



San Antonio

HDI San Antonio Board of Directors
Overview, Roles and Functions

HDI San Antonio

Board of Directors Overview, Roles and Functions

January 25, 2017

Board of Directors Overview - presented by Bernard
Beullieu

HDI Global – UBM

Mission

Elevate the customer experience through the development of the technical support industry.

The Association for Technical Support Professionals

Technical support professionals love HDI because it provides them with a profound sense of community. At 150,000 people strong, HDI is a community built by industry peers and leaders that gives you the resources, knowledge, and drive to be great at what you do.

HDI San Antonio Local Chapter

Our vision is to be the premier Information Technology Support Association in South Texas.

Our mission is to serve San Antonio area businesses and organizations by helping them increase the value, stature and strategic importance of their Information Technology Support organization.

Target Market is San Antonio area Information Technology Leaders.

HDI San Antonio Local Chapter

Our Products/Offerings

- Access to a community of Information Technology Professionals that gives San Antonio area IT Leaders an opportunity to "Connect" and share "Best Practices" in the areas of Service Management and Technology Support.
- Programs & Events that feature industry SMEs leading presentations and discussions on Information Technology Support and Service Management "Best Practices".
- Training and Certification in the areas of IT Support, Leadership, KCS and Service Management.
- Annual Awards & Recognition Program that recognizes San Antonio's top Information Technology Support Practitioners, Leaders and Teams. Awards include Service Desk Analyst of the Year, Desktop Support Technician of the Year, Manager of the Year, Team Excellence, KCS and Service Improvement.
- Access to Industry publications including white papers and the annual HDI Salary & Practices survey.
- Discounts for HDI Annual Conference and Fusion.

HDI San Antonio Local Chapter Board of Directors, BOD

Our Responsibility

- Develop/improve/expand our offerings based on our practical experiences and member/constituent input. Programs, Local Training, Awards Program, Social Connection and Sponsorship.
- Serve our community – Members → Constituents → Area IT Professionals
- Create a real community with a sense of belonging.
- Expand our sphere of influence within the local Information Technology Community.
- Follow the guidelines established by HDI Global.

Bernard's Leadership Style

- Integrity
- Ownership
- The mission is the mission is the mission.
- Delegate
- Visible things...Deliverables
- Always available if you need help.

Five ~~Dysfunctions~~ Functions of a Team

Positive Approach:

1. Trust one another.
2. Engage in unfiltered conflict around ideas.
3. Commit to decisions and plans of actions.
4. Hold one another accountable for delivering against those plans.
5. Focus on the achievement of collective results.

