

Information Technology (IT) Committee
Workbook and Guidelines



WSC Information Technology (IT) Committee
Includes Motions and Amendments Passed by the
World Service Conference 2008

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INTRODUCTION

The Internet Committee of the World Service Conference was established at the 1998 Conference to assist the C.A. fellowship in matters relating to the global communications phenomenon called “the Internet.” At the 2005 World Service Conference, the name was changed to Information Technologies Committee (WSCITC), to better fit the scope of emerging technologies. In order to fulfill this mission, the WSCITC has created this Workbook to assist and guide Areas and Districts.

The purpose of the committee is to serve as a resource for the fellowship in areas of emerging technologies. Specifically, we facilitate and assist Areas and Districts in approving their local web sites, so that they may have a link directly from the CAWSO web site. Additionally, the IT Committee, on an ongoing basis, works on adapting available technologies to better carry the message of C.A., while always keeping in mind the issues of the Twelve Traditions of C.A., C.A. policies, privacy, and security.

This Workbook currently consists of one main section – the guidelines for Area and District web sites – and appendices containing specific World Service Office’s policies. It is expected that this Workbook will change to cover other new developments as they arise in this rapidly changing environment.

Any new web sites not currently linked to ca.org, or any concerns about existing web sites regarding possible compliance and/or non-compliance issues, should be emailed to wscic@ca.org. The committee will then review the web site for compliance in accordance with the WSCITC guidelines and forward any comments to the WSO and the WSBT.

WSO or WSBT are responsible for addressing any issues forwarded from the WSCITC.

HOW TO SET UP AN INTERNET WEB SITE

Two basic items that are necessary for a C.A. Area or District web site are an Internet web site account and a person or committee willing to create and maintain the web site.

The web site account can be obtained from any number of vendors (i.e., from large national vendors to local “mom-and-pop” companies). The generic term for these providers, regardless of size, is “Internet Service Provider” or ISP. Internet accounts come in several forms. The simplest is the basic user account, which provides a dial-up phone number and unlimited use of the Internet. It may or may not come with web space storage. If this kind of account is to be used for an area page, it must include storage. For most Areas, 2MB (2 “megabytes” or 2 million characters) storage will be sufficient. Areas that use extensive graphics will need more space. As of 1999, in the United States, accounts of this type typically cost \$20 per month. Because one will be using a modem to connect to this account directly, the ISP must provide a local phone number for access.

If your web person (traditionally called the “webmaster”) already has ISP access, but does not have (or cannot use) existing web storage, a “web hosting account” might be a better choice. This kind of account does not provide dial-up access, but just the web space needed. In this case, since the webmaster will be dialing his existing local provider, the company providing web storage can be located nearly anywhere. This kind of account often rents for \$10/month.

Both of the above accounts typically result in web sites with addresses of the form www.providersname.com/localca (e.g. www.pcshost.com/cany).

A somewhat more expensive solution, called “domain name service”, results in web sites with a personalized “domain name” (e.g. www.localca.org). Some Areas prefer this type of account, because: 1) there is no inclusion of the ISP’s name in the address, and 2) the address is portable (i.e., if you change your ISP, the address moves to the new company, and you don’t have to publish a new address. At this time, C.A. does not consider domain names necessary.

Domain name accounts that provide both dial-up numbers and web space often cost US\$30-\$40 per month. Domain name accounts without dial-up access often cost \$15-\$20 per month. There is usually an additional setup cost for domain name accounts, and the domain name also costs \$35 a year to reserve in the international registry. (Examples of domain names currently being used by C.A. areas are: ca4la.org, caofmn.com, and caofutah.com.) The World Service Office has reserved the domain name ca.org, cocaineanonymous.org, and similar names for its own use.

When selecting a domain name, it is suggested that Areas pick a name easy to remember. Since many domain names are already in use, it is a good idea to have several possible choices in mind when applying for your domain. Several Internet registrars allow online inquiries to see if a given domain name is available.

CONCERNING WEBMASTER AND/OR INTERNET COMMITTEES

The District or Area should take care in selecting the person that will create and/or maintain their site (i.e., their webmaster). Since the site will sometimes be the first contact people have with C.A. in their area, it is important that the site be presentable. Further, because web sites are a form of public outreach, the webmaster should be well versed in the 12 Traditions. It is therefore strongly suggested that the webmaster be a member of C.A. and have experience both in service work and in web site design.

