



## National Society of IT Service Providers (NSITSP) Association Management & Transition Report

September 2023 Board Meeting  
September 25, 2023

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

<b>Executive Management Services</b>	
Bolder Strategies will assign an Executive Director who will provide oversight for the management team	<ul style="list-style-type: none"> <li>Bolder Strategies is transitioning into its executive management role and still working to get up to speed</li> </ul>
Actively participate in board meetings	<ul style="list-style-type: none"> <li>Participated in the August board meeting and will attend the September board meeting</li> <li>Worked with NSITSP President to issue both the August and September board agendas</li> </ul>
Represent NSITSP as the key contact for all operational needs of the organization	<ul style="list-style-type: none"> <li>Manage all inbound emails for NSITSP</li> </ul>
Collaborate with the Board of Directors to ensure that the organization is fulfilling its mission.	<ul style="list-style-type: none"> <li>Continuing to become more aware of NSITSP from participation in meetings and reading NSITSP documentation</li> </ul>
Provide regular updates to the Board of Directors regarding the organization's operations and performance.	<ul style="list-style-type: none"> <li>Presented management report as an update</li> <li>Held meetings with Karl Palachuk to address questions</li> </ul>
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"> <li>Working to best understand current policies and procedures for the organization</li> </ul>
<b>Board of Directors Meeting</b>	
Prepare Executive Report and Agenda	<ul style="list-style-type: none"> <li>Presented management report as an update to the full NSITSP board</li> <li>Emailed NSITSP draft agenda for input</li> </ul>
<b>Financial Management</b>	
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"> <li>August 2023 financial reports posted on website</li> <li>There have been no account changes to date—NSITSP's account still resides with the Bank OZK</li> <li>Bolder Strategies has opened Chase Bank account</li> </ul>

Budget Preparation – with the Finance Committee	<ul style="list-style-type: none"> <li>No activity to date</li> </ul>
<b>Membership</b>	
Database management - Convert from current MemberPress web site	<ul style="list-style-type: none"> <li>Bolder Strategies continues to manage membership database in MemberPress</li> </ul>
Renewal processing (mostly auto-payments). Members are automatically re-billed on anniversary date.	<ul style="list-style-type: none"> <li>Reviewed membership notifications as they came into email account</li> <li>Assist NSITSP members as needed</li> </ul>
New member packets. Assemble and mail.	<ul style="list-style-type: none"> <li>Bolder Strategies manages the distribution of new member packets</li> </ul>
Recruitment	<ul style="list-style-type: none"> <li>Bolder Strategies continues to encourage free members to convert membership</li> </ul>
Attend committee meetings (four committees – generally six meetings per month)	<ul style="list-style-type: none"> <li>Bolder Strategies has participated in all committee meetings in September</li> <li>Bolder Strategies has noted the dates of all committee meetings to fully participate</li> </ul>
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"> <li>Q4 Meeting is scheduled for Wednesday, November 8, at 9am PT</li> </ul>
Create and disseminate materials to be used as channel events	<ul style="list-style-type: none"> <li>No activity in September</li> </ul>
<b>Marketing</b>	
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"> <li>Updated list for upcoming events to share with Board during September meeting</li> </ul>
Produce videos and marketing funnels as needed to attract more member	<ul style="list-style-type: none"> <li>No activity to date for creating NSITSP videos</li> </ul>
<b>Marketing</b>	
Marketing/Social Media Presence. Regular posts across Facebook, LinkedIn, and Twitter. Occasional posts to YouTube.	<ul style="list-style-type: none"> <li>Bolder Strategies continues to post regularly, monitor engagement, and respond as needed</li> </ul>
Blogging / posting news. About 4-6 times/month.	<ul style="list-style-type: none"> <li>No activity to date by Bolder Strategies</li> <li>Karl Palachuk posted election notice and election reminder as Blog posts</li> </ul>
Manage Client’s online Forums (very lightly used)	<ul style="list-style-type: none"> <li>No activity in September 2023 Bolder Strategies</li> </ul>

#### **Membership Update:**

- All Memberships: 891 (+15)
- Email Distribution Database: 1,929 (+6)

#### **Upcoming Activities:**

- Transfer account and automatic drafts to Chase Bank
- Create and distribute September & October Newsletters
- Issue new member packets for September 2023

- Ensure website updates are being made – make changes as needed
- Bolder Strategies desires to move email account to Google Business Email – need to work with Karl Palachuk to understand if all the email accounts currently used by NSITSP are needed
- Bolder Strategies will begin outreach to existing “free” members via email campaign and promoting to prospective members via social media
- Marketing Brochure based on information gathered by Marketing Committee
- Develop a proposed plan for NSITSP’s strategic planning efforts
- Develop list of channel events and determine ability to exhibit at these events
- Promote upcoming October and November programming (webinars, Legislative Q&A, etc.)
- Continue to review all documents provided electronically to Basecamp
- Notify insurance company of change of address and management
- Schedule recurring meetings with NSITSP President (plan to meet twice a month)
- Work with Karl Palachuk to move NSITSP emails to Google Business Email
- Complete September 2023 Financial Reports and post to website