

Servas International
SI Exco Meeting by Skype
Minutes
Sunday December 18, 2016 16:00 – 18:00 GMT/UTC

Version: 1

Participants: **Jonny Sågänger (JS); Penny Pattison (PP); Danielle Serres (DS); Pablo Colangelo (PC); LV Subramanian (LVS); Ann Greenhough (AG)**

Pre-announced difficulty to participate: **Ann Greenhough (AG) – will arrive late**

Minutes Recorder: **PP**

Chair: **JS**

Timekeeper: **DS**

Actions are identified in Italics and Underline. A summary of action items is at the end of the minutes

Decisions and Motions are in bold

Meeting began at 16:03 GMT/UTC.

1. Chit chat

2. Agenda Version 1 adopted as proposed

3. Adoption of minutes

a. Finalize November 20, 2016 minutes

- **Motion: Approve Version 1 of the November 20, 2016 minutes. Passed**

4. Email Decisions:

- a. 2016/11/23. That the 200 Euros for Work Order #3 be paid (invoice 20160929-044), as reported by the ServasOnline Project Manager. Passed
- b. 2016/11/23. That all of the required payment of ServasOnline levy for Servas India be written off, as requested by Mr. Pramod Kumar, quoting the full text of his email as explanation. Passed
- c. 2016/12/11. Revised version of SI Agreement with University for translation, changing the University representative and adding a Conflict Resolution clause. Passed

5. SICOGA 2018

a. Skype meeting with Servas Colombia and with Servas Korea

- PP and DS met by Skype with Servas Colombia and Servas Korea
- Both Member Groups are interested in hosting the SICOGA 2018
- *Action: PP will send Servas Colombia and Servas Korea a summary of their Skype meetings, and will ensure that they have the criteria analysis chart and the New Zealand Feasibility Study*

b. Next Steps

- Both Member Groups have partially provided responses to complete the criteria analysis chart
- **DECISION: Prior to the SI Exco 2017 face-to-face meeting, enough information will be gathered from the two Member Groups to allow SI Exco to make a decision. If replies are late, this may affect the decision.**
- **DECISION: It was agreed that the location of SICOGA 2018 will be decided at the SI Exco face-to-face meeting at the end of March 2017.**

- **DECISION:** Correspondence and discussion related to choosing the SICOGA host country will be in English
- **DECISION:** Information from Servas Colombia and Servas Korea is required by March 6, 2017 to allow time for clarifications before the SI Exco face-to-face meeting
- Action: PP will send both Servas Colombia and Servas Korea a description of the decision-making process and timeframes
- Action: PP will correspond individually with each of the groups to define what information is still required

6. SI Exco 2017 Face-to-face meeting

- DS will be in Valencia in early Jan 2017 and will see Susana then
- Action: AG will prepare the budget for the 2017 face-to-face meeting in Valencia
- Action: All SI Exco will send SI Exco and Susana their travel details when they have been made
- **DECISION:** The SICOGA 2015 decision to review the SI Committees will be a prime agenda item from the 2017 face-to-face meeting.
- Action: AG will prepare a working paper on SI Committee restructuring for SI Exco discussion and revisions before the 2017 face-to-face meeting

7. SI Financials

a. Recruitment of new SI Treasurer

- There are seven applicants for the appointed position of SI Treasurer until SICOGA 2018
- JS and LVS have reviewed the applications
- It was noted that this pool of interested people could be very helpful support to the appointed SI Treasurer and that all of the applicants should be encouraged to run SICOGA 2018 SI Treasurer election
- It was noted that the newly appointed SI Treasurer will need to be able to rely on cooperation and support from the Internal Audit Committee until SICOGA 2018
- Action: JS will share all applications with SI Exco by Dec 19, 2016
- Action: SI Exco will review the short list, ask clarifying questions if required, and then individually rank them, by December 21, 2016
- Action: Based on the results of the ranking, an email motion will be used to decide who will be appointed to the position of SI Treasurer, by December 23, 2016

b. Jan 2015-Mar 2016 Audited Accounts

- LVS reported that the draft 2015-2016 Financial Statements have been given to the Internal Audit Committee
- **DECISION:** The 2015-2016 Financial Statements will be taken to the May 2017 Distant Vote
- LVS outlined the steps required before the 2015-2016 Financial Statements can be taken to the DV:
 - Internal Audit review, comments and report
 - External Audit review and report to SI Exco
 - SI Exco decisions based on Internal and External Audit reports
 - Bookkeeper finalizes 2015-2016 Financial Statements based on SI Exco decisions, and they are reviewed by the SI Treasurer
 - Internal Audit and External Audit review the final 2015-2016 Financial Statements and finalize their reports
 - 2015-2016 Financial Statements are ready for DV
- PP reviewed the timelines for the May 2017 DV:
 - Motions must be submitted by Jan 31, 2017
 - The exact wording and details of motions must be submitted by Feb 28, 2017