It is further suggested that a member of the Area or District Board be assigned to monitor the web site, so as to maintain a link to the group conscience.

The District or Area is reminded that the web site needs to be maintained after it is constructed, since some things (e.g., events and meeting locations) may change from time to time.

It is suggested that at least 2 District or Area members, including the webmaster, know all appropriate passwords or access details, and any domain names pertaining to the web site.

A TYPICAL AREA SITE

While there is great variation among Area/District web sites, nearly all contain most of the following content:

- The C.A. Preamble
- The Twelve Steps and Twelve Traditions of C.A.
- Current conference approved literature
- A local meeting schedule
- A local activities page
- Contact information, including email, telephone, and mailing address
- Information regarding service committee meetings

There is other content, such as the C.A. logo and certain legal statements, which are required by CAWSO as a condition of having a link to your web site included on the CAWSO local area contact page. These requirements will be discussed in detail in the next section.

Additional content an Area may wish to include are selections from C.A.'s many pamphlets, illustrative graphics, links to other local C.A. sites, convention information, and downloadable convention registration forms. However, this additional content should be carefully considered, so that the overall web site remains within C.A.'s 12 Traditions. A later section will outline some things to be avoided.

CAWSO's local area contact page contains links to many Area web sites. This page can be found at www.ca.org/phones.html. It is suggested that Areas wishing to develop their own web site first review some of these sites.

Any web sites containing C.A. members' names, phone numbers, or email addresses, or displaying C.A. business reports or financial statements, need prior written approval from both the Area/District and the affected member(s). The IT Committee will submit a quarterly report to the WSBT Trustee assigned to the IT Committee. However, web sites change over time, and should there be any questions regarding something seen on a C.A. web site, please contact <mailto:wscitc@ca.org>.

CAWSO also has some content available for download (e.g., graphics, the C.A. logo, approved copyright and trademark statements, the current version of this document, and other useful information). These materials are available for downloading at <ftp://ftp.ca.org/pub/ca/web>. They can also be obtained by emailing a request to webservant@ca.org.

REQUIREMENTS FOR C.A. AREA/DISTRICT WEB SITES

All C.A. area or district web sites must meet the following requirements in order to be considered for linking by the CAWSO:

- The Service Committee for the Area or District must have approved the site, and the CAWSO must be contacted by an elected officer of the Area or District with a statement to this effect.
- A link to the email address of the Area's current "webmaster" must be posted on the site itself. This may be done in a way that obscures the individual's name, but the link must allow anyone to send mail directly to the webmaster.
- Contact information for the Area must remain current so that any problem not resolvable by contacting the webmaster can be resolved directly with the Area or District board.
- The official C.A. logo, unaltered except for color and size, must be present on the home page of the site. The size of the logo must be large enough so that the "®", which indicates a registered trademark, is visible, and the logo legible. This logo, as a computer file, is available from the World Service Office upon request.
- The current WSO-supplied disclaimer must be placed at the bottom of the home page of the site (which is "Cocaine Anonymous is a Fellowship of, by, and for addicts seeking recovery. Friends and family of addicts should contact Co-Anon Family Groups, a Fellowship dedicated to their much different needs.")
- The current WSO-supplied trademark statement must be placed at the bottom of the home page, and any other page where the C.A. logo appears (which is: "This site Copyright © 1996-2008 Cocaine Anonymous World Services, Inc. "C.A.", "Cocaine Anonymous" and the C.A. Logo are registered trademarks of Cocaine Anonymous World Services, Inc. All rights reserved.")
- The current WSO-supplied copyright statement, edited to include the Area or District name, and covering all material on the site, must also appear on the home page (which is: "This World Wide Web site <your web site url. Example: www.yourarea.org> is a publication of Cocaine Anonymous® <you area or district>, Inc. All material, including, without limitation, trademarks, copyrights and all other rights, presented or included herein, including all subsidiary pages, is registered, owned and/or copyrighted by <your area or district>. Permission is granted to download and store this material for individual, non-proprietary use only. All other rights are fully reserved. Cocaine Anonymous is not affiliated with Alcoholics Anonymous or any other similar organization.")

