Information Technology (IT) Committee Workbook and Guidelines

Contents

INTRODUCTION

The Information & Technology Committee of the World Service Conference was established at the 2018 Conference to assist the H.A. fellowship in matters relating to the global communications phenomenon called "the Internet." In order to fulfill this mission, the WSCITC has created this Workbook to assist and guide the entire H.A. service structure in the development of websites that will ensure unity throughout the service structure.

The purpose of the committee is to serve as a resource for the H.A. service structure in areas of emerging technologies. In addition, we facilitate and assist Areas and Districts in approving their local websites, so that they may have a link directly from the H.A. web properties. The IT Committee, on an ongoing basis, works on adapting available technologies to better carry the message of H.A., while always keeping in mind the Twelve Traditions and Twelve Concepts of H.A., H.A. policies, privacy, and security.

This Workbook contains the guidelines for setting up HAWS approved Area and District websites. It is expected that this Workbook will change to cover other new developments as they arise in this rapidly changing environment. At this time, it is strongly recommended that groups and meetings use their Area or District websites as their exclusive internet outlet.

HOW TO SET UP AN INTERNET WEBSITE

Four basic items that are necessary for a H.A. Area or District website:

1. Internet access through an ISP (Internet Service Provider);
2. Website hosting provider (companies that provide space on a server for websites)
3. Domain registration (process of acquiring a domain name from a domain name registrar, usually your hosting provider);
4. Person(s) (usually called a webmaster/webserver) or committee to create and maintain website.

Domain names are used to establish a unique identity. Organizations can choose a domain name that corresponds to their name, helping Internet users to reach them easily. (e.g. www.localha.org) (Examples of domain names currently being used by H.A. Areas are: haazarea.org; georgiaha.org). Heroin Anonymous World Services has reserved the domain names heroinanoymous.org, heroinanonymous.net, and similar names for its own use.

When selecting a domain name, it is suggested that Areas pick a name easy to remember. Since many domain names are already in use, it is a good idea to have several possible choices in mind when applying for your domain. Domain registrars allow online inquiries to see if a given domain name is available. It is also suggested that, where possible, the domain name be registered such that the Area or District is listed as the "administrative contact".

CONCERNING WEBSERVANT AND/OR INTERNET COMMITTEES

The District or Area should take care in selecting the person that will create and/or maintain their website (i.e., their webservant). Since the website will sometimes be the first contact people have with H.A. in their Area, it is important that the website be presentable. Further, because websites are a form of public outreach, the webservant should be well versed in the Twelve Traditions. It is therefore strongly suggested that the webservant be a member of H.A. and have experience both in service work and in website design.

It is further suggested that a member of the Area or District Board be assigned to monitor the website, to maintain a link to the group conscience.

The District or Area is reminded that the website needs to be maintained after it is constructed, since some things (e.g., events and meeting locations) may change from time to time.

It is further suggested that at least two District or Area members, including the webservant, know all appropriate passwords or access details.

A TYPICAL AREA WEBSITE

The www.heroinanonymous.org/meetings (H.A. World Services) local area contact page contains links to many Area websites. It is suggested that Areas wishing to develop their own website first review some of these sites. While there is great variation among Area/District websites, nearly all contain most of the following content:

- The Twelve Steps and Twelve Traditions of H.A.
- Current conference approved literature
- A local meeting schedule
- A local activities and/or events page
- Area contact information, including email and telephone
- Information regarding service committee meetings
- The H.A. logo

Additional content an Area may wish to include are selections from H.A.'s many pamphlets, illustrative graphics, links to other local H.A. websites, & convention information. However, this additional content should be carefully considered, so that the overall website remains within H.A.'s Twelve Traditions. A later section will outline some things to be avoided.

HAWS also has some content available for download (e.g., graphics, the H.A. logo, approved copyright and trademark statements, the current version of this document, and other useful information). These materials can also be obtained by emailing a request to hawswebmaster@gmail.com.