- **DECISION: Based on the May 2017 DV deadlines, the 2015-2016 Financial Statements must be ready for publication for the DV by February 24, 2017**
- There was discussion of deadlines for each step in the process leading to the finalizing of the 2015-2016 Financial Statements
- Action: PP will document the deadlines for each step in the process of finalizing the 2015-2016 Financial Statements for confirmation by SI Exco
- Action: PP will notify the Internal Audit Committee of SI Exco's decisions and deadlines
- Action: LVS will notify the bookkeeper and External Auditors of the timeframes for preparation of the 2015-2016 Financial Statements for the DV

8. Modernized SI website

a. Editorial process

- All editorial changes have been completed in English
- Final translation is needed
- **DECISION: For each language, there needs to be a contact person for translation, and a technical person who can make the changes on the website for that language**
- The current languages on the website:
 - English – contact: JS, technical: Jean-Marc Eyot
 - Spanish – contact: Spanish Translation Coordinator, technical: Jean-Marc Eyot
 - French – contact: DS, technical: Jean-Marc Eyot
 - German - contact: Conni Giessendof, technical: Jean-Marc Eyot
- **DECISION: Until the transition to ServasOnline is completed, there will be no commitment to add new languages to the website**
- A productive ServasOnline Technical Team meeting was held on Dec 4, 2016; the meeting strongly recommended recruiting a Transition Manager, prepared a job description for the one-year position and recommended that it be sent out as soon as possible
- Action: PP will share the minutes of the ServasOnline Technical Team meeting with SI Exco

b. Website launch

- **DECISION: Due to translation requirements, the planned launch time for the new website will be in the first three months of 2017**
- The communication about the launch will be sent to all key people and National Groups at least 2 weeks before the launch date
- Action: JS will prepare a draft communication about the launch of the modernized SI website and send it to PP for comment

9. ServasOnline (ServasOnline member admin)

a. Migration of member data from Dolphin and other systems

- Many people and countries are interested, so the work is very busy!
- The fact that ServasOnline can be found through Google means that people all over the world have the ability to complete the 'Join Servas' online form
- During the transition, when individual people go to the website and complete the 'Join Servas' form, it is necessary to check if they are already members/hosts or not. If they are already members/hosts then they can be automatically approved, and if they are not, the form needs to go to their country for the normal approval process.
- At this time, PC and Bernard are still the only people who can manage the 'Join Servas' form
- It is possible for Bernard to give permission to country representatives to manage the 'Join Servas' forms for their country or region. These country representatives must be registered in ServasOnline.

- Action: JS will follow up with Bernard to arrange giving country representative permission to handle the 'Join Servas' forms for their country or region
- Many people do not read the words beside the 'Join Servas' form, and expect to be instantly members
- Action: PC will prepare an automated response , giving the words beside the 'Join Servas' form, and also indicating that there is a backlog for people who are already Servas hosts/members

b. Transition to ServasOnline system

- The newly identified Transition Manager position will make the transition process more manageable

10. SI Exco members written reports

11. Other Business

12. Next meeting

- **The next meeting will be Sunday January 15, 2017 UTC/GMT 16:00 – 18:00**
- Regular time: third Sunday every month UTC/GMT 15.00-17.00 (1 hour later November-March)