Any page containing quotes from copyrighted C.A. literature must contain the current copyright notice, and identify the piece being quoted. The books "Hope, Faith & Courage" and "Hope, Faith & Courage II" are NOT available for online reprinting, and are not covered by this provision. The current copyright notice is as follows:

- Cocaine Anonymous World Service Conference Approved Literature. Copyright © <year> Cocaine Anonymous World Services, Inc. "C.A.", "Cocaine Anonymous" and the CA logo are registered trademarks of Cocaine Anonymous World Services, Inc. All rights reserved. Area/District newsletters, personal stories, audio and video media must be approved by the Area/District and the Regional Trustee before posting on the Area/District web site.
- Disclaimer: Some of the items contained in these pages are published with permission of C.A. World Services, Inc., this does not imply endorsement of the web site by the C.A. World Service Conference or the C.A. World Service Office. The information provided within this site is intended to be a convenience for those who visit our site. Such inclusion does not constitute or imply any endorsement, by or affiliation with, the _____Area or the Districts within the Area

THINGS TO BE AVOIDED

The following items have been found to be in conflict with the 12 Traditions, or otherwise harmful to Cocaine Anonymous as a whole, and must be avoided by Area and District web sites.

- Links to non-C.A. web sites must be avoided, including all of the following:
 - Commercial web sites
 - Government web sites
 - Any web site containing advertising
 - Non-profit organizations web sites (whether involved in the field of recovery or not)
 - Recovery houses, hospitals, and alternative treatment providers
 - Web sites of other 12-Step programs
 - Pages posted by individual C.A. members
 - Any non-C.A. meetings or events
- Sites may only post literature that is currently approved by the C.A. World Service Conference for use in C.A. meetings or C.A. service work.
- No web site may post material in violation of copyright law.
- UNDER NO CONDITION SHALL ANY AREA, DISTRICT, GROUP OR INDIVIDUAL POST MATERIAL FROM THE BOOKS “HOPE, FAITH & COURAGE” AND “HOPE, FAITH, AND COURAGE II”, except for such sections as might be distributed as part of Conference-approved meeting formats.
- Discussion of, or reference to, outside issues, including (but not limited to) religion, politics or drug policy must be avoided.
- No site may contain advertising, even if required as a condition of web service. This does not include, however, the name of a product or service as it might be used in the course of C.A. business (e.g., a convention hotel’s name).
- Nothing will be posted or linked to by any Area or District, which breaks the anonymity of any member of C.A., with or without their permission.
- Areas and Districts must not post material that brings C.A.’s name into public controversy.
- Chat rooms must not be used.
- Non-conference approved audio/video files.
- The proper names of locations must not be used. It is recommended that the generic name of a location be used, such as restaurant, church, hospital, etc.

APPENDIX I: WORLD SERVICE OFFICE POLICIES FOR POSTING AREA EVENTS ON THE WSO WEB SITE

- Event must clearly be C.A. sanctioned. Acceptable indications are:
 - District/Area flyer with C.A. logo
 - WSO notification to WSO Webmaster
 - Trustee notification to WSO Webmaster
 - Currently posted to Area or District Web site
 - WSO Webmaster notified by person known to represent Area or District

- Event should be of interest outside Area or District, such as:
 - Conventions and retreats
 - Multi-day events
 - Regional events
 - World Service events
 - Other events at WSO Webmaster's discretion

- Event information must be provided in writing

- Linked pages and files must:
 - Be in compliance with the 12 Traditions
 - Be provided in a digital format
 - Pertain to the event (e.g. convention registration form)
 - Be of reasonable size and of printable dimensions (8½" x 11" or smaller)
 - Be in one of the following formats: Acrobat ("pdf"), PageMaker, MS Word, Word Perfect, or some other format convertible to PDF.
 -

- Web site links from WSO will be approved:
 - To web sites in compliance with the 12 Traditions.
 - To C.A. District or Area web sites.
 - If not a link to a meeting of any sort.
 - To Area/District site's event page, only if link information provided.

- Area Conventions on the WSO Website will include the following disclaimer:
 - "Disclaimer: Certain information listed herein about the local Convention, the Convention Hotel location, Convention activities and even the host city is included for informational purposes only; so that those attending the Convention looking for something to do during Convention might have that information. The listing of such information here does not, nor should it imply affiliation, cooperation or endorsement of such venues, hotels, activities or events by C.A. or by C.A. World Services. If you have further questions or concerns on this matter please contact the Convention Chair."

