

GREATER PHILADELPHIA
REGIONAL
INFORMATION
TECHNOLOGY (IT)
POLICY AND
GUIDELINES

Greater Philadelphia Regional Service
Committee of Narcotics Anonymous
(GPRSCNA)

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Greater Philadelphia Regional Policies and Guidelines

The following outlines policy and guidelines for the website "<http://www.naworks.org>", is a service of the IT Service Committee of the Greater Philadelphia Regional Service Committee of Narcotics Anonymous.

SECTION 1: PURPOSE, NAME AND ACCOUNTABILITY:

- 1) The purpose of the website is to further the NA groups' primary purpose of carrying the message to the addict that still suffers by providing easily accessible information and communicate the activities of the Greater Philadelphia Regional Service Committee of Narcotics Anonymous (GPRSCNA).
- 2) The name of the group of trusted servants responsible for publishing the GPRSCNA website is the GPRSCNA IT Subcommittee.
- 3) The Uniform Resource Locator (URL) for this site is <http://www.naworks.org>
- 4) The IT subcommittee is accountable to NA Fellowship through the (GPRSCNA).
- 5) The IT subcommittee chair ("ITC") the point of accountability for the website, and is accountable to the GPRSCNA.

SECTION 2: FINANCES AND OWNERSHIP:

- 1) Costs for web hosting and domain registration are the responsibility of the Greater Philadelphia Regional Service Committee of Narcotics Anonymous. Costs for Internet access by members of the Public Information subcommittee are not included.
- 2) The IT Subcommittee is responsible for communicating all financial needs and consequences to GPRSCNA.
- 3) The GPRNA Inc. is the owner of the domain name "<http://www.naworks.org>" and is responsible for maintaining ownership.
- 4) The IT Subcommittee is responsible for investigating and choosing a vendor for hosting the GPRSCNA web site. Final responsibility rests with the GPRSCNA for distribution of funds.
- 5) All budget considerations will be addressed as outlined in the Greater Philadelphia Regional Service Committee's own policy.

SECTION 3: IT REPORTING AND COMMUNICATIONS

- 1) The ITC will submit a written report to the GPRSCNA at each quarterly meeting. This report communicates all financial, technical, and correspondence related to the operation of the website. The IT and Alternate IT are required to attend the Public Information quarterly service meeting.
- 2) The ITC is responsible for downloading and distributing e-mail and website feedback communications. E-mails will be distributed to regional and area service committees' point(s) of responsibility (See Section 6: General Guidelines and Policies #3). It is the responsibility of GPRSCNA and all Regional service committees to designate their point(s) for distribution. It is also the responsibility of GPRSCNA and all Regional service committees to work out such details with the IT.
- 3) Personal e-mail addresses are not to be used on the GPRSCNA web site so that official NA communications are processed properly and appropriately. It is up to the trusted servant whether to use their own personal e-mail to reply to communications.
- 4) The GPRSCNA quarterly meeting minutes will be posted on the website for downloading and review by any Fellowship member as they become available (See Section 6: General Guidelines and Policies #9).

SECTION 4: WEBSITE CONTENT AND COMPONENTS

The purpose of this section is to outline the baseline content of the GPRSCNA website.

- 1) The suggested sections or pages for the website are:
 - a. Only Information concerning Group, Area, and Regional events held within the Philadelphia Region will be posted on the Regional website.
 - b. Contact Info - Contact information for the Greater Philadelphia Region: address, phone numbers, e-mail addresses for the GPRSCNA, Area Service Committees and NA World Services.
 - c. Downloads - All available download files for the website (meetings, convention or gathering forms, service committee communications, etc).
 - d. Feedback – E-mail link.
 - e. Greater Philadelphia Region Service Committee pages – Links to Area Service Committee web pages.
 - f. GPRSCNA Page(s) Communications content for the GPRSCNA (announcements, meeting minutes, the newsletter, for example).
 - g. Help/info line - A listing of all help/info lines telephone numbers in the Greater Philadelphia Region.
 - h. Home Page - Entry page to website, normally the index.htm file, may be another page if desired.
 - i. Links - List of external hyperlinks to the Greater Philadelphia Regional Committee approved websites. At the top of the links page, the following disclaimer will be posted.
 - i. *The Greater Philadelphia Region of Narcotics Anonymous has no control over external web sites and we don't necessarily endorse the information or content of those sites we have linked to, nor do we necessarily endorse the information or content of any external site linked to our own. Each site is independent and operates under its own guidelines. The links here are provided only as a courtesy to you, the surfer of the web, and to the providers of the linked pages.*
 - j. Meeting Directories - Meeting lists for all Areas of the Philadelphia Region as well as

the Regional Meeting List

- k. Privacy - Notice of privacy of communications.
- l. Site Index - Table of contents component used for viewing website in hierarchy format
- m. "What is NA" Public Relations content excerpted from "Narcotics Anonymous: A Society of Recovering Addicts" that is approved for Internet usage by NA World Services.

2). The index or homepage will have the following content, in addition to the standard page information:

- A) A welcoming paragraph (with announcements when necessary).
- B) A navigation bar component for the first tier of child pages under the index or homepage (optional).
- C) Clear text stating that this is an official website for Narcotics Anonymous in the Philadelphia Region through the administration of the Greater Philadelphia Regional Service Committee of Narcotics Anonymous.
- D) Text containing hyperlinks for sections of the site deemed necessary by the Greater Philadelphia Regional Service Committee of Narcotics Anonymous. (i.e. newsletters, Area meeting directories, events.) These sections may be further broken down into links for sub-pages to these sections.