13. Meeting ended at 18:02 GMT/UTC

Action Items

- Action: PP will send Servas Colombia and Servas Korea a summary of their Skype meetings, and will ensure that they have the criteria analysis chart and the New Zealand Feasibility Study
- Action: PP will send both Servas Colombia and Servas Korea a description of the decision-making process and timeframes
- Action: PP will correspond individually with each of the groups to define what information is still required
- Action: AG will prepare the budget for the 2017 face-to-face meeting in Valencia
- Action: All SI Exco will send SI Exco and Susana their travel details when they have been made
- Action: AG will prepare a working paper on SI Committee restructuring for SI Exco discussion and revisions before the 2017 face-to-face meeting
- Action: JS will share all applications with SI Exco by Dec 19, 2016
- Action: SI Exco will review the short list, ask clarifying questions if required, and then individually rank them, by December 21, 2016
- Action: Based on the results of the ranking, an email motion will be used to decide who will be appointed to the position of SI Treasurer, by December 23, 2016
- Action: PP will document the deadlines for each step in the process of finalizing the 2015-2016 Financial Statements for confirmation by SI Exco
- Action: PP will notify the Internal Audit Committee of SI Exco's decisions and deadlines
- Action: LVS will notify the bookkeeper and External Auditors of the timeframes for preparation of the 2015-2016 Financial Statements for the DV
- Action: PP will share the minutes of the ServasOnline Technical Team meeting with SI Exco
- Action: JS will prepare a draft communication about the launch of the modernized SI website and send it to PP for comment
- Action: JS will follow up with Bernard to arrange giving country representative permission to handle the 'Join Servas' forms for their country or region
- Action: PC will prepare an automated response , giving the words beside the 'Join Servas' form, and also indicating that there is a backlog for people who are already Servas hosts/members

Jan 17, 2016 Action Items not completed:

- Action: JS and PP will work with Amir to complete step 1 related to a new SI Registration system – in progress, Amir is preparing a proposal

April 08 - 12, 2016 Action Items not completed:

- Action: AG will bring a proposal to SI Exco re: links with FEE and inviting travelers to offset their travel through FEE – in progress
- Action: JS and PC will take the lead in preparing a ServasOnline Transition Manual and checklist – will consult France, Canada, Sweden and Britain to identify what information is needed

August 14, 2016 Action Items not completed:

- Action: JS will work with the Swiss lawyer related to an SI Registration contract, and inform SI Exco

October 16, 2016 Action Items not completed:

- Action: PC will ask Servas France how they managed the hosts without easy internet access, without email addresses, or without unique email addresses for different household members, when converting their data to ServasOnline
- Action: PC will consult and recommend on how to handle Servas members who do not have internet or email accessibility

November 20, 2016 Action Items not completed:

- Action: JS will prepare a draft communication about the launch of the modernized SI website and send it to PP for comment by Dec 4, 2016

Appendix 1 SI President's Report

Jonny's short report to Exco

2016-12-18

Action report 2016-11-19-2016-12-17

Modernized/new website on servas.org and ServasOnline

Modernised/new website:

I have been executing the plan of action for the transition from the current website on servas.org to a modernized website on servas.org.

I have given instructions to others in the ServasOnline Team to make changes to the content on the website, change of menus, sub-menus and sub-submenus.

Final proof reading will be done and then the english version of the page/front page will be translated into spanish, french and other languages.

ServasOnline

I'm keeping a dialogue with Bernard Andrieu (project manager for ServasOnline project), Pablo Colangelo and others in the ServasOnline Team about the migration of member information from the Servas Dolphin system, the Servas Whale system and other systems to ServasOnline.

December 4: I convened a meeting with a ServasOnline Team with focus on admin and migration matters.

SI in cooperation with university in Chile

I have received a revised version of the agreement between Servas International and Instituto de Literatura y Ciencias del Lenguaje at Pontificia Católica de Valparaíso, Viña del Mar in Chile regarding translations english-spanish.

Communications

* I had planned for a SI News Bulletin No 4 Vol 4 2016 in December but was not able to finish because of issues around my move to a new apartment.

SI registration and SI domicile

- I have contacted the office of a legal expert in Switzerland regarding the registration of SI as an NGO and for the establishment of a domicile.

Search for new SI treasurer & treasurer backup

I have asked the people who have applied for the position as a new SI treasurer to send their CV and to fill in a special nomination form. I have not received these documents from all applicants.

As soon as I have received the documents a process to analyze the applications will then be started.

