



Minutes of the Accela National Users Group Board of Directors Meeting

February 9, 2017 | 8:00 am (PST)

The meeting of the Accela National Users Group (ANUG) Board of Directors was called to order on February 9, 2017 at 8:09 am Pacific Time by Treasurer, Rhetta Hogan. Other board members present were Julie Interrante, Hubert Wenzel, Art Martinez, Steve Corbeille, Heidi Bova and Stacey Barrett (staff).

Guests: Nam Ha and Sharon Talkington (Accela)

Approval of January Board Meeting Minutes: After review of the previous meetings minutes, a motion was made to accept the January 12, 2017 board minutes as presented. The amended motion was seconded and unanimously approved.

January 2017 Month End Financial Statement: Hogan presented the financial report as of January 31, 2017. A motion was made to accept the January 2017 month end financial report as presented. The motion was seconded and unanimously approved.

Wenzel joined the call at 8:12 am.

2017 ANUG Proposed Budget

A discussion ensued regarding the proposed 2017 ANUG budget. A motion was made to accept the 2017 proposed budget as presented. The motion was seconded and unanimously approved.

ANUG Conference

Barrett reported that she had only received two RFPs from local venues for the event in October 2017. Martinez recommended contacting the Portland Visitors Bureau and requesting an RFP go to all Portland venues.

Interrante joined the call at 8:22 am.

Barrett reported that she had received notification from Nam Ha that Accela is planning a one day F&A event for the Portland area May, 2017. The board discussed recommending to Accela for ANUG to partner with them and have a second day at the event where ANUG would plan small breakout sessions. This could possibly lower ANUG's cost for the venue and encourage more involvement from ANUG members. Discussion was tabled until March.

Membership

Barrett noted that she will send an update expired list with calling assignments.

ANUG Mission Statement

It was the consensus of the board to table the discussion until the board meeting in March. Each board member was requested to review the mission statement and send Barrett their changes prior to the next board meeting in March.

Additional Business

No Additional Business

Ha and Talkington joined the conference call at 8:59 am.

Corbeille left the call at 9:00 am.

Accela (notes taken by Rhetta Hogan)

A discussion ensued regarding the follow up with requests to Accela from the ANUG board.

- Ha: Feb 22 9AM PST Podcast roadmap on F&A that will include product upgrade and commitment. All direct inquiries are being deferred to that, internally they have developed a plan it sounds.
- Talkington: Portland TBD, other than agenda is being developed.
- Ha: Support, client friendly. Thirty webinars from Carol on topics.
- Talkington: Service level agreements, they are working on the agreements (SLA) and also support agreements that show transparency of support and ticket completion. Hogan requested that the speed of posting non-specific problems but general or technical problems getting posted quickly to the community as it most likely may affect more than one user.
- Sharon Talkington: Circled back to the 1-day Portland conference, Sharon deferred again to outreach to Jamie on content and how to structure. ½ training – ½ networking, again still had no F&A detail. Martinez and Interrante, pushing to get information on this and urging Jamie to reach out to the ANUG group. Nam indicated that he would let Jamie know and that time is of essence on this.

The next meeting will be March 9, 2017 at 8:00 am (PST).

The meeting adjourned at 9:13 am.

Respectfully submitted,



Stacey Barrett
SNUG Association Manager