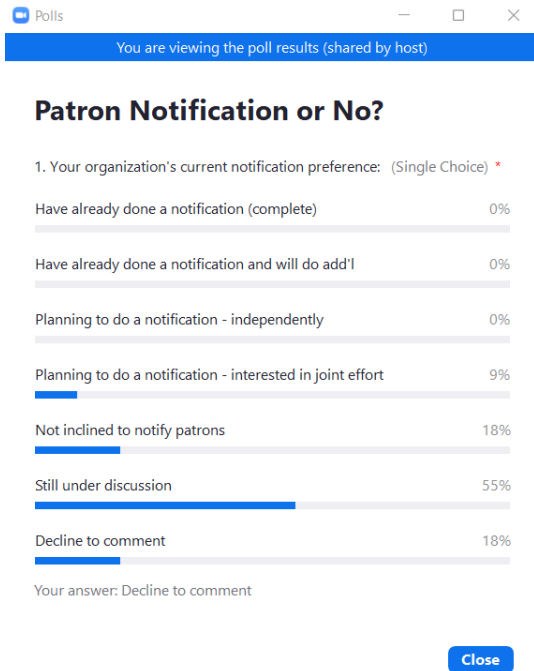


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Held a quick poll (results below) with request for 1 response / org on the call



18 people on the call, 11 responses. About half of the group chose 'still under discussion'

There are 44 Tessitura orgs within the tristate area; we had RSVP from 25 people representing 15-16 orgs, and Jamie was not able to vote, but mentioned that her org is not inclined to notify patrons.

At least two orgs (not on call) have already done some outward messaging.

Attendee:

- Our org is not inclined to notify patrons based on the information that we have at this time.
- If it turns out that sensitive information is affected, the higher-ups may change their mind.

J: We want to wait until we can log back in and check all the data fields & custom data fields, just to make sure. If we're going to cause alarm, who deserves the alarm? Some organizations have started reaching out, but only doing a certain segment like their donors or high or high level prospects. The forum comment from the Shed seems like it's more to do with IP warmup, but it could be intertwined.

Attendee - Has anyone thought about just notifying the certain segment of your population, rather than telling everybody? Like just doing donors or some level as opposed to everybody?

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The flip side of that is that if there's buzz, somebody could say, hey, did that happen to you? And then we haven't been proactive.

Attendee:

- Do we know whether Wordfly has any plans, since this was their issue, to send out a notification themselves?
- If so, is that something that they're going to check with the organizations involved before they do so?
- Just want to see if anyone has heard anything so that we could prepare for something like that.

J: Haven't heard anything, but also imagine there's permission based problems with their team doing an e-mail to the org lists; that seems against how they generally operate.

J: There was one person who said planning to do a notification interested in a joint effort.

Attendee:

- Yes, still in conversation about what to do
- There has been interest in some sort of communication from various people, whether it's we all send similar messages, or we somehow send a joint one.
- If a customer gets multiple emails from different organizations, and we're all saying kind of the same thing, but not exactly the same thing, it feels like that's the thing to make things more complicated.

Attendee:

- In an ideal world, a single notification that we could all co-sign would be ideal. That way we're not also sending the same message in multiple emails over and over again to overlapping lists.

Attendee:

- We have not transferred over to another platform and I wonder if any that you had this?

Attendee:

- In terms of the platform being down and we haven't moved to another, we're still gathering resources

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- We should also think about how what goes into a front-facing communication affects the documents we give our frontline workers, so that they have what they need to field questions.

Attendee:

- Thankfully, we already had a relationship with Activity Stream for a separate project so, since are in the middle of our Fall pre-sale, we moved those emails to that platform
- We are not using AT for standard marketing emails or anything not urgent.

J: The AT Activation Rescue is appealing. It looks like the least to learn and access to implement, and I like that it is not intended to be a long term solution.

J: The other two pre-determined agenda items are moot because we're not ready to start creating a plan for notification, and figuring out the action items in general agreement with everyone. We can do another one of these calls in a week. Floor is open.

Attendee:

- Want to confirm that everyone has been receiving the same communication from Wordfly – an open-ended 'we don't know when it's going to be fixed'

Attendee:

- Tessitura has informed us that Wordfly will need to prove that everything is fixed before they give it access to clients again, so the delay may be longer simply because Tessitura wants everything vetted fully.

J: Two updates posted over the weekend: one saying we would get some info top of the week, and one saying there was an additional challenge to work through.

Attendee:

- We have to be really very realistic about this.
- Our orgs will get hacked; this is not unique.
- Tessitura making Wordfly prove the security is fine, but there's no guarantee that another product or our own orgs won't see this again
- We need to get good at dealing with this.

J: Personally, rather be with a company that is already very sensitive to it, than one who has not dealt with it. This is our cue to internally check on what we do because, unlike Wordfly, our orgs are not tech companies.

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J: Our final takeaway from today: More info is coming - keep an eye on the forums, and we'll hold this meeting again if we need to.