Miscellaneous

* Day-to-day business (email communications, preparation of agenda for SI Exco meeting, monitoring Servas Facebook pages and groups)

I have executed/not executed the following action items that I was assigned by Exco

Nov 20 2016, Exco meeting: 0Action Items

Done:

- Action: JS will make English the default language on the modernized SI website startup page

- Action: JS will contact Stefan regarding automating the migration from Dolphin to ServasOnline

Ongoing:

- Action: JS will ensure that we have Curriculum Vitae from all of those applying to be SI Treasurer
- Action: JS will ask all applicants for the SI Treasurer position to complete the Nomination Form to provide additional information about their skills and experience
- Action: After the deadline has passed, LVS will review the applicants' financial experience to create a shortlist of qualified applicants for the SI Treasurer position
- Action: SI Exco will review the short list, and then make a decision of who to appoint to the position of SI Treasurer

Not done:

- Action: JS will prepare a draft communication about the launch of the modernized SI website and send it to PP for comment by Dec 4, 2016

October 16, 2016 Action Items

Done

- Action: JS will ensure that the 2014 Audited Accounts are posted on the new website before the new website is launched
- Action: JS, AG, LVS and PP will continue to search for a solution to the resignation of the SI Treasurer

Not done:

- Action: JS will prepare the communications for the launch of the new website

September 18, 2016 Action Items

Done

- Action: More information to be provided to inform proposals to address LV's resignation (JS).

August 14, 2016 Action Items

Done:

- Action: JS will ask if the Servas description section can be moved above the News section on the home page
- Action: JS will find out who can make changes to the ServasOnline menus
- Action: JS and PP will contact the Internal Audit Committee related to the SI Treasurer's resignation
- Action: JS will contact the other SI Treasurer candidate and the Nominations Committee after consulting with the Internal Audit Committee related to the SI Treasurer's resignation

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• Ongoing

- Action: SI Exco will email anything they would like to see on the home page to JS
- Action: JS will initiate requests to SI Exco for text for the home page when it is needed
- Action: JS will manage the preparation than distribution of the communication, since PP will be on vacation
- Action: JS will work with the Swiss lawyer related to an SI Registration contract, and inform SI Exco

July 24, 2016 Action Items

Done:

- Action: JS will respond to Servas Italy, indicating that it is not possible to begin a pilot as soon as 2017, and that they are urged to work with the group established at the 2015 GA (NS Servas Germany identified as the lead person)
- Action: JS will request that the Chilean university translate the agreement, and will arrange for it to be signed in both Spanish and English

Ongoing

- Action: JS will arrange to have the time period of the contracted resource to support ServasOnline changed to be June-Dec 2016
- Action: JS and PP will confirm where all data on the existing www.servas.org website will be accessed after the launch of the new website by Aug 16, 2016
- Action: JS and PP will ensure that a communication is sent to all key people before the launch of the new website
- Action: JS will ensure that information about ServasOnline being under development will be placed on the new website
- Action: JS will prepare and send a signed copy of the SI Statutes (to DS)
- Action: JS will send a letter related to LVS's role in SI by Aug 1, 2016

June 19, 2016 Action Items

Done:

Action: JS will collect articles, text, illustrations, etc. which will be published in the SI Exco bulletin or through other channels

Action: All SI Exco will review what they have sent to the latest version of SI News, and decide with JS how to publicize it in another way

Will do 2016-07-22:

- Action: JS will clarify points in the ServasOnline May 2016 Status Report with Bernard, and report to SI Exco
- Action: JS will discuss the points raised related to ServasOnline with Bernard, and report to SI Exco

Not done:

- Action: JS and PP will add 'review of action items' to the next agenda, allowing sufficient time for discussion

* on **April 8-12, 2016:**

Executed action items:

- Action: JS will write and send a message regarding ServasOnline transition, focusing on expectations management
- Action: FM, JS (LV help) will look for Swiss legal expertise to complete the Terms of Use

Not yet executed:

- Action: JS will set up calls to larger countries related to ServasOnline transition

Jonny needs more instruction to execute the following:

- Action: JS to create document re: SI Committee decisions
 - Action: JS will find a native English speaker for the SOLSYS team

Feb 21, 2016 Action Items not completed:

- Action: JS will find a native English speaker for the SOLSYS team

May 15, 2016 Action Items:

- Action: JS will send final SICOGA 2015 minutes to PP (Done)
- a. **SI News**
 - Indications are that the next issue will be ready soon
 - Action: JS will contact Terry to see what is happening with SI News (Done - contact reestablished)

* On hold:

1. Ethical fund and bank '

Jonny Sågänger
President
Servas International
2015-2018

Appendix 2 SI Vice President's Report

Report by Ann Greenhough VP for Exco Skype meeting 20.12.15

Activity on actions arising from November meeting:

1. Action: AG will follow up on the minutes and action plan from the Speakers Corner

Discussion with Aneris about a write up of the Speakers Corner discussions.

