



National Society of IT Service Providers (NSITSP)
Association Management & Transition Report
 December 27, 2023 Board Meeting

The following provides a high-level management report on the current month's activities conducted by Bolder Strategies as well as indicates upcoming activities.

Executive Management Services	
Bolder Strategies will assign an Executive Director who will provide oversight for the management team	<ul style="list-style-type: none"> Nicole Singleton Norman continues to provide executive oversight for NSITSP Nicole participates in most committee meetings – the scheduling of the Governance Committee meeting has been a challenge due to a prior scheduled commitment Provided suggested workflow and timeline for strategic planning for NSITSP's President's consideration
Actively participate in board meetings	<ul style="list-style-type: none"> Issued board meeting poll to board members and worked with NSITSP President to get schedule December 2023 meeting due to conflict with the holiday Provided documents for the board meeting
Represent NSITSP as the key contact for all operational needs of the organization	<ul style="list-style-type: none"> Manage all inbound emails for NSITSP
Collaborate with the Board of Directors to ensure that the organization is fulfilling its mission.	<ul style="list-style-type: none"> Actively participate in committee meetings to ensure committees are working to fulfill their charges Requested that committee chairs ensure meeting minutes are posted on NSITSP website – some minutes are missing
Provide regular updates to the Board of Directors regarding the organization's operations and performance.	<ul style="list-style-type: none"> Presented management report as an update Provided monthly financial statements Provided membership reports
Work with the Board of Directors to develop and implement policies and procedures that support the organization's mission and goals.	<ul style="list-style-type: none"> Created in October 2023 the 2024 Budget for NSITSP, which was approved by the Board in November 2023

Board of Directors Meeting	
Prepare Executive Report and Agenda	<ul style="list-style-type: none"> Presented management report as an update to the full NSITSP board Emailed NSITSP draft agenda for input from the NSITSP President Agenda posted to NSITSP Website
Financial Management	
General Bookkeeping Processing of Accounts Payable and Receivable Follow-up on Accounts Receivable Balancing Bank, Stripe and PayPal Merchant accounts Preparation and dissemination of financial reports to Finance Committee and Board of Directors	<ul style="list-style-type: none"> NSITSP November 2023 financial reports posted on website There have been no account changes to date—NSITSP’s account still resides with the Bank OZK Bolder Strategies has opened Chase Bank account
Budget Preparation – with the Finance Committee	<ul style="list-style-type: none"> Completed in October 2023 Approved by NSITSP Board November 2023
Membership	
Database management - Convert from current MemberPress web site	<ul style="list-style-type: none"> Bolder Strategies continues to manage membership database in MemberPress It was determined by Board and Finance Committee that NSITSP is not in the financial position to transition to a more robust association management platform – pricing for this has been shared
Renewal processing (mostly auto-payments). Members are automatically re-billed on anniversary date.	<ul style="list-style-type: none"> Reviewed membership notifications as they come into email account Assist NSITSP members as needed
New member packets. Assemble and mail.	<ul style="list-style-type: none"> Bolder Strategies manages the distribution of new member packets
Recruitment	<ul style="list-style-type: none"> Bolder Strategies continues to encourage free members to convert membership via email campaigns Bolder Strategies uses social media to encourage members to join at the professional level
Attend committee meetings (four committees – generally six meetings per month)	<ul style="list-style-type: none"> Bolder Strategies continues to participate in most committee meetings Bolder Strategies has encouraged committee chairs to participate in future board meetings to provide their own reports Bolder Strategies sends reminders to committee chairs to post meeting minutes on NSITSP website
Prep/Execute quarterly all-member meetings - Process meeting recording, etc. This includes embedding the recording in our web site along with transcription and chat. Also post on YouTube and promote on social media.	<ul style="list-style-type: none"> The next member meeting is yet to be scheduled for 2024 It was discussed that the All-Member Meeting take place once or twice per year

Create and disseminate materials to be used at channel events	<ul style="list-style-type: none"> Bolder Strategies has not received requests for materials All exhibit booth materials are in the possession of volunteer leaders
Marketing	
Maintain a “big list” of channel events. Contact organizers to see if we can get a table. Coordinate members to sit at tables/booths.	<ul style="list-style-type: none"> A list of 2024 channel events has been created for board review and input
Produce videos and marketing funnels as needed to attract more members	<ul style="list-style-type: none"> Bolder Strategies is requesting input from the Marketing Committee on suggestions for NSITSP’s target market
Marketing	
Marketing/Social Media Presence. Regular posts across Facebook, LinkedIn, and Twitter. Occasional posts to YouTube.	<ul style="list-style-type: none"> Bolder Strategies continues to post on social media, monitor engagement, and respond as needed Promoted December programming via email and social media (webinars, Legislative Q&A, etc.) Bolder Strategies has created a Q1 social media calendar for NSITSP and is beginning to program the social media posts
Blogging / posting news. About 4-6 times/month.	<ul style="list-style-type: none"> Bolder Strategies was advised that the blogs will continue to come from the volunteer leaders
Manage Client’s online Forums (very lightly used)	<ul style="list-style-type: none"> Bolder Strategies needs assistance in understanding the NSITSP online forums and what is needed

Upcoming Activities:

- Post recently past webinars
- Meet with Amy & Karl – January 10, 2024
- Follow up with outstanding vendor payments/renewals
- Ensure website updates are being made – make changes as needed
- Bolder Strategies will continue outreach to existing “free” members via email campaign and promoting to prospective members via social media
- Promote upcoming January 2024 programming via email and social media (webinars, Legislative Q&A, etc.)
- Schedule recurring meetings with NSITSP President (desire to have standing meeting)
- Complete 2023 Year End Financial Reports and post to website