



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

January 22, 2024 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 Singleton Norman participates in most committee meetings and has notified committee chairs if there was a scheduling conflict – all meetings have been attended in January thus far Provided suggested workflow and timeline for strategic planning for NSITSP's President's consideration on 12/26/2023 – Bolder Strategies has not received a response to this communication at the time of this report
Actively participate in board meetings	<ul style="list-style-type: none"> Participated in December board meeting Provided documents for the board meeting Sent draft agenda to NSITSP President for input Agenda sent to NSITSP board on 1/19/2023
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 still 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 2024 Budget will be reflected in the January 2024 financial reports
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 and emailed to board and committee chairs
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 December 2023 financial reports posted on website Wire transfer information has been provided to NSITSP Treasurer
Budget Preparation – with the Finance Committee	<ul style="list-style-type: none"> Completed in October 2023 Approved by NSITSP Board November 2023 Will be reflected in the 2024 statements
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 committee meetings Bolder Strategies has encouraged committee chairs to participate in future board meetings to provide their own reports

	<ul style="list-style-type: none"> • Bolder Strategies sends reminders to committee chairs to post meeting minutes on NSITSP website • A report template was created and sent to committee chairs requesting that future reports be submitted the week before each meeting
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 • If maintaining the Quarterly schedule, the next meeting will take place on February 14, 2024
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 • No direction from the Board or marketing committee has been provided for this service—various committees have indicated that they will create videos within their committees
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 January programming via email and social media (webinars, Legislative Q&A, etc.) • Bolder Strategies is following its Q1 social media calendar for NSITSP • Past month’s metrics from HootSuite have been provided to the NSITSP Board
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 – These were to come from Amy and Karl and other committee chairs

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 • We have been advised that this is a low priority item
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Upcoming Activities:

- 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.)
- Determine which firm is to do the submission of the Form 990 for NSITSP
- Determine which firm will issue the 1099s for NSITSP