

# Stake Technology Specialist Training Program

THE CHURCH OF  
**JESUS CHRIST**  
OF LATTER-DAY SAINTS

# Stake Technology Specialist Training Program

Your service to the Church of Jesus Christ of Latter-day Saints is greatly appreciated. Stake (and district) technology specialists are invaluable in helping leaders and members better utilize the technology available through the Church. You may be much more effective with this program's specific training. It will help you understand the resources available to you, what is (or could be) expected of you, and how you can expand the effectiveness and impact of technology within the Church.

As a brief introduction to your calling, you are invited to attend an *Orientation for New Stake Technology Specialists*. This 1-hour session is held live at least once per month. Email [mht@ldschurch.org](mailto:mht@ldschurch.org) to schedule your attendance or to request a copy of a recorded version.

Consider reading through this entire document for an overview, and then return to study each section.

This program consists of 3 parts:

1. Resources
2. Responsibilities
3. Reporting

Throughout this program, you will see underlined items. If you are working through the program online, these hyperlinks will take you directly to a particular webpage or email address for further information. If you are not on line, most of these webpages can be accessed at any time at [mhtech.lds.org](http://mhtech.lds.org) (some specific pages are at [tech.lds.org](http://tech.lds.org)).

Each topic area within this training contains an **Action** item. These suggested items will help you reinforce and apply the topic material.

We hope this training program will prove helpful for you as you serve in this capacity and in your future endeavors. Thank you for your service.

*Please provide feedback on this course, and please let us know when you have completed it. Email [mht@ldschurch.org](mailto:mht@ldschurch.org) and include your name and stake name.*

# Section 1: Resources

The stake technology specialist (STS) plays a very unique role within a Church unit, helping leaders and members utilize technology to hasten the work of salvation. You work under the direction of the stake or district president who oversees technology in your stake or district.

The STS is not only the “go to” person who makes sure that the stake’s satellite and computer systems are working, but also explores, advises, and trains with respect to the effective use of all aspects of available Church technology.

Much is expected of this calling, but tremendous resources are also available. A new STS may quickly encounter many requests and needs; knowing where to find guidance, resources, and answers will help keep this calling manageable and rewarding.

***The STS is key to helping leaders and members utilize technology to hasten the work of salvation.***

**Note:** Some of the links and reference web pages below require that you are logged into *lds.org* with an LDSAccount (one that is linked to your LDS membership record number) and that your calling has been correctly listed within the Church Member Leader Services (MLS) system, which should have been completed by your stake clerk when you were called.

1.1 **Getting Started. Action:** Begin with this [short introductory video](#).

1.2 **Stake Resources.** As discussed further in Section 3, your stake leaders are your first source of direction for your calling. Other stake members may also be resources to you. Specifically,

- The stake president oversees technology in your stake and is the ultimate decision maker on technology directions for the stake.
- The stake physical facilities representative (PFR), a member of the High Council, serves as a liaison with the regional facilities management (FM) group in coordinating and communicating facility technology needs.
- The stake Sunday School presidency and building and ward librarians have responsibility for training teachers in the use of technology, and should work closely with you.

**Action:** Become acquainted with these leaders and members, and begin a dialog on how you can assist each other with technology needs.

1.3 **mhtech.lds.org.** Your most significant resource location is the Meetinghouse Technology page on the Church’s Record Keeping and Technology Support page of LDS.org. It can be accessed simply as [mhtech.lds.org](http://mhtech.lds.org). This site provides training, technical resources, policies, and support information, and is also a good location to learn about Church technology resources



and offerings which your stake might not have implemented yet. Some examples of content on this site:

- [Satellites](#): schedules, setup, troubleshooting, FAQs, training videos
- [Personal Video Conferencing](#): setup, usage, training videos
- [Audio](#): systems, equipment, backup plans for broadcasts

**Action:** Visit [mhtech.lds.org](http://mhtech.lds.org) and spend a few minutes acquainting yourself with the variety of resources found there as well as the various technologies being implemented throughout the Church.

1.4 **Policies.** Specific Church policies are found in several documents, accessible through [mhtech.lds.org](http://mhtech.lds.org):

- [Church Handbook of Instructions](#)
- [Meetinghouse Technology Policy](#)
- [Meetinghouse Technology Roles and Responsibilities](#)

**Action:** Take a few moments to view each of these links for an overview of its content.

1.5 **Prior STS.** A prior STS can be a wealth of knowledge to assist you in getting started, particularly on topics such as:

- Training on using specific stake systems
- “Best Practices” experience and suggestions
- Location and contents of any existing documentation relevant to the STS calling, hardware, software, and so forth
- Helpful contacts and resources (see examples in the “STS Documentation Folder” below)
- Documentation on systems, policies, and procedures
- The current Stake Technology Plan, if one has been developed
- Perceived technology needs of leaders and members

**Action:** Arrange to meet with the previous STS, if possible, to discuss and document these areas. If the prior STS is not available, the stake clerk may be helpful.

