NASTF SDRM 2.0 PROGRESS REPORT 05/15/2019

Concerns and issues reported before May 15 2019:
- Applications are being submitted without follow up from NASTF
    - Required months of back and forth emails without resolution
        - Example: All necessary paperwork was submitted in July 2018
        - Multiple emails with NASTF support followed for several months
            - Final email sent by shop on 11/15/2019 without resolution
            - Application was not completed until MARCH when an in person meeting happened at
            - **TST Big Event 03/30/2019 Tarrytown, NY**
                - Donny was able to correct it in person
                    - < 15 minutes to correct
                - All information was lost during SDRM migration
                - Unsure of how it got lost
                - Email chain also contained all completed forms and ID requirements

- Renewals are being submitted without follow up from NASTF
- Emails for support not being responded to in a timely manner
    - Sometimes responses are taking weeks
    - Several emails going unanswered indefinitely
- Liability and garage keepers insurance requirements are not clear
    - Renewals are being denied due to insurance coverage without clear guidance
        - Underwriters are highlighting sections of policy and resubmitting just to be denied coverage again
        - No clear follow up from NASTF about why they are denying
        - Do requirements vary from state to state?
            - Are there clear guidelines for each state?
- No live phone support
    - Website states phone support is down due to SDRM 2.0 migration causing too much traffic
    - Concerning to have an organization with all our information without phone support
- "Direct support link" that does not work (bottom right of page below)
    - https://www.nastf.org/i4a/pages/index.cfm?pageid=3875#
- Canadian VSP access
    - What is going on?
    - Do NASTF requirements violate Canadian privacy laws?

NASTF SDRM 2.0 PROGRESS REPORT 05/15/2019

Just CARS (04/11-13, Las Vegas, NV):
- Automotive locksmith convention
- Not open to the public
- NASTF had a booth in the back
    - Spent their time correcting VSP registrations and SDRM 2.0 migrations
    - Corrected 40-50 VSP accounts during the event
    - No fliers or registration materials to be handed out
        - Only business cards with non working email address

ETI 2019 (05/01/2019, Charlotte, NC):
- SDRM 2.0 Goals
    - Compliance with positive id police
    - Better and faster screening
    - Faster identification of problems
    - Reducing and eliminates sharing
    - Better tools for law enforcement
- SDRM 2.0 had a very rough start
    - 500% more applications than expected between 10/18 and 01/19
    - SDRM1 misreported active memberships
        - Lots of expired accounts
    - Many OE 3rd party were not registered
- Almost 4,000 registered at time of presentation
- ~ 900 that are not migrated over

- NASTF Presentation
    - Highlighted accomplishments of NASTF
    - SDRM 2.0 -
        - New tools and better data in managing the VSP registry
    - Major update and upgrade over what was previously in there (SDRM 1.0)
    - During presentation business cards were laid out on tables with NASTF email
        - support@sdrm.nastf.org
    - Presentation stated average response time of less than 14 minutes
        - Several test emails were sent from GMAIL addresses during this presentation
            - Emails from GMAIL address were kicked back
            - Stating the email address was not receiving incoming messages

NASTF SDRM 2.0 PROGRESS REPORT 05/15/2019

- Resolved within a few days of it being brought to boards attention (Resolved 05/06/2019)

- Known issues with AOL and YAHOO email addresses
    - Not supported at time of presentation
    - Stated it would be corrected by 05/15/2019
        - Test email sent from YAHOO email address on 05/15/2019
            - Currently waiting on a response

-

Reports unofficially submitted to NASTF board members 05/01/2019:
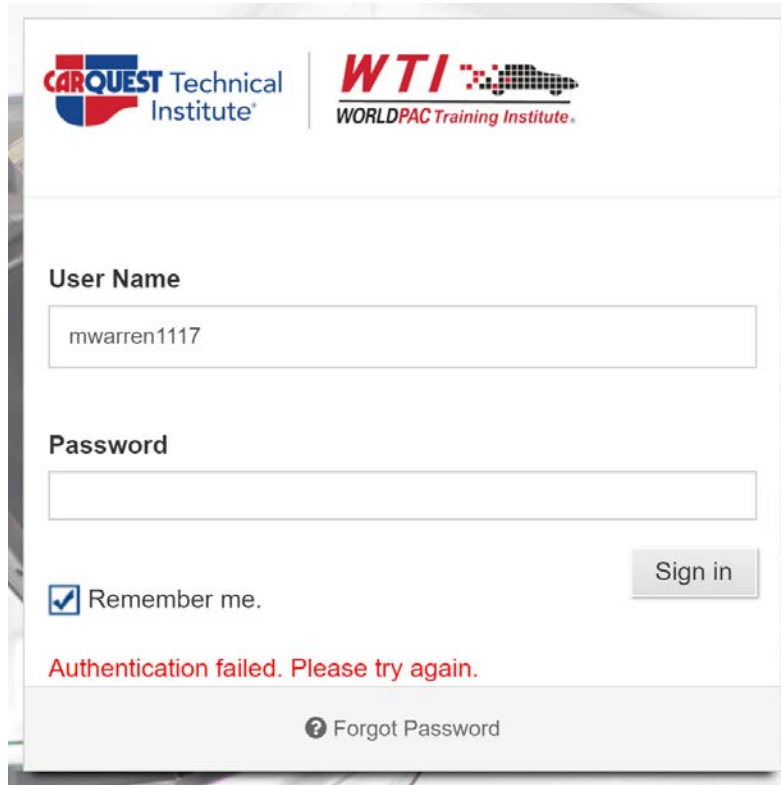- Specific case of a mobile support technician battling the renewal process
    - Renewal denied due to insurance paperwork
    - NASTF modified insurance policy
        - Renewal denied multiple times for inadequate coverage after NASTF modified policy
    - Still not resolved
        - Mobile support technician needs to follow up with underwriter
- Copies of unanswered emails that have been forwarded to us for documentation purposes
- Copies of rejected emails sent to support@sdrm.nastf.org
    - NASTF support email address on NASTF business cards is down
        - Email was rejecting incoming messages from ALL email hosts including GMAIL

NASTF follow up after ETI Tool Tech 05/15/2019 Charlotte, NC:
- Sent test emails from several email addresses
- including some that had not been in contact with NASTF before to test response time
    - All GMAIL addresses as there are known issues with AOL and YAHOO emails
    - Emails were responded to in varying time frames
        - 6 min to 1 hr for response
            - Very reasonable response time
- Phone number is live again

NASTF SDRM 2.0 PROGRESS REPORT 05/15/2019

- Called 05/15/2019 to check status of CTI/NASTF training course (taken same day) https://new.cti-lms.com/new/home.aspx

- Mark Warren attempted login 05-15-2019
    - This is where the link takes you - Image above
    - Could not register for course
    - Called support
        - Call answered in reasonable time
        - Call starts with on-hold music
        - Switched to recorded voice with pick list options
        - Must be already registered as VSP/LSID to register for course
- Isaac Rodell login successful (05/15/2019)
- Phone call for support to NASTF **(855) 636-2783**
    - Back live, website states number is down still
    - Took less than 5 minutes to talk to a real person
    - Requested username and password for cti-lms.com to verify completion of course
        - Very odd to request usernames and passwords for another site
        - Unable to manually add course completion after verification
            - Will be updated in 24 hr window
- "Support" link is still broken
    - https://www.nastf.org/i4a/pages/index.cfm?pageid=3875#