

# DAMA International



## Board of Directors Meeting Minutes

10/13/2019 | 10:32 am PDT • 11:00 am CDT • 12:00 pm | GoToMeeting

### Attendees

#### Board Members (voting)

- Loretta Mahon Smith, President (LMS)
- April Reeve, VP Finance (AR)
- Lindy Kresl, VP Operations (LK)
- Stacey Haurin, VP Chapter Services (SH)
- Chris Bradley, VP Professional Dev (CB)
- Frank Kadwell, VP Member Services (FK)
- Lowell Fryman, VP Marketing (LF)
- Cathy Nolan, VP Conference Services (CN)
- Jerrod Young, VP Online Services (JY)
- Stacy Haurin(acting), Presidents' Council Chair (SH)

#### Board Members (non-voting)

- Peter Aiken, Past-President (PA)
- Eva Smith, Governance Officer (ES)

#### Admin/Staff

- Christine Ruddy, Admin Support (CR)
- LaTess Wilkins, Customer Support (LW)
- Karen Miller, Bookkeeper (KM)

#### Board of Advisors

- John Zachman (JZ)
- Karen Lopez (KL)
- Susan Earley (SE)

#### CDMP Fellows

- Deborah Henderson (DH)

#### Directors-elect:

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**Call to Order:** 9:00 am PDT • 11:00 am CDT • 12:00 pm |

**Roll Call** – Conducted by LS.

### Approval of Minutes

- September minutes will be reviewed in the November meeting

**Motion:** \_\_ **Second:** \_\_

### Agenda Items

1. Open the meeting, roll call
2. Approval of Minutes
3. Motions
4. Board Reports
5. Old Business – New Business
  - a. Motion – Approve Document Retention Policy
6. Process check & close the meeting

# DAMA International



## Board of Directors Meeting Minutes

<b>Action items</b>	<b>Person responsible</b>	<b>Deadline</b>
Schedule a meeting on policy on sanctioned countries and affiliations	ES & SH	19 Nov 2019
Email a letter absolving people and chapters of Ethics concerns	LS	25 Nov 2019
Send Loretta an email with the persons and email addresses so that Loretta can write them an apology	All	10 Nov 2019
Hire a financial advisor to review our portfolio	AR	10 Jan 2020
Finish contract review for RR and set up a meeting to review the contract	CB	02 Dec 2019



### Board Motions

**Proposed Motion:** DAMA International Board of Directors approves the Document Retention Policy version 4.0 from September 20<sup>th</sup>, 2019 to be effective as of Nov. 1, 2019.

**Motion:** \_LK\_ **Second:** \_AR\_

Passed by acclamation.

**Proposed Motion:** DAMA International will provide an EDW2020 conference pass in San Diego and reimburse up to \$2,500.00 USD, and not to exceed for travel expenses for the six appointed Regional Coordinators to attend the DAMA Board working sessions, Board meeting and President's Council meeting on Friday, Saturday and Sunday, March 20-22, 2020 prior to the conference, provided the coordinators perform their role as directed by DAMA-I board members.

Nino Letteriello - Europe

Marilu Lopez – Latin America

Mick Hayashi – Asia Pacific

Jesslyn Dymond - Canada

Missy Wittmann – United States of America

Geoffrey van IJzendoorn - Nordic

**Motion:** \_SH\_ **Second:** CB\_\_

Passed by acclamation.

**Proposed Motion:** For the record, the DAMA-I board absolves and declares invalid any ethics complaints prior to January 1, 2019.

**Motion:** \_ES\_ **Second:** \_FK\_

Passed by acclamation.

### Officer Reports –

- VP, Member Services
  - Working on Helpscout questions and have solved many issues.
  - Christine will take over the DMBok2 process and CiviCRM documentation
  - Online enhancements will improve and serve the members.
- VP, Chapter Services
  - Total Affiliations for the term: 7
  - Active Chapter: 51
  - Active Chapter in Compliance: 11
  - Chapters in Formation: 40

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New Requests for Chapter Formation: 3

Supported Chapter Events: 1

PC September Meeting Attendance:

