



GREEK ORTHODOX ARCHDIOCESE OF AMERICA

DEPARTMENT OF INFORMATION TECHNOLOGY

Mission and Responsibility

The Information Technology (IT) Department is responsible for overseeing all Archdiocesan technology and telecommunications. The IT Department aligns the technology vision of the Archdiocese with His Eminence's vision for the Church, develops systems to advance the Archdiocese's ministries, and operational support to the Archdiocese.

2019 Project Highlights

Enthronement of Archbishop Elpidophoros

The IT Department worked hand-in-hand with Archon Nicholas Furriss to facilitate the online/digital communications capabilities of Archbishop Elpidophoros' enthronement festivities including live broadcasts of His Eminence's arrival to the United States, the Enthronement, and first divine Liturgy. The events were broadcast to the web, Facebook, YouTube, and Instagram.

Come Receive the Digital Light of the Anastasis

COVID-19 deprived the faithful of the opportunity to participate in the Anastasis services. Archbishop Elpidophoros challenged the department to develop a way to share the light of the Anastasis digitally. The Department helped develop the concept and execution and acknowledges the invaluable contributions of Athan Stephanopoulos and Mike Manatos. The Digital Light reached over 581,000 individuals on Facebook and over 646,000 views on Facebook. The Digital Light was mentioned by the White House, Vice President Joe Biden, Hilary Clinton, and dozens of other US Congressional and political leaders by across the country. The Come Receive the light has been recognized as an innovative solution to present the light of the Anastasis online under pandemic constraints.

Virtual Town Halls with His Eminence

The IT Department empowered the Department of Communications to facilitate the first-ever series of Virtual Town Halls with His Eminence including the following highlights:

- **March 28:** Archdiocesan Presbyters Council
- **April 11:** Pastoral Word with the faithful of the Archdiocese (simulcast on YouTube and Facebook live)
- **May 26:** National Sisterhood of Presvyteres

Holy Week Broadcasts

The IT Department facilitated over 21 live broadcasts during Holy Week from the Chapel of St. Paul consisting of the services of Holy Week and COVID-19 prayer services on Facebook, YouTube, and Twitter.

COVID-19 Response: Business Continuity

In response to the COVID-19, the IT Department has kept Archdiocesan operations fully operational in both New York and Boston offices. With the shutdown of New York City, the IT Department enabled full remote working/teleworker capabilities for Archdiocesan staff including telecommunications, VPN (secure remote) access, collaboration, video conferencing, and remote support.

From March 1 until June 6 there have been 3,636 meetings and 44 webinars organized through Archdiocesan-enabled accounts. The IT Department has also empowered the Holy Eparchial Synod to meet virtually on a regular basis.

Parish Support

The IT Department has actively supported parishes operations and ministries during COVID-19 including the following:

- **TELOS:** With the blessings of His Eminence, the IT Department worked with the young adults of the TELOS project (<https://www.teloscommunity.org>) under the direction of Ann Bezzerides, Director of the Office of Vocation and Ministries at Hellenic College and Holy Cross to conduct a survey of parishes across the Archdiocese. The TELOS team has been supporting parish needs directly, helping parishes set up virtual versions of their ministries, online donation systems, and live broadcast capabilities.
- **COVID-19 Parish Digital Toolkit:** An online step-by-step guide with information on how parishes can:
 - Set up online donations via PayPal.
 - Take advantage of the US Government's PPP relief program for COVID-19
 - Youth, young adult, family, and Church School resources.
 - Central location for liturgical and devotional material for the faithful.
- **Webinar to implement "Light a Candle":** Held multiple online webinars to teach parishes how to implement the virtual "light a candle" online donation model
- **Discounted Zoom Licenses for Parishes:** Negotiated deeply discounted Zoom videoconferencing options for parishes at \$100/account/year. 100 parishes and organizations have requested Zoom accounts through the discounted program with 79 parishes and 1 Affiliated Organization now active.

Leadership 100

The IT Department acknowledges the gracious support of Leadership 100 for a generous grant to support the ongoing digital transformation of the Archdiocese and Her operations

Security and Compliance

The Archdiocese continues to progress with efforts to augment our security stance and stay current with evolving compliance requirements to reduce organizational risk.

We implemented managed security services at the Archdiocese and have offered this service to the Metropolises. Our chosen vendor has with a proven track record of mitigating nation-state-level attacks against organizations. We know that His Eminence and prominent clergy in our Archdiocese have been targeted

Security Committee

With the blessing of Archbishop Elpidophoros, IT Department has established a standing Security Committee that will work with the Archdiocesan Technology Committee. The Security Committee's scope of responsibility will cover both physical and cybersecurity.

Telecom System Migration

The IT Department successfully retired the legacy Mitel phone system, migrating to a Cisco solution in January 2020.

Managed Service Provider (MSP) Support Model

The IT Department has completed a transition to a managed services provider (MSP) model, which outsources all help desk and support operations for the Archdiocese and most Metropolises for certain key systems. The services model was adopted in September 2019 will full roll out beginning in January 2020.

The managed service model has resulted in reduced support costs and significant improvements in response and resolution (over 200% improvement). In conjunction with the upgrades referenced below, the MSP model has yielded consistently improving benchmarks against our service level agreement (SLA): 89.7% (May), 94.3% (June), and 99.6% (July).

Network Infrastructure Upgrade

The IT Department is currently in the process of replacing and upgrading the legacy network infrastructure for the Archdiocesan offices in New York and Boston.

2020-2021 Project Highlights

COVID-19 continues to play an unprecedented role in the IT Department's 2020 project roadmap and will shape all aspects of the Department's priorities including:

- Holding the first-ever virtual Archdiocesan Council Meeting
- Designing a virtual Clergy-Laity Congress.

- Implementing a new CRM (customer relationship management) database to serve as the central repository of information. Fr. Gregory Stamkopoulos is helping to build out this system that will be a revolutionary tool for the Archdiocese.
- Upgrading the data network of the Archdiocesan headquarters in New York and remote offices in Boston.
- Upgrade of all servers in the Archdiocese.
- Implementation of additional audit and compliance tools to further protect the integrity of Archdiocesan data and systems.

Staffing

The IT Department is comprised of Archon Theo Nicolakis, who serves as the Chief Information Officer.

Respectfully submitted,
Theo Nicolakis
CIO