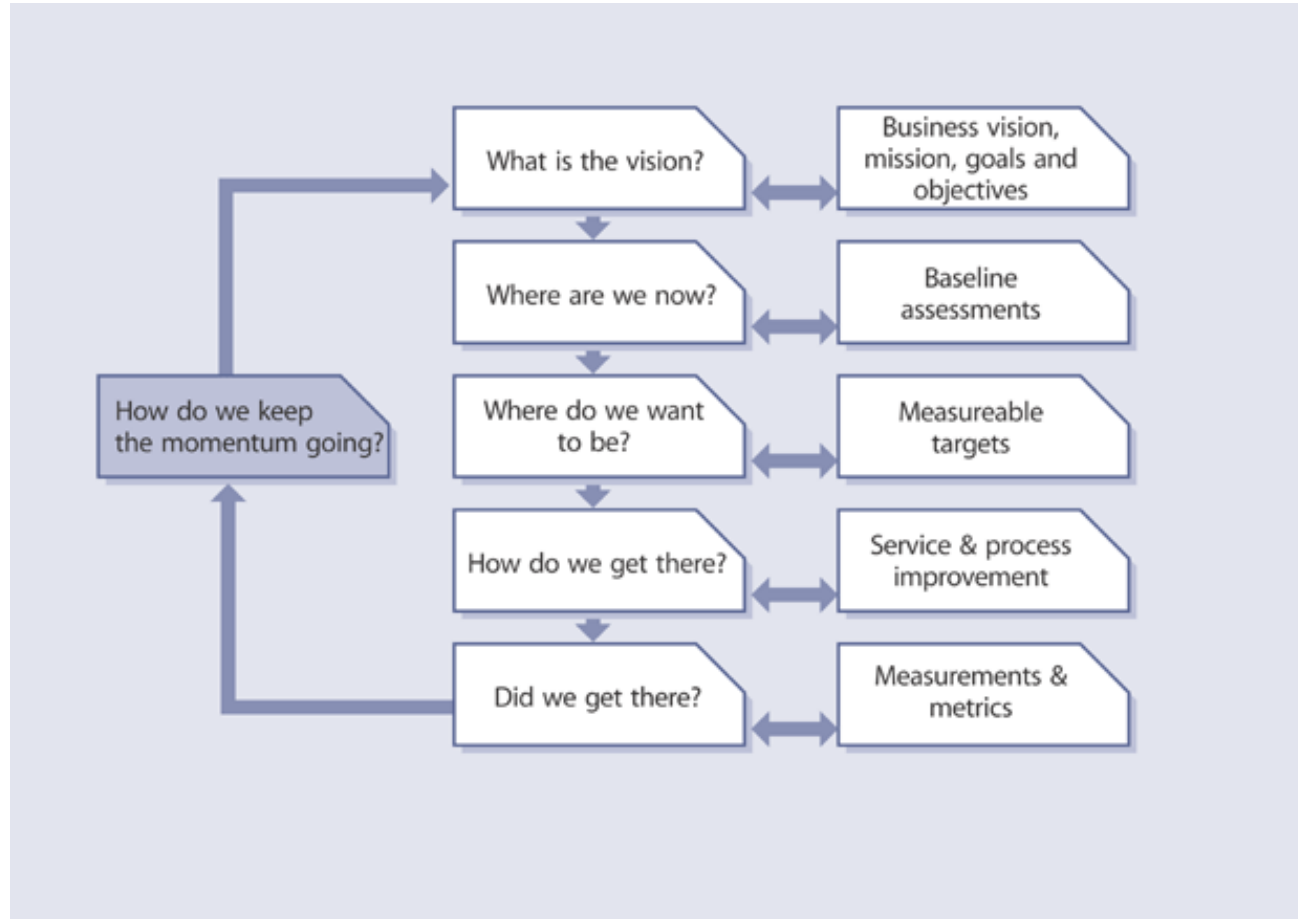
2017 HDI San Antonio Local Chapter Goals

- 5 Programs/Events + Awards Banquet per calendar year.
- “Three Things, Three Months” Speaker, Location and Message.
- 2 Local Chapter sponsored training classes per calendar year.
- \$2,500 in sponsorship revenue per calendar year.
- Grow overall HDI Membership by 15% per calendar year.
 - January 2017 – 46 Members
- Communicate/Market
 - Monthly Newsletter or blog RSS with something from each major area: Programs, Events, Sponsorship, Training, Membership, President.
 - Develop a Social Media strategy and process. Socially share every communicate.
 - Grow distribution list by 15% per calendar year. We start 2017 with 346 contacts.
 - Engage colleagues to participate in HDI.
 - Leverage members, constituents & vendors.
- Increase average event attendance by 15%, (Calendar year average). 2016 average 34.4

Time Management

- BOD Meeting
 - Most important of all time. 1.5 – 2 hours we are all together.
 - Maximize value of BOD Meeting by quickly dispensing with the routine stuff, (Director Reports).
 - Complete assigned actions and deliverables within the given timeframe.
 - Director report details work on assigned actions and should be updated in Trello 2 days prior to BOD meeting.
 - All BODs review reports and be prepared to discuss at BOD Meeting.
 - Prioritize and develop ideas. Idea: a thought or suggestion as to a possible course of action
 - Does the idea fit our mission and vision?
 - Is the idea vital to achieving our goals, (Priority goals)?
 - Is there an ROI?
 - Is it the best use of BOD resources?
 - Does it fit the big picture...where we are going?
 - Maximize the effectiveness of what we have.
 - Communications
 - Social Media
 - BOD snippets of time
 - Leverage members, constituents and vendors.

