

HDI San Antonio Board of Directors Meeting Minutes

February 11, 2015

Meeting to be held at Beullieu & Associates, 1100 NW Loop 410, #700 78213 210-710-4161

Officers in attendance:

Norma Ohlenbusch, Stephen Steinbach, Doug Rabold, Shawn McClelland, Jesse Vazquez, Josh Valencia and Bernard Beullieu

The meeting was called to order at 11:30AM. Bernard Beullieu reviewed updates for the Board of Directors Board including:

- HDI Officer Shirts ordered for Stephen, Josh & Doug to be delivered on Feb 18th.
- Officers Summit – We are considering sending someone this year.
- Conference Call Schedule. Bernard Beullieu to publish a schedule for each officer to rotate attending the call.

Schedule:

Conference Call Schedule

Date	Call	Officer	Date	Call	Officer
26-Feb-15	Regional Call	Bernard	5-Aug-15	National Call	Shawn
4-Mar-15	National Call	Doug	27-Aug-15	Regional Call	Stephen
26-Mar-15	Regional Call	Jesse	2-Sep-15	National Call	Josh
1-Apr-15	National Call	Norma	24-Sep-15	Regional Call	Bernard
23-Apr-15	Regional Call	Shawn	7-Oct-15	National Call	Doug
6-May-15	National Call	Stephen	22-Oct-15	Regional Call	Jesse
28-May-15	Regional Call	Josh	4-Nov-15	National Call	Norma
3-Jun-15	National Call	Bernard	26-Nov-15	Regional Call	Shawn
25-Jun-15	Regional Call	Doug	2-Dec-15	National Call	Stephen
1-Jul-15	National Call	Jesse	24-Dec-15	Regional Call	Josh
23-Jul-15	Regional Call	Norma			

Grass Roots Conference Call Schedule:

Grassroots Call Schedule 2014-2015						
Grassroots Call	Recurrence September, November, January, March, May, July	Time Pacific Time Zone Mountain Time Zone Central Time Zone Eastern Time Zone	Call Duration	Dial In Number	Access Code	Facilitator
President	Third Friday Every other month	11:30 am PT 12:30 pm MT 1:30 pm CT 2:30 pm ET	30 minutes	866-740-1260	8350933	Lauretta Ayers
VP, Programs	Third Thursday Every other month	11:30 am PT 12:30 pm MT 1:30 pm CT 2:30 pm ET	30 minutes	866-740-1260	6023106	Andy Nixon
VP, Membership	Third Wednesday Every other month	10:00 am PT 11:00 am MT 12:00 pm CT 1:00 pm ET	30 minutes	866-740-1260	2274032	Nenita Rozzi
VP, Finance	Third Thursday Every other month	10:00 am PT 11:00 am MT 12:00 pm CT 1:00 pm ET	30 minutes	866-740-1260	2172595	Steve Antes

11:20 – 11:35 Network, grab lunch and get situated.

11:35 – 11:45 Discuss & Ratify Chapter Bylaws. Completed Bylaws posted to Google Drive.

11:45 – 12:30 Reports from the Board Members:

- VP of Communications – We discussed schedule for sending out Local Chapter updates. We approved an update going out every Wednesday. All officers are to author posts to outline their background and plans for their respective areas. We are also going to look at content from other sources.
- Webmaster – Changed title to VP of Web & Social Media Presence. Stephen to update website to change home page from a static page to our blog page. Bernard Beaulieu to get credentials for Stephen to access chapter LinkedIn, Twitter and Facebook pages. Main focus of this role to develop the process and structure to get our content out via web and social media.
- VP of Membership – Doug Rabold reviewed current membership list and talked about plans to increase membership. We discussed the Service Desk Institute, ITSMF, (no LIG in San Antonio) and getting testimonials on the value of membership. Bernard to reach out to Robin McGregor to invite San Antonio area ITSMF members to Malcolm Fry Event.
- VP of Vendor Management – Shawn McClelland reviewed the list of past sponsors and companies currently expressing interest in sponsoring our chapter. We also discussed charging vendors for attending events and pushing at least a resource membership.
- VP of Training & Development – Jesse Vazquez reviewed current training needs that have come up so far. He has discussed marketing ideas with Shea Knauff to get local training going.
- VP of Events – Josh Valencia has reached out to all past and potential host organizations for our meeting. Most of them are still interested in hosting HDI San Antonio events.
- VP of Programs – Bernard Beaulieu reviewed Programs schedule/worksheet. Approved two program ideas, (Below). Bernard to see if Rick Joslyn in our area this year and willing to do his KCS Presentation. We would like to have a local KCS training as well.

12:30 – 1:00 Discussion and New Business

- Discussed upcoming Malcolm Fry event. We are set. Josh Valencia has signing authority & a debit card coming to allow him to purchase drinks and snacks for this event. Bernard Beaulieu will help Josh with the refreshments.
- Board approved “Members Only” lunch with the Board of Directors on Wednesday, March 18th. Josh Valencia is vetting three possible venues.
- Board approved concept of “Throw Back Thursday” Social Event proposed by Ron Muns for April. Bernard Beaulieu to work with Ron Muns to vet this out.

Programs Calendar/Report (Continued)

	Date	Time	Venue	Program	Presenter
Scheduled	27-Feb-15	1:30 PM	CPS Energy EMC Building	Get smArt, ITSM Ideas	Malcolm Fry
Approved	18-Mar-15	11:30 AM	Restaurant TBD Target 25 people, private room centrally located. Josh Valencia has three locations to vet.	Members Only lunch with Board of Directos.	
Idea	17-Jun-15	11:30 AM		Possibly Brian Johnson Texas Tour	
	19-Aug-15	11:30 AM			
	21-Oct-15	11:30 AM			
Proposed	18-Nov-15	11:30 AM	TBD	Awards Luncheon	Awards Luncheon
Program Thoughts & Ideas					
Idea				Rick Joslyn's Knowledge Presentation presented by Shawn McClelland	Shawn McClelland
Idea				Kirk Weisler	Kirk Weisler
Idea				Program on discussion on emerging trends based on Hdl Salary and survey practices	Bernard Beaulieu
Idea				Tours	
Idea				Customer Service maybe a look at another company or organization on how they build a culture of high customer service.	Possible Jeff Gonzalez Saddleback Leather
Idea				Increased visibility of the Service Desk, Project Planning	Shawn McClelland & Doug Rabold
Approved	Apr-15			Spoke to Ron on 2-10. He wants to do a Happy Hour type meet, "Throw Back Thursday".	Ron Muns
Idea				Brian Johnson, ITIL Rock Star working with DFW chapter to get on calendar, looks like June	Brian Johnson