MYANGLICAN

Church Management System

Using technology to connect the Body of Christ
Endorsed by Anglican Church of Southern Africa

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My Anglican – Church Management System
www.myanglican.org

USING TECHNOLOGY TO CONNECT THE BODY OF CHRIST

At its core, My Anglican is a central database for the Anglican Church. It is designed to hold the records of all church structures, church organisations, clergy and laity. Holding all this data in one centralised, secure online database will give us the ability to act as one united church showing the love of Christ.

ANGLICAN CHURCH OF SOUTHERN AFRICA PROVINCIAL SYNOD 2016

MyAnglican Church Management System

1) This Synod, noting that Provincial Synod 2013 called on Growing the Church (GtC) to develop a Provincial Membership Review Process;

2) Congratulates the GtC Media Team for the development of MyAnglican, a world class Church Management System which includes among other things:

Accessibility via computers and mobile devices

Secure database

Compliance with the protection of private information act

Census information

Electronic communication

Financial recording and reporting capability

Registration and payment for conferences and training events

Search function on the new ACSA Web Site

Recording attendance at services, and information in baptism, confirmation and other registers;

And further noting that:

3) A number of other churches in and beyond Southern Africa (eg Methodist, Presbyterian, Congregational, Vineyard and Roman Catholic churches) have decided to partner with MyAnglican (forming MyMethodist, MyPresby etc);

Resolves to:

1) Encourages every Diocese, Parish and Organisation in the Anglican Church of Southern Africa to Register with My Anglican and use it for electronic Church Management.

Proposed by: Bishop Tsietsi Seloane

Seconded by: Bishop Dino Gabriel

Motion Passed

A) HOW WILL THIS SYSTEM HELP YOU?

1) Free up staff time to tackle important issues

Much time in any administrative office is spent on phone calls or in meetings dealing with basic requests for information that could easily be automated within MyAnglican. This will release staff to work on real issues that require time, focus and wisdom. This can also save travel and enquiry time for priests and church wardens, releasing them to do more ministry-focused work.

2) Provide accurate real-time information to make good strategic decisions and predict crises before they happen

The MyAnglican platform can provide you with real-time statistics around finances and church attendance, allowing you to track trends and predict a crisis, both at a Diocesan and Parish level. This will allow you to take swift action to solve or pre-empt a crisis. The long-term trends will inform your annual strategic planning.

3) Improve financial reporting and accountability

MyAnglican provides you with simple tools to allow your parishes to manage and monitor their finances, whilst presenting this data in an easy format for your own usage.

4) Open up reliable and fast communication channels to clergy and laity

Communication in the church has often been unpredictable because of the many levels of authority any message needs to pass through. With MyAnglican you are able to communicate directly with every Anglican and create distribution lists to speak to niche audiences.

5) Provides easy access to information in a way that breaks down silos and preserves institutional memory

In an organisation as large and complex as the church it's easy for information to be caught in silos or lost when key personnel move or leave the system. MyAnglican allows information to be recorded in locations easily accessed by all those with the relevant authority.

6) Provides a foundational platform on which solutions can be developed to solve your most pressing problems

We all have particular operational problems that require a systems solution to ensure that new levels of efficiency and effectiveness can be achieved. Whether it's monitoring insurance, managing a fleet of cars, giving clergy access to pension details or something entirely more challenging, it helps to have a system like MyAnglican in which you can embed a solution; and a team who understands your unique problems in the development of that solution. This means that together we will be able to design a better MyAnglican over time as your needs change.

7) Drive missional engagement on social issues

The church ultimately exists to serve its non-members or broader society. MyAnglican is able to act as a system to coordinate and communicate when the church needs to respond to humanitarian crises, such as floods or fires. It can also be used to bring people together over a longer period of time to tackle some of the deeper systemic issues in society, for example unemployment and poverty.

8) Delivers compliance with the law on data protection

MyAnglican gives Church organisations a platform to store members' personal data that is compliant with the Protection of Private Information Act (POPI) in the Republic of South Africa. We have done everything reasonable to keep members' personal data secure.

Members can see their records and adjust them by logging into the secure system or have their records removed from the database upon request to the support office.

B) WHY IS THIS A CRUCIAL MOMENT FOR A SYSTEM LIKE THIS?

South Africa has entered a period of political, economic and social transition arguably as crucial as the difficult years of the late 1980's and early 1990's.

