

North Louisiana Area of NA Working Draft Website Policy Proposal, January 29, 2018

Preface: The Objective of this Draft Policy Proposal

The purpose of this document is to set website Policy not only for today but to provide a document with an eye to the future. The proposals set forth below are an effort to comply with not only the “letter of” but the “spirit of” both “The 12 Traditions of NA” and “The 12 Concepts of NA Service”. Attention has been given to protecting the ASC, the Groups, and the fellowship as a whole from any legal, ethical, or moral issues related to acquiring, deploying, and maintaining internet websites that represent us as an Area. It is my hope that this document, and any amendments made to it, will allow current and future developers the freedom to do their jobs by clearly defining the responsibilities, allowed content, and scope of operation of websites representing the Area, while setting up checks and balances to make sure this is a “we” thing and not simply the reflection of one persons vision.

I realize that some of the provisions in this document such as a “Website Advisory Committee” are a bit ambitious for now as we are currently having a struggle to to attract willing and qualified candidates to fill all of our subcommittee chairs, much less having an actual committees, but I am hopeful that in the future that trend will be reversed. Our website is the public face of our organization to the outside world, an information resource for the addict who still suffers, and a service to our members to keep them informed of what is happening in NA both in this Area and beyond. This should definitely be a “we” thing and not a “me” thing.

This is a draft proposal, a working document to get the ball rolling, not an edict passed down on stone tablets. It should be scrutinized, questions asked, amendments made, and taken to the Groups for vote before being accepted. I encourage everyone to get involved.

Please no biting, scratching, or kicking during this process :>)

ILS

Richard T.
Chairman, PI Subcommittee

Section I: Domain Ownership and Transparency

In the interest of transparency and to to achieve the goal of the ASC retaining ownership and control of its registered domain(s) or any future domain(s) it chooses to register, the following criteria pertaining to the domain nlana.net and/or any other domain officially representing the North Louisiana Area of Narcotics Anonymous the following must be adhered to:

1. The official domain(s) will registered in the name of the North Louisiana Area of Narcotics Anonymous and all standard correspondence will be sent through the ASC PO Box and/or an email address set up for this purpose that is accessible to the ASC.
2. All credentials and information to access the domain registrar, dns, email, etc will be kept on file by the ASC as well as the PI Chairman (or designated trusted servant if PI chair is vacant) and the Website Advisory Subcommittee (if such committee exists) and this documentation will be kept current to all parties.
3. Credentials for and information necessary to access and maintain website(s), email accounts or anything related to the North Louisiana Area of Narcotics Anonymous website(s) will be kept on file by the ASC as well as the PI Chairman (or designated trusted servant if PI chair is vacant) and the Website Advisory Subcommittee (if such committee exists) and this documentation will be kept current to all parties.
4. The PI Chairman (or designated trusted servant if PI chair is vacant), with the cooperation of the Webmaster and Website Advisory Committee (if such committee exists), is responsible for notifying the ASC of any upcoming domain registration renewals or other fees such that they are taken care of in a timely manner and not allowed to lapse.

Section II: Website Hosting and Content Management System (CMS)

1. An interim website may be temporarily hosted on server space provided by an individual member of the Area until such time the ASC can establish a budget for a permanent web hosting service and a permanent web hosting service is selected, provided that the temporary hosting is done at no charge and all other provisions of this policy document are complied with. The permanent web hosting service should be selected in a timely manner and comply with the following criteria:
 1. It should have a good reputation for security and reliability and be an established entity.
 2. It should provide sufficient and reliable bandwidth.
 3. It should have sufficient processing capacity and storage for the website.
 4. It should have the ability to upgrade the above (2&3) resources in a cost effective manner if the need arises.
 5. A hosting plan must be selected that does not serve ads or otherwise have any control over or add to the content of the website with the possible exception of a small notation at the bottom of the page identifying the hosting service such as “Powered by Wordpress.com”.
 6. The hosting service must support not only the Content Management System selected but allow and support the features of the CMS that are needed for operation of the website(s).
 7. The hosting service must be cost effective and be within the allotted budget.

2. A Content Management System (CMS) should be chosen with the following criteria:
 1. The CMS should not be proprietary and tied to the web hosting service.
 2. The CMS should support easily creating content that will display correctly both on personal computers, tablets, and cell phones.
 3. The CMS selected should be open source (free), in widespread use, have a good support community, and a deep pool of potential developers. Examples of this are Wordpress and Drupal but other CMS platforms could be considered if they meet the above criteria.