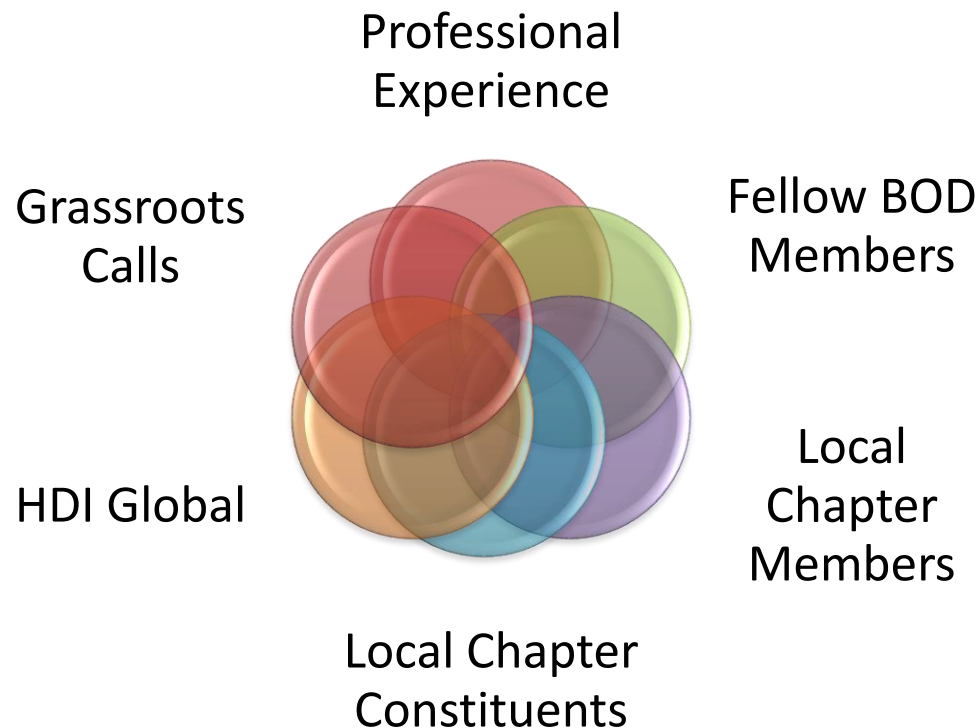
Continual Service Improvement



Current HDI San Antonio Local Chapter BOD Roles

- VP of Social Media – Stephen Steinbach, Whataburger
- VP of Programs – Jesse Vazquez, Y&L Consulting
- VP of Training & Development – Doug Rabold, CPS Energy. In addition, Doug will take on President role in June 2017.
- VP of Events – Rosana Mason, CPS Energy
- VP of Vendor Relations – Open
- President – Bernard Beaulieu, Beaulieu & Associates. Finance, Reporting to HDI Global. Bernard to transition to VP of Membership and continue as VP of Finance.

**Each Director Owns Their Area of Responsibility and
Plans Based On Several Inputs**



Grassroots Calls

Grassroots Call	Day / Time (MT)	Dial In Number	Access Code	Facilitator
President	3 rd Friday, every other month (May, July, Sept, Nov, Jan, Mar) 12:30 pm MT	866-740-1260	8350933	Ellen Donati
VP, Programs	3 rd Thursday, every other month (May, July, Sept, Nov, Jan, Mar) 12:30 pm MT	866-740-1260	6023106	David Sains
VP, Membership	3 rd Tuesday, every other month (May, July, Sept, Nov, Jan, Mar) 11:00 am MT	866-740-1260	2274032	Donald Chew
VP, Finance	3 rd Thursday, every other month (May, July, Sept, Nov, Jan, Mar) 11:00 am MT	866-740-1260	2172595	Steve Antes
VP, Communications	3 rd Tuesday, every other month (May, July, Sept, Nov, Jan, Mar) 12:00 pm MT	866-740-1260	9481030	Terri Oropeza
VP, Vendor Relations	4 th Wednesday, every other month (May, July, Sept, Nov, Jan, Mar) 10:00 am MT	866-740-1260	7179054	Steve Cramer
Webmaster	3 rd Thursday, every other month (May, July, Sept, Nov, Jan, Mar) 12:00 pm MT	866-740-1260	2680184	Dewayne Dillard
VP, Training and Development	3 rd Tuesday, every other month (May, July, Sept, Nov, Jan, Mar) 2:00 pm MT	866-740-1260	1594233	Dan Conlin