Civil society, business, some political parties and unions are all calling for the church to play a greater leadership role at this crucial moment. Archbishop Thabo is increasingly playing a national role, whilst other Bishops are being seen as regional and even national voices. Priests play important roles in communities and Anglican lay-people lead in many areas of public life. The Anglican Church is being asked to stand up and lead like it did so successfully 30 years ago.

The Archbishop has been speaking internally about the New Struggle and encouraging Anglicans, especially the youth, to start finding ways to build our nation.

The challenge this time around is different to three decades back and the tools this generation will need to organize and mobilise will be different. Vision and good intentions are the first step, but we all know without execution this vision will remain just a dream.

The Bible speaks of the body of Christ - each part of the body playing a unique role in unity under the headship of Jesus Christ. The Internet has given us the ability to create tools that can become a virtual nervous system for the body of Christ - ensuring that each limb can communicate and coordinate with the others, creating an effective whole - able to minister in unity and power to the nation.

MyAnglican has been designed to be a tool that acts like this nervous system for the body of Christ - both the Anglican Church and the broader ecumenical movement.

For the first time in history the church has the potential to access tools that truly allow for all of its members to collaborate practically and to mobilise in service. MyAnglican has the capacity to act as an essential

foundational system to enable communication and mobilization of a movement that can include every Anglican and every Christian, from Archbishop to layperson.

As a movement develops and faces new challenges MyAnglican has the potential for other modules to be developed for specific functions, running off its foundational back-end database functionality.

Now is a crucial time to take the first steps that will over time unleash the capacity of the church to truly play its role in the New Struggle as we serve in the building of the nation.

C) WHAT FUNCTIONS DOES MYANGLICAN HAVE TO DO THIS WORK?

1) Statistics

All portals provide information about the members assigned to it, this can include the following:

- ➢ Male to Female ratio
- ➢ Languages spoken
- ➢ Relationship status
- ➢ Disabilities, help for planning events, e.g. do you need signers for the deaf.
- ➢ Ages
- ➢ Residential areas, e.g. suburbs, cities, counties
- ➢ Church data, e.g. diocese and church numbers
- ➢ My Anglican status, e.g. how many stipendiary clergy
- ➢ Trends in church attendance and giving
- ➢ Members occupations.

These statistics provide a helicopter view to aid in strategic planning. For example, an Archdeacon can see which suburbs are strong and which weak, where members live and what requires attention.

The Province will have an overall view of how the province is made up with real time data, this applies to all levels of churches as well.

Current census data is on hand for use by Bishops and Administrators. Is the Church growing?

2) Stewardship and financial

The church giving plug-in (part of the financial portal) will result in members being able to track their giving through the personal portal. This will have a positive effect in encouraging members to fulfil their promises to the church, resulting in an increase of income.

The plug-ins for Parish and Diocesan assessment will be helpful to keep track of this.

3) Church records

Various clergy records can be kept online for access by the member and the diocese. For example, clergy leave records could be kept, facilitating online leave application and approval.

Baptism and confirmation records of each member can be kept.

The recording of the service register on the day provides instant results to update trends for the Parish, Archdeaconry and Diocese. It removes the need to send the Diocese the Parish attendance numbers saving time and resources.

4) Communication

The accuracy and protection of members' contact details will be greatly enhanced by having just one place where they are stored for all church organisations to access. Currently, especially clergy, can find their details in at least 5 databases. When an email address or telephone number changes, the reality is, it is not updated in all the databases. Having one database will help to keep information up-to-date and improve communication.

Communication by e-mail and the mobile app will be able to be done from a macro to a micro level. For example, the Archbishop can send his Ad Laos by email to everyone in the Province, or a mail can be sent to a small group by a church.

Members can receive communication that is relevant to them, e.g. all clergy members in the diocese.

It will be important to set up structures through which authority is given to use the free communication of e-mails and push notification (via the mobile app) at especially Provincial and Diocesan level to prevent abuse of this valuable resource.

5) Convenient web and mobile Access

As the access to the data is done via the internet using a web browser, this makes it available across all platforms like, desktop computers, tablets and mobile phones. Currently 44% of people accessing the site are using a mobile phone or tablet.

Priests have access to all their members' details wherever they are, not just in the office.

6) Security

Keeping the records off site has many advantages. They cannot be stolen with a laptop or desktop computer. Upset staff cannot delete the churches database before leaving.