1.6 **STS Documentation Folder.** A single location for collecting relevant documentation, whether paper-based or electronic, can be very useful for an STS, as well as for any who assist or replace the STS. Consider locating the folder in a conspicuous place such as by the stake satellite box, or providing the stake clerk and others with access to an electronic storage location. Contents could include:

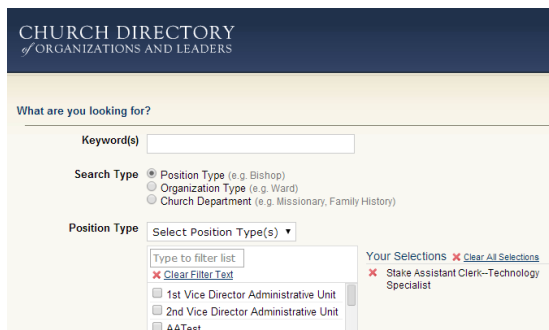
- Reference manuals and other documentation on the satellite system, A/V system, computers, copiers, internet routers, and software
- Copies of relevant resource materials, policies, and procedures from [mhtech.lds.org](http://mhtech.lds.org), as well as copies of other Church communications

- Notes on configuring, maintaining, and using stake systems
- Church broadcast schedules and instructions (see [Broadcasts](#) on mhtech.lds.org)
- A listing of useful contact information, including the local FM group, the PFR, the stake clerk, experienced stake members, other STSs, Internet service provider, ward librarians, phone service provider, the Church Global Service Center, and so forth
- A listing of useful websites, such as [this listing](#) found on [mhtech.lds.org](#)
- An inventory of stake equipment. An [example form](#) is found on [mhtech.lds.org](#), or an editable version on [ldstech.org](#)
- A copy of the current Stake Technology Plan (discussed below)

**Action:** Find, review, and update your STS Documentation Folder, or start to build one.

1.7 **Other Church Resources.** Several other Church resources may prove very useful to your calling.

- [tm.lds.org](#). The Technology Manager site provides IP addresses and other information to help you manage your unit’s firewalls and internet connectivity.
- [tech.lds.org](#). This site within LDS.org provides articles, broadcasts, wikis, and forums on most all aspects of Church technology. For example:
  - [LDSTech Conference 2013 Session Streams](#) are available. One which may be of interest to an STS is [Webcast and Personal Video Conferencing](#).
  - [LDSTech Broadcasts](#) occur monthly. Two of interest from 2013 are [Improving Meetinghouse Technology](#) and [Where Can I Turn for Help with Meetinghouse Technology?](#)
  - [LDSTech Forums](#) provide a discussion venue for many topics, such as [“Computers, Printers, Networking, and Electronics”](#).
- [cdol.lds.org](#). The Church Directory of Organizations and Leaders (CDOL) can be a resource to



an STS looking for answers or assistance from other technology specialists, particularly those located nearby (“Advanced Search” “Position Type”). As an STS, you have access to this important resource.

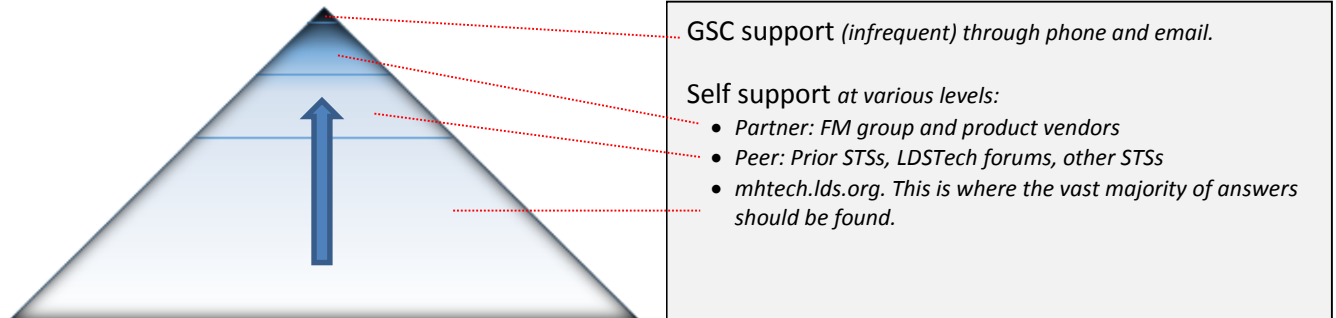
**Note:** *the Church at all levels is increasingly relying on email to effectively communicate with leaders, including you as an STS. Please make sure that your current email address is maintained within MLS, CDOL, and your local ward and stake directory. The stake clerk can*

verify that your calling and email address are accurate within MLS; you should verify its accuracy within CDOL.

- [Global Service Center \(GSC\)](#). Contact information for the Church’s email and telephone-based support team page can be accessed from [mhtech.lds.org](http://mhtech.lds.org). The GSC can help with many technical issues when you’ve exhausted other resources.

