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# churchinsight : Frequently Asked Questions

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## ? Why is **church insight** different from our existing web site?

Here at Endis Ltd we are passionate about church – creating and supporting communities of believers to grow and serve in God's kingdom. We are not interested in creating pretty pages to satisfy people's minimum requirements of *having a website* – we want to add a new dimension to the life of the church, using technology that for too long has been the sole preserve of big business.

Web technology is not a passing fad, it will continue to evolve into many areas of our lives. **churchinsight** provides technical scaffolding designed from the ground up to build and enhance churches – improving communication, organisation and adding to the strength of the community.

## ? Not many of our members are online, does **church insight** have any value to us?

The proportion of the population with access to the Internet is steadily increasing, so your web site will not be catering to a shrinking market. You may also be surprised just how many people use the web at home or at work but have never had the opportunity or the necessity to engage with the church through the Internet.

As long as there is a sufficient number of people within the church who will use the site regularly there will be plenty of activity and value in the online community. In addition, the benefits to the leaders and church office of having a church management system are not dependent on how many people in the church are online.

## ? What about those who are not on the Internet, will they be excluded?

**churchinsight** is designed to serve the entire church community, and not leave anyone behind.

**churchinsight** does not replace any existing means of communication (eg newsletters, church directories) but provides an additional method of getting that information for those who prefer to use the Internet.

The web site allows everyone to contribute – which is more effective and efficient than having all information pass through a single administrator, and then **churchinsight** makes it easy to produce printed address books, calendars, newsletters etc from the information on the web site.

## ? Won't the web site encourage a separate virtual community, rather than building *real* church?

The **churchinsight** system is a tool that is designed to be at the heart of the church in order to improve communication. Think of it as a 21<sup>st</sup> century photocopier. It is not an end in itself, as it exists only to facilitate and empower the existing members of the church.

The most successful online communities are where the online community is an additional expression of a physical community. Our experience is that using **churchinsight** will release hidden talents from within your church members, and will encourage additional involvement – not separation.

## **Data Protection and Security**

### ? What personal information is available on the web site?

The **churchinsight** system allows church members to build individual profiles containing their contact details (address, phone numbers, email address etc.) as well as information that is useful for church administration – such as date of birth, and which groups or activities they participate in.



### What if people do not want to be listed?

Each individual is able to control the visibility of his or her personal details. As part of setting up their individual profile (address, phone numbers etc.) they may elect to remain ex-directory, in which case their information will not appear in the address book and can only be used by administrators.



### Who can edit personal information?

Individuals can edit their own information directly on the web site, so not only do they remain in control of their own information, it is easy to keep information accurate. In addition you can give user management permissions to particular trusted users – such as leaders or office administrators.



### Is it safe putting personal information on the Internet?

All personal information is password protected to restrict access– for example the church address book can only be accessed by members of the church. Having protected areas allows a greater level of trust to develop within the community.

In addition each item of published information (e.g. an event or article) can be given a different security setting, allowing access to be restricted to members of specific groups, members of the church, or made visible to public visitors. Using a central system in this way can actually give the church greater control over the distribution of restricted information.

We treat the security of the data we hold with the utmost importance, and employ the same tools and architecture we use in our banking work to protect the privacy of the **churchinsight** users.

Endis Ltd will not use the church's information as a mailing list for any purpose and will not resell or otherwise distribute this information.



### What are the legal implications of holding personal data?

Individual members are asked to agree to Terms of Use when first using the site, this specifies the appropriate usage of personal information (in short: for communication within the church community only) and various other clauses to satisfy the requirements of the Data Protection Act.

Organisations (in the UK) will still need to register as a data collector with the Information Commissioner (see [www.dataprotection.gov.uk](http://www.dataprotection.gov.uk)). In addition the **churchinsight** system helps registered charities to meet the further legal requirements that are enforced by the Charity Commission.



### Can we keep using our existing database of information?

The **churchinsight** system is designed to be the central repository of information for the organisation. By keeping all information in a single place, the chances of working from out of date information are greatly reduced, and because administrators can access this information over the web it becomes easy to share data too.

When implementing your web site, **churchinsight** allows you to import your existing information from an existing database or spreadsheet. You can even define custom fields that extend the **churchinsight** database to match the way you work.

Powerful tools then use the information in the system to help automate common tasks such as sending out mailings (by email or post), organising rotas, booking resources or co-ordinating calendars.