She has undertaken to finish work on this with Maria Fernanda and come back to me as soon as possible with a record of what discussed.

Aneris is offering to take a lead on a plan of action once agreed.

Reminder sent asking for indication when it will be available.

2. Action: AG will work with Moses to complete an SI claim form for his out-of-pocket expenses associated with the 2015 conference for which his funding did not arrive.

Immediately following meeting I invited Moses to complete claim for expenses incurred in making visas applications. Form provided. and help offered to complete it.

Moses acknowledged receipt. Awaiting his completed form. Reminder sent.

3. Action: All SI Exco will proceed with formalizing their assistants, at their own pace

Some initial discussion with Aneris about her role in supporting VP.

Other activities

- Acknowledgement of Adela Segura's message retiring as Area Coordinator for South America.
- Follow up with Adela on previous proposal for new NS for Honduras to apply for DC grant to visit neighbouring Servas group as induction to role and responsibilities.
- SYLE: Discussion with Roberto, Servas Italy, about implementing GA decision to create list of potential SYLE opportunities offered by countries, to be circulated six-monthly. Invite to Pablo Chufeni, youth team to create similar list of young people interested in participating in SYLE in coming year.
- Servas Youth Fund: Follow up with young people who received grants to provide report of experience of attending SICOGA 2015.

Priority for action

1. Prepare plan of work based on SICOGA decisions which are responsibility of VP.
2. Provide Penny with details of discussion so far on ideas for new SI website for future Youth, Family and Making Connections pages. Also suggestions for possibility to set up temporary pages on existing website so work can start on developing them.
3. Discussions with DC, Youth Team and remaining two area coordinators about progressing plans to implement various GA decisions. To include face to face meeting with Susana on Families in Servas whilst she is living in the UK until mid-2016.
4. Follow up with Aneris re progress on Speakers Corner action plan and job description for her role supporting VP.
5. Conclude issue of refund to Moses re visa expenses.
6. Servas Youth Fund. Prepare report on use of youth fund for SICOGA 2015 to include young people's evaluation and financial report for fund held currently by Servas Britain.

Appendix 3 SI Peace Secretary's Report

Servas International Peace Secretary November 20 to December 17, 2016

Servas at the UN

Publishing UN and other Peace related info on Servas International Facebook closed group (for Servas members only)

Maison des Associations address in Geneva : Awaiting signing of the contract.

Servas at UN NYC: Skype meeting with Jeanne Devine, acting Main Representative.

Servas at UN Geneva : Skype meeting with Daniel Doenges, Main Representative.

Collecting annual reports from SI UN Representatives, 12 persons including 4 in NYC, 5 in Geneva and 3 in Vienna.

Contacting possible new SI UN representatives for 2017.

Activities related to Peace other than UN

Servas 2017 Peace Calendar project still going on (with Alvany Santiago). Asking members for contribution with pictures.

Others

Skype meetings with Servas Colombia and Servas Korea about SICOGA 2018 hosting.

Usual activities and communications as EXCO member about various issues, and decision-making.

Appendix 4 SI General Secretary's Report

SI General Secretary Report: November 21 – December 18, 2016

Accomplished:

- Distant Vote November 2016 completed; results received and sent to SI Exco; results posted and announcement sent to Member Groups; complete report on DV to be sent to SI Exco by Jan31, 2017
- GA 2018
 - Skype meetings (Danielle and Penny) held with Colombia and Korea; no other offers received
- Arranged for SICOGA 2015 minutes and decisions to be translated – initial request from Servas Peru, Spanish minutes sent to them; will be posted on www.servas.org when the translation of the decisions has been reviewed
- www.servas.org transition: Waiting to review and finalize communications to National Groups with JS
- ICT related:
 - Worked with Michael Silbert to organize and prepare report on ICT contracts; almost completed, awaiting 2 more details
 - Personally paid outstanding Serverloft invoice
 - Arranged for annual iWeb billing to be paid through the SI account
 - Dealt with email bounce issues from US Servas
 - Responded to many emails (most from US Servas members intended for US Servas not SI) sent to webmaster@servas.org
- Began discussions with Jonny re: posting annual reports in members only area of ServasOnline
- Participating in meetings regarding SI Treasurer resignation and ServasOnline