National & Regional Calls

					
Conference Call Schedule					
Date	Call	Officer	Date	Call	Officer
6-Jan-16	National Call	Doug	6-Jul-16	National Call	Norma
28-Jan-16	Regional Call	Bernard	28-Jul-16	Regional Call	Rosana
3-Feb-16	National Call	Shawn	3-Aug-16	National Call	Stephen
25-Feb-16	Regional Call	Jesse	25-Aug-16	Regional Call	Hilda
2-Mar-16	National Call	Norma	7-Sep-16	National Call	Doug
24-Mar-16	Regional Call	Rosana	22-Sep-16	Regional Call	Bernard
6-Apr-16	National Call	Stephen	5-Oct-16	National Call	Shawn
28-Apr-16	Regional Call	Hilda	27-Oct-16	Regional Call	Jesse
4-May-16	National Call	Doug	2-Nov-16	National Call	Rosana
26-May-16	Regional Call	Bernard	24-Nov-16	Regional Call	Stephen
1-Jun-16	National Call	Shawn	7-Dec-16	National Call	Hilda
23-Jun-16	Regional Call	Jesse	29-Dec-16	Regional Call	Doug

VP of Events

- Owns the logistics for all local chapter events including venues, refreshments, ID labels, security, sign in, parking, special instructions, audio visual equipment, etc.
- Works in conjunction with the VP of Vendor Management and the VP of Programs to schedule venues.
- Develop & grow a database of possible venues complete with contact info, capacity and other pertinent information.
- Communicate and solicit member & constituent organizations to host events.
- Three Things in Three Months...Location
- BOD Report
 - Solicit BOD feedback on past events and incorporate ideas into future plans.
 - Review venue database.
 - Solicit BOD input on possible venues.
 - Solicit/Assign BOD volunteers for roles at chapter events such as, registration, greeting, etc
 - Event Logistics Check Off sheet.

VP of Programs

- Own the development and scheduling for Local Chapter Programs.
- Create a Programs database that tracks everything from Program ideas to vetted/scheduled Programs.
- Solicit input from Members and Constituents on Program ideas and “What’s Hot” in their world.
- Track the progress of Program ideas into vetted BOD approved programs and events.
- Create and manage an Event Calendar that includes program name, presenter, message, venue, sponsor & budget.
- Create the Message, a write up of the Program or Event that includes “Takeaways” that participants can expect from the Event. (VP of Communications?)
- Goal -Three things in three months...Program & Message.
- BOD Meeting
 - Review Programs Database
 - Lead the discussion of local chapter programs from ideas to vetted programs.

VP of Vendor Management

- Own, develop and manage Local Chapter Sponsorship Program.
- Local chapter liaison for all vendor relations.
- Solicit sponsor leads from BOD, Members and Constituents.
- Follow up on all sponsor leads.
- Develop ways for vendors to participate maybe “Bring a Client”
- Maintain a database of all current, past and possible sponsors.
- Work closely with the VP of Events to manage host sponsors.
- Three things in three months...Host sponsors
- BOD Meeting
 - Review sponsorship database and all related activity.
 - Solicit board input on sponsors and sponsorship ideas.

VP of Membership

- Own, develop and manage HDI Members that are part of our Local Chapter.
- Develop & manage the connection of HDI members to the local chapter.
 - Add them to our contact list, MailChimp
 - Contact new members and welcome them to the Local Chapter. Talk to them about upcoming Programs and training.
 - Communicate regularly to our contact list regarding membership.
- Engage new, renewing and current members.
- BOD Meeting
 - Review membership activity – Adds, deletes, pending renewals.
 - Report on KPIs – Total number of members, number of professional members, number of contacts in MailChimp and other KPIs and metrics as needed.
 - Lead the discussion of ideas and possible leads for growing membership.