Any websites containing H.A. members' names, phone numbers, or email addresses, or displaying H.A. business reports or financial statements, need prior written approval from both the Area/District and the affected member(s). Additionally, when there is a need to distribute
H.A. business or financial documents to members, it is suggested to utilize at least one secure access method (e.g., password protected site, etc.) to avoid H.A.'s name being drawn into public controversy, or any other potential violations of the Twelve Traditions of H.A.

The IT Committee will submit a quarterly report to the World Service Board Trustee assigned to the IT Committee. However, websites change over time, and should there be any questions regarding something seen on a H.A. website, please email hawswebmaster@gmail.com.

THINGS TO BE AVOIDED

The following items have been found to be in conflict with the Twelve Traditions, or otherwise harmful to Heroin Anonymous as a whole, and must be avoided by Area and District websites:

a) Links to non-H.A. websites must be avoided, including all of the following:

   1) Commercial websites or any website containing advertising, except for the following:
      a) Mapping Services for meetings and events (e.g., to give directions to a meeting location), when accompanied by the disclaimer found in the Information Technology (IT) Workbook and Guidelines under the section entitled "REQUIREMENTS FOR H.A. AREA/DISTRICT WEBSITES"
      b) Online payment gateways (e.g., for the purposes of collecting donations or payments for events), when accompanied by the disclaimer found in the Information Technology (IT) Workbook and Guidelines under the section entitled "REQUIREMENTS FOR H.A. AREA/DISTRICT WEBSITES"
   2) Government websites
   3) Non-profit organizations websites (whether involved in the field of recovery or not)
   4) Recovery houses, hospitals, and alternative treatment providers
   5) Websites of other 12-Step programs
   6) Pages posted by individual H.A. members
   7) Any non-H.A. meetings or events

b) Websites may only post literature that is currently approved by the H.A. World Service Conference for use in H.A. meetings or H.A. service work.
c) No website may post material in violation of copyright law.
d) Discussion of, or reference to, outside issues, including (but not limited to) religion, politics or drug policy must be avoided.
e) No website may contain advertising, even if required as a condition of web service. This does not include, however, the name of a product or service as it might be used during H.A. business (e.g., a convention hotel's name).
f) Nothing will be posted or linked to by any Area or District, which breaks the anonymity of any member of H.A., with or without their permission.
g) Areas and Districts must not post material that brings H.A.'s name into public controversy.
h) Chat rooms must not be used.
i) Non-conference approved audio/video files
j) Do not use the proper name of a location without including the sixth tradition disclaimer:

   "In the spirit of Tradition Six, H.A. is not allied with any sect, denomination, politics, organization or institution."

POLICIES FOR POSTING ON H.A. WEB PROPERTIES

AREA EVENTS

a) Event must clearly be H.A. sanctioned. Acceptable indications are:
   1) District/Area flyer with H.A. logo
   2) Currently posted to Area or District Website

b) Event should be of interest outside Area or District, such as:
   1) Conventions and retreats
   2) Multi-day events
   3) Regional events
   4) World Service events   –

c) Linked pages and files must:
   1) Be in compliance with the Twelve Traditions
   2) Be provided in a digital format
   3) Pertain to the event (e.g., convention registration form)
   4) Be of reasonable size and of printable dimensions (8½" x 11" or smaller)
   5) Be in .pdf format, or some other format convertible to "pdf"

d) Website links from H.A. web properties will be approved to:
   1) Websites in compliance with the Twelve Traditions.
   2) H.A. District or Area websites, if not a link to a meeting of any sort.
   3) Area/District website's event page.   –

e) The main page of information for Events on the H.A. web properties will include the following disclaimer:

   "Certain information listed herein about the local event, the event location, event activities, and even the host city is included for informational purposes only; so that those attending the event looking for something to do during the event might have that information. The listing of such information here does not, nor should it imply affiliation, cooperation or endorsement of such venues, hotels, or activities by H.A. or by H.A. World Services. If you have further questions or concerns on this matter, please contact the Event Chair"

WORLD SERVICE CONVENTION INFORMATION

a) In addition to Area Events policies the following also apply:

    1) Three HTML pages will be created for the upcoming HAWS Convention, including:

        i.   Main page with artwork and basic information
        ii.   Page listing events/schedule
        iii.   Page at discretion of Host Convention Committee
        iv.   Information must be provided in MS Word or Word Perfect format.