- The main page of information on Area Events on the WSO Website will include the following disclaimer:
 - "Disclaimer: Certain information listed herein about the local event, the event location, event activities, and even the host city is included for informational purposes only; so that those attending the event looking for something to do during the event might have that information. The listing of such information here does not, nor should it imply affiliation, cooperation or endorsement of such venues, hotels, or activities by C.A. or by C.A. World Services. If you have

further questions or concerns on this matter, please contact the Event Chair.“

APPENDIX II: WORLD SERVICE OFFICE POLICIES FOR POSTING WORLD SERVICE CONVENTION INFORMATION ON THE WSO WEB SITE

- All requirements of Appendix I also apply where relevant. In addition:
 - Three HTML pages will be created for the upcoming WS Convention, including:
 - Main page with artwork and basic info
 - Page listing events/schedule
 - Page at discretion of Host Convention CommitteeInformation must be provided in MS Word or Word Perfect format.
 - Convention registration form will be posted in Acrobat format IF
 - Printer provides Acrobat or other format convertible to Acrobat (e.g., Postscript, PageMaker, MS Word, WordPerfect)
 - Form is readable after shrinking to 8½” x 11” form factor. May span several pages, but must be printable on letter-sized paper.
- An email “alias” of cawsxxxx@ca.org will be created, where “xxxx” is the year of the convention. All mail to this address will be forwarded automatically to the existing email address specified by the Host Committee. All Convention Email [links on the](#) web site will go to this address.
- Future Conventions will be listed only on the regular event page until the year in which they are to be held, but may have an email “alias” for purposes of organizing (e.g., “To be of service, contact caws2001@ca.org”)
- The WSO Convention main page on the WSO Website will include the following disclaimer:

“Disclaimer: Certain information listed herein about the CAWS Convention, the Convention Hotel, Convention activities, off-site events, and even the host city is included for informational purposes only; so that those attending the Convention looking for something to do during Convention week might have that information. The listing of such information here does not, nor should it imply affiliation, cooperation or endorsement of such venues, hotels, activities or events by C.A. or by C.A. World Services. If you have further questions or concerns on this matter please contact the CAWS Convention Chair.”

APPENDIX III: WORLD SERVICE OFFICE POLICIES ON LINKING, EMERGENCY DELINKING AND NON-COMPLIANCE

• Linking

When an Area or District wishing to have their web site linked from [CAWSO web site](#) contacts either CAWSO or WSO Webmaster, this information will be forwarded to the WSO Board and Trustee responsible for the Internet. The web site will be viewed for compliance according to the WSCITC Workbook and Guidelines. If the web site is compliant, the Trustee responsible for the Internet will inform the WSO Board and the Board Chair to proceed with the linking of the web site. The WSOB Chair will then contact the WSO Webmaster to authorize linking of the web site, and will notify the Area/District Chair and Regional Trustee of the new link.

If the web site is found to be non-compliant, the WSOB Chair will send notice of non-compliance by all available methods to that web site's Webmaster, Area/District Chair, and Regional Trustee. This notification will include a description of the compliance problem, and offer possible solutions for compliance. Unless and until the site comes into compliance, it will not be linked with [the CAWSO web site](#)

• Emergency De-Linking

The WSOB chair may terminate the link from [the CAWSO web site](#) with any C.A. web site immediately, under any one of the following conditions:

- 1) Direction from the WSOB as the result of a WSOB vote.
- 2) Notification from the affected Area/District officers that they do not authorize the site.
- 3) The web site contains material that is clearly illegal (e.g., drug sales), totally unrelated, and/or bringing disrepute to C.A. (e.g., pornography).

In all cases above, the WSO Webmaster, Regional Trustee, affected Area/District Chair and Area Delegates will be immediately notified by all available methods of the action and the reason.

• Non-compliance

When a possible non-compliance issue is brought to the attention of the WSO and/or WSO Webmaster, this information will be forwarded to the WSOB and the Trustee responsible for the Internet. The web site will be viewed for non-compliance, and if the web site is found to be non-compliant, the WSOB Chair will send the notice of non-compliance by all available methods to that web site's webmaster, Area/District Chair and Regional Trustee. This notification will include a description of the problem(s), and offer possible solutions for compliance within a reasonable time frame.

If the web site fails to come into compliance within the specified time frame, then the web site will be de-linked and notification sent to the web site's webmaster, Area/District Chair and Regional Trustee. When the non-compliance issues are corrected, the web site will be linked or re-linked to [the CAWSO web site](#), upon request from the Area/District.