

**WORLD HEADQUARTERS**  
HCA:CD January 1, 2018 No. C-55928C

Branch Committee  
ALL BRANCHES

Re: 2018 Computer Operations and Technology Roadmap

Dear Brothers:

We are writing to provide you with the attached 2018 Computer Operations and Technology Roadmap. This letter, along with the first page of the roadmap, contains a high-level overview that will be of particular interest to members of the Branch Committee.

The roadmap, starting with page two, contains detailed technical direction designed specifically for your Computer Department. Therefore, we encourage you to review this package with the Computer Department overseer and provide him with any needed direction. The Branch Committee and the local Computer Department should use this information as a reference when making decisions.

As you well know, computer systems have become essential to the work of all Bethel departments. Because of this, the designated Branch Committee contact for your Computer Department should be someone that can dedicate the necessary time to become well acquainted with the Computer Department's work as well as the WHQ Computer Department's guidelines and policies. Even though he does not need to be a computer expert, he should have the ability to grasp computer-related concepts and understand how these technologies can appropriately be applied to the work needs of the other departments at the branch.

When the Branch Committee contact is able to broaden his understanding of the computer needs of the various departments, it greatly assists the Branch Committee in making appropriate recommendations and decisions in harmony with the direction and priorities of the Governing Body committees and headquarters departments, as well as those of the branch. Otherwise, local Computer Department resources could be consumed by work coming from just one or two local departments and other more important work could end up being neglected.

We would also like to encourage your Branch Committee Contact to meet at least once a month with the Computer Department overseer and his assistant. These regular meetings will allow the Branch Committee contact to give appropriate direction, review the status of the various computer-related projects, and give attention to any personnel issues that need attention.

There are some departments at your branch that, by the nature of their work, make much more extensive use of computers than others. Some Computer Department overseers have found it very practical and helpful to briefly meet separately, once a month or every other month, with the oversight of each of these departments to discuss any matters that may require special attention and to be aware of any upcoming projects that may end up affecting the work of either department. These brief but productive meetings can greatly contribute toward keeping the lines of communication open as well as foster a spirit of collaboration and unity between the departments.

We also want to take this opportunity to express our appreciation for the outstanding cooperation shown by the computer technicians at your branch as they continue to humbly collaborate with the WHQ Computer Department and the regional technicians. This fine spirit has been instrumental in making the centrally managed and regional support arrangement a success. In fact, we have received many fine comments from the branches indicating that the Computer Department personnel around the world feel they are now "working as one" with the WHQ Computer Department. This global assistance is allowing your computer technicians to better focus on supporting the needs of the departments and users at your local branch.

We are glad to report that all branches are in the process of migrating to HuB. Of about 15,000 users, 9,000 have received basic HuB training and nearly 2,000 are primarily using it for their work. The branches report that the focus on live, instructor-led hands-on training has had a big impact on the overall positive user experience. We expect the majority of Admin users globally to have moved to HuB by the end of 2018. As indicated on the HuB [feature readiness table](#), nearly all Admin features have been migrated to HuB, except some remaining accounting and purchasing features, which we hope will be done by the end of 2018. This is in addition to building a number of new features to support important organizational initiatives.

We appreciate the assistance of all branches to compile the computer-related budget for this service year. We would like to provide a few reminders to assist with questions that we have received since the budget was established. Several have written to WHQ Computer Department to request a budget increase to care for unplanned expenses that arose during the year. This is not necessary since the WHQ Computer Department is monitoring the spending for all branches and ensuring that spending is within the global budget. Please continue to use the budget that was originally allocated to your branch for operations. Please include specific details in the NLBR notes or in an attachment to help clarify the circumstances.

As we get closer to the end, it is of vital importance that all of us stay very alert to protecting the security of the Bethel network and related data. Therefore, please make sure that users only have access to data that is absolutely necessary for their assigned work. No one should have access to data without proper authorization from the specific data owners. Additionally, when individuals are transferring to another department, it is imperative that their data access rights be promptly adjusted and limited to only the specific data that is needed in their new assignment. Therefore, the department from which the individual is transferring should work closely with the Computer Department to ensure that the transferred individual does not retain any rights to data he no longer needs.

Please express our sincere appreciation to all the brothers and sisters that are working so hard to loyally support the computer-related needs of the organization during these momentous times.

If you have questions about any of the technical details in this letter or attachment, please correspond directly with the WHQ Computer Department. If the above information applies to locations under your supervision, please forward a copy to them. Be assured of our warm Christian love and best wishes.

Your brothers,

Coordinators' Committee

Attachment

c: Personnel Committee  
Publishing Committee  
Service Committee  
Teaching Committee  
Writing Committee  
WHQ Computer Department