

Chief Staff Officers' Meeting

Friday, April 8, 2011 – 9:00 am – 12:30 pm
Sheraton on the Park Hotel
Sydney, Australia

REVISED AGENDA

1. **Call to Order and Introductions**
2. **Minutes from the last meeting**
3. **Update on developments within the IAA** (introduced by Nicole Séguin)
 - Education Survey
 - Stochastic Modeling book: promotion and printing
 - Secretariat: re-assignment of responsibilities
4. **IT: Feedback on research done by associations and approach to IT to be followed by every association (outsource, package, etc.), current issues in IT, etc. Stakeholder management: is use made of IT support for CRM processes** (introduced by Emil Boeke)
5. **Education: approach to education in source/outsource and any changes in thinking**
6. **Use of social media, e.g. twitter, facebook, etc. (note that this was a topic of discussion at the June 2009 CSO meeting – you can read the minutes online under Presidents Forum, Association Chief Staff Officers)**
7. **ICA 2014 – Washington** (introduced by Cynthia Ziegler)
8. **Any Other Business**