- Chapters: 19

  - Total Attendees: 21

- Stacey announced volunteering as AVP to Professional Development in support of Chris Bradley candidacy to support CDMP roadmap and drive a sustainable process to keep DMBOK current and aligned with CDMP exam questions
- Stacey reviewed Chapter Services gap in anticipation of transitioning VP Chapter Services role
- The regional coordinator role was discussed in support of all the VP roles on the DAMA-I board.
- Stacey continues to support the President Council until the PC election is complete.
- VP, Conference Service
  - DMZ Conference in Philly proctoring will be performed by SH and AR
  - Florida Conference proctoring will be performed by JY and FK
  - Washington DC conference proctoring will be performed by LS and LK
  - Please reserve (room and conference registrations) for the EDW conference in CA
  - All online banners have been posted to the website by Cathy and Jerrod
  - All Marketing is being created by Cathy, we are creating a list of central members to market to...etc. Cathy will be creating a newsletter for the Central Members
  - Chicago conference proctoring will be performed by CN and LK
  - DAMA-I will support all conferences equally
- VP, Professional Services
  - In the last month, CDMP events in the UK, US, Italy, Finland, South Africa, Australia, and Saudi Arabia in Jan. 2020
  - Sept metrics = 51 participants took the exam, the running total March to Sept. 541 people took the exam with a 88% pass rate
  - With boot camp 98% pass rate
  - Stats in a Marketing format will be very valuable, benchmarking against the other orgs offering exams in the future will be enabled, this program offers different pathways for the specialty exams
  - Exam question teams are making good progress and will be live in the new platform before the end of 2019
- VP, Financial Services
  - Financials thru Sept are reconciled in Quickbooks
  - Not filed 2018 taxes yet, and the tax accountants are not engaged to complete the filing. AR has asked if we need to engage another firm to offer the tax filings. Karen Miller the resource will be able to file for us this week. AR will work with Karen Miller.

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- Action items – funds will be moved to another financial institution, this is a very good position for us to be in such sound financial standing
- A financial advisor with specialty in Not For Profits organizations may offer us guidance to offer us risk protection
- VP, Operations
  - Christine Ruddy, DAMA Admin is hired. She will work east coast morning hours
  - Document Retention Policy was updated and ready for approval
  - DMBok2 metrics published, service level will stay at 10 days, but we are beating that with LaTess using it
    - **DMBoK2 codes processed from 9/1/2018 to 9/16/2019:**
    - **442**
    - DMBoK2 coupon data: Report from CiviCRM
    - [DMBOK2 coupon reports](#)
    - Raw data: This spreadsheet is updated weekly.
    - [DMBOK2 Email Report August2019.xlsx](#)
  - HelpScout Metrics published
    - All old (less than one year, one year and older) tickets have been solved and closed. We are receiving new tickets at a very low rate. To date new tickets are at 298.
    - **Total unassigned tickets:** 15 - mostly CDMP and Membership
    - **Total assigned tickets:** 283 - mostly CDMP and Membership
    - **Total closed:** 6,409
    - **Total tickets:** 6,706
- VP, Marketing/Communications
  - No report for VP of Marketing
- VP, Online Services
  - Jerrod left at 10:54 am. No report for today, will be emailed.
- Past President
  - Elections will be finalized with nominations by Oct.
  - Balloting will open on Nov. 1<sup>st</sup>, 2019
  - Only a few positions have multiple candidates
  - The awards process needs more structure and the process is a lower process than other tasks, there is a series of cutting and pasting
    - Stacey will ask for volunteers for the Awards committee as well
  - There is a complete transformation into a Customer Service Organization, and it counts as much as having a fiscally sound financial position
- Presidents' Council Chairperson
  - Good participation for the PC meetings even though there was a three-month hiatus



## Board of Directors Meeting Minutes

- Upcoming meeting will be conducted in the middle of East coast time and this should give a good time zone for all to participate, good response rate thus far to the meeting invite, the meeting will be recorded
- Previously chapters did not vote because they did not know the candidates and didn't want to do any harm
- Governance and Ethics Officer
  - The first pass of the By-laws changes were sent to the PC members, they have until 10/31 to respond. The BoD reviewed all the changes at the Chicago board meeting – 10/12-13.
  - The Ethics committee reviewed the complaint process and documentation. The committee has reviewed the submitted Ethics violation and will make a recommendation before the end of the year.
- President
  - The trust issues have been repaired with much of the community and this is significant work that is very important
  - The board is much more operational than previous months and we have acknowledged where we need support and staff to provide services
  - The choices being made today will result in a sustainable path forward
  - Through the end of the year, we will be able to look to the future rather than a view back to the previous BoD when we onboard new members
  - Ask is recommendation for filling any empty board positions, especially Marketing and Communications, this is very important

### **Motion to adjourn \_CB \_\_\_**

Meeting ended at 11:58 am CDT