May 30, 2019

JOURNEY OF ONENESS UPDATE: Information Technology

Information Technology Implementation Team works to connect sisters

Who has the powers of Spiderman, able to cast a web of support and soar as high as the clouds or as low as underground fiber cables to keep us connected and safe from cyberbullies? Answer: The current Information Technology Implementation Team.

This small work group consists of technology directors Rich DiNapoli (Merion, Pennsylvania) and Brian Kim (Burlingame, California) working with COO/CFO Jill Gemma (Cumberland, Rhode Island); Sister Anne Murphy (San Francisco, California), who represents members; leadership liaison Sister Patricia Lapczynski (Merion, Pennsylvania); and Lori Pinkerton (Omaha, Nebraska), project manager and leader for the Information Technology Design, Development and Implementation Teams.

Their implementation process follows a structured three-year plan to develop a centralized service delivery model that is flexible to meet changing needs. Areas of focus, which will improve technology services for sisters and staff, include:

1. **User Support**: Help Desk, technology training and purchase of cell phones, computers and printers
2. **Applications**: Software, video conferencing, internet and phones
3. **Infrastructure**: Wireless service, network management, cybersecurity and business support
4. **Management**: Common technology policies and service

During the implementation, day-to-day technology will continue to be supported by technology staff and sisters throughout the Institute. The Information Technology Implementation Team is committed to supporting operations, connecting members and others to extend mission and ministry, and collaborating with other Journey of Oneness teams to support their vision.
Photo: Rich DiNapoli, a member of the Information Technology Design, Development and Implementation Teams, helps Sister Mimi Connor with a technology challenge.