IAIA Communications Committee
**Location:** ZOOM
**Date:** Tuesday, September 29, 2020, 3–4 pm

**Present:** Eric Davis, Jason Ordaz, Danyelle Means, Nena Martinez Anaya, Paul Moore, Nicole Lawe, Porter Swentzell, Tatiana Lomahaftewa-Singer,
**Absent:** Ryan Flahive, Lara Evans, Mary Silentwalker, Shelley Patrick

**Call to Order:** 3:02 pm

Eric Davis called the meeting to order. Eric asked for approval of the previous meeting minutes, Paul Moore approved, and Nena Martinez Anaya seconded.

Eric talked about COVID-19 communications and wanted to thank Jason Ordaz and Nicole Lawe and everyone else who has been involved in posting information in web-based platforms. Eric brought up the ticketing system that Jason researched and chose. Jason talked about the ticketing system and explained how it would work. Paul and Danyelle Means asked what the difference would be between the ticketing system that IT and Facilities use. Jason explained that it would be cloud and browser-based, where IT and Facilities use an email-based system. People who submit tickets will be able to track and see the progress of their requests.

Eric called on Nicole and asked her to report on her work in social media platforms. Nicole said that she had been working on the Census, the Museum Reopening Plans, as well as other posts.

Danyelle wanted to know who answers comments and messages on Facebook. Nicole stated that she is the first responder for answering post comments and messages in all official IAIA social media platforms.

Eric talked about events and the meeting calendar. He wants to meet with Delight, Doris, and others to discuss. For the past year, Jason has been managing the events calendar that shows on TV screens and in the IAIA Portal web page. Jason suggested that we continue to use the current system—he adds community events to the calendar that he receives via email.

Mattie Reynolds asked about the launch date for the ticketing system, and Jason responded that he authored and submitted a strategic unfunded request for $4,464, which is the annual fee for three agents. If approved by the Strategic Unfunded Committee, the ticketing system will launch in January. Porter Swentzell asked if the ticketing system would take the place of Wufoo and if other departments would be using it. Jason talked about how Wufoo is a one way conversation and that ticketing system would allow for two-way conversation between the people submitting the requests and MARCOM. Only the MACOM department will utilized the ZenDesk Ticket system, because of cost and the customization required to tailer the system to MARCOM's needs.

Eric asked if anyone has questions, and no one replied.

Meeting adjourned at 3:19 pm.