Section III: Organizational Structure

1. The ultimate authority for any website(s) officially representing the North Louisiana Area of Narcotics Anonymous is the ASC and the area it serves. Any matter not covered in Policy or any clarification or structural changes that need to be made due to changes in technology, laws, or other unforeseen areas that require attention will be brought before the ASC.
2. A Website Advisory Committee, if possible, will be formed under the PI subcommittee and will make recommendations as to the content and structure of the website(s). This committee will meet at reasonable intervals at the Survivors Club or at other places if it is agreeable to members of that committee. If a subcommittee cannot be formed due to lack of manpower or interest then these decisions will fall back to the PI chairman. If the PI chairman position is vacant then the responsibility will fall to the trusted servant designated by the ASC to handle matters related to PI.
3. A Webmaster will be chosen by the ASC and serves at the pleasure of the ASC but reports to and is under the purview of the PI chairman (or designated trusted servant if PI chair is vacant) and is advised by the Website Advisory Committee (if such committee exists). The PI chairman (or designated trusted servant if PI chair is vacant) is then responsible to the ASC. The suggested minimum qualifications of the Webmaster are:
 1. 1 year clean time.
 2. Must be a member of and active in Narcotics Anonymous.
 3. Must be technically competent and able to perform the job.
 4. Must be able to work well with others and agree to Policy as set forth in this document or any future amendments to this document as deemed necessary by the ASC.
4. If there are no qualified candidates available and/or willing to perform these duties from within the fellowship then, at the discretion of the ASC, an outside entity may be contracted to provide these services as long as Policy is adhered to.
5. If possible an Assistant Webmaster or Webmaster in Training will be selected by the ASC on recommendation from the Webmaster and/or the PI chairman (or designated trusted servant if PI chair is vacant). This individual will be trained by the Webmaster and is under the supervision of the Webmaster. At such a time as they are technically competent and familiar with the website(s) they should be given access to and allowed to assist in maintaining the website(s). The purpose of this is for continuity and transparency as no one individual should be the only person capable of doing any job. The suggested minimum qualifications for this position are:
 1. 6 months clean time
 2. Must be a member of and active in Narcotics Anonymous.
 3. Must have relevant computer skills and be willing to learn.
 4. Must be able to work well with others and agree to Policy as set forth in this document or any future amendments to this document as deemed necessary by the ASC.

Section IV: Content

The following guidelines will be used when posting content to North Louisiana Area of Narcotics Anonymous website(s):

1. In keeping with tradition 6, no Non-NA related material or links to such material or organizations outside of NA will be permitted.
2. All posts must conform to policy set forth by the WSO, if and when the WSO actually publishes a website policy.
3. All Intellectual property of the NA Fellowship Intellectual Property Trust (WSO) will be subject to NA Intellectual Property Bulletin #4 Revised June 1997 unless this bulletin is superseded by a newer more relevant document.
4. Direct links to freely downloadable material from na.org are permissible but this material is not to be hosted by North Louisiana Area of Narcotics Anonymous website(s) for download as literature download policies from the WSO could change and we could inadvertently be in violation of them. This lets the WSO decide what portion of their copyrighted material is permissible to download and keeps our website compliant in that regard.
5. Material generated and/or approved by the ASC or the appropriate subcommittee such as Group Report Forms, Flyers for Activities or Events, ASC minutes, or other relevant material approved to be posted for viewing or download by the ASC or the appropriate subcommittee chairman may be hosted by the North Louisiana Area of Narcotics Anonymous website(s).
6. No Non-WSO approved literature may be posted for viewing or linked to except the for the exceptions in (5) above.
7. Links to outside entities will be restricted to the WSO and Zonal Forums, Regions, Areas and Groups that are registered with and recognized by the WSO.
8. Any features or services on the website(s) that requires changes in procedures or affects other subcommittees must have the consent of that subcommittee chairman and/or from the ASC as a whole, whichever is applicable.
9. No internet forums will be hosted or linked to from any officially sanctioned North Louisiana Area of Narcotics Anonymous website unless Policy is changed to allow it and Policy is made for said forum.
10. No links to social media are allowed until a social media policy is written. If at a future date a social media policy is developed and if that policy addresses this specific item then this entry is to be superseded by that policy and may be replaced with a reference to such policy without further action.
11. All content shall be made in good taste with no bad language, porn, etc.

12. No copyrighted material in any form may be posted except under the terms permitted by the copyright holders and the required citations as to the origin of this material must accompany such material.
13. No divisive or controversial material is to be posted. Remember “Principles Before Personalities”.
14. No personal rants or editorializing is allowed.