**Action:** Visit each of the above websites and review what is available from these resources. Within CDOL, verify that you are identified as a “Stake Assistant Clerk–Technology Specialist” and that your correct email is listed. Within CDOL, find the contact information for an STS in a neighboring stake.

1.8 **Support process.** You can see that the technology support system is largely a *self-help* model. As a practical matter it must be this way, given the broad demands that exist for limited resources. The support escalation system could be illustrated as follows:



**Action:** Note the order of issue resolution:

- Start with [mhtech.lds.org](http://mhtech.lds.org)
- If needed, continue on to peer-based resources
- Seek assistance from your FM group and product vendors on items where they may be of assistance
- Finally, request help from the GSC

## Section 2: Responsibilities

Building on the foundation laid in Section 1 regarding resources and where to find help, Section 2 details the specific responsibilities of the stake (or district) technology specialist.

The basic overall responsibility is identified in the [Meetinghouse Technology Roles and Responsibilities](#) document, Section 4.2 (as found on [mhtech.lds.org](http://mhtech.lds.org)):

*[The STS] Provides technology support for meetinghouse products, services, and policies to priesthood leaders, teachers, family history centers, and mission offices.*

By this definition, the expanse of the calling is broad and will continue to grow as the Church accelerates the use of technology to hasten the work of salvation. In fact, this calling includes the responsibility of understanding Church technologies as they develop, and counseling with stake leaders regarding the use of new or existing technologies within the stake.

Note that most of the content within this section is found on [mhtech.lds.org](http://mhtech.lds.org).

2.1 [Audio Systems](#). *Note: this section may not apply to all areas outside the US and Canada.* Church sound systems are designed as straightforward “install it and forget about it” components that work well without much attention. However, knowing how they work, how to maintain them, and how to put them to additional use is important.

- [Chapel sound system overview](#). This system has been designed with automatic default settings and automatic broadcasting into overflow areas. In buildings with satellite systems, the satellite’s sound interfaces with the chapel system.
- [Cultural hall](#) overview. This system allows additional inputs and is designed to not interfere with the chapel sound system.
- [Relief Society and Primary Room systems](#) overview.
- [Detailed sound system](#) information document. This includes information on warranties and problem reporting.
- [Wireless microphones](#). A wireless mic is now included with new stake centers and may be purchased by other units.
- [Crab Box](#) multiple input adaptor. Each building in the US and Canada should have one of these portable devices, likely kept in the library. It allows various electronic devices (DVD players, computers, tablets, etc.) to connect to the room sound systems. *Experience suggests that few leaders or members know about these useful devices; you can help change that.*
- [Other audio](#) system considerations. Reference and resource information for American Sign Language, Assisted Listening Devices, Audio Backup Solutions for Church Broadcasts, and Translations is available.



**Action:** Test out each sound system in your stake center (chapel, cultural hall, RS room, Primary room) and determine how they interact. Locate the building's Crab Box and connect several different devices to a room's sound system through that box, such as a VCR, laptop, tablet, and smartphone.

2.2 **Broadcasts.** Many Church meetings and presentations are made available worldwide through various methods. Depending on the particular event, a broadcast may be available by satellite (live broadcasts and rebroadcasts), live local and Internet television, live and archived on the Internet through LDS.org, live and archived on The Mormon Channel (website, Roku streaming player, and Apple and Android apps), and archived through the Gospel Library App. Other access methods and platforms may be available in the future. As with most other online Church media, archived broadcasts may be streamed or may be downloaded for later viewing.

*Note: for presentation in a class or meeting, it is always better to download an archived presentation or event and replay it, rather than attempting to stream it directly from the Internet.*

*Another note: for any event broadcast or replay, make sure to set up and test the complete system well in advance. Equipment or access problems often require extended time to troubleshoot and resolve.*

- **Broadcast page.** General and detailed information and instructions for broadcasts are accessed through [mhtech.lds.org](http://mhtech.lds.org). As noted on the [Church Broadcast Overview](#) page, the STS recommends and implements a broadcast solution based on available equipment and in conjunction with the FM group, under the direction of the stake president. A good reference for downloading and presenting an event is [LDS.org Broadcast Overview](#).
- **Schedules** for upcoming broadcasts are found on the above [Broadcast Page](#). *Note that this page is **not** all-inclusive; additional broadcasts may be added, as well as regional or stake events. Your stake presidency will receive periodic notice of upcoming broadcasts.*
- **Specific Event** information on event broadcasts is sent to stake leadership and then posted on the [Broadcast Page](#). This page includes information about times, broadcast methods and available languages, closed captioning, recording restrictions, and so forth. *These are valuable reference pages for specific events.* Some information may directly reference the STS; for example, the following is from the [April 2014 General Conference](#) event page:

**Information for the Stake Technology Specialist**

For instructions on preparing for a satellite broadcast or calling for technical assistance, refer to *Satellite Equipment Information for the Stake Technology Specialist*. This document should be located near the satellite receiver.

