

Webmaster Report to Congress in Bulgaria, 2017

The ICCF webmaster now reports to the ICCF Marketing Commissioner, I would like to welcome our new Marketing Director, and World Champion Leonardo Ljubičić (CRO). Looking forward to working with him. Also, would like to recognize Andrew Dearnley (ENG), past Marketing Director for his excellent work in the previous years. It was a pleasure working with him.

My responsibilities can be grouped as follows:

1. Publication of news:
 - a. 88 news items have been published
2. Static content:
 - a. Update of ICCF Rules and transfer of old news to archive
 - b. Update of the Endgame tablebases content including new links to Convekta website
 - c. Update of Calendar of events
 - d. Update of national webpages in the Nations and Zones menu
 - e. Most recently, publication of the comprehensive help content created by Ambar Chatterjee and Luz Marina Tinjaca:
 - i. A Pictorial Guide to the ICCF Correspondence Chess Server. This has been a significant accomplishment by its creators, we are in the process of starting translations. Temporarily this content can be found following the menu ICCF Help/FAQ as a child message at the bottom of the page. In a future server update it will be assigned its own menu item.
3. Help Desk:
 - a. Most messages are promptly answered by our Services Director, but some of them are answered by me. I've analyzed all messages sent to the help desk and can report the following:
 - b. 351 messages were received since last Congress
 - c. Topics addressed can be grouped as follows:

Login and password issues	69	19.7%
Game page	57	16.2%
Tournaments and entries	44	12.5%
Personal settings	37	10.5%
Server registration	24	6.8%
TD questions	21	6.0%
Ratings	20	5.7%
TO issues	13	3.7%
Others	13	3.7%
Membership and cancellation	12	3.4%
Rules	11	3.1%
ND questions	10	2.8%

Errors	8	2.3%
Game archives	6	1.7%
DE issues	6	1.7%

- i. The most common topics involve password and login issues
- ii. Use of the functions presented in the Game page is also a frequent topic.
- iii. Third place involve tournament entries, if we add the Direct Entry issues, a total of 14.2% of the questions involved issues around tournament registration. I believe the proposal presented to Congress will address these concerns. Luckily our Direct Entry Commissioner is doing a great job, however other aspects related to entry to events can be improved.

- 4. Backup to Services and Marketing Directors when they are away

Respectfully submitted,

Gino Figlio

ICCF Webmaster