Section V: Who Can Post or Develop Content

1. The Webmaster is authorized to set the structure of the website and develop and post general content for information purposes about the North Louisiana Area of Narcotics Anonymous and links to other resources as long as the content of the posts are in compliance with *Section IV*, above. The Webmaster is allowed to post Activities, Events, etc using material provided by the appropriate subcommittee or Trusted Servant responsible for that information.
2. The Webmaster in Training may, at the discretion of and under direction of the Webmaster, have the same posting privileges as the Webmaster.
3. Subcommittee Chairmen, ASC members, or those designated by a subcommittee or the ASC may post pertinent content from their respective entity directly to the website on pages set up for them by the Webmaster with access restricted to those pages. These individuals must be trained by the Webmaster or other designated individual in the proper procedures before getting access and attempting to post.
4. The Website Advisory Committee (if such committee exists) and the PI subcommittee Chairman (or designated trusted servant if PI chair is vacant) should take an active roll in development of content and suggestions for website structure. There should be a close and amicable working relationship between the Webmaster and these entities and should it ever become an adversarial relationship the ASC should step in to mediate and make whatever steps that are needed to resolve these issues. Please be realistic with suggestions to the Webmaster and realize he or she is a volunteer and typically does not have the time and resources of a major company or web design firm. Conversely, the Webmaster should give their best effort to carry out the wishes of these entities and the ASC if practical and not let personalities cloud his or her judgment. The Webmaster is a Trusted Servant, not a dictator, but should be deferred to in matters of technical expertise relating to the website.

Section VI: Inquiries From the Website(s)

Inquiries from the website contact form(s), email, or any in any other manner emanating from the website should be handled in the following manner:

1. If messages are of a technical nature regarding the website, security, etc that are under the purview of the Webmaster, the Webmaster may directly handle such matters unless the severity of the such matters requires attention outside the scope of the Webmaster. At that point the Website Advisory subcommittee (if such committee exists), PI Chairman (or designated trusted servant if PI chair is vacant) or the ASC as a whole should be consulted as appropriate.
2. Incoming requests for basic information should be handled in a timely manner and can be handled by the Webmaster or other Trusted Servant designated to do so.
3. Requests regarding information that is under the purview of a specific subcommittee or the ASC at large should be forwarded to the appropriate Chairperson or Trusted servant.
4. Requests regarding a specific NA Group should be forwarded to the appropriate Trusted Servant of that Group.
5. In observing Tradition 12, *“Anonymity is the spiritual foundation of all our Traditions, ever reminding us to place principles before personalities”*, all NA related correspondence should be kept confidential and not allowed outside the fellowship unless it is meant for public dissemination such as an event announcement or other information of a general nature. **Note: Danger of immanent death, acts of terrorism, threats of violence, messages from serial killers, etc are NOT NA RELATED, have nothing to do with Tradition 12, and should be reported to the proper authorities!**

Section VII: Email

While email is not the primary focus of this document, it is so integrated in this process that it should be addressed. Should there be Policy developed at a future date specifically for email then this section is automatically to be superseded by that Policy and can either be replaced with a reference to such Policy (recommended) or entirely deleted without further action.

1. Use of personal email addresses:
 1. When corresponding with known individuals or entities concerning the ASC, personal email addresses should be permitted if there is no specific email address set up by the ASC for such purpose or if it is more convenient for the Trusted Servant to use their personal email address.
 2. It is not good practice to use personal email addresses when corresponding with unknown individuals contacting us through the website and this practice should be avoided.
2. Use of official email addresses set up by the ASC:
 1. Any email addresses set up by the ASC for official use by Trusted Servants should only be used by the Trusted Servants that the addresses were set up for unless those Trusted Servants specifically delegate that function to someone else working with them such as, but not limited to, a Chairman of a subcommittee delegating this function to or sharing it with a subcommittee member.
 2. These email addresses should only be used for correspondence necessary to carry out the duties of the Trusted Servant and not as a general personal email address.
 3. Email messages on these accounts should be archived for a reasonable length of time (suggested 1 year) and are the property of the ASC as these messages are considered official correspondence of the ASC.
 4. The ASC will have access credentials to those accounts so that as Trusted Servants step down or move to another position there is continuity in the transition to the new Trusted Servant that will be responsible for that function.

Epilogue

I'd like to thank to ASC for the opportunity to be of service. The internet is ingrained our society at large and is the major source of information for many people. We can and should use it to the best of our ability to further our primary purpose — *“to carry the message to the addict who still suffers”*. It is my hope that this document will spur discussion and allow us to move forward on this project.