Our computer servers (we currently have 4) are looked after by a dedicated server company called Absolute Hosting. They utilise the secure Mweb datacentre, which has some of the following features:

➢ Active environmental control monitoring and reporting
➢ Full cooling redundancy in the unlikely event that the active cooling core is subject to fault.

- ➢ N+1 Data centre compliance
- ➢ UPS and diesel generator backup power
- ➢ 24/7 Security, including dual biometric and access card control systems.
- ➢ CCTV monitoring and escorted visits

D) WHAT IS THE CHURCH MANAGEMENT SYSTEM STRUCTURE?

The current list of portals through which authorised members can use the data in the online database are:

- ➢ **Provincial Portal**: Provides Statics and communication for the Province.
- ➢ **Diocesan Portal**: Focuses of the clergy, diocese organisations and mailing lists. Has access to all members in the diocese. Receives the service attendance records from parishes.
- ➢ **Archdeaconry Portal**: Used by Archdeacons to get a helicopter view of their Archdeaconry.
- ➢ **Parish Portal**: Used by rectors who have more than one congregation in their Parish.
- ➢ **Church Portal**: This is the basic level at which all church structures are recorded. Each member belongs to one church structure. There are sub portals for finance (limited access), service records, service rosters and groups.
- ➢ **Organisation Portal**: Used by provincial and diocesan organisations for statics and communication to their members.
- ➢ **Personal Portal**: Used by individuals to keep their personal details up to date and engage with the church. E.g. can monitor when they are on Sunday duty and details of groups they belong to.
- ➢ **Church Group Portal**: For groups created at a church level. Gives access to these groups without having access to the entire church portal.
- ➢ **Financial Portal**: This is separated from the general portals for privacy reasons. There is one for the church and another for diocese, archdeaconry and parish. These portals were developed with Charted Accountants (CA) using very simple language to enable non-booking people the ability to use it. There are 3 layers to this portal and a church can use one, two or all three.
  - ➢ Record pledging and tithing
  - ➢ Basic records of income and expenditure, produce an income and expenditure statement.
  - ➢ Capture further records to produce a trial balance.

Further to the above there are 2 systems for diocese to control their parish giving.

1. By the diocese inputting the amount the parish needs to pay and then capturing payments.
2. The system creates a flat percentage required for payment based on the parish income captured.

Access to the portals is granted within the portal and is then gained once the member has logged in.

The MyAnglican mobile phone app (called MyChurch by customdesign.co.za) features communication to members' cell phones to the app in an SMS style, for free! The church is going to be on the cutting edge of modern communication methods, secure and trusted. The app also has a channel which provides a brief

message of encouragement aimed at young people provided by the Youth Hub. With the publishing committee we are exploring adding the Lectionary to the app.

E) DEVELOPMENT

Currently there has been about 2500 hours of development done. We are on the 4th version of the system. The latest version includes the following additional features:

➢ The easy ability to add other denominations and independent churches and white- label the system for them.

➢ The functionality of having the system in any language, translation lists are required.

➢ Additional portals for Archdeaconry and Parishes.

➢ Improved security log-in system.

➢ Better display on tablets and mobile phones.

The development will never be finished because as more people use the system, so more requests will come for features to be added.

F) WHO CAN USE MYANGLICAN?

The system has been developed so that any Anglican Province, Diocese or Parish in the world can use it. Through the latest upgrade it can now also be used by any denomination and church. The Methodist, Congregational and Vineyard Church of Southern Africa are busy with a roll out through Fresh Bread Ministries, who also have Presbyterian and Roman Catholic churches testing the system.

Costs

It must be appreciated that there are high costs in running a world leading system like this. We need to pay for well managed servers, support staff and developers.

To aid in not having to overstaff, we look for the Diocese to pay an amount which then provides the system free of charge to the Parishes. Some Diocese may collect this amount from the Parishes during their annual assessments.

G) ADVANTAGES OF THE MYANGLICAN SYSTEM OVER THE "COMPETITION"

There are many church management systems (software) available today, some for free, others very expensive.

What separates MyAnglican from the others:

➢ Has a denominational structure, you can view and communicate with all members at a Provincial, Diocesan and Archdeaconry level.

- Talks Anglican! The members' titles, church structures and systems are all laid out specifically for Anglicans, it's an Anglican System.

- Very low costing, because it is developed and maintained by the Anglican Church (not a profit-making company) we do not need to record a profit, but must cover costs.

- Dedicated support staff and direct contact with the developer, you can have input for new features and reports at no extra cost.

- It saves money, because our mobile App (that comes with the system to allow you to send push notifications to your members) is FREE, and so you save on SMS costs.