For technical information about satellite, Internet, or other equipment used to receive Church broadcasts in a meetinghouse, go the [mhtech.lds.org](http://mhtech.lds.org). If your language is not available on this website, the assigned administrative office can provide assistance.



- [Church Broadcast Checklist](#) can be a helpful preparation tool. Note also that the [Broadcast Page](#) contains other useful information, such as accessibility information (ASL, CC) and device-specific instructions.

**Action:** Download an archived broadcast, such as a specific General Conference talk. Set up and present the download in a stake center meeting room, utilizing a TV or projector and the room’s sound system.

2.3 **Satellite System.** This specialized type of broadcast is expected of most STSs. While the STS is responsible for setting up broadcasts, the care and maintenance of satellite and video systems belongs to the FM group. A variety of reference documents and training videos is found within the [Satellite](#) section of [mhtech.lds.org](http://mhtech.lds.org).



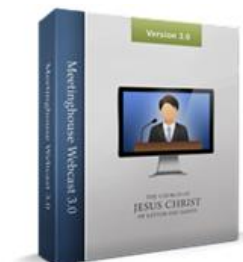
- [Overview](#) provides basic information for preparing, testing, and troubleshooting.
- **Consult** the [Broadcast Schedule](#) (see the *Schedules Note* in Section 2.2 above) and stake leadership to identify the satellite broadcasts you will need to set up, and make sure that you have them calendared. Identify with stake leadership any additional languages you will need to support, as well as American Sign Language or Closed Captioning support. The [Broadcast Schedule](#) page and notices to the stake presidency will also have information and instructions specific to a particular broadcast, such as channels, offered languages, and other considerations.
- **Set up and test** your system at least two weeks in advance. This provides adequate time to resolve any issues. Then make sure that all equipment is set up and operational several hours before the actual broadcast is to begin.
- **Be prepared** with an [Audio Backup Solution](#). Should a satellite broadcast fail, a prepared backup solution can maintain the audio portion of a broadcast.
- [Troubleshooting](#). If a system fails during a broadcast, little can be done other than switch to an audio backup. But for problems encountered in advance, several levels of assistance are available.
- [Training videos](#) are available for basic through advanced satellite systems.

**Action:** Determine and calendar the satellite broadcasts for which you are responsible for the next six months. Successfully set up for a satellite broadcast, including TVs or projection devices and audio system tie-in.

2.4 [Webcasts](#) are a specialized form of broadcasting allowing meetings to be broadcast from one location (usually a stake center) to one or more additional locations (usually other meetinghouses in the same stake). These can facilitate reduced travel time and costs, and

increased participation for important meetings such as stake or regional conferences, firesides, and training meetings.

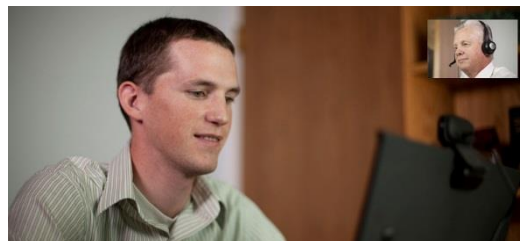
- [Overview](#) provides a good introduction along with [Webcast Policies and Guidelines](#).
- [Requirements](#) are discussed on this page. Required hardware is not part of standard building installations and is purchased with local unit funds. Note the following elements:
  - High-speed, wired Internet
  - Meetinghouse Webcast Software, available for download from the Church, OR Webcast Communicator (an integrated hardware and software encoding device)
  - Computer for encoding/sending, OR Webcast Communicator. *Note: see [Sending Options](#) for a comparison of these two alternatives.*
  - Computer for receiving
  - Video capture card (recommended) or USB video capture device
  - Audio mixer (recommended)
  - Video camera and tripod
  - Backup audio system
- [Set up](#) and test webcasting significantly in advance of the webcast date.
- [Audio Backup](#) plan, as with other broadcast methods, should be identified and ready to use.
- [Training videos](#) are available.



**Action:** If your stake uses or would like to use webcasting, set up a complete system and provide a demo webcast.

2.5 [Personal Video Conferencing](#) (PVC) provides two-way audio and video communications and content sharing between participants using a personal computer regardless of location. It offers face-to-face interaction for Church purposes for one-on-one and group meetings, easing travel costs and time issues.

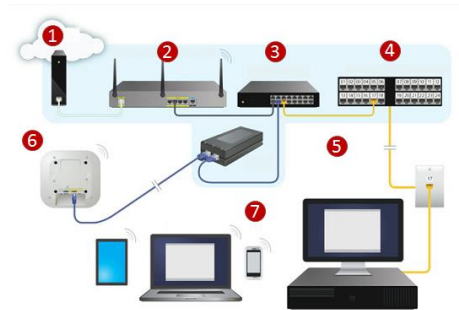
- [Overview](#) provides a basic introduction.
- [Authorized users](#) are identified.
- [Required equipment](#) is fairly simple, such as two computers with Internet and webcams.
- Software is downloaded upon creating an account at [pvc.lds.org](http://pvc.lds.org) and registering with LDS Account credentials.
- [Training videos](#) are available.



