster and VP web services.

RJ described discussions he has had with several experienced VATSIM members who are web developers. He agreed that a CMS is needed; Wordpress doesn't adequately meet our needs as it needs coding skills. There are some technical issues to be addressed re running a CMS on the existing servers.

RJ will be having further discussions, and follow-up will be outside this meeting.

3) Charitable fundraising
Item postponed as George Marinakis needs to speak to this.

4) Corporate Sponsorship
The BoG entered Executive Session for this item.

Following the executive session it was agreed that the BoG will look at possible procedures for obtianing sponsorship for sponsorship of conventions and participation in events.

New business

1) Vote for Presidency of the Board of Governors
Richard Jenkins is the single nomination for President. RJ spoke about his vision for the future of VATSIM

David Klain made a motion that Richard Jenkins be appointed for a further 2 year term as president of VATSIM. Norman Blackburn seconded the motion.

The voting was as follows:

Norman Blackburn	For
Roland Collins	For
Richard Jenkins	Abstain
David Klain	For
Ruth McTighe	For
George Papanikolopoulos	For
Kyle Ramsey	For
Mike Bevington (proxy to David Klain)	For
Ross Carlson (proxy to David Klain)	For
Michael Zazula (proxy to Norman Blackburn)	For

With 9 votes in favour, one abstention and none against, the motion was carried.

2) Marketing Plan
RJ reported that Jeff Clark has stepped down as Vice-president of Marketing and Strategy, due to other commitments. Applications for his replacement are being vetted, and the outcome should be reported to the BoG within 2 weeks.

It was agreed that further development of the marketing strategy should await the appointment of the new VP. Some discussion was held around the relative importance of formal marketing processes such as a new logo and the official

advertising video, compared with less formal processes such as word of mouth and members activities e.g. posts and videos (viral marketing), and propagation of events.

3) Global Controller Rating Policy
RC reminded governors of the key points underlying the new global ratings policy:
- the need to be inclusive rather than exclusive
- removal of excessive delays for new controllers
- removal of barriers and unnecessary local restrictions
- to widen the coverage of ATC
- to establish proper ATC standards
- local rules should be fair and reasonable
- there should be competency based local standards

DK and RMT asked for clarification of the implications of allowing new S1s to control on TWR without online training. RC explained that all divisions should have basic airports where S1s can get online and control immediately, but that there can then be training and sign-off for more complex airports. RC will put a more detailed explanation in the documentation.

4) Central America RD
RC reported there has been difficulty in recruiting to this post as the only applicants did not meet the selection criteria. RC is providing direct support to the divisions, but does not have the capacity to continue this long term.VATCA is moving forward and the post of RD will be readvertised.

5) Continuity of Operations
At present, VATSIM does not have a clear contingency plan for significant failure in the system e.g. if someone holding a key post dies or quits. VATSIM is at risk of complete shutdown or signficant failure e.g. if there was no-one available to sort out a major server crash. Our members have a right to expect that VATSIM will continue.

DK requested that all governors identify and e-mail to the BoG
- potential risks and single point failures
- arrangements for workarounds or backups, to mitigate the risks

DK send governors a list with examples. He will collate the full record by 1st September.

6) VATSIM strategic plan
DK described how VATSIM governors have a concept and vision of where we want to go, but it is not laid out or articulated. Where do we want to be in the long term? Do our short term decisions help us to achieve our long term goals.

DK will draw up an initial document for govenors, and send it to them for comment. The finalised document will then be widely published. This is the road map, not the specific steps for achieving our vision.

7) Any other business

KR will shortly be sending out a visioning document on VSOAs/VAs to the BoG for comments. RJ and DK raised the need to develop VSOAs and provide events with a purpose for military organisations to participate in e.g. simulated natural disasters

requiring relief missions. This could also be used to atttract traffic to regions that currently have low traffic.

The meeting was then adjourned by Richard Jenkins at 22:17Z.