- Ongoing development, as more parishes use the system so more requests come in for new features. Once we have developed a new requested feature it becomes available for all uses; we are developing our Church Management System together.

- Integrated financial system allows for the capturing of pledges and pledge payments, as well as running the parish books which are instantly reported to the diocese.

H) RECOMMENDATIONS ON HOW TO GET STARTED

Diocese and Archdeaconry

Encourage all parishes to start using the approved Church Management System for the Anglican Church of Southern Africa.

We recommend that to kick-start the project at this level, you agree to start immediately using the system to record attendance. This will demonstrate to all the benefits of using the same integrated Church Management System. It will also ensure that all parishes have access to the system.

Then parishes can start working on loading their members.

Appoint a team member to lead the roll out of the project keeping the following in mind:

1. Appoint a member to be responsible for the Diocese Portal.
    i)   Church structure and information correct at all time.
    ii)   Keep clergy information (appointments) accurate.
    iii)   Manage communication, who can send e-mails and push messages.
2. Manage training with the parishes; this needs to be an ongoing effort.
3. Follow up with parishes not recording their attendance.
4. Liaise with support for assistance and training.

Parish

Inform the parish that you will now be using the approved Church Management System for the Anglican Church of Southern Africa. Let them know about some of the benefits:

1. Their details will now be kept in a very secure database, complying with South African law (POPI) when it is passed.
2. They can update their own details in the system.
3. Adjust their own privacy setting and manage the e-mail and mobile messages they receive.
4. Support each other by using the church members' business directory.
5. No need to disturb the parish secretary any more to get your congregation's members contact details. *Note: This can be managed through the privacy settings*.
6. Leaders can manage their ministries and groups securely in the system.
7. Should the parish decide to use the financial giving plug-in, they can monitor their giving to the parish. There will be better transparency which should lead to improved finances.
8. Expect better communication from the parish and wider Anglican Church.
9. The parish will not forget their birthday😊

Appoint a team member to lead the roll out of the project keeping the following in mind:

1. Appoint a member to be responsible for the parish/church portal
   i)   Ensure parish details and other information is correct
   ii)   Manage communication, who can send e-mails and push messages.
2. Appoint a member to ensure the service attendance is correctly recorded, granting access to ushers to do the recording through the separate Service Record Portal.
3. Appoint a member to be responsible for the members' data (this should not be the parish secretary). We have found that asking a retired person to give a few hours a week to work on this, works well.
4. Manage the uploading of members' information, this can be done in several ways:
   i)   Correctly fill out an Excel Spreadsheet supplied by support.
   ii)   Get members to fill out a form (get from support) and then upload the individual information; do not ask members to take the form home and return it!
   iii) Ask members to place themselves in the system.
5. Ensure continued training happens on new features that have been developed.
6. Train new members of staff on how to use the system.
7. Send through development ideas.

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Note: Not all the features mentioned above are available, some are still in development.

A story on how MyAnglican helped impact on peoples lives.

Following a telephone call from Mike Kunz earlier this week, I would like to publicise how successful the MyAnglican system has been in terms of communication with the greater Anglican community.

As many will know, the Imizamo Yethu informal settlement in Hout Bay, (where many of our St Andrews and All Saints congregation live), suffered a devastating fire earlier this month (March 2017). Rev Trevor Pearce of "Growing the Church" happened to be in Hout Bay as part of our Alpha weekend, and saw the effects of the fire first-hand just after it happened.

As he is familiar with the facilities provided by the MyAnglican system, he immediately sent an email via the system to all Anglicans who are registered, giving details of the fire, the requirements for help and our Parish bank account details. The Anglican community responded magnificently, and donations of money, food clothing etc poured in. We have been distributing the food and clothes, and the money has been transferred to a separate bank account for use at a later stage once re-building commences after the re-blocking process by the Cape Town City Council. We have received over R 60 000. Mr Mike Kunz tells me that many parishes are not yet registered on the system and the response might have been even greater if this had been the case.

I would just like to commend the system as having huge potential for speedy communication among the Anglican community in South Africa if all parishes could be encouraged to use it, and would like to see it being further developed in terms of communication within parishes (e.g. emails or cellphone messages about local events) and between parishes and dioceses to keep everyone in touch with events, plans or emergency assistance.

Iona Zietsman

WARDEN AND TREASURER:

Parish of St Peter, St Simon & St Andrew, Hout Bay