SECTION 5: TECHNICAL GUIDELINES

This section describes technical design, philosophy and guidance information.

- 1) The username and user password to publish the website will be held by the ITC, the alternate ITC, and the Greater Philadelphia Region of Narcotics Anonymous, INC.
- 2) Internet browser compatibility will be as universal as possible when considering design elements of the website.
- 3) Website design should be tailored to the desktop and mobile resolutions
- 4) The use of Java Script will be curtailed to basic website components.
- 5) The use of images other than for buttons and other technical components will be minimized to reduce the time needed for downloading our web pages.
- 6) The size of files for downloading should be kept low to reduce the time needed for downloading and slow connection speeds, whenever possible.
- 7) Files for downloading should be scanned for viruses before posting to the website.
- 8) External hyperlinks should be checked on a monthly basis for integrity and site content examination.
- 9) Search engine optimization (SEO) shall be maintained to ensure website is readily available

- 10) Text font size will be chosen for easier reading for all platforms.

SECTION 6: GENERAL GUIDELINES AND POLICIES

- 1) External hyperlinks will be only to official NA websites. The Greater Philadelphia Regional Committee of Narcotics Anonymous will evaluate these websites for upholding the 12 Traditions and 12 Concepts of Service before making a hyperlink to that website.
- 2) A single point of contact for each Area Service Committee is established for the purpose of communications to the Regional ITC. This communications liaison is utilized for the purpose of updating information on the website.
- 3) Each Area Service Committee may request to post information concerning local Area activities, meetings or other Narcotics Anonymous related information, excluding personal recovery communications. In the event of questionable content, the IT shall contact two members of the Public Information Subcommittee for review and input. If the three of them feel the flyer is inappropriate, the IT shall not post the flyer; but will contact the sender for revised content.
- 4) The newsletters page shall have the following disclaimer;

Note: The opinions and views shared in this publication do not necessarily reflect those of The GPRSCNA staff, or NA as a whole.

*Thank you,
The Staff*

- 5) Images of any identifiable person, whether an NA member or not, are never used.
- 6) Sales of merchandise are not done on the website.
- 7) Requests for literature purchases will be referred to Narcotics Anonymous World Services.
- 8) Copy righted material will not be used on the website without specific permission from the owner of the material.
- 9) No personal contact information, including last names, e-mails, addresses, and phone numbers will be posted directly on the website. However, any information found on flyers, newsletters and other such material is included at the discretion of the posting party.

SECTION 7: QUALIFICATIONS FOR IT AND ALTERNATE:

- 1) The minimum clean time for ITC, and ITC alternate is four (4) years.
- 2) An understanding of the Twelve Traditions is vitally important in this service position as it involves communications and public relations with non-addicts as well as the still suffering addict.
- 3) These trusted servants should provide proof of access to a computer that is capable of running the latest generation of web browsers and has a suitable connection to the internet. The costs for these requirements are borne by the trusted servants.
- 4) The ITC and ITC alternate are elected by the Greater Philadelphia Regional Service Committee

of Narcotics Anonymous.

- 5) Removal of these trusted servants from their positions are covered by the GPRSCNA policy for the removal of officers.
- 6) The term for each position is to be two (2) years in length and it is suggested that the position shall not be held for more than two (2) consecutive terms.

SECTION 8: PRIVACY POLICY

This section describes the current privacy policy of the website.

- 1) Privacy policy on communications with the NA service structure is an important aspect of our Twelfth Tradition of anonymity.
- 2) The Public Relations Subcommittee will apply all of the Traditions and the Twelve Concepts of Service in developing and implementing a Privacy Policy for the GPRSCNA website.
- 3) This privacy policy will evolve as needed and be approved by the Public Relations Subcommittee before posting on the website.
- 4) The following is the current Privacy Policy (to be posted) as posted on the GPRSCNA website:
 - a) Our Twelfth Tradition states, "Anonymity is the spiritual foundation of all our traditions, ever reminding us to place principles before personalities."
 - b) Cookies: We believe in supporting the spirit of our tradition of personal anonymity on the Internet by stating clearly that we do not employ any technical means to track or identify any visitor to his website. You may take this promise of anonymity for granted as a Narcotics Anonymous member and wonder why we need to bring this issue up. We do so because of our experience with a few Narcotics Anonymous related websites that use "cookies" to track your usage of their websites. Even more objectionable is the use of cookies by outside organizations on these Narcotics Anonymous websites. For further information on "cookies", consult your Internet browser's help utility or other Internet resources.
 - c) Communications: Any communication submitted to the GPRSCNA website will be treated with confidentiality and anonymity in mind. We will delete all communications received on a regular basis. We do not guarantee total anonymity in all circumstances. We suggest that the senders of e-mail or feedback take their own precautions if they desire to remain anonymous.
 - d) All communications considered to be official Narcotics Anonymous business requires some level of identification for the purposes of responding to those communications. All efforts will be made to pass on communications in a timely manner to a responsible trusted servant.
 - e) There are alternative methods for communicating with service committees within the GPRSCNA. These alternatives are listed in our meeting lists and the newsletter. Please utilize this information if it is necessary to fulfill your needs.

- f) Personal Requests: Under no circumstances will we forward mail of a personal nature to any Narcotics Anonymous member here in the Greater Philadelphia Region. This is an official website of the GPRSCNA and we do not acknowledge anyone's membership in Narcotics Anonymous. Thank you for respecting this policy.

- g) Policy Changes: The policy outlined here will evolve in the future as the guidelines and policies for our website are changed at the direction of the GPRSCNA, and the IT subcommittee. Your comments are welcome on this topic so please e-mail us.