**Action:** Discuss with stake leaders and determine if there is a need and interest for PVC within your stake, if not already in use. Based on that determination, install PVC on two leaders' computers and demonstrate its usefulness.

2.6 [Internet access](#) has become an important component of meetinghouse technology. When set up correctly, it can provide safer, filtered access for leaders and members and limit exposure to internet attacks and inappropriate content.

- [Overview](#) provides a basic introduction.
- [Meetinghouse Firewall](#) is a hardware component which blocks unauthorized outside access to meetinghouse computers, and prevents users from accessing inappropriate sites on the Internet. It is the only device which should be connected to the Internet Service Provider's modem, and it provides wireless access for users.
  - The Firewall is installed by the FM group. However, the STS is responsible for making sure it remains in place, is properly configured, and does not get bypassed. It should be checked at least quarterly.
  - Settings can be changed by the GSC if a need exists, such as a special event. Current defaults are set for 108 connections and 30 minute DHCP lease time.
  - [Technology Manager](#) is a web-based tool which allows an STS, stake leaders, and support personnel to view and manage a unit's installed network and firewalls. Information such as model numbers, IP addresses, and DHCP addressing is provided. Access is at [tm.lds.org](http://tm.lds.org).
- [Meetinghouse Internet Filter](#) is a software service on the Meetinghouse Firewall which controls site access and blocks incoming attacks. Its operation should be verified periodically by going to [filter.lds.org](http://filter.lds.org) (a "filtered content page" or large checkmark indicates it is working correctly).
- [Networking](#) within a building may include a variety of devices and cabling to provide appropriate access based on current needs.
  - Wired connections are appropriate for permanently connected devices (such as clerk and family history center computers), as well as places running high-bandwidth, real-time applications (such as webcasting or PVC).
  - Wireless coverage will generally not be available in all parts of a meetinghouse.
  - Additional wired connections or expanded wireless coverage can be requested through the FM group.
- [Troubleshooting](#) guidance is available.



**Action:** Check the status of the stake center's Meetinghouse Firewall through Technology Manager. Also verify that the Meetinghouse Firewall is filtering properly.

2.7 [Computers](#) are purchased by the FM group with FM group funds. The STS is responsible for installation of computers and software, and for training/help/support and other issues.

- **[Computer Replacement Cycle](#)**. Except in the case of hardware failures, computers are generally replaced on a five year cycle. By keeping an [inventory](#) of equipment, the STS can remind the PFR during the fourth year of a machine's life to work with the FM group to budget funds for the fifth year replacement. Monitors and printers may be replaced as needed, again by working through the PFR and FM group. Old computers are disposed of by the FM group, *after* the STS has [erased the hard drive](#).
- **[New computers](#)** are set up according to a delineated specific process to ensure correct access, authorized software and protection, data transfer, and Church Headquarters access. MLS software and data are installed as part of this process.
- **[Third Party Software](#)** is allowed to be installed on Church computers. Note that purchased or donated software is allowed as long as the unit adheres to licensing agreements and meets other requirements, but free software applications are generally recommended for Church needs. The installed operating system on meetinghouse computers should *not* be upgraded without specific Church direction to do so.

**Action:** Review the computer inventory to determine if there are any machines which need to be brought to the attention of the PFR. Audit several computers to verify that only Church-issued, appropriately licensed, or free software applications are installed.

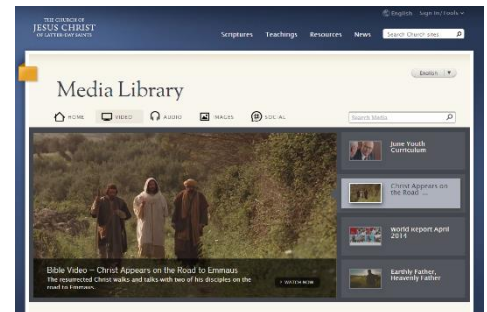
2.8 **[Printers and copiers](#)**, as with most electronics, are becoming more capable and less expensive with each replacement cycle. They should, however, continue to be used until there is a demonstrated *need* to be replaced.

- **Operating supplies**, such as paper, toner, and other consumables, are purchased with local unit budgets. An STS should not need to be involved in this process.
- **Function and operation** of these machines should be understood by the STS who may need to provide instruction to users or help troubleshoot problems.
- **Equipment purchasing** is the responsibility of the FM group, as are third party maintenance contracts. The STS coordinates equipment requests and replacements with the FM group, and may need to be involved in contacting a maintenance provider.
- **Network connectivity** may be available on some copiers and printers. If approved by stake leadership, these machines may be connected to the meetinghouse network. *Note that sensitive documents, including anything from MLS, should not be stored on printers or copiers, and should only be printed on a clerk's printer.*
- **[Printers](#)** may need to be installed by the STS. Verify that current printer drivers are installed, and that print quality is adequate. For example, verify that grey highlights in MLS printouts appear properly.
- **[Copiers](#)** often have advanced capabilities. Note the support forums on [LDSTech](#) which can be of assistance with specific issues.