Action item update:

Jan 17, 2016 Action Items:

- Action: JS and PP will work with Amir to complete step 1 related to a new SI Registration system – discussions underway

April 08 - 12, 2016 Action Items:

- Action: PP will follow up with the Job Descriptions and Statutes committee – spoke to Amir (convenor) awaiting response from the committee

May 15, 2016 Action Items:

- Action: SI Exco will try using the SI communications checklist, and give comments to PP – no comments received

July 24, 2016 Action Items

- Action: JS and PP will ensure that a communication is sent to all key people before the launch of the new website – in progress

Short Term Priorities:

1. Day to day SI Exco and General Secretary correspondence and pressing issues
2. Finalize DV Nov 2016 process
3. Moving forward on GA 2018
4. Communications re: moving from the current www.servas.org to the new website/ServasOnline

Key Concerns/Issues:

1. Transition to ServasOnline, including process for travelers and hosts connecting during the transition, ICT responsiveness, link to Key Dolphin
2. SICOGA 2018 location

Appendix 5 SI Host List Coordinator's Report

SI HLC 2015-2018 Working Report #14

PABLO H COLANGELO
hostlistcoordinator@servas.org
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Nov 21th to Dec 18th 2016

- Assist Key people from the following countries regarding Dolphin issues: Argentina, Canada
- Assist Key people from the following countries regarding Servasonline issues: Argentina, Brazil, Spain, Chile, Malaysia, Indonesia, Italy, Kenya, USA.
- Servasonline report: Servas Argentina, Russia and Ukraine are being inserted in Servasonline. It is noted that in most of the countries where the migration is done by each member there is a considerable reduction in the number of members on the list because few people reply emails with their agreements to go to servasonline (this is the case of Uruguay, Ecuador and Greece for example) where less than 20% of their members finally were transferred to Servasonline (all the other members and NS for instances never had replied).
- Next countries to be transferred: Hungary, Costa Rica, Nepal
- IT experts are evaluating Dolphin and Whale Database trying to find an easy way for the transition of big countries with reliable host lists to servasonline.
- GA2015 minutes translation review and corrections done
- Manage to link a new potential member of servas willing to get interviewed in Iran, connecting him with the development committee and chatting with their country NS to make possible for her getting an interview to become a host there and in servasonline.

Important tasks to be done next

- Seek a youth volunteer for the position of SI HLC
- Prepare a document showing which countries and how many members on each country are already in Servasonline to publish by the end of the year.
- Check making connection link upon Ann request, and its forwarding in dolphin as it seems not to be working well
- Check bouncing back email address from key list sent by Ann
- In view of our next FtF meeting and treasurer resignation find a way that SI will reimburse my expenses for 2015 and 2016 period according to FoP and considering that as SI is still not registered thus I'm not able to get an official document regarding the source of money to show Argentinian authorities and permit sending the money using electronic transfers.

Appendix 6 SI Treasurer's Report

Treasurer's Report for the Exco Meeting of 18th December 2016

1. Follow up with the book keeper and responding to the IAC queries on 2015 accounts being done. The draft financial statements along with the ledger and accounting records sent to IAC for their review.
2. Documents relating to book keeper's request received from Mirek via Jonny. These have been handed over to Pramod the book keeper.
3. Stamp distribution for 2017 complete to 80%. Some countries are yet to order.
4. The following expense claims have come for payment:
 - a. Arnoud Philipo Euros 15 towards printing pamphlets for distribution in Cuba for revive Servas activities there. This is approved by DFC.
 - b. Radha B Radhakrishna USD 134.95 towards printing visiting cards for UN representation . This is from UN Peace Representation budget allocation.
 - c. Danielle Serres Euros 284.18 Internet 121.46, Travel cost for attending UN Geneva 131.22 and bus fare 31.50.
5. Request for handover of charge and documents to the new treasurer.

Appendix 7 ServasOnline Status Report

No report submitted