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/outsourcing 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**