VP of Training & Development

- Own, develop & manage the need for local chapter sponsored HDI training classes.
- Communicate regularly to our members and constituents marketing and developing interest in local HDI classes.
- Communicate follow up on local chapter training classes.
- Maintain a database of contacts that are interested in HDI training.
- Work with our sales rep, Shea Knauff to market training.
- BOD Meeting
 - Report local chapter sponsored training interest and scheduled classes.
 - Solicit BOD ideas and leads for marketing training.

VP of Communications

- Own, develop & manage communications for the local chapter.
- Review and edit all local chapter communiques.
- Schedule monthly communiques that cover upcoming events, past events, local training and HDI Global announcements.
- Assist VP of Programs in crafting all event/program messaging.
- Develop a communication schedule that maximizes the marketing of all events and training.
- Three things in three months, message – Schedule Event announcements and marketing.
- BOD Meeting
 - Report on statistics for prior month communiques and event announcements.
 - Report on upcoming communications schedule.
 - Solicit BOD input for communiques.

VP of Social Media

- Own, develop & manage Social Media for the HDI San Antonio Local Chapter.
- Maintain FaceBook page.
- Maintain Twitter and LinkedIn accounts. Research other Social assets like MeetUp, etc.
- Grow our followers on all Social Media platforms.
- Assist all BOD Members in promoting their area of responsibility through Social Media.
- Develop, maintain and document our Social Media strategy and our process for easily sharing and spreading communiques.
- Develop, maintain and document our strategy for engaging HDI San Antonio constituents through Social Media.
- Develop, maintain and document our strategy for expanding our sphere of influence through Social Media.

- BOD Meeting
 - Report on statistics for prior month followers, likes, etc.
 - Report on upcoming Social Media initiatives.
 - Solicit BOD input for expanding our sphere of influence.

VP of Finance

- Own, develop & manage financial reporting for the local chapter.
- Enter all transactions into the QuickBooks online system, monthly.
- Reconcile QuickBooks against bank statements, monthly.
- Receive & process ACH payments from HDI Global.
- Pay bills.
- Develop budget for local chapter.
- Quarterly reporting to HDI Global, P&L, Balance Sheet.
- Annual reporting to HDI Global, P&L, Balance Sheet, Year end reconciled bank statement.
- BOD Meeting
 - Report on current bank balance.
 - Report on YTD P&L and Balance Sheet.

Web

- Own, develop & manage local chapter website, hdisanantonio.org
 - Process domain name and hosting renewals.
 - Update all WordPress plugins and themes.
 - Maintain a site backup, Updraft.
 - Post HDI updates.
 - Implement design changes as needed.
 - Integrate and manage website, Events Management, Contact Management & Survey systems.
 - Create and maintain website login access.
 - Create and maintain email accounts.
 - Respond to site messages and alerts.
- BOD Meeting
 - Document and implement suggested changes.
 - Report on renewals and system changes.

President

- Lead the local chapter and local chapter BOD.
- Schedule and develop agenda for monthly BOD meetings.
- Communicate with local chapter members and constituents.
- Lead local chapter meetings – Kick off meeting and develop presentation.
- **Local Chapter Reporting**
 - Health check Survey – Annual
 - Meeting details survey – After every membership meeting.
 - Update Circle of Excellence Spreadsheet, Google Drive – Monthly
 - Upload BOD Meeting minutes to Google Drive - Monthly
 - Ensure all guidelines, responsibility agreements and other documents are signed off on by the BOD and followed by the local chapter.
 - Attend Global and Regional LCO calls as scheduled.
 - Attend Presidents Grassroots call.
- **Awards Program**
 - Develop and manage a panel of independent judges to score submittals.
 - Schedule, conduct and distribute recorded interviews.
 - Combine scoring and determine the winners.
 - Order Nomination certificates from HDI Global.
 - Purchase frames, plaques and gift cards.
- **BOD Meeting**
 - Lead the BOD Meeting.
 - Take notes and develop action items.
 - Create minutes.
 - Follow up with each BOD member on their deliverables.