### What happens if a church wishes to cease the service ?

The church owns all their content stored on the **churchinsight** system, (this includes articles, events, media etc as well as users' information) and can receive a copy of this (in appropriate formats) when ceasing the service.

## Technical Questions

### ? What technical resources do we need?

Because **churchinsight** is completely web based, you do not need to install any special software to administer your **churchinsight** system other than a standard web browser. Although your church web site will work with any web browser, some areas of the Web Office require use of Microsoft Internet Explorer.

We also recommend broadband access for your organisation's offices.

### ? What system does Church Insight run on?

The **churchinsight** system is built on a Microsoft .NET platform, and runs on Windows 2000 web servers with a MS-SQL 2000 database storage server.

### ? Will our church need to change its web address?

If you already have a domain name (a web address such as *www.church.org*) we can arrange to continue using this, or if you do not have a domain name we can register a new one for you. We manage all domain names on your behalf.

### ? What about email addresses?

We can give you unlimited email addresses or aliases at your domain name, or we can give you the ability to manage your email boxes yourself – all included as standard. We'll work with you to find the most appropriate arrangement.

### ? Why should we pay for a system when we can build our own?

By using a product, you are getting the benefit of several man-years of professional development and experience in creating and maintaining online communities. You will be able to use features and options that are not feasible to develop for individual churches, but are available by sharing technical resources with several other churches.

Your organisation can spend less time 'reinventing the wheel' and more time working on your core priorities.

If you were starting a new building project you would consult and employ professional surveyors, architects and builders. In a similar way, building a virtual community requires fulltime energy and technical skills that part-time volunteers are often unable to provide.

### ? What if we want to add new features?

There is a good chance that **churchinsight** will already meet 95% of your organisational requirements, but the system is being continually updated with new functionality and features.

Often our customers suggest the new functionality, and we will liaise closely with you to identify new areas that we can improve. New features bring benefits to all our users, as often we can identify similar requirements across the board that will help everyone.

Once we have identified the need and specification for a new feature, we will incorporate this into the **churchinsight** system as soon as possible.

## Service Related Questions

### ? How long does it take to get started?

We can set up your web site in minutes, but the process of configuring it with your information, structure and design (the implementation process) can take a little longer. Our experience suggests between 2 and 6 weeks, depending on the complexity and size of the project.

We strongly recommend that during the implementation process your key personnel attend one of our training courses in order to get the most out of using **churchinsight** for your church. Attendees are then equipped to offer training and support to church members at the local level.



### Can we convert our existing web site?

It is not possible to automatically convert your existing web site into a church insight site, however it is very easy to take your existing content (text and images) and copy and paste them into the **churchinsight** system. This can be a very quick way of getting your new web site started, and because it is so easy to update later you don't have to worry about getting everything perfect at once.



### How much effort does the site take to maintain?

Because you do not need any special technical skill to use **churchinsight**, there is no need for a single 'webmaster' to be solely responsible for maintaining the web site.

By delegating tasks to the appropriate people, those who already have their own areas of responsibility within the church can be empowered to use the appropriate areas of the web site. In addition there are plenty of new opportunities for writers, editors and other contributors to be released.



### How much does it cost?

There is no upfront capital cost, but rather a monthly service charge – which can be directly offset against your savings in administrative costs!

The price you pay is proportionate to the size of your church. See our price list for full information.



### Do extra features cost more?

We do not charge separately for different options - everyone has access to all the facilities within **churchinsight**. This includes telephone and email support, continual system maintenance and updates, domain name management and all other aspects of our service.



### Is there a signup fee or a minimum contract length?

We are confident that you will love your **churchinsight** site, so we have no need to tie you in with a minimum contract length.

We will agree a web site launch date with you at the start of the implementation process, and this will mark the start of the service charge – there is no sign up fee.

We may charge separately for graphic design work or particular requirements above our standard implementation package, but we will advise on this on an individual basis.

We also recommend key personnel attend one of our full day training courses in order to learn how to get the most out of **churchinsight**, see our price list for more information.



### Can we try before we buy?

To see for yourself the benefits and potential of a **churchinsight** site we can give you a 28 day free trial period.

## **Background Information**

Endis Insight is a division of Endis Ltd – a supplier of technical and professional services to the financial services industry. In 2001, Endis Insight was formed with a vision to empower Churches and Christian organisations with technology and service delivered at the same level of quality and dedication as that supplied to corporate customers.

We are a Christian company, and are passionate about building church and using our skills to the best effect. Based in Cambridge, UK we retain a healthy mix of marketplace and ministry-based customers.