Communications and IT Services
Recommendation Summary
2010-2000
2010 Arctic Winter Games

- Commit to the GEMS system early, start learning the system, and utilize the GEMS Test Site. Start providing training of the GEMS system to other Directors early.
- Stress the importance of the system and how it will tie into many aspects of everyone’s positions.
- Care and Comfort should learn the Volunteer, Participant and Guest Administration, as well as Medical and Security areas of GEMs.
- Coordinate a Test of the results portion of GEMS with each sport chair. This should be done at least 1 year out from the Games to allow time to work the systems.
2008 Arctic Winter Games

- GEMS – A benefit to future Host Society’s would be to have a role that looks after integrating the GEMS system within each Committee. The GEMS has a lot of capability and is key to tracking the volunteers, participants, medical and results. The more familiar the committee chairs are, the smoother the games operations will go.

- Create a GEMS Committee to promote the use/features of the GEMS (or equivalent system) – especially – Volunteer, Sports, Care and Comfort and Comm/IT. – Comm/IT Systems need to focus on supporting and administering the system – updating software, providing access, database admin, testing functionality, ect.

- Hire a full time IT Technical Support person (Host Society staff). Critical role with a significant amount of pressure/accountability – the GEMS system and databases are critical systems and require a high degree of commitment and dedication to maintain and fulfill ad hock requests.

- Smaller media companies do not know/understand what capability is provided with at the AWG Media Center – they assumed/anticipated more bandwidth than what was provided. Media requires the capability to upload at a higher rate – if possible the internet service should be configured to allow this as the foreign Media have few quick alternatives to access this service if required. Installing a higher symmetrical Internet service would be a benefit and if necessary, have a usage/time charge to recoup any associated charges.

- Possibly reorganize the Host Society Structure to incorporate a new Committee which is comprised of the major KIMIK software users – this would likely include the Registration and Accreditation and Volunteer Committees and would include a full time IT specialist to ensure dedicated system development, backup and training with its primary users.

- Ensure there were detailed training sessions provided to secondary users such as the Committee volunteer coordinators in which their roles, responsibilities and functional importance are clearly detailed. In some instances, not all coordinators understood the impact of their main functions in other Committees – as a result, additional hours are necessary to ensure all volunteer registrations and accreditations were completed – this put an additional strain on the IT Committee (and the Volunteer Committee) as it requires the Committee to work additional hours with short notice. Dedicated and flexible Committee Members are necessary to meet these types of unplanned demands.
- Ensure adequate and timely training to all Contingents Mission Staff.

- Start the Volunteer registration and accreditation process as early as possible.

- Spend a lot of time on DESIGN and ANALYSIS phase with the AWG Staff. This well spent time will allow for less and smaller updates/changes to the site in the future.

- Ensure that the Webmaster gets all requests from one person from AWG Staff instead of several people. This will allow for less confusion and frustration.
2006 Arctic Winter Games

- Information Technology:
  o Form early and close relationships with the local telecomm provider (cell service too).
  o Have the sports enter their own results instead of phoning them in. This allows less room for errors, and means the results can be online in a faster manner.
  o Have a strong volunteer base to work from, organized with a considerate schedule to look out for their wellbeing and health. Some scheduling done was unfair for a lot of the IT Volunteers, as there was a small population of qualified individuals to choose from.
2004 Arctic Winter Games

- All committees operate with a 20% buffer zone. Some committees experienced losses of committee members and volunteers at critical times. Therefore it is recommended that extra personnel be recruited to avoid this issue. Also recommended is the development of shared responsibilities within the committee membership to alleviate down time if a committee member has to drop out.

- All committees operate with co-chairs. This helps to spread the workload and responsibilities.

- Use a web-based integrated system. Eg. RARS

- IT should be responsible for archiving all mission data.

- Provide one cellular phone per mission staff member, and this should be addressed in the staging manual.

- AWGIC adopt a web based registration system as a standard for all Games. Regardless of the provider, the continuity provided by using the same provider would allow for much better sharing of information (a final reports module could be included). This would include better archiving of results and tracking of Games records for all events, not just the traditional sports.

- Have an executive assistant appointed for every division.

- Single provider system for installation and support of mission center will allow for preemptive maintenance and training, thus reducing down time.

- Devise a way to lessen the multi-lingual functionality of the AWGIC website.

Registration and Accreditation:

- Registration system should be fully functional and in place no less than 3 full months before the Games.

- Volunteers should be selected to use the systems that have excellent computer skills.

- All committee chairs, cho-chairs and important volunteers should receive extensive training on the system that is relevant to their portfolio. A higher level of integration between the committees is required to make the games run smoother.
- Partnerships with ID companies or hardware providers are important.

- RARS system needs some fundamental improvements in the volunteer registration/accreditation section. One must be able to view assignments in the system, the assignment module should be detached from security checks, and accreditation function of system should be updating itself in ‘real time’.

- There should be some inclusion in the Staging Manual for disaster planning, and should include a comprehensive list of Games records, and not just in the Arctic/Dene sports.
2002 Arctic Winter Games

- Maintain a single contact with each sport group for results to ensure the clear and efficient transfer of information.
- Ensure that there is a layered disaster plan in place.
- Hire only qualified IT professionals.
- Ensure that the Website is user friendly, and concise, and ensure that there is an agreed protocol for uploading and making any changes.
- Set up internet cafés close to, or in, the participant’s dormitories.
- Send out invitations well in advance, and make sure to follow up by phone/e-mail.
- Have volunteers with service experience who have dealt with media before and know how to help reporters.
- Get copies of each contingent’s media guide well in advance of the Games.
2000 Arctic Winter Games

- Accredit only those Volunteers who are going to have access to controlled areas – Formal registration, including the police check, and accreditation is not necessary for most volunteers – only those who are going to have direct contact with the kids and who may be at risk of doing harm to them. This would include security guards, possibly food services staff, people working in the residences, etc.

- Ensure that the technical packages are clear on the method for calculating/reporting results.