    2) Convention registration form will be posted in .pdf format:

        v.   Printer provides .pdf format
        vi.   Form is readable after shrinking to 8½" x 11" form factor. It may span several pages but must be printable on letter-sized paper.

    3) An email "alias" of hawsxxxx@xxxxx.com will be created, where "xxxx" is the year of the convention. All mail to this address will be forwarded automatically to the existing email address specified by the Host Committee. All convention email links on the website will go to this address.

b) Future conventions will be listed only on the regular event page until the year in which they are to be held, but may have an email "alias" for purposes of organizing (e.g., "To be of service, contact haws2018@xxxxx.com")

REQUIREMENTS FOR H.A. AREA/DISTRICT WEBSITES

All H.A. Area or District websites must meet the following requirements in order to be considered for linking by HAWS:

a) The Service Committee for the Area or District must have approved the website, and HAWS must be contacted by an elected officer of the Area or District with a statement to this effect.

b) A link to the email address of the Area's current webservant must be posted on the website itself. This may be done in a way that obscures the individual's name, but the link must allow anyone to send email directly to the current webservant.

c) Contact information for the Area must remain current so that any problem not resolvable by contacting the webservant can be resolved directly with the Area or District board.

d) The official H.A. logo, unaltered except for color and size, must be present on the home page of the website. The size of the logo must be large enough so that the logo legible. This logo, as a computer file, is available at heroinanonymous.org/resources.

e) The current HAWS-supplied copyright statement, edited to include the Area or District name, and covering all material on the website, must also appear on the home page (which is: "This World Wide Website <your website url. (Example: www.yourarea.org)> is a publication of Heroin Anonymous <your area or district>, Inc. All material, including, without limitation, trademarks, copyrights and all other rights, presented or included herein, including all subsidiary pages, is registered, owned and/or copyrighted by <your area or district>. Permission is granted to download and store this material for individual, non-proprietary use only. All other rights are fully reserved. Heroin Anonymous is not affiliated with Alcoholics Anonymous or any other similar organization.")

f) Any page containing quotes from copyrighted H.A. literature must contain the current copyright notice, and identify the piece being quoted. This current copyright notice is as follows:

"Heroin Anonymous World Service Conference Approved Literature. Copyright © <year> Heroin Anonymous World Services, Inc. "H.A.", "Heroin Anonymous" and the H.A. logo are registered trademarks of Heroin Anonymous World Services, Inc. All rights reserved."

g) Area/District newsletters, personal stories, audio and video media must be approved by the Area/District and the Regional Trustee before posting on the Area/District website.

h) The following Disclaimer must be included on the bottom of the home page of any H.A. website, other than H.A. web properties: "Some of the items contained in these pages are published with permission of H.A. World Services, Inc., but this does not imply endorsement of this website by the H.A. World Service Conference or Heroin Anonymous World Services. The information provided within this website is intended to be a convenience for those who visit our website. Such inclusion does not constitute or imply any endorsement by, or affiliation with, the <your local area> Area or the Districts within the Area."

i) When utilizing any of the following:
   1) Mapping Services for meetings and events (e.g., to give directions to a meeting location)
   2) Online payment gateways (e.g., for the purposes of collecting donations or payments for events) the following disclaimer should be included on the same page and in close proximity to the link, widget or form:

   > *"In the spirit of Tradition Six, H.A. is not allied with any sect, denomination, politics, organization or institution. As such <your area/district/service committee> of Heroin Anonymous and Heroin Anonymous as a whole does not endorse and is not affiliated with <payment gateway/business name> or any of the companies and/or services offered on the <payment gateway/business name> site. Any links to external websites or services are only provided as a convenience to our members.*

