

# Chief Staff Officers Meeting

Zagreb, October 1<sup>st</sup> 2011

## Agenda

1.	Minutes and actions from Sydney	9:00am	Derek Cribb
2.	IT systems <ul style="list-style-type: none"><li>• Membership databases, and</li><li>• Content management</li></ul>	9:10am	All
3.	Transitioning qualifications processes	9:40am	All
a.	Break	10:15am	
4.	CERA qualification update	10:45am	Trevor Watkins
5.	ICA 2014 Communications and Marketing Plan	11:00am	Cynthia Zeigler
6.	Institute and Faculty strategy update	11:15am	Derek Cribb
7.	Horizon scanning – what issues are coming our way?	11:30am	Greg Heidrich / All
8.	General updates from attendees / AOB	12:00am	All