**Action:** Become familiar with the advanced functions and with consumables replacement for each copier within your stake.

2.9 [Rich Media and Display Devices](#). The Church has produced and continues to produce wonderful videos and other media, providing powerful resources for hastening the work and strengthening testimonies. The STS can play a key role in helping leaders, teachers, and members put these resources to work.

- [Media Library](#). Almost all Church media (films, videos, Mormon Messages, conference and other broadcasts, and so forth) is now available online.
- [Media playback overview](#). To be effectively used in a lesson or presentation, *media should be downloaded to a local device in advance*. Meetinghouse Internet should *not* be relied on for streaming media. Some key points:



- **Devices.** Three major components are required for presenting media: a *recording and playback device* (onto which media can be downloaded from the Internet and then played back), a *display device*, and an *audio device*.
- **Audio and display devices** to be used are determined by the size of the class and classroom. A tablet or laptop can work well for a small class and fills all three device roles (recording/playback, display, and audio); the chapel may need a projector and connection ([Crab Box](#)) to the [chapel sound system](#) in addition to a recording/playback device. Mid-sized classes might use a building TV with the TV's sound or connection to the room's sound system, plus a recording/playback device.

*Note that the connection capabilities of the display devices available in Church buildings can vary greatly. Older devices with several remaining scheduled years of service may work well as a TV and basic display device yet provide only limited analog signal inputs (such as Composite). Newer devices might have a greater range of inputs such as VGA and HDMI.*

*Members planning to use Church display devices **must** understand what inputs are available and what outputs are available from their recording/playback device, and must have the appropriate connecting cables. This should all be determined and tested well in advance of the presentation. The STS should be able to help with this process on request, and should offer training in conjunction with the stake Sunday School Presidency. A detailed connectivity discussion is available at "[Connecting Mobile Devices to Displays](#)."*

- **Recording/playback device.** A variety of devices may be used for recording and playing media. Examples include smartphones, tablets, laptops, DVD players, portable hard drives or "thumb" drives, and "media players" (e.g., Western Digital). Requirements are

simply that Internet-downloaded media can be stored on them, and they can replay that media through connecting cables compatible with the display device. Links to instructions for using several of these devices are available at [Media playback overview](#). Some specific considerations:

- ✓ A thumb drive may work with newer model Church TVs with compatible USB ports. Some media players, including some Roku and Western Digital devices, accept a USB thumb drive.
- ✓ Compatible DVDs may be played in some TV/DVD combo units.
- ✓ Smartphones and tablets usually offer one or two connection types; laptops often offer two or more.
- ✓ Inexpensive cables and adapter boxes are available on the Internet that can change from one type of connection to another. See [Connecting Mobile Devices to Displays](#).

**Action:** Determine the connection capabilities of the display devices in your stake, as well as what cabling connections members will need to utilize the display devices from common playback devices. Download and set up media presentations using (if available) a tablet and a laptop, a building TV, a stake projector, and a room sound system. Discuss with the stake Sunday School presidency the needs that they or teachers may have for training on media presentation.

2.10 **Provide Other Training.** Section 4.8 of the [Meetinghouse Technology Roles and Responsibilities](#) document states that the STS “trains clerks, priesthood leaders, teachers, and others (as directed) on meetinghouse technology” and provides several possible topics.

**Action:** discuss, develop, and approve with stake leadership (ideally as part of the Stake Technology Plan process discussed below) a plan for addressing the meetinghouse technology training needs of the stake.

2.11 **Protect Church resources.** Worldwide, the Church invests significant amounts of sacred tithing funds into technology to help further the Lord’s work. The STS has an important role and stewardship in protecting those investments, maximizing their value, and making wise spending decisions. Here are some specific areas:

- **Safeguard assets.** The STS is the “hands on” person to make sure that the stake’s technology assets are being used appropriately and kept in good repair. Mobile assets should have a monitored check-out process and should not be allowed to leave the building. Help instill in all members a sense of ownership to treat assets with care.
- **Counsel with wisdom.** Technology should fill important, practical purposes and be well utilized in hastening the work. As you counsel with stake leaders, discuss the “return on investment” of proposed actions: What will this cost? How long will it last? What are the ongoing costs? What are the benefits? How will this help members progress?