LINKING, EMERGENCY DE-LINKING, & NON COMPLIANCE

a) Linking

When an Area or District wishing to have their website linked from H.A. web properties contacts the HAWCITC, this information will be forwarded to the HAWS Board and Trustee responsible for internet matters. The website will be viewed for compliance according to the currently approved HAWCITC Workbook and Guidelines. If the website is compliant, the Trustee responsible for internet matters will inform the HAWS Board and the Board Chair to proceed with the linking of the website and will notify the Area/District Chair and Regional Trustee of the new link.

b) If the website is found to be non-compliant, the HAWS Chair will send notice of non-compliance by all available methods to that website's webservant, Area/District Chair, and Regional Trustee. This notification will include a description of the non-compliance and offer possible solutions for compliance. Unless and until the site comes into compliance, it will not be linked from the H.A. web properties.

c) Emergency De-Linking

The HAWS Webmaster chair may terminate the link from the H.A. web properties to any H.A. Area website immediately, under any one of the following conditions:

1) Direction from the HAWS Board as the result of a HAWS Board vote.

2) Notification from the affected Area/District officers that they do not authorize the site.

3) The website contains material that is clearly illegal (e.g., drug sales), totally unrelated, and/or bringing disrepute to H.A. (e.g., pornography).

In all cases above, the HAWC IT Chair, Regional Trustee, affected Area/District Chair and Area Delegates will be immediately notified by all available methods of the action and the reason.

d) Non-compliance

When a possible non-compliance issue is brought to the attention of HAWS and/or HAWS webmaster, this information will be forwarded to the HAWS Board and the Trustee responsible for internet matters. The website will be viewed for non-compliance, and if the website is found to be non-compliant, the HAWS Webmaster Chair will send the notice of non-compliance by all available methods to that website's webservant, Area/District Chair and Regional Trustee. This notification will include a description of the non-compliance, and offer possible solutions for compliance within a reasonable time frame.

If the website fails to come into compliance within the specified time frame, then the website will be de-linked and notification sent to the website's webservant, Area/District Chair and Regional Trustee. When the non-compliance issues are corrected, the website will be linked or re-linked to the H.A. web properties, upon request from the Area/District.

Any new websites not currently linked to H.A. web properties, or any concerns about existing websites regarding possible compliance and/or non-compliance issues, should be emailed to

hawswebmaster@gmail.com the committee will then review the website for compliance in accordance with the HAWCITC guidelines and forward any comments to the HAWS Board.

The HAWS Webmaster is responsible for addressing any issues forwarded from the HAWCITC

TEXT BASED CORRESPONDENCE, TELECONFERENCING, AND/OR VIDEO CONFERENCING

Many groups, both in the real and virtual space, have begun exploring the possibilities of utilizing technologies for meeting via text based correspondence, teleconferencing, and/or video conferencing. Presently, two distinct classes of interactions exist. The first class can be defined as a connection where all endpoints can be accounted for by trusted servants (e.g., a joint meeting between two geographically distant groups). With this class, there is a level of assurance that no person or group is exposed to issues concerning a potential breach of the Eleventh Tradition. The other class, however, which is characterized by one or more connection endpoints that cannot be moderated by a trusted servant, may be subject to violations of the Eleventh Tradition (e.g., the recording/duplication of images, video, audio, or text and the possibility for them to be posted publicly). Therefore, it is suggested that at the start of any such meeting and/or at regular intervals, the following disclaimer be read or displayed:

"Due to the technologies being used for this meeting, a participant's anonymity, or the anonymity of others mentioned, could be compromised at a public level. The individual participants and our group as a whole have the responsibility to consider the potential implications, and our level of participation in this meeting. Our group conscience reminds us that Anonymity is the Spiritual Foundation of all our Traditions. Additionally, in the spirit of Tradition Six, H.A. is not allied with any sect, denomination, politics, organization or institution and as such does not endorse and is not affiliated with any of the specific technology providers utilized to facilitate this meeting."

It is suggested that at least two or more committee members, including the Chair, know all appropriate passwords or access details.