



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

**August Board Meeting
August 28, 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.

Meeting Participation:

- Participated in Q3 All Members Meeting – Spoke briefly to participating members
- Participated in weekly transition meetings with Karl Palachuk
- Met with NSITSP President, Amy Babinchak
- Interviewed with Howard Cohen
- One-on-one meetings held with Marketing and Finance Committee Chairs
- Attended a Legislative Committee Meeting and Legislative Open Q&A Session
- Participated in meeting with Steve Kazan to discuss upcoming webinars
- Participated in AI Roundtable on August 17, 2023
- Participated in Legislative Open Q&A in August

Transition Activities:

- Received electronic documents and have begun reviewing these
- Met with some of the committee chairs to better understand the various committees' current initiatives and needs
- Received new member stickers and business cards to be included in new member packets
- Taken over day-to-day interactions in email account: admin@nsitsp.org

Contracted Management Services:

Executive Management Services	
Bolder Strategies will assign an Executive Director who will provide oversight for the management team	<ul style="list-style-type: none">• Conducted interview with Howard Cohen regarding new management company
Actively participate in board meetings	<ul style="list-style-type: none">• Will attend our first board meeting on August 28, 2023
Represent NSITSP as the key contact for all operational needs of the organization	<ul style="list-style-type: none">• Began responding to and managing NSITSP emails
Collaborate with the Board of Directors to ensure that the organization is fulfilling its mission.	<ul style="list-style-type: none">• Currently, conducting meetings with volunteer leaders and reading existing documentation to become more familiar with NSITSP

Provide regular updates to the Board of Directors regarding the organization's operations and performance.	<ul style="list-style-type: none"> Presented this management report as an update Currently, holding weekly meetings with Karl Palachuk
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"> Working to best understand current policies and procedures for the organization
Board of Directors Meeting	
Prepare Executive Report and Agenda	<ul style="list-style-type: none"> Presented this management report as an update to the full NSITSP board Met with Amy Babincheck in preparation for this board meeting
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"> The July 2023 financial reports were completed by Karl Palachuk The August 2023 financials will be prepared by Bolder Strategies There have been no account changes to date—NSITSP's account still resides with the Bank OZK Bolder Strategies intends to migrate the NSITSP account to Chase Bank
Budget Preparation – with the Finance Committee	<ul style="list-style-type: none"> No activity to date
Membership	
Database management - Convert from current MemberPress web site	<ul style="list-style-type: none"> Bolder Strategies recommends continuing to manage NSITSP's membership database in MemberPress until the organization is in a better financial position
Renewal processing (mostly auto-payments). Members are automatically re-billed on anniversary date.	<ul style="list-style-type: none"> Reviewed membership notifications as they came into email account – presented questions to Karl Palachuk International Member requested refund as the member did not believe NSITSP was servicing its international members well – discussed this via email with Karl Palachuk
New member packets. Assemble and mail.	<ul style="list-style-type: none"> Was advised by Nai Saechao Saechao that these are mailed monthly for new members Bolder Strategies is prepared to handle the distribution of new member packets
Recruitment	<ul style="list-style-type: none"> Bolder Strategies has crafted a three-email campaign series to market membership upgrades to “free” members – Email campaign will begin Wednesday, August 31, 2023
Attend committee meetings (four committees – generally six meetings per month)	<ul style="list-style-type: none"> Bolder Strategies has participated in meetings for the following committees to date: Legislative and Marketing. Bolder Strategies has noted the dates of all committee meetings to fully participate

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"> • Participated in the Q3 Meeting • Will be prepared to prep and execute the Q4 meeting
Create and disseminate materials to be used as channel events	<ul style="list-style-type: none"> • No activity to date
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"> • No activity to date
Produce videos and marketing funnels as needed to attract more member	<ul style="list-style-type: none"> • No activity to date for creating NSITSP videos
Marketing	
Marketing/Social Media Presence. Goal is 1-2 times per day across Facebook, LinkedIn, and Twitter. Occasional posts to YouTube.	<ul style="list-style-type: none"> • Bolder Strategies took over the NSITSP social media pages on August 18, 2023 • Bolder Strategies will continue to post regularly, monitor engagement, and adjust as needed
Blogging / posting news. About 4-6 times/month.	<ul style="list-style-type: none"> • No activity to date by Bolder Strategies • Karl Palachuk has posted in August 2023
Manage Client’s online Forums (very lightly used)	<ul style="list-style-type: none"> • No activity to date by Bolder Strategies

Upcoming Activities:

- Ensure all Bolder Strategies assigned team members have full access to NSITSP website
- Issue new member packets for August 2023
- Touch base with Karl Palachuk to determine what needs to be completed for the election
- Participate in meeting with Amy Babinchak and Howard Cohen regarding newsletter
- Complete August 2023 Financial Reports and distribute 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
- Promotion of upcoming webinars
- 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
- Plan for September 2023 Blog Posts
- Open bank account with Chase Bank
- Continue to review all documents provided electronically to Basecamp
- Notify insurance company of change of address and management
- Schedule one-on-one meetings with all NSITSP board members