- **Monitor telecom spending.** With the rapid change in telecommunication costs and functionality, existing contracts and services within a unit may not be keeping pace. Consider performing a telecom audit to see if recommendations should be made. Are there too many phone lines? Too few? Do ISP costs appear reasonable? Should data services be upgraded (often at lower cost)?
- **Printers and copiers.** Technology has great promise to save costs, but leaders and members are often overly comfortable in established or habitual ways of doing things. For example:
  - Help encourage technology rather than paper: newsletters, bulletins, and other communications can be distributed through LDS.org and email.
  - Encourage double sided printing and copying.
  - Set energy saving modes on printers and copiers, as well as computers and monitors.
  - Find ways to minimize waste.

*Note: Opportunities to reduce leaders' and members' costs and time commitments should also be considered, such as through use of [Webcasting](#) and [Personal Video Conferencing](#).*

**Action:** Review and adjust the energy-saving settings on building machines. Instruct and encourage librarians and clerks on double-sided printing. Perform a telecom audit to review services and costs.

2.12 **The State of the Stake.** Through your interactions with equipment, clerks, librarians, leaders, teachers, and members, you are uniquely positioned to understand the technology needs, issues, successes, and frustrations of the stake.

**Action:** Initially, discuss with your stake clerk, PFR, and Sunday School presidency (and possibly with the prior STS) their perceptions as to the state of technology within the stake. On an ongoing basis, stay in touch with the technological “state of the stake” so that you can counsel effectively with stake leadership.

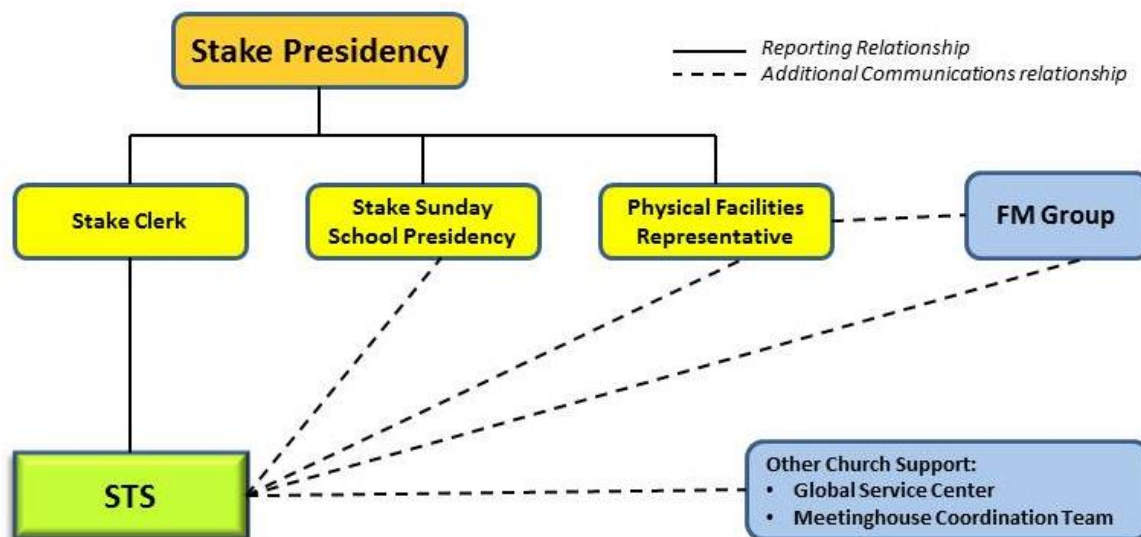
2.13 **The State of the Church.** Through Church communications and your interaction with [mhtech.lds.org](#), [ldstech.lds.org](#), and other Church resources, you are uniquely positioned to understand the directions and capabilities of Church technology, particularly those which are not currently being utilized within your stake.

**Action:** Stay in touch with the technological “state of the Church” so that you can counsel effectively with stake leadership.

## Section 3: Reporting

Prepared with knowledge and understanding of the resources available to you and the areas for which you are responsible, you are now positioned to be a valuable *advisor* to stake leaders and members in utilizing technology to further accelerate God’s work on the earth.

3.1 **Relationships.** As you’ve likely discovered, an STS has several reporting and communications channel relationships as illustrated in this chart:



Reference: [Meetinghouse Technology Roles and Responsibilities](#), (on [mhtech.lds.org](http://mhtech.lds.org)).

In summary, the stake technology specialist is an assistant stake clerk, reporting to the stake clerk who in turn reports to the stake presidency. The stake presidency is responsible for technology decisions, directions, and implementation within the stake.

Under the direction of the stake presidency, the STS will work with the PFR on facilities issues, and may also counsel directly with the unit’s FM group representative. Given their roles in teacher training and support and technology usage, the stake Sunday School presidency will likely be working with the STS. Other stake leaders and members may also come into the picture.

**Action:** Review [Meetinghouse Technology Roles and Responsibilities](#) in connection with the above chart.

3.2 **Stake Technology Plan.** Armed with your understanding of the [state of the Stake](#) and the [state of the Church](#), you are ready to prepare a [Stake Technology Plan](#) discussion draft. This document should identify the technologies being used within the stake, the technological needs of leaders and members, the additional resources available from the Church, and your



recommendations as to what the stake could do over the next one to three years. This becomes the basis for a discussion with your stake presidency to finalize an actual plan of action. The stake presidency's conclusions and directions should be documented in the final Stake Technology Plan which would then be approved by the stake president. This becomes your working guideline.

**Action:** Prepare a [Stake Technology Plan](#) discussion draft. Arrange to meet with the stake president, and if possible, the PFR and the stake clerk, to discuss technology plans and directions for the stake, using the Plan as a working document. Based on the meeting, create a final Plan and obtain the stake president's signature. Arrange to meet, review, and update the Plan (including the "state of the Stake" and "state of the Church" sections) at least annually.

3.3 **Periodic reporting.** In addition to meeting formally at least annually with the stake president as part of the Stake Technology Plan process, you should informally keep stake leaders updated on needs, concerns, issues, and successes more frequently.

**Action:** Provide an email or other informal update to the stake clerk and PFR at least quarterly. Depending on the stake president's level of interest and involvement, you could consider a quarterly or semi-annual informal update to him also.

Congratulations, you have reached the end of the Training. *Please provide feedback on this course, including suggestions for improvement. and let us know that you have completed it. Email [mht@ldschurch.org](mailto:mht@ldschurch.org) and include your name and stake name.*

Following is a Stake Technology Plan template.

# Stake Technology Plan

This document identifies the current status of technology usage with the stake (“The State of the Stake”), additional Church technologies or capabilities not currently utilized within the stake (“The State of the Church”), and approved priorities and implementation plans for the next three years. This Plan should be reviewed and updated at least annually.

## Section 1: The State of the Stake *(prepared by the stake technology specialist)*

### 1.1 Utilization of Online Church technology

- Perceived utilization of productivity applications on LDS.org (calendar, newsletters, lesson schedules, etc.):
- Perceived utilization of rich media content for teaching and training (*Come Follow Me*, other online materials):
- Training recommendations for leaders and members, if any:

### 1.2 Technological interests and expertise of leaders, teachers, and members

- Ability to present rich media in classes and meetings:
- Comfort level, familiarity, and experience with using Church applications (LDS.org, Android, Apple):
- Training recommendations for leaders and members, if any:

### 1.3 Display devices

- Age, condition, and capability of current display devices:
- Recommendations for providing additional connectivity to equipment, if any:
- Recommendations for upgrading or replacing equipment, or for acquiring new equipment, if any: [include reasons for the recommendations. Include anticipated costs if to be paid from local unit funds.]

### 1.4 Network

- Assessment of wireless network accessibility and bandwidth:
- Sufficiency of wired connections:
- Current network connectivity of printers and copiers:
- Recommendations, if any:

### 1.5 Additional comments, perceptions, issues, and concerns as to technology usage within the stake:

### 1.6 Additional recommendations for securing Church technology assets not covered above:

### 1.7 Additional recommendations for reducing technology operational costs and member time commitments not covered above (or in the following section):

## Section 2: The State of the Church *(prepared by the stake technology specialist)*

### 2.1 Church technologies not currently utilized within the stake (brief description):

- [Webcasting]
- [Personal Video Conferencing]
- [Photocopier networking]

- [Printer networking]
  - [Other]
- 2.2 Specific new technologies recommended for implementation within the stake:
- [technology 1: webcasting, PVC, etc]
    - Anticipated benefits: [why would this be beneficial to the stake? Leaders? Members? Efficiency? Hastening of the work? Growth of testimonies? Cost savings? Time savings?]
    - Anticipated costs: [what installation and ongoing costs will be paid from local unit funds? What additional time constraints will be required of specific members?]
  - [technology 2: etc.]

**Section 3: Implementation Plan** *(as approved by the stake president)*

3.1 Priorities, goals, and plans for the next 12 months:

- [Desired outcome #1]
  - Required equipment and software:
  - Required member and leader training:
  - Other considerations, discussions, analysis:
  - Responsible person:
- [Desired outcome #2]
  - Required equipment and software:
  - Required member and leader training:
  - Other considerations, discussions, analysis:
  - Responsible person:

3.2 Priorities, goals, and plans for 12 to 24 months:

- [Desired outcome #3]
  - Required equipment and software:
  - Required member and leader training:
  - Other considerations, discussions, analysis:
  - Responsible person:
- [Desired outcome #4]
  - Required equipment and software:
  - Required member and leader training:
  - Other considerations, discussions, analysis:
  - Responsible person:

3.3 Priorities, goals, and plans for 24 months and beyond:

- [Desired outcome #5]
  - Initial implementation plan
- [Desired outcome #6]
  - Initial implementation plan

**Section 4: Approval**

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Stake President

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Date

THE CHURCH OF  
**JESUS CHRIST**  
OF LATTER-DAY SAINTS

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